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## Europe's airports champion inclusivity in air travel with world's first sectorial Inclusion Charter

### ACI EUROPE

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**Brussels, 28 January 2025:** ACI EUROPE, the trade association representing Europe's airports, today launched the **ACI EUROPE Charter for Inclusion**, the world's first sector-specific commitment to promoting diversity, accessibility, and inclusion within the airport industry.

The Charter calls on airports across Europe to embrace inclusion in every aspect of their operations, services, and design to best cater to passengers with diverse needs. It is a bold and comprehensive framework that goes beyond legal standards to create truly inclusive environments, ensuring that every passenger — regardless of origin, ethnicity, culture, religion, ability, gender, sexual orientation, age, or other personal characteristics — can enjoy a seamless and dignified travel experience.

**Magda Kopczyńska, Director-General for Mobility and Transport at the European Commission** said: *"On behalf of the European Commission, we applaud ACI EUROPE and its member airports for launching this initiative to foster inclusion in air travel. The vision behind the ACI EUROPE Inclusion Charter — to build a European ecosystem where every passenger enjoys seamless, respectful, and empowering journeys — strongly aligns with the EU's commitment to creating a Union of Equality. This proactive step underscores the European airport industry's dedication to inclusion, and we look forward to working together to make this vision a tangible reality for all passengers"*.

**Olivier Jankovec, ACI EUROPE Director General** commented: *"Travel is a fundamental right for all, and it is our collective responsibility to ensure that airports across Europe remain accessible and inclusive for everyone. This Charter builds on our extensive work over the years to provide best-in-class guidance to airports on passenger services. Together, we can make air travel more inclusive, ensuring that every passenger's journey is marked by dignity, respect, and equal access to the wonders of our world. With this initiative, we are embracing the richness of human diversity and ensuring that everyone feels welcomed and respected throughout their journey — and, importantly, also as part of the airport workforce"*.

The ACI EUROPE Charter for Inclusion outlines several core principles that will guide airports in their efforts to nurture inclusivity, including:

- **Inclusive Design:** Airports will prioritise universal design principles to ensure facilities are welcoming, accessible, and usable for all passengers.

- **Accessibility for All Abilities:** Airports will go above and beyond regulatory standards, offering innovative solutions for passengers with visible and non-visible disabilities.
- **Cultural Sensitivity:** Airports will create environments that respect and celebrate cultural, ethnic, and religious diversity, providing multilingual services and culturally appropriate facilities.
- **Gender Equality & Family Inclusion:** Airports will ensure equality and support for diverse gender identities, sexual orientations, and family structures, including dedicated facilities for families with children.
- **Customer-Centric Experience:** A personalised approach to customer service will address each passenger's unique needs and preferences.

The Charter also emphasises the importance of workforce empowerment, stakeholder collaboration — as well as highlighting airports commitment to across-the-board sustainability in creating inclusive airports. ACI EUROPE members will on the basis of the Charter work together to foster a culture of inclusivity, ensuring that airports not only meet but exceed the expectations of all passengers.

**Chairwoman of the ACI EUROPE Facilitation and Customer Services Committee and daa's Head of Marketing, Louise Bannon** commented: *"We are excited to see the initiative of our Committee take shape, and to work alongside airport colleagues and the ACI EUROPE team to provide ambitious but pragmatic guidance to airports, ensuring that inclusion becomes a cornerstone of the air travel experience. European airports are proud to take the lead in this global movement, demonstrating their commitment to building a future where every passenger is treated with dignity and respect"*.

**## ENDS ##**

#### **Note to Editors**

Download the ACI EUROPE Inclusion Charter [here](#).

ACI EUROPE's extensive work on accessibility and inclusivity of airport passenger services includes the following publications:

- [Guidance on assisting passengers with non-visible disabilities \(2024\)](#)
- [Handbook for Airport Culture](#)
- [Guidelines for a Healthy Passenger Experience at Airports](#)
- [Guidelines for Passenger Services at European Airports - 2nd EDITION](#)

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**ACI EUROPE** is the European region of Airports Council International (ACI), the only worldwide professional association of airport operators. ACI EUROPE represents over 500 airports in 55 countries. Our members facilitate over 90% of commercial air traffic in Europe. Airports and air connectivity support 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.