

AIRPORT OPERATIONS

Airport Operations

Schiphol Airport (Netherlands) has recorded an estimated 13.7% reduction in noise impact from measures introduced under the government's balanced approach procedure. The monitoring, conducted for the Ministry of Infrastructure and Water Management using 2026 traffic forecasts, assesses measures including fleet renewal, night flight restrictions, tariff differentiation and a cap of 478,000 annual flights. The target is a 15% reduction in noise-affected residents and dwellings by November 2025.

Initial results show that tariff differentiation has delivered a stronger effect than expected, while other measures such as quieter night operations and fleet renewal have produced smaller impacts. Two nighttime noise reduction targets have been achieved, but the reduction in homes within the 58 dB contour remains below the target.

The results are based on forecast data and may underestimate actual noise reductions due to incomplete aircraft performance data. Further monitoring using operational data through 2026 will determine final outcomes, with additional measures under discussion with KLM to improve results. #1266.OPS1

The European Union has completed the full deployment of the Entry/Exit System (EES) across the Schengen Area, while airports and airlines report operational disruption on the first day of full implementation. The system, delivered by European Commission and operated by eu-LISA, marks the conclusion of a 180-day rollout that began in October 2025. It links central infrastructure with national border systems to process real-time data on third-country nationals entering and exiting the Schengen Area.

With deployment completed, new obligations now apply to carriers, requiring airlines and other operators to conduct pre-departure checks using the EES Carrier Interface. The platform enables verification of entry conditions through system integration, web and mobile tools, without granting access to personal travel histories.

However, ACI EUROPE and Airlines for Europe reported significant disruption as full operations began, with waiting times of up to two to three hours at airport border control during peak periods. The delays have led to missed flights and operational impacts, despite partial suspension measures allowing some biometric requirements to be bypassed.

Industry bodies are calling for immediate flexibility, including the ability for border authorities to fully suspend the system when delays become excessive. They warn that without adjustments, the EES risks affecting operational efficiency and passenger experience, particularly ahead of the peak summer travel season.

eu-LISA will now focus on monitoring system performance and providing aggregated data on entries, exits and overstays to support policymaking and operational planning across the EU. #1266.OPS2

European airports are facing the risk of jet fuel shortages within three weeks if transit through the Strait of Hormuz does not resume in a significant and stable manner.

ACI Europe, the trade association for European airports, warned the European Commission that fuel reserves are declining and that military activity is placing additional pressure on supply. The organisation said there is currently no European Union-wide system for assessing and monitoring jet fuel production and availability, and called for coordinated action to manage the risk of disruption.

Jet fuel prices in north-west Europe rose to USD 1,573 per tonne on 9 April 2026, compared with about USD 750 per tonne before the Iran war. Airlines reported that they have sufficient fuel for the coming

weeks, but suppliers have been unable to guarantee deliveries into May. Four Italian airports also introduced jet fuel restrictions last weekend following disruption at a key supplier. Higher fuel costs are already affecting airline operations. Delta Air Lines said it would reduce capacity by 3.5% and expects an additional USD 2 billion in fuel costs between April and June, while Air New Zealand and LOT Polish Airlines have also reduced some services. ACI Europe said a broader supply shortage would disrupt airport operations and air connectivity during the peak summer season. #1266.OPS3

Miami International Airport (Florida, United States) is assessing new long-haul routes to Asia and the Middle East, with varying feasibility depending on aircraft availability.

A report by the Miami-Dade Aviation Department identifies limited long-haul aircraft supply as the main constraint, with improvement expected within two to three years. Tokyo is considered the most viable option, supported by fleet expansion at Japan Airlines, while cargo opportunities may involve Nippon Cargo Airlines. Singapore remains unfeasible for nonstop passenger service due to current aircraft limitations, although cargo discussions continue.

In Saudi Arabia, Riyadh is unlikely in the near term due to fleet and airport constraints, while Jeddah is under consideration, with Saudia indicating interest, subject to additional aircraft availability. Prospects for Asunción remain uncertain, with American Airlines lacking suitable aircraft, although GOL Airlines is reconsidering potential service.

Miami International Airport handled over 55 million passengers and nearly 3.5 million tonnes of cargo in 2025, reflecting its role as a major international gateway in the United States. #1266.OPS4

The Federal Aviation Administration has prohibited parallel arrivals at San Francisco International Airport (California, United States), reducing the airport's maximum arrival capacity. The decision eliminates simultaneous approaches to Runways 28 Left and 28 Right, which are spaced 229 m (750 ft) apart, requiring staggered approaches in all weather conditions. The change took effect on 31 March 2026 following a regulatory review of airspace and separation requirements, with the FAA confirming it was not triggered by any specific incident.

The airport's maximum arrival rate has been reduced from 54 to 36 aircraft per hour, with nine movements lost due to the procedural change and a further nine due to runway closures linked to ongoing airfield works. The construction programme includes resurfacing Runway 1 Right and upgrading taxiways, lighting and markings.

San Francisco International Airport handled approximately 190,600 air carrier landings in 2025. During construction, arrivals and departures are concentrated on Runways 28 Left and 28 Right, with Runway 1 Left used as a taxiway. The airport estimates delays could affect up to 25% of flights. #1266.OPS5

Mexico City International Airport (Mexico) has implemented a new Airport Management System to improve operational efficiency and reduce delays. The system, known as SIGA, integrates multiple digital platforms including slot coordination, operational databases and resource management tools to support planning, control and automated billing of airport activities. Initial deployment includes a slot management system to improve transparency in take-off and landing allocations, with full system rollout scheduled for May 2026.

The technology will enable real-time coordination of aircraft stands, baggage systems and airport operations, supporting reduced errors and improved scheduling performance. #1266.OPS6

Santiago's Arturo Merino Benítez Airport (Chile) has conducted its first simultaneous take-off from parallel runways during the FIDAE 2026 air show. The operation involved two LATAM Airlines aircraft, an Airbus A320 and a Boeing 787, departing at the same time on commercial flights. The demonstration was carried out in coordination with Chile's air force and the national civil aviation

authority. The simultaneous departure was executed as part of operational procedures being developed to increase runway capacity. The airport currently operates parallel runways, but not yet under fully independent operations.

The test forms part of efforts to enable future independent runway use, which would allow higher aircraft movement rates through improved air traffic management and coordination. #1266.OPS7

Latin America's main airports are experiencing increasing congestion, with more than half of flights operating at capacity-constrained terminals, according to the International Air Transport Association. IATA stated that 54% of flights in the region are operating at congested airports, with major hubs such as Bogotá, Mexico City, Havana, Lima, São Paulo, Recife, Rio de Janeiro and Belo Horizonte classified as Level 3, where demand exceeds capacity for extended periods. Several airports, including Buenos Aires Aeroparque, Cancún and Santo Domingo, are classified as Level 2, indicating periodic congestion.

The organisation noted that congestion is increasingly affecting secondary airports, particularly in Colombia and Brazil, with Medellín identified as operating at near-capacity levels. Passenger traffic across Latin America and the Caribbean reached 477 million in 2025, representing a 3.7% increase year on year. IATA indicated that sustained annual traffic growth of 2–4% over the next 14 years could lead to further saturation at secondary airports. The association also emphasised the need to improve efficiency at existing infrastructure and strengthen secondary airport networks rather than relying solely on new capacity development. #1266.OP8

Kuwait's Kuwait International Airport remains closed, with the Directorate General of Civil Aviation denying reports that flight operations have resumed. The authority stated that information circulating on social media, reportedly linked to an airline, claiming that flights would restart, is incorrect and not officially approved. Officials confirmed that no decision has been taken to reopen the airport or resume air traffic.

According to spokesperson Abdullah Al-Rajhi, the public has been advised to rely only on official communications and avoid sharing unverified information. Any updates regarding flight operations will be announced through formal channels.

Kuwait's airspace and airport operations have been suspended since 28 February 2026 due to regional political and security tensions, with the closure remaining in place as a precautionary measure. #1266.OPS9

Airports in China and India are seeking to expand their role in global transit traffic as disruption in the Middle East reduces connectivity through Gulf hubs such as Dubai and Doha. Before the conflict, around one-third of Asia–Europe passengers were routed through Middle Eastern airports. Capacity constraints in the region have led to increased traffic via Asia, with bookings for business travel through mainland China rising by 69% in the weeks following the outbreak of the conflict. Chinese airlines have also added more than 3,000 additional flights to Europe for the summer season, while services to Australasia have increased by 29%.

Airports in cities such as Beijing, Shanghai and Guangzhou are expanding capacity, supported by growing domestic networks and rising middle-class demand. However, industry participants note that these airports are not yet structured as global transfer hubs in terms of connectivity, passenger processing and facilities.

While some traffic has shifted temporarily, aviation organisations, including the International Air Transport Association, indicate that Middle Eastern carriers, which account for around 15% of global international traffic, are expected to regain their previous position once regional conditions stabilise. #1266.OPS10

Ground Handling

Helsinki Airport (Finland) and multiple Nordic airports have seen contract awards and renewals for Aviator Airport Alliance covering airline operations across the region.

At Helsinki Airport, Aviator has signed a multi-year agreement with China Southern Airlines to provide passenger, ramp, baggage and de-icing services for the airline's Beijing Daxing route launched on 29 March 2026. China Southern Airlines operates a fleet of around 900 aircraft and serves more than 200 destinations globally.

Separately, Air France–KLM has renewed and expanded its ground handling agreement with Aviator across nine airports in Sweden, Norway, Denmark and Finland, including Copenhagen Airport, Helsinki Airport and Stockholm Arlanda Airport. The contract covers approximately 14,000 annual departures and includes full ground handling and de-icing services for Embraer, Boeing 737 and Airbus A319, A320 and A321neo aircraft. #1266.OPS11

Lufthansa Group, a German airline group, has reached a collective labour agreement with Verdi, a trade union representing more than 20,000 ground staff in Germany.

The 26-month deal provides a 4.6% pay increase in two stages from 1 January 2026 and covers approximately 20% of the company's workforce. The agreement was concluded without industrial action. Separately, Lufthansa Group remains in negotiations with the Vereinigung Cockpit pilots' union regarding pension arrangements following earlier strike action, with discussions ongoing after a revised proposal from the airline. #1266.OPS12

dnata, a Dubai-based air services provider, has completed the integration of its Italian ground handling business following full ownership of Airport Handling in 2025. All operations in Italy now operate under the dnata brand, with alignment to the company's global systems, governance and operating processes. The integration follows dnata's phased increase in its shareholding before acquiring full control.

Italy represents one of dnata's largest European markets, where the company handles around 150,000 flights annually for more than 60 airline customers. Its workforce exceeds 5,000 employees across 11 airports, including Rome's Leonardo da Vinci–Fiumicino Airport (Lazio, Italy) and Milan's Malpensa Airport (Lombardy, Italy).

dnata has also announced a EUR 25 million (USD 27 million) investment in a new cargo facility at Milan's Malpensa Airport (Lombardy, Italy), intended to expand cargo capacity. Its catering division produces over 7 million meals annually across the same network. #1266.OPS13

South America's aviation sector, led by Brazil's domestic market, is putting pressure on ground handling capacity across major airports in the region. Traffic growth, supported by post-pandemic recovery and airline network expansion, is straining apron space, equipment availability and workforce capacity, particularly at key hubs. Brazil recorded domestic traffic growth of 11.1% in 2025, significantly above the global average, while infrastructure development has not consistently kept pace with peak demand.

The expansion of low-cost carriers is intensifying operational demands, with high aircraft utilisation and short turnaround times requiring stricter service agreements and increasing cost pressure on ground handling providers. Contract structures, including extended payment terms and limited escalation mechanisms, are affecting operators' ability to invest in equipment, training and technology. Industry initiatives such as the CRES programme by ABESATA and updated standards from International Civil Aviation Organization aim to strengthen safety and operational consistency. Adoption of artificial

intelligence and electric ground support equipment remains uneven, with implementation concentrated at larger airports due to infrastructure and financing constraints. #1266.OPS14

Menzies Aviation, a UK-based global aviation services provider, reported revenue of USD 3 billion for 2025, driven by expansion and acquisitions across its network. Revenue increased 16% from USD 2.6 billion in 2024, marking a fifth consecutive year of double-digit growth, while EBITDA reached USD 406 million with a 13.4% margin. The company supported 5.3 million flights, including 3.7 million fuelling operations and 1.6 million ground handling turns, and handled 2.4 million tonnes of cargo. Growth was supported by the acquisition of G2 Secure Staff, expanding Menzies Aviation's presence in the United States to 108 airports and contributing to a global network of 347 airports in 65 countries. The company added 63 airports and increased its workforce to 65,000 employees. New contracts included ground handling licences at Miami International Airport (Florida, United States) and New Terminal One at John F. Kennedy International Airport (New York, United States), alongside continued investment exceeding USD 200 million in fleet modernisation and equipment electrification. #1266.OPS15

The Aviation Services Association has warned that rising fuel costs are increasing financial pressure on ground handling organisations worldwide.

Airlines have introduced passenger surcharges to offset higher fuel expenses while also seeking cost reductions from suppliers, including ground handlers. These organisations face similar fuel-related cost increases but have limited ability to pass on or absorb additional financial burdens. Labour represents 50–65% of ground handling operating costs, and operators are resisting workforce reductions as a mitigation measure. Previous staffing cuts during the COVID-19 pandemic led to operational disruption and long-term loss of experienced personnel, influencing current staffing decisions. Ground handlers are also operating under reduced and unpredictable flight schedules, affecting staff workload, financial performance and cash flow. The association stated that market data is being provided to support members, while emphasising that pricing decisions remain independent and must comply with competition law. #1266.OPS16

Accessibility & Customer Experience

The New Terminal One at John F. Kennedy International Airport (New York, United States) has appointed Wilson James as the provider of passenger assistance services.

Wilson James, a United Kingdom-based aviation services company, will design and operate support services for passengers requiring assistance, including managing requests, operating dedicated facilities and coordinating with airlines and ground handlers. The programme is expected to create approximately 130 local jobs.

The terminal forms part of a USD 19 billion redevelopment programme led by the Port Authority of New York and New Jersey, with the first phase of the new international facility scheduled to open in 2026. #1266.OPS17

Chicago O'Hare International Airport (Illinois, United States) has been ranked the most stressful airport in the United States based on delays, parking costs and travel time to the city centre. The ranking, produced by Mozio, a transport services provider, assessed the 20 busiest US airports using a combined "stress score". Chicago O'Hare recorded a score of 8.42 out of 10, with 74.6% of flights departing within 15 minutes of schedule and daily parking costs of approximately USD 43. Travel time to downtown Chicago was estimated at around 60 minutes.

New York's LaGuardia Airport (New York, United States) ranked second with a score of 7.54, followed by John F. Kennedy International Airport (New York, United States) and Newark Liberty International Airport (New Jersey, United States), both scoring 7.19. High parking costs, reaching up to USD 80 per day at LaGuardia, were a contributing factor.

Chicago O'Hare is one of the largest aviation hubs in the United States, handling over 80 million passengers and more than 776,000 aircraft movements in 2024. At the lower end of the ranking, Minneapolis-Saint Paul International Airport (Minnesota, United States) recorded the lowest stress score at 1.76, reflecting shorter travel times, lower parking costs and higher on-time performance.

#1266.OPS18

Commercial & Marketing

Aena, Spain's airport operator, has launched a concession tender for food and beverage outlets at Málaga-Costa del Sol Airport and Gran Canaria Airport (Spain). The tender covers 37 units across more than 14,000 m² of space under 12 contracts, with concession terms ranging from six to ten years and options for extension. The process is expected to generate at least EUR 276.9 million (USD 299.5 million) in minimum guaranteed rent over the initial contract periods, with additional revenue linked to sales.

The contracts require investment from concessionaires for fit-out and equipment, and form part of Aena's strategy to expand commercial revenues at airports with high international passenger volumes, particularly those serving leisure travel markets. #1266.OPS19

Avolta, a Switzerland-based travel retail and food and beverage operator, has been awarded a 15-year concession at Jacksonville International Airport (Florida, United States) to develop a new food hall. The contract covers a 500 m² facility comprising four food and beverage outlets, combining local Northeast Florida concepts with selected national brands. The development forms part of the airport's terminal commercial offering and will be located within the passenger concourse.

The concession was awarded by Jacksonville Aviation Authority, the operator of Jacksonville International Airport, and expands Avolta's presence at the airport. The company stated that the concept will align with passenger demand and include partnerships with local operators. #1266.OPS20

European airport duty-free sales reached EUR 10.13 billion (USD 11.0 billion) in 2025, according to the European Travel Retail Confederation, representing a 5.5% increase compared with 2024. Passenger traffic across European airports grew by 5.8% year-on-year, exceeding the rate of sales growth, while unit sales rose by 4.5%. As a result, average spend per passenger declined slightly by 0.3% to EUR 10.55 (USD 11.50).

All major retail categories recorded growth, with tobacco and food and confectionery showing double-digit increases, while spirits declined by 0.7%. The data indicates continued demand across the sector despite wider geopolitical uncertainty.

The figures are based on the ETRC Business Performance Index, compiled using sales data from travel retailers and passenger traffic data, reflecting overall growth in both value and volume across European airport retail. #1266.OPS21

The Port Authority of New York and New Jersey and JFKIAT, operator of Terminal 4 at New York's John F. Kennedy International Airport (New York, United States), have selected JFK T4 Retail Partners LLC to redevelop duty free concessions. The partnership includes ARI, an international travel retail operator active in 12 countries, and International Shoppes, a Queens-based duty free retailer, alongside several local business partners. JFK T4 Retail Partners assumed operations

on 1 April 2026, with a phased programme of store upgrades, brand introductions and retail activations planned through 2026 and beyond.

The concession redesign will introduce new duty free and specialty retail concepts incorporating global brands and locally sourced products, including a New York Duty Free concept focused on city-based offerings. Five New York City small businesses have been selected as joint venture partners to participate in the retail programme.

The initiative follows Terminal 4's USD 1.5 billion expansion and modernisation programme and forms part of JFKIAT's broader commercial redevelopment strategy for the terminal. #1266.OPS22

Tampa International Airport (Florida, United States) is preparing a major overhaul of its concessions and retail programme as existing contracts approach expiry between 2028 and 2031. The airport plans to issue a request for proposals by the end of 2026, following completion of demand analysis and preliminary layouts for all terminals. The revised programme will prioritise food and beverage offerings over retail, reflecting passenger preferences and increased demand for dining options within terminal areas.

Proposed changes include reconfiguration of concession spaces across all airside areas, with increased allocation to food and beverage near gates and more open layouts in the main terminal. The programme will be supported by a future capital project planned for inclusion in the 2027 budget. #1266.OPS23

Adani Airport Holdings Ltd, the airport infrastructure arm of Adani Enterprises (India), has acquired 100% of out-of-home advertising firm Skyiwave for INR 30 million (USD 0.36 million). The acquisition was completed through a share purchase agreement, making Skyiwave a wholly owned subsidiary. The company provides advertising services, including hoardings and media solutions, which will support the management of advertising assets across Adani's airport network. Skyiwave reported turnover of INR 1.65 million (USD 0.02 million) in the 2025 financial year. The transaction did not require regulatory approvals and was not classified as a related-party deal. The acquisition forms part of Adani Airport Holdings' activities across multiple airports in India, where it manages infrastructure, operations and commercial services, including non-aeronautical revenue streams. #1266.OPS24

Adani Airport Holdings Limited, the Indian airport operator, has launched an in-terminal delivery service at Mumbai's Chhatrapati Shivaji Maharaj International Airport (Maharashtra state) in partnership with quick commerce platform Blinkit. The service, introduced in Terminal 2 domestic departures, allows passengers to order items including food, electronics, travel accessories and personal essentials via a mobile application, with delivery to locations such as boarding gates, lounges and food courts. All products are sourced from approved in-terminal inventory in line with security requirements.

The initiative forms part of the airport's commercial strategy to expand digital retail services and non-aeronautical revenue, while providing additional purchasing options within the terminal environment. #1266.OPS25

China Duty Free Group, a state-owned Chinese travel retail operator, held discussions with Vietnam Duty Free and Changi Airport Group during a partners meeting in Shanghai (China). The company and its subsidiary China Duty Free International signed a memorandum of understanding with Vietnam Duty Free to develop travel retail operations, including cooperation at Hanoi's Noi Bai International Airport (Vietnam) and Ho Chi Minh City's Tan Son Nhat International Airport (Vietnam). The agreement covers joint development of the Vietnamese travel retail market and expansion of Chinese brands internationally.

Separately, China Duty Free Group met Changi Airport Group, the operator of Singapore Changi Airport (Singapore), to discuss retail trends and potential collaboration, including opportunities for Chinese products within airport retail environments.

Vietnam recorded approximately 21.2 million international visitors in 2025, with government targets of 25 million visitors and tourism revenues of VND 1,100 trillion (USD 42 billion). China Duty Free Group stated it will continue expanding international partnerships and overseas retail activities. #1266.OPS26

Sanya (Hainan, China) recorded duty-free sales of RMB 10.06 billion (approximately USD 1.46 billion) in the first quarter of 2026, an increase of 28.2% year-on-year. According to the Sanya Commerce Bureau, this was the first quarterly result above RMB 10 billion in three years. Store traffic increased by 20.7%, and the number of purchasers rose by 21.1%, supported by RMB 80 million (USD 11.6 million) in consumption vouchers, which generated RMB 1.38 billion (USD 200.4 million) in sales.

Growth was supported by policy measures linked to the Hainan Free Trade Port, including a zero-tariff consumption scheme for residents. A duty-free retail outlet operated by Zhuhai Duty Free Group opened on 11 February 2026, offering 118 product categories and recording sales exceeding RMB 3.5 million (USD 508,240) shortly after launch.

Retail performance was also supported by promotional campaigns and events across major duty-free complexes, alongside targeted marketing at transport hubs, including airports in Beijing and Shanghai and at Sanya Phoenix International Airport. #1266.OPS27

Western Sydney International (Nancy-Bird Walton) Airport (New South Wales, Australia) has appointed JCDecaux, a global out-of-home advertising company, to manage its digital advertising assets.

The agreement covers a ten-year period, during which JCDecaux will operate a fully digital portfolio of 27 advertising assets located across the terminal precinct and surrounding roadways. The contract relates to the airport's new 24-hour international gateway, which is preparing for phased operations.

Western Sydney International Airport is scheduled to begin cargo services by the end of July 2026, followed by domestic and international passenger services by the end of October 2026. The airport is being developed to serve Greater Sydney's growing aviation demand.

The appointment follows other commercial agreements at the airport, including previously awarded ten-year concessions to Lagardère AWPL, a travel retail operator, for duty-free and travel essentials services. #1266.OPS28

Western Sydney International Airport (New South Wales, Australia) has awarded Lagardère AWPL two ten-year contracts for duty-free and travel retail operations. Lagardère AWPL, a joint venture between Lagardère Travel Retail and Australian retailer AWPL, will operate 11 stores across approximately 3,100 m² of retail space. This includes around 1,900 m² dedicated to duty free and 1,200 m² for travel essentials and speciality retail across domestic and international areas.

The airport is scheduled to begin cargo operations by the end of July 2026 and passenger services by the end of October 2026. Retail fit-out works are expected to commence in the coming weeks.

The concession forms part of the commercial development of the new airport, which is being developed as a 24-hour facility serving the Western Sydney region. #1266.OPS29

Guam's A.B. Won Pat International Airport (Guam, United States) is advancing new retail tenders while considering a short-term extension for its existing duty free operator.

On 26 March 2026, the Guam International Airport Authority Board approved negotiations to extend Lotte Duty Free's lease as the main speciality retailer for up to three years beyond its current expiry on 20 July

2026, subject to agreement. The decision follows an amendment to a settlement involving DFS Guam and Lotte Duty Free Guam, resolving a dispute linked to the 2014 concession award.

In parallel, the airport has continued its Request for Proposal process for a new speciality retail concession, issued on 6 March with submissions due by 29 May 2026. The concession has a base term of ten years, extendable by up to five additional years, covering approximately 2,047 m² (22,038 ft²) of retail space plus supporting facilities. Categories include duty free goods such as cosmetics, fashion, liquor and travel accessories.

Separately, the airport authority has issued a Request for Proposal for a master food and beverage concession, with documentation available through its procurement portal [here](#). #1266.OPS30

Airport Lounges

Dublin Airport (Ireland) has reopened the refurbished 51st & Green Lounge in Terminal 2, located after the US Preclearance facility for passengers travelling to the United States.

The lounge, originally opened around ten years ago and closed in October 2025, has been expanded and upgraded to include a central bar, workstations, PRM-accessible showers, and enhanced food and beverage options. It operates daily from 07.15 to 17.00, with access priced at EUR 50 (approximately USD 54) or EUR 42 (USD 45) when booked online, alongside complimentary entry for eligible premium passengers.

The reopening forms part of a wider lounge upgrade programme, which also includes the new 300-seat Phoenix Lounge in Terminal 1, scheduled to open on 16 April 2026, and earlier refurbishments of existing lounges. Dublin Airport continues to serve extensive transatlantic traffic, with more than 200 weekly flights to 23 US destinations during peak summer periods. #1266.OPS31

Cincinnati/Northern Kentucky International Airport (Kentucky, United States) will open a new Escape Lounge in Concourse B on 1 April 2026.

The new lounge replaces a smaller facility opened in 2019 and spans approximately 629 m² (6,767 sq ft), nearly five times larger than the previous location. The original lounge near gate B21 will close on 31 March 2026. Developed in partnership with CAVU, a Manchester Airports Group company focused on airport services, the facility includes a chef's table dining area and a central bar. Access will be available through day passes, memberships and selected credit cards, with pricing not disclosed.

The lounge is organised into four themed areas reflecting the local region and includes locally sourced artwork and food and beverage offerings, including regional beer selections. #1266.OPS32

Delta Air Lines, a US-based airline, is planning a new Delta One Lounge at Minneapolis–Saint Paul International Airport (Minnesota, United States) as part of its premium passenger offering.

The proposed lounge would occupy approximately 1,860 m² (20,000 sq ft) in Terminal 1 above Concourse G, near an existing Sky Club opened in 2023. The Metropolitan Airports Commission, the public authority operating the airport, is expected to fund a USD 1 million study to assess structural capacity and estimate construction costs, with no timeline for development or opening announced.

Under the current plan, the commission would construct the structural shell, while Delta would complete the interior fit-out. Delta already operates similar Delta One lounges at airports including New York's John F. Kennedy International Airport (New York), Boston Logan International Airport (Massachusetts), Los Angeles International Airport (California) and Seattle–Tacoma International Airport (Washington).

#1266.OPS33

American Express, a financial services company and airport lounge operator, is expanding its Centurion Lounge network at Boston Logan Airport (Massachusetts, United States),

Charlotte Douglas Airport (North Carolina, United States) and Dallas Fort Worth Airport (Texas, United States). A new Centurion Lounge is planned at Boston Logan Airport, scheduled to open by 2029, featuring a two-storey design and an outdoor terrace. At Charlotte Douglas Airport, the company will introduce its second Sidecar by The Centurion Lounge concept in 2027, a smaller-format facility designed for shorter passenger dwell times with food and beverage services. At Dallas Fort Worth Airport, the existing Centurion Lounge will be expanded by approximately 50%, with additional seating, dining areas and a second full-service bar. These projects form part of ongoing investments in lounge facilities across major airport locations. #1266.OPS34

Plaza Premium Group, a Hong Kong-based airport hospitality provider, has opened a relocated lounge at Langkawi International Airport (Kedah, Malaysia) with expanded capacity and facilities. The Plaza Premium Lounge has been moved to a new landside location accessible to both arriving and departing passengers and remains the only lounge at the airport. The upgraded facility provides 63 seats, increased space, and a private dining area, replacing the previous lounge within the same airport.

Access is available from MYR 118 (USD 25) for one hour. The lounge incorporates locally themed food and design elements, including collaborations with local artists and the introduction of regionally inspired menu items reflecting Langkawi's culture.

Plaza Premium Group operates airport hospitality services across Malaysia, including Kuala Lumpur, Penang and Johor Bahru, and manages a global network of lounges and services across 150 countries and 600 airports, serving approximately 30 million passengers annually. #1266.OPS35

Traffic

Avinor reported continued passenger growth across its network in March 2026, driven primarily by rising international demand. International passenger traffic increased by 6.4% year-on-year, while domestic volumes rose by around 2%, with growth recorded at all 44 airports operated by the group. At the same time, aircraft movements declined by 2.4% to approximately 58,400, indicating higher load factors and more passengers per flight.

Traffic performance has so far shown limited impact from geopolitical tensions in the Middle East, although Avinor noted that future demand could be affected by uncertainty and higher fuel costs. The transition to summer schedules at the end of March is expected to support further growth, with airlines introducing additional routes and increasing frequencies.

Bergen Airport recorded the strongest growth among Norway's largest airports, handling more than 541,000 passengers in March, up nearly 6% year-on-year, including a 13% increase in international traffic.

Separately, drone activity also increased seasonally, with 2,316 registered flight plans in March, reflecting improving weather conditions and the approach of peak summer operations. #1266.OPS36

Swedavia, the Swedish state-owned airport operator, reported that nearly 2.6 million passengers travelled through its ten airports in March 2026, a 5% increase year-on-year.

Both international and domestic demand increased during the month, with international traffic rising 5% and domestic traffic increasing 6% compared with March 2025. Passenger growth was recorded at almost all airports, with Kiruna Airport (Sweden) the only exception, while international traffic was partly affected by the situation in the Middle East.

Stockholm's Stockholm Arlanda Airport, the country's largest airport, handled nearly 1.9 million passengers, up 5%, including just over 1.5 million international passengers (+5%) and approximately 378,000 domestic passengers (+4%). Göteborg's Göteborg Landvetter Airport recorded just over 384,000

passengers, an increase of 4%, with international traffic rising nearly 5% while domestic volumes remained stable at around 43,000.

Among regional airports, Visby Airport and Åre Östersund Airport recorded the highest growth, up 28% and 16% respectively. Stockholm's Bromma Stockholm Airport handled just over 5,500 passengers, representing under 3% of its 2019 levels. New routes announced for April 2026 include services from Göteborg, Malmö and Umeå to destinations such as Visby, Riga, London, Bromma and Helsinki.
#1266.OPS37

Lithuanian Airports, the state-owned operator of Vilnius, Kaunas and Palanga Airport, handled over 542,000 passengers in March 2026, a 6.7% year-on-year increase. Vilnius Airport recorded the highest growth, with passenger numbers rising 7.8% to more than 377,000. Kaunas Airport handled nearly 129,000 passengers, up 4.3%, while Palanga Airport processed around 36,000 passengers, an increase of 5.1%. All three airports exceeded their previous March passenger records. Aircraft movements across the network reached nearly 4,800 flights, representing a 3.7% increase compared to the same period in 2025. Vilnius Airport reported a 5.2% rise in flight activity, while Kaunas Airport remained stable and Palanga Airport recorded a slight increase. Traffic performance exceeded neighbouring markets, with Riga Airport recording a 2% decline and Tallinn Airport growing by 2%. First-quarter passenger volumes across the Lithuanian network also surpassed the previous record set in 2025. #1266.OPS38

Copenhagen Airport (Denmark) handled 2.6 million passengers in March 2026, representing a 16% increase compared with the same month in 2025. This was the busiest March in the airport's history and continues a twelve-month period of record monthly traffic. In the first quarter of 2026, approximately 7 million passengers were recorded, up 14% year-on-year, with transfer passengers accounting for around 730,000 travellers. The airport's network currently includes 60 airlines operating more than 330 routes to 175 destinations. Recent additions include Scandinavian Airlines services to Marseille and Bordeaux, and a new Halifax route by WestJet. Aircraft load factors were reported to be higher than in the same period last year. Italy has become the most popular destination market from Copenhagen, with seat capacity increasing by approximately 20% and 16 destinations served. The airport has expanded ground handling and security capacity ahead of expected higher passenger volumes, while airlines continue to face cost pressures linked to fuel price volatility. #1266.OPS39

Dublin Airport (Ireland) handled 2.9 million passengers in March 2026, representing an 11% increase compared with the same period last year. Traffic remained consistently high throughout the month, with 12 days exceeding 100,000 passengers compared with five such days a year earlier. The busiest day was 15 March 2026, when more than 114,000 passengers travelled through the airport. A total of 284 flights were cancelled during the month due to events in the Middle East, affecting approximately 55,000 passengers. The most frequently used routes were London Heathrow, Amsterdam, Manchester, London Gatwick and London Stansted. The airport also recorded its twelfth consecutive month of passenger growth following the temporary suspension of a passenger cap in April 2025. Dublin Airport is Ireland's primary international gateway, serving short- and long-haul routes across Europe and beyond. Ongoing works include the refurbishment of passenger lounges and the introduction of a new fast-track security facility in Terminal 1, scheduled to open in April 2026. #1266.OPS40

Berlin Brandenburg Airport (Germany) handled 1.98 million passengers in March 2026, an increase of 1.2% compared with March 2025. The number of aircraft movements declined to

approximately 14,700, representing a 3.6% reduction year-on-year. This decrease was influenced by geopolitical developments in the Middle East and a warning strike organised by the trade union ver.di on 18 March 2026.

Airlines cancelled around 450 flights between Berlin Brandenburg Airport and destinations in the Middle East, including Doha, Dubai, Abu Dhabi, Tel Aviv and Beirut. In addition, approximately 430 flights were unable to operate on the day of the strike.

Cargo throughput totalled 2,900 tonnes in March 2026, a decrease of about one-third compared with the same month in the previous year. #1266.OPS41

Athens International Airport (Greece) handled 2,306,577 passengers in March 2026, representing a 3.8% increase compared to the same month in 2025. International passenger traffic reached 1,671,250, up 3.4%, while domestic traffic totalled 606,158, an increase of 4.8%. In the first three months of 2026, the airport processed 6.28 million passengers, marking an 8.1% rise year-on-year, with international traffic increasing by 8.5% and domestic traffic by 7.1%.

Aircraft movements reached 54,181 in the first quarter, up 7.0% compared to 2025. Domestic flights increased by 5.9%, while international flights rose by 7.6%.

The airport, which handled 33.99 million passengers in 2025, is progressing a EUR 1.3 billion (USD 1.41 billion) expansion programme to increase annual capacity to 40 million passengers by 2032, including new parking facilities and additional aircraft stands, with terminal expansion contracts expected to be awarded in the second half of 2026. #1266.OPS42

Airports across Türkiye handled 49.31 million passengers in the first quarter of 2026, representing an 8.9% increase compared with the same period in 2025. Domestic traffic totalled 23.27 million passengers, while international traffic reached 26.00 million, including transit travellers. In March alone, airports served 16.43 million passengers, up 11.3% year-on-year, with 8.01 million domestic and 8.41 million international passengers.

Istanbul Airport, the country's primary international hub, handled 6.33 million passengers in March and 19.11 million passengers during the first quarter. Istanbul's Sabiha Gökçen Airport recorded 3.66 million passengers in March and 11.58 million passengers over the same three-month period.

Tourism-focused airports across the country handled 6.50 million passengers in the first quarter, including 4.01 million domestic and 2.49 million international travellers, reflecting continued activity in regional leisure markets. #1266.OPS43

Cleveland Hopkins International Airport (Ohio, United States) recorded a slight increase in passenger traffic in February 2026, though year-to-date figures remain below 2025 levels.

The airport handled 670,558 passengers in February, up 0.32% year-on-year, while traffic for the first two months of 2026 declined 1.5% compared to the same period last year.

New routes scheduled for the second quarter include services to New York JFK, Los Angeles and Montreal, alongside additional operations by Avelo Airlines, which are expected to support passenger growth. #1266.OPS44

Grupo Aeroportuario del Centro Norte, a Mexican airport operator, reported a 2.8% year-on-year increase in passenger traffic across its network in March 2026. The company, which operates 13 airports in central and northern Mexico, recorded a 3.9% rise in domestic passenger traffic, while international traffic declined by 2.8% compared with March 2025. Commercial aviation accounted for 99.3% of total passengers, with the remaining 0.7% attributed to general aviation.

OMA also reported the launch of seven new routes during the month, although specific details were not disclosed. The operator's portfolio includes airports serving Monterrey, Acapulco, Mazatlán and Zihuatanejo, as well as regional and border locations.

The group manages a network of airports across key economic and tourism regions in Mexico, handling both domestic and international traffic within its concession areas. #1266.OPS45

Grupo Aeroportuario del Pacífico, a Mexican airport operator, reported a decrease of 8.9% in passenger traffic across its network in March 2026 compared with March 2025. The group's 12 airports in Mexico recorded a 7.6% decline in total passenger traffic, with notable reductions at Puerto Vallarta, Tijuana, Los Cabos and Guadalajara. International traffic across the network fell by 14.6%, while domestic traffic declined by 3.8%.

In Jamaica, Kingston's Norman Manley International Airport (Jamaica) recorded a 1.0% increase in passenger traffic, while Montego Bay's Sangster International Airport (Jamaica) reported a 25.7% decrease, attributed to disruptions caused by Hurricane Melissa.

Grupo Aeroportuario del Pacífico operates airports across Mexico's Pacific region and holds interests in airports in Jamaica, including Montego Bay and Kingston, serving both tourism and regional markets. #1266.OPS46

Grupo Aeroportuario del Sureste, a Mexican airport operator, reported handling 6.6 million passengers in March 2026, representing a 0.6% increase compared with March 2025.

Passenger traffic varied across its regions, with Colombia recording a 12.5% increase, while Mexico and Puerto Rico reported declines of 2.4% and 2.3%, respectively. Growth in Colombia was driven by both domestic and international traffic, while Mexico saw reductions in international passengers and Puerto Rico recorded a decrease in domestic traffic.

Across the network, domestic passenger traffic increased by 2.4%, while international traffic declined by 1.8%. The company operates nine airports in Mexico, six in Colombia and holds a stake in San Juan's Luis Muñoz Marín International Airport (Puerto Rico).

Grupo Aeroportuario del Sureste manages a portfolio of 16 airports across the Americas, including Cancún Airport (Mexico), a major tourism gateway, and Medellín's José María Córdova International Airport (Colombia), supporting both domestic and international traffic. #1266.OPS47

Panama's Tocumen International Airport aims to increase annual passenger traffic to 30 million by 2030, supported by expansion and modernisation projects to strengthen its role as a regional hub in Panama. The airport handled around 21 million passengers in 2025 (+9%), with volumes expected to exceed 22 million in 2026, while planned works include runway rehabilitation and a USD 220 million terminal expansion adding 10 new gates and additional taxiways.

Operational improvements are also planned to increase hourly movements from 35 to 65, as the airport seeks to reinforce its position as a key connecting hub in Latin America. #1266.OPS48

Indonesia's national airport network recorded rising air traffic in early 2026 as InJourney Airports reported increased passenger and flight activity across its system. PT Angkasa Pura Indonesia, operating as InJourney Airports and managing 37 airports, handled 38.20 million passengers in the first quarter of 2026, a 5% increase from 36.38 million a year earlier. Domestic traffic accounted for 28.38 million passengers, while international traffic reached 9.82 million. Aircraft movements increased 8.7% to 299,759 flights.

Traffic growth was supported by peak travel periods in January and March, alongside the introduction of additional domestic and international routes. Airports operated continuously during peak periods to accommodate demand and maintain slot availability.

The busiest airports were Soekarno-Hatta Airport (Banten, Indonesia) with 13.48 million passengers, followed by I Gusti Ngurah Rai Airport (Bali, Indonesia), Juanda Airport (East Java, Indonesia), Sultan Hasanuddin Airport (South Sulawesi, Indonesia) and Kuala Namu Airport (North Sumatra, Indonesia). InJourney Airports stated that operational preparations are ongoing for upcoming peak periods, including the Hajj season and school holidays, alongside continued upgrades to infrastructure, systems and network connectivity. #1266.OPS49

Passenger traffic at Macau International Airport (Macao, S.A.R.) rose 15% year-on-year to around 2.1 million in the first quarter of 2026, with aircraft movements increasing 10% to 15,952.

Traffic was led by markets from mainland China (41%) and Taiwan (19%), while Southeast and Northeast Asia accounted for the remaining 40%, alongside an 11% rise in international visitors during the first two months of the year.

The airport operator is preparing to launch new routes to mainland China and Northeast Asia in mid-2026, while also expanding services such as hotel baggage check-in and upgrading equipment to support continued passenger growth. #1266.OPS50

TAV Airports reported continued traffic growth across its network in early 2026, with passenger volumes and aircraft movements increasing despite regional challenges.

Total passenger traffic rose 7% year-on-year to 18.97 million in January–March 2026, including 10.41 million international passengers (+7%) and 8.56 million domestic passengers (+8%). Growth was strongest at Turkish airports (+10%), while non-Turkish operations grew 5%.

Among key airports, Ankara Airport recorded strong international growth of 23%, while Izmir Airport and Antalya Airport also saw increases driven by airline expansion and European traffic. North Macedonia showed the fastest overall growth (+33%), while traffic in Georgia declined in March due to geopolitical factors.

Aircraft movements increased 5% to 136,687 flights in the first quarter, with domestic operations growing faster than international activity.

The report highlights a mixed operating environment, with demand supported by airline fleet expansion and strong travel markets in Europe and Asia, while some regions were affected by geopolitical developments and technical issues impacting airlines.

Long-term forecasts indicate continued global aviation growth, with passenger traffic expected to rise by around 3–4% annually and significant fleet expansion planned by major airlines, supporting future demand across TAV Airports' network. #1266.OPS51

Airlines globally are reducing capacity and adjusting operations as conflict involving Iran disrupts jet fuel supplies and drives prices sharply higher. According to aviation consultancy Cirium, planned global capacity growth for April has been revised from 5.4% to 0.2%, with Asian carriers reducing expansion and cutting routes. Airlines, including Korean Air and Asiana Airlines, have implemented cost-saving measures, with fuel costs expected to exceed initial planning assumptions and account for a significantly higher share of operating expenses.

Jet fuel prices have doubled since the start of the conflict, with supply disruptions linked to reduced flows through the Strait of Hormuz, affecting around one-fifth of global crude oil supply. Airlines across Asia and other regions have introduced fare increases or surcharges, while monitoring fuel availability, with some markets reporting supply visibility of only four to six weeks.

Industry bodies, including the International Air Transport Association and ACI Europe, have indicated that although current stock levels remain stable in some regions, risks to jet fuel supply persist due to reliance on imports and limited storage capacity. #1266.OPS52

Cargo Terminals

Air Europa Cargo has renewed its cargo handling agreement with Worldwide Flight Services for operations at Madrid and Barcelona airports in Spain. The five-year extension continues a partnership that began in 2018 in Madrid and expanded to Barcelona in 2021, supporting cargo operations across both hubs, including up to 350 weekly flights in Madrid and more than 25 weekly flights in Barcelona.

The agreement underpins ongoing cargo handling capacity and operational support, with Worldwide Flight Services managing facilities totalling 17,000 m² in Madrid and 12,000 m² in Barcelona, handling more than 500,000 tonnes and 140,000 tonnes annually respectively.

Future developments include a new cargo facility in Madrid scheduled to open in 2028, aimed at expanding capacity and supporting continued growth in cargo operations at one of Spain's busiest airport systems. #1266.OPS53

Doha Hamad International Airport (Qatar), Dubai International Airport (United Arab Emirates), Dubai World Central Airport (United Arab Emirates), Bahrain International Airport, and Kuwait International Airport have recorded cargo capacity declines linked to the Middle East conflict. Data from Aevean, an aviation consultancy, shows Doha recorded the largest reduction, with outbound cargo capacity falling by 37,000 tonnes, or 77%, in the week ending 30 March 2026. Capacity at Dubai International Airport declined by 24,000 tonnes (57%), while Dubai World Central Airport dropped by 14,000 tonnes (59%), with Bahrain and Kuwait also recording reductions of 12,000 tonnes and 7,000 tonnes respectively.

Some airports recorded increases, including Muscat Airport (Oman) and Istanbul Airport (Türkiye), although these gains remain smaller than the declines elsewhere in the region. Abu Dhabi Airport (United Arab Emirates) reported a smaller decrease of 3%.

Globally, cargo capacity was approximately 2% below the same period in 2025, having previously been around 20% lower at the peak of the disruption due to airspace closures and higher jet fuel costs.

#1266.OPS54

US-based OIA Global has acquired Cargo Services Inc. to expand its domestic logistics network and strengthen its presence in key Midwest markets. The deal establishes a direct operational base in Indianapolis, where Cargo Services has built long-standing relationships across manufacturing and industrial sectors since its founding in 1992, offering air and ocean freight, customs brokerage and warehousing services.

OIA Global stated that the acquisition supports its strategy to grow its owned network across the United States, with existing management and operations retained to ensure continuity for customers and employees. #1266.OPS55

UPS, a global logistics and parcel delivery company, has expanded its cargo hub at Incheon International Airport (South Korea) to increase import handling capacity and delivery speeds. The facility has been expanded to approximately 6,400 m² and equipped with an automated sorting system, increasing import processing capacity by 4.5 times. The upgrade enables shipments from Asia-Pacific to be delivered within one business day and from Europe within two business days, with same-day delivery possible within the Seoul metropolitan area after arrival.

The hub includes temperature-controlled storage ranging from -20°C to 25°C to support handling of healthcare and pharmaceutical shipments. South Korea imported approximately USD 9.7 billion in pharmaceutical products in 2025, with significant volumes originating from Europe.

Incheon International Airport is South Korea's primary air cargo gateway, supporting extensive regional and international trade flows. UPS operates 56 weekly flights at the airport, and the expansion forms part of wider investment in its Asia-Pacific logistics network, including developments in Taiwan, Hong Kong and the Philippines. #1266.OPS56

BCUBE Group, an international logistics services provider, has signed an agreement to acquire Alha Group, an Italian company specialising in airport cargo handling and airfreight services. The transaction will combine operations across major airports, including Rome Fiumicino Airport (Italy), Milan Malpensa Airport (Italy), Milan Linate Airport (Italy) and Venice Airport (Italy), alongside regional logistics platforms, creating an integrated cargo handling network. Planned investments include development of warehouse infrastructure, specialised cargo facilities and digital systems to support automation, energy efficiency and operational management. The agreement is subject to regulatory approvals, with completion expected in the coming months. #1266.OPS57

Awards & Recognition

The Global Travel Awards, held in London on 25 March 2026, recognised Hong Kong International Airport (Hong Kong, China) as Best Airport based on votes from more than 2.5 million travellers across over 150 countries. The awards, organised by the International Media & News Group, cover 32 categories across the travel sector, including airports, airlines and destinations. Results are determined through global traveller voting rather than industry selection. The event marked the 20th edition of the awards, reflecting continued international participation and recognition across the aviation and travel industry. #1266.OPS58

Airports Council International World, a global airport trade association based in Montreal (Quebec, Canada), has opened submissions for the 2026 Airport Innovation Awards.

The programme, in its sixth edition, invites member airports to submit projects across four categories covering passenger processes, operations, individual leadership and airports handling up to 5 million passengers annually. Submissions will be evaluated by an international panel based on impact, scalability and contribution to the industry.

Entries remain open until 16 June 2026 and focus on initiatives related to passenger experience, operational efficiency and airport processes.

Winners and shortlisted finalists will be announced at the ACI Airports Innovate event, taking place from 23 to 25 November 2026 in Barcelona (Spain), where selected participants will present their projects.

#1266.OPS59

Names

Gebr. Heinemann, a Germany-based travel retail company, has announced leadership changes affecting its Hamburg headquarters and Asia Pacific regional operations.

Johannes Sammann, currently Chief Executive of the Asia Pacific business, will become Vice President, People & Culture at the company's Hamburg headquarters from 1 September 2026. He succeeds Ché Lewer-Alpman, who is stepping down after ten years in the role to pursue personal and professional opportunities outside the company. Sammann has worked with Gebr. Heinemann for 25 years across locations including Copenhagen, Frankfurt, Singapore and Sydney.

Responsibility for the Asia Pacific region will transfer to Rajshree Dugar, currently Chief Financial Officer at the Singapore regional headquarters. She will oversee the ongoing restructuring of the regional business and the implementation of strategic priorities. #1266.OPS60

Liège Airport (Belgium), a cargo gateway, has appointed Frederic Brun as Vice President Sales and Marketing, effective March 2026. Brun succeeds Torsten Wefers and previously served as head of commercial cargo and logistics at the airport, following earlier roles including nine years at logistics company DSV. Alexis Lapot has been appointed to replace Brun in his previous position. In parallel, Wefers has stepped down as chairman of LGG Connect, a cargo community association, with Wilfried Jans taking over the role and Brun assuming the position of vice chairman. #1266.OPS61

ACC Aviation, a global aviation services company, has appointed Jack Burt as Senior Vice President of Cargo. Burt brings more than 18 years of experience in the air cargo sector, having most recently served as Senior Vice President of Cargo – Americas at Chapman Freeborn, and previously as Vice President of Cargo at Air Partner.

In his new role, he will oversee the development of ACC Aviation's global cargo charter operations, focusing on expanding capacity, strengthening partnerships, and supporting complex and time-critical cargo transport services across its international network. #1266.OPS62

SSP America, a US-based airport food and beverage operator, has appointed Brian Kumrow as vice president of culinary to oversee its dining operations across North American airports.

In this role, Kumrow will lead culinary strategy across the company's portfolio, including menu development, brand alignment, food safety and operational delivery across hundreds of airport outlets. The position has been created to support more locally focused and standardised food programmes within airport concessions.

Kumrow has more than 15 years of experience in multi-unit culinary management, including responsibility for food and beverage operations at more than 200 airport locations for a travel hospitality provider. His experience includes managing high-volume kitchen operations, working with national and local brands, and implementing training programmes.

The appointment reflects a broader focus among airport concession operators on food quality, local branding and operational consistency, with closer coordination across supply chain, operations and marketing functions within expanding concession networks. #1266.OPS63

Plaza Premium Group, an airport lounge and hospitality services provider, has appointed Eric Pateman as Senior Vice President for North America.

Pateman will oversee operations across Canada, the United States, Mexico and the Caribbean, including commercial development, partnerships and operational delivery. The role covers the company's regional lounge and hospitality portfolio as it expands its presence across major airport markets.

He previously served as Chief Experience Officer at Vancouver International Airport (British Columbia, Canada), where he led commercial and passenger experience strategy. During his tenure, the airport ranked first in North America in the 2024 and 2025 Skytrax awards and was placed within the global top 15.

Pateman's background includes airport commercial strategy, brand development and advisory work with governments and companies, alongside more than 20 years of experience founding and operating multiple hospitality and food-related businesses. #1266.OPS64

WORLDWIDE AIRPORT TENDERS (WAT) portal with daily project alerts, the exclusive, customizable business opportunities portal dedicated to the airport industry by **Momberger Airport Information**. **FREE trial** for 7 days - [follow this link](#) for more information and to sign up for your free trial.