

## **Hamburg Airport once again “Best Regional Airport in Europe”**

For the sixth time, Hamburg Airport takes a first prize at the Skytrax World Airport Awards / Second ranked airport in global category

**Gold for Hamburg: For the sixth time, Hamburg Airport has won the renowned Skytrax World Airport Award in the “Best Regional Airport Europe” category. Silver and bronze went to two other German airports: Düsseldorf and Cologne/Bonn. Skytrax defines a “Regional Airport” as any airport that primarily offers domestic and intracontinental flights with a few intercontinental services. In the overall ranking of “The World’s Top 100 Airports 2021”, Hamburg Airport again made it into the top 30, achieving 26<sup>th</sup> place. The Skytrax Award is presented on the basis of independent passenger surveys, reflecting passenger satisfaction.**

Alongside the gold medal for “Best Regional Airport in Europe”, Hamburg is also celebrating silver medals in two global categories. Northern Germany’s largest airport took out second place for “The World’s Best Regional Airports 2021”, outranked only by Chubu Centrair International Airport Nagoya (Japan). The result was the same in the category, “Best Airports 2021: 2-5 million passengers”. Hamburg Airport was assigned to the “2-5 million passengers” category for the first time because of the shift in passengers worldwide due to the coronavirus pandemic. In 2019, Hamburg Airport had 17.3 million passengers, followed by 4.56 million in 2020.

Michael Eggenschwiler, Chief Executive Officer at Hamburg Airport, delighted by the the award, said, “The Skytrax World Airport Award is special for two reasons: First, the recipient is chosen by the people who are the focus of all we do – our passengers. Here we see that our efforts are rewarded with a high quality of service, from booking to boarding. Second, this award shows that our passengers trust us even during a pandemic. This is something that our whole airport team can be especially proud of. We have invested in numerous hygiene measures over the past 15 months. The strong commitment of our staff made this fantastic result possible. I am proud of such a motivated workforce, especially in these difficult times.”

Hamburg Airport was already recognised as a 4-star airport in 2020, based on an independent rating conducted by the Skytrax agency. Skytrax assessed the

effectiveness of hygiene and safety measures implemented to deal with Covid-19 on the basis of six criteria.

### **About the Skytrax World Airport Awards**

Skytrax is a British management consultancy that has undertaken global surveys on the quality of international airlines and airports since 1990, presenting awards on the basis of its findings. The survey results are based on evaluations of airlines and airports derived from the experience reported by passengers. Passengers can submit their evaluations on the Skytrax website. The survey and awards ceremony are independent of the companies being evaluated.

The Skytrax World Airport Awards were first presented in 1999. They evaluate the customer service and facilities of more than 500 airports around the world. The annual airport customer survey for the Passenger's Choice Awards operated from August 2020 until July 2021, with many travellers voting for their favourite / best airport based on pre-pandemic travel experiences, whilst other customers voted after their COVID-19 Airport Experience during the past 12 months.

All the winners of this year's awards can be found online at [www.worldairportawards.com](http://www.worldairportawards.com).

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