



KIX ranks No. 1 in three categories at Skytrax World Airport Awards including its first World's Best Airport Staff

Kansai Airports is excited to announce that Kansai International Airport (KIX) has been named the winner in three categories— “World's Best Airport Staff”, “Best Airport Staff in Asia”, and “World's Best Airport for Baggage Delivery”— of World Airport Awards 2020* presented by Skytrax, a UK-based aviation research firm.

Kansai Airports continues to improve its airport environment and offer a new travel experience to bring more comfort and fun to all airport guests.

■ **Top Awards**

World's Best Airport Staff

The award recognizes the quality of service (attitude, friendliness, and efficiency) delivered by airport staff. It covers all front-line positions involving customer service in immigration, security, shops, food & beverage outlets, and others. This is the first time KIX has taken first place in this category. And we are proud that this is in recognition of tireless efforts made by each one of those striving to provide the best possible service to passengers and airport visitors.

Best Airport Staff in Asia

This title is intended for an airport in Asia which excels in the level of service provided by its staff. KIX came out on top in this category for the first time since 2014. As with the Award for “World's Best Airport Staff”, this outstanding achievement could not have been possible without the hard work of our dedicated individuals.

World's Best Airport for Baggage Delivery

This recognition is based on baggage handling performance including waiting time for passengers to receive their baggage, efficiency of the baggage drop-off/pick-up processes, and staff's responses to lost baggage. KIX has retained the title for the sixth consecutive year since 2015. And the airport has a proud record of no lost baggage for its own fault since its opening. This amazing accomplishment, along with the award win, reflects careful daily work of operational and technical staff belonging to our group and stakeholders that include airlines and ground handling companies.

■ **Other Awards**

KIX secured the tenth position in World's Best Airport and came in second in World's Best Airport by Passenger Numbers (30-40 million passengers). KIX's other awards include:

- World's Best LCC Terminal: 2nd place
- World's Best PRM / Accessible Facilities: 2nd place
- World's Best Airport Security Screening: 6th place
- Best Airports in Asia: 7th place
- World's Cleanest Airport: 9th place

Furthermore, Osaka International Airport won the third place in the Best Domestic Airport category.

*The Awards are based on survey questionnaires completed by air travelers from 100 different countries/regions, covering 550 airports around the world.

Contact Information

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 **KANSAI AIRPORTS**



Kansai Airports was established by a consortium made up of VINCI Airports and ORIX Corporation as its core members. Kansai Airports took over the operations of Kansai International Airport (“KIX”) and Osaka International Airport (“ITAMI”) from New Kansai International Airport Company (“NKIAC”) and has been operating the two airports since April 1, 2016.

Kansai Airports Kobe, Kansai Airports’ wholly-owned subsidiary, took over the operations of Kobe Airport (“KOBE”) from Kobe City and started its business as an operating company on April 1, 2018.

Under the concept of “One Kansai Airports Group”, Kansai Airports group strives to continuously improve its services for all airport guests through appropriate investments and efficient operations, with safety and security being the top priority. Kansai Airports group aims to maximize the potential of the three airports, for the benefit of the communities they serve.

For more information, please visit : <http://www.kansai-airports.co.jp/en/>

Kansai Airports

Location	1-banchi, Senshu-kuko kita, Izumisano-shi, Osaka	Shareholders	ORIX 40%, VINCI Airports 40%, Other investors 20% ¹
Company Representatives	Representative Director and CEO: Yoshiyuki Yamaya Representative Director and Co-CEO: Benoit Rulleau		
Business Scope	Operation and management services, etc. of Kansai International Airport and Osaka International Airport		

Kansai Airports Kobe

Location	1-ban, Kobe-kuko, Chuo-ku, Kobe-shi, Hyogo	Shareholder	Kansai Airports 100%
Company Representatives	Representative Director and CEO: Yoshiyuki Yamaya Representative Director and Co-CEO: Benoit Rulleau		
Business Scope	Operation and management services, etc. of Kobe Airport		



ORIX Corporation (TSE: 8591; NYSE: IX) is an opportunistic, diversified, innovation-driven global powerhouse with a proven track record of profitability. Established in 1964, ORIX at present operates a diverse portfolio of businesses in the operations, financial services, and investment spaces. ORIX’s highly complementary business activities span industries including: energy, private equity, infrastructure, automotive, ship and aircraft, real estate and retail financial services. ORIX has also spread its business globally by establishing locations in a total of 37 countries and regions across the world. Through its business activities, ORIX has long been committed to corporate citizenship and environmental sustainability. For more details, please visit our website:

<http://www.orix.co.jp/grp/en/>



VINCI Airports, as the leading private airport operator in the world, manages the development and operation of 45 airports located in Brazil, Cambodia, Chile, Costa Rica, the Dominican Republic, France, Japan, Portugal, Serbia, Sweden, the United Kingdom and the United States. Served by more than 250 airlines, VINCI Airports’ network handled 255 million passengers in 2019. Through its expertise as a comprehensive integrator, VINCI Airports develops, finances, builds and operates airports, leveraging its investment capability, international network and know-how to optimise the management and performance of airports and to carry out airport expansions and upgrades. In 2019, its annual revenue for managed activities amounted to €4.9 billion, for a consolidated revenue of €2.6 billion.

More comprehensive information is available on www.vinci-airports.com

¹ ASICS Corporation; Iwatani Corporation; Osaka Gas Co., Ltd.; Obayashi Corporation; OMRON Corporation; The Kansai Electric Power Company, Incorporated; Kintetsu Group Holding Co., Ltd.; Keihan Holdings Co., Ltd.; Suntory Holdings Limited; JTB Corp.; Sekisui House, Ltd.; Daikin Industries, Ltd.; Daiwa House Industry Co., Ltd.; Takenaka Corporation; Nankai Electric Railway Co., Ltd.; NIPPON TELEGRAPH AND TELEPHONE WEST CORPORATION; Panasonic Corporation; Hankyu Hanshin Holdings, Inc.; Rengo Co., Ltd.; The Senshu Ikeda Bank, Ltd.; Kiyo Holdings, Inc.; The Bank of Kyoto, Ltd.; THE SHIGA BANK, LTD.; The Nanto Bank, Ltd.; Nippon Life Insurance Company; Mizuho Bank, Ltd.; Sumitomo Mitsui Trust Bank, Limited; MUFG Bank, Ltd.; Resona Bank, Limited; and the Private Finance Initiative Promotion Corporation of Japan.