



## ACI Communications

Here follows a list of categories of communications issued by Airports Council International (ACI World, ACI EUROPE and other regional offices). This list may be subject to change; therefore, you are invited to check it regularly. For any queries regarding subscription, please contact us at [gdpr@aci-europe.org](mailto:gdpr@aci-europe.org).

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### **Publication (incl. e-publication)**

“Publication” is a broad term used to describe any published work, that could take the form of a brochure, flyer, leaflet, video, report, synopsis, guidelines, guide, recommended practice, analysis paper, briefing paper, position paper, policy paper, handbook or any other type of study conducted by the association, or commissioned from third parties. A publication can be subject to electronic publishing as well. In this case, the final output is a PDF and/or web version (html), and can be distributed via e-mail. The issuing of publications happens on an ad hoc basis once a particular piece of work has been finalised or a policy message needs emphasising. In some cases, publications may be subject to payment.

### **Magazine**

A magazine is a printed or/and electronically published publication, issued on a regular schedule. It may contain a variety of content regarding the developments and achievements of the aviation industry at large (text and visual).

### **Press release (incl. e-press release)**

A press release is an official statement issued by the association, giving information or opinion on a particular matter. Press releases usually contain



important industry updates and are issued on an *ad hoc*, timely basis (following an event, a development or a statement from another party, etc.) At present, they are distributed electronically (then referred to as e-press release).

### **E-Newsletter**

An e-newsletter is a digital report containing news (information) or updates on the activities of the association that is sent by e-mail regularly to all, or a part of its members, customers, employees or people, who are interested in a particular topic touched upon.

### **Invitation (event)**

An invitation is sent by e-mail or mail with an intention to invite someone to attend an event. Invitations are sent on an *ad hoc* basis (once an event is confirmed to take place at a certain point in time). For more information on types of events organised and co-organised by the association, click [here](#).

### **Special communications**

Any kind of e-mail or letter issued on a special occasion, e.g. seasonal greeting, thank you note, letter of congratulations, etc. These are issued on an *ad hoc* basis and take up a personal dimension.

### **Marketing communications**

Any e-mail or letter offering paid-for products and services not included within membership dues.



## ACI Programmes, Products and Services

Airports Council International offers a vast array of Programmes, Products and Services for which you may also receive notifications and promotional mailings.

### ***Airport Carbon Accreditation***

*Airport Carbon Accreditation* is a programme designed to empower airports to address their carbon emissions. With 4 levels of accreditation (Mapping, Reduction, Optimisation and Neutrality), the programme provides a complete framework for carbon management at airports, and constitutes a global standard for an industry-led, voluntary Climate Action. The administration of the programme is fully independent of ACI and is carried out by an environmental consultancy.

Learn more: <http://airportcarbonaccreditation.org/>

### **Airport Excellence Programmes (APEX)**

APEX is a programme designed to help airports of all sizes to improve their operations. It combines International Civil Aviation Organisation (ICAO) standards, national regulations and ACI best practices. At present, the programme covers Safety and Security, but it might be extended to other categories of airport management in future.

Learn more: <http://www.aci.aero/APEX>

### **Airport Service Quality (ASQ)**

ASQ is a global benchmarking programme assessing passenger experience satisfaction. The programme provides airports with research tools and management information to better understand passengers' needs in terms of airport services. The tools offered by the programme span over a broad



range of items, including: awards, events, surveys, reports, forums, barometer, & more.

Learn more: <http://www.aci.aero/Customer-Experience-ASQ>

## **Global Training**

ACI offers a wide range of airport management and operations training. These educational opportunities are offered in a broad variety of programmes, including: executive leadership, professional accreditation, subject-matter competency and personalised in-house training courses, as well as web-based coursework. Profession certification courses and specialty courses are now available in the following domains: safety, security, facilitation, customer service, economics, finance, environment, technical, operations, leadership and management.

Learn more: <http://www.aci.aero/Global-Training>

## **Directories**

ACI provides access to information about its membership through directories. These tools facilitate interaction between businesses and the airport industry, providing an opportunity to build a network of airport key decision makers and explore new business opportunities.

Examples of such directories are [ACI World World Business Partners Directory](#) and [ACI EUROPE World Business Partners Online Directory](#).

## **Webinars**



A webinar is a seminar or a conference conducted online. An example of such offering by ACI is [New Experience in Travel and Technologies \(NEXTT\) Webinar](#), organised jointly with IATA.

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At any point in time, you can manage your subscription to the above-mentioned communications and notifications concerning programmes, products and services, by sending us an email to [gdpr@aci-europe.org](mailto:gdpr@aci-europe.org).

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