



Best Airport Award 2025

A special focus on the challenges of growth

INTRODUCTION

The ACI EUROPE Best Airport Awards celebrate excellence and best practices across the association's vast membership, from the continent's busiest hubs to smaller regional airports punching above their weight.

Airports will compete in five categories based on their 2024 passenger traffic:

- **Under 5 million passengers per annum**
- **5-10 million passengers per annum**
- **10-25 million passengers per annum**
- **25-40 million passengers per annum**
- **Over 40 million passengers per annum**

With 2024 annual passenger traffic finally exceeding pre-pandemic volumes, and 2025 forecasted to grow another 4% year-on-year, some European airports are once again operating at full speed. However, this renewed growth brings a host of challenges, spanning operations, capacity, sustainability, passenger experience, security, staff wellbeing, financial resilience, and more.

This year's Best Airport Awards will recognise airports that have demonstrated best practices and innovative approaches in overcoming their specific growth-related challenges.

View previous years' ACI EUROPE Best Airport Awards winners: [2024](#), [2023](#), [2022](#).

ELIGIBILITY

- **All regular members of ACI EUROPE are eligible and encouraged to apply.**
- **Both individual airport operators and multi-airport operators can apply.**
- **Submissions are free of charge.**

To simplify the process, this year's submissions will follow a structured "question and answer" format. This approach is designed to make applications easier to prepare while allowing the independent judging panel to compare entries consistently.



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AWARDS CRITERIA

The Awards will recognise airports that have successfully built capacity, resilience, and agility within a structurally changed European aviation market. While traffic is rebounding, its growth is uneven across different countries and airport sizes, creating new challenges and opportunities.

Airports must navigate:

- **Operational efficiency and passenger experience enhancement**
- **Safety, security, and situational awareness**
- **Return on investment in expanded capacity**
- **Sustainable route network development**
- **Staff retention and workforce development**
- **Engagement with local communities on environmental and noise concerns**
- **Collaboration with authorities to facilitate expansion and capacity planning**

Award-winning airports will have implemented forward-thinking strategies and solutions that push the airport business model into new territories, leveraging growth opportunities while addressing the associated pressures.

Entrants must submit their applications through the online platform by answering 10 structured questions within a designated word limit. Supporting documents may also be uploaded for consideration by the judges.

YOUR ENTRY SHOULD BE SUBMITTED BY MIDDAY ON FRIDAY 02 MAY 2025.

The winners in each category will be announced at the ACI EUROPE Annual Congress & General Assembly in Athens, Greece on Thursday, 19 June 2025.

For more information, contact Anna Hellowell at:
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APPLICATION QUESTIONS

1. Please select one or more of the following aspects that your airport's submission will focus on in addressing the challenges of growth:
 - Operations, performance, and capacity optimisation
 - Passenger experience
 - Sustainability and environmental management
 - Security and cybersecurity management
 - Communications and PR campaigns
 - Route development and tourism activation
 - Financial, HR, and asset management
 - Engagement with local communities and government agencies
 - Cooperation with the airport ecosystem including airlines and other key stakeholders
 - Other (please specify)
2. Please provide a high-level summary of your submission. It should be designed to give the judges just enough information that they will have a sense of your specific situation and the challenges you encountered. (150 words)
3. What strategy did your airport employ in addressing these challenges? (100 words)
4. Please provide examples of actions your airport has undertaken to adapt and manage the identified challenges, in relation to the aspects you chose in question 1. (200 words)
5. How did you gauge your progress or success in overcoming these challenges? (100 words)
6. What resources, human, financial, or technological, did you mobilise in the process? (150 words)
7. What measurable benefits and outcomes have resulted from your approach? (120 words)
8. How have your initiatives impacted stakeholders, including passengers, employees, business partners, and local communities? (150 words)
9. What lessons have you learned from tackling these challenges, and how do you plan to evolve your approach moving forward? How did this process inform your future strategy? (200 words)
10. Please add any other information or examples that you think would be relevant to your application (300 words, optional)