

# PLAZA PREMIUM GROUP

[For immediate release]

## Plaza Premium Lounge Wins “World’s Best Independent Airport Lounge” at World Airline Awards by Skytrax for the seventh time in a row

Plaza Premium Lounges in Rome, London and Hong Kong are listed on the Top 10 rankings in 2023



Plaza Premium Group Founder and CEO Mr. Song Hoi See was accompanied by Okan Kufeci, Senior VP of EMEA, Analia Marinoff, General Manager of Italy, Finland & Germany, and a few representatives from the EMEA team and the Rome team to attend the 2023 World Airlines Awards at Paris Air Show yesterday and received the “World’s Best Independent Airport Lounge Awards”.

**HONG KONG, 21 June 2023** – As Plaza Premium Group (PPG) celebrates its 25th anniversary this year, the group celebrates the news of Plaza Premium Lounge, its eponymous independent lounge brand, win of the “World’s Best Independent Airport Lounge” for the seventh time in a row since 2016, at the prestigious 2023 World Airline Awards by Skytrax held yesterday at the Paris Air Show.

Plaza Premium Lounge Rome at Leonardo da Vinci-Fiumicino Airport (FCO) T3 Departures which was ranked 5<sup>th</sup> as World’s Best Independent Lounge in 2022, rises to the top of the list this year while Plaza Premium Lounge in Hong Kong International Airport near Gate 1 Departures and London Heathrow Airport at Terminal 2 Departures ranked 7<sup>th</sup> and 10<sup>th</sup> in the category respectively.

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Mr. Song Hoi See, Founder and CEO of Plaza Premium Group said: "This is such a remarkable accomplishment for PPG. The award is a testament to the hard work and passion of our teams globally who are committed to hosting an award-winning experience at the airport." Song continues, "I'd like to express my sincere gratitude to everyone who have showed us support over the years, our customers, colleagues, industry friends, business partners, and the different airports around the world. Their support drives us to deliver excellence and strive higher year after year."

Edward Plaisted, CEO of Skytrax said: "We congratulate Plaza Premium on being named World's Best Independent Airport Lounge operator, and scooping this highest global accolade for yet another year. Plaza Premium is the world's best known lounge providers, and Plaza Premium staff and management should be proud of this very high recognition from customers."

Making Travel Better has been PPG's core intention since day one and today, the group is dedicated to growing this mission. As PPG celebrates its 25<sup>th</sup> anniversary this year, winning the award will further add to the excitement.

Song explained: "We believe experience matters when it comes to the future of travel. 25 years ago, we introduced the independent airport lounge business and we have come a long way, today our focus is on the entire airport experience, we are looking at the airport hospitality holistically, emphasizing on the upgrading different aspects of the airport journey to complement the lounge experiences. We look forward to uplifting the journey and creating more value for global travellers, both in and out of the lounge. Our commitment is to make travel better and to be the household name of world-class premium airport hospitality services provider in the next 25 years and beyond."

## About the award-winning lounges:

### NO. 1 - Plaza Premium Lounge Rome - Leonardo da Vinci-Fiumicino Airport (FCO - T3 Departures)



Travellers can savour a fine selection of food and beverages while relaxing at the lounge



PPL Rome's lounge design drew inspiration from ancient Roman architecture

Plaza Premium Lounge - Leonardo da Vinci-Fiumicino Airport in Italy gives travellers a peek into Rome with influences from the ancient Roman architecture in its lounge design. Travellers get to savour a selection of food and beverages while relaxing at the lounge, and also catch up on work with the lounge's complimentary Wi-Fi and charging stations.

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## NO. 7 - Plaza Premium Lounge Hong Kong – Hong Kong International Airport (HKG-Gate 1 Departures)



The lounge is conveniently located near Gate 1 at the South Departures Hall in Hong Kong International Airport



Guests can enjoy a variety of glocal cuisines including signature Hong Kong-dishes freshly made at the live-cooking station

Plaza Premium Lounge Hong Kong is conveniently located near Gate 1 at the South Departures Hall in Hong Kong International Airport. The lounge is well-furnished with comfortable seating, shower rooms, dining area, Wi-Fi and international TV channels. It offers a variety of glocal cuisines including signature Hong Kong-dishes, a range of beverages, and has showers and relaxation zone.

## NO. 10 - Plaza Premium Lounge London – Heathrow Airport (LHR - T2 Departures)



PPL London has previously been awarded the prestigious SKYTRAX award for the World's Best Independent Airport Lounge for six consecutive years from 2016-2022



The sleek space focuses on offering detailed and well-designed customer experiences

Plaza Premium Lounge London at Heathrow offers travellers a luxurious and comfortable space to unwind before their flight. Located at Terminal 2 Departures, the lounge features private resting suites, shower

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facilities as well as a generous selection of freshly prepared meals including both English and international cuisines.

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## **PLAZA PREMIUM GROUP**

Plaza Premium Group is a pioneering, 360° global airport service provider that revolutionizes the hospitality industry with a mission to Make Travel Better.

Established in 1998 and headquartered in Hong Kong, the Group introduced the world's first independent airport lounge concept. Today, Plaza Premium Group operates the world's largest network of international airport lounges, being in over 250 locations and in more than 70 international airports.

By putting travellers at the heart of its business, Plaza Premium Group redefines airport experience with both innovation-driven and human-led solutions. Over the years, Plaza Premium Group has evolved into a holistic 360° airport service provider and introduced other innovative airport hospitality concepts to complement its airport lounge business – Plaza Premium Lounge and Plaza Premium First, including airport terminal hotels - Aerotel, Airport Passenger Services - ALWAYS, a range of F&B brands under Airport Dining, global reward and membership program - Smart Traveller and travel experience ECOsystem Platform – ONE TECO. In addition to its own brands, Plaza Premium Group also provides airport hospitality solutions to leading airlines, alliances and corporates around the world, including Cathay Pacific Airways, China Southern Airlines, Virgin Atlantic, Air France, Star Alliance, SkyTeam, American Express, Capital One and many more.

The Group is well-recognized in the global aviation and hospitality industry and has won more than 60 accolades in the last six years, including “World's Best Independent Airport Lounge” for six consecutive years from 2016 to 2022 at the Skytrax World Airline Awards - the global benchmark of aviation excellence; and “Best Airport Lounge Operator” in 2018 & 2019 by TTG Asia magazine. In 2020, the Group has been awarded “ISO 9001:2015” for Hong Kong Headquarters, demonstrating quality management in providing airport lounge services. The group's Founder and CEO Mr. Song Hoi-see was named Ernst & Young Entrepreneur of the Year and Master Entrepreneur of the Year 2018 Malaysia.

Plaza Premium Group currently employs over 5,000 staff and serves more than 20 million global passengers annually. By continuously innovating and pursuing excellence, the group is growing exponentially across major international airports globally.

Website and social: [www.plazapremiumgroup.com](http://www.plazapremiumgroup.com)

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## THE 2023 WORLD AIRLINE AWARDS

The World Airline Awards are wholly independent and impartial, introduced in 1999 to provide a customer satisfaction study that was truly global. Travellers across the world vote in the largest airline passenger satisfaction survey to determine the award winners. The awards are referred to by media around the world as “*the Oscars of the aviation industry*”.

All costs of the Survey and Awards event are paid by Skytrax, and airlines do not pay any entry or registration fee. There are no charges for use of the Award logos and results.

The online customer survey operated from September 2022 to May 2023, together with invitations sent to previous year respondents in the survey database. The customer survey was provided in English, French, Spanish, Russian, Japanese and Chinese.

Over 100 customer nationalities participated in the 2022/2023 survey with 20.23 million eligible entries counted in the results. Survey entries are screened to identify IP and user information, with all duplicate, suspect or ineligible entries deleted. More than 325 airlines are featured in the final Award results.

### Photo link:

<https://www.dropbox.com/sh/6t1ygt1kk1rkan5/AAAWXZj453xGyixKrKiQVN5Za?dl=0>

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