

**FOR THE THIRD CONSECUTIVE YEAR  
TORINO AIRPORT RECEIVES THE ACI WORLD AWARD  
'MOST DEDICATED STAFF IN EUROPE'**

*The award recognizes the dedication shown by airport staff in 2025*

*Caselle Torinese, 24 February 2026* – For the third consecutive year, Torino Airport has been awarded the 'Airport with the Most Dedicated Staff in Europe' prize by ACI World. For Torino Airport, this recognition is the result of a strategy focused on putting passengers first. It also serves as a distinctive feature that contributes daily to creating a positive and inclusive environment, showcasing the professionalism of all airport staff.

The 'Airport with the Most Dedicated Staff in Europe' award is presented by ACI World, the global airport association, as part of the ASQ-Airport Service Quality Awards. It recognises the efforts of all those who interact with passengers and work to make their time at the airport pleasant and comfortable.

The ASQ Awards recognise excellence in customer experience at airports worldwide. The award is based on a global measurement programme that collects real-time feedback from travellers through self-completed questionnaires, which are collected live by certified staff at airports worldwide. The 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 programme for monitoring and benchmarking airport passenger satisfaction. In 2025 the programme collected over 700,000 questionnaires. Torino Airport has been a member since 2016.

The recognition awarded to Torino Airport for the third consecutive year testifies to the commitment and dedication of the employees of SAGAT Group and the entire airport community who, alongside the continuous growth in traffic and the number of passengers, maintain high quality standards, confirming the importance of improving the customer experience for Torino Airport. ACI World, also as part of the ASQ-Airport Service Quality Awards, has also recognised the commitment of Torino Airport in ensuring the cleanliness of the airport, again based on the opinions expressed by departing passengers.

**Andrea Andorno, CEO of Torino Airport**, has stated: "Receiving the 'Airport with the Most Dedicated Staff in Europe' award for the third year in a row is a great source of pride for all of us. In 2025, Torino Airport surpassed the threshold of 5 million passengers transported for the first time, marking a new traffic record. It is gratifying to know that, alongside the significant growth of our airport, we are able to guarantee our passengers a pleasant and quality travel experience."

**Justin Erbacci, Director General at ACI World**, has commented: "Being awarded an ASQ Customer Experience Award by ACI recognizes Torino Airport as a leading airport for passenger experience and service excellence. This distinction, based on real feedback from travellers, highlights your commitment to delivering world-class airport experiences."