

**THE VOICE OF THE  
WORLD'S AIRPORTS**



**AIRPORTS  
COUNCIL  
INTERNATIONAL**



An aerial, top-down view of an airport tarmac. A large white commercial airplane is the central focus, with its two engines and wings clearly visible. The aircraft is positioned on a concrete surface. To the left of the plane, there is a parking area with several white vans and cars. In the foreground, a mobile staircases is extended towards the aircraft's cabin door. The entire image is overlaid with a semi-transparent blue filter. The right side of the image transitions into a white background where the 'CONTENTS' section is located.

# CONTENTS

<b>MESSAGE FROM OUR DIRECTOR GENERAL .....</b>	<b>02</b>
<b>ABOUT US .....</b>	<b>04</b>
<b>OUR WORK WITH INTERNATIONAL ORGANIZATIONS .....</b>	<b>06</b>
<b>MEMBERSHIP</b>	
<b>MEMBER BENEFITS .....</b>	<b>08</b>
<b>BUSINESS PARTNER BENEFITS .....</b>	<b>09</b>
<b>CUSTOMER AND EMPLOYEE EXPERIENCE .....</b>	<b>10</b>
<b>EDUCATION AND TRAINING .....</b>	<b>14</b>
<b>ECONOMICS AND STATISTICS .....</b>	<b>18</b>
<b>INFORMATION TECHNOLOGY .....</b>	<b>20</b>
<b>SAFETY .....</b>	<b>22</b>
<b>SECURITY .....</b>	<b>26</b>
<b>HEALTH .....</b>	<b>28</b>
<b>FACILITATION .....</b>	<b>30</b>
<b>SUSTAINABILITY AND ENVIRONMENT .....</b>	<b>32</b>
<b>ASSESSMENTS, ACCREDITATIONS, AND ADVISORY SERVICES .....</b>	<b>36</b>
<b>SMALL AND EMERGING AIRPORTS .....</b>	<b>38</b>
<b>EVENTS .....</b>	<b>40</b>
<b>ONLINE STORE .....</b>	<b>42</b>
<b>ACI REGIONS .....</b>	<b>44</b>



ACI World champions the transformation of airports and aviation globally to better connect the world.



**Justin Erbacci** —  
ACI World Director General

Airports Council International (ACI) World is committed to championing the transformation of airports and aviation globally to better connect the world—promoting sustainable growth and capacity optimization, operational and commercial excellence, safety, security, and an exceptional travel experience, all in collaboration with the ACI Regions.

As a cornerstone of the aviation sector, ACI and our member airports are instrumental in supporting tourism, trade,

and global connectivity—essential drivers of economic growth, job creation, and the enhancement of living standards across the globe.

To thrive effectively in a rapidly evolving landscape, the ACI World Governing Board, Standing Committees, and expert teams work diligently to address the industry's most pressing challenges and opportunities. Together, we ensure that we remain agile, impactful, and aligned with the needs of our members and the broader aviation ecosystem.

We offer a comprehensive suite of expertise, including robust advocacy, detailed guidance materials, in-depth assessments, and specialized training.

This booklet presents a curated selection of tools and solutions, each designed to empower airports to optimize their operations, strengthen their business models, and contribute meaningfully to the creation of a sustainable and resilient aviation system—for travellers, workers, and communities.

# ABOUT US

Airports Council International (ACI), the trade association of the world's airports, is a federated organization comprising **ACI World, ACI Africa, ACI Asia-Pacific & Middle East, ACI EUROPE, ACI Latin America and the Caribbean, and ACI North America.**

In representing the best interests of airports during key phases of policy development, ACI makes a significant contribution toward ensuring a global air transport system that is safe, secure, efficient, and environmentally sustainable. As of January 2025, ACI serves 830 members, operating 2,181 airports in 170 countries.

**ACI World's** mission is to champion the transformation of airports and aviation globally to better connect the world; promoting sustainable growth and capacity optimization, operational and commercial excellence, safety, security, and an exceptional travel experience – all in collaboration with the ACI Regions.



# OUR WORK WITH INTERNATIONAL ORGANIZATIONS



ORGANISATION DE L'AVIATION  
CIVILE INTERNATIONALE

INTERNATIONAL CIVIL  
AVIATION ORGANIZATION

ACI World works with international organizations, governments, and airport members as well as industry and other stakeholders to develop policies, programs, and best practices that further airport interests and drive world-class standards in the aviation industry.

Key areas of work with these organizations include safety, security, economic policy, sustainability and environmental protection, facilitation, IT and innovation, and health.

We work closely with the organizations below to represent the voice of the world's airports and provide expertise during policy development:

**ICAO** International Civil Aviation Organization | **IATA** International Air Transport Association | **CANSO** Civil Air Navigation Services Organization | **ICCAIA** International Coordinating Council of Aerospace Industries Associations | **ATAG** Air Transport Action Group | **WHO** World Health Organization | **WEF** World Economic Forum | **WTTC** World Travel and Tourism Council | **ITF** International Transport Forum | **UNWTO** World Tourism Organization | **And many more**

[i](#) Learn about our global advocacy on behalf of our airport members: [aci.aero/advocacy](https://aci.aero/advocacy)

# MEMBER BENEFITS

ACI membership is open to airports and aviation-related businesses around the world, which join as part of their respective ACI Region: Africa, Asia-Pacific & Middle East, Europe, Latin America and the Caribbean, or North America.

Members include airports, airport operators, national airport associations, governments, and educational establishments. As part of an active association, members benefit from the latest news, data-driven trends and forecasts, resources, training opportunities, customer experience expertise, and insights from industry experts.

- ✓ **Connect with airport** peers and industry leaders
- ✓ **Benefit from member rates** for industry, publications, reports, programs, and training
- ✓ **Build your airport's** capacity and improve your organization through programs and training opportunities
- ✓ **Shape industry** priorities and direction by participating in Committees, events, and other advisory groups
- ✓ **Gain insight** into industry trends and forecasts through members-only data, statistics, and publications

# BUSINESS PARTNER BENEFITS

ACI's World Business Partner (WBP) program is open to businesses working with airports or airport-related industries and is a function of the membership of the relevant ACI Region.

This unique program offers business partners the opportunity to connect with a global network of airports, access valuable tools and resources, and enable new business opportunities.

- ✓ **Connect with a global network** of airport executives and decision-makers
- ✓ **Take part in international and regional events**, at member rates, and showcase your products and services
- ✓ **Expand your presence** in regional and worldwide markets through ACI's global network
- ✓ **Gain insight** into industry trends and forecasts through members-only data and statistics
- ✓ **Shape industry** priorities and direction by participating in Committees, events, and other advisory groups
- ✓ **Receive complimentary or discounted** ACI World publications, data, and reports

📄 Learn about the benefits of being a member: [aci.aero/membership](https://aci.aero/membership)



# CUSTOMER AND EMPLOYEE EXPERIENCE

## The only 360° view of airport experience

ACI has the intelligence and tools to help airports measure and improve passenger and employee experience, business performance, airport service quality, and increase revenues.

Through the globally recognized Airport Service Quality (ASQ) program, we equip airports with a unique suite of customer experience solutions, including comprehensive customer and employee surveys, reports, benchmarking tools, recognitions, and advisory services to promote excellence in airport experience worldwide.

## Use the voice of customers to improve your passenger experience

### ASQ Departures and Arrivals Surveys

Helps airports monitor satisfaction and enhance the customer journey.

### ASQ Commercial Survey

Improves airport business performance by evaluating and guiding retail and commercial investment for better customer experience and revenue growth.

## Use the voice of employees for better employee engagement

### Employee Survey for Customer Experience (ECE)

Understand and measure employee and stakeholder motivations, engagement, and commitment to foster positive customer experience culture.



## Enhance your airport's customer experience management

### Customer Experience Accreditation

Enhance your airport's customer experience management with the only 360° accreditation program in the industry.

### Advisory services

Our customer experience experts offer a suite of tailored advisory services, from customized market research to on-site assessments and strategic planning, to elevate your airport experience.

## Be internationally recognized for exceptional customer experience

### ASQ Awards and Customer Experience Accreditation

Be recognized for airport excellence with the most prestigious airport experience distinctions in the industry.

## Become an airport customer experience expert

### Airport Customer Experience Professional (ACEP) Designation Program

Elevate your airport's customer experience with a globally recognized designation—take the next step to shape exceptional passenger journeys.

## Bring traveller insights into your customer journey

### ASQ's Global Traveller Survey

Uncover new customer experience trends and insights for refining the airport journey and meeting passenger expectations.

## Be part of the airport customer experience community

### Airport Experience Summit and ASQ Forum

Join the premier global event dedicated to customer and employee experience. Meet and learn from industry leaders and CEOs about their vision and airport experience strategy.

📄 Learn more about how we can help you improve your airport's customer experience: [aci.aero/asq](https://aci.aero/asq)

A woman with blonde hair is looking out a window. The scene is tinted with a blue color. She is wearing a dark top. The window shows a blurred view of an airport tarmac with a red circular sign.

# EDUCATION AND TRAINING

## For airport professionals, by airport experts

ACI Global Training is the world's leading provider of airport management and operations education.

We offer in-person and online courses and programs on aviation standards and best practices led by international experts and industry leaders.

Our programs range from executive leadership, professional accreditation, and subject-matter competency—covering all areas of the airport business.

## Comprehensive industry-leading training



## Flexible options for courses and programs

### Classroom course

Elevate your career with our instructor-led training, delivered by experts in the industry, either virtual or on-site.

### In-house training

Equip your team with tailor-made learning solutions led by industry experts, available either virtual or on-site, to cater to the specific requirements of airports.

### Online learning

Enhance your airport industry expertise anytime, anywhere with our self-paced online courses.

Certain courses available in other languages.

## Get internationally recognized qualifications

### Leadership programs

Take your airport leadership to the next level with our internationally recognized qualifications, such as the Airport Executive Leadership Program (AELP) and Airport Management Professional Accreditation Program (AMPAP).

## Earn recognition with global credentials

### Diploma programs

Equip your team with credentials in safety, security, finance, operations, and sustainability through our Airport Diploma Programs.

## Join our network of accredited training partners

### Accredited Training Partner Program

Become part of our global network of accredited training partners to showcase your training quality and open opportunities.

## Supporting equal opportunity

### ACI Fund

Our program financially supports airport professionals in developing nations, promoting equal opportunity.

📄 Advance your airport career with industry-leading education and training from ACI Global Training: [aci.aero/training](https://aci.aero/training)

# ECONOMICS AND STATISTICS

## The global authority for airport data and statistics

ACI has deep expertise in economics and finance to foster data-driven decision-making, investment, and policy.

We continue to be the world leader in the collection, analysis, and dissemination of information on the airport industry, and a provider of tools such as datasets, reports, policy briefs, and the ACI Intelligence Hub.

## Drive business decisions with actionable intelligence

### ACI Intelligence Hub

Monitor traffic, rankings, cargo, and passenger movements with our easy-to-use platform.

### Airport Economics Report & KPIs

A comprehensive analysis of the economic performance of airports around the world.

### World Airport Traffic Report

Exclusive data and reports on airport traffic, rankings, and trends across the world's airports.

### World Airport Traffic Forecast

Stay ahead of the curve with the most trusted industry forecasts.

## Robust reporting at your fingertips with monthly reports of the latest trends

### Monthly airport traffic data

Detailed statistics and regional summaries for approximately 1,200 airports participating in the monthly collection.

## Learn from industry leaders in airport economics

### Training

Enroll in economics courses covering air service development, forecasting, revenue generation, user charges, and more.

### Airport Finance Diploma

Learn how to optimize revenue generation efforts, allocate related expenditures, and manage investor relations.

📄 Drive better decisions with our comprehensive economics tools and resources: [aci.aero/economics](https://aci.aero/economics)



# INFORMATION TECHNOLOGY

## Enabling innovation for the airport community

To help the industry navigate and benefit from new technologies, ACI World experts work closely with international partners on policy development, airport regulations, and best practices.

We offer our members in-depth expertise, tools, and services through various IT initiatives to support airports in their digital transformation and the adoption of new technologies to ensure growth, resilience, and standards of excellence.

## Access concrete and practical advice for your digital transformation journey

### Digital Transformation handbooks

Get advice on focus areas of technology adoption, how to approach digital transformation, and assess your level of maturity.

## Understand and defend against airport cybersecurity threats

### Cybersecurity guidance and handbooks

Get best practices for addressing cybersecurity threats, from implementing a cybersecurity framework to technical strategies.

### Cybersecurity Incident Response Guidelines

Ensure your airport is fully prepared during a cyber attack or incident with our comprehensive white paper.

### APEX in Cybersecurity

Elevate your airport's defenses with a comprehensive cybersecurity assessment guided by global standards and industry experts.

📄 Explore our tools and solutions to enable the benefits of technology while defending against threats: [aci.aero/airport-it](#)

## Showcase your airport's technology leadership on the world stage

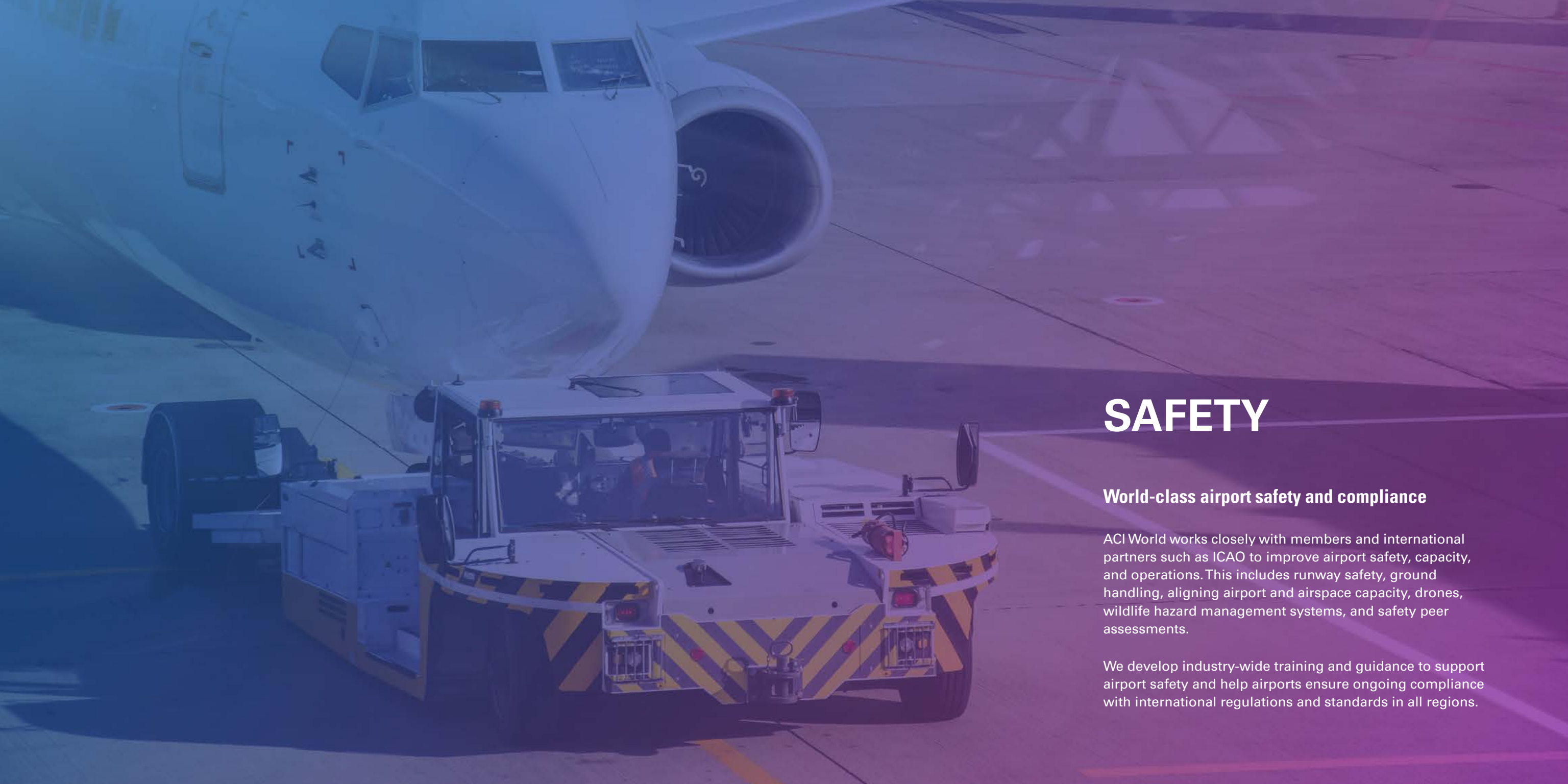
### ACI World-Amadeus Technology Innovation Awards

International recognition for industry-leading technology initiatives and leadership by airports around the world.

## Promote data standardization with stakeholders

### ACI Data Dictionary

Facilitate data exchange with a repository of airport-specific definitions for key industry terms.



# SAFETY

## World-class airport safety and compliance

ACI World works closely with members and international partners such as ICAO to improve airport safety, capacity, and operations. This includes runway safety, ground handling, aligning airport and airspace capacity, drones, wildlife hazard management systems, and safety peer assessments.

We develop industry-wide training and guidance to support airport safety and help airports ensure ongoing compliance with international regulations and standards in all regions.



## Comply with International Civil Aviation Organization (ICAO) Safety Standards and Recommended Practices and local civil aviation regulations

### Airport Safety Management Systems (SMS) Implementation

Get the necessary knowledge and skills to plan, develop, and implement a SMS with our course covering ICAO, FAA, and local civil aviation regulations.

### Safety Management Systems (SMS) handbook

Access global best practices in aerodrome safety management with our action-oriented SMS handbook.

### The Global Safety Network (GSN) Diploma Program

Strengthen your airport's safety and global reputation with the internationally recognized GSN Diploma Program.

### The Runway Safety handbook

Enhance runway safety with industry-specific guidance, including best practices, and risk assessment tools.

### The Aerodrome Certification Guide

Ensure safe and efficient aerodrome operations with a concise reference for the initial aerodrome certification and the continued re-certification processes.

## Identify and address safety gaps and vulnerabilities

### APEX in Safety

Enhance airport safety with a peer assessment program that customizes measures, reduces gaps, mitigates risks, and boosts performance.

## Mitigate wildlife strikes and ensure a safe aerodrome environment

### Wildlife Hazard Management handbook

Mitigate wildlife strikes and ensure aerodrome safety with the latest guidance, best practices, and case studies.

## Equip your airport to navigate adverse weather conditions

### Adverse Weather Operations Handbook

Weather-proof airport operations to stay fully equipped, minimize disruptions, and maintain safety in the face of a changing climate.

📄 Enhance safety and efficiency at your airport today: [aci.aero/safety](https://aci.aero/safety)

# SECURITY

## Vital resources to strengthen airport security worldwide

ACI World continues to promote risk-based, innovative security measures to regulators and other decision-makers.

To support airports' optimization of security measures, we equip members with tools and expertise through dedicated security initiatives, on-site security assessments, resources, and training programs that outline best practices and ensure compliance with international regulations.

## Strengthen your airport's resilience to complex security threats

### APEX in Security

Strengthen your defenses and reduce vulnerabilities with a comprehensive on-site airport review led by industry peers and experts.

### Addressing Insider Threat handbook

Mitigate risk within an airport environment with best practices and guidance addressing insider threat.

### Airport Security Risk Assessment handbook


Meet security standards with guidance on best practices and methodologies that can be applied to security risk assessments, to inform the allocation of resources.

### Security Management Systems (SeMS) Handbook

Enhance airport operations with proactive security, centralized integration, and tailored strategies for continuous improvement and compliance with ICAO standards.

### Airport Security Diploma

Enhance your airport's security with training to implement and maintain a security framework that complies with national and international regulations.

 Access the resources you need to strengthen your security and resilience: [aci.aero/security](https://aci.aero/security)

# HEALTH

## Prepare your operations for future public health disruptive events

ACI World is committed to helping airports protect public health by enhancing safety standards and airport processes.

As the industry shifts focus to long-term sustainable planning, our work in this area is evolving to help our members strengthen their preparedness for unforeseen health crises.

## Prepare your airport in the event of a future public health crisis

### Public Health and Safety Readiness Accreditation

Evaluate how aligned your airport's measures are with international recommendations and industry best practices.

① Prepare your airport today to protect people and operations:  
[aci.aero/health](https://aci.aero/health)





# FACILITATION

## Optimize and streamline airport operations

Through advocacy, accreditations, guidance material, and training, ACI World offers expertise and tools to help airports implement new technologies, information management systems, infrastructure, and best practices that improve terminal flows, processes, and accessibility.

Our areas include improving airport accessibility for persons with disabilities and those with reduced mobility, managing passengers' identity using biometrics, ensuring business continuity management processes, and combatting human trafficking.

## Make air travel more inclusive and accessible for all

### Accessibility Enhancement Accreditation

Supports airports of all sizes to provide a safe and positive travelling experience for travellers with disabilities.

### Airports & Accessible Travel: A Practical Guide

Leverage a comprehensive guide designed to help airports effectively assist travellers and improve facilities.

### Accessibility Use Cases

Enhance accessibility and assistance to persons with disabilities through use cases submitted by airports.

## Create a frictionless and secure future of travel with digital identity

### The Future of Travel and Digital Identity at Airports

Explore the publication on the future of travel and digital identity, to enable safer travel with evolving biometrics and digital identity management.

## Maintain normal operations during disruptions

### Airport Business Continuity Management handbook

Prepares airport authorities for disruptions and enables a return to normal operations using effective management tools.

## Achieve operational excellence

### The Passenger Facilitation Performance Metrics handbook

Optimize airport operations and passenger facilitation with best practices and measurement tools.

## Combat human trafficking to create a safer airport environment

### The Combatting Human Trafficking handbook

Benefit from guidance, case studies, and resources to combat human trafficking and create a safer airport environment.

Learn how we can help your airport meet growing capacity and improve operations: [aci.aero/facilitation](https://aci.aero/facilitation)



# SUSTAINABILITY AND ENVIRONMENT

## Helping the industry reach its goals

ACI is fully committed to advancing the overall sustainability of the global airport industry. Through advocacy and guidance, we contribute to our industry's ability to reach its long-term goal of net zero carbon emissions by 2050.

We work with airports, policymakers, and industry leaders to develop the blueprint for a decarbonized aviation ecosystem, including net zero airports. Through the leading ACI Airport Carbon Accreditation program as well as a wide range of publications, events, and other resources, we continuously strive to build an environmentally sustainable industry for all.



### Get recognized for your airport's climate efforts

#### ACI Airport Carbon Accreditation

Join the only institutionally endorsed program that independently assesses and recognizes airports' efforts to manage and reduce their CO2 emissions (managed by ACI EUROPE).

### Minimize your airport's environmental footprint

#### ACERT

Accurately measure and calculate greenhouse gas (GHG) emissions with reliable data to support Airport Carbon Accreditation.

### Enhance environmental management of your airport

#### APEX in Environment

Improve airport sustainability by advancing environmental performance and achieving a higher level of maturity.

### Replace aircraft auxiliary power unit (APU) with ground energy systems

#### AGES-S

Evaluate ground energy systems' benefits for reducing environmental impact and operating costs with this simulator tool.

### Build capacity in carbon and environmental management

#### Airport Sustainability and Environmental Management course

Enhance skills in sustainable airport operations and environmental management to implement an effective Environmental Management System.

#### ACI-SAA Climate Change & Aviation Sustainability

Gain expertise in sustainability and environmental management.

📄 Learn more about our comprehensive tools and expertise to empower the industry to reach its climate goals: [aci.aero/environment](https://aci.aero/environment)

### Elevate your airport's sustainability practices

#### Publications

Explore our publications for expert insights on alternative fuels, ESG management, noise management, and a sustainability strategy for airports.



# ASSESSMENTS, ACCREDITATIONS, AND ADVISORY SERVICES

## Unlock airport excellence

ACI World provides assessments and accreditations to help airports measure their operational standards against ICAO standards and industry best practices.

Acknowledging airports' unique needs, our experts also offer a suite of tailored advisory services, from customized market research to on-site assessments and strategic planning.

## Learn and improve from peer experience

### APEX in Safety

Enhance airport safety with a peer assessment program that customizes measures, reduces gaps, mitigates risks, and boosts performance.

### APEX in Security

Strengthen your defenses and reduce vulnerabilities with a comprehensive on-site airport review led by industry peers and experts.

### APEX in Environment

Improve airport sustainability by advancing environmental performance and achieving a higher level of maturity.

### APEX in Cybersecurity

Elevate your airport's defenses with a comprehensive cybersecurity assessment guided by global standards and industry experts.

## Prepare your airport for future public health crises

### Public Health & Safety Readiness Accreditation

Demonstrate your airport's proactive approach to protecting employees and the travelling public in the event of future public health disruptive events.

## Improve airport accessibility and showcase inclusion

### Accessibility Enhancement Accreditation

Supports airports of all sizes provide a safe and positive travelling experience for travellers with disabilities.

## Tailored airport assessments and solutions for success

Unlock your airport's potential with ACI's expert advisory services, customized to your airport's unique needs and situation.

### Airport Support Packages

Maximize the impact of APEX peer assessments with Airport Support Packages—benefit from all-in-one solutions to enhance operations, improve safety, and drive growth.

📍 Benefit from a tailored assessment, accreditation, or an advisory service: [aci.aero/accreditations](https://aci.aero/accreditations) and [aci.aero/apex](https://aci.aero/apex)

# SMALL AND EMERGING AIRPORTS

## Empowering key players in the ecosystem

Small and emerging airports represent a significant portion of ACI members and are crucial to the development of local and global connectivity, cohesion and territorial equality, social and economic development, as well as the potential for growth of their individual regions.

ACI World continues to ensure that their specific interests are represented in global advocacy and policy development, as well as in the establishment of appropriately scaled and tailored programs and services to support their sustainable development.

## Unlock growth potential with the right tools and support in all critical areas of airport operations

Our full suite of resources is specifically designed to meet your unique needs. Topics include:

Customer and Employee Experience	Health	Accessibility	Sustainability and Environmental Protection
Economics and Statistics	Training	Safety and Security	Publications

📄 Enhance your small and emerging airport today by visiting: [aci.aero/emergingairports](https://aci.aero/emergingairports)





# EVENTS

## Unique opportunities to network with peers and shape the future

Throughout the year, ACI World organizes and partners on exclusive events that present unique opportunities to our members to learn and network with aviation colleagues and experts from around the world.

In addition, each ACI Region has a range of events designed for the needs and topics relevant to their region.

## Join global events that bring together leaders and shape the future of the airport industry

### **ACI World Annual General Assembly (WAGA), Conference and Exhibition**

Join the most important global gathering of airport industry leaders from all regions.

### **Airport Experience Summit**

Be part of the premier global airport event dedicated to customer and employee experience.

### **Airports Innovate**

Take part in an event that is a creative and dynamic thinktank reflecting the latest trends and advancements in technology.

### **The Trinity Forum**

Join the world's leading airport commercial revenues event, jointly organized by The Moodie Davitt Report, ACI Asia-Pacific & Middle East, ACI EUROPE, and ACI World.

**i** Join a range of regional industry events as well!  
Visit [aci.aero/events](https://aci.aero/events) to learn more.

# ONLINE STORE

ACI World has developed a **one-stop source** to empower our members and aviation stakeholders to build a strong, sustainable, and resilient aviation ecosystem, covering safety, security, facilitation, IT and innovation, environment, airport experience, and more—we have you covered.

Browse our range of publications, tools, and other resources to gain insight into the industry and improve the airport community worldwide.

Get Started Today!

[aci.aero/store](https://aci.aero/store)

Have questions? Want to know more?

Let's Talk!

[services@aci.aero](mailto:services@aci.aero)





# ACI REGIONS

ACI works globally across five geographical areas. Become a member and have access to all the benefits in your region as well to all of the products and services that ACI World provides.

## ACI Africa | Casablanca

Académie Internationale  
Mohammed VI de l'Aviation Civile  
Nouasseur, Casablanca, Morocco

Phone: +212 660 156 916  
Fax: +212 520 300 880  
Email: [aci-africa@aci-africa.aero](mailto:aci-africa@aci-africa.aero)

## ACI Asia-Pacific & Middle East | Hong Kong

Unit 13, 2/F, HKIA Commercial Building,  
1 Sky Plaza Road,  
Hong Kong International Airport,  
Hong Kong SAR

Phone: (852) 2180 9449  
Email: [info@aci-asiapac.aero](mailto:info@aci-asiapac.aero)

## ACI EUROPE | Brussels

37-40 Boulevard du Régent (5th Floor)  
1000 Brussels, Belgium

Phone: +32 (0)2 552 09 77/79  
Fax: +32 (0)2 502 56 37  
Email: [communiquer@aci-europe.org](mailto:communiquer@aci-europe.org)

## ACI Latin America and the Caribbean | Panama City

PH Lumiere, 20-A  
Ave. La Rotonda  
Costa del Este  
Ciudad de Panamá

Email: [info@aci-lac.aero](mailto:info@aci-lac.aero)

## ACI North America | Washington DC

1615 L Street NW, Suite 300  
Washington, DC 20036

Phone: 202-293-8500  
Fax: 202-331-1362  
Email: [memberservices@airportsCouncil.org](mailto:memberservices@airportsCouncil.org)

**THE VOICE OF THE  
WORLD'S AIRPORTS**



## **Airports Council International (ACI) World**

1500-800 rue du Square Victoria  
Montréal, Québec H3C 0B4  
Canada

+1 514 373 1200  
[aci@aci.aero](mailto:aci@aci.aero)  
[www.aci.aero](http://www.aci.aero)

For more information about programs and services,  
please contact [services@aci.aero](mailto:services@aci.aero)

