



AIRPORTS COUNCIL
INTERNATIONAL

BELFAST CITY AIRPORT

EUROPEAN REGIONAL AIRPORTS AND COMMUNITY ENGAGEMENT STRATEGY AND IMPLEMENTATION GUIDE

October 2026

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FOREWORD

Regional airports are essential pillars of Europe's aviation network. They connect regions to opportunities, support tourism and trade, enable social mobility, and contribute significantly to local and regional economic development. At the same time, airports operate within communities and alongside citizens whose expectations regarding environmental responsibility, transparency and dialogue continue to grow.

Across Europe, airports are increasingly expected to demonstrate not only operational excellence but also responsible governance and meaningful engagement with the communities they serve. For regional airports in particular, maintaining a strong and constructive relationship with local stakeholders is fundamental to securing the long-term social licence to operate that allows them to grow, innovate and deliver connectivity.

Community engagement therefore represents far more than a communications activity. It is a strategic tool that enables airports to build trust, anticipate concerns, develop collaborative solutions and ensure that airport development aligns with broader regional sustainability objectives.

This guidance, developed within the framework of the ACI EUROPE Regional Airports Forum, provides practical recommendations tailored to the specific realities of regional airports across Europe. It aims to support airport management teams in strengthening dialogue with their communities while reinforcing the role of airports as responsible partners in regional development.

By sharing practical tools, engagement models and best practices, this document contributes to ACI EUROPE's broader commitment to promoting sustainable, inclusive and resilient aviation across the continent.

Olivier Jankovec
Director General
ACI EUROPE



PAFOS AIRPORT

EXECUTIVE SUMMARY

Community engagement has become a defining component of sustainable airport management across Europe. For regional airports in particular, strong relationships with local communities are essential to maintaining operational stability, enabling infrastructure development, and reinforcing the airport's role as a driver of regional connectivity and economic development.

Within the broader European policy context — characterised by increasing expectations around environmental sustainability, social responsibility and transparent governance — airports must demonstrate that their development aligns with the interests of the communities they serve. Effective engagement therefore contributes directly to securing the airport's social licence to operate, strengthening public trust, and supporting constructive dialogue around complex topics such as environmental impacts, infrastructure expansion and regional mobility.

Regional airports play a unique role in the European aviation system. They connect peripheral and regional economies to national capitals and international

markets, support tourism flows, and enable territorial cohesion across the European Union. Ensuring that local communities understand and support this role is essential for maintaining the political and societal backing needed for continued connectivity and investment.

This guidance document provides a practical framework to help regional airports strengthen their community engagement strategies. It outlines the strategic rationale for engagement, identifies the benefits it can generate, and proposes pragmatic tools that airports can adapt to their local circumstances and available resources.

The document also introduces a Community Engagement Maturity Model to support airports in assessing their current practices and identifying pathways for improvement.

Ultimately, effective community engagement helps position regional airports not only as transport infrastructure, but as responsible partners in the sustainable development of their regions.



PAFOS AIRPORT

1. INTRODUCTION

Regional airports are deeply embedded in the social and economic fabric of the territories they serve. In the European policy context, they play an essential role in supporting territorial cohesion and accessibility, ensuring that regions – including peripheral, island and less densely populated areas – remain connected to national capitals, major economic centres and international markets. By enabling mobility for citizens and businesses, regional airports contribute directly to the European Union's broader objectives of balanced regional development, economic convergence and social inclusion. In this respect, airports are widely recognised in European aviation policy discussions as critical infrastructure for regional accessibility and economic resilience, ensuring that communities remain connected, competitive and integrated within the wider European economy. Beyond their role as transport infrastructure, they act as gateways for connectivity, enablers of tourism and trade, and generators of local employment. At the same time, airport activities can give rise to legitimate concerns among neighbouring communities, including issues related to noise exposure, environmental impacts, land use, and infrastructure development.

In this context, effective community engagement has become a core component of responsible airport management. For regional airports in particular, maintaining a constructive and transparent relationship with local communities is essential to ensuring operational stability, preserving trust, and securing the long-term social licence to operate.

Community engagement should therefore not be understood as a one-off communication exercise, but rather as a structured, continuous and strategic process that enables dialogue, builds mutual understanding, and supports collaborative problem-solving.

This guidance document provides practical orientation to regional airports seeking to strengthen their community engagement practices. It outlines the rationale for community engagement, highlights the benefits it can bring to both airports and local communities, and proposes a pragmatic framework for implementation that is adaptable to the specific context and resources of regional airports across Europe.

2. WHY COMMUNITY ENGAGEMENT MATTERS

Regional airports often operate in close proximity to local communities and are frequently among the most visible economic actors in their region. Their activities can have wide-ranging implications for mobility, employment, tourism, environmental sustainability and regional development.

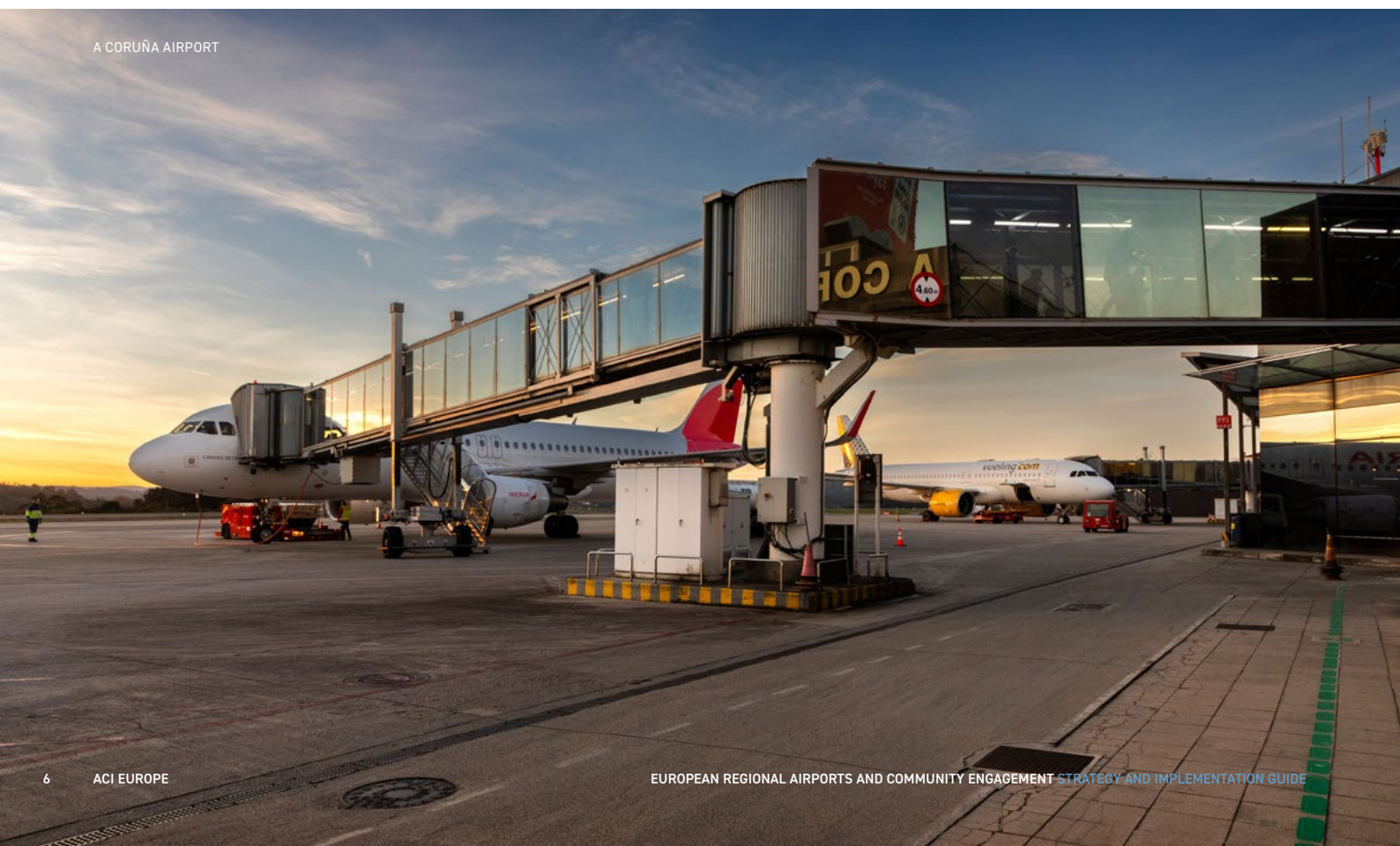
In such a context, proactive community engagement plays a critical role in fostering trust and maintaining constructive relationships with stakeholders.

Effective engagement allows airports to:

- Build and maintain a strong social licence to operate
- Address concerns and potential conflicts at an early stage before they escalate
- Improve transparency and strengthen public trust
- Enhance resilience in times of crisis or operational disruption
- Foster a shared understanding of the airport's role in regional development
- Enable collaborative solutions to local challenges

For regional airports, where governance structures and stakeholder networks are often closely interconnected, strong community relations can significantly influence the success of strategic initiatives such as infrastructure development, route expansion, environmental programmes, or policy advocacy.

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3. BENEFITS OF COMMUNITY ENGAGEMENT

Well-designed community engagement strategies can generate tangible benefits for both airports and the communities they serve.



OPERATIONAL BENEFITS

Constructive dialogue with communities can reduce opposition to airport activities and facilitate smoother implementation of development projects. Early consultation also helps identify potential concerns before they translate into formal complaints, political pressure, or legal challenges.



REPUTATIONAL BENEFITS

Airports that demonstrate openness, transparency and responsiveness are more likely to be perceived as responsible and trusted actors within their region. This strengthens the airport's public image and can generate positive media coverage as well as local advocacy.



ECONOMIC BENEFITS

Strong community relationships can reinforce support for airport development and investment. They also foster partnerships with local businesses, tourism bodies, and economic development organisations, amplifying the airport's contribution to regional prosperity.



REGULATORY BENEFITS

Effective engagement can support smoother regulatory processes by demonstrating that stakeholder concerns are actively considered and addressed. Authorities are more likely to support airport initiatives when there is visible community dialogue and mitigation measures.



SOCIAL BENEFITS

Meaningful engagement contributes to stronger community cohesion and helps ensure that airport development aligns with the broader interests of the region. It also allows residents to feel heard and involved in shaping decisions that affect their environment and quality of life.

4. MODALITIES OF COMMUNITY ENGAGEMENT

Community engagement can take multiple forms depending on the objectives pursued, the maturity of stakeholder relationships, and the complexity of the issues involved. Engagement should be understood as a spectrum ranging from information sharing to deeper forms of collaboration.



INFORMING

Providing transparent and timely information about airport activities, projects, and operational developments.

Examples include:

- Airport newsletters
- Website updates
- Social media communication
- Public notices and information sessions



CONSULTING

Seeking feedback and perspectives from stakeholders on specific initiatives or policies.

Examples include:

- Community surveys
- Public consultations
- Focus groups
- Online feedback platforms



INVOLVING

Engaging stakeholders more directly in discussions and planning processes.

Examples include:

- Citizen panels
- Community advisory boards
- Workshops or thematic working groups



COLLABORATING

Developing joint initiatives or partnerships with community actors.

Examples include:

- Environmental or biodiversity programmes
- Tourism promotion initiatives
- Education and training partnerships



EMPOWERING

Supporting community-led initiatives or granting communities a meaningful role in shaping specific decisions.

Examples include:

- Participatory budgeting for local projects
- Community representation in governance structures
- Co-designed mitigation initiatives

Not every airport will employ all levels of engagement, and the appropriate approach will depend on local circumstances, resources, and stakeholder expectations.

5. A PRACTICAL IMPLEMENTATION FRAMEWORK

For regional airports, community engagement strategies should be pragmatic, proportionate and scalable. The objective is not to create complex governance structures, but to establish consistent mechanisms that enable dialogue and responsiveness.

STEP 1

DEFINE CLEAR OBJECTIVES

Airports should begin by defining the goals of their community engagement strategy. Clear objectives help ensure that engagement activities are focused, consistent and aligned with the airport's wider priorities.

Typical objectives may include:

- Building long-term trust with local communities
- Increasing transparency around airport operations and development plans
- Anticipating and mitigating potential conflicts
- Strengthening the airport's contribution to regional development
- Improving responsiveness to stakeholder concerns

STEP 2

MAP KEY STAKEHOLDERS

A structured understanding of the airport's stakeholder landscape is essential.

Regional airports typically interact with a wide range of actors, including:

- Residents located near the airport or under flight paths
- Local municipalities and regional authorities
- Local businesses and chambers of commerce
- Tourism boards and destination management organisations
- Educational institutions and youth organisations
- Environmental NGOs and community groups
- Local media

Stakeholder mapping should identify not only who the relevant actors are, but also their interests, expectations and potential concerns.

STEP 3

ESTABLISH GOVERNANCE AND INTERNAL RESPONSIBILITIES

Effective engagement requires clear internal ownership.

Regional airports are encouraged to designate a Community Engagement Officer responsible for coordinating engagement activities and maintaining dialogue with stakeholders. Importantly, this role does not necessarily require the creation of a new position. In many cases, responsibilities can be integrated into an existing function such as communications, sustainability, public affairs, or operations.

Key responsibilities may include:

- Coordinating engagement initiatives
- Acting as the primary contact point for community stakeholders
- Monitoring community feedback and concerns
- Ensuring transparency and consistency in communication
- Reporting internally to airport management

Airports may also consider establishing Community Advisory Committees or liaison groups bringing together representatives from municipalities, residents, businesses and other stakeholders.

STEP 4**SELECT APPROPRIATE ENGAGEMENT CHANNELS AND TOOLS**

Regional airports should use a mix of engagement channels adapted to their community profile and available resources.

Digital tools

- Airport websites with dedicated community sections
- Social media platforms
- Online surveys and consultation portals
- Webinars and virtual town halls

In-person engagement

- Airport open days
- Community meetings and workshops
- Roadshows in neighbouring municipalities
- School visits and educational programmes

Traditional communication channels

- Local press and radio
- Community newsletters
- Printed information material

The combination of digital and physical engagement channels helps ensure accessibility and reach across different demographic groups. Airports should select channels according to the nature of the issue, the stakeholder concerned, and the level of engagement required.

STEP 5**MONITOR, EVALUATE AND IMPROVE**

Community engagement should be continuously assessed and improved to ensure that activities remain effective and responsive to community needs.

Airports are encouraged to define simple Key Performance Indicators (KPIs), such as:

- Number of engagement activities organised annually
- Participation levels in consultations or events
- Response time to community enquiries
- Trends in complaints or community feedback
- Public perception indicators where available

Annual internal reviews can help identify areas for improvement and adjust engagement strategies accordingly.

6. CHALLENGES AND MITIGATION STRATEGIES

While community engagement brings significant benefits, regional airports may encounter several challenges when implementing engagement initiatives.



RESOURCE CONSTRAINTS

Regional airports often operate with limited staffing and budgets.

Mitigation:

Integrate community engagement responsibilities into existing roles and collaborate with local organisations, municipalities or universities to support engagement activities.



COMMUNITY FATIGUE

Frequent consultations or poorly coordinated engagement processes may lead to declining participation.

Mitigation:

Diversify engagement formats, ensure consultations have clear purposes, and provide visible feedback on how community input has influenced decisions.



MISINFORMATION AND PUBLIC PERCEPTION

Complex aviation topics such as noise management or environmental performance can easily be misunderstood.

Mitigation:

Provide clear, transparent and accessible information, including explanatory materials and visual tools where possible.



LOW PARTICIPATION

Certain stakeholder groups may be underrepresented in engagement processes.

Mitigation:

Use targeted outreach strategies and partner with local community organisations to reach broader audiences.

7. COMMUNITY ENGAGEMENT MATURITY MODEL

Regional airports across Europe operate in diverse institutional, economic and social contexts. As such, community engagement practices may vary significantly depending on airport size, available resources and local stakeholder dynamics.

LEVEL 1 INFORMATIVE

Engagement is primarily focused on one-way communication.

Typical characteristics:

- Information about airport activities is shared through websites, press releases or newsletters
- Limited structured dialogue with communities
- Engagement activities are mostly reactive (e.g. responding to complaints)
- Responsibility often sits informally within communications functions

Objective for progression:

Move from reactive communication towards structured dialogue.

LEVEL 2 STRUCTURED DIALOGUE

Airports begin to establish formal mechanisms for consultation and feedback.

Typical characteristics:

- Periodic community meetings or consultations
- Surveys or consultation exercises for major projects
- Designated internal contact point for community issues
- Initial stakeholder mapping exercises

Objective for progression:

Strengthen consistency and broaden stakeholder participation.

LEVEL 3 INTEGRATED ENGAGEMENT

Community engagement becomes embedded in airport governance and operational planning.

Typical characteristics:

- Regularly scheduled community forums or advisory committees
- Engagement integrated into infrastructure planning and environmental programmes
- Dedicated community engagement responsibility within the organisation
- Monitoring of engagement activities through KPIs

Objective for progression:

Move from consultation to collaboration.

LEVEL 4 STRATEGIC PARTNERSHIP

Airports develop long-term partnerships with communities and regional stakeholders.

Typical characteristics:

- Joint initiatives with municipalities, NGOs or educational institutions
- Community involvement in sustainability or environmental programmes
- Structured communication during infrastructure planning and operational changes
- Community engagement integrated into ESG and sustainability strategies

Objective for progression:

Empower communities in shaping local initiatives.

LEVEL 5

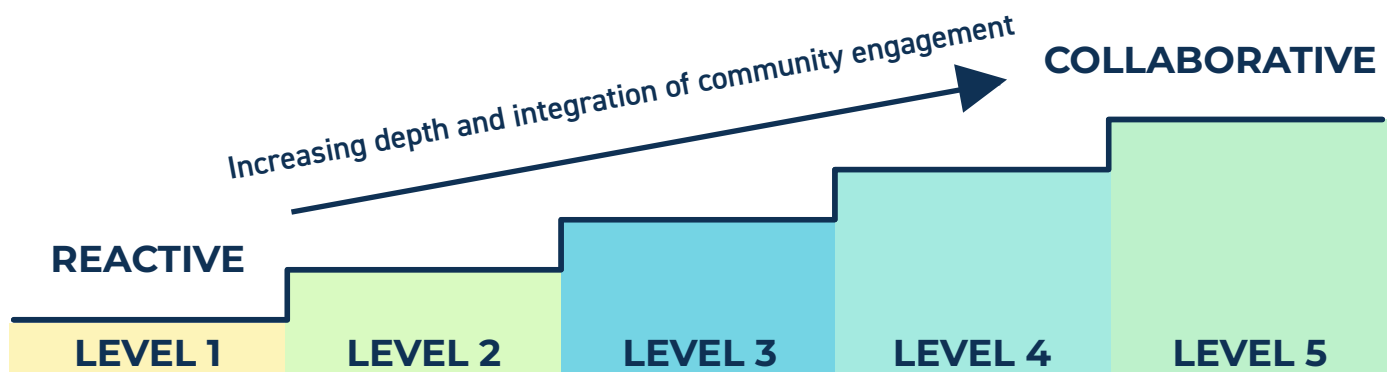
COLLABORATIVE GOVERNANCE

Community engagement becomes a core element of regional governance and sustainable development.

Typical characteristics:

- Long-term strategic partnerships with regional stakeholders
- Community representatives participating in advisory structures
- Co-creation of local initiatives (e.g. environmental mitigation, education programmes, community funds)
- Engagement recognised as a pillar of the airport's social licence to operate

While not every regional airport will need to reach the most advanced stage, the maturity model provides a roadmap to progressively strengthen engagement practices in a way that remains proportionate to each airport's scale and resources.



8. CONCLUSION

For regional airports across Europe, strong community engagement is no longer simply a communication exercise; it is a strategic component of responsible airport governance.

In an environment where societal expectations regarding environmental performance, transparency and public accountability continue to grow, airports must demonstrate that their development is aligned with the interests of the communities they serve. Meaningful engagement contributes directly to securing and maintaining the airport's social licence to operate, enabling airports to pursue infrastructure development, connectivity growth and sustainability initiatives with the support of local stakeholders.

Regional airports play a particularly important role in supporting European territorial cohesion and regional connectivity. In line with EU policy objectives on accessibility and balanced regional development, they ensure that citizens and businesses located outside major metropolitan hubs remain connected to wider European

and global networks. By linking peripheral regions with national capitals and international hubs, they facilitate trade, tourism, investment and social mobility. Ensuring that communities recognise and benefit from these contributions strengthens the long-term legitimacy of airport operations and investment.

By embedding transparent dialogue, fostering partnerships with local actors and responding proactively to community concerns, airports can position themselves as trusted partners in regional development. Community engagement therefore becomes an integral element of broader ESG and sustainability strategies, complementing environmental management efforts and reinforcing the airport's societal value.

Ultimately, regional airports that invest in structured and continuous engagement will be better equipped to navigate future challenges, build public trust and contribute meaningfully to the sustainable development of the regions they serve.



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ANNEX 1

KEY TAKEAWAYS

Effective community engagement does not require large resources or complex structures. What matters most is consistency, transparency and a genuine willingness to listen and collaborate with local stakeholders. The following key principles can help regional airport management teams strengthen their engagement practices.

1. Treat community engagement as a strategic priority

Community engagement should be embedded in airport governance and considered alongside operational, environmental and commercial priorities.

2. Build trust through transparency

Clear and accessible communication about airport operations, development plans and environmental impacts is essential to maintaining public confidence.

3. Start early and engage continuously

Engagement should not begin only when issues arise. Continuous dialogue helps prevent misunderstandings and builds stronger relationships over time.

4. Designate clear internal responsibility

Even in smaller airports, assigning responsibility for community engagement ensures that stakeholder dialogue remains structured and consistent.

5. Use diverse engagement channels

Combining digital tools, community meetings, educational initiatives and partnerships with local organisations helps reach a broader range of stakeholders.

6. Connect engagement with sustainability objectives

Community dialogue can support environmental initiatives, noise management strategies, and broader ESG (Environmental, Social, and Governance) commitments.

7. Highlight the airport's regional value

Regional airports play a crucial role in territorial cohesion, tourism development and local employment. Communicating these benefits helps communities understand the broader contribution of aviation.

8. Learn and adapt continuously

Monitoring engagement outcomes and sharing best practices with other airports helps strengthen long-term effectiveness.

ANNEX 2

CASE STUDIES

AIRPORT

BELFAST CITY AIRPORT



1. GENERAL INFORMATION

Airport Name	Belfast City Airport
IATA Code	BHD
Country	Northern Ireland
Contact Person:	Michelle Hatfield, Chief People and Marketing Officer, michelle.hatfield@bca.aero / Lindsay Millar, Corporate Affairs Manager, lindsay.millar@bca.aero
Title or type of community engagement initiative:	Belfast City Airport draft Master Plan 2040

2. CONTEXT AND CHALLENGE

Forecasts predict that air travel to and from the island of Ireland is set to double by 2040, with Northern Ireland handling around 21 million passengers per year.

As an essential contributor to Northern Ireland's connectivity, Belfast City Airport will play a critical role in meeting this demand, handling seven million passengers per annum.

Belfast City Airport unveiled its transformational draft Master Plan in September 2025, which has the potential to unlock up to £200 million in private investment, support thousands of new jobs, and deliver a £1.7 billion injection into the Northern Ireland economy annually.

Throughout a thorough consultation period on its draft Master Plan, Belfast City Airport received feedback from a wide range of stakeholders including elected representatives, government officials, local residents, businesses, passengers, airlines, trade bodies, tourism organisations, non-governmental organisations, and non-departmental public bodies.

3. OBJECTIVES

The objectives of the consultation exercise were to:

- Clearly communicate the vision of Belfast City Airport's draft Master Plan in an easy-to-understand and accessible way;
- Provide opportunities for all interested parties to share feedback, with a variety of methods available to submit information, and;
- Use the feedback gathered to help shape the final Master Plan proposals.

4. DESCRIPTION AND INITIATIVE

In September 2025, Belfast City Airport launched its draft Master Plan, outlining how the airport plans to respond to and accommodate growing demand for air travel over the next 15 years. A consultation on the draft Master Plan allowed stakeholders and interested parties to give their feedback on the proposals over an eight-week engagement period.

In this period of listening, Belfast City Airport received feedback from a wide range of stakeholders which included Members of Parliament (MPs), Members of the Legislative Assembly (MLAs), Councillors, government officials, local residents, businesses, passengers, airlines, trade bodies, tourism organisations, non-governmental organisations, and non-departmental public bodies.

Prior to the launch of the draft Master Plan, Belfast City Airport management engaged with over 60 key stakeholders to introduce the needs case for growth, and the key principles of the draft Master Plan. This consultation process delivered:

- A dedicated launch event at Parliament Buildings, Stormont, with over 100 guests attending, including the First Minister and deputy First Minister of Northern Ireland, and representatives from Northern Ireland's five main political parties;
- An extensive digital footprint with a detailed website and connected social media channels;
- Three in-person community engagement events in accessible locations within the immediate vicinity of the airport, which included:
 - The opportunity to speak to Belfast City Airport's Master Plan Team and the wider technical team to seek any clarification;
 - The opportunity to provide feedback;
 - 14 display boards explaining the proposals contained in the draft Master Plan;
 - A fly-through video on display showing computer generated imagery of what the airport campus and surrounding infrastructure could look like by 2040;

- Extensive advertising on social media and via paid advertisements in the national Northern Irish media;
- Extensive stakeholder engagement with business leaders and elected representatives;
- 75,000 community newsletters distributed to local residents providing details on the draft Master Plan and how they can provide their feedback to the Belfast City Airport team;
- Face-to-face surveying of passengers;
- In-terminal information spaces to showcase the vision of the draft Master Plan to passengers;
- Briefing meetings with the airport's Consultative Forum on both the detail of the draft Master Plan and the consultation process;
- A range of media interviews (TV, radio, newsprint) by the Chief Executive of Belfast City Airport;
- A dedicated mailbox address at the airport for postal feedback;
- 92 hours of consultation time was dedicated to this exercise, from Belfast City Airport's internal Master Plan Team and its trusted partners, Brown O'Connor Ireland and Lighthouse Communications.

5. OUTCOMES AND IMPACT

The consultation process took a wide-ranging approach to engage, inform and invite feedback on Belfast City Airport's draft Master Plan from its local community, passengers and key stakeholders. Participation levels over the eight-week consultation period included:

- 110 people attended community engagement events, held in locations in the immediate vicinity of Belfast City Airport;
- 376 responses to the draft Master Plan were received, submitted either via the online survey, provided as written feedback at the community engagement events, or letters / emails submitted directly to the Master Plan Team;
- 619 passengers took part in an in-terminal survey as they passed through the airport (departing) between 24th October and 11th November 2025;
- Nearly 3,000 visitors logged on to the dedicated draft Master Plan website over the 8-week period.

In general, responses offered a positive and supportive view of development and an understanding of the context of the growth plan, in particular the need to prepare for future demand, expanded capacity, and the positive economic benefits that would be unlocked:

- 72% of public consultation respondents and 95% of passengers surveyed in-terminal stated they were supportive of the airport's proposals outlined in the draft Master Plan;
- Over two-thirds of respondents were supportive of the principle of more flexibility with Belfast City Airport's operating hours.

Belfast City Airport was pleased with the strong levels of support shown by a wide variety of stakeholders, which was carefully reviewed and informed the Master Plan 2040.

This outlines a clear and responsible vision for the airport's development, ensuring it can continue to support connectivity, economic growth and employment while operating in a way that benefits the local community and delivers against the airport's environmental responsibilities.

6. LESSONS LEARNED

As a responsible neighbour, Belfast City Airport enjoys good relationships with its local community and key stakeholders. Through 20+ years of impactful CSR initiatives, the airport has delivered genuine benefits that strengthen the place it calls home.

However, a specific community engagement exercise showcasing a vision for the future of the airport campus presented a new area of engagement for the team.

Key insights from this community engagement activity included:

- The importance of traditional methods of advertisement such as local newsletter drops, as evidenced by a number of attendees of the community engagement events bringing the newsletter they received to the event with them, and;
- The value in including refreshments at community engagement events to ensure attendees felt welcome to stay and speak to members of the team.

In future community engagement exercises of the same nature, the team at Belfast City Airport plans to build on this knowledge by extending the radius of its events to include an even greater number of Belfast residents, who are outside of its immediate vicinity but remain an important part of its community.

7. TRANSFERABILITY

Due to the nature of this engagement exercise, other airports could adapt this approach to community engagement for the creation of new Master Plans or similar development plans / visions for the future.

Other airports are encouraged to access Belfast City Airport's Master Plan microsite (belfastcityairport.com/vision) to view the Master Plan 2040 and read its Consultation Report, which details the feedback provided throughout the engagement exercise.

8. FURTHER INFORMATION

Master Plan microsite - [Belfast City Airport | Master Plan 2040](http://belfastcityairport.com/vision)

Final Master Plan publication - [Master-Plan-2040-Our-Vision-for-the-Future.pdf](#)

Consultation Report - [Belfast-City-Airport-Consultation-Report-052026.pdf](#)



Matthew Hall, CEO of Belfast City Airport pictured with Michelle O'Neill MLA and Emma Little-Pengelly MLA, First and deputy First Minister of Northern Ireland, at the launch of the Belfast City Airport draft Master Plan in September 2025.



Launch event for the Belfast City Airport draft Master Plan.



Belfast City Airport Chief People & Marketing Officer Michelle Hatfield at a community engagement event discussing the draft Master Plan with local elected representatives David Brooks MLA and Gavin Robinson MP.



One of the community engagement events for the Belfast City Airport draft Master Plan.



A community engagement event for the Belfast City Airport draft Master Plan, with local residents learning more on the vision for the airport and sharing their feedback with the team.



A dedicated information station in the terminal at Belfast City Airport to showcase the vision of the draft Master Plan to passengers.

1. GENERAL INFORMATION	<table> <tr> <td>Airport Name</td><td>Aeroporto Guglielmo Marconi di Bologna</td></tr> <tr> <td>IATA Code</td><td>BLQ</td></tr> <tr> <td>Country</td><td>Italy</td></tr> <tr> <td>Contact Person:</td><td>Marco Verga, m.verga@bologna-airport.it, +39 3461277476</td></tr> <tr> <td>Title or type of community engagement initiative:</td><td>Integrated Multimodal Approach and Sustainable Community Initiatives</td></tr> </table>	Airport Name	Aeroporto Guglielmo Marconi di Bologna	IATA Code	BLQ	Country	Italy	Contact Person:	Marco Verga, m.verga@bologna-airport.it , +39 3461277476	Title or type of community engagement initiative:	Integrated Multimodal Approach and Sustainable Community Initiatives
Airport Name	Aeroporto Guglielmo Marconi di Bologna										
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Country	Italy										
Contact Person:	Marco Verga, m.verga@bologna-airport.it , +39 3461277476										
Title or type of community engagement initiative:	Integrated Multimodal Approach and Sustainable Community Initiatives										
2. CONTEXT AND CHALLENGE	Bologna Guglielmo Marconi Airport (BLQ) is one of Italy's leading airports and a strategic gateway serving the Emilia-Romagna region, one of Europe's most dynamic industrial areas, with strong clusters in food production, automotive engineering, and packaging technologies. In 2025, the airport handled a record 11.1 million passengers, further strengthening its role within the national airport system and confirming its relevance as a connectivity platform for both business and leisure travel. At the same time, the airport operates within a highly urbanized and institutionally sensitive context, in close proximity to neighbouring municipalities such as Calderara di Reno and the wider Bologna metropolitan area. In this setting, the key challenge is twofold: first, to reduce the environmental impact associated with employee commuting by shifting demand away from private car use towards shared, public, and low-emission mobility solutions; second, to reinforce the airport's social licence to operate through structured, transparent, and continuous engagement with local authorities and communities. Addressing these dimensions in an integrated manner is essential to delivering measurable environmental benefits while also generating long-term social value in the territories most directly affected by airport activities.										
3. OBJECTIVES	The initiative is structured around a set of interrelated strategic objectives designed to align operational efficiency, decarbonisation targets, and territorial stewardship within a coherent airport sustainability framework: • Commuting Decarbonisation and Demand Management: Reduce the carbon intensity of staff commuting by combining behavioral incentives, modal shift measures, and parking-demand management tools, with the objective of decreasing single-occupancy vehicle use and associated indirect emissions. • Integrated Surface Access and MaaS Enablement: Strengthen the integration of airport access within the regional mobility ecosystem by connecting public transport, rail services, automated people mover links, and shared mobility options through a coordinated Mobility as a Service approach. • Stakeholder Value Creation and Social Licence to Operate: Consolidate the airport's relationship with neighbouring municipalities and communities through formal partnerships, transparent dialogue mechanisms, and initiatives capable of generating measurable local value in social, environmental, and educational terms. • Ecological Infrastructure and Biodiversity Enhancement: Increase the environmental resilience of the airport system by developing nature-based solutions, carbon sink capacity, and habitat restoration measures that contribute to climate mitigation, ecological connectivity, and long-term biodiversity protection.										
4. DESCRIPTION AND INITIATIVE	The overall approach of Bologna Airport is built upon two coordinated operational pillars: A. The Integrated Multimodal Subscription and the MaaS System An integrated and personalized plan based on the Refreshed Mobility as a Service (MaaS) philosophy has been rolled out for the airport community to dynamically combine alternative travel modes. The initiative includes: • Multimodal Network Integration: Direct connection via the Marconi Express (People Mover train, MEX) with a station-to-airport travel time of just 7 minutes; complete access to the TPER urban and extra-urban network (Line Q operating from 3:45 a.m. to 2:15 a.m. (+1)). • Wide-Ranging Rail Connection: Integration with the Metropolitan Railway Service (SFM) across the Bologna metropolitan area and regional ticket subsidies ("Mi Nuovo anche in Città") extending free urban bus travel to both the departure and arrival municipalities. • Community Shared and Soft Micro-mobility: Subsidized access to the Corrente 100% Electric Car Sharing fleet (including 20 free minutes/month, extended corporate options up to 5 hours/month at reduced rates, 12 dedicated wait-zone bays, a free "Drive Back" bonus, and an extended free night service from 02:00 to 04:00). And Bike Sharing agreement with operators, furthermore train+bike subscription options.										

- **Digital Incentivization Programs:** Utilization of the Up2Go smartphone app to monitor real-time CO₂ savings and coordinate corporate carpooling through gamification concepts. The "Bike to Work" scheme provides a kilometeric reimbursement of €0.20/km and a free loan of 30 corporate bicycles (Mimosa Project). Furthermore, physical infrastructure is provided on-site via the Enerhub charging network across staff parking lots and free charging racks.

B. Sustainable Community Initiatives: Welfare, Ecosystems, and Biodiversity

This integrated pillar brings together institutional territorial partnerships, ecosystem engineering, and social engagement under the airport's core strategy, 'Performing and Sustainable Corporation,' aimed at reaching Net Zero Carbon emissions by 2030:

- **Territorial Memorandum of Understanding (MoU) with the Municipality of Calderara di Reno:** A formalized institutional agreement signed with local authorities focusing on environmental sustainability and community welfare. It structures ongoing joint institutional actions, public data sharing on noise/air quality, and continuous local consultation. A prominent annual project includes educational initiatives for local schools, such as the "Christmas at the Airport / Behind the Scenes: How Does a Journey Work?" program, which brings 5-year-old kindergarten children from Calderara directly inside the airport terminal. And the Traffic Snake Game project (in collaboration with Euromobility), a game that teaches children and parents how to get to school in a sustainable, fun, and healthy way.
- **The Northern Wooded Green Belt:** Realization of a certified green belt spanning 40 hectares, consisting of 28,600 trees and native plants specifically selected to optimize CO₂ absorption and dust capture. This wooded belt acts as a natural carbon sink and physical sound barrier to insulate nearby residential centers from airport noise. To foster green micro-mobility, the infrastructure is physically linked with major European cycle corridors, including the "Ciclovía del Sole," creating safe and natural commuting routes for both airport workers and eco-tourists.
- **Biodiversity Action Plan with Sustenia:** Institutional partnership with environmental "in house company" Sustenia (Municipality owning entities: ANZOLA DELL'EMILIA, BENTIVOGLIO, CALDERARA DI RENO, CREVALCORE, GALLIERA, PIEVE DI CENTO, SALA BOLOGNESE, SAN GIORGIO DI PIANO, SAN GIOVANNI IN PERSICETO, SAN LAZZARO DI SAVENA e SAN PIETRO IN CASALE) dedicated to active habitat monitoring and the restoration of plain wetland ecosystems within the surrounding territories. The project implements seasonal veterinary and bio-assessment protocols, managing dedicated protection programs for native endangered species, such as the European pond turtle (*Emys orbicularis*), transforming adjacent spaces into active green oases.

5. OUTCOMES AND IMPACT

Accurate monitoring of operational, social, and environmental performance indicators showed outstanding results across the airport platform:

Mobility & Decarbonization Metrics (MaaS Platform)

- **Total Sustainable Kilometers Traveled:** 627,877 km traveled via public transport or shared alternative mobility from January to December 2025.
- **Total CO₂ Emissions Saved:** 210,508 kg of CO₂ avoided overall during the year (with an average savings of 765 kg of CO₂ per active employee).
- **Public Transport Adoption Rate:** 27.34% of the total airport community workers subscribed to public transport options in 2025.
- **Reduction in Staff Vehicular Traffic:** A 21% decrease in staff car entries into parking lots compared to the 2019 benchmark, achieved despite a 20% increase in the airport workforce.
- **Electric Car Sharing Impact:** 12,108 rides recorded, totaling 249,551 km and saving 33 tons of CO₂.
- **Bike Sharing Performance:** 25,003 rides completed, totaling 85,196 km and saving 30 tons of CO₂.
- **"Bike to Work" Program Results:** 60 active employees, 27,671 cycling kilometers logged, and 10 tons of CO₂ saved (equivalent to the average annual absorption of 490 mature trees).
- **UP2MOVE 2025 Mobility Competition Engagement:** 51 employees enrolled across 9 competitive teams, completing 604 sustainable trips (+10%) and saving 3.7 tons of CO₂ in just 10 days.

Environmental Engineering & Social Impact Metrics

- **Carbon Sink Capacity:** Successful planting of 28,600 trees over 40 hectares, delivering a certified absorption capacity of approximately 2,300 tons of CO₂ per year. Projections indicate a six-fold increase in the localized carbon stock over the next five years.
- **Air Quality & Acoustic Mitigation:** Quantifiable reduction in fine dust particle dispersal and measurable noise reduction towards neighboring residential zones due to the biological sound-absorption properties of the Northern Wooded Belt.
- **Biodiversity Conservation:** Safeguarding of complex plain wetlands, with standardized seasonal controls on plant health and active wildlife tracking for the protected European pond turtle, in close synergy with Sustenia.
- **Territorial Integration:** Increased recreational and commuting utilization of the cycle tracks connecting the airport boundary to the "Ciclovia del Sole", enhancing eco-tourism and local health.
- **Social and Educational Engagement:** Full coverage and engagement of 5-year-old children from Calderara di Reno kindergartens for the on-site educational pathways.

6. LESSONS LEARNED

The analysis of these joint initiatives highlights crucial insights for regional airport governance:

- MaaS integration succeeds when the user experience is fully streamlined. Combining financial corporate subsidies directly into the payroll with high physical infrastructure availability on-site (charging spots, dedicated shared mobility bays) successfully removes initial psychological and logistical barriers to adoption.
- An integrated approach to sustainability must tie environmental infrastructure directly into the social fabric. Connecting a reforestation project (Wooded Belt) to local mobility corridors (Ciclovia del Sole) and linking local regional welfare agreements (Calderara and Sustenia MoU) with environmental education creates a holistic narrative. This successfully converts potential territorial frictions regarding airport growth into collaborative eco-systemic and educational assets, reinforcing the airport's long-term corporate reputation.

7. TRANSFERABILITY

This integrated model exhibits high scalability for other medium-sized European regional airports and for important hubs (e.g. ports, industrial centers). It successfully couples the flexibility of local mobility contracts, such as partnerships with urban transport agencies and private shared-mobility operators, with environmental engineering and neighborhood corporate welfare responsibilities. The framework relies on standard digital platforms (mobility tracking apps and gamification concepts), environmental management practices (partnership with regional expert like Sustenia), and structured institutional templates that can easily be exported to similar airport environments operating adjacent to small or mid-sized municipalities.



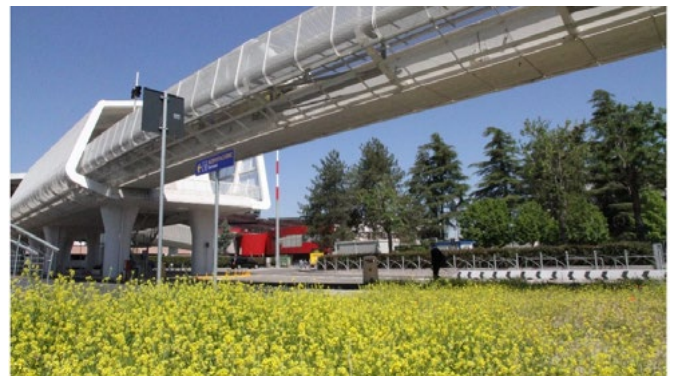
Bees at Bologna Airport



Forest belt at Bologna Airport



Marconi express at Bologna Airport



Bologna Airport Landside

1. GENERAL INFORMATION

Airport Name	Aeroporto di Bologna – Guglielmo Marconi
World Business Partner	To70
IATA Code	BLQ
Country	Italy
Contact Person:	Tomaso Barilli, Sustainability Manager, barilli@bologna-airport.it , +39 348 959 0433 Bruno Rampinelli Rota, bruno.rampinelli.rota@to70.eu , +39 331 2124967
Title or type of community engagement initiative:	Noise Reduction Plan

2. CONTEXT AND CHALLENGE

Bologna Guglielmo Marconi International Airport sits just 6 kilometres from the city centre, making it one of the most conveniently located airports in northern Italy. This proximity provides strong benefits for passenger and cargo connectivity, but it also brings an important environmental consideration: nearby residential areas experience aircraft noise from airport operations.

With traffic volumes continuing to grow and a densely populated area surrounding the airfield, the airport is working to carefully balance operational growth with the wellbeing of local communities. Reducing the number of people affected by aviation noise and lowering overall sound exposure remain key priorities.

To support this, the airport has introduced a structured noise mitigation programme. This includes optimised flight procedures, preferential runway and routing practices, night-time operational limits, and acoustic insulation for residential buildings. Together, these measures aim to deliver measurable and steady reductions in the noise footprint across the surrounding area.

3. OBJECTIVES

The objective of this task is to lessen the overall noise impact of Bologna Guglielmo Marconi International Airport operations on surrounding residential areas while accommodating ongoing traffic growth. The initiative aims to achieve this by implementing a structured noise mitigation programme, fostering transparent communication, and engaging local communities and authorities in a collaborative process to identify and prioritise effective measures for noise reduction.

4. DESCRIPTION AND INITIATIVE

As part of its commitment to transparency and constructive engagement, the airport held a series of technical meetings with local residents and regional authorities. These sessions provided a structured forum to present and discuss the noise mitigation measures currently in place, including flight procedure optimisations, operational restrictions and insulation programmes.

The meetings were also an opportunity to place the airport's performance in context, sharing benchmarking analyses against comparable European airports that face similar urban proximity challenges.

The process was designed as a genuine two-way dialogue. Feedback, questions and suggestions from community representatives and regional stakeholders were carefully gathered, reviewed and incorporated where feasible, helping to refine the overall mitigation strategy.

This ongoing, collaborative approach reflects the airport's view that effective noise management depends on continuous engagement with the communities most affected, ensuring technical decisions are informed by local insight and a shared sense of responsibility.

5. OUTCOMES AND IMPACT

The surrounding area remains naturally sensitive to noise, given the concentration of residential neighbourhoods near the airport and the long-standing attention the topic receives from local communities and institutions. Even so, the engagement and mitigation process has delivered meaningful progress.

Through focused technical discussions and a structured review of practical measures, we have developed a clearer, shared picture of what can realistically be achieved within the operational and regulatory limits of an urban airport. Benchmarking against peer European airports has provided a useful perspective, highlighting both the complexity of the challenge and the tangible opportunities for improvement.

Key mitigation levers have now been identified, prioritised, and, where feasible, already set in motion. This lays the foundation for a steady, evidence-based reduction in noise exposure. While there is no single or immediate solution, the work to date has built a strong basis of mutual understanding, technical clarity, and institutional trust, positioning the airport and its stakeholders to advance a realistic and constructive noise management agenda together.

6. LESSONS LEARNED

The key insight from this process is the value of measuring first, then communicating. Engaging stakeholders without a clear, data-driven foundation can create uncertainty or unrealistic expectations, especially in a setting as sensitive as the area around Bologna airport. By basing every discussion on robust noise monitoring data and thorough impact assessments, the airport was able to bring objective evidence to the conversation, helping move the dialogue from perception to understanding.

Equally important was the commitment to simplicity and transparency in communication. Technical findings were translated into accessible formats, avoiding unnecessary jargon and presenting results in ways that were meaningful to non-specialist audiences, including residents and local administrators.

This approach has supported credibility and encouraged constructive discussions, even when the data highlighted challenging trade-offs or limitations. The combination of rigorous measurement and clear, straightforward communication has become a foundation for a more trusted and productive relationship with the community.

7. TRANSFERABILITY

The approach developed by Bologna Airport offers a model that other regional airports can adapt when navigating the balance between urban proximity, operational growth, and community expectations. Its methodology, built on rigorous noise measurement, structured engagement with stakeholders, and open communication, is flexible rather than site-specific and can work across different regulatory settings, airport scales, and governance arrangements.

Several aspects are particularly useful for replication: benchmarking against peer airports to set realistic expectations and provide context for performance; running technical meetings as genuine two-way discussions rather than one-way briefings; and presenting complex acoustic data in clear, jargon-free formats for non-specialist audiences.

For regional airports with limited resources, this framework is especially practical. It focuses less on major infrastructure investment and more on process quality, data integrity, and building trust with stakeholders. The main requirement for success is a commitment to measure thoroughly and communicate transparently, even when results are still emerging or when compromises are unavoidable.

In that sense, the Bologna experience highlights that the most transferable element is not a single technical fix but a governance approach that treats noise management as a shared responsibility between the airport, local authorities, and the communities they serve.



Aerial view of Bologna Airport

1. GENERAL INFORMATION	Airport Name Cork Airport IATA Code ORK Country Ireland Contact Person: Niall MacCarthy, Managing Director, Cork Airport Title or type of community engagement initiative: Cork Airport Development Council – the official Cork Airport stakeholder forum.
2. CONTEXT AND CHALLENGE	In late 2013, then Minister for Transport, Tourism and Sport, Leo Varadkar TD gave his assent to the formation of a stakeholder council for Cork Airport. Prior to that, no such arrangement was in place, and it was devised to ensure that representatives of local business, tourism, education and other interested parties would have an opportunity to engage with Cork Airport management, under a formal structure. The challenge was to ensure that there was as broad a range of interests as possible in the composition of the group. Through consultation with the Department of Transport, Tourism and Sport, the Cork Airport Development Council was formed in early 2014. It held its first meeting in 2014.
3. OBJECTIVES	On the formation of the Cork Airport Development Council in 2014, Minister for Transport, Tourism and Sport, Leo Varadkar TD set out the main objective of the new council as a forum "to develop and support initiatives that support sustainable traffic growth at Cork Airport". He added that "the Council will provide for strong engagement with, and alignment among, key stakeholders in the Cork region. It is also hoped that the Council will serve to foster a common understanding of issues of concern and of the potential opportunities for growth at the airport."
4. DESCRIPTION AND INITIATIVE	The Cork Airport Development Council is comprised of the following members, each of whom appoint a senior nominee (typically C-suite level) to sit as their representative on the Council. From an organisational perspective, the members are: • daa/Cork Airport • Cork City Council • Cork County Council • Port of Cork • Cork Chamber • Cork Business Association • Tourism Ireland • Fáilte Ireland • Visit Cork • Irish Travel Agents Association • Irish Hotels Federation • IDA Ireland (Industrial Development Authority) • Enterprise Ireland • University College Cork • Munster Technological University The Cork Airport Development Council meets each quarter, at a location selected in advance. During each meeting, a comprehensive briefing is provided to Council members. A typical briefing may include: • Group and overall industry update • Cork Airport business and traffic update for the prior quarter and outlook for the year • Updates on B2B airline engagement and opportunities • Updates on capital development works and plans • Independent market research findings (e.g. passenger feedback surveys) • Summary of consumer marketing and PR initiatives to drive traffic growth • Presentations from Tourism Ireland/Fáilte Ireland (national tourism agencies) on inbound tourism • Q&A session While the structure and composition of the council is on a formal footing, the meeting is conducted in a very relaxed and engaging way, providing opportunities for Council members to contribute effectively to the meeting.

5. OUTCOMES AND IMPACT

In the years since its formation, the Cork Airport Development Council has become the backbone of positive stakeholder engagement between the airport and local business, industry, tourism, educational and civic interests within the wider city and county region.

The core objective, as set out by then Minister for Transport, Tourism and Sport, Leo Varadkar was the growth of sustainable traffic in 2014 and beyond. From 2016 through 2019, passenger traffic at Cork Airport grew by +25% and by +55% in the years 2022 through 2025. Cork Airport has reached its highest passenger traffic ever at 3.46 million passengers in 2025 in the 65 years since its first opening. In addition, Cork Airport proudly received the accolade of Best Regional Airport (under 5 million passengers p.a.) in Europe from ACI Europe in June 2025.

By engaging with such a wide range of organisations and interest groups, it eliminated the perception of a "vacuum" of information on news and developments at Cork Airport. Along with other positive marketing efforts, it also helped reduce any negative perceptions of the airport – particularly amongst local and regional media and bridged communication gaps with regional stakeholders. It also allowed valuable feedback from key stakeholders to the airport for action on matters concerning regional interests. In providing frequent briefings for stakeholders, it also ensured that the representatives on the Council communicated updates to their members/colleagues, which in time was disseminated amongst the wider community in the city and county.

Overall, the brand perception of Cork Airport is in a much stronger and healthier place than it was when the Council was formed in 2014, and much of that positivity can be attributed to the work of the Cork Airport Development Council.

6. LESSONS LEARNED

Highlight key insights and lessons that could be useful for other regional airports.

7. TRANSFERABILITY

Other airports could use this as a blueprint for positive stakeholder engagement. As is the case with Cork Airport, there is a significant interest in the activities and development of the airport amongst the wider community.

It also fosters positive two-way communication between representative organisations and the airport, ensuring that they are all apprised of airport developments and provides an opportunity for them to air any concerns or suggestions they may have.

It is particularly appropriate when galvanising support for major capital infrastructure projects, such as the reconstruction of the main runway in 2021. In advance of the closure of the airport for 10 weeks to necessitate the works, the members of the Cork Airport Development Council were briefed on the scope and rationale of the project.



Taoiseach announces €200 Ml Development Plan for Cork Airport

AEROPORTO DI CUNEO-LEVAILDIGI

“LANGHE E ALPI E DEL MARE”



1. GENERAL INFORMATION

Airport Name	Aeroporto di Cuneo-Levaildigi “Langhe e Alpi e del Mare”
World Business Partner	To70
IATA Code	CUF
Country	Italy
Contact Person:	Anna Milanese, Executive Vice President & Accountable Manager, anna.milanese@cuneoairport.com , +39 348 8617542 Bruno Rampinelli Rota, bruno.rampinelli.rota@to70.eu , +39 331 2124967
Title or type of community engagement initiative:	The importance of the airport for the region

2. CONTEXT AND CHALLENGE

Cuneo International Airport operates in a structurally challenging environment, with limited traffic volumes and restricted route connectivity that have so far constrained its ability to attract airlines and establish a sustainable commercial offering. Serving a largely rural and mountain area in southern Piedmont, the airport holds considerable untapped potential as both a gateway for tourism to the Alps and the Langhe-Roero wine region, and as a logistics and connectivity resource for local businesses.

The surrounding community has consistently shown strong goodwill and support for the airport's growth. Converting that support into tangible development, however, remains difficult without a clearer and more coordinated commitment from regional and local institutions.

The challenge is essentially twofold. First, we need to clearly and quantitatively demonstrate the economic value that a fully operational regional airport can generate for the territory. Second, we need to engage public institutions, from municipal councils to the regional administration, to actively position the airport as a strategic infrastructure asset, rather than as a peripheral or optional investment.

3. OBJECTIVES

The initiative focused on building stronger local and institutional recognition of Cuneo Airport as a strategic asset for regional development, rather than as a transport facility with currently limited traffic. It sought to demonstrate the airport's economic value to the region in a clear, evidence-based way.

4. DESCRIPTION AND INITIATIVE

To tackle this challenge, the airport held a series of public meetings to engage both local residents and institutional representatives in a structured discussion about its economic role and future potential. Central to these sessions was a detailed economic impact assessment, outlining the airport's contribution across four areas:

- 1. Direct impact:** jobs and revenue generated within the airport itself
- 2. Indirect impact:** employment and activity across the supply chain
- 3. Induced impact:** local spending driven by airport-related employees
- 4. Catalytic impact:** broader benefits enabled by air connectivity, including tourism, business investment, and trade

By sharing this evidence with residents, entrepreneurs, local administrators, and elected officials, the initiative aimed to move the conversation from abstract debate to a clear, data-driven understanding of the airport's role in the economic fabric of the Cuneo area.

5. OUTCOMES AND IMPACT

The initiative successfully strengthened local engagement and positioned the airport as a strategic economic asset.

Key outcomes:

- Widespread community and institutional support
 - Citizens and local organisations responded positively to the evidence shared.
 - Stakeholders developed a clearer view of the airport as more than transport infrastructure, recognising its role as a genuine driver of regional growth.
- Effective engagement through open meetings
 - Accessible sessions encouraged participation from municipal representatives, business associations, and community groups.
 - This inclusive approach fostered a broad and informed base of support.
- Shift in policy perception
 - The airport is now seen less as a cost centre and more as a strategic lever for economic development, tourism, and regional competitiveness.
 - Local institutions have begun to integrate the airport into their wider growth agenda.

Overall, the initiative generated a tangible and encouraging shift in both public sentiment and institutional priorities, laying the groundwork for active promotion of the airport's future development.

6. LESSONS LEARNED

Regional airports must actively demonstrate their economic value to secure sustainable growth.

Clear, data-driven communication that links air connectivity to the daily realities of local businesses, tourism operators, and public bodies is essential. Relying on the assumption that an airport's benefits are self-evident risks missing opportunities for community and institutional support.

The Cuneo experience illustrates three key points:

1. Awareness drives action

When citizens and public institutions understand how even a small regional airport contributes to the local economy, they adopt a far more constructive stance.

2. Evidence builds support

A concrete, accessible narrative backed by solid data turns abstract economic benefits into tangible outcomes, encouraging proactive engagement rather than passive expectation of external investment.

3. Communication is a development tool

Explaining an airport's economic role can be as powerful for regional development as any commercial or infrastructure initiative.

In short, making the economic story of a regional airport visible and relatable is critical to building the political and social capital that underpins long-term success.

7. TRANSFERABILITY

The Cuneo model offers a valuable approach for many small and regional airports across Europe that face familiar structural challenges: limited traffic, modest institutional visibility, and the need to clearly demonstrate their economic relevance to local communities and policymakers who may not immediately view them as strategic assets.

The approach is practical to replicate and does not demand major financial resources. Its core elements are a robust economic impact study and a genuine commitment to engage openly with local stakeholders. Airports in similar circumstances can adapt the format of public meetings to fit their own governance structures, tailoring the scale of the initiative to their catchment area and institutional environment.

The underlying principle is straightforward: building institutional understanding should precede any request for institutional support. By presenting the economic case in clear, accessible language, and by bringing citizens and decision-makers into the same conversation, regional airports can turn passive community goodwill into active advocacy. This creates conditions for a positive cycle, where local support encourages political commitment, which in turn fosters opportunities for sustainable commercial growth.



The meeting "Ryanair and Cuneo: an opportunity for economic growth for the territory" held at the Meeting Center of the Province of Cuneo (May 4, 2022) with local stakeholders.

1. GENERAL INFORMATION

Airport Name	Krakow Airport
IATA Code	KRK
Country	Poland
Contact Person:	Daniel Dziob, PhD, Head of Aviation Education Centre, +48660624259, daniel.dziob@krakowairport.pl
Title or type of community engagement initiative:	Krakow Airport Aviation Education Centre

2. CONTEXT AND CHALLENGE

Kraków Airport is one of the most important regional airports in Central and Eastern Europe and a key element of the transport, economic and tourism ecosystem of the Małopolska region. Although an airport is a type of infrastructure familiar to almost everyone, its day-to-day operations, safety and security procedures, the work of airport services, the diversity of aviation-related professions and its impact on regional development often remain insufficiently understood by local communities.

The Kraków Airport Aviation Education Centre was established in 2017 as a development of an earlier airport tour project, which had attracted strong interest from schools, families and residents of the region. The Centre became a way to open the airport to the community: to educate, familiarise people with air travel, build trust, and present the airport as an integral part of the region — not merely a place where passengers check in. The initiative also supports awareness of aviation careers and the development of partnerships with academia and higher education institutions.

3. OBJECTIVES

The objective of the Kraków Airport Aviation Education Centre is to bring the fascinating world of aviation closer to a wide range of audiences — children, young people, adults, seniors, people with diverse needs, as well as representatives of the educational and academic communities. The Centre presents aviation both from a practical perspective, related to the passenger journey, airport procedures, safety, security and regulations, and from a scientific perspective, explaining the phenomena behind flight, meteorology and the functioning of airport infrastructure.

The Centre's key objectives include preparing different social groups for a more informed, safe and comfortable air travel experience; popularising knowledge about aviation, including procedures, safety and security, meteorology, technology and regulations; inspiring interest in aviation professions and career paths within the sector; and supporting cooperation between Kraków Airport, schools, universities and the academic community. In doing so, the Centre strengthens the airport's relationship with the local community and presents Kraków Airport as an open educational partner for the region.

4. DESCRIPTION AND INITIATIVE

The Kraków Airport Aviation Education Centre is an educational and social project addressed to a wide range of audiences, including both organised groups and individual visitors. In percentage terms, the main participant group consists of children and young people — from kindergartens and primary schools to secondary schools — however, the Centre's offer is being systematically developed also for students, families with children, seniors, people with disabilities, teachers and companies, including entities from the aviation sector.

The programme combines activities delivered in the Centre's dedicated space with the use of airport infrastructure. The Centre has its own educational area designed as a mini-terminal, including, among others, check-in desks, a security control point and an aircraft room equipped with Airbus A320 seats. The activities are complemented by visits to selected parts of the airport, including the observation deck, where participants can observe and discuss operations taking place on the apron.

The Centre's activities include thematic lessons, workshops, educational tours, specialist classes, open events, and summer and winter day camps focused on aviation and travel. Its offer also includes an Airbus A320 simulator, where participants can take the controls of an aircraft under the supervision of pilots. The thematic scope includes, among others, the passenger journey, safety and security, airport procedures, customs regulations, aviation professions, meteorology, the physics and history of flight, airport international terminology, and the functioning of the terminal and airport operational areas.

Since its establishment in 2017, the Centre has developed alongside Kraków Airport, gradually expanding both the scale and specialisation of its activities. Initially, the offer focused mainly on school groups; it was later extended to include specialist programmes, activities in the restricted area, dedicated offers for seniors and students, as well as cooperation with universities. The Centre also supports the organisation of study visits at the airport, the provision of expert knowledge and data for diploma theses, and the implementation of applied diploma projects in cooperation with the academic community.

The Centre operates as a department within the structure of Kraków Airport. Its activities are based on the work of a team of educators and staff responsible for organising classes, reservations, participant service, communication and the preparation of materials. The Centre develops its own original educational and graphic materials, building a coherent narrative around the world of aviation.

An important recurring motif in this communication is Leonardo the penguin, who appears, among others, in graphic materials, boarding passes and content addressed particularly to younger participants. Leonardo takes on various aviation roles and professions, helping to tell the story of the airport in an accessible way and to soften more formal messages. The symbolism of the penguin is intentional: as a bird that does not naturally fly, Leonardo becomes the hero of an educational story about discovering aviation, learning to fly and striving to one day "take off".

5. OUTCOMES AND IMPACT

The Kraków Airport Aviation Education Centre has achieved a significant scale of social impact. Since its establishment, the Centre has welcomed more than 155 thousand visitors, including over 37,000 people in 2025 alone. Each year, the Centre offers 17 different workshops for groups of all ages including school groups, individual visitors, families, seniors, students, teachers, companies and institutional partners. Growing interest in the Centre's activities has led to the continuous expansion of its offer, which now includes weekday sessions, afternoon and weekend activities, as well as special events.

One of the most important outcomes has been the sustained interest from schools and educational institutions. Many schools return to the Centre regularly with new groups, including from other parts of Poland, treating it as a trusted source of reliable aviation knowledge. Centre is becoming increasingly popular beyond Poland, as in 2026 has welcomed organized groups from France and the United Kingdom. The high substantive quality of the activities stems from the Centre's direct position within the airport structure: its team of educators draws on the operational knowledge and experience of other Kraków Airport departments, ensuring that the content delivered is practical, up to date and credible.

The Centre's activities have also contributed to strengthening relations between the airport and its social environment. Through educational sessions, events, social media communication, the "Terminal of Knowledge" educational series, the "Airside" quarterly magazine and interviews with airport employees, the Centre helps the public better understand the day-to-day functioning of the airport, the work of the services and companies operating there, and the importance of airport infrastructure for the region. As a result, the airport is perceived not only as a place where passengers check in, but also as an open, educational and socially engaged institution.

Tangible effects are also visible in the area of passenger education. Participants gain a better understanding of airport procedures, safety and security rules, the security screening process, how to navigate the terminal, and why certain processes are necessary. This contributes to greater passenger awareness and confidence, and may also support more efficient use of airport infrastructure.

The Centre also strengthens interest in aviation professions and career paths within the sector. An important element of these activities is jobinair.krakowairport.pl career platform, where around 70 aviation-related professions have been described. The Centre also organises career-awareness activities, study visits, specialist sessions and cooperation with universities. The first examples of people who began their aviation journey through a visit or internship at the Centre show that the project can genuinely inspire future educational and professional choices.

The development of the Centre has also translated into a growing network of partnerships. It cooperates with universities, local institutions and thematic partners such as Kraków Zoo, the National Revenue Administration, Kraków Library and the Regional Medical Chamber. Joint projects include education on customs regulations and CITES procedures, the promotion of reading through a bookcrossing point in the passenger terminal, participation in educational events and picnics, as well as specialist training for doctors on providing first aid on board an aircraft, covering medical and legal aspects as well as the practical conditions of working in an aircraft cabin.

As the Centre's activities have developed, its recognition beyond the airport itself has also grown. The Centre is increasingly invited to take part in external events, including educational, tourism and travel picnics, industry meetings and academic conferences related to aviation and transport. Depending on the nature of the event, the Centre participates with an educational stand, runs activities for participants, or contributes as an expert and speaker. These invitations confirm that the Centre is perceived not only as an educational attraction of Kraków Airport, but also as a credible source of aviation knowledge and a substantive partner for external institutions.

Through its consistent development, the Centre has become a recognisable educational brand of Kraków Airport, associated with high-quality activities, strong organisational preparation and reliable substantive value. It not only builds positive relations with the airport's surroundings, but also supports the airport internally by creating spaces, materials and tools that can also be used by other airport departments.

6. LESSONS LEARNED

The experience of the Kraków Airport Aviation Education Centre shows that education can be an effective and very natural tool for building relationships between a regional airport and its wider environment — both local and far beyond, as the Centre welcomes participants not only from the Małopolska region, but also from other parts of Poland and from abroad. Developed gradually, based on authentic operational knowledge and adapted to different audiences, such a project can over time become a recognisable part of the airport's activity and an important element of its social engagement.

- **Education can be an effective form of community engagement**

Not every community engagement initiative needs to begin with formal consultations or large-scale information campaigns. In the case of the Centre, a simple, accessible and regular explanation of how the airport works, why certain procedures are necessary, what role the airport plays in the region, and how the world of aviation can be brought closer to all interested audiences has proved to be an effective way of building relationships.

- **Authenticity is essential**

The Centre's credibility comes from the fact that it is part of the airport and draws on the knowledge of people who are responsible for its day-to-day operation. As a result, participants receive not only interesting facts about aviation, but reliable and practical knowledge based on real operational processes.

- **The programme should grow gradually**

The development of the Centre shows that an effective initiative does not need to cover all groups and formats from the outset. It can begin with a simple idea, such as airport tours, and then gradually expand to include school activities, specialist workshops, offers for families, seniors, students, companies and universities.

- **Different groups need different formats**

Effective education requires the language, tools and level of detail to be adapted to the audience. An airport is explained differently to preschool children than to students, seniors, doctors, logistics specialists or people preparing for their first flight.

- **A distinctive narrative and original materials help build the brand**

Original materials, coherent visual identity and recurring motifs such as Leonardo the penguin or the "AIRSIDE" quarterly magazine help make the airport more friendly and easier to understand. Such elements soften more formal messages, particularly when communicating with younger participants, while also strengthening the project's recognition.

- **Partnerships increase reach and credibility**

Cooperation with schools, universities, public institutions, local organisations and industry partners helps develop the offer, reach new audiences and build the airport's position as a substantive partner. Through partnerships, the Centre can extend its activities beyond the airport and participate in broader educational, scientific and social initiatives.

- **Passenger education also has operational value**

Participants who better understand check-in procedures, security screening, baggage rules and how to navigate the terminal become more informed and confident passengers. In the longer term, this can support more efficient use of airport infrastructure and reduce the stress associated with air travel.

- **Showing the diversity of aviation professions can support the future workforce of the sector**

For many people, aviation is associated mainly with pilots and cabin crew, while the day-to-day functioning of an airport depends on the cooperation of dozens of professions, services and specialisations that remain largely invisible to passengers. Through workshops, meetings, career-awareness activities and educational materials, the Centre helps participants — especially young people — discover this diversity and better understand possible career paths in aviation. Building awareness of these professions increases the likelihood that participants will consider a future in aviation not only through the lens of the most recognisable roles, but also through the many other functions essential to airport operations.

- **Such a project requires a team and continuous development**

An education centre should not be treated as a one-off attraction. Maintaining quality and relevance requires a team, organisational support, a reservation system, educational materials, communication and continuous knowledge development. It is also important to regularly adapt the offer to the changing needs of audiences and to the development of the airport itself.

The key lesson for other regional airports is that community engagement can begin with education and curiosity. If an airport is able to open itself to the community, speak in an accessible language and show its everyday work from the inside, it builds not only knowledge, but also trust, goodwill and long-term relationships with its surroundings.

7. TRANSFERABILITY

Explain how this initiative could be adapted or replicated by other regional airports.

The model of the Kraków Airport Aviation Education Centre can be adapted by other regional airports, provided it is tailored to their local context, available resources and community needs. It does not need to begin with the creation of a large education centre or extensive infrastructure. The starting point may be simple activities: airport tours, lessons for schools, open days, meetings with airport employees, educational materials or cooperation with local institutions.

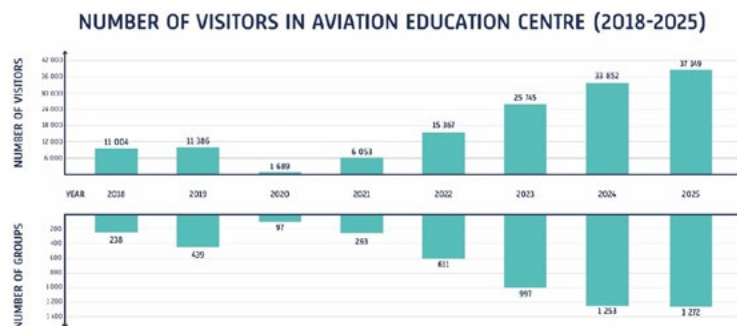
A key condition for success, however, is appointing a dedicated team responsible for developing the initiative in a consistent and professional way. Such a team should combine a passion for aviation with educational competence — following not only developments in the aviation sector, but also trends in education, the needs of schools, the expectations of young audiences and new ways of communicating knowledge. This type of project is difficult to run only “on the side”; it requires commitment, content updates, strong organisation and continuous adaptation to different audiences.

The most important resource of any airport is its authentic operational knowledge: procedures, infrastructure, employees, services and the day-to-day experience of running an airport. This knowledge can be translated into engaging educational content, adapted to the specific character of each airport — its region, traffic profile, partnerships, history and role within the local community.

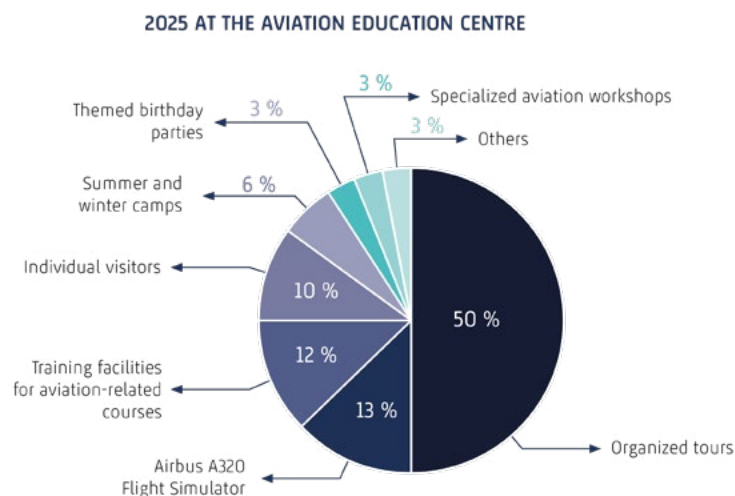
The Kraków Airport Aviation Education Centre is open to sharing its experience with other airports. The Centre would be pleased to welcome representatives of regional airports, present its educational spaces, methods, materials and approach to organising activities. The shared goal is to bring the fascinating world of aviation closer to people; therefore, a natural next step could be the development of a network of aviation education centres at airports, exchanging knowledge, inspiration and good practice.

8. FURTHER INFORMATION

<https://krakowairport.pl/cel>
<https://jobinair.krakowairport.pl/>
<https://www.facebook.com/CELEK>
https://www.instagram.com/cel_krk/
<https://www.krakowairport.pl/pl/simulator>
<https://krakowairport.pl/pl/campy-cel/campy>
<https://krakowairport.pl/pl/centrum-edukacji-lotniczej/airside>



Number of visitors in Aviation Education Centre from 2018 until 2025



Annual revenue structure of Aviation Education Centre in 2025



Spaces of the Kraków Airport Aviation Education Centre: security checkpoint, aircraft room, workshop room.



Spaces of the Kraków Airport Aviation Education Centre: Marshall VR, CITES exhibition, "Pack Your Baggage" exhibition.



Meet the passionate team behind the Aviation Education Centre.



Activities at the Aviation Education Centre take many forms: aircraft spotting, puppet theatre and original games.



Activities at the Aviation Education Centre also include specialist classes, meetings and summer camps.



The activities of the Aviation Education Centre also include presenting airport professions, taking part in outdoor events and organising conferences.

1. GENERAL INFORMATION	<table> <tr> <td>Airport Name</td><td>Lodz Wladyslaw Reymont Airport Ltd</td></tr> <tr> <td>IATA Code</td><td>LCJ</td></tr> <tr> <td>Country</td><td>Poland</td></tr> <tr> <td>Contact Person:</td><td>Katarzyna Dębowska, k.debowska@lodz-airport.pl</td></tr> <tr> <td>Title or type of community engagement initiative:</td><td> • Community Engagement and Social Impact Programme • Regional Community Engagement Initiatives • Community, Culture and Aviation Engagement Programme • Building Connections with Local Communities Through Aviation, Culture and Education • Airport Community Integration and Engagement Programme • Connecting the Airport with Local Communities • Community Engagement Through Culture, Education and Aviation </td></tr> </table>	Airport Name	Lodz Wladyslaw Reymont Airport Ltd	IATA Code	LCJ	Country	Poland	Contact Person:	Katarzyna Dębowska, k.debowska@lodz-airport.pl	Title or type of community engagement initiative:	• Community Engagement and Social Impact Programme • Regional Community Engagement Initiatives • Community, Culture and Aviation Engagement Programme • Building Connections with Local Communities Through Aviation, Culture and Education • Airport Community Integration and Engagement Programme • Connecting the Airport with Local Communities • Community Engagement Through Culture, Education and Aviation
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2. CONTEXT AND CHALLENGE	As a regional airport operating in close connection with local communities, the airport recognises that sustainable airport development depends not only on operational performance, but also on strong and transparent relationships with residents, institutions, passengers and regional stakeholders. The airport identified the need to strengthen community engagement through long-term educational, cultural, charitable and public initiatives that increase accessibility, transparency and public understanding of airport operations while reinforcing the airport's role as a responsible regional stakeholder.										
3. OBJECTIVES	• Strengthen relationships with local communities and stakeholders • Increase transparency and openness of airport operations • Promote aviation awareness and education • Support local culture, artists and regional identity • Engage families, children and educational institutions • Build positive passenger experiences • Support vulnerable social groups through charity activities										
4. DESCRIPTION AND INITIATIVE	The airport implements a wide range of long-term community engagement initiatives designed to create meaningful relationships with local residents, passengers, institutions and regional partners. Key initiatives include: ARTPORT Gallery The airport operates ARTPORT Gallery, a permanent and free cultural exhibition space located within the terminal, accessible both to passengers and local visitors. The gallery hosts new exhibitions approximately every two months and regularly showcases works by local and regional artists representing various artistic disciplines, including painting, photography, sculpture and contemporary visual arts. Summer Cinema by the Airport The airport organises free open-air summer cinema events located near the airport premises, creating a unique viewing experience with direct views of arriving and departing aircraft. The screenings feature iconic and cult movies, often related to aviation themes, combining entertainment with the distinctive atmosphere of the airport environment. Jazz Concerts and Artistic Events The airport regularly hosts concerts and artistic performances, transforming airport spaces into temporary cultural stages open to passengers, visitors and local residents. Over the years, the airport has collaborated with numerous artists and cultural institutions. Airport Family Picnic – 100th Anniversary Celebration As part of the airport's 100th anniversary celebrations, the airport organised a large-scale outdoor family picnic dedicated to residents, aviation enthusiasts and families from across the region. The event combined entertainment, education and aviation heritage promotion in an open and accessible format. The programme included static aircraft displays, helicopters and military aviation equipment, aviation-themed exhibitions, educational stands, competitions, attractions for children, food trucks and meetings with aviation professionals and airport staff. The event created a unique opportunity for local communities to experience aviation up close and engage directly with the airport environment.										

Airport Tours and Educational Visits

The airport regularly organises guided tours for schools, seniors and local residents. These visits provide participants with access to selected airport areas that are normally unavailable to the public and offer direct insight into airport operations and aviation safety procedures.

During the tours, participants meet airport employees, observe aircraft and airport infrastructure from close range and learn how the airport functions on a daily basis. The programme also includes educational elements focused on aviation awareness, airport history and passenger procedures. Particular attention is given to reducing fear of flying and improving public understanding of aviation safety and airport operations.

The initiative plays an important educational role and strengthens transparency and openness towards local communities while inspiring young people to explore aviation-related careers and professions.

Participation in Public and City Events

The airport actively participates in public events organised throughout the region, including family picnics, aviation festivals, city anniversary celebrations and other outdoor community events. Through dedicated promotional and educational stands, the airport maintains direct interaction with residents in accessible and informal settings.

Activities organised during these events include aviation-themed competitions, educational games, giveaways, destination promotion and engagement activities for children and families.

The airport's participation helps strengthen relationships with local communities, municipalities and regional institutions while increasing awareness of airport services and regional connectivity. This ongoing presence at public events positions the airport as an active and approachable regional stakeholder supporting community life, tourism and local development.

New Route Inauguration Events

The launch of every new route or destination is treated as an important event not only for the airport and airline partners, but also for passengers and the local community. To celebrate new connectivity opportunities, the airport organises dedicated inauguration events designed to create a memorable passenger experience.

These celebrations often include themed decorations, cakes, competitions, giveaways, entertainment activities and social media engagement. Passengers travelling on inaugural flights are welcomed with special attractions and interactive activities that create a festive atmosphere within the terminal.

“Santa’s Landing” Charity Initiative

For the past eight years, the airport has organised the annual “Santa’s Landing” charity initiative dedicated to children in need from across the region. The event takes place on the airport apron and is organised with the support of airport partners and employees.

Children from orphanages are invited to the airport to watch Santa Claus arrive by aircraft. After landing, Santa greets the children directly on the apron, distributes sweets and takes part in a festive programme.

Each child receives a personalised gift prepared according to their individual letter to Santa Claus.

The initiative extends beyond the airport event itself. Airport representatives and partners also visit institutions whose children cannot attend, including hospitals, hospices, foundations supporting newborns and children with disabilities, orphanages and shelters for single mothers.

Over the years, the initiative has become one of the airport's most meaningful and recognised CSR activities, creating long-term social impact and strengthening cooperation with charitable organisations and local communities across the region.

5. OUTCOMES AND IMPACT

- Increased visibility of the airport as an open and community-oriented institution
- Improved relationships with local residents and regional stakeholders
- Positive educational and cultural impact
- Strong community participation and engagement
- Positive media visibility and social media engagement
- Long-term charitable support for vulnerable children and families

6. LESSONS LEARNED

- Long-term engagement builds trust and strengthens community relations
- Airports can successfully function as cultural and educational spaces
- Community initiatives significantly improve public perception of airports
- Partnerships with local institutions and sponsors increase social impact

7. TRANSFERABILITY

The initiatives can be replicated by regional airports of all sizes through cooperation with local institutions, creative use of airport infrastructure and long-term stakeholder engagement.

8. FURTHER INFORMATION

Airport website

<https://www.lodz-airport.pl/en>

Social media channels

Facebook : <https://www.facebook.com/PortLotniczyLodz/>

Instagram : <https://www.instagram.com/lozairport>

Linkedin : <https://www.linkedin.com/company/loz-airport/>

Media publications and press releases

ARTPORT Gallery

- <https://dzienniklodzki.pl/na-lotnisku-w-lodzi-powstala-galeria-sztuki-artport-pierwsza-wystawa-dotyczy-lotania/ar/c13p2-27471081>
- <https://plasterlodzki.pl/galeria-artport-sztuka-w-przestworzach-na-lodzkiem-lotnisku-foto/>

Summer Cinema by the Airport

- <https://uml.lodz.pl/kalendarz-wydarzen/wydarzenie/kino-letnie-na-lodzkiem-lotnisku-top-gun-maverick-id132715/2025/08/20/>
- <https://loz.travel/aktualnosci-lodzkiej-organizacji-turystycznej/artikul-lot/sierpień-na-lotnisku-w-lodzi-kino-samoloty-i-piknik-id63007/2025/8/19/?cHash=aa95439004b04c02b489a896e0e10921>

Jazz Concerts and Artistic Events

- <https://loz.tvp.pl/79752480/koncert-jazzowy-port-lotniczy-lodz-lublinek-jazz>

Airport Family Picnic – 100th Anniversary Celebration

- <https://loz.travel/aktualnosci-lodzkiej-organizacji-turystycznej/artikul-lot/sierpień-na-lotnisku-w-lodzi-kino-samoloty-i-piknik-id63007/2025/8/19/?cHash=aa95439004b04c02b489a896e0e10921>
- <https://loz.pl/artikul/wielki-piknik-lotniskowy-w-lodzi-tak-lodzianie-swietowali-100-lecie-lotniska-zdjecia-69264/>
- <https://radiolodz.pl/piknik-z-okazji-setnych-urodzin-lodzkiego-lotniska-pokazy-samolotow-smiglowcow-sprzetu-i-atrakcje-dla-najmlodszych,542478/>

Airport Tours and Educational Visits

- <https://uml.lodz.pl/kalendarz-wydarzen/wydarzenie/wycieczka-wysokich-lotow-zwiedzanie-lodzkiego-lotniska-id130156/2025/07/22/>
- <https://uml.lodz.pl/kalendarz-wydarzen/wydarzenie/wycieczka-wysokich-lotow-zwiedzanie-lodzkiego-lotniska-id130156/2025/07/26/>
- <https://loz.pl/artikul/wycieczki-po-lotnisku-z-okazji-602-urodzin-lodzi-tego-jeszcze-nie-bylo-68735/>

Participation in Public and City Events

- <https://www.facebook.com/PortLotniczyLodz/posts/602-urodziny-%C5%82odzi-trwa-urodzinowy-weekend-lotnisko-ma-wielk%C4%85-przyjemno%C5%9B%C4%87-bra%C4%87-u/1161162006039849/>
- <https://informacjelodzkie.pl/20250722790548/wycieczki-po-lotnisku-i-konkurs-z-biletami-na-602-urodziny-lodzi>

New Route Inauguration Events

- <https://www.lodzkie.pl/strona-glowna/aktualnosci/loty-do-szarm-el-szejk-wystartowaly>
- <https://loz.pl/artikul/z-lotniska-w-lodzi-prosto-do-albanii-wystartowaly-pierwsze-loty-czarterowe-zdjecia-67851/>
- <https://loz.pl/artikul/lotnisko-w-lodzi-nowy-kierunek-wystartowal-pierwsi-pasazerowie-odlecieli-do-birmingham-zdjecia-64612/>

“Santa’s Landing” Charity Initiative

- <https://loz.pl/artikul/mikolaj-przylecial-samolotem-na-lotnisko-w-lodzi-przywiozl-prezenty-dla-ponad-100-dzieci-zdjecia-70947/>
- <https://dlapilota.pl/wiadomosci/polska/mikolaj-wyladowal-w-lodzi>
- <https://dlapilota.pl/wiadomosci/polska/mikolaj-wyladowal-na-lodzkiem-lotnisku-0>
- <https://www.youtube.com/watch?v=3eLtw8gzB24>



ARTPORT Gallery



Summer Cinema by the Airport



Jazz Concerts and Artistic Events



Airport Family Picnic – 100th Anniversary Celebration



airport Tours and Educational Visits



Participation in Public and City Events



"Santa's Landing" Charity Initiative



"Santa's Landing" Charity Initiative

1. GENERAL INFORMATION	Airport Name Flughafen Memmingen GmbH IATA Code FMM Country Germany Contact Person: Ina Graf, Head of Corporate Affairs & Marketing, ina.graf@memmingen-airport.com, +49 8331 9725 121 Title or type of community engagement initiative: Bringing the Airport to the Region: Community Roadshows across the Catchment Area
2. CONTEXT AND CHALLENGE	Memmingen Airport serves a wide and diverse catchment area extending beyond the immediate vicinity of the airport. While many operational topics – such as airport development, connectivity or environmental aspects – are discussed publicly, not all stakeholders have the opportunity or initiative to actively engage with the airport. To ensure transparent communication, strengthen trust and better understand local expectations, the airport identified the need to proactively reach out to communities across the wider region, rather than relying solely on digital communication or on-site engagement at the airport.
3. OBJECTIVES	The initiative aimed to: • Facilitate direct dialogue with local communities across the catchment area • Increase transparency regarding airport operations and development • Better understand concerns, expectations and perceptions of residents • Strengthen the airport's regional presence and accessibility
4. DESCRIPTION AND INITIATIVE	To address these objectives, Memmingen Airport implemented a series of roadshows in various cities and towns within its catchment area such as Memmingen, Ulm, Landsberg am Lech, Heidenheim, Ravensburg, Sigmaringen, Lindau, Ravensburg, Augsburg, Donauwörth, Günzburg and Friedrichshafen. At selected locations with high public visibility, the airport set up information stands staffed by representatives from the airport team. These roadshows combined informative and interactive elements: • Distribution of informational materials about the airport, its destinations and developments • Direct conversations with citizens, offering a low-threshold opportunity to ask questions • Collection of feedback, concerns and suggestions from local residents • Personal explanation of operational processes and current topics To further encourage engagement, the roadshows also included small interactive quizzes and prize draws. Visitors were invited to answer short questions related to the airport and its destinations. This approach encouraged participants to spend more time at the stand and actively engage with the content. Participants had the opportunity to win guided tours at the airport, which created additional interest and strengthened the connection to the airport experience. At the same time, the format enabled the airport to establish ongoing communication channels with interested stakeholders who opted to stay in contact via WhatsApp or E-Mail-Newsletter. Unlike purely digital communication formats, the roadshows were designed to create face-to-face encounters in familiar local environments. This approach enabled spontaneous interaction and encouraged participation from individuals who might not otherwise engage with the airport. The initiative required moderate organisational resources and was implemented by existing staff, making it a scalable and flexible engagement format.
5. OUTCOMES AND IMPACT	The roadshows significantly increased the airport's visibility within the wider region and created numerous opportunities for direct exchange with local residents. Key outcomes included: • A high level of engagement in personal conversations at the stands • Increased interaction through the use of interactive quiz formats • Longer dwell times at the stands, allowing for more in-depth discussions • Valuable qualitative insights into local perceptions and expectations • Strengthened trust through direct, transparent communication The integration of interactive elements contributed to a more dynamic exchange and helped establish ongoing connections with interested stakeholders.

6. LESSONS LEARNED

- Personal, face-to-face dialogue is highly effective in building trust and understanding
- Proactively engaging with communities helps identify concerns at an early stage
- Low-threshold formats increase participation and accessibility
- Presence in local communities strengthens the airport's role as a regional partner

7. TRANSFERABILITY

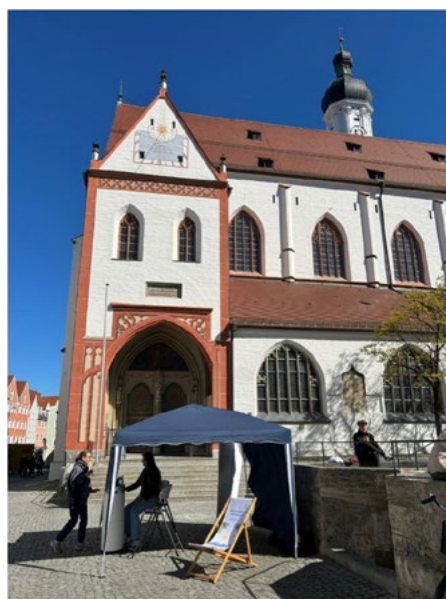
This initiative is easily transferable to other regional airports:

- It can be implemented with limited financial and human resources
- The format is flexible and can be adapted to different regional contexts
- It is scalable in terms of frequency, locations and scope
- It complements both digital communication and formal consultation processes

Roadshows offer a practical way for regional airports to extend their engagement beyond the airport premises and reach a broader audience.



Roadshow in Landsberg



Roadshow in Landsberg



Roadshow in Memmingen Blueht



Roadshow in Memmingen Blueht

1. GENERAL INFORMATION	Airport Name Mitilini Airport “Odysseas Elytis” IATA Code MJT Country Greece Contact Person: Savvas Karagiannis, Corporate Communications Manager, Fraport Greece, +30 214 4000 449, s.karagiannis@fraport-greece.com Title or type of community engagement initiative: “Our Planet, Our Future” – Community Environmental Awareness Mural
2. CONTEXT AND CHALLENGE	As a regional gateway to the island of Lesbos, Mitilini Airport recognises the importance of balancing aviation growth with environmental responsibility and meaningful community engagement. In line with its Environmental, Social, and Governance (ESG) commitments, the airport sought to develop an initiative that would visibly demonstrate its sustainability values and create a positive, lasting connection with the local community. The challenge was to create an impactful project that could simultaneously raise environmental awareness, engage local stakeholders, and showcase the airport’s commitment to responsible and transparent management. Rather than implementing a traditional awareness campaign, the airport chose a highly visible and collaborative approach that would leave a lasting legacy for both residents and visitors.
3. OBJECTIVES	The initiative aimed to: • Promote environmental awareness and responsible behaviour among passengers, employees, and local residents. • Strengthen the relationship between the airport and the local community through meaningful participation. • Engage young people in sustainability-related activities and education. • Showcase the airport’s (and subsequently Fraport Greece’s) commitment to Environmental, Social, and Governance (ESG) principles. • Enhance the visual environment of the airport while communicating a positive sustainability message. • Encourage dialogue around the coexistence of tourism, economic development, and environmental protection.
4. DESCRIPTION AND INITIATIVE	In 2025, Mytilene Airport transformed its noise barrier wall into a large-scale environmental awareness mural under the theme “Our Planet, Our Future”. The project was developed through a collaborative process involving local mural artists, students, community groups, and airport representatives. Together, participants designed a visual narrative illustrating the transition from environmental degradation to a cleaner and more sustainable future. Stakeholders Involved • Fraport Greece / Mitilini Airport • Local artists and creative professionals • Local schools and students • Municipal and local stakeholders • Airport employees and visitors Engagement Methods The initiative combined environmental communication with participatory community engagement through: • Collaborative mural design workshops. • Student participation in the creative process. • Educational discussions around sustainability and environmental responsibility. • Public engagement through media coverage and digital communication channels. • Visual storytelling in a highly visible airport location.

Project Concept

The mural presents a powerful visual journey from a polluted industrial landscape toward a vibrant natural environment. The transition from darker tones to bright colours symbolises progress, environmental stewardship, and continuous improvement.

At the centre of the artwork, Mitilini is portrayed as a destination where tourism, community wellbeing, and environmental protection coexist harmoniously. The airport is presented as a responsible gateway that connects visitors to the island while supporting sustainable development.

The central message, **“Our Planet, Our Future”**, encourages both travellers and residents to reflect on their role in protecting the environment and contributing to a more sustainable future.

Timeline

November 2025

Resources Allocated

The project was delivered through collaboration between airport management, communications & environmental teams, local artists, educational institutions, and community stakeholders. Resources included project planning, artistic development, stakeholder engagement activities, and communication support.

5. OUTCOMES AND IMPACT

The initiative delivered environmental, social, and governance benefits through a single integrated project.

Environmental Impact

- Increased visibility of sustainability messages within the airport environment.
- Raised awareness of environmental responsibility among passengers, visitors, and employees.
- Supported broader airport sustainability initiatives related to environmental stewardship and resource management.

Social Impact

- Direct engagement of local students in a creative and educational sustainability project.
- Strengthened relationships between the airport and the local community.
- Promoted local artistic expression and cultural participation.
- Fostered community pride through the creation of a landmark public artwork.

Governance Impact

- Demonstrated transparent and inclusive stakeholder engagement.
- Encouraged collaboration between the airport and local community representatives.
- Reinforced Fraport Greece's commitment to responsible and participatory decision-making.

The project also generated positive media attention and public visibility, helping communicate the airport's sustainability commitments to a wider audience.

Performance was assessed through media coverage, stakeholder feedback, social media engagement, and qualitative community response.

6. LESSONS LEARNED

- Sustainability initiatives achieve greater impact when local communities actively participate in their design and implementation.
- Creative and artistic approaches can communicate complex environmental messages in an accessible and memorable way.
- Youth engagement strengthens both educational outcomes and community ownership of sustainability projects.
- Visible public projects help build trust by demonstrating tangible action rather than simply communicating commitments.

7. TRANSFERABILITY

This initiative can be easily adapted by other regional airports seeking to strengthen their ESG performance and community engagement efforts.

Key success factors include:

- Identifying visible airport infrastructure that can be transformed into communication assets.
- Partnering with local artists, schools, and community organisations.
- Connecting environmental awareness activities with broader sustainability goals.
- Encouraging active participation rather than one-way communication.

The model is particularly suitable for regional airports seeking cost-effective initiatives that simultaneously deliver environmental awareness, stakeholder engagement, and positive community impact.

8. FURTHER INFORMATION

Publications

[Metaforespress.gr article on the mural project](#)

[Politika Lesvos article on the artistic transformation project](#)

Video

[Project video – “Our Planet, Our Future” mural at Mitilini Airport](#)



Full panoramic view of the completed mural.



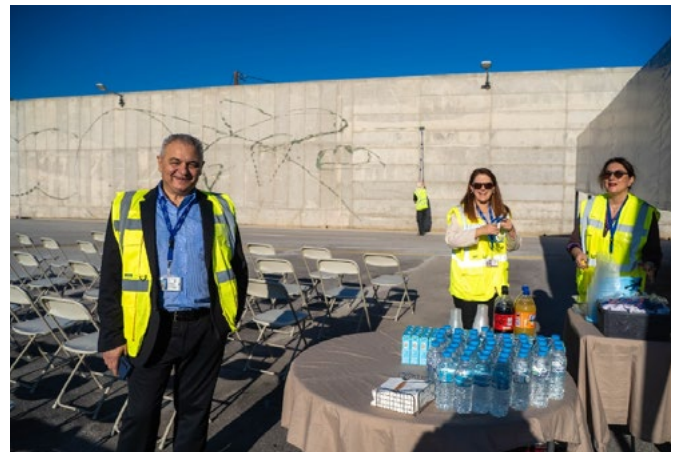
Students participating in the painting process.



Students participating in the painting process.



Local artists collaborating with students and airport team.



Airport representatives and stakeholders during project implementation.



Airport representatives and stakeholders during project implementation.



Airport representatives and stakeholders during project implementation.

1. GENERAL INFORMATION	Airport Name	Mitilini Airport “Odysseas Elytis”
	IATA Code	MJT
	Country	Greece
	Contact Person:	Savvas Karagiannis, Corporate Communications Manager, Fraport Greece, +30 214 4000 449, s.karagiannis@fraport-greece.com
	Title or type of community engagement initiative:	Your Local Experience Starts Here (#FGsummer)
2. CONTEXT AND CHALLENGE	As one of Greece's key regional gateways, Mitilini Airport serves as the first point of contact for visitors arriving on the island of Lesbos. While airports traditionally focus on operational efficiency, there was an opportunity to strengthen the connection between the airport, the destination, and the local community by transforming the arrival experience into an authentic introduction to the island's culture and identity.	
	Fraport Greece sought to create a meaningful engagement initiative that would not only enhance passenger satisfaction but also promote local culture, products, and traditions through collaboration with regional stakeholders.	
3. OBJECTIVES	The initiative aimed to: • Enhance the passenger arrival experience through immersive destination storytelling. • Promote Lesbos as a destination rich in culture, gastronomy, and tradition. • Position Fraport Greece as a welcoming host and active partner in local tourism development. • Strengthen collaboration with local authorities, tourism organizations, and producers. • Increase engagement with Fraport Greece's digital channels through interactive and shareable experiences.	
4. DESCRIPTION AND INITIATIVE	In summer 2024, Fraport Greece implemented an experiential airport activation at Mitilini Airport under the concept “Your Local Experience Starts Here” (#FGsummer) .	
	The arrivals area was transformed into an immersive environment designed to introduce visitors to the identity of Lesbos immediately upon arrival. The activation was built around the idea that the destination experience begins at the airport and was inspired by local traditions, flavours, aromas, and cultural heritage.	
	Stakeholders Involved • Fraport Greece • Municipality of Mytilene • Region of North Aegean • Local tourism associations • Local producers and businesses • Airport passengers and visitors	
	Engagement Methods The initiative featured four interactive experiences: • Local product tastings showcasing regional gastronomy. • An ouzo-inspired sensory activation connecting visitors with one of Lesbos' most iconic products. • A contest offering authentic local experiences and encouraging digital participation. • Curated takeaway gifts highlighting local culture and traditions.	
	These activities were complemented by: • Live traditional music performances. • Thematic decorations and visual storytelling elements. • A landmark exhibition installation. • Social media engagement opportunities and branded content creation.	
	Timeline June 2024	
	Resources Allocated The initiative required collaboration between airport teams, local stakeholders, event specialists, tourism partners, and communications professionals to deliver the activation and supporting promotional activities.	

5. OUTCOMES AND IMPACT

The activation engaged approximately **1,100 arriving passengers** across eight inbound flights.

Key outcomes included:

- Enhanced passenger experience and positive first impressions of Lesvos.
- Increased visibility for local products, traditions, and tourism offerings.
- Strong collaboration between the airport and local stakeholders.
- Increased engagement opportunities across Fraport Greece's digital channels through user-generated and shareable content.
- Reinforcement of the airport's role as a gateway to the destination rather than solely a transportation hub.

Performance was evaluated using Fraport Greece's communications framework, including audience reach, engagement metrics, media visibility, and stakeholder feedback.

6. LESSONS LEARNED

- Airports can play a significant role in destination storytelling and community promotion.
- Multisensory experiences create stronger emotional connections with visitors.
- Early involvement of local stakeholders significantly increases authenticity and impact.
- Combining physical experiences with digital engagement extends campaign reach and visibility.

7. TRANSFERABILITY

This initiative can be replicated by other regional airports regardless of size.

Key success factors include:

- Leveraging local cultural assets and traditions.
- Engaging destination management organisations and local producers.
- Creating interactive experiences tailored to arriving passengers.
- Integrating physical activations with digital engagement strategies.

The model can be adapted to showcase local heritage, cuisine, arts, or sustainability initiatives, depending on the characteristics of each region.

8. FURTHER INFORMATION

MJT Event Wrap-Up

Video: <https://www.youtube.com/watch?v=TCR4ISGG1w4&feature=youtu.be>



Passengers participating in tasting experiences.



Live traditional music performances in the arrivals area.



Thematic airport decorations and exhibition installations.



Thematic airport decorations and exhibition installations.



Local stakeholders are participating in the activation.



Custom giveaways for the arriving passengers.

SAMOS INTERNATIONAL AIRPORT “ARISTARCHOS OF SAMOS”



1. GENERAL INFORMATION	<table> <tr> <td>Airport Name</td><td>Samos International Airport “Aristarchos of Samos”</td></tr> <tr> <td>IATA Code</td><td>SMI</td></tr> <tr> <td>Country</td><td>Greece</td></tr> <tr> <td>Contact Person:</td><td>Savvas Karagiannis, Corporate Communications Manager, Fraport Greece, +30 214 4000 449, s.karagiannis@fraport-greece.com</td></tr> <tr> <td>Title or type of community engagement initiative:</td><td>Making Samos’ History Accessible: Braille Transcription of Local Cultural Publications</td></tr> </table>	Airport Name	Samos International Airport “Aristarchos of Samos”	IATA Code	SMI	Country	Greece	Contact Person:	Savvas Karagiannis, Corporate Communications Manager, Fraport Greece, +30 214 4000 449, s.karagiannis@fraport-greece.com	Title or type of community engagement initiative:	Making Samos’ History Accessible: Braille Transcription of Local Cultural Publications
Airport Name	Samos International Airport “Aristarchos of Samos”										
IATA Code	SMI										
Country	Greece										
Contact Person:	Savvas Karagiannis, Corporate Communications Manager, Fraport Greece, +30 214 4000 449, s.karagiannis@fraport-greece.com										
Title or type of community engagement initiative:	Making Samos’ History Accessible: Braille Transcription of Local Cultural Publications										
2. CONTEXT AND CHALLENGE	Samos International Airport “Aristarchos of Samos” operates within a community with a rich historical, cultural and educational identity. As a regional gateway to the island, the airport’s role extends beyond connectivity and tourism. It is also closely linked to the social and cultural fabric of Samos. The Public Central Historical Library of Samos identified an important accessibility gap: two high-quality publications dedicated to the history, identity and stories of the island were not available in a format accessible to blind and visually impaired readers. These publications, both issued by the Library itself, form part of the island’s cultural record and include historical and literary content of local value. The initiative responded to the need to ensure that access to knowledge, culture and local heritage is not limited by disability. By supporting the transcription of these books into Braille, Fraport Greece contributed to a more inclusive cultural environment for the local community, while reinforcing the airport’s role as a responsible partner in regional development. The two books selected for transcription were: • Graham Shipley, The History of Samos, 800-188 BC, Public Central Historical Library of Samos, Samos, 2021 • Samos, One Day... Sixty-five Short Stories about Samos, Public Central Historical Library of Samos, Samos, 2022 The Library confirmed that both books are of significant quality and content, published by the Library itself, with the necessary rights secured for their transcription into a format readable by blind people.										
3. OBJECTIVES	The initiative aimed to: • Improve accessibility to local cultural and historical knowledge for blind and visually impaired readers. • Support the Public Central Historical Library of Samos in expanding the inclusiveness of its collection. • Preserve and share the history and stories of Samos in a format that serves a broader audience. • Strengthen the relationship between the airport and local cultural institutions. • Demonstrate how a regional airport can create meaningful community value through focused, practical and locally relevant CSR actions. • Promote equal access to education, culture and public knowledge.										
4. DESCRIPTION AND INITIATIVE	In December 2025, Fraport Greece supported the Public Central Historical Library of Samos by covering the cost for the transcription and production in Braille of two important local publications. The initiative was developed following a formal request by the Library, which proposed the Braille transcription of the two books as a meaningful contribution to its cultural and educational mission. The Library underlined that the sponsorship would benefit the Library, the local community, its readers and especially people with disabilities, who should be offered every possible means of access to knowledge. The transcription and printing were carried out by the Lighthouse for the Blind of Greece, through its Special Braille Printing Centre. The Lighthouse for the Blind of Greece is a certified Braille learning and printing body, recognised as a charitable non-profit organisation and supervised by the Ministry of Social Cohesion and Family. The Braille editions were produced on special Braille printing paper designed to preserve the embossed surface. Stakeholders Involved • Fraport Greece, Corporate Communications Department • Samos International Airport “Aristarchos of Samos” airport team • Public Central Historical Library of Samos • Lighthouse for the Blind of Greece, Special Braille Printing Centre Engagement Methods The initiative was implemented through a targeted cultural accessibility sponsorship. It was based on direct dialogue with the local Library, assessment of the community need, coordination with the certified Braille production body and direct coverage of the production cost.										

Timeline

- October 2025: Formal request submitted by the Public Central Historical Library of Samos.
- December 2025: Sponsorship agreement signed and support formally approved.

Resources Allocated

Fraport Greece covered the full cost of the Braille transcription and production of one copy of each publication, as well as the purchase of additional books for the Public Central Historical Library of Samos.

5. OUTCOMES AND IMPACT

The initiative delivered a tangible and lasting contribution to the local community of Samos by making two important cultural publications accessible to blind and visually impaired readers.

Key outcomes included:

- Two locally significant books were transcribed and produced in Braille.
- The Public Central Historical Library of Samos enhanced the accessibility and inclusiveness of its collection.
- Blind and visually impaired readers gained access to publications related to the history, identity and stories of Samos.
- The initiative supported the Library's mission to provide access to knowledge for all members of the community.
- The collaboration connected the airport with a key local cultural institution and a specialised national accessibility organisation.
- The action created a lasting asset for the island, as the Braille books will remain available through the Library for future readers.

While the financial scale of the initiative was modest, its community value was significant. It addressed a specific and clearly identified need, produced a practical output, and demonstrated how regional airports can support inclusion not only through large-scale programmes, but also through precise interventions that remove barriers for underrepresented groups.

The action also reinforced Fraport Greece's broader CSR approach, showing that regional airports can act as enablers of social inclusion, cultural preservation and equal access to public knowledge.

6. LESSONS LEARNED

This initiative highlighted several important lessons for regional airports:

- First, community engagement does not always require large-scale infrastructure or complex programmes. A targeted response to a clearly articulated local need can create meaningful and lasting impact.
- Second, accessibility should be understood as part of cultural and educational inclusion. By supporting the Braille transcription of local publications, the airport helped ensure that the island's history and stories can be shared with readers who are often excluded from traditional printed material.
- Third, partnerships are essential. The success of the initiative depended on the collaboration between the local Library, the airport team, Fraport Greece's Corporate Communications Department and the Lighthouse for the Blind of Greece, which provided the necessary technical expertise.
- Finally, the initiative showed that regional airports can play a valuable role as connectors within their communities, bringing together local needs and specialised partners to deliver practical solutions.

7. TRANSFERABILITY

This initiative can be easily adapted and replicated by other regional airports, particularly those operating in destinations with strong local cultural, historical or educational institutions.

The model is simple, scalable and cost-effective:

1. Identify a local library, school, museum or cultural institution with accessibility needs.
2. Select publications or educational material of local significance.
3. Partner with a certified Braille transcription or accessibility organisation.
4. Cover the production or transcription cost.
5. Ensure that the final material remains available to the wider community.
6. Communicate the initiative as part of the airport's broader commitment to inclusion and regional development.

Other airports could also expand the model beyond Braille books to include audiobooks, accessible digital formats, tactile museum guides, inclusive educational material or airport-related accessibility resources for local schools and institutions.

The initiative is particularly relevant for regional airports because it is proportionate, practical and rooted in local identity. It demonstrates that airports can support social inclusion and cultural access in ways that are highly meaningful to the communities they serve.

8. FURTHER INFORMATION

[Public Central Historical Library of Samos](#)
[Lighthouse for the Blind of Greece, Special Braille Printing Centre](#)



The Public Central Historical Library of Samos



Samos International Airport "Aristarchos of Samos"

1. GENERAL INFORMATION	Airport Name Sarajevo International Airport IATA Code SJJ Country Bosnia and Herzegovina Contact Person: Vedrana Vikić Musić, Airport services manager, vvikic@sarajevo-airport.ba Timur Šeta, Advisor to general manager, tseta@sarajevo-airport.ba Title or type of community engagement initiative: Integrated Airport–Tourism–Community Partnership for Sustainable Growth
2. CONTEXT AND CHALLENGE	Sarajevo International Airport operates in a developing and highly competitive aviation market where air connectivity plays a key role in tourism development, economic growth, and international accessibility. Following the challenges caused by the COVID-19 pandemic, the Airport focused on rebuilding passenger demand while strengthening Sarajevo's position as an attractive destination for tourism, business, and investment. At the same time, the Airport recognized the importance of stronger engagement with the local community and public institutions such as Tourism board of Sarajevo Canton in order to support sustainable regional development. Through partnerships and community-oriented initiatives, Sarajevo International Airport has expanded its role beyond air transport by supporting sports, cultural, social, and humanitarian activities that contribute to inclusion, social responsibility, and the overall quality of life in the community.
3. OBJECTIVES	The main objectives of the initiative were to: • Strengthen Sarajevo International Airport's role as a catalyst for regional economic and tourism growth • Improve air connectivity in support of local communities, tourism stakeholders, and the national economy • Foster long-term, trust-based partnerships with airlines aligned with destination development • Enhance passenger experience and service quality through infrastructure and digital improvements • Position Sarajevo as a competitive and attractive destination in European and emerging markets • Support and Improve all segments of our wider community by financial assistance to sports clubs and associations, helping organizations preserve our cultural heritage, social and humanitarian assistance • Improve accessibility of transport services for persons with disabilities and reduced mobility throughout participation in DANOVA NEXT which is a transnational project funded through the Interreg Danube Region Programme, focused on improving the accessibility of transport services for persons with disabilities and reduced mobility, with particular emphasis on deaf and hard-of-hearing passengers.
4. DESCRIPTION AND INITIATIVE	Sarajevo International Airport implemented a comprehensive engagement approach built on close cooperation with governmental bodies, tourism organizations, airlines, and the wider community. Stakeholders involved • Sarajevo International Airport Management and operational teams • Federal and Cantonal Governments of Bosnia and Herzegovina • Sarajevo Canton Tourism Board • Airline partners (existing and prospective) • Local tourism and hospitality stakeholders • International aviation and tourism networks (e.g. CONNECT) • Sport clubs • Cultural associations Engagement methods used • Joint route development and destination promotion with airlines • Integrated marketing campaigns promoting Sarajevo as a destination • Participation in major international aviation and tourism fairs in cooperation with Tourism Board of Sarajevo Canton • Continuous dialogue and data-driven planning with airline partners • Infrastructure investments focused on passenger experience and operational efficiency • support for professional sports, recreational sports, sports for persons with disabilities, and school/university sports programs

- support for the restoration of cultural heritage, organization of cultural events and manifestations, and marking important anniversaries and jubilees.
- implementation of programs and projects for vulnerable groups, including persons with disabilities, civilian war victims, children with special needs, pensioners, and socially disadvantaged individuals. Support for social infrastructure such as schools, cultural centers, and assistance to elderly, sick, and vulnerable people.
- funding projects and activities for institutions and organizations that help children and adults in need, socially vulnerable categories, and various humanitarian initiatives.
- The Airport is equally committed to humanitarian initiatives by supporting organizations and institutions that assist children, families, the elderly, and other people in need. Through donations and partnerships with humanitarian organizations, Sarajevo International Airport contributes to solidarity, social inclusion, and the well-being of the wider community.

Timeline

- Ongoing initiative implemented progressively over multiple years
- Key acceleration phase following the post-pandemic recovery period, with record traffic achieved in 2024 and 2025
- Public calls for tourism and air traffic development incentive in Sarajevo Canton
- Danova Next project

Resources allocated

- Capital investment in airport infrastructure and passenger facilities
- Dedicated commercial and route development resources
- Marketing and incentive programmes jointly implemented with tourism authorities
- Operational enhancements, including digital services and service quality standards
- Supporting local sports and cultural associations

Key infrastructure measures included the introduction of e-gate systems, implementation of ISO standards, new business-class and VIP lounges, and improved digital passenger services. Parallel investments were made in intermodal accessibility to ensure faster and easier access between the airport and the city centre.

5. OUTCOMES AND IMPACT

The initiative delivered significant and measurable results:

- **Record passenger traffic:**
2.23 million passengers handled in 2025, the busiest year in the airport's history
- **Sustained growth:**
Passenger traffic increased by more than 400,000 compared to 2024
- **Above-average performance:**
Growth exceeding European averages for the fourth consecutive year
- **ACI EUROPE recognition:**
Ranked 4th among medium-sized European airports for growth in 2025
- **Improved community and tourism impact:**
Increased inbound tourism, improved connectivity for diaspora travel, and strengthened economic benefits for the local community
- **Enhanced airline relationships:**
Expanded route network, increased frequencies, and new market entries
- **Cooperation with Tourism Board of Sarajevo Canton:**
Implementation of joint incentive programme with Ministry of Economy and Tourism Board of Sarajevo Canton, which resulted in 17 new destinations from 2023-2026
- **Supporting local sport and culture**
Airport provides support for sport and cultural initiatives, including the preservation of cultural heritage, the organization of cultural events and manifestations, and the promotion of significant local anniversaries and community celebrations. Through its social assistance activities, Sarajevo International Airport contributes to programs and projects aimed at supporting vulnerable groups, including persons with disabilities, children with special needs, pensioners, and socially disadvantaged individuals. Support is also provided for educational, social, and community infrastructure projects that improve quality of life within the local community.
- **DANOVA NEXT project**
Improved accessibility of transport services for persons with disabilities and reduced mobility, with particular emphasis on deaf and hard-of-hearing passengers. As a project partner, Sarajevo International Airport is implementing innovative digital and operational solutions to enhance accessibility, communication, and passenger services. Building on the achievements of the previous DANOVA project, current activities include the development of accessible digital tools, improved PRM assistance services, and initiatives that promote inclusive and user-oriented transport infrastructure.

The airport has strengthened its reputation as a reliable, proactive partner and as a welcoming gateway to Bosnia and Herzegovina.

6. LESSONS LEARNED

- Close alignment between airports, tourism authorities, and public institutions is essential for sustainable growth
- Airports can act as proactive engines of economic and community development, not only as transport infrastructure
- Long-term airline partnerships require trust, flexibility, and shared risk
- Passenger experience investments enhance both community perception and airline confidence
- Data-driven planning combined with continuous dialogue delivers measurable results

7. TRANSFERABILITY

This initiative can be adapted by other regional airports by:

- Establishing structured cooperation with tourism and government stakeholders
- Aligning route development strategies with destination promotion
- Designing incentive programmes in collaboration with airline partners
- Focusing infrastructure investments on efficiency, scalability, and passenger comfort
- Actively participating in industry platforms such as CONNECT to engage airline decision-makers

The model is particularly relevant for regional airports in small or emerging markets seeking to increase international relevance and community impact.

8. FURTHER INFORMATION

www.sarajevo-airport.ba

Case Study: Sarajevo Airport's Record-Breaking Growth and Airline Partnerships



The World Environment Day



The World Environment Day



The Danova Next project-improving accessibility for passengers with reduced mobility and deaf and hard of hearing passengers



Sponsorship promotions with Bosnian Football Federation

1. GENERAL INFORMATION	Airport Name	Thessaloniki Airport “Makedonia”
	IATA Code	SKG
	Country	Greece
	Contact Person:	Savvas Karagiannis, Corporate Communications Manager, Fraport Greece, +30 214 4000 449, s.karagiannis@fraport-greece.com
	Title or type of community engagement initiative:	From Classroom to Airfield: Inspiring the Next Generation of Transport Engineers

2. CONTEXT AND CHALLENGE	Thessaloniki Airport “Makedonia” is one of Greece’s most important regional airports and a key infrastructure asset for Northern Greece. Beyond its role in connectivity, tourism and regional development, the airport also has the capacity to serve as a living learning environment for future engineers and transport professionals. Civil engineering students study transport infrastructure, airport systems and maintenance principles in an academic setting. However, access to real operational environments is limited. This creates a gap between theoretical knowledge and the complex, multidisciplinary reality of airport infrastructure, where civil engineering, maintenance, operations, safety, lighting systems and stakeholder coordination come together. The educational visit by final-year students from the Department of Civil Engineering of the Democritus University of Thrace responded to this opportunity. It allowed students specialising in Transportation Engineering to experience first-hand how airport infrastructure is operated, maintained and coordinated in practice. The initiative reflects the role of regional airports as community partners and knowledge-sharing platforms, supporting education, skills development and stronger links between academia and the aviation sector.
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3. OBJECTIVES	The initiative aimed to: • Provide final-year civil engineering students with practical exposure to airport infrastructure and operations. • Bridge academic learning with real-life examples from a complex transport environment. • Strengthen the relationship between Thessaloniki Airport “Makedonia” and the academic community. • Showcase airport maintenance, airfield lighting systems and operational coordination as key areas of engineering practice. • Inspire future engineers by giving them access to professionals working in the aviation infrastructure sector. • Position the airport as an open, responsible and educational partner for the wider regional community. • Contribute to skills development and knowledge transfer in Northern Greece.
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4. DESCRIPTION AND INITIATIVE	Fraport Greece welcomed 27 final-year students from the Transportation Engineering stream of the Department of Civil Engineering of the Democritus University of Thrace to Thessaloniki Airport “Makedonia” for an educational visit. The group was accompanied by Professor Georgios Botzoris, Assistant Professor Konstantinos Gkyrtis and Assistant Professor Andreas Nikiforiadis. The visit was designed to offer students a practical and understanding of the airport environment and the engineering disciplines that support its safe and efficient operation. During the session, students had the opportunity to engage directly with Fraport Greece experts and airport professionals. Presentations and discussions were led by: • Giorgos Liaskos, Head of Maintenance • Giorgos Kapodistrias, Civil Engineering Maintenance Manager • Fotis Papadopoulos, Civil Engineer • Savvas Karagiannis, Head of Corporate Communications Department The agenda covered key topics including airport operations, airfield lighting systems, maintenance practices and the role of civil engineering within airport infrastructure management. The visit also included a tour of the Air Traffic Control Tower, offering students a unique perspective on how airport operations are coordinated in real time. Stakeholders involved • Fraport Greece • Thessaloniki Airport “Makedonia” • Department of Civil Engineering, Democritus University of Thrace
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Engagement method

The initiative was implemented as an educational field visit combining expert presentations, technical discussions, direct interaction with airport professionals and an on-site operational tour.

Timeline

The visit was implemented as part of the university's educational programme for final-year Transportation Engineering students, in May 2026.

Resources allocated

Fraport Greece allocated internal expertise, airport team coordination, access to technical and operational areas, presentation time and staff support to ensure a meaningful and safe educational experience.

5. OUTCOMES AND IMPACT

The initiative created direct educational value for 27 final-year civil engineering students, offering them exposure to a real airport environment and to the professional roles that support airport infrastructure and operations.

Key outcomes included:

- 27 students gained first-hand insight into airport infrastructure, operations and maintenance.
- Academic learning was complemented with practical examples from a live airport environment.
- Students engaged directly with experienced professionals from maintenance, civil engineering, air traffic control and corporate communications.
- The visit strengthened the relationship between Thessaloniki Airport "Makedonia" and the Democritus University of Thrace.
- The airport showcased its role as a knowledge-sharing platform for future professionals.
- The initiative supported the development of future talent in fields relevant to aviation, transport engineering and regional infrastructure.
- The Air Traffic Control Tower visit gave participants a rare operational perspective, helping them understand the interdependence between engineering systems and airport operations.

By opening the airport environment to students at a decisive stage of their academic journey, Fraport Greece helped connect the next generation of engineers with real-life infrastructure challenges and career pathways.

This type of engagement reinforces the airport's social value beyond its transport function. It demonstrates how regional airports can contribute to local and national skills development, while building stronger relationships with educational institutions.

6. LESSONS LEARNED

The initiative confirmed that regional airports can play an important role in supporting education and professional orientation, particularly for students in fields directly linked to airport infrastructure and transport systems.

A key lesson was the value of moving beyond one-way presentations. The combination of expert briefings, technical discussions and an operational tour created a more complete learning experience and allowed students to connect theory with practice.

Another important insight was the benefit of cross-functional involvement. The participation of maintenance, civil engineering and airport professionals helped students understand that airport operations are not siloed. They depend on coordination, safety culture, technical precision and effective communication.

The visit also highlighted the importance of early engagement with future professionals. By welcoming students before they enter the labour market, airports can help build awareness of aviation-related career opportunities and inspire talent to consider the sector.

7. TRANSFERABILITY

This initiative is highly transferable to other regional airports.

A similar model can be adapted by any airport that wishes to strengthen its relationship with universities, technical schools or vocational training institutions. The approach is practical, low-cost and scalable.

Other regional airports could replicate the initiative by:

1. Identifying relevant academic departments, such as civil engineering, transport planning, electrical engineering, environmental engineering or tourism management.
2. Designing a structured visit around the airport's operational strengths.
3. Involving internal experts from operations, technical and safety departments.
4. Combining classroom-style presentations with controlled access to selected operational areas.
5. Offering students the opportunity to ask questions and explore real professional scenarios.
6. Turning the visit into an annual or recurring education partnership.

The model can also be expanded into internships, thesis topics, guest lectures and airport open days.

For regional airports, this is a smart and efficient way to contribute to community engagement, skills development and long-term sector awareness. It positions the airport as a partner in education and regional human capital development, not only as transport infrastructure.

8. FURTHER INFORMATION

[Department of Civil Engineering, Democritus University of Thrace](#)
[Linked-In](#)



Final-year Civil Engineering students from the Democritus University of Thrace and Fraport Greece team during the educational visit to Thessaloniki Airport "Makedonia".



Fraport Greece experts sharing practical insights on airport operations, maintenance and airfield systems with future civil engineers.



Students gaining a unique perspective on airport operations during their visit to the Air Traffic Control Tower.

1. GENERAL INFORMATION	<table> <tr> <td>Airport Name</td><td>Thessaloniki Airport “Makedonia”</td></tr> <tr> <td>IATA Code</td><td>SKG</td></tr> <tr> <td>Country</td><td>Greece</td></tr> <tr> <td>Contact Person:</td><td>Savvas Karagiannis, Corporate Communications Manager, Fraport Greece, +30 214 4000 449, s.karagiannis@fraport-greece.com</td></tr> <tr> <td>Title or type of community engagement initiative:</td><td>Imagination in Motion: Connecting Children, Travellers and Contemporary Art at Thessaloniki Airport</td></tr> </table>	Airport Name	Thessaloniki Airport “Makedonia”	IATA Code	SKG	Country	Greece	Contact Person:	Savvas Karagiannis, Corporate Communications Manager, Fraport Greece, +30 214 4000 449, s.karagiannis@fraport-greece.com	Title or type of community engagement initiative:	Imagination in Motion: Connecting Children, Travellers and Contemporary Art at Thessaloniki Airport
Airport Name	Thessaloniki Airport “Makedonia”										
IATA Code	SKG										
Country	Greece										
Contact Person:	Savvas Karagiannis, Corporate Communications Manager, Fraport Greece, +30 214 4000 449, s.karagiannis@fraport-greece.com										
Title or type of community engagement initiative:	Imagination in Motion: Connecting Children, Travellers and Contemporary Art at Thessaloniki Airport										
2. CONTEXT AND CHALLENGE	Thessaloniki Airport “Makedonia” is the largest airport in Northern Greece and one of the main gateways to Thessaloniki, a city with a strong cultural, academic and creative identity. As a regional airport serving both local communities and international travellers, it has the opportunity to function not only as transport infrastructure, but also as a public space that reflects and promotes the identity of the destination. This opportunity led to the creation of MOMUS Air, a new contemporary art and culture space located inside Thessaloniki Airport “Makedonia”. MOMUS Air was developed through a strategic partnership between Fraport Greece and the Metropolitan Organization of Museums of Visual Arts of Thessaloniki, MOMUS, under the broader framework of the Ministry of Culture. The space is freely accessible to travellers and brings together art, technology and the travel experience within a 163 sq. m. area inside the airport. MOMUS Air features visual artworks, original works and reproductions, digital applications, video walls and documentaries, presenting selected material from the collections of the five MOMUS museums. It was designed as an open cultural hub that allows passengers and visitors to encounter contemporary art in an unexpected everyday setting. On the occasion of International Museum Day, Fraport Greece and MOMUS identified an opportunity to activate this cultural space not only for travellers, but also for children from the local community. The challenge was to move beyond passive exhibition viewing and create a meaningful educational experience that would make contemporary art accessible, engaging and emotionally relevant for younger audiences.										
3. OBJECTIVES	The initiative aimed to: • Celebrate International Museum Day through an educational and community-focused cultural activity. • Introduce children to contemporary art in an accessible, creative and engaging way. • Strengthen the airport’s role as an open cultural space connected to the local community. • Offer passengers and airport visitors a complimentary cultural experience as part of their journey. • Promote MOMUS Air as a new cultural gateway within Thessaloniki Airport “Makedonia”. • Support cultural inclusion by bringing children into direct contact with art, imagination and storytelling. • Demonstrate how a regional airport can host meaningful community engagement activities in partnership with cultural institutions. • Reinforce Thessaloniki’s identity as a cultural destination through the airport										
4. DESCRIPTION AND INITIATIVE	On Monday, May 18, 2026, on the occasion of International Museum Day, Fraport Greece and MOMUS organised a special educational event at MOMUS Air, the contemporary art and culture space located at Thessaloniki Airport “Makedonia”. The event included an educational workshop titled “Imagination in Motion”, designed for children from the Children’s Village in Filiro. Through this workshop, the children engaged with contemporary artworks exhibited at MOMUS Air and were invited to embark on a creative journey to “imaginary destinations” through images, storytelling and artistic activities. The educational activity drew inspiration from works by renowned artists such as Alexis Akrithakis, Lena Athanasopoulou and Steven Antonakos. Through these works, the children explored the connection between travel, imagination and art, symbolically transforming the airport from a place of movement into a place of inspiration, creative expression and cultural discovery. Following the children’s workshop, passengers and airport visitors were also invited to participate in a complimentary guided tour of the MOMUS Air exhibition space. This allowed the wider airport audience to discover contemporary art as part of their travel experience and engage with the cultural identity of Thessaloniki in a direct and accessible way.										

Stakeholders involved

- Fraport Greece
- Thessaloniki Airport "Makedonia"
- MOMUS, Metropolitan Organisation of Museums of Visual Arts of Thessaloniki
- Children's Village in Filiro

Engagement method

The initiative combined several engagement formats:

- Educational workshop for the children of Children's Village in Filiro
- Guided cultural tour for the children of Children's Village in Filiro
- Use of the airport as an accessible public cultural venue

Timeline

- December 2025: MOMUS Air began operating at Thessaloniki Airport "Makedonia".
- January 2026: MOMUS Air was officially inaugurated in the presence of the Deputy Minister of Culture, representatives from the Region of Central Macedonia, the Municipality of Thessaloniki, and the city's business and cultural sector.
- May 18, 2026: International Museum Day educational event and guided tour took place at MOMUS Air.

Resources allocated

Fraport Greece contributed through the strategic partnership with MOMUS, the provision and activation of the airport space, operational coordination, communications support and facilitation of the educational and visitor experience within the airport environment.

5. OUTCOMES AND IMPACT

The initiative successfully transformed MOMUS Air from a cultural exhibition space into an active community engagement platform.

Key outcomes included:

- Children from the Children's Village in Filiro participated in a dedicated educational workshop at Thessaloniki Airport "Makedonia".
- The children engaged with contemporary artworks through storytelling, imagination and creative activities.
- The initiative activated the airport as a space of culture, learning and public engagement.
- MOMUS Air was further positioned as a freely accessible cultural hub within the airport.
- The partnership between Fraport Greece and MOMUS was strengthened through a community-facing activation.
- The airport experience was enriched with a cultural dimension directly connected to Thessaloniki's identity.
- The initiative demonstrated how regional airports can create social value by opening their spaces to educational and cultural experiences.

The impact of the initiative goes beyond a single event. MOMUS Air itself is an ongoing cultural platform within the airport, freely accessible to travellers and designed to bring contemporary art to new and diverse audiences. It reflects Fraport Greece's broader strategy to enhance the passenger experience while strengthening the connection between airports and local communities.

For the children, the event offered a rare opportunity to experience contemporary art in a non-traditional museum setting. For passengers and visitors, it introduced a new dimension to the travel journey, turning waiting time into a moment of discovery. For the airport, it reinforced its role as a gateway not only to a destination, but also to the cultural life of that destination.

6. LESSONS LEARNED

The initiative highlighted that airports can become powerful platforms for cultural access when they are used creatively and in partnership with institutions.

A key lesson was that cultural engagement works best when it is activated, not simply displayed. MOMUS Air already offers travellers access to contemporary art, but the International Museum Day event added a participatory layer through education, storytelling and guided interpretation.

Another important lesson was the value of designing activities for different audiences. The workshop gave children a tailored learning experience, while the guided tour allowed them to engage with the exhibition in a creative way.

The initiative also showed that non-traditional cultural venues can reduce barriers to access. By placing art inside an airport, MOMUS Air reaches audiences who may not actively visit a museum, making culture part of everyday movement and public life. A little less "please proceed to Gate 12," a little more "please proceed to inspiration."

Finally, the action confirmed that successful community engagement depends on credible partnerships. Fraport Greece provided the airport environment and operational platform, while MOMUS contributed curatorial, educational and cultural expertise.

7. TRANSFERABILITY

This initiative is highly transferable to other regional airports, particularly those located in destinations with strong cultural institutions, museums, universities or creative communities. The model can be adapted in several ways:

1. Establish a small cultural corner, exhibition area or digital art installation within the airport.
2. Partner with a local museum, cultural organisation, art school or municipality.
3. Design periodic educational activities linked to international days, local festivals or cultural milestones.
4. Offer guided tours or pop-up cultural experiences for passengers and visitors.
5. Involve schools, children's organisations or community groups.
6. Use the airport as a platform to promote the cultural identity of the destination.

The MOMUS Air model demonstrates that cultural engagement does not need to be confined to traditional museum buildings. Regional airports can become accessible cultural gateways, connecting local creativity with international audiences and creating shared value for passengers, communities and destinations.

For other regional airports, this approach can be scaled according to available space and resources. A full exhibition space, a digital installation, a rotating photography display, a local heritage wall or an educational workshop series can all serve the same strategic purpose: making the airport a more open, meaningful and locally connected public space.

8. FURTHER INFORMATION

[MOMUS, Metropolitan Organisation of Museums of Visual Arts of Thessaloniki](#)

[Children's Village in Filiro](#)

[Linked-In post](#)

[Instagram post 1](#)

[Instagram post 2](#)



MOMUS Air, the contemporary art and culture space located inside Thessaloniki Airport "Makedonia"



Children from the Children's Village in Filiro participating in the "Imagination in Motion" educational workshop at MOMUS Air.



Through storytelling, images and artistic activities, children explored the connection between travel, imagination and contemporary art.



1. GENERAL INFORMATION	Airport Name	Western Sydney International (Nancy-Bird Walton) Airport
	IATA Code	WSI
	Country	Australia
	Contact Person:	Cameron Todd, cameron.todd@to70.eu , +31 6 3495 9479
	Title or type of community engagement initiative:	Interactive Flight Path and Aircraft Noise Community Engagement Tool

2. CONTEXT AND CHALLENGE	The development of Western Sydney International Airport is the first major greenfield airport project in Australia for several decades. As part of the preliminary airspace design process, the Australian Government sought to effectively communicate future flight paths and aircraft noise impacts to communities across the Greater Sydney region.
	Aircraft noise is highly complex and subjective, with individuals experiencing and interpreting impacts differently depending on environmental conditions, personal sensitivity and local context. Traditional consultation methods, such as static maps and technical reports, often make it difficult for communities to understand how proposed changes may affect their specific location.
	The challenge was therefore to create an accessible, transparent and highly personalised engagement platform capable of translating complex aviation and noise modelling information into a format understandable to a broad public audience.

3. OBJECTIVES	The primary objectives of the initiative were to:
	• Improve public understanding of proposed flight paths and aircraft noise impacts associated with the new Western Sydney International Airport. • Present complex technical airspace and noise modelling information in a simple, transparent and accessible way. • Enable community members to understand the potential impacts specific to their home or area of interest. • Support early and informed community engagement prior to the formal Environmental Impact Statement (EIS) exhibition process. • Build trust and transparency through open access to information and interactive visualisation tools. • Provide government stakeholders with analytics and reporting tools to better understand community engagement trends and areas of concern.

4. DESCRIPTION AND INITIATIVE	In 2023, To70 was engaged by the Australian Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts to develop an online interactive engagement platform supporting the preliminary airspace design for Western Sydney International Airport.
	Stakeholders involved • Australian Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts • Airservices Australia • Environmental Impact Statement consultants • Community engagement representatives • Local communities across Greater Sydney • To70 project and technical teams Engagement Methods Used The platform included several integrated engagement features: • Location-Specific Impact Summaries Users could search for or select a specific address to receive personalised information including: • Flight paths operating overhead • Expected aircraft altitudes • Frequency of overflights • Aircraft noise exposure levels Noise metrics included N70, N60, overnight N60, ANEC and LAmaz contours, enabling users to understand both cumulative and maximum noise exposure scenarios.

- **3D Visualisation and Dynamic Noise Mapping**

The tool featured animated 3D visualisations of aircraft operating along proposed flight paths, combined with dynamic ground-level noise footprints. Unlike traditional static contour maps, the visualisations demonstrated how aircraft noise builds and dissipates over time as aircraft climb or descend.

- **Engagement Reporting and Analytics**

An integrated reporting dashboard provided anonymised engagement statistics, including postcode-level interaction data. This allowed stakeholders to identify areas generating high levels of interest or concern and assess the effectiveness of targeted awareness campaigns.

Timeline

The platform was developed and launched in advance of the Environmental Impact Statement exhibition period to support early-stage community engagement.

Resources allocated

The initiative required collaboration across aviation specialists, GIS analysts, noise modelling experts, software developers, visualisation specialists and stakeholder engagement teams. Project management also involved coordination between government agencies, technical consultants and communication teams.

5. OUTCOMES AND IMPACT

The initiative established a new benchmark for community engagement relating to aircraft noise and airspace change communication in Australia.

Participation and Engagement

- More than 231,000 unique visits were recorded within the first 48 hours following launch. This has grown to 895,000 unique visits over the duration of the engagement program.
- The platform supported over 8,000 concurrent users during peak demand periods.
- Average user session duration exceeded four minutes.
- Approximately 30% of users returned for multiple visits, demonstrating sustained engagement and continued public interest.

Community and Operational Benefits

- The initiative enabled public engagement with preliminary airspace concepts significantly earlier than would traditionally occur through the EIS process alone.
- Communities were better prepared to understand and respond to formal consultation materials once the EIS was released.
- Consultation discussions were able to focus more directly on impacts and community concerns rather than basic interpretation of technical information.
- The platform became a central tool used during in-person engagement sessions and public consultation activities.

Participation and Engagement

- The browser-based platform was optimised to operate efficiently in regional and lower-bandwidth areas.
- The tool provided a consistent user experience across desktop and mobile devices.
- The visualisation approach improved understanding of aircraft noise impacts compared with conventional static contour mapping.

6. LESSONS LEARNED

Several important lessons emerged from the initiative:

- Complex aviation and noise concepts can be communicated effectively when presented visually and in a personalised manner.
- Transparency and simplicity are essential for building community trust, particularly for projects involving environmental impacts.
- Users often benefit significantly from guided explanation and support when interpreting technical information.
- Dynamic visualisations are highly effective in helping communities understand aircraft noise impacts.
- Early engagement prior to formal statutory consultation processes improves the quality and maturity of community feedback.
- Engagement tools must be designed for accessibility across varying levels of digital literacy and internet connectivity.

7. TRANSFERABILITY

The initiative demonstrates a scalable and transferable approach to aviation community engagement that could be adapted by other regional and international airports.

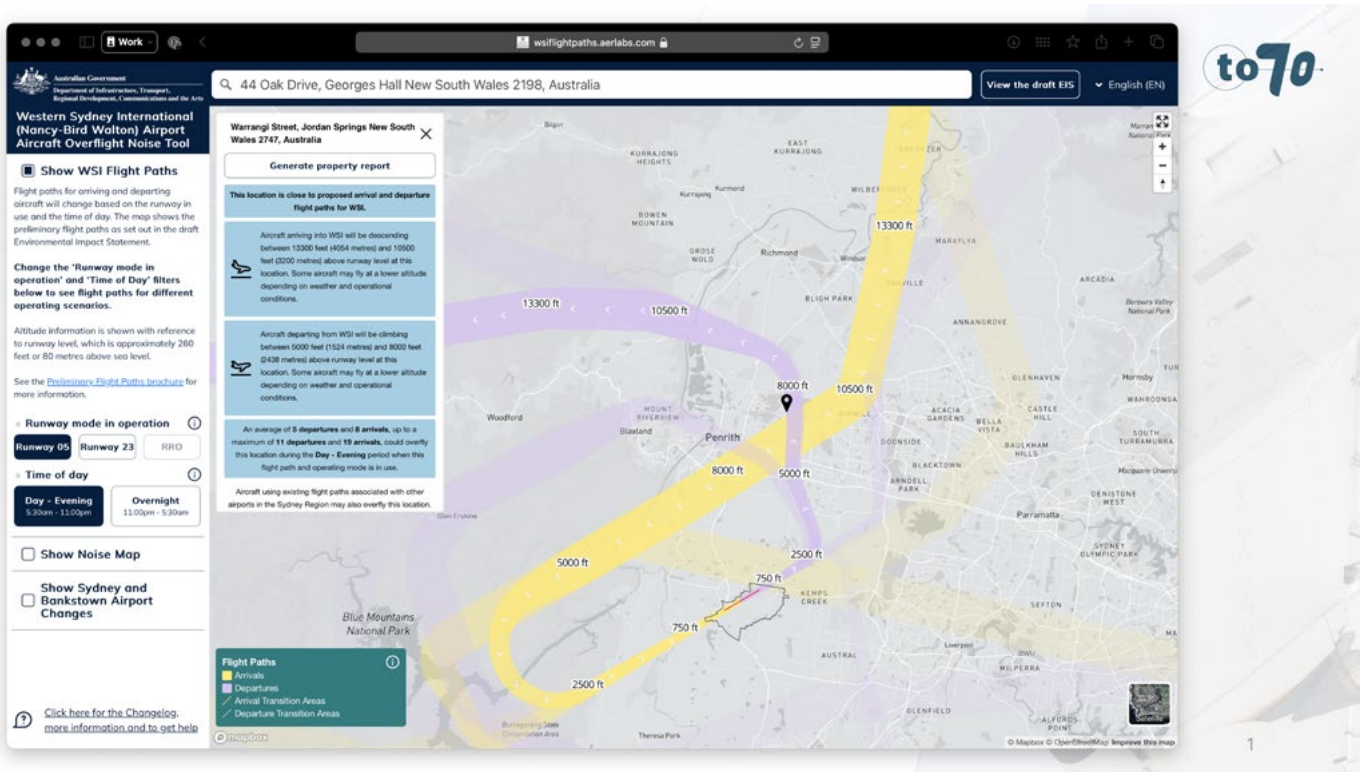
Key transferable elements include:

- Browser-based delivery requiring no specialised software
- Address-specific impact summaries
- Integration of operational, environmental and spatial data
- Interactive mapping and 3D visualisation capability
- Engagement analytics and reporting dashboards
- Mobile-compatible and low-bandwidth optimised design

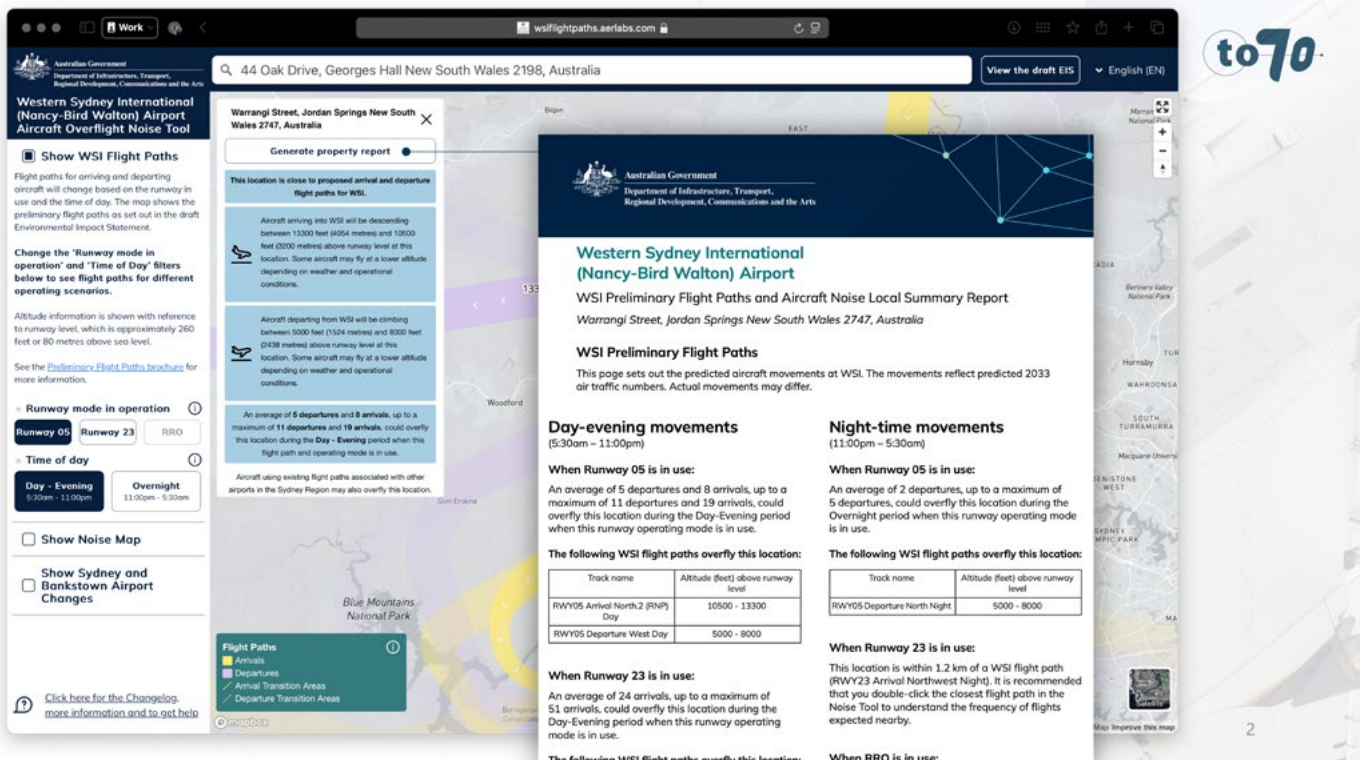
The platform framework could be adapted for a range of airport and aviation consultation activities, including:

- Flight path changes
- Aircraft noise management programmes
- Airport expansion projects
- Environmental impact assessments
- Airspace redesign initiatives
- Live aircraft tracking and operational transparency tools

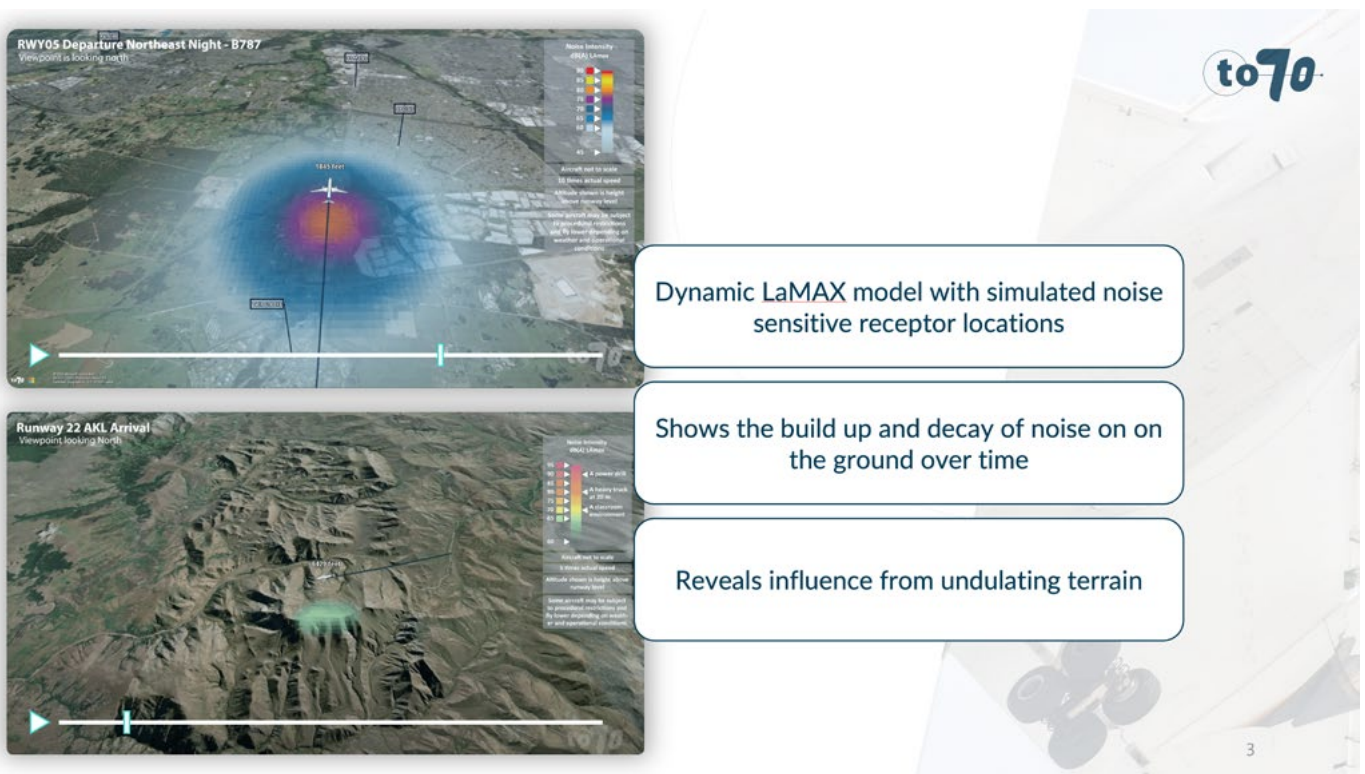
The modular structure also allows airports to tailor functionality according to project scale, available resources and community engagement requirements.



Screenshot from the Interactive Flight Path and Aircraft Noise Community Engagement Tool



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