



PRESS RELEASE

JKIA rated among top 5 best airports in Africa

JKIA receives International recognition from Airport's Council International

NAIROBI February 16, 2015 –Airports Council International (ACI) - the voice of world airports; has today recognized Jomo Kenyatta International Airport for its excellence in customer service. JKIA has been named as the 5th best airport in Africa in the prestigious 2014 Airports Council International (ACI) Airport Service Quality (ASQ) Awards. This recognition is a testament to the airport's on-going commitment to service excellence.

Jomo Kenyatta emerged 5th in the Best Airport by Region-Africa Category in what is considered as the aviation industry's most comprehensive passenger service-benchmarking program; the ACI ASQ Survey has captured passengers' experience at all airport passenger contact points at more than 300 airports worldwide. ACI ASQ has industry recognition as a world-class benchmarking program that aims to allow airports plan improvements and benchmark their customer services against other airports.

The recognition comes months after the opening of the airport's new Terminal 1A. The terminal, which has 3 floors and includes duty free shops, a food court, customer lounges, a mini market among other facilities, has a capacity to handle one-way peak hour traffic of 1,500 passengers. Terminal 1A has improved the customer experience at JKIA, besides guaranteeing operational efficiency, boosting security and improved quality of service to airport users,

Kenya Airports Authority's Managing Director, Ms. Lucy Mbugua noted that the recognition was timely; coming at a time that JKIA is undergoing major upgrading and modernisation works set to stamp it's position as a regional hub.

"The stature of JKIA has grown significantly in recent years with the increased passengers and cargo traffic into and out of the facility. We expect even further growth going forward as more capacity is unlocked by on-going works, which will improve level of service, security and controlled access to meet international standards, thus taking advantage of its strategic location of JKIA to position it as the premier aviation hub of Africa." Ms Mbugua added.

On-going works at JKIA include the construction of Terminal 2; expected to be opened at the end of this month. The new prefab terminal has a capacity to handle 2.5 million passengers annually; and will cater for both international and domestic departures and arrivals.

The additional capacity injected by the new terminal brings the capacity of JKIA to 7.5 million passengers annually. JKIA at the moment handles an estimated 6.5 million passengers annually. The completion of Terminal 2 is a huge step forward in the concerted efforts made to expand and modernize JKIA.

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About KAA

The Kenya Airports Authority is an autonomous body established in 1991 through an Act of Parliament and is charged with an umbrella responsibility of providing and managing a coordinated system of airports in Kenya. KAA manages 4 International airports, 4 domestic airports and several airstrips. The main airports managed by KAA are:-Jomo Kenyatta International Airport (JKIA), Moi International Airport (MIA), Eldoret International Airport (EIA) and Kisumu International Airport (KIA). JKIA directly contributes about 10.9% of GDP is currently undergoing expansion and rehabilitation that will see it handle 9 million passengers by end 2015.

For further information please contact Dominic Ngigi, Corporate Affairs Manager, Kenya Airports Authority. Email: Dominic.Ngigi@kaa.go.ke OR visit www.kaa.go.ke.