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Stakeholder engagement

SEA places fundamental importance on the opinions of the general public. The stakeholder relations policies are based on the following principles:
The stakeholder engagement activities currently operate on 3 principal fronts:

- customer satisfaction surveys, carried out quarterly and targeting passengers and cargo operators, in the annual survey of the 'business sensitive' stakeholders (airlines, retailers, cargo operators, suppliers)
- the multi-stakeholder workshop, carried out for the first time on March 7, 2012 and designed to be implemented in 2013
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