



As Barbados' primary gateway to the world, GAIA Inc. plays a central role in our island's tourism product and national development. That's why we're launching GAIA Highlights — a quarterly look at the key developments, projects, and moments that shape the airport experience and impact our wider community.

This is our way of keeping you informed, engaged, and connected, because the airport belongs to all of us, and our journey forward is one we take together.



Corporate Communications Specialist
Sharleen Browne-Jones

Arriving and Departing Passenger Numbers

Total Arrivals

- January 2024 - **125,557**
- January 2025 - **132,839**
- February 2024 - **121,758**
- February 2025 - **118,539**

Total Departures (includes Transfers and Connections)

- January 2024 - **132,275**
- January 2025 - **141,196**
- February 2024 - **128,536**
- February 2025 - **122,994**

Coming Soon

The Concorde hangar is set to reopen soon as a premier venue for hosting events.

Follow the GAIA Inc. website www.gaia.bb and social media channels for further updates.

Customer Experience Updates

- GAIA Inc. embarks on ACI Customer Experience Accreditation journey.
- G4S introduces name badges for all security staff.
- Additional vendors introduced landside. Shop jewelry from Handmade by Serena on the Departures end and enjoy tasty refreshments from PVH Hospitality on the Arrivals end.
- New heart shaped signature board installed landside. An interactive experience for users allowing them to sign and design and take pictures as a lasting memory of Barbados.
- 95% of GAIA Inc.'s main cooling systems are fully functional, with work ongoing to repair the remaining and add extra backup. The team is on track to replace one chiller and restore another to full strength by June 2025. The airport remains well positioned to keep the terminal cool and comfortable year-round.
- The Airport Service Quality (ASQ) program measures passenger satisfaction with airport services and experiences during their travel day. GAIA Inc. is using this data to guide improvements in airport services and operations. The 2024 Q4 scores out of a 5 point scale are:
 - Overall Experience: 3.58
 - Overall Satisfaction: 3.75

Safety, Security & Operational Efficiency

- New CTX machines were installed from the 6th December 2024. 4 machines are in use. 1 at in-transit checkpoint, 3 at main screening checkpoint. The features are:
 - High-resolution 3D images for enhanced screening accuracy.
 - Automatic threat detection, reducing false alarms and the need for manual rechecks.
 - Faster processing and no requirement to remove electronics or liquids from bags.
 - Smoother, more efficient passenger experience.

Stakeholder Collaboration

Two stakeholder facilitation meetings were held in January and March, along with an Airport Security Committee meeting in March. These engagements support ongoing airport improvements. Planning for the Winter 2025–26 season began in February, which puts the airport ahead of schedule. More updates will follow.

Featured Story: GAIA Inc. Embarks on ACI Customer Experience Accreditation Journey

In Q1 2025, GAIA Inc. began its journey toward achieving the Airports Council International (ACI) Customer Experience Accreditation—a globally recognised, five-level programme aimed at enhancing airport service through structured, customer-centric practices. This process is expected to span approximately five years, demonstrating GAIA Inc.'s long-term commitment to elevating passenger satisfaction and service excellence.

The five accreditation levels include:

- **Level 1:** Establishing customer experience as a priority, with basic systems to understand passenger expectations and feedback.
- **Level 2:** Developing a formal customer experience strategy led by dedicated teams.
- **Level 3:** Engaging customers, employees, and partners through advanced strategies.
- **Level 4:** Embedding a strong customer-centric culture throughout the organisation.
- **Level 5:** Integrating customer experience into the airport's core business strategy.

By pursuing this accreditation, GAIA Inc. is aligning itself with global standards in service quality and reinforcing its commitment to delivering a world-class airport experience.

GAIA Inc. Appointed to Global Airport Service Quality Subcommittee

Starting March 2025, GAIA Inc.'s Director of Operations, Pietrick Voyer, will serve a two-year term on the Airports Council International (ACI) Airport Service Quality (ASQ) Subcommittee, representing the Latin America and Caribbean region.

This appointment reflects GAIA Inc.'s commitment to global standards and elevating the passenger experience. The ASQ Subcommittee advises ACI World on the development of its passenger satisfaction programs, which involve nearly 400 airports across 95 countries.

Mr. Voyer's role ensures Barbados and the wider region have a seat at the table as global best practices in airport service quality are shaped and shared.



Director of Operations
Pietrick Voyer