



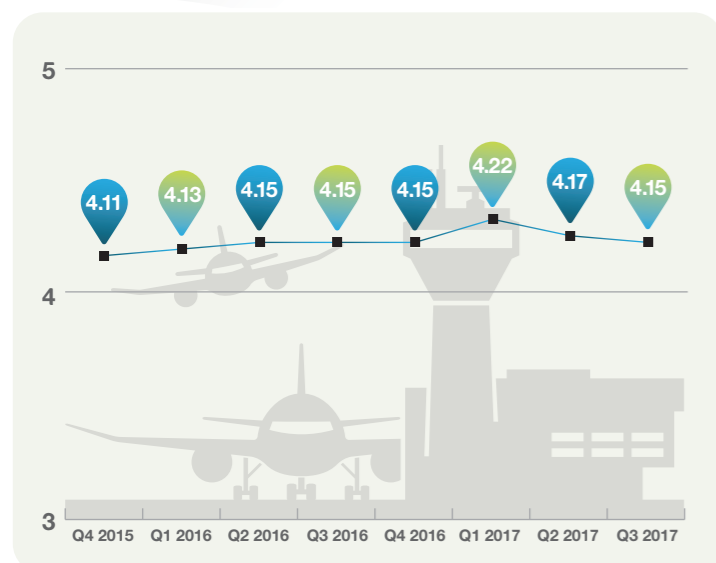
WE ARE LISTENING

Adelaide Airport participates in a global airport benchmarking passenger survey program - Airport Service Quality (ASQ). We also welcome customer feedback and are always happy to hear your thoughts on the Adelaide Airport experience. An overview of our latest survey and feedback results can be seen below.

Airport Service Quality (ASQ)

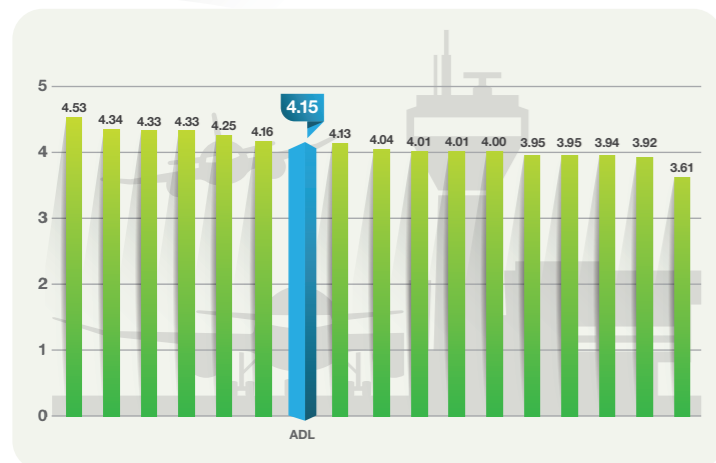


How we have performed over time



* ASQ uses a 1 to 5 point scoring system.
1 = Poor 5 = Excellent

Our Performance in comparison to our peers



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Top 5 Key Drivers of Passenger Satisfaction (Rank of Most important)

1. Waiting time in check-in queue/line
2. Ease of finding your way through airport
3. Feeling of being Safe and Secure
4. Cleanliness of washrooms/toilets
5. Availability of washrooms/toilets

What we are working on right now

Wayfinding Improvements in Terminal Precinct

Refurbished Washrooms in Terminal Now Open

Additional Customer Surveys for Arriving Passengers

Customer Feedback

From the total number of passengers through the terminal

2,087,752



Jul 2017 – Sept 2017

We received 143 items of customer feedback

Complaints 108

Compliments 15

Enquiries 12

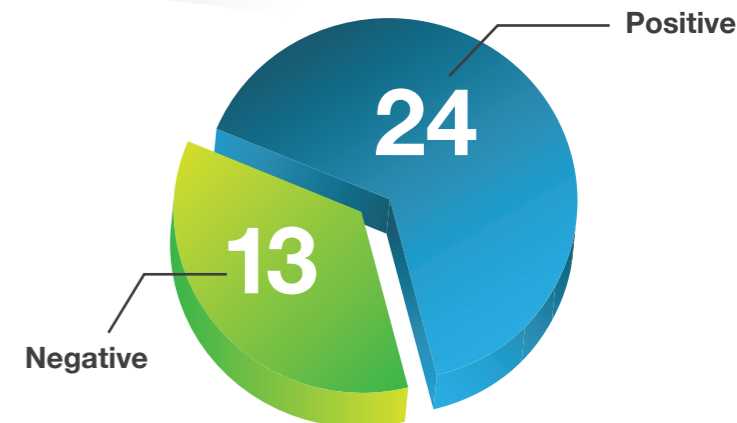
Suggestions 8

- Staff Customer Service
- Terminal Facilities and Services

- Security Staff Customer Service
- Terminal Facilities and Services
- Security Procedures

Social Media

37 customer reviews on Facebook



47,567
Facebook Check-in
Jul 2017 - Sept 2017

"Great International Airport to fly into. Was there twice in 2017 and arrival, customs and baggage claim were quick. Nice to see that public transport has also been added to the airport from the centre of the city!"

"It's quiet, easy to get around and friendly staff. Best airport in this country. Well done Adelaide!!"