



# ACI EUROPE Best Airport Award winners for 2015 announced

For immediate release

26 June 2015

**Prague, 26 June 2015:** The 11<sup>th</sup> Annual **ACI EUROPE Best Airport Awards** were announced last night during the Gala Dinner of the 25<sup>th</sup> ACI EUROPE General Assembly, Congress & Exhibition, hosted by Prague Airport.

## ACI EUROPE

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The event is being attended by more than 350 industry representatives, including CEOs from major airports, airlines, air traffic management, national governments and the EU institutions. The theme of this year's event is *Airports and the Future of Tourism*.

This year's judging panel for the ACI EUROPE Best Airport Awards was drawn from a well-respected group of independent experts including EUROCONTROL, European Commission, European Civil Aviation Conference (ECAC), European Travel Commission (ETC) and Air Transport World. ACI EUROPE counts over 450 airports in 45 European countries among its membership and this year's competition saw a high level of entries in the competition in each category.

The Awards\* cover 4 categories of airport and aims to recognise achievement in core activities such as customer service, facilities, retail, security, community relations and environmental awareness and operations. There is a separate award devoted specifically to airports' environmental efforts.

The awards were presented to the winning airports by Olivier Jankovec, Director General ACI EUROPE, Philippe Merlo, Director ATM EUROCONTROL, Matej Zakonjšek, Head of EU Transport Commissioner Violeta Bulc's cabinet, Victoria Moores, European Editor Air Transport World, and Eduardo Santander, Executive Director of the European Travel Commission.

The first award, recognising airports in the 'under 5 million passenger' category, went to **London City Airport**. The judges awarded the prize to the airport for its investments in key areas to reduce passenger-waiting time in the airport, its ability to develop long-term strategic relationships with airline partners and its commitment to environmental awareness.

Cork Airport and Tallinn International Airport were highly commended in the 'under 5 million passenger' category.

The winner of the '5-10 million passenger' category was **Cologne-Bonn Airport**. The judges were particularly impressed by the airport's innovation in customer experience, high degree of environmental action as well as its strong relationship with the local community.

The highly commended airports in the '5-10 million passenger' category were Budapest Airport and Glasgow Airport.

This year's award in the '10-25 million passenger' category went to **Milan-Malpensa Airport**. The airport won praise from the judges for its new infrastructure and enhanced services to boost passenger experience. The airport was also noted for its dedicated initiatives to welcome international customers (e.g. Chinese travelers) and integration of art exhibitions promoting Italian and international culture.

The highly commended airports in the '10-25 million passenger' category were Hamburg Airport and Brussels Airport Company.

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And in the category for airports with 'over 25 million passengers', this year's ACI EUROPE Best Airport Award went to **London Heathrow Airport**. The judges singled it out for its success in opening the Queen's Terminal last year, its integration of facilitation operations of passengers with reduced mobility and the advanced features it has supported in air traffic management, enhancing the airport's performance.

The highly commended airports in the 'over 25 million passenger' category were Amsterdam Airport Schiphol and Adolfo Suárez Madrid-Barajas Airport.

This year's **Eco-Innovation Award**, which is awarded by the independent Advisory Board of the carbon management programme, *Airport Carbon Accreditation*, went to **London Heathrow Airport** for the extensive efforts it has made in energy efficiency, its groundbreaking research on aviation noise and its forward planning on environmental issues.

Finally, the **WBP Recognition Award** went to **Torsten Hentschel**, Managing Director of **TH Airport Consulting**, in recognition of his active participation and invaluable contributions to the ACI EUROPE Facilitation and Customer Services Committee as well as the Taskforce on the Passenger Experience.

The 26<sup>th</sup> ACI EUROPE General Assembly, Congress & Exhibition will be hosted by Athens International Airport and will take place in Athens on 20-22 June 2016.

**## ENDS ##**

### **Note to editors:**

Photographs of the winners can be downloaded here: [hyperlink](#)

\*The **ACI EUROPE Best Airport Awards** are entirely separate from the **ACI World ASQ Awards**, which are based on airports specifically participating in ACI's Airport Service Quality programme.

For any other information, please contact

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*ACI EUROPE is the European region of Airports Council International, the only worldwide professional association of airport operators. ACI EUROPE represents over 460 airports in 45 European countries. In 2013, our member airports handled over 90% of commercial air traffic in Europe, welcoming more than 1.7 billion passengers, 16.8 million tonnes of freight and 20.8 million aircraft movements.*

EVERY FLIGHT BEGINS AT THE AIRPORT.