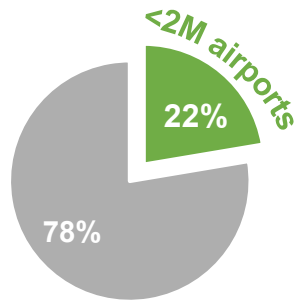


ASQ Departures: Designed for All Airports



■ <2M airports (86 airports)
■ ≥2M airports (297 airports)

ASQ is the world's leading airport service quality assessment program. In 2025, airports handling fewer than 2 million passengers represented 22% of all participating airports in the Departures program, making this the second-largest airport size category after the 5–15 million category (26%).

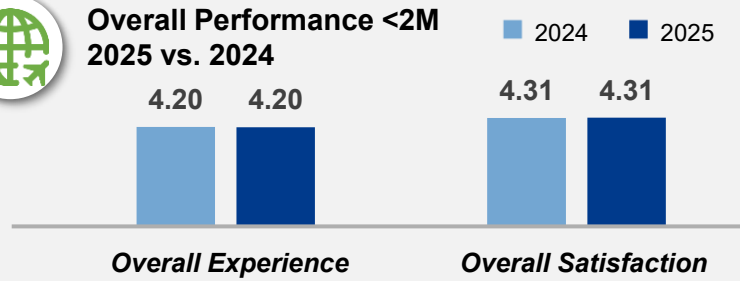
Overall performance within the <2M airport size category remained stable in 2025 compared to 2024.



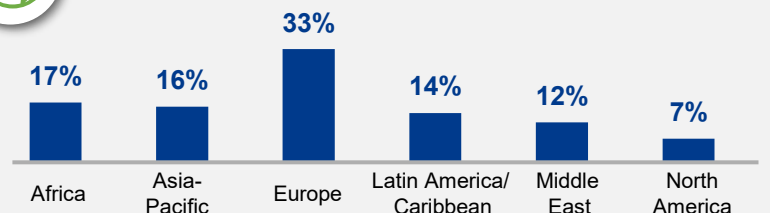
In total, 24 airports from the <2M size category were recognised with at least 1 ASQ Award in 2025.



Overall Performance <2M 2025 vs. 2024

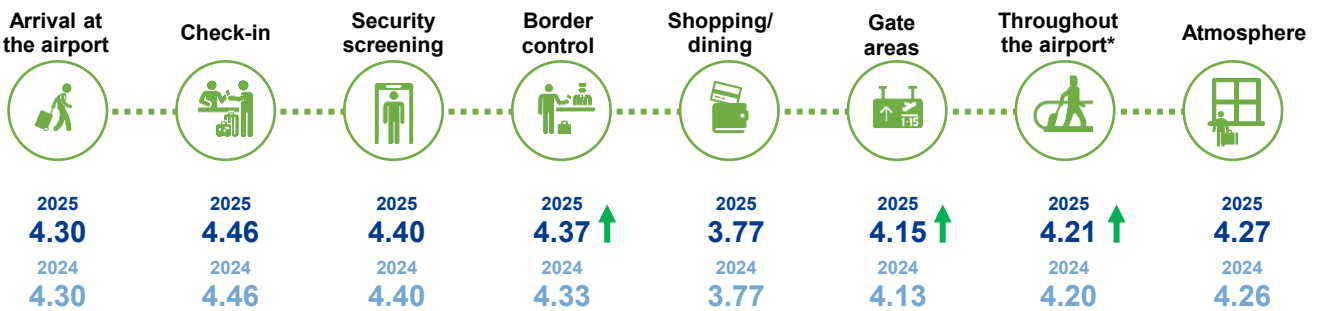


2025 Distribution <2M BY REGION



Satisfaction <2M BY STEP OF THE JOURNEY

Across the 8 steps of the passenger journey, the border control, gate areas, and throughout the airport* categories recorded significant improvements in 2025 compared to 2024. The other steps of the journey remained stable over the period.



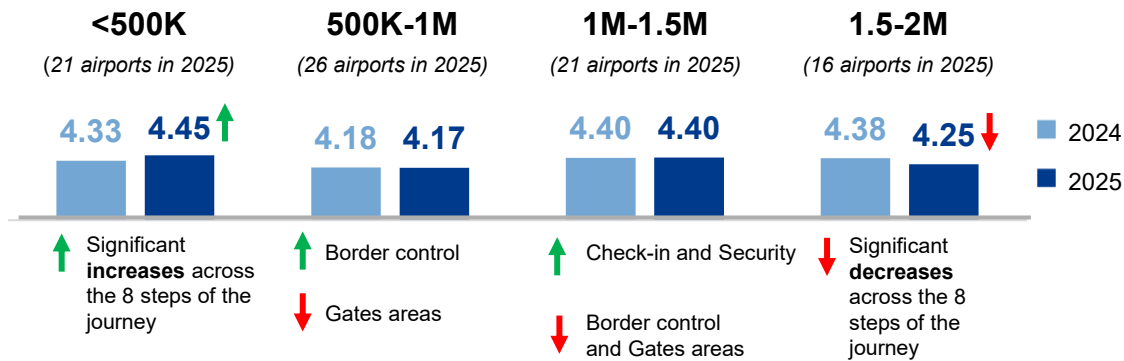
*Throughout the airport refers to services and amenities that can be offered across the airport (e.g. Wi-Fi, entertainment, washrooms, wayfinding, etc.)



Overall Satisfaction BY AIRPORT SIZE

Breaking down the <2M airport size category, the results reveal contrasted trends. While the smallest airports recorded significant overall improvements; the opposite is observed for the larger airports in the category.

For airports in the 500K-1M and 1M-1.5M categories, overall satisfaction remained stable despite variations across journey steps.



2025 Overall Satisfaction <2M vs. ≥2M BY REGION

The 2025 results show that small airports (<2M) in North America, Europe, and Asia-Pacific achieved a significantly higher overall satisfaction score than airports handling over 2 million passengers.

