

PRESS RELEASE

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Airports of the VINCI Airports network multi-awarded for their service quality

- **In the UK, Mexico and the Dominican Republic, five airports have received 15 ACI ASQ awards.**
- **In Hungary, Japan and Chile, three airports win a Skytrax award each.**
- **These numerous awards demonstrate VINCI Airports' commitment to providing the best passenger experience.**

Airport Service Quality (ASQ) Award from the Airport Council International (ACI)

Five airports in the VINCI Airports network are ranked among the world's best in their category for service quality in the Airport Service Quality (ASQ) ranking by Airports Council International (ACI). Resulting from a global benchmark, these ASQ Awards recognize airports that have achieved the highest passenger satisfaction scores through surveys conducted directly in terminals worldwide.

In the European zone as defined by ACI, **Belfast International Airport** wins its first ASQ award in the category of "Best Airports at Departures: 5 to 10 million passengers". Behind this award lies a strong operational performance, made possible by some of the most modern and efficient security screening facilities in the world. Thanks to state-of-the-art equipment installed across all cabin baggage screening lanes, in 2025, 95% of passengers were screened in under 15 minutes in the new dedicated area. Furthermore, 80% of flights departed with less than 15 minutes of delay, placing the airport among the most punctual in the UK.

In the Latin America and Caribbean region, three Mexican airports in the network have received awards and continue to distinguish themselves through their quality of service. **Monterrey airport** stands out, winning the award for "Best Airports at Departures: 5 to 10 million passengers". It is also recognized for its dedicated staff, the easiest airport journey, and receives awards for most enjoyable and cleanest airport.

In the category of airports handling fewer than 2 million passengers, **Durango and Tampico** have both been voted best departure airports. Durango Airport stands out for the quality of its staff's service, the smooth passenger experience, and its comfort and cleanliness, earning the title of most pleasant and cleanest airport. Tampico, for its part, is praised for its staff's helpfulness and the seamless passenger journey it offers.

In the Dominican Republic, **Puerto Plata airport**, one of the six airports run by VINCI Airports on the island, wins the award for best departure airport for traffic of less than 2 million passengers.

Skytrax Awards 2026

Skytrax is the world's first quality rating system for the airport sector with a scale of 1 to 5 stars based on the overall performance of the infrastructure.

In Hungary, the **airport of Budapest** wins a Skytrax award for the thirteenth time in the category of "Best airport in Eastern Europe". After handling nearly 20 million passengers in 2025, the infrastructure continues its development, alongside the implementation of new large-scale investment projects aimed at further improving the passenger experience.

In Japan, **Kansai International airport** wins the Skytrax award for world's best low-cost terminal for Terminal 2. This is the fifth time the airport has received this award. Since its opening in October 2012, numerous initiatives have been implemented to improve the passenger experience, including the opening of the first walk-through duty-free shop in a domestic airport in Japan and the optimization of security checks for greater efficiency.

In Chile, **Santiago airport** wins the Skytrax award for "Best airport staff in South America" for the second year in a row. This award comes a few months after the completion of modernization work at the airport, including the expansion and renovation of the domestic terminal.

Rémi Maumon de Longevialle, CEO of VINCI Airports, stated: *"It is a source of collective pride that eight airports in the network, located in different geographies, have been recognized by ACI and Skytrax in categories as varied as infrastructure quality, staff hospitality, passenger journey, and cleanliness. These numerous awards demonstrate once again the commitment of the teams at the airports run by VINCI Airports to innovate in order to offer the best possible experience to travellers."*

About VINCI Airports

VINCI Airports, as the leading private airport operator in the world, manages the development and operation of more than 70 airports located in 14 countries. VINCI Airports draws on its expertise as a comprehensive integrator to develop, finance, build and operate airports, leveraging its investment capability and know-how to optimise operational performance and modernise infrastructure while bringing about their environmental transition. In 2016, VINCI Airports became the first airport operator to commit to an international environmental strategy, setting itself the aim of reaching zero net emissions (scope 1 and 2) across the network by 2050 while supporting its stakeholders' transition.

For more information:

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