

**TORINO AIRPORT RECEIVES  
THE 'MOST DEDICATED STAFF IN EUROPE' AWARD  
BY ACI WORLD.**

*Recognized for the dedication of all airport staff in meeting the needs of passengers*

Caselle Torinese, 11 March 2024 – Torino Airport receives important recognition as the '**Airport with the Most Dedicated Staff in Europe**' for the efforts made by all the airport staff in meeting the needs of passengers.

At the ASQ - Airport Service Quality Awards, organised by ACI World - Airports Council International, Torino Airport was honored with the title of 'Airport with the Most Dedicated Staff in Europe', which recognizes how central the passenger experience at the airport and rewarding the efforts of all those who come into contact with passengers and who work to make their stay at the airport pleasant and comfortable. The award therefore confirms that improving the customer experience is a fundamental value for Torino Airport.

The ASQ Awards, given annually by ACI World, recognise airport excellence in customer experience worldwide, based on data collected through the ASQ programme surveys. The programme is based on live research conducted through questionnaires collected by certified staff at the airport throughout the year, in which travellers express their opinions at the very moment of their travel. The awards thus attest to passengers satisfaction during their stay at the airport.

Launched in 2006, ASQ is the leading program for monitoring and benchmarking the satisfaction of airport passengers worldwide, with nearly 400 participating airports in 95 countries. Torino Airport has been a member since 2016.

**Andrea Andorno, CEO of Torino Airport**, said: "I am very proud of all the SAGAT Group employees and their focus on constantly improving interaction with our passengers bringing it to a level of excellence. Not forgetting, of course, the significant commitment of everyone working at our airport to provide the best possible experience for travellers. A strategy based on passenger service quality is indeed a key success factor for an airport".

**Luis Felipe de Oliveira, Director General of ACI World**, said: "Congratulations to the whole team at Torino Airport on their success in the Airport Service Quality (ASQ) Awards. Your dedication to excellence in customer experience sets a benchmark for airports worldwide! Keep setting the bar high".