

## Maldives Airports Company Limited Press Release

**Velana International Airport received the ACI “Voice of the Customer” Recognition Award.**



**Velana International Airport: August 24, 2020** – Velana International Airport (VIA) received “ The Voice of the Customer” Recognition award by Airport Council International (ACI) . The award is in gratitude of the continuous effort by VIA in prioritizing the passengers and to the commitment ensuring that the customer’s & traveler’s voice was heard during the 2020 COVID-19 Pandemic.

According to ACI World, this is the first time a recognition of this nature is granted. This recognition is given to airports that demonstrated significant efforts in gathering passenger feedback through Airport Service Quality (ASQ) Departure survey to help the airports to better understand customers during the 2020 pandemic. To qualify for the customer recognition award airports must have collected more than three quarters of data.

On receiving “the voice of customer” recognition award, Maldives Airports Company Limited’s CEO & MD Mr. Gordon Andrew Stewart said “This achievement is recognition that our work is in alignment with the international best practices in delivering our services to the passengers travelling through our airport. I applaud our dedicated team’s commitment in delivering the kind experience that our passengers want”.

On September 2020, VIA received the “Airport Health Accreditation” certificate from Airport Council International as the 2<sup>nd</sup> Airport from Asia Pacific Region and 12<sup>th</sup> from the world in adhering to international health guidelines established by International Aviation institutions.

**Note to editor:**

Maldives Airports Company Limited (MACL) is a 100% government owned limited liability company incorporated under the Companies Act of the Rep of Maldives. MACL is governed by a Board of Directors appointed by the Privatisation & Corporatisation Board of the Maldives. The Corporate Office of MACL is on the island of Hulhule’, Republic of Maldives.

Maldives Airports Company is the operator of Velana International Airport and has been massively involved in destination marketing and bringing in new airlines to the Maldives to boost up the tourism industry. MACL has embarked on one of the biggest projects in the history of Maldives in developing the future Velana International Airport such as the development of a brand new international passenger terminal, a new code F runway, a new cargo terminal complex and a new fuel farm along with hydrant system and major infrastructure developments at Velana international Airport.

For further information, please contact

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