

**TORINO AIRPORT RECEIVES THE
'MOST DEDICATED STAFF IN EUROPE'
ACI WORLD AWARD FOR THE SECOND CONSECUTIVE YEAR**
Customer satisfaction at the heart of airport activities

Caselle Torinese, 11 March 2025 – The customer service of Torino Airport awarded for the second consecutive year with the recognition '**Airport with the Most Dedicated Staff in Europe**'.

As part of the ASQ-Airport Service Quality Awards presented by the global association of airports ACI World, Torino Airport has been awarded the recognition that **rewards the commitment made in 2024 by airport staff in meeting the needs of passengers**.

The 'Airport with the Most Dedicated Staff in Europe' award recognizes how central the passenger experience is at the airport and rewards the efforts made by all those who come into contact with passengers and who work to make the stay at the airport pleasant and comfortable, thus confirming the importance of improving the customer experience for Torino Airport.

The ASQ Awards are based on a global measurement program that collects real-time feedback from travellers, through self-completed questionnaires by passengers, collected live by certified staff at airports around the world. Its rigorous methodology ensures an accurate representation of a diverse range of passenger experiences, making it the only survey that allows for fair comparisons between airports.

Launched in 2006, ASQ is the world's leading airport passenger satisfaction monitoring and benchmarking program: in 2024, nearly 700,000 questionnaires were collected by the program. Turin Airport has been a member since 2016.

The CEO of Torino Airport, Andrea Andorno, said: "We are really proud to receive this important award for the second consecutive year, which rewards the daily commitment to our passengers, not only of all the employees of the SAGAT Group, but also of all those who work at the airport. Dedication distinguishes the daily activity of all staff and is even more evident in the assistance provided to passengers with special needs: as on the Special Olympics, currently underway in our area, where the extraordinary commitment to ensure the highest level of excellence for all is tangible".

Justin Erbacci, Director General of ACI World, said: "At a time when passenger expectations are evolving rapidly, excellence in customer service is the key to ensuring that airports remain memorable destinations in themselves. Congratulations to Torino Airport for its success in the ASQ Awards! "