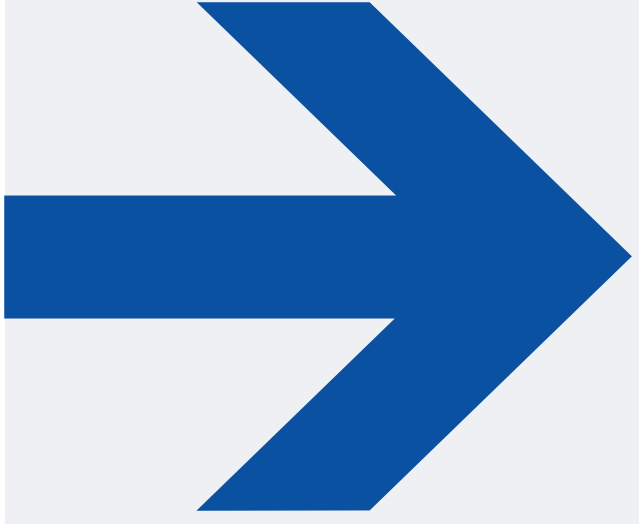
ACI EUROPE
AIRPORTS COUNCIL INTERNATIONAL

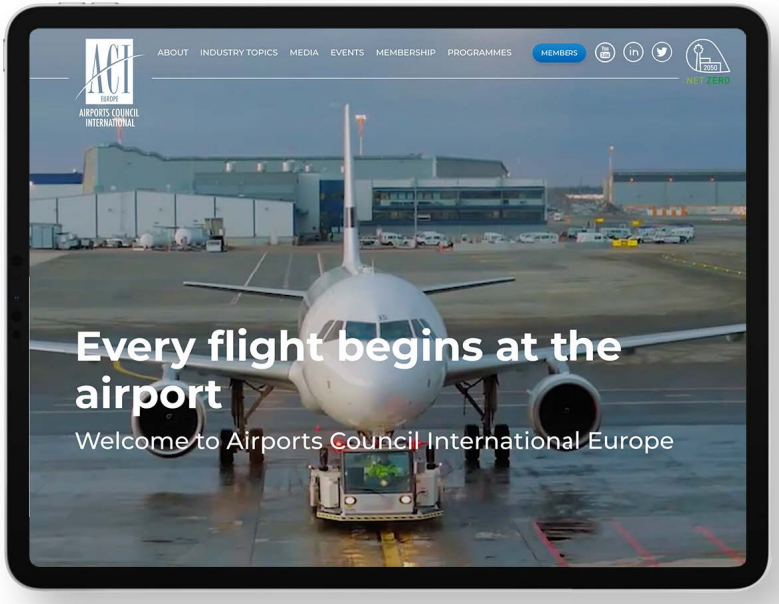
ACI EUROPE PUBLICATIONS CATALOGUE



This Catalogue compiles all of the ACI EUROPE publications released from 2004 to 2024, including Reports, Analysis Papers, Position Papers, Synopsis Publications and Guides & Guidelines.

It is divided into 14 sections that cover themes on which we actively work: Airport Capacity & Charges, Airport Competition, Airport Connectivity, Airport Economics, Operations, Airport Security, Airport Ownership, Airport Performance Management, Airport Sustainability, Border Control, Digital Transformation, EU Funding, Passenger Experience, Regional Airports and People Management.

All of these publications are downloadable from each Industry Topic webpage in the Industry Topics section of the ACI EUROPE website (www.aci-europe.org) and from hyperlinks in the digital version of this Catalogue.



EVERY FLIGHT BEGINS AT THE AIRPORT.

www.aci-europe.org

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AIRPORT INDUSTRY MANIFESTO FOR THE NEXT EU POLITICAL CYCLE (2024-2029)

The Manifesto is the airport industry's contribution to the EU institutions and Member States on the future of transport policy, released ahead of the start of the new political cycle spanning the next 5 years (2024-2029). Europe's airports provided a snapshot of their market realities and proposals for the way forward across three axes: taking stock of the present situation, reviewing key challenges for the sector and proposing 3 strategic priorities for EU aviation policy. The primary strategic priority is to enable the decarbonisation of aviation while at the same time preserving its socio-economic benefits through necessary supporting measures and mechanisms. Europe's ĺairports also called on the new legislators to safeguard and reinforce the integrity of the Single Aviation Market and enable resilient, digitalised and green airports. With a firm focus on implementation, the Manifesto puts forth policy solutions having the potential to accompany the industry as it transforms.

Type: Statement Document
Year: 2024
Pages: 20

POLICY BRIEFING

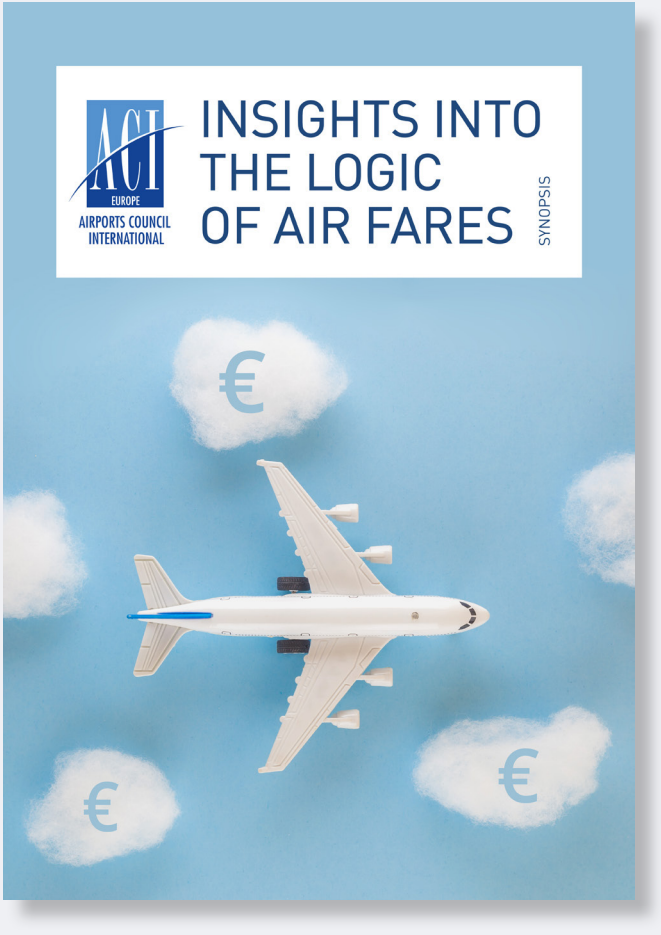
This publication is structured in three main themes – Connectivity, Sustainability and Safety & Security – each of them containing key messages for the airport industry in several areas: air connectivity, airport capacity, airport charges, ATM, airport slots, passenger rights, border control, climate change, sustainability, noise, drones, security and cybersecurity.

Type: Modular folder
Year: 2022
Pages: 28

ACI EUROPE POSITION PAPERS

Advanced Air Mobility
Air Passenger Rights
Airport Capacity
Airport Charges
Airport Climate Action
Airport Landside Security
Airport Slot Allocation
Airport Slot Allocation (March 2022 update)
Aviation & Climate Action Market-based Mechanisms
Aviation & Climate Change
Aviation Security Technology Roadmap
Drone Technology
EC Fit for 55 package
Environmental Modulations of Charges
Ground Handling
Requirements for a Performing Ground Handling Market
State Aid for Aviation in Response to COVID-19
Trans-European Transport Network (TEN-T) Revision

AIRPORT CAPACITY & CHARGES



INSIGHTS INTO THE LOGIC OF AIR FARES

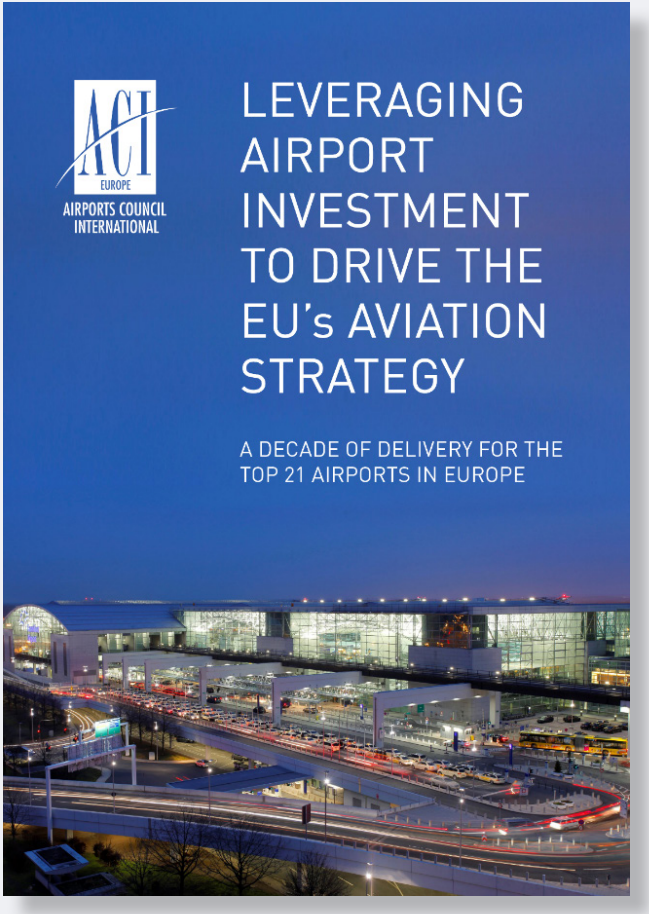
This synopsis publication aims to summarise and contextualise the key findings of the ICF Study entitled *Identifying the Drivers of Air Fares*, released in May 2018. This study was commissioned by ACI EUROPE to research the components of air fares, to gain insights into the opaque nature of airline ticketing and the various charges that are commonly listed on your airline ticket. ICF also researched whether the levels of airport charges have a direct effect on the air fares airlines are charging passengers – and conversely, whether any reductions in airport charges are indeed passed down to air travellers.

Type: Synopsis Publication
Year: 2018
Pages: 16

HOW AIRPORT CAPACITY IMPACTS AIR FARES

This Synopsis publication summarises the SEO Amsterdam Economics & Cranfield University Report *The Impact of Airport Capacity Constraints on Air Fares,* highlighting some of its key insights and analysis. It finds that European consumers are paying €2.1 billion a year in additional air fares, due to capacity constraints at airports. According to this study, every 10% increase in airport congestion leads to an aggregate increase of 1.4% to 2.2% in air fares. It also estimates that by 2035 European passengers will be paying €6.5 billion in higher fares each year, specifically due to a lack of airport capacity.

Type: Analysis Paper
Year: 2017
Pages: 20



LEVERAGING AIRPORT INVESTMENT TO DRIVE EU'S AVIATION STRATEGY

This Report examines the link between airport charges and investment in capacity & service quality by undertaking an in-depth analysis of the largest 21 airports in the EU & EFTA over the past decade. It was in response to erroneous claims that had been made by airline association Airlines4Europe (A4E) that the 21 largest airports in the EU & EFTA had increased their airport charges by 80% over the past 10 years.

It finds that these airports had invested over €53 bn back into their facilities over the past decade, and this allowed a significant increase in passenger satisfaction, as well as additional capacity equivalent to adding an extra Heathrow, Paris Orly & Charles de Gaulle to Europe's aviation network.

Type: Report
Year: 2016
Pages: 40

AIRPORT COMPETITION

FIERCE COMPETITORS, FRAGILE FOES – COMPETITION BETWEEN AIRPORTS IN EUROPE

This synopsis exposes the misconception that airports are monopolies despite evidence of strong competition among them. Airlines play a significant role in choosing airports for their operations, but they often overlook airport competition and instead advocate for regulatory intervention to lower charges. This lack of recognition has led to ongoing economic regulation without clear market failures.

Type: Synopsis Publication
Year: 2023
Pages: 20

THE COMPETITIVE EDGE: AIRPORTS IN EUROPE

In an effort to track the ongoing evolution of the European aviation market, ACI EUROPE commissioned the research consultancy Oxera to review and analyse the factors of competition that today define the European airport industry and how airport-airline passenger dynamics stem from that.

This publication aims to summarise and contextualise the key findings of the 2017 Oxera Study entitled *The Continuing Development of Airport Competition*. The resulting study reveals more movement and more structural change than we had initially suspected – with significant changes in both the nature and intensity of airport competition.

Type: Synopsis Publication
Year: 2017
Pages: 36

VERSION FRANÇAISE →

COMPETITION IN THE EUROPEAN AVIATION SECTOR

This Paper is a response to the IATA Briefing Paper entitled *Airport Competition* and released in November 2013, which is in effect a counter-study by IATA challenging some elements of the ACI EUROPE *How Airports Compete* synopsis publication, published in January 2013.

Type: Analysis Paper
Year: 2014
Pages: 27

AIRPORT CONNECTIVITY

AIRPORT INDUSTRY CONNECTIVITY REPORT 2024

For the 11th year, ACI EUROPE published its annual European Airport Industry Connectivity Report – a comprehensive overview and analysis on airport connectivity measured in many dimensions.
The report is based on data from SEO's NetScan connectivity model.

Type: Report
Year: 2024
Pages: 42

AIRPORT INDUSTRY CONNECTIVITY REPORTS PREVIOUS ISSUES

CONNECTIVITY REPORT 2023 →

CONNECTIVITY REPORT 2022 →

CONNECTIVITY REPORT 2021 →

CONNECTIVITY REPORT 2020 →

CONNECTIVITY REPORT 2019 →

CONNECTIVITY REPORT 2018 →

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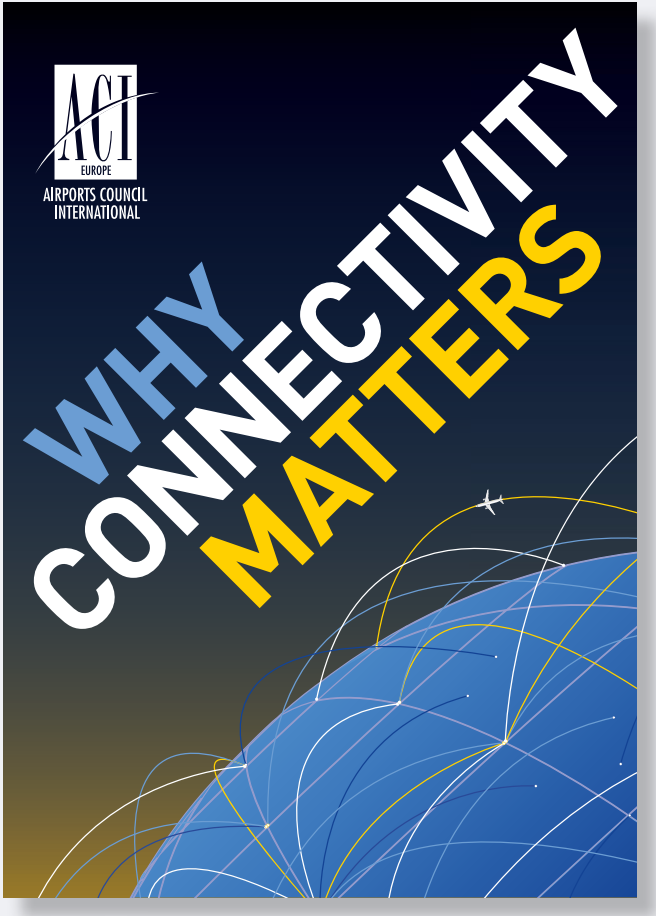
CONNECTIVITY REPORT 2015 →

CONNECTIVITY REPORT 2004-2014 →



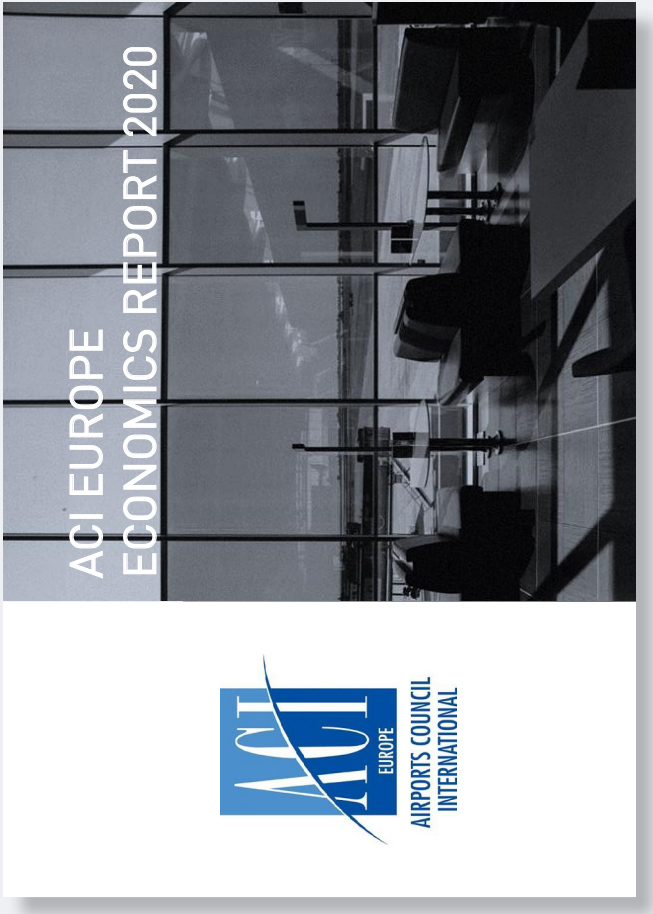
WHY CONNECTIVITY MATTERS

This publication is a digest of *ACI EUROPE Airport Industry Connectivity Report*'s key findings, released in June 2014.

The findings reveal the serious and lasting impact of the 2008/2009 crisis on connectivity – in particular for the EU. The findings also show that while EU hubs have been more resilient than small and regional airports in term of direct connectivity, they are now facing significant competition from hubs located in Turkey, the Gulf and to a lesser extent, Russia.

Type: Synopsis Publication
Year: 2014
Pages: 12

AIRPORT ECONOMICS



ECONOMICS REPORT 2020

Drawing on financial data from over 176 airports in Europe, this Report gives aggregate data on the finances of the airport industry, covering revenues, costs, investments & profitability. It focuses on fewer key graphs and more commentary on core policy messages. This analysis and results are incredibly useful in policy discussions at both a European and national level.

Type: Report
Year: 2021
Pages: 27

ECONOMICS REPORTS PREVIOUS ISSUES

ECONOMICS REPORT 2015 →

ECONOMICS REPORT 2014 →

ECONOMICS REPORT 2013 →

ECONOMICS REPORT 2012 →

ECONOMICS REPORT 2011 →

ECONOMICS REPORT 2010 →

ECONOMICS REPORT 2009 →

THE IMPACT OF AN AIRPORT

This publication provides a synopsis of the key findings of the InterVISTAS Study on the *Economic Impact of European Airports*, which was commissioned by ACI EUROPE to assess the economic impact of European airports. Released in January 2015, the resulting study individually quantified the direct, indirect, induced and catalytic impacts of European airports for each European country, for the EU 28 and EFTA groupings, as well as for the continent as a whole.

Following this publication, ACI EUROPE created an **Economic Impact Online Calculator**, which is available for ACI EUROPE's Members on the Members' Room of the ACI EUROPE website.

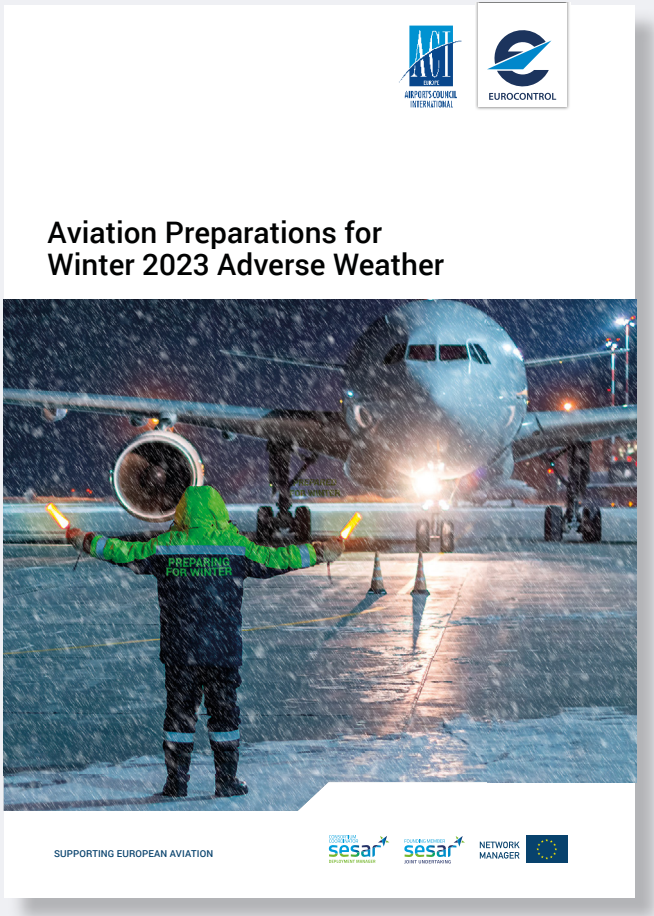
Type: Synopsis Publication
Year: 2015
Pages: 31

OPERATIONS

AVIATION PREPARATIONS FOR SUMMER ADVERSE WEATHER

The document discusses the challenges of adverse summer weather conditions for European aviation, particularly airports, and suggests potential actions to minimise their impact. It covers various weather conditions, outlining their impacts and offering corresponding actions for airports to undertake. It emphasises the importance of proactive risk identification, assessment, contingency planning, and regular stakeholder communication.

Type: Guidance Document
Year: 2023
Pages: 6



AVIATION PREPARATIONS FOR WINTER ADVERSE WEATHER

The document discusses the challenges of adverse winter weather conditions for European aviation, particularly airports, and suggests potential actions to minimise their impact. It covers various weather conditions, outlining their impacts and offering corresponding actions for airports to undertake. It emphasises the importance of proactive risk identification, assessment, contingency planning, and regular stakeholder communication.

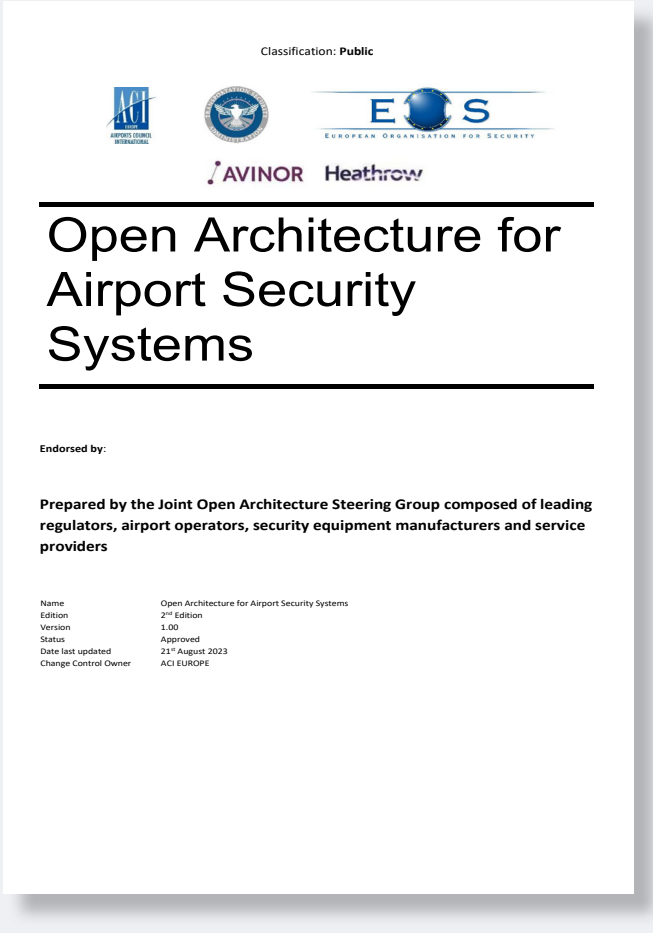
Type: Guidance Document
Year: 2023
Pages: 7

DRONES IN THE AIRPORT ENVIRONMENT: CONCEPT OF OPERATIONS & INDUSTRY GUIDANCE

The ACI EUROPE Drone Task Force was established to address the challenges and risks associated with airport drone operations. The task force developed a Concept of Operations (ConOps) document to provide guidance and recommendations for stakeholders involved in airport drone operations. The ConOps aims to be a comprehensive reference material for the airport community and regulatory bodies. ACI EUROPE hopes that this document will inspire regulators to develop standards based on its principles. Additionally, it emphasises the importance of educating the public about the risks of operating drones near airports.

Type: Guidance Document
Year: 2020
Pages: 82

AIRPORT SECURITY



Classification: **Public**

AVINOR Heathrow

Open Architecture for Airport Security Systems

Endorsed by:

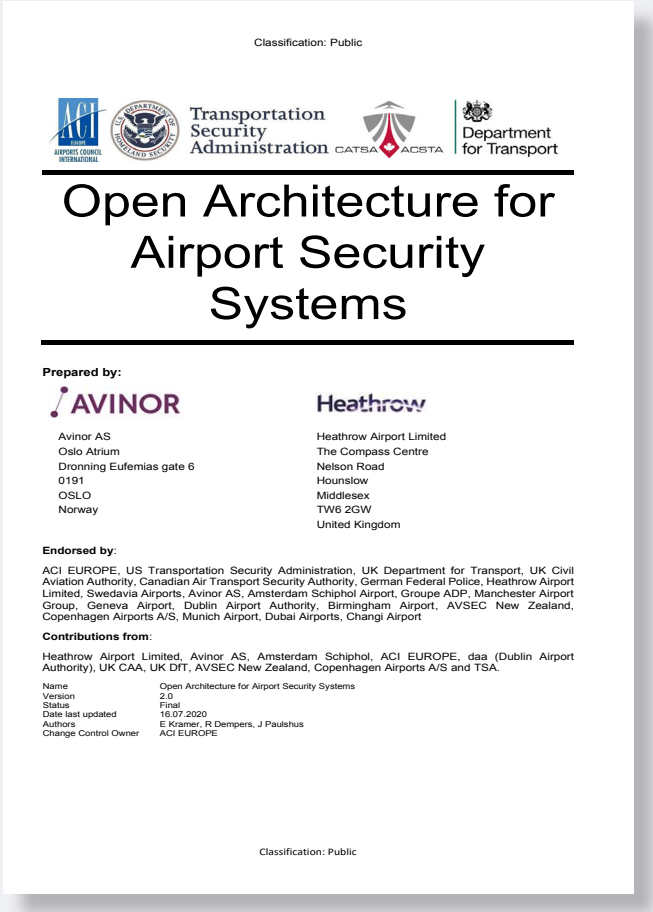
Prepared by the Joint Open Architecture Steering Group composed of leading regulators, airport operators, security equipment manufacturers and service providers

Name	Open Architecture for Airport Security Systems
Edition	2nd Edition
Version	1.00
Status	Approved
Date last updated	21st August 2023
Change Control Owner	ACI EUROPE

OPEN ARCHITECTURE FOR AIRPORT SECURITY SYSTEMS (SECOND EDITION)

The second edition of the guidance on *Open Architecture for Airport Security Systems* outlines a path towards secure data exchange and interoperability within aviation security systems. It establishes technical standards for Original Equipment Manufacturers (OEMs) and explores challenges for successful Open Architecture implementation. The paper is a collaborative effort by ACI EUROPE, TSA, EOS, AVINOR, and Heathrow Airport and endorsed by IATA and CATSA.

Type: Guidance Document
Year: 2023
Pages: 16



Classification: Public

Transportation Security Administration CATSA ACSTA Department for Transport

Open Architecture for Airport Security Systems

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Contributions from:

Heathrow Airport Limited, Avinor AS, Amsterdam Schiphol, ACI EUROPE, daa (Dublin Airport Authority), UK CAA, UK DfT, AVSEC New Zealand, Copenhagen Airports A/S and TSA.

Name	Open Architecture for Airport Security Systems
Version	2.0
Status	Final
Date last updated	16.07.2020
Authors	E Kramer, R Dempers, J Paulshus
Change Control Owner	ACI EUROPE

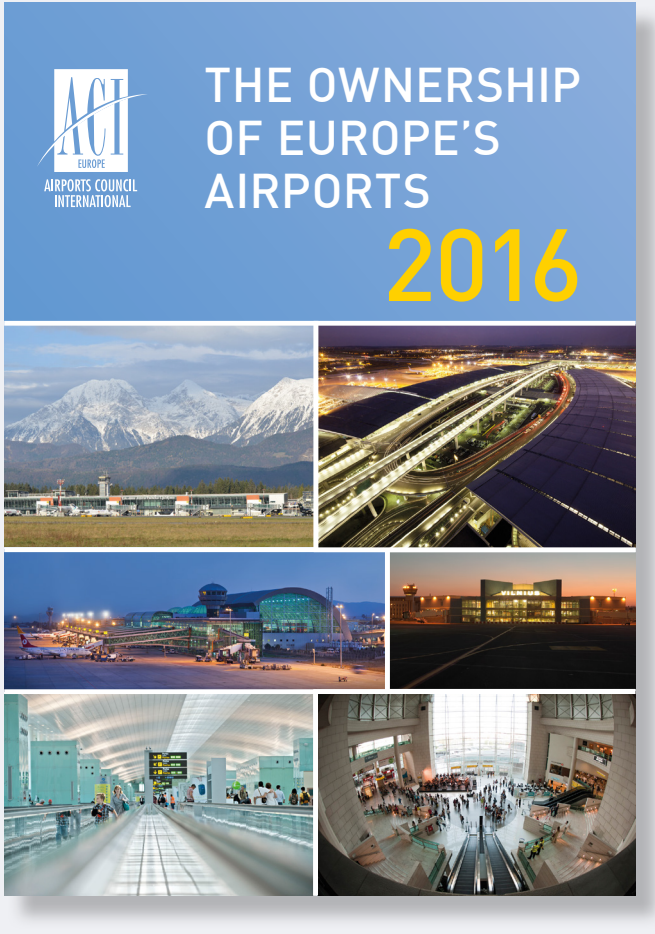
Classification: Public

OPEN ARCHITECTURE FOR AIRPORT SECURITY SYSTEMS

The guidance on *Open Architecture for Airport Security Systems* defines Open Architecture for airport security equipment, enabling data sharing and improved security. It sets guidelines for equipment communication, user management, and data ownership. A collaborative effort by ACI EUROPE, TSA, AVINOR, and Heathrow Airport and endorsed by regulators and operators, the document outlines the next steps for industry-wide implementation.

Type: Guidance Document
Year: 2020
Pages: 38

AIRPORT OWNERSHIP



THE OWNERSHIP OF EUROPE'S AIRPORTS

Following the success of the very first ACI EUROPE *Report on Airport Ownership* in 2010, this edition gives comprehensive data on the ownership structure of the 500+ airports in the membership of ACI EUROPE. Including details on the names and percentage holdings of individual shareholders of airport operators across Europe, the Report also contains fresh analysis on the nature of public, private and mixed airport ownership – with insights into how these have evolved in recent years.

Type: Report
Year: 2016
Pages: 30

AIRPORT PERFORMANCE MANAGEMENT

Photo: HappyOrNot

PERFORMANCE MANAGEMENT AT EUROPEAN AIRPORTS

This Analysis Paper is intended to provide guidance for airports which wish to improve their own capabilities in this area. With this in mind, the paper contains an introduction to the discipline of airport performance management, as well as several airport case studies, which serve as examples of best practice in this field. Furthermore, it outlines the tools and resources that ACI has on offer, to support and facilitate airports in their efforts.

The Paper also provides an overview of the current state of Performance Management at European airports - based on a survey of airport performance management professionals, which we undertook jointly with the University of Maastricht.

Type: Analysis Paper
Year: 2015
Pages: 43

AIRPORT SUSTAINABILITY

AIRPORT CARBON ACCREDITATION ANNUAL REPORT 2022-2023

Despite ongoing global challenges and the competitive and financial pressures faced by airports, the *Airport Carbon Accreditation* programme has continued to excel and evolve. During Year 14 (2022-2023), accredited airports achieved a historic milestone in the reduction of Scope 1 and 2 emissions. Additionally, a new topmost accreditation level was launched, establishing a blueprint for achieving a Net Zero carbon balance at airports. This year's report also includes in-depth interviews with verifiers, who play a crucial role in maintaining the integrity of the accreditation process.

Type: Report
Year: 2024
Pages: 61

AIRPORT CARBON ACCREDITATION ANNUAL REPORTS PREVIOUS ISSUES

ACA ANNUAL REPORT 2021-2022 →

ACA ANNUAL REPORT 2019-2021 →

ACA ANNUAL REPORT 2018-2019 →

ACA ANNUAL REPORT 2017-2018 →

ACA ANNUAL REPORT 2016-2017 →

ACA ANNUAL REPORT 2015-2016 →

ACA ANNUAL REPORT 2014-2015 →

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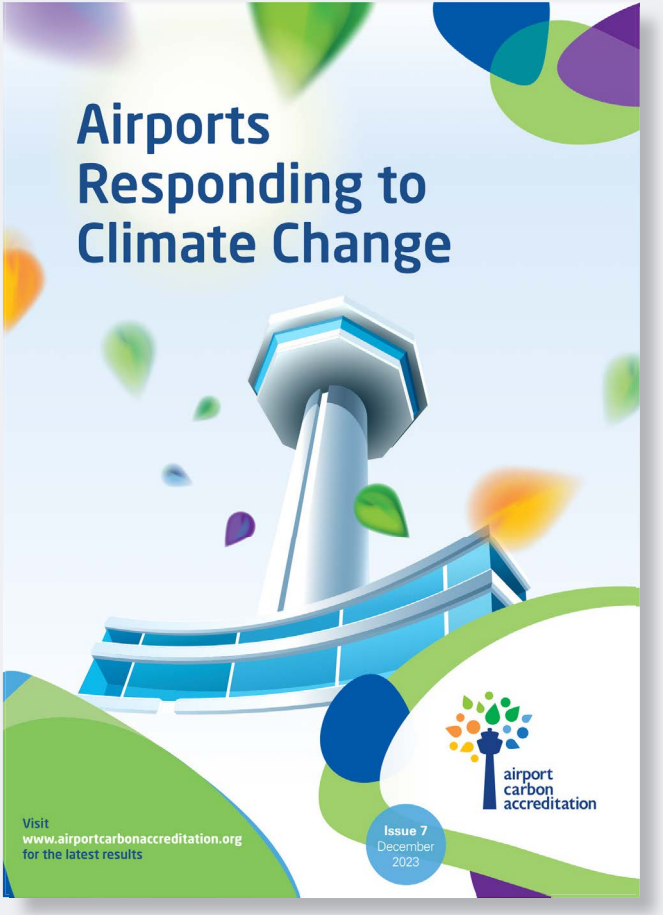
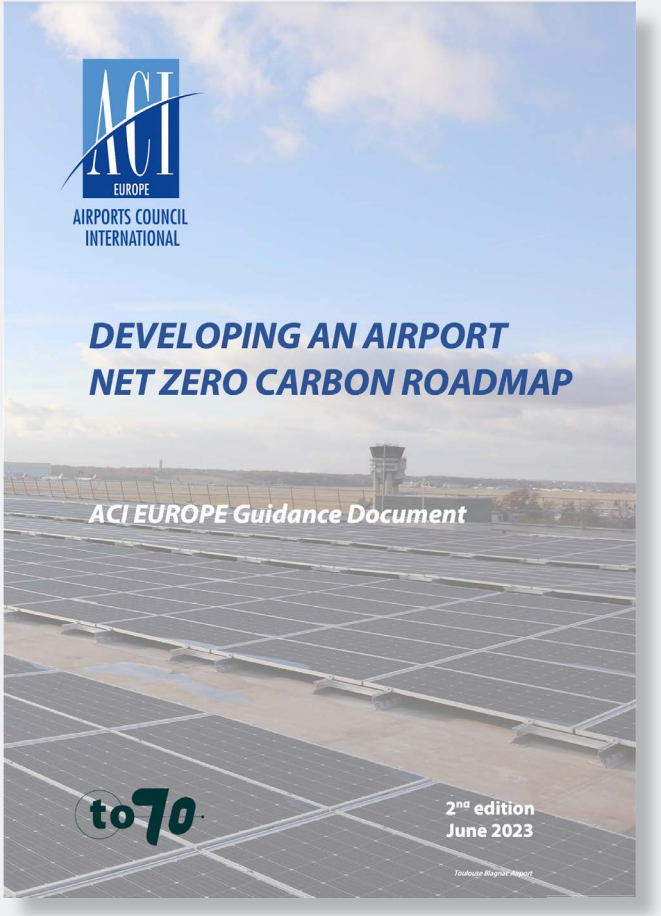
ACA ANNUAL REPORT 2009-2010 →



AIRPORTS RESPONDING TO CLIMATE CHANGE

This brochure presents the key information about the benefits of joining *Airport Carbon Accreditation* and the main programme requirements of each level of accreditation. It also features the evolution of airport certification worldwide together with the total reduction in CO_2 achieved by airports.

Type: Brochure
Year: 2023
Pages: 28



DEVELOPING AN AIRPORT NET ZERO ROADMAP (SECOND EDITION)

This guidance document provides airports with a roadmap to attain net zero carbon emissions. It stresses the importance of significant reductions in greenhouse gas emissions and showcases European airports' dedication to achieving net zero carbon by 2050.

Type: Guidance Document
Year: 2023
Pages: 11

THE PRICE OF NET ZERO

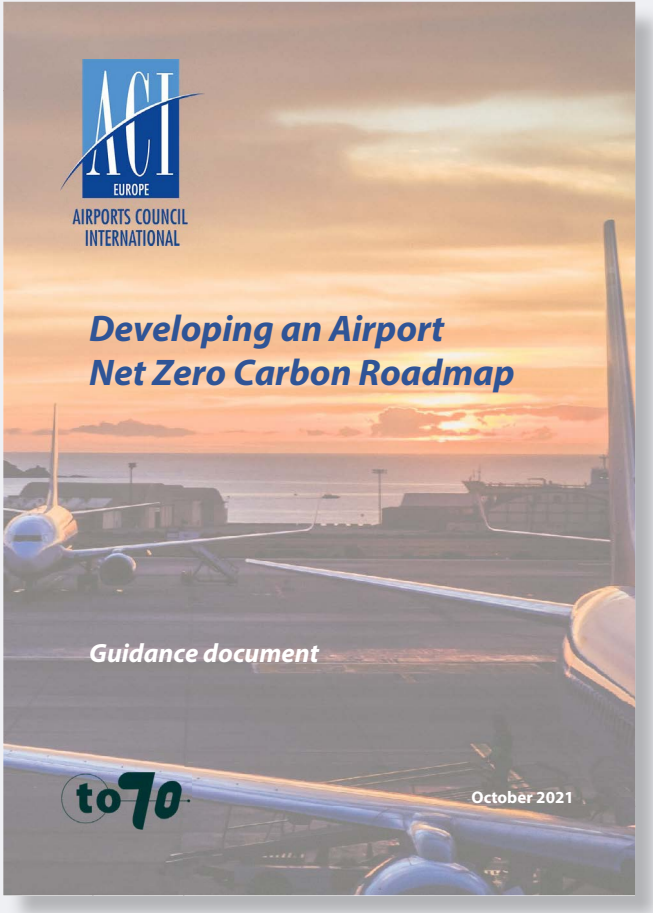
This executive summary outlines the costs associated with achieving net zero aircraft emissions in European aviation by 2050. The estimated expenditures for sustainability measures amount to €820 billion over 32 years. Access to finance and supportive legislation is essential for a successful transition. Financing sustainability measures within the aviation sector is more cost-effective than relying on out-of-sector decarbonisation. Access to finance from the private and public sectors, along with suitable programs, is crucial for meeting the net zero objectives.

Type: Report
Year: 2023
Pages: 69

GUIDANCE ON AIRPORTS' CONTRIBUTION TO NET ZERO AVIATION

This guidance helps airports reduce aircraft emissions and achieve net zero emissions. It underlines the importance of partnerships, stakeholder engagement, and taking action to reduce emissions from aircraft operations and ground handling. The goal is to help airports develop net zero aviation industry plans.

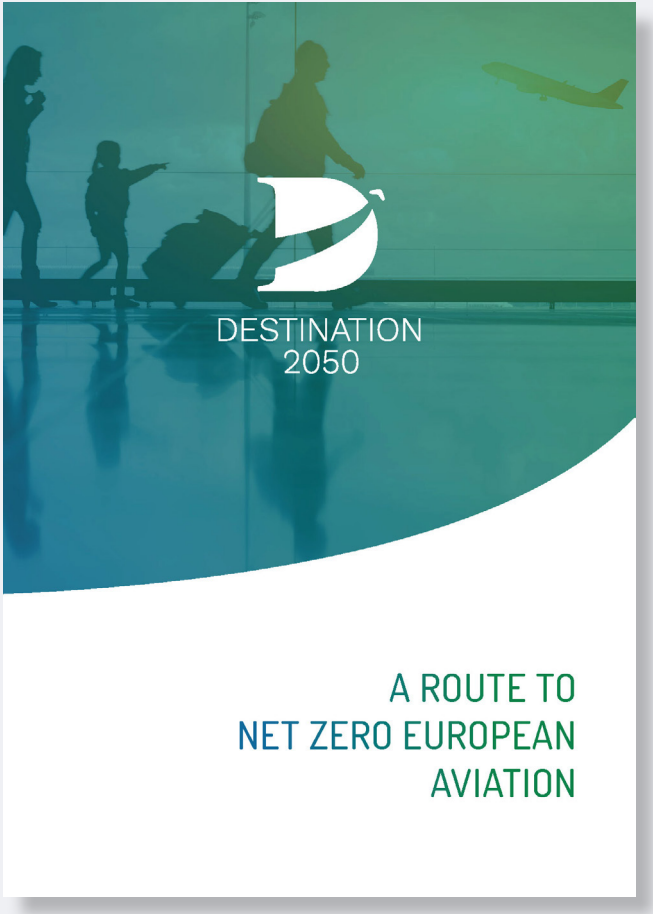
Type: Guidance Document
Year: 2022
Pages: 32



DEVELOPING AN AIRPORT NET ZERO CARBON ROADMAP

This document provides a concise, five-step guidance for airports to develop actionable roadmaps towards achieving Net Zero Carbon. Airports have prioritized climate action and committed to achieving Net Zero Carbon emissions by 2050. Despite the challenges of COVID-19, airports remain dedicated to these targets, with over 90 airports aiming for Net Zero Carbon emissions by 2030. The report emphasises the need for immediate and significant reductions in greenhouse gas emissions to limit global warming.

Type: Guidance Document
Year: 2021
Pages: 12



A ROUTE TO NET ZERO EUROPEAN AVIATION

The Destination 2050 associations (A4E, ACI EUROPE, ASD, CANSO and ERA) have used the conclusions of this report to develop a set of commitments, representing our contribution to the EU Pact for Sustainable Aviation, a forthcoming initiative resulting from the Round Table Report on the Recovery of European Aviation2 (November 2020). To be successful, we will need support from European and national policy makers to create the right policy frameworks and, in some cases, to provide financial assistance to develop and apply new technologies. We take the lead but call on policy makers to play their part, as well (both at a European and worldwide level) to help our industry achieve its climate goals.

Type: Report
Year: 2021
Pages: 196

SUSTAINABILITY STRATEGY FOR AIRPORTS (SECOND EDITION)

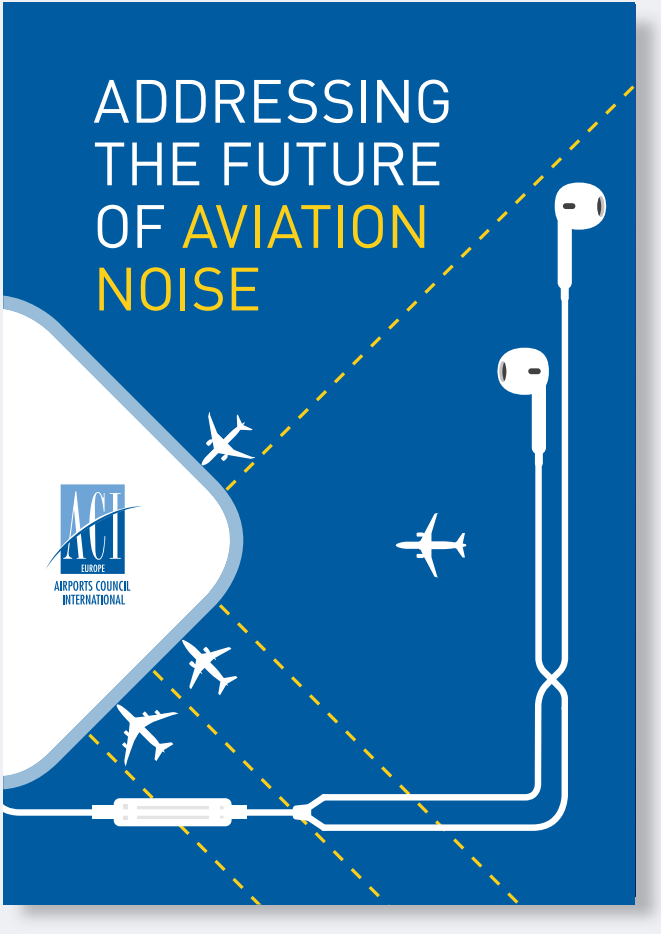
This update reflects the impact of COVID-19 and emphasises the need to build back better and ensure resilience. We thank the airports for their continued commitment to sustainability. The COVID-19 pandemic brought unprecedented challenges, but airports played a vital role in the crisis response. As the industry recovers, addressing climate change remains a primary challenge.

Type: Framework and Guidance
Year: 2020
Pages: 69

SUSTAINABILITY STRATEGY FOR AIRPORTS

In a fast changing world of economic disruptions, resource depletion and new societal and political dynamics, airports have to put the social purpose of their business at the core of their operations and implement a new paradigm of "Business-to-People"- and thus maximise the added value they provide to society. To support European airport operators in this endeavour, this strategy provides an industry-wide framework and guidance in the three dimensions of sustainability – environmental, social and economic. It outlines recommended actions that can help airports become more sustainable and defines indicative metrics to help them measure their achievements and identify areas for further progress. By doing so, it introduces a contemporary, balanced business approach that accounts for financial and non-financial impacts, suitably adapted to the priorities of our industry.

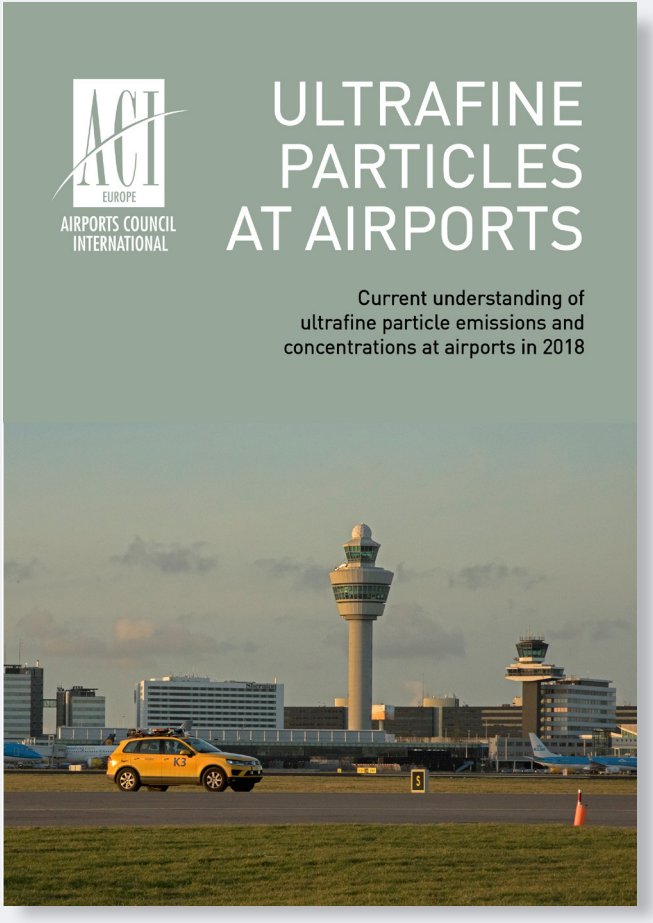
Type: Framework and Guidance Document
Year: 2019
Pages: 58



THE FUTURE OF AVIATION NOISE

In view of the multi-faceted nature of aviation noise management, the continuing evolution of the sciences involved and the World Health Organization's latest study on noise entitled *Environmental Noise Guidelines for the European Region*, this Analysis Paper aims to clearly lay out the complexity of the noise management and the sciences needed to analyse it properly, highlighting the research gaps that still need to be addressed and pointing out how European airports see the way forward.

Type: Analysis Paper
Year: 2018
Pages: 26



ULTRAFINE PARTICLES AT AIRPORTS

ACI EUROPE has decided to update its 2012 study because new knowledge has been gained on Ultra-Fine Particles (UFP) since then, including through dedicated measurement campaigns and analysis by and at European airports. It reflects the commitment of the European airport industry to better understand and address the impact airport-related activities can have on UFP concentrations at and around airports. This new study focuses on the complexity of UFP measurement and the different factors that influence UFP concentrations. While in the absence of a dedicated UFP measurement standard, the decision to measure UFP is at the discretion of each airport. The study can help interested airports design robust measurement campaigns and define mitigation actions for UFP.

Type: Report
Year: 2018
Pages: 80

BORDER CONTROL

THE ENTRY-EXIT SYSTEM – A GUIDE FOR EUROPEAN AIRPORTS

The aim of this Guide is to provide Airport Managing Bodies with indispensable information on the Entry/Exit System (EES) legislation, with special focus on its technical architecture and its operational and financial implications. It also suggests different options for its deployment at European Airports.

Type: Guide
Year: 2020
Pages: 36

DIGITAL TRANSFORMATION

SESAR AND THE DIGITAL TRANSFORMATION OF EUROPE'S AIRPORTS

This publication aims to show the technologies and solutions that have been developed by SESAR on the airside – the stage they are at, the benefits and efficiencies they provide – to empower Europe's airports with the necessary digital tools to contribute to the modernisation of the European air traffic management system. It consists of 3 main chapters: Chapter 1 gives an overview of the ACI EUROPE and SESAR's work on airport digitalisation. Chapter 2 describes how airport operations today, and up to 2035, will be shaped by SESAR solutions. It has a selection of solutions that are bringing benefits in terms of enhanced safety, increased capacity, improved operational efficiency, reduced costs and environmental mitigation. Chapter 3 looks into the future and considers what airport operations might look like beyond 2035, reflects on some emerging trends, the development of drone technology and the digital transformation of airports and how SESAR is already beginning to embrace some of them.

Type: Report
Year: 2018
Pages: 72

DIGITAL REPORT 2015

The ACI EUROPE Digital Report is intended to be an indicative trends report, not a benchmarking or key performance indicators publication. In order to make the contents of this report as accessible as possible, it is written in a manner that presumes the reader knows little or nothing about the subject. The goal is to increase understanding of the current impact and further power of the digital tools used by airports to engage with passengers.

Type: Report
Year: 2014
Pages: 25

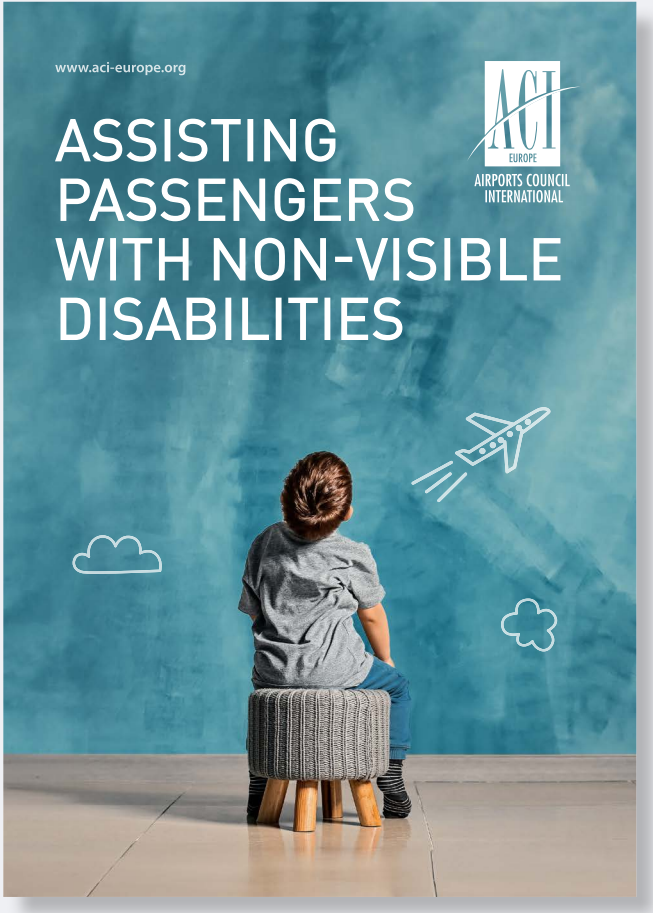
EU FUNDING

GUIDE TO EUROPEAN FINANCE INSTRUMENTS FOR AIRPORTS

This Guide provides a practical handbook to airport managing bodies aiming to obtain funds for a wide range of development projects. Based upon the European Union's Multiannual Financial Framework 2014-2020, it intends to give an overview of use of European funds by airports, the instruments and mechanisms currently available, the type of assistance provided and contacts for the relevant people within each organisation. Examples of projects financed under each programme are included for a better understanding of the funding possibilities.

Type: Guide
Year: 2017
Pages: 107

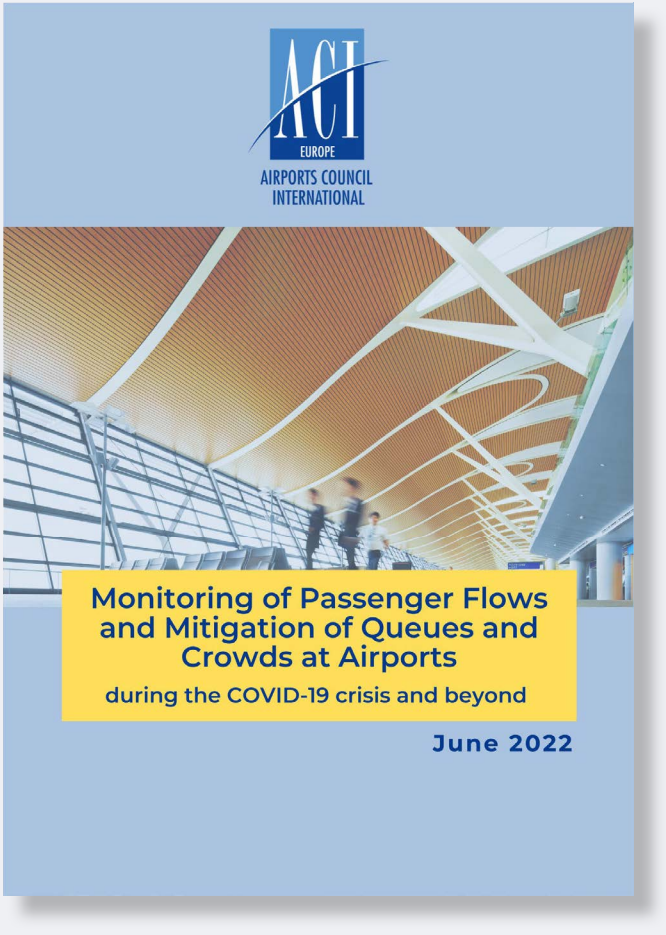
PASSENGER EXPERIENCE



ASSISTING PASSENGERS WITH NON-VISIBLE DISABILITIES

This comprehensive resource equips airports with the knowledge and best practices to ensure passengers with hidden disabilities have equal opportunities for air travel. It covers understanding passenger needs, respecting privacy, and delivering empathetic assistance, also documented through multiple case studies shared by ACI EUROPE's member airports.

Type: Report
Year: 2023
Pages: 48



MONITORING OF PASSENGER FLOWS AND MITIGATION OF QUEUES AND CROWDS AT AIRPORTS

The ultimate handbook for airports on the many ways in which passenger flows can be monitored and congestion mitigated as the sector recovers from the COVID19 crisis and moves into a "new normal". It pulls together both the best of practices already in place, alongside new technologies and innovative solutions which take us into the realm of the airport of the future.

Type: Analysis
Year: 2022
Pages: 34

HANDBOOK FOR AIRPORT CULTURE

This handbook expands on the human pillar of the passenger experience and is the result of the work of the ACI EUROPE Facilitation and Customer Services Committee and its Task Force on the Passenger Experience.

Type: Guidelines
Year: 2022
Pages: 59

GUIDELINES FOR A HEALTHY PASSENGER EXPERIENCE AT AIRPORTS

The document addresses the impact of the COVID-19 pandemic on the aviation industry and introduces measures to ensure a safe and secure environment for travellers. The pandemic has led to a worldwide crisis, affecting various sectors, including aviation, which has experienced a significant decline in air connectivity. In response to this unprecedented situation, the guidelines aim to mitigate the risks associated with the virus and establish a healthier and more reliable passenger experience at airports.

Type: Guidelines
Year: 2020
Pages: 140

ROLE AND USAGE OF TRADEMARKS BY THE WORLD'S BEST PRACTICE AIRPORTS

This report, which turns the spotlight onto the power of strong airport branding, illustrates that vision and creativity are being harnessed to deliver sound business strategies in airports across the globe. These strategies and the importance of airport branding - while tailor-made for each airport - systematically reflect the fact that the airport industry of the 21st century has definitely moved from B2B to being also B2C.

Type: Report
Year: 2020
Pages: 44

GUIDELINES FOR PASSENGER SERVICES AT EUROPEAN AIRPORTS (SECOND EDITION)

This second edition, which develops the methodology of the 3P approach (Premises, Processes & People) in shaping the passenger experience and the pyramids of passenger perception levels as a tool to enhance it, includes a number of significant changes. Each chapter has been updated and expanded with some major rearrangements to take account of new developments and trends – including the importance of technology and data exchange, staff engagement, landside security implications and the future of baggage handling. New chapters have also been added, notably on "Strategy and Quality Control" and "Enhancing the Passenger Experience through Technology". Annexes with new case studies and testimonials complete this edition.

Type: Guides & Guidelines
Year: 2018
Pages: 174

GUIDELINES FOR PASSENGER SERVICES AT EUROPEAN AIRPORTS

Entirely dedicated to the passenger, the Guidelines offer a holistic approach to passenger services at European airports. This publication highlights the various passenger current trends and presents a new and multidimensional model for passenger categorisation. In addition, it features the so-called 3P approach (Premises, Processes & People). It looks at how the design of the premises, the quality and smoothness of the processes at airport terminals on departure, arrival and transfer, as well as the role played by people working within the airport, significantly shape the passenger experience.

Type: Guides & Guidelines
Year: 2014
Pages: 118

русская версия →

REGIONAL AIRPORTS

EUROPEAN REGIONAL AIRPORTS – SUSTAINABLY CONNECTING PEOPLE, PLACES AND PRODUCTS

This report examines the impact of COVID-19 on regional airports in Europe and outlines the challenges they face. It emphasises the crucial role of regional airports in promoting connectivity, economic welfare, and territorial cohesion. The publication aims to contribute to the transition towards sustainability aligned with the goals of the Paris Agreement.

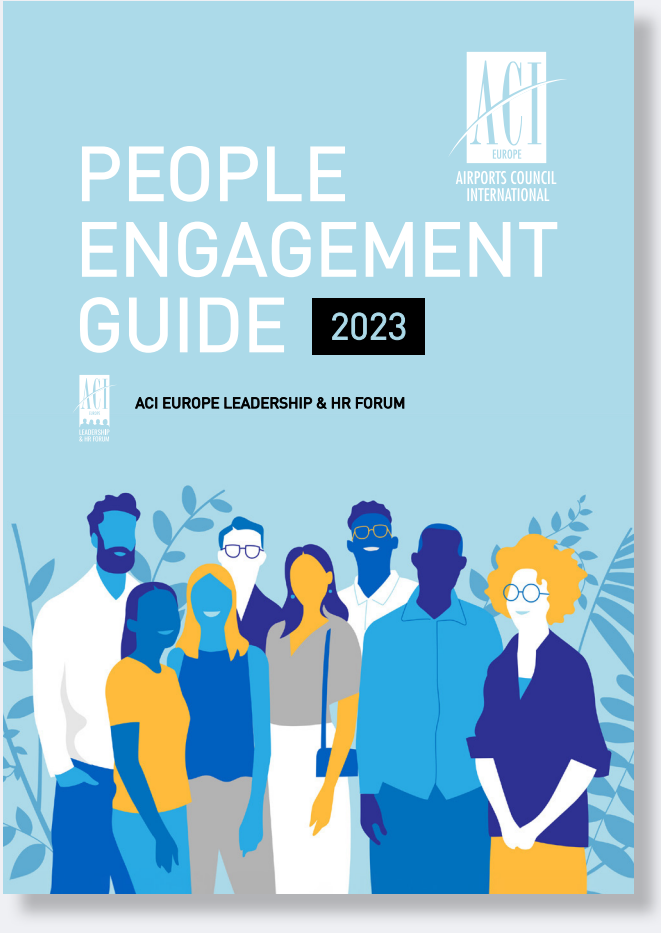
Type: Report
Year: 2023
Pages: 32

EUROPEAN REGIONAL AIRPORTS – CONNECTING PEOPLE, PLACES & PRODUCTS

This publication is the contribution of the ACI EUROPE Regional Airports' Forum to the general discussion on the added value of regional airports in Europe. It is aimed at presenting the relevance of regional airports in a wide context and their contribution to the local, regional and European economies as essential links in the European aviation network. An overview of the most important challenges and regulatory requirements facing them is also provided for a better understanding of their reality.

Type: Analysis Paper
Year: 2017
Pages: 93

PEOPLE MANAGEMENT



PEOPLE ENGAGEMENT GUIDE

This guide provides a practical and implementable approach to enhancing people engagement in airports. Targeted at airport leaders and HR professionals, the guide also welcomes input from service companies, contractors, and employees themselves.

Type: Guidelines
Year: 2023
Pages: 24

GUIDELINES FOR STAFF EXCHANGES

This publication represents the compilation of knowledge and best practices accumulated over the years of successful short-term staff exchanges between European airports. It explains the benefits of staff exchanges, how they can be developed and what the main requirements are in terms of the application process and programme design.

Type: Guidelines
Year: 2019
Pages: 24

AIRPORTS COUNCIL INTERNATIONAL

ACI EUROPE is the European region of Airports Council International (ACI), the only worldwide professional association of airport operators. ACI EUROPE represents over 500 airports in 55 countries.

Our members facilitate over 90% of commercial air traffic in Europe. Air transport supports 13.5 million jobs, generating €886 billion in European economic activity (4.4% of GDP). In response to the Climate Emergency, in June 2019 our members committed to achieving Net Zero carbon emissions for operations under their control by 2050, without offsetting.

EVERY FLIGHT BEGINS AT THE AIRPORT.

www.aci-europe.org

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