

**TORINO AIRPORT, PRIORITY TO LISTENING TO PASSENGERS.
RECEIVED FOR THE SECOND TIME
THE ‘VOICE OF THE CUSTOMER’ AWARD FROM ACI WORLD.**

Caselle Torinese, February 10, 2022 – Torino Airport has been awarded by **ACI World**, the world association of airports, with a special recognition within the initiative '**The Voice of the Customer' for the activity of listening to passengers carried out in 2021.**

With this award that Torino Airport receives for the **second consecutive year**, the Airports Council International recognizes worldwide the **commitment of airports** that, despite the difficulties due to the pandemic situation, in 2021 continued to **prioritize their passengers and their airport experience**, ensuring that their requests were heard.

ACI World acknowledged that Torino Airport, despite the challenging context caused by Covid-19, continued to make **significant efforts to collect passenger feedback through the Airport Service Quality (ASQ) program**: this program aims to better understand its customers, acquiring their opinions and listening to their needs, in order to always provide **excellent service**.

'The Voice of the Customer' is an award that ACI World has added to its annual Airport Service Quality Awards, based on the specific program introduced in 2006, and attests to the commitment of airports around the world to continuously improve the passenger experience.

Andrea Andorno, CEO of Torino Airport, said: “We are pleased to receive for the second consecutive year this award from ACI World, which demonstrates the continue commitment of our team in listening to passengers: despite the difficult circumstances, improving the customer experience remains one of our priority objectives, combining quality and efficiency with attention to sustainability”.

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