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## **Hamburg Airport has been named “Best Airport of Europe”**

Great success: The ACI Europe “Best Airport Award 2025” in the “10–25 million passengers” category goes to Hamburg

**It is one of the highest accolades in European aviation: Hamburg Airport has received the prestigious “Best Airport Award 2025” from Airports Council International (ACI) in the category of 10–25 million passengers. The European airport association particularly recognized Hamburg’s exemplary combination of passenger comfort, digitalization and climate protection. Northern Germany’s largest airport prevailed over competitors across Europe for the fifth time—after wins in 2012, 2013, 2018 and 2020. For Hamburg Airport, this award marks a major success and a strong confirmation of its future-focused strategy.**

Christian Kunsch, Managing Director of Hamburg Airport, accepted the award on the evening of June 19 at a gala in Athens. The airport may now carry the title for a full year. Only one airport was honoured in each category. Assessment criteria included operational efficiency, customer satisfaction, sustainability, innovation and economic development. For Hamburg Airport, 2024 was the most successful year since the pandemic, with 14.8 million passengers (a 9.4% increase), a route network of 120 direct destinations, and new connections—for example, to Doha. Hamburg Airport has long been a pioneer in environmental protection and is ambitiously working toward operating completely CO<sub>2</sub>-free within the next ten years.

Christian Kunsch, Managing Director of Hamburg Airport, gratefully accepted the award: “This award sends a powerful signal to everyone at Hamburg Airport – it was a fantastic team effort and a well-deserved reward for my colleagues, who deliver outstanding work every day. The recognition motivates us to courageously continue on our path: climate-friendly, service-oriented, and collaborative.”

## **New service investments a key factor in winning the award**

The airport's progress made in service was particularly emphasised: over 80% of travellers pass through security in under ten minutes—thanks to new CT technology, digital passenger flow management and automated processes. The modernization programme *HAM Upgrade* includes a package of measures to noticeably improve the airport experience. This includes modern tech solutions such as the popular "Slot & Fly" reservation system and new smart gates, which already offer the fastest way to security controls. Seating areas and children's play zones are also being comprehensively updated. Practical additions like free water dispensers, more charging outlets and massage chairs provide extra comfort. The airport is investing around 20 million Euros and is continuously expanding these efforts to ensure passengers benefit from ongoing improvements.

Another decisive factor in winning the award is the airport's commitment to its climate protection programme *NetZero 2035*, in which the airport will invest a total of a quarter of a billion Euros. Hamburg Airport plans to be the first airport in Germany to operate completely CO<sub>2</sub>-free by 2035 - without compensation. The roadmap is clearly defined, and key elements of the NetZero strategy are already noticeable in operations today. For example, the majority of vehicles used at the airport are powered by alternative drive systems, and where this is not yet possible, the airport only uses synthetic diesel. Hamburg Airport also uses only certified green electricity, and its combined heat and power plant has been optimized with modern engine units. The switch to green district heating and the airport's own wind farm in Heidmoor are firmly scheduled for 2028—a key step toward fully self-sufficiency in green electricity (110 GWh/year).

## **About ACI Europe**

ACI Europe (Airports Council International Europe) represents the interests of over 500 airports in 55 European countries. These member airports handle around 90% of commercial air traffic in Europe, welcoming over 2 billion passengers annually. The ACI Europe Best Airport Awards have been presented for the 21st time this year.

Image credit: ACI Europe (Airports Council International Europe)

### **Press contact at the airport:**

Communications department

Phone: 040 - 5075 3611 | E-Mail: [presse@ham.airport.de](mailto:presse@ham.airport.de)

Internet: [www.hamburg-airport.de](http://www.hamburg-airport.de) Newsletter: [www.hamburg-airport.de/de/newsletter.php](http://www.hamburg-airport.de/de/newsletter.php)  
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