

AIR CARGO EXCELLENCE SURVEY

2008

Airports Europe

100,000 to 499,999 tonnes	Performance	Value	Facilities	Operations	Overall
Stockholm, ARN	118	116	119	115	116,9
Milan, MXP	111	110	115	108	110,7
Zurich, ZRH	106	104	111	110	107,7
Manchester, MAN	109	114	99	103	106,3
Rome, FCO	103	105	107	110	106,3
Copenhagen, CPH	104	106	101	108	104,9
Munich, MUC	112	98	106	102	104,6
Frankfurt-Hahn, HHN	99	105	105	103	103,0
London Gatwick, LGW	101	101	105	105	102,9
Vienna, VIE	104	106	103	99	102,8
Athens, ATH	103	94	113	100	102,5
Chateauroux-Deols	102	102	96	103	100,6
Madrid, MAD	96	102	103	98	99,6
Liege, LGG	94	98	98	105	98,7
Moscow, SVO	104	97	97	96	98,7
Oslo, OSL	95	99	105	97	98,7
London Stansted, STN	97	99	92	104	98,2
East Midlands, EMA	98	98	96	96	96,8
Helinski, HEL	87	102	96	96	94,9
Barcelona, BCN	87	94	96	96	93,0
Ostend, OST	101	80	92	92	91,1
Vatry, XCR	99	90	88	81	89,3
Istanbul, IST	87	91	83	91	88,1
Lyon St. Exupery, LYS	85	89	76	83	83,5

CRITERIA:

Performance: Fulfills promises and contractual agreements, dependable, prompt and courteous customer service, allied services - ground handling, trucking etc.

Value: Competitive rates, rates commensurate with service level you require, value-added programs

Facilities: Apron, warehousing, perishables center, access to highways and other modes

Regulatory Operations: Customs, security, FTZ.