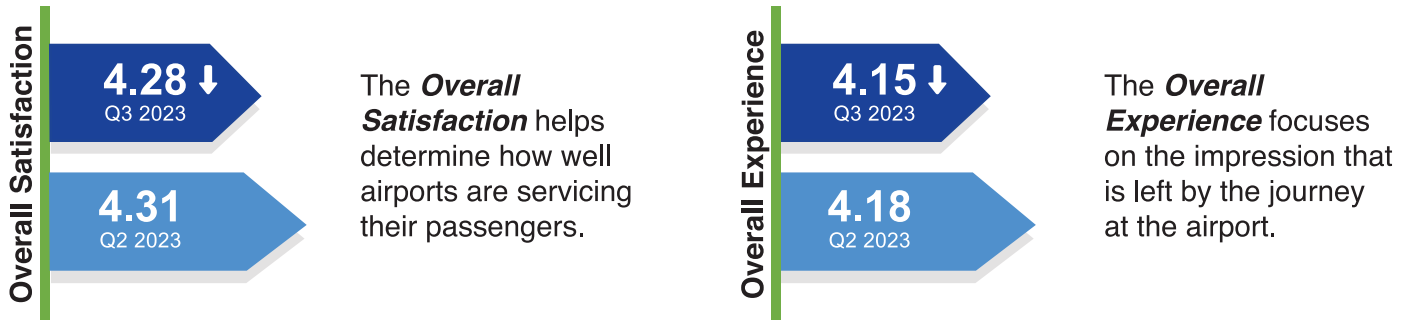


### Global snapshot of airport customer experience produced by ACI ASQ

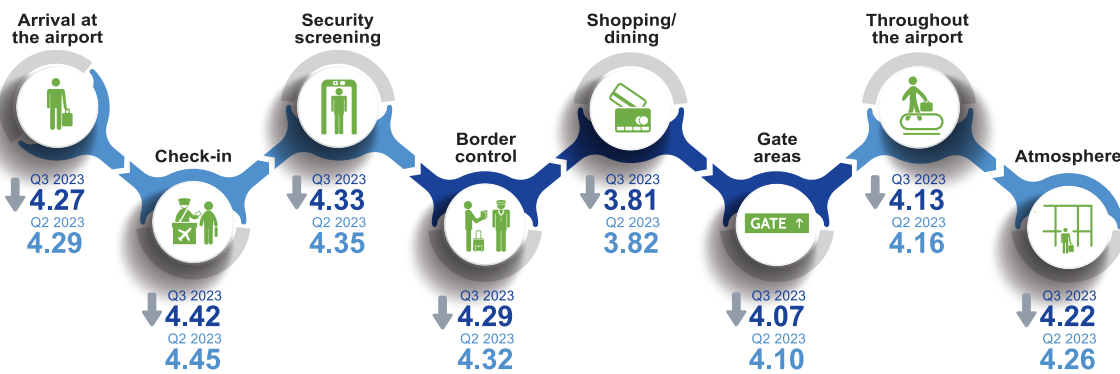


#### Overall scores WORLDWIDE

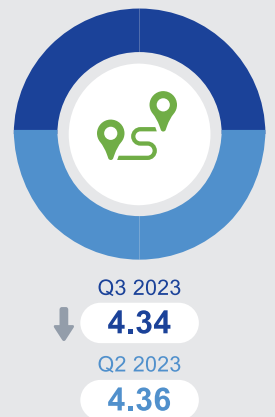
Both the overall experience and satisfaction measures are critical. The best customer experience is when airports generate positive emotions while providing excellent service quality.



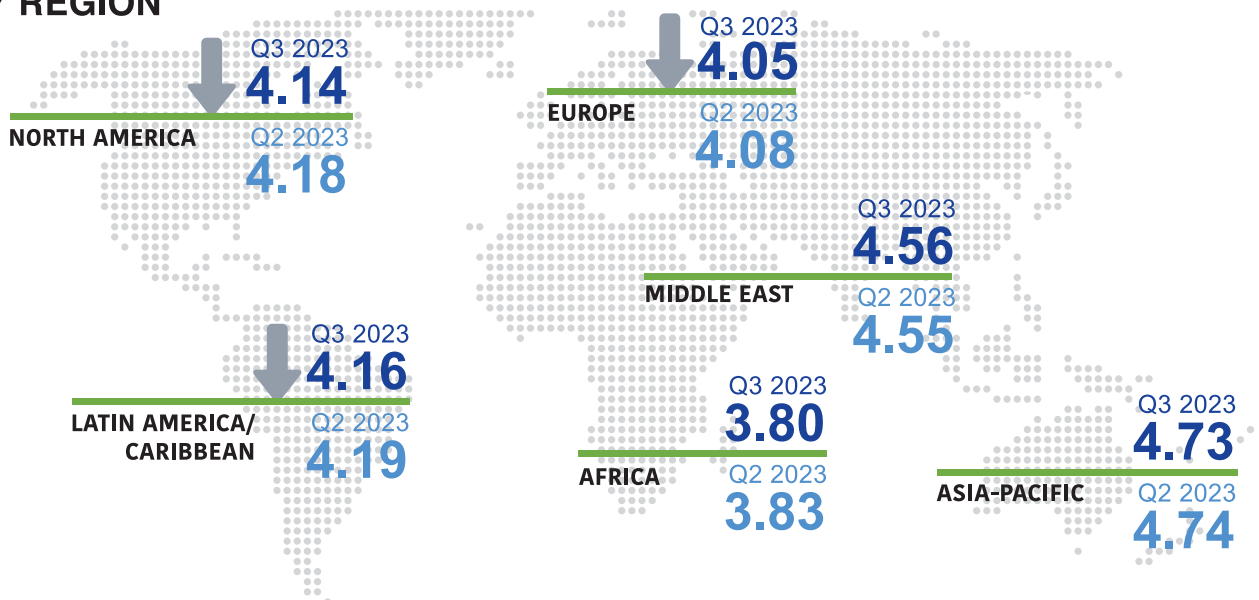
#### Satisfaction BY STEP OF THE JOURNEY



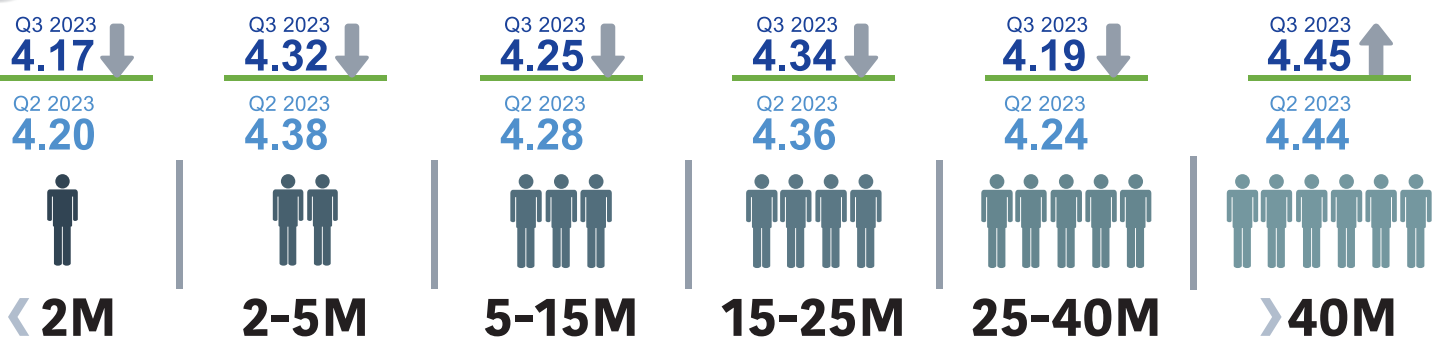
#### Ease of Travelling Index



#### Overall satisfaction BY REGION



#### Overall satisfaction BY AIRPORT SIZE



Source: ACI Airport Service Quality Departures – Main type Programme 2023, based on Q3 2023 results with 330 airports

↑↓ indicates that the segment's performance is higher or lower compared to the Q2 2023 result on a statistically significant level (95%). Results are means of a 5-pt scale.