

ACI EUROPE

INCLUSION CHARTER



AIRPORTS COUNCIL
INTERNATIONAL



Preamble

The ACI EUROPE Charter for Inclusion is a comprehensive commitment to promoting diversity, accessibility and inclusion within and by Europe's airports.

As an industry association, ACI EUROPE is committed to championing airports as inclusive environments that welcome and serve all passengers, regardless of their origin, ethnicity, culture, religion, abilities, gender, sexual orientation, age, or other individual characteristics. This Charter is a call to action for airports across Europe to foster inclusivity in their operations, services, and interactions, moving beyond accessibility to ensure that everyone enjoys an equitable and dignified experience.

Vision

To create a European airport ecosystem where every passenger, regardless of their unique traits, can experience seamless, respectful, and empowering journeys.

Mission

Our mission is to promote an inclusive culture within airports that embraces diversity, fosters accessibility, and ensures equity in service delivery, operations as well as recruitment practices. We will champion inclusivity for all passengers and airport stakeholders by embedding best practices in airport operations, design, customer service, and stakeholder collaboration.

Core Principles of the Charter

Inclusive Design

European airports will prioritise inclusive design principles in the development and modernisation of facilities, ensuring all spaces are welcoming, usable, and accessible to people of all origins, cultures, ethnicities, religions, abilities, genders, ages, other individual characteristics, and personal needs.

- European airports will adopt the principles of “Universal Design” or “Design for All” (EN 17161:2019), developed by CEN (European Committee for Standardisation). These standards ensure that products, services, and environments are accessible, usable, and convenient for everyone, without the need for further adaptation or specialised design. Their application will ensure a proactive, barrier-free approach, integrating inclusivity into every aspect of airport operations and design.
- Where possible, inclusive design will be integrated into key touchpoints such as surface access, check-in counters, security checkpoints, border crossing points, boarding gates, restrooms, seating zones, lounges, service facilities, and commercial areas (e.g. shops and restaurants).
- Universal signage, intuitive navigation systems, accessible restrooms, and sensory-friendly environments will ensure ease of movement and comfort for all passengers.
- User-friendly technologies, such as multilingual information displays and tools that accommodate sensory, physical and cognitive diversity, will further enhance the inclusive experience.

Accessibility for All Abilities

European airports will prioritise inclusive design principles in the development and modernisation of facilities, ensuring all spaces are welcoming, usable, and accessible to people of all origins, cultures, ethnicities, religions, abilities, genders, ages, other individual characteristics, and personal needs.

- European airports will ensure all airport premises and processes – at departure, arrival and transfer – are accessible to passengers with reduced mobility and passengers with disabilities (visible and non-visible).
- Proactive measures to train staff in assisting passengers with visible and non-visible disabilities will be prioritised.

Cultural Sensitivity

European airports will foster welcoming environments for passengers of all origin, cultural, ethnic, and religious backgrounds.

- This commitment includes offering multilingual services, dietary accommodations, prayer rooms, and culturally appropriate facilities to meet the varied needs of travellers.
- Communication materials will reflect cultural inclusivity, ensuring unbiased representation in media, signage, and advertising.
- Non-discriminatory practices will be rigorously upheld, guaranteeing respectful and equal treatment for all passengers. No individual will be treated unfairly, targeted, or favoured based on their appearance, origin, ethnicity, or religious background.

Gender Equality, Inclusion of All Identities, and Support for Diverse Families and Families with Children

European airports are committed to ensuring equality and inclusion for all passengers, regardless of gender identity and expression, sexual orientation, sex characteristics or family structure and will ensure comfortable and inclusive environments for families travelling with children.

- Airports will provide inclusive facilities, including gender-neutral restrooms, private nursing areas, infant changing facilities, and spaces that accommodate diverse family needs.
- Non-discriminatory policies will be upheld to guarantee respectful and equal treatment for all passengers, with special attention to supporting individuals of all gender identities, sexual orientations, and family models.
- Creating a safe, welcoming environment for everyone, irrespective of their personal or familial circumstances, will remain a top priority.
- Families travelling with children will be supported to minimise children being overstimulated in busy environments and to guide parents or guardians through the airport processes.

Customer-Centric Experience

European airports will move beyond a “one-size-fits-all” approach to personalised service models, addressing each passenger’s unique needs and expectations.

- Feedback mechanisms will ensure continuous improvement in the inclusivity of services, with policies adapting to evolving needs.
- Airports will invest in partnerships with organisations representing persons with disabilities, cultural organisations, and social inclusion advocates to enhance the experiences of diverse passengers.

Collaboration with Stakeholders

European airports will work collaboratively with air carriers, ground handlers, security agencies, and governmental authorities to ensure that inclusivity extends across the entire passenger journey.

- Airports will cooperate with organisations representing minority groups, people with disabilities, and social inclusion advocates to ensure that inclusivity is integrated throughout the operations of the different stakeholders.
- Engaging local communities will ensure that airports reflect regional diversity and serve as hubs for cultural exchange.

Workforce Diversity and Sensitivity Training

European airports will foster diversity and inclusion in recruitment processes, ensuring that airport staff can enjoy an inclusive airport culture and be mindful of inclusivity needs of the passengers they serve.

- A work culture that celebrates diversity and provides equal opportunities for professional growth will be nurtured.
- All employees, from leadership to frontline staff, will receive training focused on anti-discrimination, including awareness of unconscious bias and perceived discrimination, cultural competency and sensitivity, and the specific needs of various passenger groups.

Sustainability and Inclusion

European airports recognise the intersection of sustainability and inclusion by designing and operating airport premises and processes that are both environmentally-friendly and accessible to all.

- European airports will ensure green and sustainable initiatives are inclusive, benefiting all groups, including people with disabilities and those from economically disadvantaged backgrounds.

Data-Driven Improvement

European airports will regularly collect and analyse data on passenger satisfaction, with a specific focus on diversity and inclusion.

- Key performance indicators (KPIs) will be used to track progress on inclusion goals, adjusting policies and initiatives as necessary.
- Best practices and lessons learned will be shared across the airport community to continually raise the standards of inclusion throughout Europe.



Commitment

Airports are vital international gateways, promoting openness, fostering cultural exchange, and serving as champions of integration within the global air transport community.



ACI EUROPE members are fully committed to embedding the principles of the Charter for Inclusion into all aspects of airport operations, ensuring inclusivity is a core value at every level.



Together, we will build a future where airports reflect the values of equality, respect, and accessibility for everyone, making European air travel truly inclusive.

Brussels, 28 January 2025



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About ACI EUROPE

ACI EUROPE is the European region of Airports Council International, the only global professional organisation for airport operators.

We represent over 500 airports in 55 countries. Our members facilitate over 90% of commercial air traffic in Europe. Air transport supports 14 million jobs, generating €851 billion in European economic activity (5% of GDP). In response to the Climate Emergency, in June 2019 our members committed to achieving Net Zero carbon emissions for operations under their control by 2050, without offsetting.

Based in Brussels, we lead and serve the European airport industry and maintain strong links with other ACI regions throughout the world.

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