



**Sangster International Airport announced as one of only six airports worldwide to be
inducted into Director General's 2014 Airport Service Quality Roll of Excellence
By Airports Council International**

March 25, 2014 MBJ Airports Limited is pleased to announce that Sangster International Airport (SIA) will be inducted into the Director General's Roll of Excellence by the Airports Council International (ACI). This recognition comes as a result of SIA being amongst the top 5 airports in the Airport Service Quality Surveys (ASQ) for the last 5 years. Joining only 21 other airports on the Roll of Excellence, Sangster International Airport will be one of six airports worldwide so honoured in 2014.

Survey results are based on the actual opinion of passengers, rating services and facilities at the airport. Sangster International Airport has consistently demonstrated steady improvement in service excellence, with the last two years having been rated #3 in the Latin America and Caribbean Region.

MBJ Airports Limited joined the ACI-ASQ program in 2009. The ASQ survey allows airports to benchmark customer services against their own performance and compare with those in the region. Based on the cumulative results of monthly ASQ passenger satisfaction surveys, the program has been scientifically designed to ensure statistical accuracy. MBJ shares the results for SIA with the various airport stakeholders, agencies and other service providers at the airport, working together to improve service quality for passengers. "Since MBJ Airports Limited creation in 2003 we have worked hard to foster an environment of excellence in customer service to be provided by all entities at Sangster International Airport. As the principal tourist gateway to Jamaica, Sangster is often the first and last opportunity to make a positive lasting impression on visitors to the island. It is essential that passengers feel welcomed, comfortable and relaxed as they move efficiently through our facility. It is through the focused team effort of all companies and our staff at SIA that we have continued improving service delivery in the opinion of our passengers," stated Anthony Alicastro, CEO of MBJ Airports Limited. "Congratulations to the over 4,000 members of the SIA community for SIA's induction into The Director General's Airport Service Quality Roll of Excellence and for your ongoing and long term commitment to providing our visitors with the best possible customer experience."

ACI ASQ's Survey is internationally recognised by the airport industry for its statistical accuracy and benchmarking. There are more than 285 airports that participate in the programme. For more information, please visit:

<http://www.aci.aero/Airport-Service-Quality/ASQ-Awards/ACI-Director-General's-Roll-of-Excellence>

For further information, please contact:

Elizabeth Brown Scotton
Chief Commercial Officer
MBJ Airports Limited
escotton@mbjairport.com
(876) 579-4956