

# Sajtóközlemény / Press release

## Quality service rules: BUD lands in the highest tier of European airports

Budapest, 24 April 2014. Budapest Airport has reached an all-time high passenger service quality rating, according to the 2014 Q1 ASQ survey. The airport that has just been awarded the Best Eastern European Airport 2013 Skytrax Award has improved in every section of the service quality survey, based on feedback from passengers.

Budapest Airport and its employees have managed to propel service quality at the airport to an all-time high, much above the European average in Q1 of 2014. Budapest Airport has scored 4.04 in the ACI-sponsored ASQ survey, which found that European airports scored 3.85 in the same period this year. The ASQ survey is based on ratings awarded on a 5-point scale, and consists of 33 areas of airport service assessment. Marks over 4.00 are considered excellent. Budapest Airport has scored 4.04 in the survey that is conducted anonymously and according to the same methodology all over Europe, independently from airport operators.

According to the latest results, passengers flying out of Budapest have praised the thoroughness and politeness of security personnel (two sometimes conflicting areas) and the short walking distances from security to boarding. Passengers were also very much impressed by the general ambiance and cleanliness of the airport in Budapest. Overall in Q1 of 2014, Budapest Airport has entered the top league of European airports in service quality - a long-term strategic goal of the company. BUD employees and business partners on all levels have been working hard for years to transform the Hungarian capital airport into the best in the region in terms of service quality and growth.

“Over the past few years we have put tremendous efforts into constantly improving quality, filling the wonderful airport we’ve built with the best services, so that both leisure and business travelers can feel at home when flying to or from Budapest,” said Jost Lammers, the CEO of Budapest Airport. He added: “The results we have just received show that we are heading in the right direction, and the efforts of airport staff and our partners are appreciated and praised by the passengers too. This recognition gives us the momentum to continue on this path, as we want to deliver the best services for air travelers in the region.”

### More information:

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#### Notes to editors:

Budapest Airport is the best airport in Eastern Europe, as recognized by Skytrax in 2014 based on passenger ratings. Budapest Airport Plc., the operator of Ferenc Liszt International Airport is owned by a consortium of German (KfW IPEX-Bank 4%) Canadian (Caisse de dépôt et placement de Québec 18.167%), American (Aero Investment 10 %) and Singaporean (Malton Investments Pte Ltd. 18.167%) investors led by AviAlliance GmbH (49.666%). The terminals of the airport were home to 39 airlines, which transported 8.5 million passengers to 99 airports in 34 countries in 2013.