

Vienna Airport Ranked Among Europe's Best for Customer Orientation: ACI grants Level 4 certification

Vienna Airport is being honoured for its consistently practiced customer orientation. The global airport association ACI World (Airports Council International) has certified Vienna Airport with its **Level 4 Airport Customer Experience Accreditation**. This comprises one of the highest international standards for strategically embedded quality management. Accordingly, Vienna Airport is one of only three European airports which has reached this level. Istanbul Airport received the highest level (5) and Vienna Airport's sister airport in Malta was also granted Level 4 accreditation. This recognition acknowledges how customer orientation has been structurally integrated and is being optimised in the company, from the overall strategy to operational implementation. Vienna Airport has been resolutely striving to further upgrade the passenger experience, as shown by targeted investments such as the Terminal 3 Southern Expansion project.

"This award is a strong signal i.e., that Vienna Airport now ranks among the flight hubs with the highest quality standards anywhere in the world. This achievement has only been made possible thanks to the daily commitment of our employees, who are the backbone of our service culture. I would like to express my sincere thanks to them for this. We are systematically investing in the future. The new Terminal 3 Southern Expansion project will enable us to create a completely new passenger experience. Our claim to excellence is a lived reality, and the foundation for the next development steps," states Julian Jäger, joint CEO and COO of Vienna Airport.

ACI Customer Experience Accreditation: Vienna is the best-in-class for this size of airport

The ACI Customer Experience Accreditation is an internationally standardised programme designed to evaluate customer orientation in the field of aviation. It distinguishes among five development steps, ranging from initial measures to its being completely embedded in the customer experience strategy. Level 4 means that Vienna Airport demonstrates that customer orientation is structurally implemented in all areas and is being continuously developed. Thanks to this Level 4 certification, Vienna Airport belongs to an exclusive group of airports. Only two other airports in all of Europe have reached this level. One is Malta International Airport, in which Vienna Airport has a major stake, along with Istanbul Airport, currently the only European airport boasting Level 5. Accordingly, Vienna Airport is the only flight hub of this size in all of Europe featuring an ACL Level 4 Customer Experience Accreditation.

Quality management along the entire travel chain

Numerous initiatives to constantly improve customer experience comprise the basis for certification. Feedback from daily surveys is systematically assessed and leads to specific optimisation measures. Terminal inspections, process analyses and targeted team trainings promote a shared understanding of service by all employees and partner companies at the flight hub. In this way, Vienna Airport has established an ongoing improvement process at a top international level. Vienna Airport is investing about € 420 million in its current Terminal 3 Southern Expansion drive to create a completely new passenger experience. New lounges, 30 additional shops and restaurants, spacious leisure areas and a modern security checkpoint will be put into operation by 2027. This expansion initiative is a central pillar of Vienna Airport's quality and site strategy.

About ACI

Airports Council International (ACI), the global umbrella association of airports, is a federal organisation consisting of ACI World, ACI Africa, ACI Asia-Pacific & Middle East, ACI EUROPE, ACI Latin America and the Caribbean as well as ACI North America. ACI represents the interests of airports with respect to key political and regulatory decision-making processes and thus makes a major contribution towards a

secure, reliable and efficient international aviation system. In 2025, ACI currently has 830 members which operate a total of 2,181 airports in 170 countries.

Contact:

Press Office

Peter Kleemann, Company Spokesman

Tel.: (+43-1-) 7007-23000

E-Mail: p.kleemann@viennaairport.com

Website: www.viennaairport.com



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