

	Customer Experience & Service Quality Policy	Code: POL-CXQ-01 Original date: February 2026 Version: 1
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INTRODUCTION

This policy is issued by Curaçao Airport Partners N.V. entity responsible for operating the Curaçao International Airport.

Our Commitment to Customer Experience & Service Quality

At Curaçao Airport Partners N.V., we are committed to providing every customer with a seamless, comfortable, welcoming, and culturally rich experience that reflects the island of Curaçao.

Our Policy is defined by the following principles:

- **Put our customers first** by understanding our customers' needs and delivering service with courtesy, professionalism, and genuine care.
- **Maintain high-quality standards** across all touchpoints, ensuring safety, comfort, and reliability.
- **Continuously improve** our customer experience through feedback, innovation, and collaboration with our airport partners.
- **Act quickly and effectively** when service issues arise, ensuring timely and meaningful solutions.
- **Uphold inclusion and accessibility** in the way we serve every customer.
- **Align our efforts with global best practices**, guided by ACI CX Accreditation principles and airport industry standards.

Together, we create the first and last impression of Curaçao—and we are dedicated to making it excellent and memorable.

PURPOSE OF THE POLICY

This policy ensures consistent and high-quality customer experience across all touchpoints. It supports understanding customers' needs, improved customer satisfaction, loyalty, operational excellence, and compliance with recognized quality and customer experience standards in line with organizational objectives and international airport guidelines.

SCOPE

This policy applies to all employees, contracts managed by Curaçao Airport Partners N.V. and third parties acting on behalf of CAP, involved in customer interactions, service delivery, service quality control, and customer experience initiatives.

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POLICY STATEMENT

- All customer interactions must contribute to a positive, consistent, and welcoming experience.
- A culture of courtesy, professionalism, accessibility, and continuous improvement must be upheld at all times.
- The organization shall maintain the highest standards of safety and security while minimizing inconvenience to customers.
- The organization is committed to implementing and maintaining a Customer Experience (CX) Program guided by ACI CX Accreditation principles and global airport best practices.
- Customer experience training will be mandated for employees and encouraged across the airport community to support a culture of service excellence
- Services must comply with established service quality standards, including ACI guidelines, internal SLAs, and regulatory requirements.
- Customer satisfaction, feedback, and loyalty must be continuously measured and improved through data-driven insights.
- Any deviations from quality standards or negative customer feedback shall be analyzed to ensure continuous improvement.

MONITORING & EVALUATION

- We adopt a continuous improvement approach and measure customer experience and service quality against key performance indicators.
- Continuous monitoring will occur through surveys, periodic reviews, and customer feedback platforms.
- Annual review of this policy will be conducted by the Service Quality Department, to ensure relevance and alignment with customer needs and the overall strategy of CAP.



Ricardo Hernández
CEO