



Thursday, 19 March 2026

### **Adelaide Airport awarded Best Airport Staff in Australia & Pacific and Best Regional Airport by Skytrax**

Adelaide Airport has been awarded Best Airport Staff in the Australia & Pacific and Best Regional Airport in the Australia & Pacific region at the prestigious Skytrax World Airport Awards announced in London overnight.

The 'Best Airport Staff' award is the first such Skytrax award for Adelaide Airport. Other shortlisted airports were Brisbane and Melbourne with unlimited size criteria.

Adelaide Airport Managing Director, Brenton Cox, said: "The Best Airport Staff award is particularly meaningful to us. Our vision is to be everyone's favourite airport – seamless, connected, easy - and everyone who works at the airport plays a big part in bringing that to reality. Our team has put a lot of effort into our 'Make Someone's Day' program that has converted to customers' experiences.

"This award is fantastic recognition for the amazing work of our entire airport team – from our customer service staff including our volunteer ambassadors through to airline staff, retailers, cleaners, trolley operators, and security personnel."

Mr Cox said it was the fourth time in five years Adelaide Airport had received the 'Best Regional Airport'. Other airports shortlisted in the region were Gold Coast and Christchurch.

Regional airports are defined by Skytrax as those which primarily serve domestic and a smaller number of intercontinental routes (ie not a global hub) but can still handle millions of passengers per year.

The award puts Adelaide in company with other regional winners around the globe this year including airports in Paris Orly, Cincinnati and Bangalore.

"We've had a strong year in 2025 with record passenger numbers and a record number of international carriers," Mr Cox said.

"Our passenger numbers in 2025 reached 9 million for the first time, led by more than 20 per cent growth in international passenger numbers.

"In the past year alone, we've welcomed United Airlines flights to San Francisco, Qantas to Auckland, Air New Zealand to Christchurch and Indonesia AirAsia to Bali. In June we'll welcome China Eastern flights to Shanghai, representing our 13<sup>th</sup> airline and 12<sup>th</sup> destination across our international network.

"We're also well advanced on 'Project Flight' - a \$600 million infrastructure program to further improve our terminal and other facilities to help ensure a seamless journey for our customers. We're creating more check-in space, more gates and improved security systems for passenger and baggage screening for the safety and security of our customers."



## Media Release

The Skytrax World Airport Awards are based on the World Airport Survey questionnaires completed by more than 100 nationalities of airport customers during the eight-month survey period.

The survey evaluated the customer experience across airport service and product key performance indicators - from check in, arrivals, transfers, shopping, security / immigration through to departure at the gate.