

AIRPORT HONOUR AWARDS

WITH

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INTERNATIONAL
Airport
REVIEW

Awards

1. Sustainable Airport Award
2. Baggage Innovation Award
3. Airport Innovation Award
4. Accessible Airport Award
5. Passenger Experience Award
6. Equity, Diversity and Inclusion Award
7. Airport Security Award
8. Airport Leader of the Future
9. Airport Leader of the Year
10. Airport of the Year



JUDGING CRITERIA

Sustainable Airport Award

Evidence of reduction of environmental impact (out of 5)

- How the airport responds to climate change through reducing greenhouse gas emissions and working towards net zero targets.
- How the airport mitigates contributions to pollutant emissions and local air quality.
- How the airport conserves material resources by responsible consumption, protection and circular economy.
- How has the airport integrated biodiversity impact mitigation and wildlife trafficking into their sustainability strategy?

Evidence of social impact (out of 5)

- How the airport is enhancing the quality of life of its surrounding communities by sharing the benefits of services, education and employment opportunities within the airport and reducing noise.
- How the airport is contributing to social entrepreneurship that addresses social challenges.
- How the airport is providing a fair and motivating place to work that is respectful of human and labour rights and business ethics.
- How the airport is providing a good service for passengers, specifically those with reduced mobility or disabilities and providing sustainability-driven passenger experience initiatives.

Evidence of economic impact (out of 5)

- How the airport has developed a sustainable and balanced business model and increased revenue from sustainability-related services.
- How the airport is contributing to economic development of its surrounding communities and affecting employability directly or indirectly.
- How the airport influences the sustainability of its supply chain and extended supply chain.
- How the airport works with stakeholders to promote sustainable tourism in their destination.



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Baggage Innovation Award

Innovation and originality (out of 5)

- Introduction of groundbreaking or significantly improved baggage processes, systems or technologies
- Originality of concept, design or implementation that sets the airport apart from the others
- Demonstrates leadership in rethinking traditional baggage handling models

Evidence of operational efficiency and impact (out of 5)

- Evidenced improvements in baggage handling speed, accuracy and throughput
- Proven reduction in lost, mishandled or delayed baggage incidents
- Optimised use of space, energy or workforce within the baggage handling system

Evidence of passenger experience enhancement (out of 5)

- The project has had a direct positive impact on the passenger baggage journey
- New convenient features introduced (e.g. off-airport bag-drops, tracking apps, real-time updates)
- Reduced anxiety and increased satisfaction around baggage handling



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Airport Innovation Award

Evidence of creative success (out of 5)

- How the airport has shown exceptional creativity and out-of-the-box thinking when working on innovation challenges.
- How the airport's innovation(s), has/have enhanced the passenger experience, improved operational efficiency, and/or promoted sustainability.
- Demonstrable statistics/evidence on how the airport has made experience, efficiency or sustainability gains.
- How the airport has fostered unique partnerships, unconventional approaches, or novel business models.

Evidence of innovative culture (out of 5)

- How the airport promotes a culture of open innovation in its employees and throughout the organisation.
- How the airport demonstrates a commitment to driving innovation via forward-thinking policies.
- How the airport receives innovation ideas from employees outside of the innovation department.

Evidence of collaboration (out of 5)

- How the airport has collaborated with other industry stakeholders, such as airlines, vendors, or government agencies, to drive innovation and solve common challenges facing the aviation industry.
- How the airport works with start-ups and helps them test and implement their ideas.
- How the airport collaborates with local universities to enable knowledge exchange and experience.



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Accessible Airport Award

Evidence of accessible facilities and services (out of 5)

- How well does the airport ensure that all facilities are accessible to passengers with disabilities, including parking, terminals, restrooms, and seating areas?
- How does the airport demonstrate innovation in promoting accessibility, such as through the use of assistive technology, universal design principles, or unique accessibility features?

Evidence of inclusive communication and information (out of 5)

- How does the airport provide accessible communication and information to passengers with disabilities, such as through braille signage, audio announcements, and accessible websites?
- How well does the airport train staff on customer experience and communication to ensure an accessible travel experience for all?

Evidence of accessible air travel culture (out of 5)

- How well does the airport train staff to assist passengers with disabilities, including wheelchair assistance, service animal support, and other special accommodations?
- How does the airport gather and respond to feedback from passengers with disabilities, and how well does it engage with disability advocacy groups and organisations to improve accessibility and inclusivity?



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Passenger Experience Award

Evidence of an efficient passenger journey

- How well does the airport demonstrate a seamless airport journey from curb to gate?
- How well does the airport make use of smart technologies such as biometrics, self-service and e-gates to streamline check-in, security, immigration and boarding?
- Evidence of reducing wait times, improving wayfinding and optimising passenger flow.

Evidence of customer service excellence (out of 5)

- Evidence of proactive, professional and empathetic customer experience.
- Excellent staff training programmes and empowering staff with the technology and tools to handle passenger enquiries effectively.
- Availability of multi-lingual support, chatbot services, information desks or airport ambassadors.

Evidence of innovation in experience design (out of 5)

- Evidence of offering passengers a personalised journey through digital platforms, loyalty programmes or data-driven services.
- Engages passengers through local culture, entertainment, art, or storytelling.
- Introduction of new ideas, concepts or technologies that significantly enhance the passenger experience such as immersive experiences, smart luggage services, digital concierges etc.



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Equity, Diversity & Inclusion Award

Evidence of equity (out of 5)

- How does the airport ensure all employees have access to the same opportunities, resources and are treated with respect?
- How does the airport promote value based on skills, knowledge and abilities rather than characteristics?
- How transparent and fair is the airport in fairness in pay, childcare, maternity leave, work-from-home flexibility and family obligations?

Evidence of a diverse workforce (out of 5)

- How well does the airport prioritise diversity in its policies, such as recruitment, training, promotion, and employee benefits?
- How does the airport engage with its employees to promote diversity such as through employee resource groups, diversity training, and mentorship programmes?

Evidence of an inclusive workplace (out of 5)

- How does the airport create an inclusive environment for all employees and passengers, such as through accessible facilities, diverse artwork and programming, and inclusive language in communications and signage?
- How does the airport support inclusion in its supply chain, such as by working with minority-owned or women-owned businesses?
- How does the airport engage with the local community to promote equity, diversity and inclusion, such as through partnerships, education programmes, and outreach events?



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Airport Security Award

Evidence of effectiveness and efficiency (out of 5)

- How effectively do the airport security measures operate and how accurate are they in detecting prohibited items?
- How efficient is the airport's security screening and how fast are the security checks?
- How does the airport minimise unnecessary delays?

Evidence of security innovation (out of 5)

- How well does the airport adopt and utilise cutting-edge technologies in airport security?
- Is the airport using AI-powered and smart security screening systems, biometrics, real-time threat detection technologies?
- How does the airport promote a high-quality security culture among employees to keep passengers, employees and infrastructure safe?

Evidence of passenger experience and seamlessness (out of 5)

- How the airport takes measures to minimise wait times, optimise queue management and ensure clear communication of security procedures to passengers.
- Initiatives taken by the airport to enhance passenger comfort by introduction of family lanes or accessibility accommodations while maintaining high levels of security.



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Airport Leader of the Future

Evidence of professional excellence and achievement (out of 5)

- Evaluation of the nominee's professional accomplishments, including notable projects, innovations or contributions to their airport.
- Evidence of outstanding performance, leadership and demonstrated expertise in their respective fields.

Evidence of leadership and initiative (out of 5)

- How well has the nominee lead teams and driven positive change within their airport?
- Evidence of leadership roles such as mentoring colleagues, spearheading projects or departments that have made significant impact.

Evidence of commitment to growth and development (out of 5)

- Does the nominee commit to continuous learning, personal development and professional growth?
- Evidence of the nominee expanding their knowledge, skills, and network.
- Potential for future success in airport leadership.



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Airport Leader of the Year

Strategic vision and execution (out of 5)

- Evaluation of demonstration of long-term vision and ability to steer the airport towards sustainable growth
- Evidence of successfully executing major initiatives, infrastructure developments or transformation projects
- Evidence of inspiring their workers, leading with foresight, aligning airport objectives with global aviation trends and regulatory requirements

Evidence of operational excellence (out of 5)

- Does the nominee have a proven track record in improving efficiency, safety and reliability of the airport's operations?
- Demonstrating effective management of resources during both normal operations and crisis situations
- Evidence of measurable improvements in KPIs such as passenger throughput, passenger satisfaction, turnaround times or environmental performance

Evidence of innovation and adaptability (out of 5)

- Does the nominee champion innovative technologies or approaches in airport operations, passenger experience or commercial services?
- Evidence of adaptability to industry challenges
- Leads digital, environmental or cultural transformation within the airport



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Airport of the Year

Total across all categories (105 points)

The most coveted prize of all, the Airport of the Year celebrates the “all-rounder” airport who has achieved excellence in all areas of operational efficiency, passenger experience, innovation and sustainability. Therefore, the winner will be the airport who receives the highest score across the following award categories: sustainable airport, baggage innovation, innovation, accessibility, passenger experience, EDI, and security. To be in the running for the Airport of the Year, airports must enter all of the practical categories mentioned above.



Questions?

Should you require any further information, please do not hesitate to reach out.

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