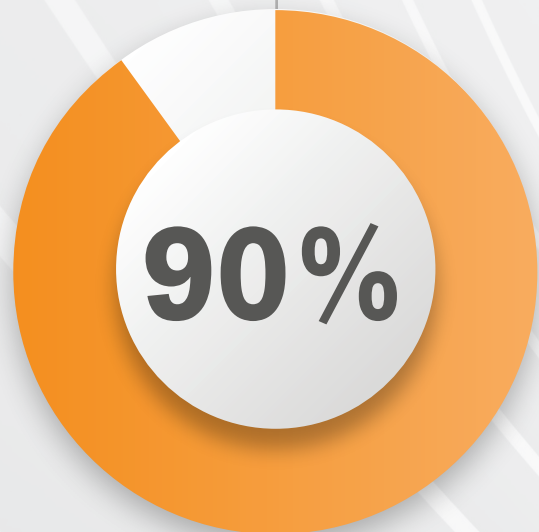


# AIRPORT CX

## 2019 SURVEY RESULTS

- 90% believe that it is important to deliver an excellent customer experience in the airport.



50% with existing customer experience improvement initiatives in place believe they are effective.



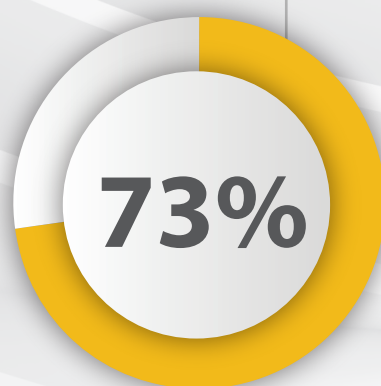
HAVE CURRENT CX IMPROVEMENT INITIATIVES IN PLACE



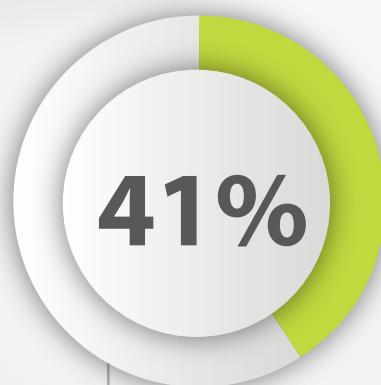
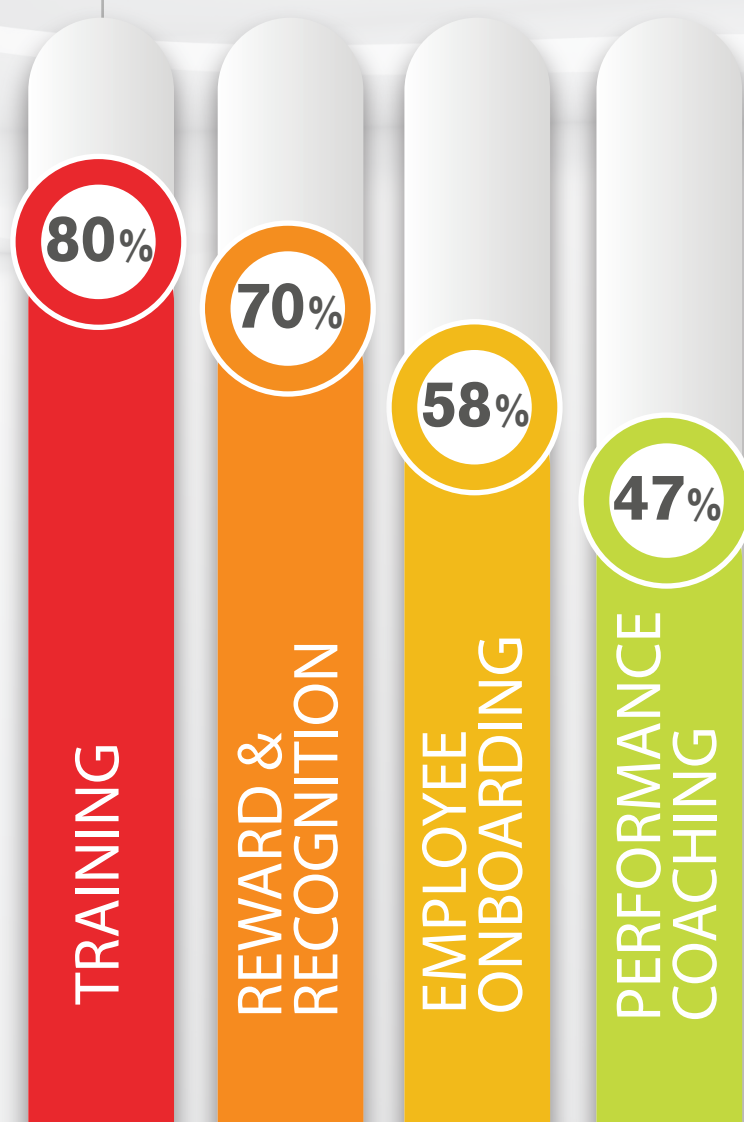
Agree that it is **important** to prepare these employees to **deliver GREAT CUSTOMER SERVICE.**



- CURRENT CX IMPROVEMENT INITIATIVES IN PLACE



- CURRENT EMPLOYEE EXPERIENCE INITIATIVES IN PLACE



PLAN TO IMPLEMENT CX IMPROVEMENT INITIATIVES WITHIN 2 YEARS