



BGY, 3rd ITALIAN AIRPORT 2015

“Gold” Quality Seal for Bergamo Airport

Bergamo Airport Orio al Serio has been awarded with a “Gold” Quality Seal for outstanding customer service, as part of Italy’s biggest survey on service quality. The study, *“The Best in Italy – Champions of Service”*, was conducted by the German Institute for Quality and Finance on 500 companies in 70 sectors and is based on more than 125,000 Italian consumer opinions. With this gold seal of approval, the German Institute certifies the high quality of customer services.

In 2013, the very same institute bestowed the highest possible recognition on our airport, assigning the highest score in terms of performance and service satisfaction. Furthermore, since 2014, the airport has appeared among the top 10 low-cost airports worldwide in the World Airport Awards rankings, compiled every year by the British research agency Skytrax, which deals with Civil Aviation.

This is a result achieved from many professional, infrastructural and logistical components, that demonstrate the continuous capacity on the part of the airport managing body and its shareholders to support the growth of passenger movement over the years. This has been achieved with a commitment to improving airport accessibility and services, facilitating their use at departure and arrivals points, the level of comfort and customer relationships, based on courtesy, availability and transparency.

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