

Upon 3rd Anniversary, Suvarnabhumi Airport keeps Concentrating on Problems Solving and Service Quality Development, Aiming at Being One Among Top 10 World Best Airports

Mr. Nirandra Theeranartsin, the Suvarnabhumi Airport General Manager, disclosed upon the occasion of 3rd anniversary of operation of the Airport that during 11 months of its 2009 physical year (October 2008 - August 2009), the Airport performance includes 33.89 million passengers, 221,326 aircraft movements and 901,454 tons of cargo. When comparing to those of the last year during the same period, it is found that the number is decreased with 6.74% of aircraft movements, 12.21 % of passengers and 24.38 % of cargo operated. This resulted from the recession of world economy, domestic political problems, oil price and H1N1 flu epidemic.

Mr. Nirandra said that however the situation is during the past years, Suvarnabhumi Airport still keeps on stepping up on facilities and service quality improvement and development to become more world- class standard. The development is concentrated on being more efficient in servicing passengers on the followings:

_ refurbishing 18,466 upholsters in all hold rooms by cushioning them for passengers' comfort and relaxation

- security efficiency improving by changing body and baggage screening system to centralized security screening for more convenience, quickness and safety

- Construction of more toilets as well as improving their sanitary accessories

- installing more signs and making them more colorful for being clearly seen

- decorating area with plants and orchids for more green atmosphere

- Monthly organizing colorful activities on various festivals inside the passenger terminal for passengers' impression and satisfaction

- Installing internet kiosks in hold rooms as well as WI- FI system for passengers' use without any charge

- Service quality developing by providing Airport Ambassadors to facilitate passengers at various points

Mr. nirandra also said that with those developments, passengers' satisfaction is increased seen from evaluation by being ranked for a better place from surveys conducted by many organizations:

by ACI

- Suvarnabhumi Airport was ranked 16th world best airport for the year 2008 for the airport that served more than 40 million passengers a year, and ranked 28th best airport worldwide from 126 candidates airports joining the program in which Suvarnabhumi ranked 41st in the year 2007

by SKYTRAX

- Suvarnabhumi is ranked 16th best airport worldwide for the year 2009, a better place than that of the last year which was 37th. The Airport is also ranked 3rd for the year 2009 for food and beverage services

- Smarttravelasia.com, an online magazine announced the voting result from its readers that Suvarnabhumi is ranked 3rd world best airport for the year 2009

- The WanderLust, a popular travel magazine in England announced the voting result from its readers that Suvarnabhumi was ranked 3rd world best airport for the year 2008

Mr. Nirandra disclosed that besides all the said development and improvement, the Airport also put much effort on strictly and earnestly solving the following problems:

Illegal Taxis and Unregistered Guides

by being cooperative with the police and the organizations concerned. Teams of special task- force are set up to strongly prevent and suppress those wrongdoers since last August. resulting the arrest of 1,731 illegal taxis and guides. For more efficient operation, 50 CCTVs were installed on the 2nd floor of both inside and outside the terminal. The Airport also set up an office to directly be responsible for the matter.

The Solving of Passengers' Luggage Theft Problems inside the Sorting Area

More strict preventive measures are adopted such as strict access controlled, installation of 327 more CCTVs in the area, more security patrols around the clock, strictly screening authorized staffs and employees as well as specifying uniform of those who are working in the sorting area, resulting an arrest of wrongdoers recently.

The Solving of Insufficient Baggage Trolley Problems

The Airport is in the process of procuring a new service provider of the baggage trolleys. In the meantime, 3930 trolleys from Donmuang, Chiangmai, Haad Yai and Phuket airports was brought in to temporarily be in service. On 24 September, AoT Board of Directors has approved 500 million baht for procuring and purchasing the Airport baggage trolleys. It is expected that the new contractor will be contracted within October 2009, and the trolleys will be partially submitted within December 2009

Mr. Nirandra said that in stepping into the 4th year of operation, the Airport aims at going up for top 10 best airports worldwide. With this, the Airport has quite a number of plans on continuously increasing service improvement, such as , a fixing of filtered film on the roof of the passenger terminal, a provision of 500 more seating chairs inside the terminal. The aim at being an aviation hub in the south East Asia region is supported by the

construction of another domestic terminal with extended capacity up to 65 millions passengers a year. On financial aspect, the Airport will concentrate on revenue earned from non- aeronautical activities such as commercial activities on long term parking by building on it a community shopping center. Being cooperative with aviation strategic partners which are world leading airports as Munich Airport in Germany or Incheon Airport in Korea is essential in becoming Sister Airports exchanging, among them, information and training courses for employees.

Special Affair Department
Suvarnabhumi Airport
Tel.02-132-9023
Fax: 02-132-9019