

ATHENS INTERNATIONAL AIRPORT
ELEFTHERIOS VENIZELOS

2019

Aerostat Handbook



Athens International Airport
Eleftherios Venizelos

Aerostat Handbook 2019

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2019 Words & Numbers

It is at least a logical paradox to review and analyze the 2019 data and numbers in June 2020, amidst the worst crisis that aviation has experienced in its entire history, so far. For the sake of continuity and consistency though, this 18th edition of AEROSTAT analyzes, as always, the Airport's traffic evolution, as well as a wide range of important data and statistics relating to the Athens travel market for 2019.

For the 6th consecutive year, during 2019, Athens International Airport achieved robust growth and surpassed historical traffic records in terms of both passengers and flights, despite the challenging conditions in the European and global aviation market. Passenger traffic reached 25.57 million, surpassing previous year's traffic by 1.4 million (+6%), while the number of flights reached 225,628 (+3.9%).

In 2019 Athens International Airport continued its dynamic marketing strategy and incentives' policy. Within this framework, AIA provided its operating airlines with discounts that constitute business cases and a risk-sharing instrument in order to support their efforts to introduce new routes and frequencies. These incentives have been constantly reviewed and fine-tuned taking into account the prevailing market conditions. Within this context, aiming at generating growth and incentivizing traffic development and route enhancement, in 2019 the Airport Company partially restructured the existing scheme to better and more effectively address its development objectives. AIA's incentives continue to be applied in a fully transparent and non-discriminatory manner and they constitute a profitable business case. The majority of the operating carriers made use of one or more targeted or developmental incentives, while many of them benefited further by receiving marketing support through tailor-made marketing plans.

The Airport Company has been channeling innovative marketing efforts to its airline business partners and to consumers, but it has also extended its endeavours to actively promote Athens as a year-round, city-break destination. Against this background, in 2019 "This is Athens & Partners" (TIAP), the partnership of the Airport Company, the Municipality of Athens, Aegean Airlines and SETE (Greek Tourism Confederation), coordinated and implemented actions, as part of its three-year development plan, for upgrading and supporting the attractiveness of Athens as a year-round destination.

As always, this Handbook includes major developments in typical traffic segments, performance of main operational processes, passengers' profile, development of incoming and outgoing tourism passing through the Airport and major market trends in Greece and worldwide.

Finally, a word about 2020, a year that is making - dark - history on all fronts, but, first and foremost, on aviation and tourism. There is, at the moment, a heated debate about this pandemic being a "black swan" event or not, with the professor, statistician and former options trader Nassim Nicholas Taleb, who coined the term in his 2007 book, having already expressed his irritation whenever the coronavirus pandemic is referred to as a "black swan", stating that this was not an outlier, but a catastrophic event that many had predicted several years ago. Indeed, many experts recently weigh in on the question of whether COVID19 is or isn't a black swan. What they all agree upon, however, is the tectonic shifts and the structural changes that the pandemic is already forcing upon the global economy and most profoundly, on aviation and tourism.

Following a lockdown of an extended duration and an abrupt, almost 100% halt of airlines' and airport operations globally, the sector is struggling to pave its way through this dire "De-Covidization" phase and it seems that 2020 will be marked in the aviation history as the end of an era and the beginning of a new one. Obviously, as is the case with all endings, there will be losses along the way. And, as is the case with all beginnings, the hard question that will be sitting around during this dire transitional period will be the Whens, the Hows and the Whos that will birth the New Era in aviation and tourism.

Ioanna Papadopoulou
Director, Communications & Marketing



Catching up with 2019

An all-time high performance was achieved during 2019, in terms of both passengers (25.57 million) and flights (225,628)

Year 2019 was characterized by a slowing global economy, worsening trading conditions and increasing social unrest. Beyond economic and geopolitical factors, aviation was also challenged by the grounding of B737MAX, airline bankruptcies and industrial action, particularly affecting Europe. Amid this industry climate, traffic at Athens International Airport achieved robust growth and recorded an all-time high performance in terms of both passengers and flights. Passenger traffic reached 25.57 million, surpassing the previous year's by 1.4 million (+6%). The dynamic rise of international passengers (+8.6%) was the sole driving force behind this favourable outcome vis-à-vis a stagnant domestic market (+0.3%).

The number of flights reached 225,628 (+3.9%), with both domestic and international flights presenting healthy growth during the year, by 4.1% and 3.8%, respectively.

During 2019, nine new airlines launched operations to/from Athens and 11 new international routes were introduced, further expanding the Airport's route network. In 2019 Athens was directly connected with scheduled services with 157 destinations-cities, 124 of which international (including 24 non-European) in 55 countries, operated by a total of 66 carriers. In the same year, 22 LCCs offered services to 82 airports worldwide (compared to 75 airports in 2018).

The enhanced airport route network, in combination with the increased demand for international air travel, resulted in the dynamic growth of international passenger traffic in all regions, with the non-European markets/regions enjoying a sharp traffic rise of more than 20%.

Finally, with regards to cargo, the Athens cargo market posted a slight increase of 1.5% compared to 2018 despite the negative global trend. Exports proved the main growth driver rising by 4% while imports contracted by almost 2%.

Highlights 2019

2019 Traffic Levels / Growth vs.2018



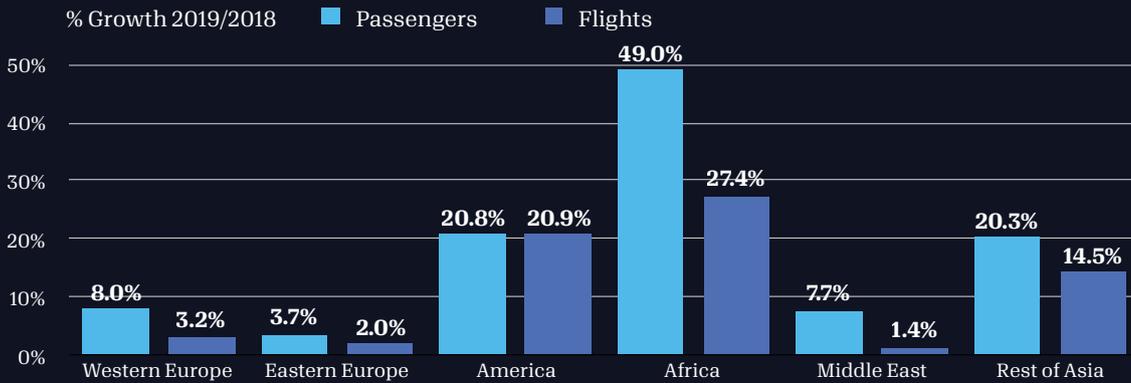
Passenger Traffic Development 2018-2019



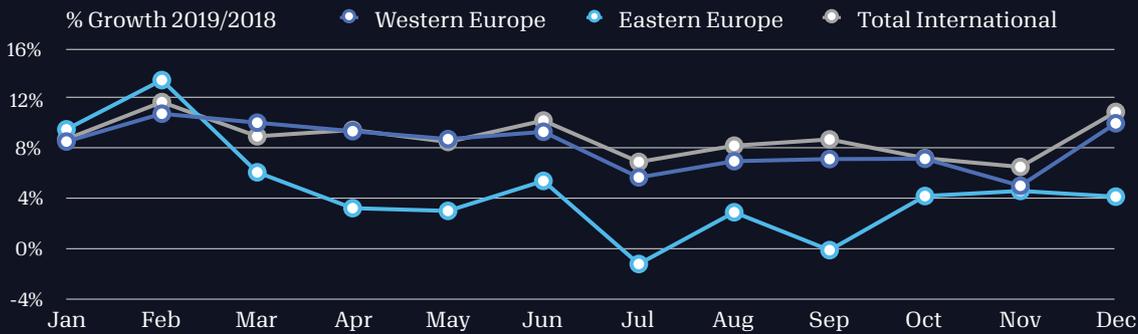
Quarterly Passenger Traffic Development 2019



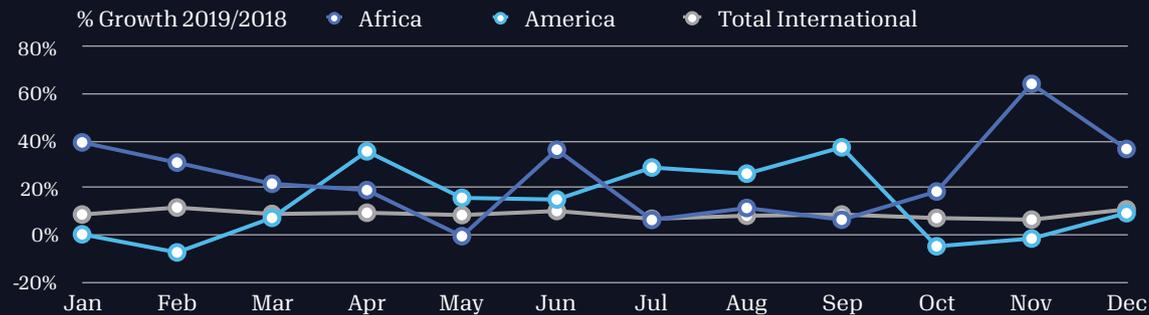
International Traffic Development per Region 2019



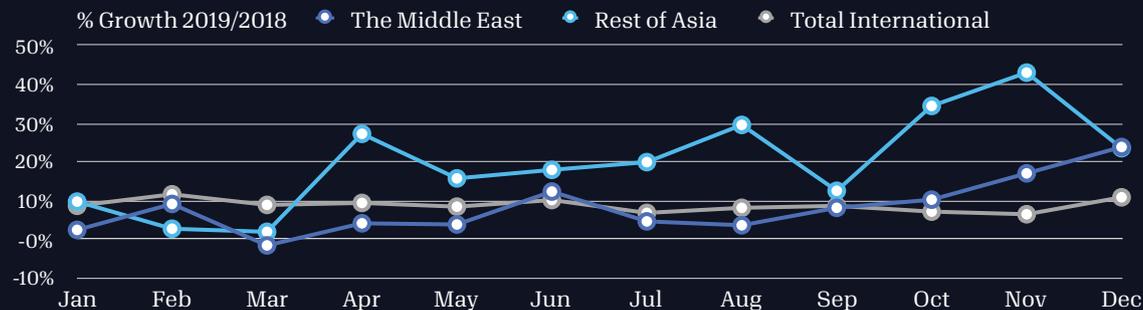
International Passenger Traffic Development 2019 / Europe



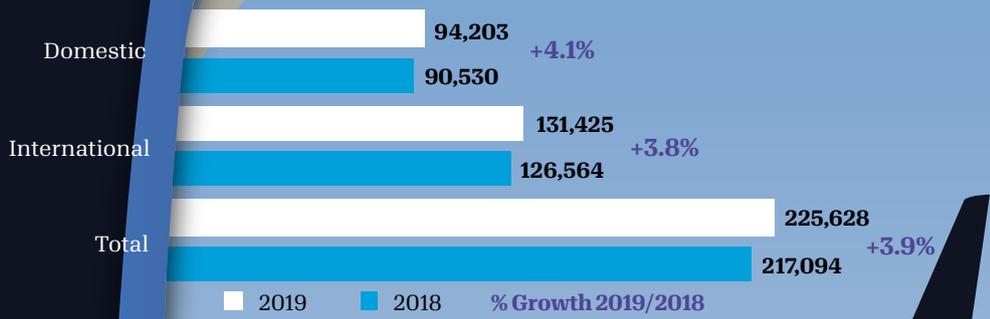
International Passenger Traffic Development 2019 / Africa-America



International Passenger Traffic Development 2019 / The Middle East - Rest of Asia



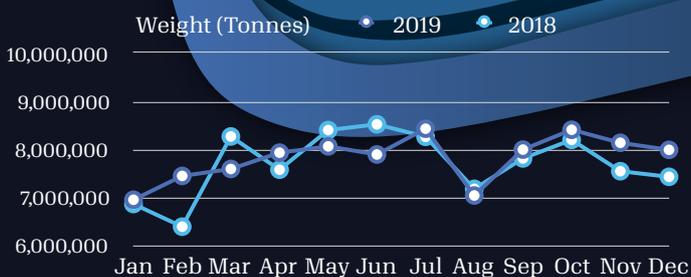
Traffic Development of A/C Movements 2018-2019



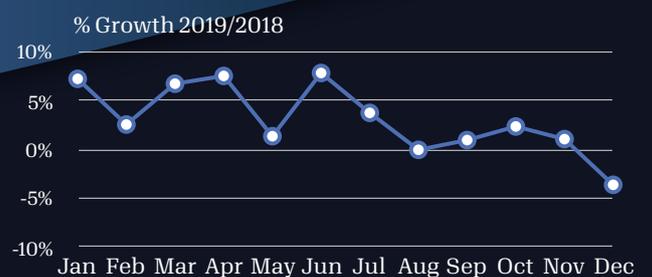
Cargo Uplift Development 2018-2019



Cargo Uplift Development 2018-2019



Cargo Uplift Monthly Variation 2018-2019





How Many Travelled Where

Passenger traffic grew by 1.4 million (+6%), solely attributed to the international passengers' strong increase

For one more year the Airport recorded an all-time high performance with 25.57 million passengers, surpassing previous year's traffic by 1.4 million (+6%). This outcome was solely driven by the robust growth of the international market (+1.4 million or +8.6%) that accounted for 70% of the total Airport's traffic, while the domestic market retained prior-year levels (+0.3%).

Regarding traffic evolution throughout the year, all 12 months witnessed a strong growth of the international sector; however, following a positive first quarter as a result of the additional airline capacity, the domestic market demonstrated a gradual downward trend from the summer 2019 period

onwards, largely due to the downsizing of Ryanair's domestic network.

Regarding international passenger traffic per region, all regions presented a healthy increase, supported by enhanced services by several operating carriers. Passengers to/from Europe accounted for 83% of the total international passengers of the Airport and increased by a healthy 7.8%, with the majority of the top destinations enjoying growth. With almost a 15% increase in passengers, Paris climbed from the 5th to the 3rd place in the European destinations' ranking. All regions outside Europe enjoyed strong growth of an average of 15.8%, with the highlight being the double-

digit increase of most of the top intercontinental destinations.

Concerning airlines' ranking, three out of five of the Airport's home-based carriers, namely Aegean Airlines/Olympic Air, Ryanair and Sky Express, hold the top-3 places in terms of passenger traffic, accounting for 61% of the total market. Lufthansa and Turkish Airlines hold the fourth and fifth positions, while Volotea, also a home-based carrier, entered for the first time the top 10 and took eighth place.

Passenger traffic carried with low-cost carriers (LCCs) constitutes an important part of the Airport's traffic, accounting for approximately 22% of the Airport's total traffic. During 2019, 22 LCCs offered services to 82 airports worldwide (compared to 75 airports in 2018). Low-cost carriers considerably

increased their international market share in the year under review, reaching 27.4% from 25.4% in 2018. However, Ryanair's substantial reduction of its domestic network had an impact on the LCCs' share in the domestic market, impacting the overall result.

The Airport Company acknowledged the airlines' contribution to its performance in 2019 and for the 20th consecutive year awarded those that recorded the highest passenger traffic growth during the year.

The 10th of August proved to be the busiest day of 2019, with total passenger throughput reaching 104,968, the highest number ever, while the 100 thousand passengers mark was exceeded numerous times in the course of the peak months of July and August for the first time in the Airport's history.

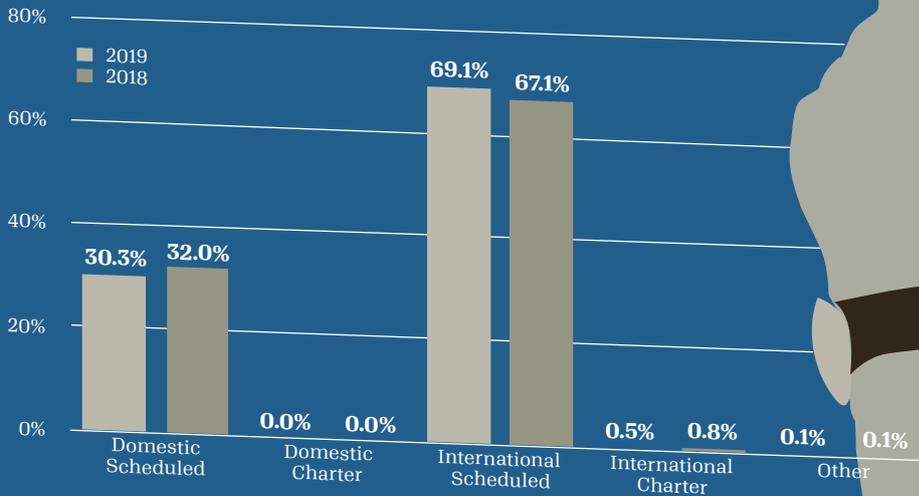
Monthly Passenger Distribution: Arrivals/Departures

Month	Arriving Passengers		Departing Passengers		Transit Passengers		Total Passengers	
	2019	% 2019/2018	2019	% 2019/2018	2019	% 2019/2018	2019	% 2019/2018
January	680,342	8.7%	704,274	8.2%	8,269	6.4%	1,392,885	8.4%
February	667,687	11.4%	654,230	11.4%	5,871	-5.6%	1,327,788	11.3%
March	832,780	6.1%	808,012	11.4%	11,802	45.3%	1,652,594	8.9%
April	1,016,350	8.4%	965,258	4.9%	5,148	-14.1%	1,986,756	6.6%
May	1,172,720	6.0%	1,101,289	5.3%	11,197	26.3%	2,285,206	5.7%
June	1,342,767	7.3%	1,265,144	7.8%	5,183	0.4%	2,613,094	7.6%
July	1,524,027	4.6%	1,448,070	4.4%	9,084	-1.6%	2,981,181	4.5%
August	1,491,712	5.3%	1,541,595	5.1%	6,558	0.3%	3,039,865	5.2%
September	1,315,177	4.9%	1,369,133	5.5%	5,091	-17.7%	2,689,401	5.1%
October	1,110,675	4.1%	1,183,922	4.3%	6,959	23.4%	2,301,556	4.3%
November	809,132	2.6%	849,773	2.6%	7,749	13.3%	1,666,654	2.7%
December	833,031	4.7%	795,071	5.8%	8,911	8.2%	1,637,013	5.3%
Year Total	12,796,400	5.9%	12,685,771	6.0%	91,822	8.3%	25,573,993	6.0%

Monthly Terminal Passenger Distribution: Domestic/International

Month	Domestic Passengers		International Passengers		Total Terminal Passengers	
	2019	% 2019/2018	2019	% 2019/2018	2019	% 2019/2018
January	448,989	7.9%	935,627	8.7%	1,384,616	8.5%
February	442,606	10.8%	879,311	11.7%	1,321,917	11.4%
March	515,929	8.0%	1,124,863	9.0%	1,640,792	8.7%
April	572,011	0.5%	1,409,597	9.5%	1,981,608	6.7%
May	696,404	-0.3%	1,577,605	8.5%	2,274,009	5.6%
June	793,638	2.0%	1,814,273	10.2%	2,607,911	7.6%
July	913,612	-0.5%	2,058,485	6.9%	2,972,097	4.5%
August	913,839	-1.1%	2,119,468	8.2%	3,033,307	5.2%
September	809,321	-2.1%	1,874,989	8.7%	2,684,310	5.2%
October	667,162	-2.4%	1,627,435	7.2%	2,294,597	4.2%
November	495,914	-5.6%	1,162,991	6.5%	1,658,905	2.6%
December	463,405	-6.7%	1,164,697	10.9%	1,628,102	5.2%
Year Total	7,732,830	0.2%	17,749,341	8.6%	25,482,171	6.0%

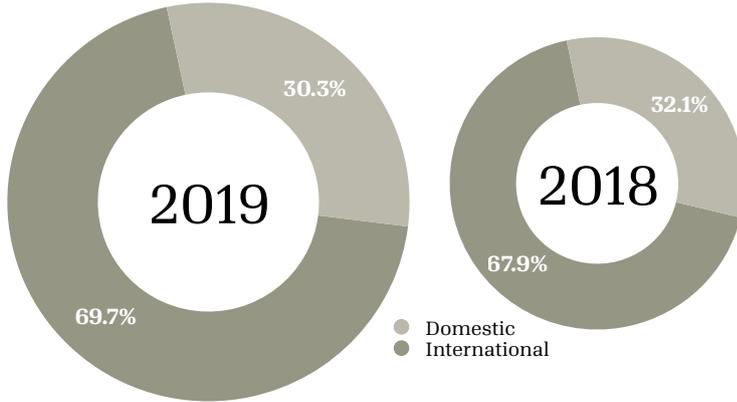
Structure of Passenger Traffic



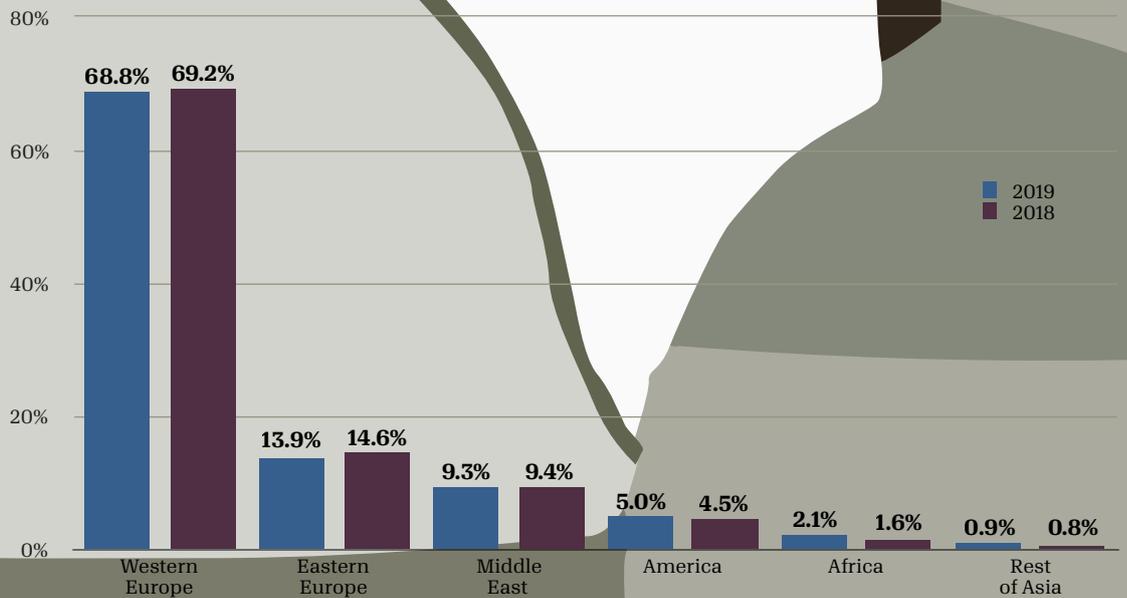
Monthly Terminal Passenger Distribution: Scheduled/Non-Scheduled

Month	Commercial						Non-Commercial	
	Scheduled		Non-Scheduled		Other Commercial		2019	% 2019/ 2018
	2019	% 2019/ 2018	2019	% 2019/ 2018	2019	% 2019/ 2018		
January	1,379,388	8.3%	4,492	76.5%	181		555	23.9%
February	1,318,633	11.4%	2,805	41.2%	9	50.0%	470	-25.9%
March	1,634,749	9.0%	5,188	-42.6%	4	-66.7%	851	-9.7%
April	1,969,373	7.1%	11,070	-34.5%	6	-25.0%	1,159	134.1%
May	2,255,681	6.0%	17,055	-29.3%	341		932	-13.1%
June	2,584,514	7.9%	21,860	-22.0%	356	85.4%	1,181	-32.2%
July	2,950,080	5.0%	20,041	-38.6%	208	10.1%	1,768	-1.7%
August	3,006,843	5.6%	25,086	-27.1%	20	-85.3%	1,358	-29.9%
September	2,662,997	5.6%	20,254	-25.6%	43	-90.1%	1,016	-16.0%
October	2,283,759	4.7%	10,029	-40.7%	2	-99.8%	807	-54.6%
November	1,653,446	2.6%	4,774	1.6%	275		410	-50.6%
December	1,618,472	5.4%	8,509	-20.9%	385	70.4%	736	-4.2%
Year Total	25,317,935	6.3%	151,163	-27.8%	1,830	-16.7%	11,243	-17.7%

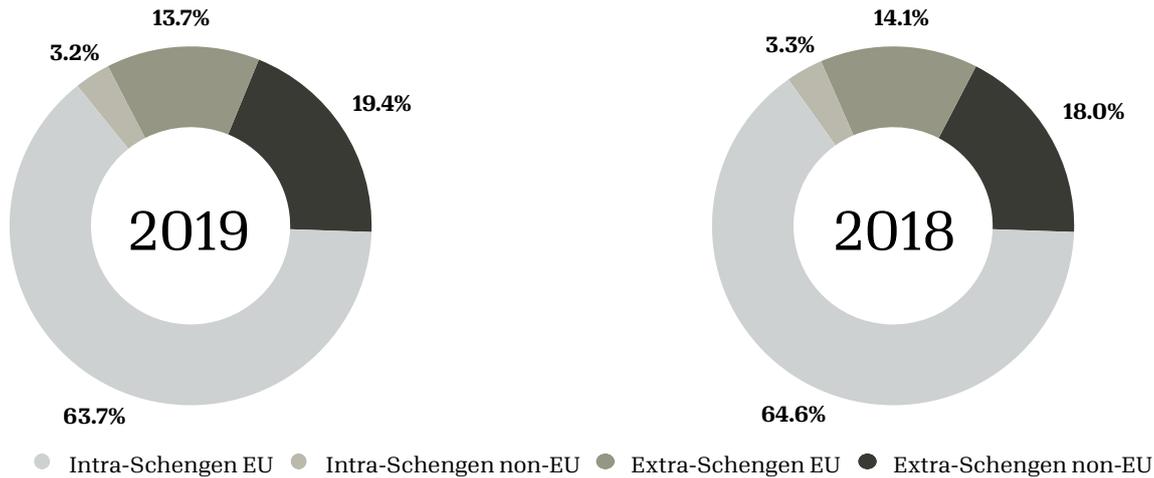
Domestic vs. International Passenger Traffic



Segmentation of International Passenger Traffic by Geographical Region



Schengen/EU Passenger Breakdown



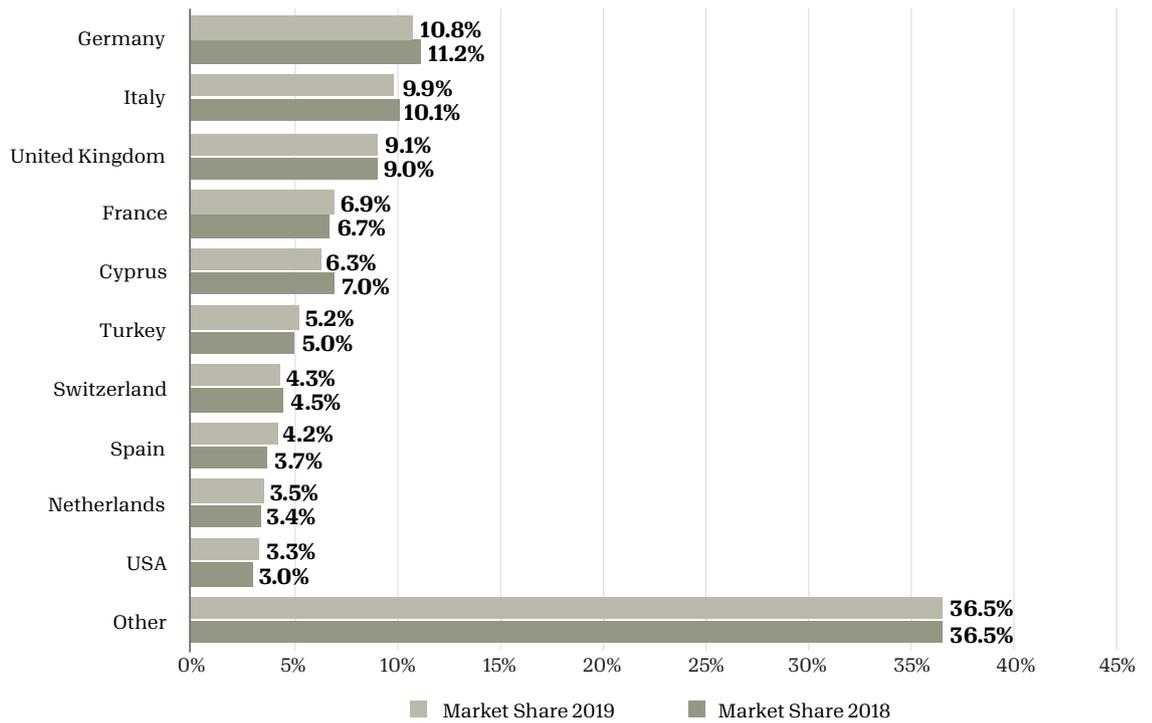
Monthly Terminal Passenger Distribution: Intra-/Extra-Schengen

Month	Intra Schengen		Extra Schengen		Total Terminal Passengers	
	2019	% 2019/ 2018	2019	% 2019/ 2018	2019	% 2019/ 2018
January	935,483	8.9%	449,133	7.5%	1,384,616	8.5%
February	905,832	11.3%	416,085	11.7%	1,321,917	11.4%
March	1,133,473	9.1%	507,319	7.7%	1,640,792	8.7%
April	1,344,755	5.9%	636,853	8.4%	1,981,608	6.7%
May	1,537,837	4.2%	736,172	8.7%	2,274,009	5.6%
June	1,715,327	6.2%	892,584	10.4%	2,607,911	7.6%
July	1,969,191	2.5%	1,002,906	8.6%	2,972,097	4.5%
August	2,019,870	3.3%	1,013,437	9.4%	3,033,307	5.2%
September	1,753,766	2.3%	930,544	11.2%	2,684,310	5.2%
October	1,526,476	2.1%	768,121	8.6%	2,294,597	4.2%
November	1,107,747	-0.5%	551,158	9.4%	1,658,905	2.6%
December	1,084,804	1.4%	543,298	13.9%	1,628,102	5.2%
Year Total	17,034,561	4.2%	8,447,610	9.6%	25,482,171	6.0%

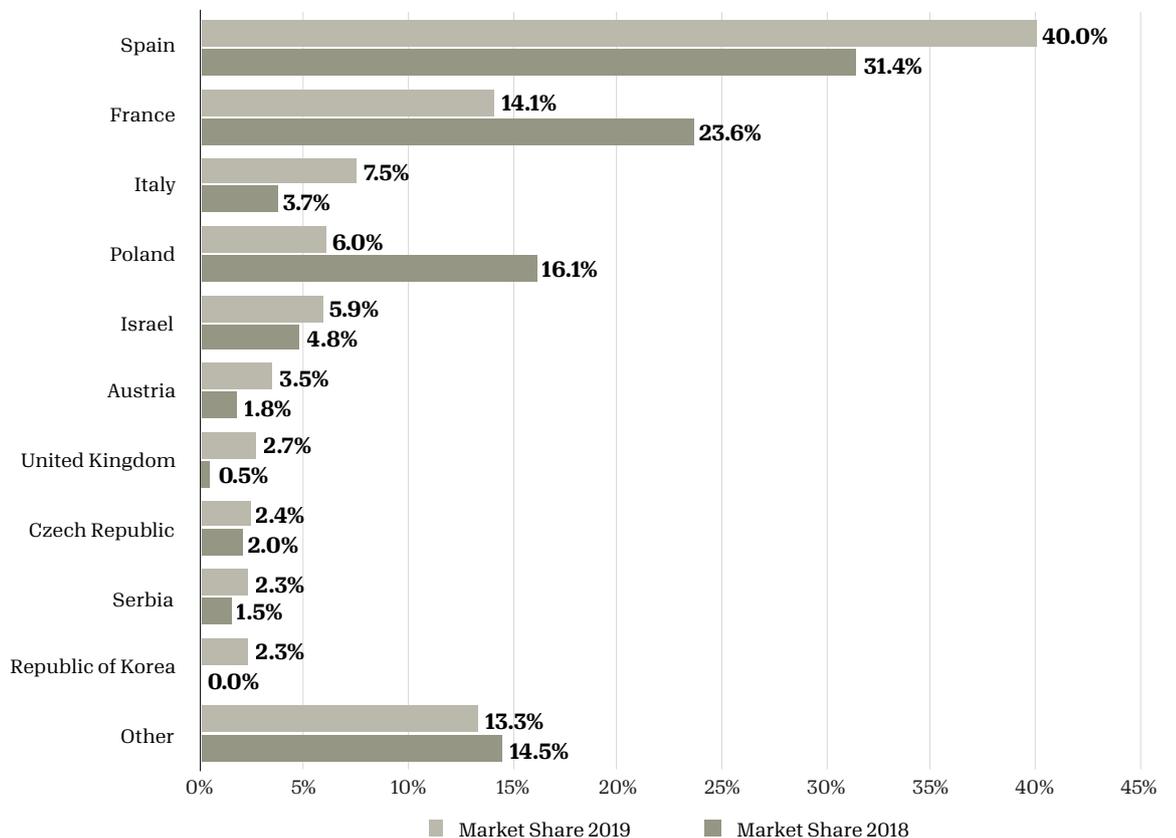
Top 10 International Scheduled Markets/Countries

Ranking	Country	Scheduled Passengers 2019	Market Share 2019	% 2019 / 2018
1	Germany	1,901,237	10.8%	5.0%
2	Italy	1,741,746	9.9%	6.7%
3	United Kingdom	1,608,842	9.1%	11.0%
4	France	1,207,375	6.9%	12.4%
5	Cyprus	1,107,143	6.3%	-1.9%
6	Turkey	913,823	5.2%	13.3%
7	Switzerland	756,726	4.3%	4.6%
8	Spain	732,088	4.2%	24.0%
9	Netherlands	616,951	3.5%	13.7%
10	USA	586,219	3.3%	21.4%
	Other	6,426,125	36.5%	9.2%
	Total International Scheduled	17,598,275	100.0%	9.1%

Top 10 International Scheduled Markets



Top 10 International Charter Markets



Top 10 International Charter Markets/Countries

Ranking	Country	Charter Passengers 2019	Market Share 2018	% 2019 / 2018
1	Spain	50,679	40.0%	-12.3%
2	France	17,895	14.1%	-58.9%
3	Italy	9,512	7.5%	39.4%
4	Poland	7,612	6.0%	-74.4%
5	Israel	7,483	5.9%	-16.0%
6	Austria	4,426	3.5%	29.9%
7	United Kingdom	3,405	2.7%	240.8%
8	Czech Republic	3,031	2.4%	-18.7%
9	Serbia	2,938	2.3%	8.3%
10	Republic of Korea	2,925	2.3%	NEW
	Other	16,875	13.3%	-36.7%
	Total International Charter	126,781	100.0%	-31.2%

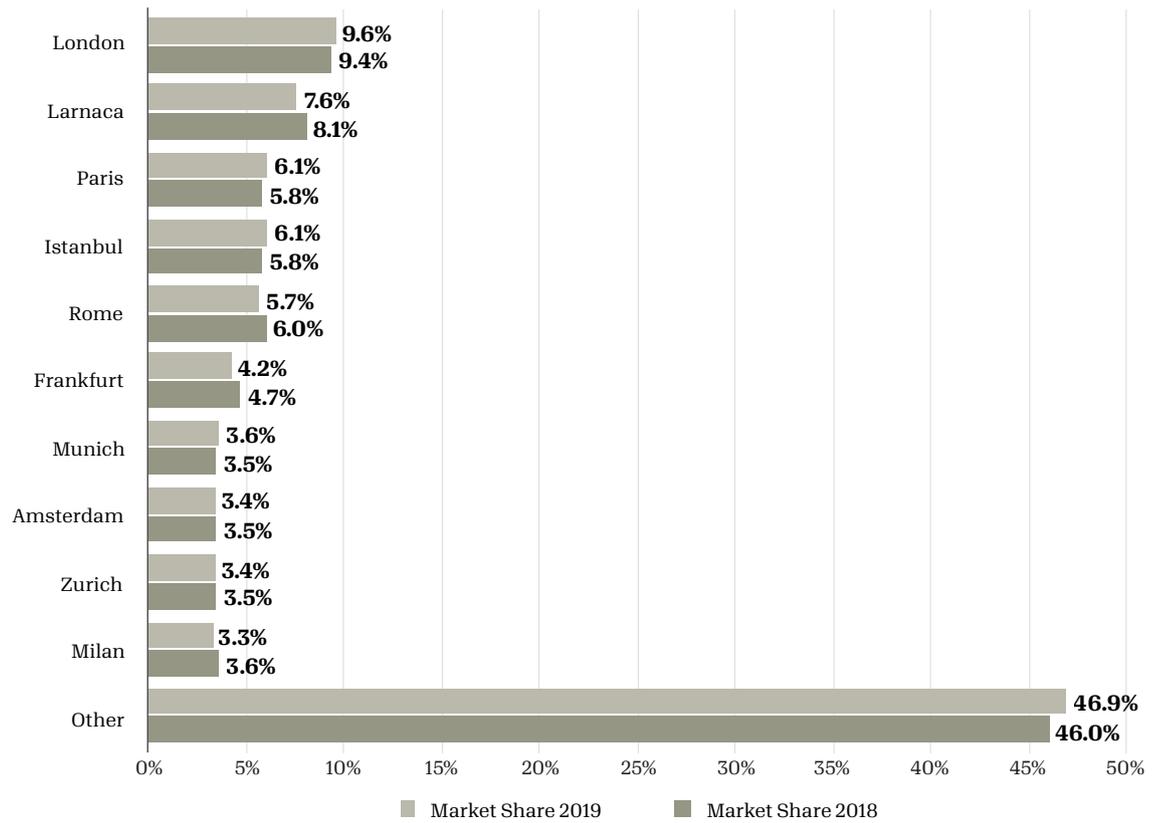
Top 10 European International Scheduled Destinations

Ranking	City	Scheduled Passengers 2019	Market Share 2019	% 2019 / 2018
1	London	1,401,258	9.6%	10.8%
2	Larnaca	1,104,460	7.6%	0.5%
3	Paris	890,533	6.1%	14.5%
4	Istanbul	889,521	6.1%	13.2%
5	Rome	822,416	5.7%	1.8%
6	Frankfurt	617,486	4.2%	-2.3%
7	Munich	521,684	3.6%	9.3%
8	Amsterdam	498,147	3.4%	5.2%
9	Zurich	497,055	3.4%	3.8%
10	Milan	479,417	3.3%	-1.3%
	Other	6,820,472	46.9%	9.9%
	Total European International Scheduled	14,542,449	100.0%	7.8%

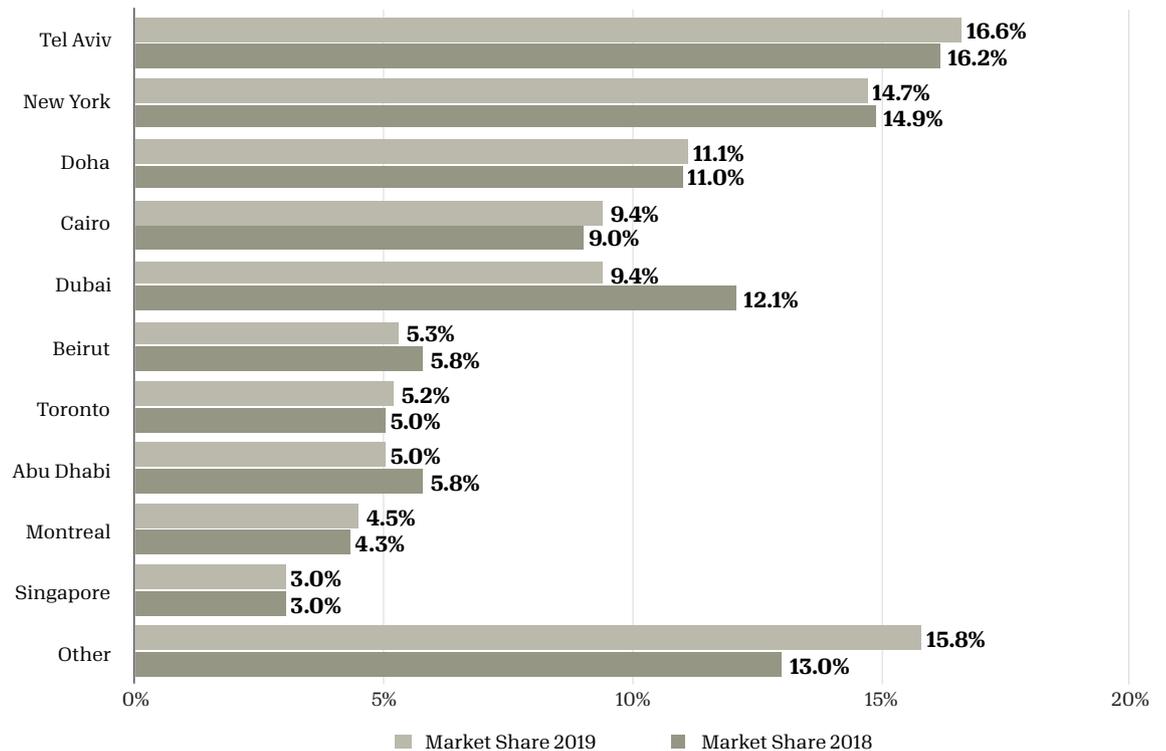
Top 10 non-European International Scheduled Destinations

Ranking	City	Scheduled Passengers 2019	Market Share 2018	Market Share 2019	% 2019 / 2018
1	Tel Aviv	508,220	16.2%	16.6%	19.0%
2	New York	450,013	14.9%	14.7%	14.8%
3	Doha	337,786	11.0%	11.1%	16.9%
4	Cairo	288,362	9.0%	9.4%	21.7%
5	Dubai	286,698	12.1%	9.4%	-9.8%
6	Beirut	163,015	5.8%	5.3%	6.7%
7	Toronto	158,299	5.0%	5.2%	19.4%
8	Abu Dhabi	152,182	5.8%	5.0%	-0.5%
9	Montreal	137,907	4.3%	4.5%	20.3%
10	Singapore	90,770	3.0%	3.0%	14.8%
	Other	482,574	13.0%	15.8%	40.8%
	Total non-European International Scheduled	3,055,826	100.0%	100.0%	15.8%

Top 10 European International Scheduled Destinations



Top 10 non-European International Scheduled Destinations



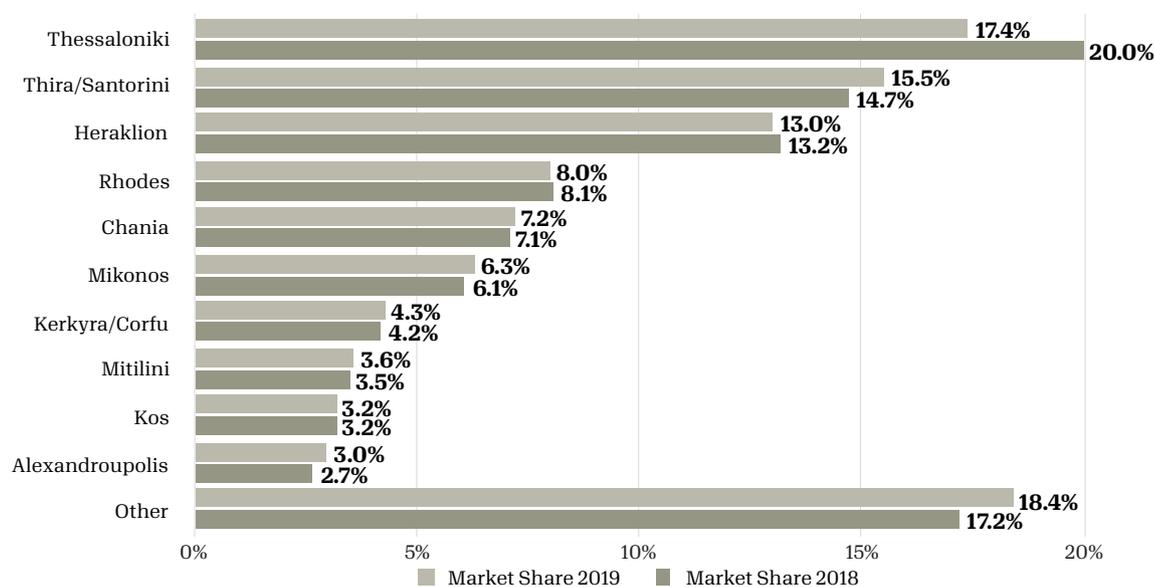
Ranking of International Destinations According to Passenger Traffic

Ranking	Country	Scheduled Passengers & Charter 2019	Market Share 2019	% 2019 / 2018	Ranking	Country	Scheduled Passengers & Charter 2019	Market Share 2019	% 2019 / 2018
1	Germany	1,902,587	10.7%	4.9%	31	Republic of Ireland	100,796	0.6%	7.6%
2	Italy	1,751,258	9.9%	6.8%	32	Croatia	94,653	0.5%	31.4%
3	United Kingdom	1,612,247	9.1%	11.1%	33	Singapore	90,770	0.5%	14.8%
4	France	1,225,270	6.9%	9.6%	34	Georgia	88,849	0.5%	29.6%
5	Cyprus	1,107,412	6.2%	-1.9%	35	Jordan	79,975	0.5%	5.0%
6	Turkey	914,567	5.2%	13.3%	36	Finland	76,352	0.4%	23.1%
7	Spain	782,767	4.4%	20.8%	37	Morocco	69,737	0.4%	NEW
8	Switzerland	756,941	4.3%	4.6%	38	Malta	63,609	0.4%	9.0%
9	Netherlands	616,951	3.5%	13.6%	39	People's Republic of China	61,615	0.3%	21.6%
10	USA	586,219	3.3%	21.4%	40	Norway	52,799	0.3%	-9.3%
11	Israel	515,703	2.9%	18.3%	41	Saudi Arabia	49,834	0.3%	46.9%
12	United Arab Emirates	438,880	2.5%	-6.8%	42	Bahrain	44,668	0.3%	-1.6%
13	Poland	403,744	2.3%	-2.9%	43	Lithuania	40,134	0.2%	-2.5%
14	Belgium	392,467	2.2%	3.3%	44	Slovakia	39,484	0.2%	-2.9%
15	Romania	347,267	2.0%	-7.2%	45	Armenia	38,029	0.2%	6.9%
16	Qatar	337,786	1.9%	16.9%	46	Luxembourg	22,344	0.1%	51.7%
17	Russian Federation	332,415	1.9%	0.4%	47	Oman	20,590	0.1%	NEW
18	Austria	328,174	1.9%	17.4%	48	Latvia	20,225	0.1%	
19	Egypt	301,640	1.7%	21.8%	49	Moldova	19,687	0.1%	
20	Canada	296,566	1.7%	19.8%	50	Estonia	11,782	0.1%	
21	Bulgaria	235,474	1.3%	-11.7%	51	Tunisia	7,438	0.0%	NEW
22	Denmark	229,417	1.3%	-3.8%	52	Republic of North Macedonia	7,410	0.0%	NEW
23	Hungary	207,943	1.2%	18.9%	53	Bosnia and Herzegovina	5,196	0.0%	NEW
24	Ukraine	173,059	1.0%	29.1%	54	Montenegro	4,637	0.0%	
25	Lebanon	163,015	0.9%	6.7%	55	Republic of Korea	2,925	0.0%	
26	Serbia	162,435	0.9%	1.1%	56	Japan	1,033		
27	Sweden	131,768	0.7%	-6.2%	57	Ethiopia	842		NEW
28	Albania	123,649	0.7%	25.6%	58	Algeria	638		
29	Portugal	122,018	0.7%	36.1%	59	Belarus	197		
30	Czech Republic	109,163	0.6%	6.3%	60	Libya	6		
Grand Total							17,725,056	100.0%	8.7%

Ranking of Domestic Destinations According to Passenger Traffic

Ranking	City	Scheduled & Charter Passengers 2019	Market Share 2019	% 2019 / 2018
1	Thessaloniki	1,347,638	17.4%	-12.3%
2	Thira/Santorini	1,195,923	15.5%	5.5%
3	Heraklion	1,002,184	13.0%	-1.6%
4	Rhodes	616,455	8.0%	-1.3%
5	Chania	558,019	7.2%	2.0%
6	Mikonos	488,516	6.3%	3.1%
7	Kerkyra/Corfu	329,536	4.3%	0.7%
8	Mitilini	281,079	3.6%	4.3%
9	Kos	248,625	3.2%	2.4%
10	Alexandroupolis	235,588	3.0%	13.8%
11	Paros	201,871	2.6%	15.3%
12	Chios	194,231	2.5%	7.9%
13	Samos	140,344	1.8%	6.0%
14	Ioannina	103,995	1.3%	16.8%
15	Naxos	103,661	1.3%	20.2%
16	Zakinthos	89,239	1.2%	2.5%
17	Kefallonia	87,441	1.1%	1.4%
18	Milos	78,122	1.0%	3.6%
19	Limnos	72,460	0.9%	14.9%
20	Kavala	66,734	0.9%	-8.3%
21	Karpathos	53,339	0.7%	2.4%
22	Skiathos	50,459	0.7%	10.0%
23	Ikaria	40,454	0.5%	14.2%
24	Kithira	34,030	0.4%	3.0%
25	Leros	22,761	0.3%	-3.2%
26	Sitia	21,816	0.3%	2.8%
27	Astypalea	14,054	0.2%	8.1%
28	Syros	12,758	0.2%	-12.9%
29	Skiros	10,079	0.1%	-17.1%
30	Kalimnos	8,931	0.1%	-12.8%
31	Aktio/Preveza	6,269	0.1%	2.9%
32	Kozani	4,744	0.1%	9.1%
33	Kastoria	2,859	0.0%	-22.6%
Grand Total		7,724,530	100.0%	0.3%

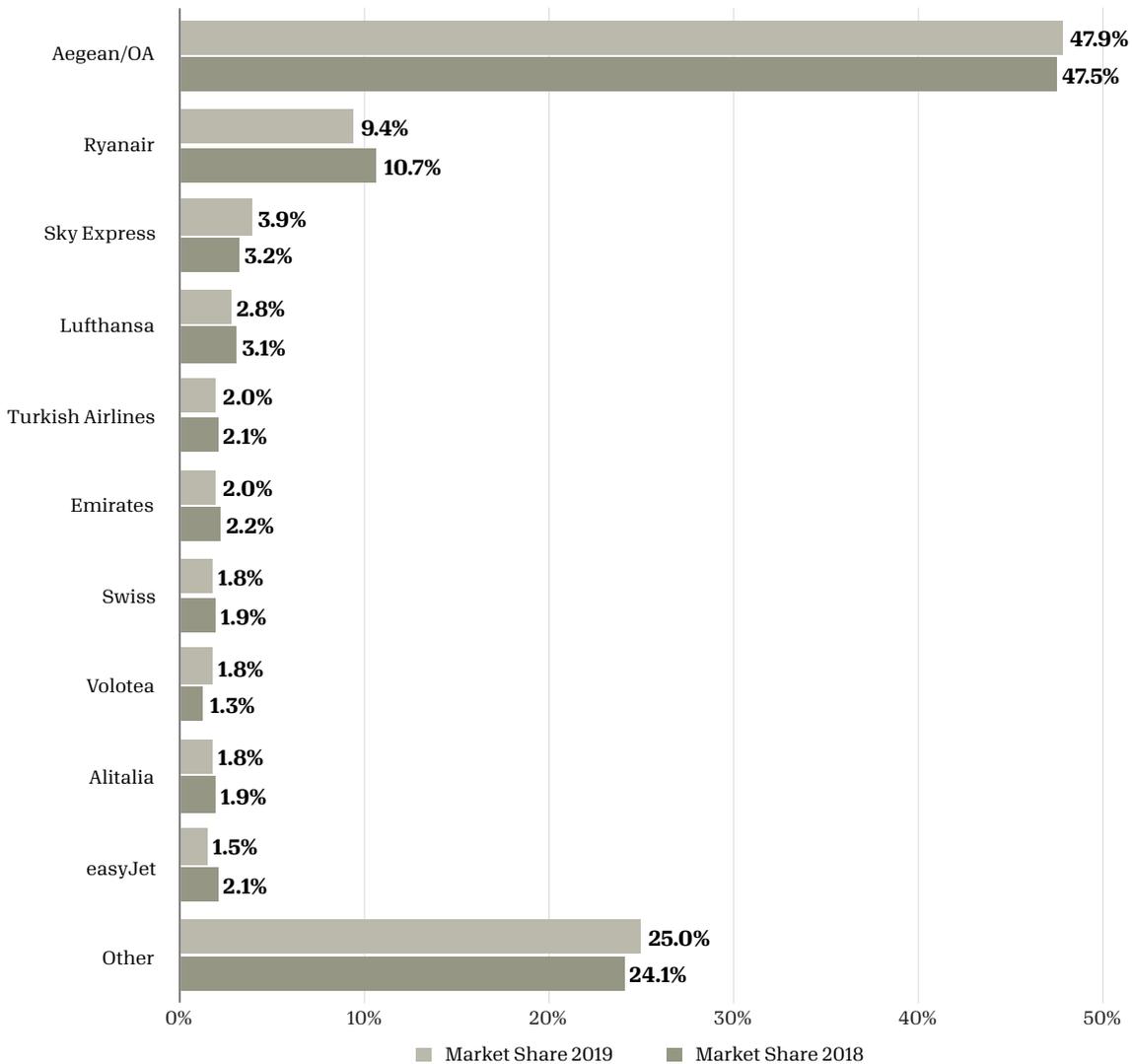
Top 10 Domestic Destinations



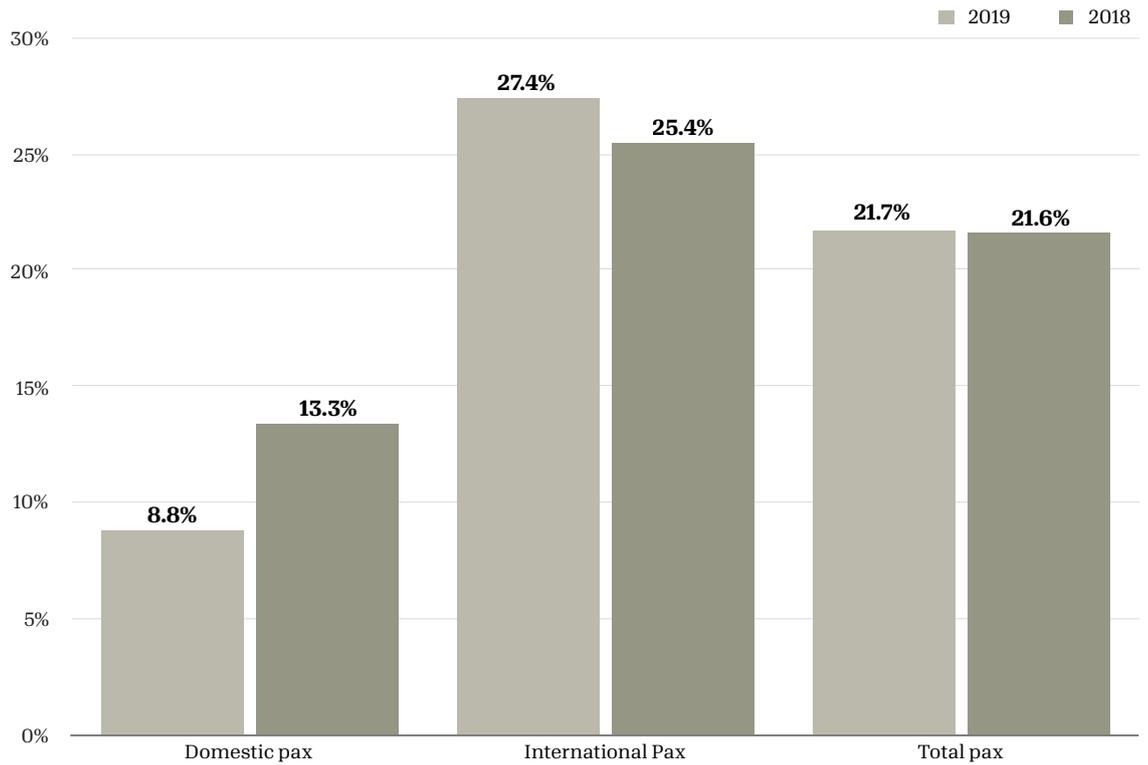
Airline Awards 2019

Category	Winner	Highly Commended
Best of the Top 10 Airline Performance	Volotea	
Best New Entrant Performance	Cyprus Airways	WizzAir
Fastest Growing Airline - European Seasonal Route	Brussels Airlines	Croatia Airlines
Fastest Growing Airline - America Seasonal Route	American Airlines	Air Transat
Fastest Growing Airline - Thin Route	Bulgaria Air	Royal Jordanian
Fastest Growing Airline	Domestic	Sky Express
	Western Europe	Eurowings
	Eastern Europe	Tarom
	Middle East	Qatar Airways
	Africa	Aegean
	Asia	Air China
	America	Emirates
Overall Traffic Development	Aegean Airlines	
Special Award "Most awarded airline in the last 20 years"	Aegean Airlines	Emirates & Qatar Airways

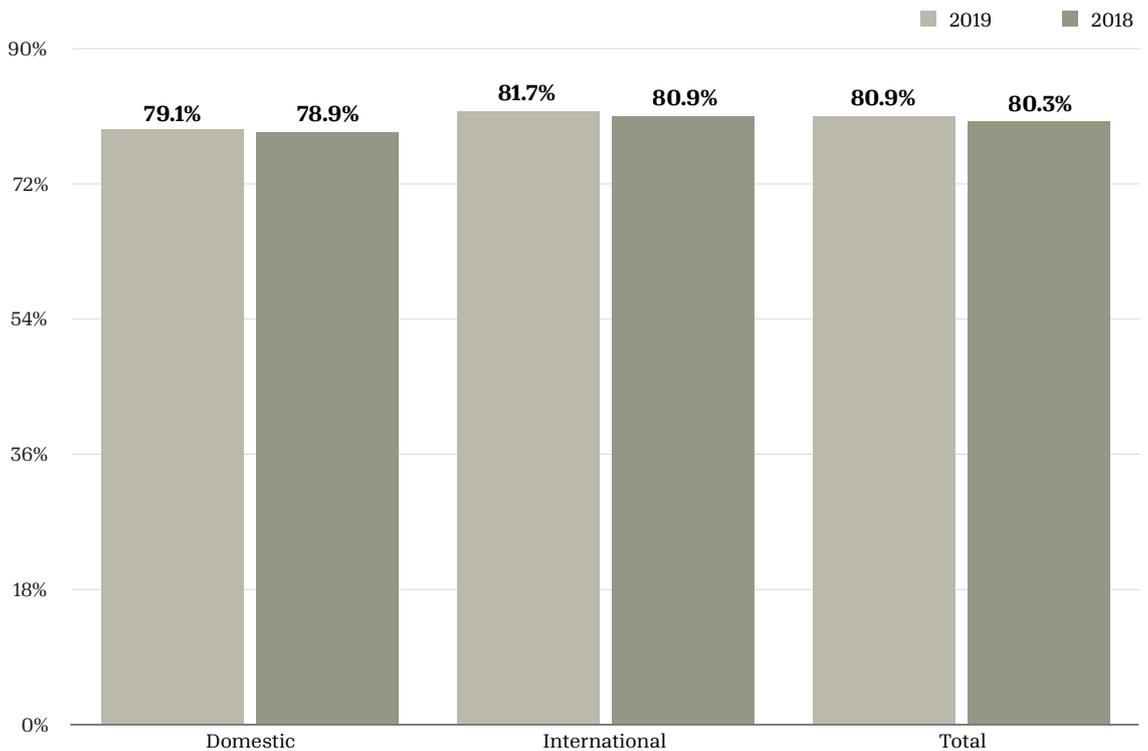
Top 10 Airlines According to Total Passenger Traffic



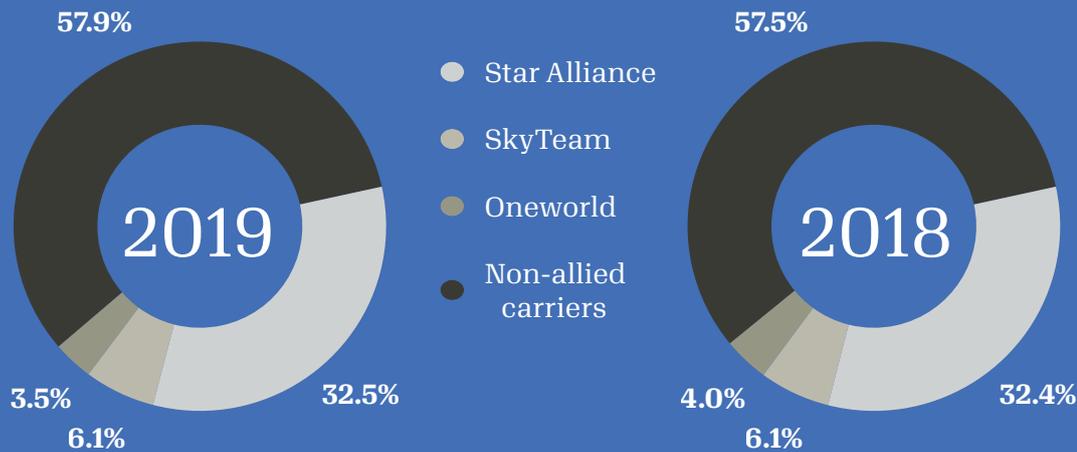
Low-cost carriers' share in passenger traffic



Load Factors of Non-Stop Flights
Annual Development 2018-2019



Alliances' Market Share in Total Passenger Traffic



Daily Passenger Peaks

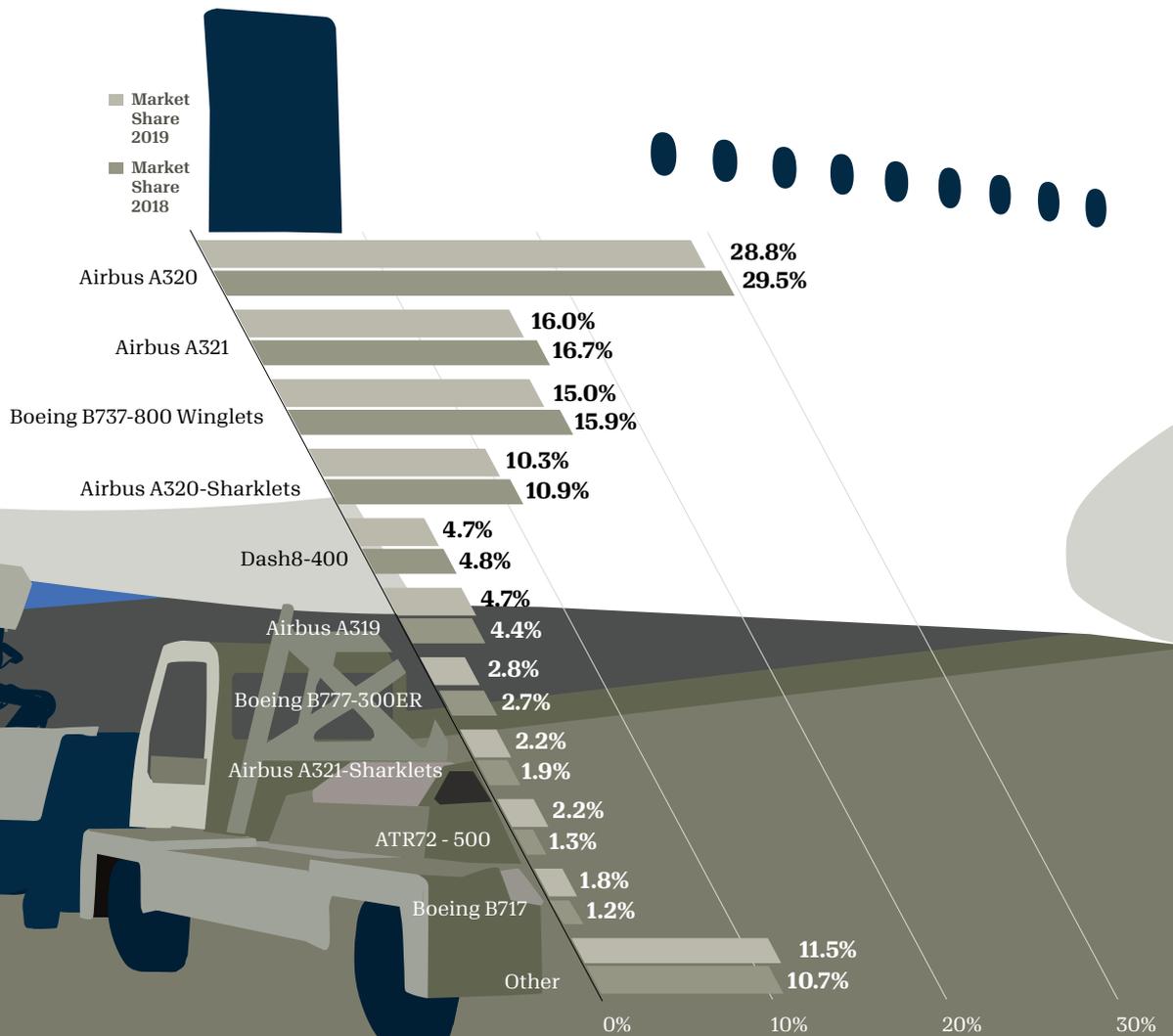
Busiest Days		Day	Date	Terminal Passengers
Domestic	Arrivals	Sunday	25/08/2019	17,369
	Departures	Saturday	10/08/2019	16,864
	Total	Saturday	10/08/2019	32,319
International	Arrivals	Saturday	10/08/2019	36,817
	Departures	Saturday	31/08/2019	38,876
	Total	Saturday	31/08/2019	74,148
Total	Arrivals	Saturday	10/08/2019	52,272
	Departures	Saturday	10/08/2019	52,547
	Total	Saturday	10/08/2019	104,819

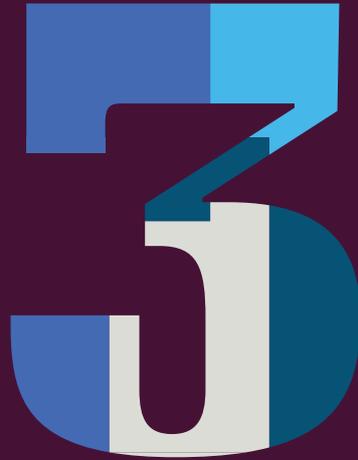
Peak and Average Daily Passenger Traffic

Category	Ranking	Day	Date	Terminal Passengers
10 Busiest Days	1	Saturday	10/08/2019	104,819
	2	Saturday	31/08/2019	103,723
	3	Saturday	17/08/2019	103,693
	4	Sunday	11/08/2019	102,947
	5	Sunday	18/08/2019	102,126
	6	Sunday	28/07/2019	102,118
	7	Sunday	04/08/2019	101,940
	8	Saturday	03/08/2019	101,526
	9	Friday	09/08/2019	101,162
	10	Saturday	27/07/2019	100,518
30th Busiest Day	30	Thursday	15/08/2019	97,328
Average Day		Friday	12/04/2019	69,824

Average Day = Day with passenger traffic closest to the average (25,482,171/365=69.814)

Top 10 Aircraft Types According to Passenger Traffic





Counting Airplanes

The number of flights grew by almost 4% and amounted to 225,628, surpassing historical traffic records

The overall number of flights at the Athens International Airport during 2019 reached 225,628 (+3.9%), an all-time high performance. Both domestic and international flights presented healthy growth during the year, by 4.1% and 3.8%, respectively. The similar performance of the domestic and the international sector was however formulated by a diverse course of these two segments: the international market featured an increased number of flights throughout the year, denoting the enhancement of the Airport's international route network, while the domestic market presented a

declining trend, largely due to Ryanair's diminishing domestic network which only held flights to/from Santorini since April 2019.

The vast majority of the Airport's operation is based on scheduled passenger services which in 2019 accounted for almost 90% of the total number of flights (89.4%). Charter flights accounted for a marginal 0.4% of the total aircraft movements, cargo flights accounted for 2.1% and general aviation and other non-commercial flights for 8.1%.

The top-10 international markets/countries account for 62% of the Airport's international scheduled

flights, with Italy, Germany and the UK being in the top three. Moving from countries to cities, London holds the first place within Europe, followed by Larnaca and Istanbul, while outside Europe Tel Aviv, Cairo and Doha hold the top three places, followed by New York.

The Airport's home-based carriers, namely Aegean/OA, Ryanair, Ellinair, Sky Express and Volotea, account for 64.3% of the Airport's aircraft movements all part of the top-10 airlines in terms of aircraft movements, with Ellinair being a new entry in 2019. Sky Express and Volotea managed to increase their market share, with Volotea

climbing up from the 9th to the 5th position.

Airbus 320 is consistently the most commonly used aircraft type in airline operations to/from Athens carrying out approximately 23% of all flights. It is followed by Boeing B737-800 Winglets and Airbus 321 that both held an approximately 11% share.

With 911 flights, Friday 5th July was the busiest day of 2019 in terms of total aircraft movements, followed by 30th July with 891 flights, a date during which domestic flights also peaked. International services peaked on Thursday 1st August.

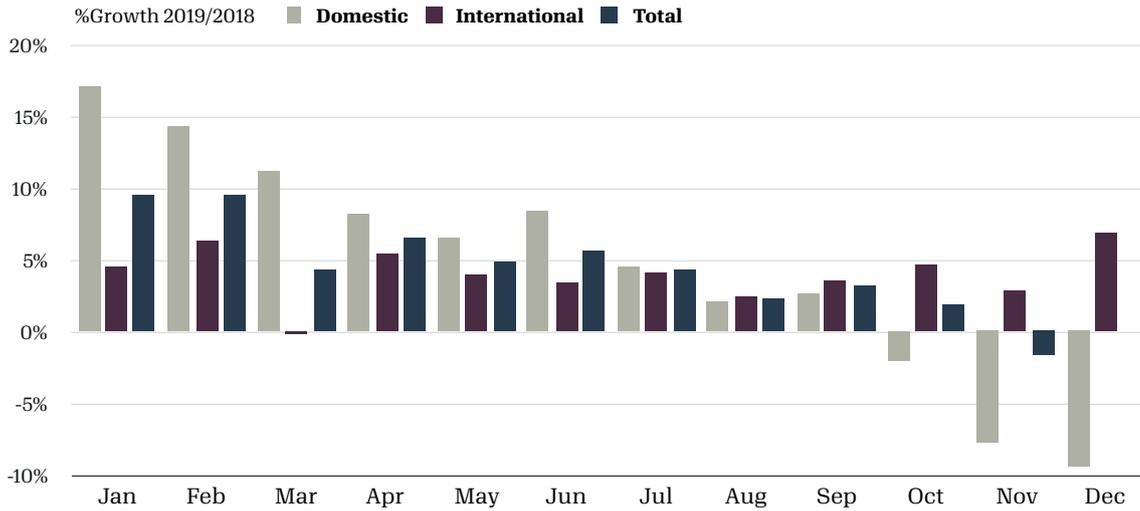
Monthly Distribution of A/C Movements: Arrivals/Departures

Month	Arrivals		Departures		Total	
	2019	% 2019 / 2018	2019	% 2019 / 2018	2019	% 2019 / 2018
January	6,820	9.3%	6,828	9.6%	13,648	9.4%
February	6,103	9.6%	6,103	9.5%	12,206	9.5%
March	7,169	4.0%	7,180	4.3%	14,349	4.2%
April	8,759	6.5%	8,752	6.5%	17,511	6.5%
May	10,005	4.9%	9,981	4.9%	19,986	4.9%
June	11,634	5.5%	11,635	5.6%	23,269	5.6%
July	13,342	4.2%	13,357	4.3%	26,699	4.3%
August	13,329	2.3%	13,315	2.3%	26,644	2.3%
September	11,385	3.1%	11,399	3.2%	22,784	3.2%
October	9,780	1.9%	9,789	1.8%	19,569	1.9%
November	7,210	-1.7%	7,208	-1.7%	14,418	-1.7%
December	7,278	0.1%	7,267	0.0%	14,545	0.0%
Year Total	112,814	3.9%	112,814	3.9%	225,628	3.9%

Monthly Distribution of A/C Movements: Domestic/International

Month	Domestic		International		Total	
	2019	% 2019 / 2018	2019	% 2019 / 2018	2019	% 2019 / 2018
January	5,794	17.1%	7,854	4.4%	13,648	9.4%
February	5,199	14.3%	7,007	6.3%	12,206	9.5%
March	5,868	11.1%	8,481	-0.1%	14,349	4.2%
April	7,062	8.2%	10,449	5.3%	17,511	6.5%
May	8,342	6.4%	11,644	3.9%	19,986	4.9%
June	10,228	8.4%	13,041	3.4%	23,269	5.6%
July	11,421	4.5%	15,278	4.1%	26,699	4.3%
August	11,347	2.1%	15,297	2.4%	26,644	2.3%
September	9,768	2.6%	13,016	3.6%	22,784	3.2%
October	7,917	-2.0%	11,652	4.7%	19,569	1.9%
November	5,713	-7.8%	8,705	2.7%	14,418	-1.7%
December	5,544	-9.4%	9,001	6.8%	14,545	0.0%
Year Total	94,203	4.1%	131,425	3.8%	225,628	3.9%

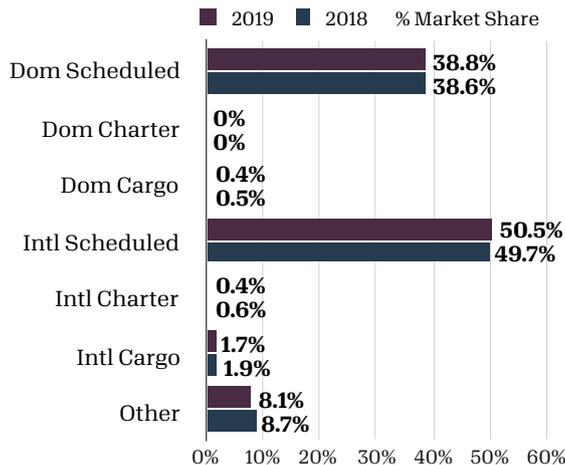
Monthly A/C Movements Development 2018/2019



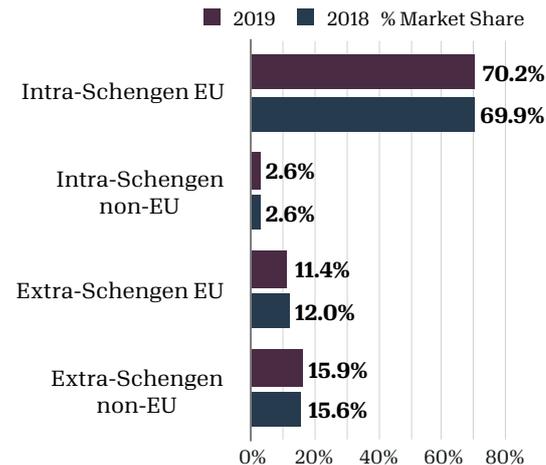
Monthly Distribution of A/C Movements by Flight Type

Month	Commercial					Non-Commercial	Grand Total
	Scheduled Pax	Charter Pax	Scheduled Cargo	Charter Cargo	Other		
January	12,469	32	415	2	327	403	13,648
February	11,145	20	373	12	284	372	12,206
March	13,074	42	381	5	385	462	14,349
April	15,949	70	393	6	554	539	17,511
May	17,990	111	406	5	841	633	19,986
June	20,649	122	349	5	1,423	721	23,269
July	22,887	103	415	5	2,148	1,141	26,699
August	23,144	141	367	3	1,936	1,053	26,644
September	20,325	113	401	5	1,171	769	22,784
October	17,552	67	424	7	767	752	19,569
November	13,108	40	400	6	413	451	14,418
December	13,349	64	395	9	352	376	14,545
Year Total	201,641	925	4,719	70	10,601	7,672	225,628

Structure of A/C Movements Traffic



A/C Movements Breakdown Schengen/EU

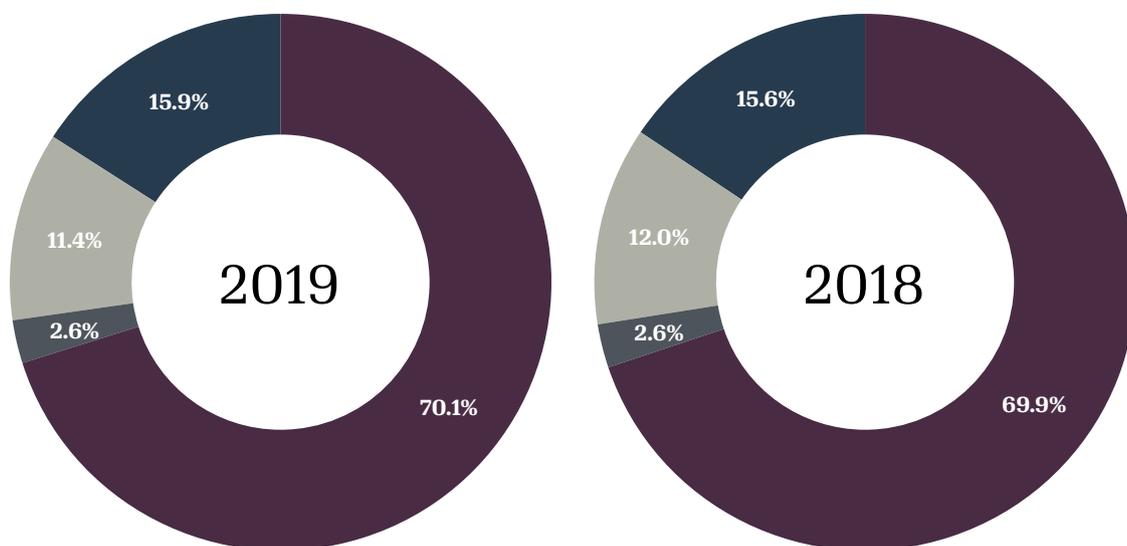


Monthly Distribution of A/C Movements: Intra-/Extra-Schengen

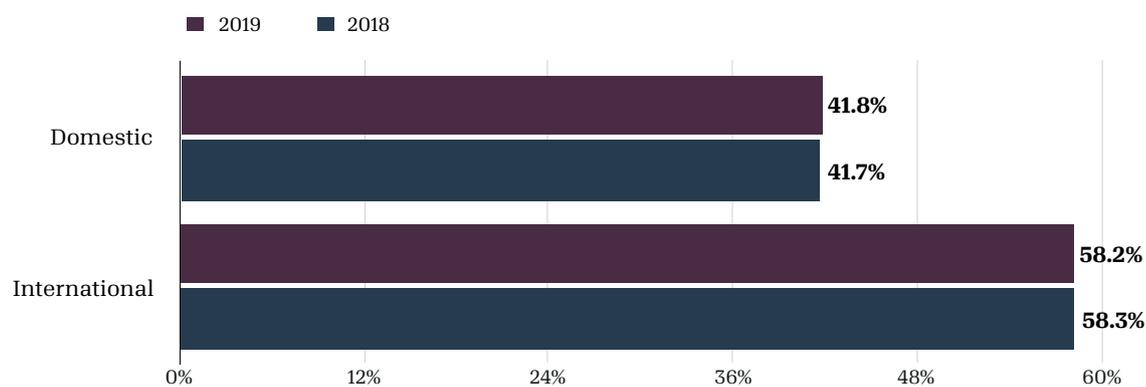
Month	Intra-Schengen		Extra-Schengen		Total	
	2019	% 2019 / 2018	2019	% 2019 / 2018	2019	% 2019 / 2018
January	9,724	13.4%	3,924	0.8%	13,648	9.4%
February	8,672	11.9%	3,534	4.2%	12,206	9.5%
March	10,283	7.1%	4,066	-2.7%	14,349	4.2%
April	12,764	8.5%	4,747	1.5%	17,511	6.5%
May	14,726	6.6%	5,260	0.6%	19,986	4.9%
June	17,171	7.1%	6,098	1.5%	23,269	5.6%
July	19,868	4.6%	6,831	3.3%	26,699	4.3%
August	19,913	2.3%	6,731	2.3%	26,644	2.3%
September	16,639	3.0%	6,145	3.6%	22,784	3.2%
October	14,070	0.6%	5,499	5.1%	19,569	1.9%
November	10,139	-4.9%	4,279	6.7%	14,418	-1.7%
December	10,105	-4.0%	4,440	10.5%	14,545	0.0%
Year Total	164,074	4.3%	61,554	3.0%	225,628	3.9%

A/C Movements Breakdown Schengen/EU

● Intra-Schengen EU ● Intra-Schengen non-EU ● Extra-Schengen EU ● Extra-Schengen non-EU



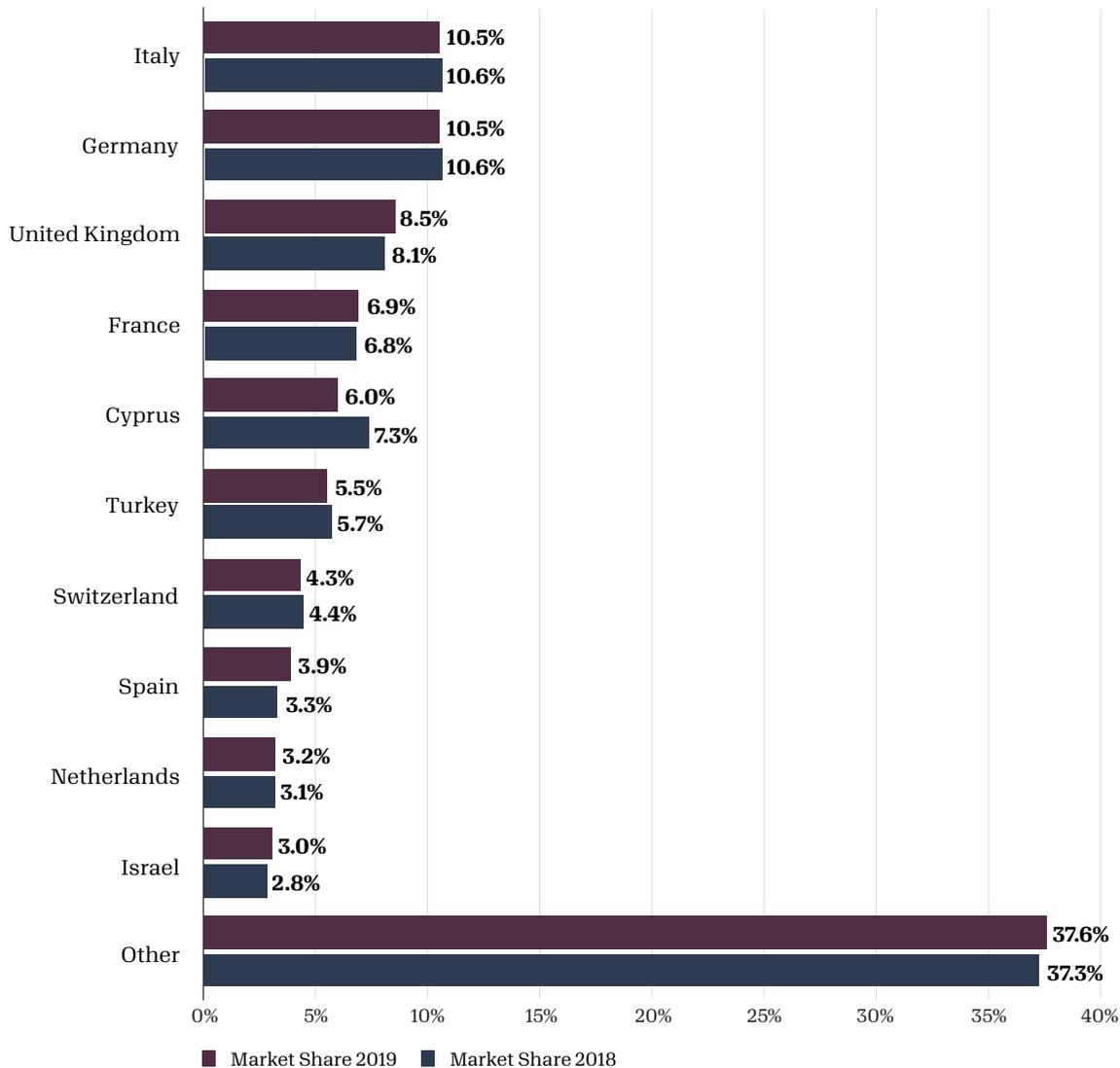
Segmentation of A/C Movements by Domestic/International



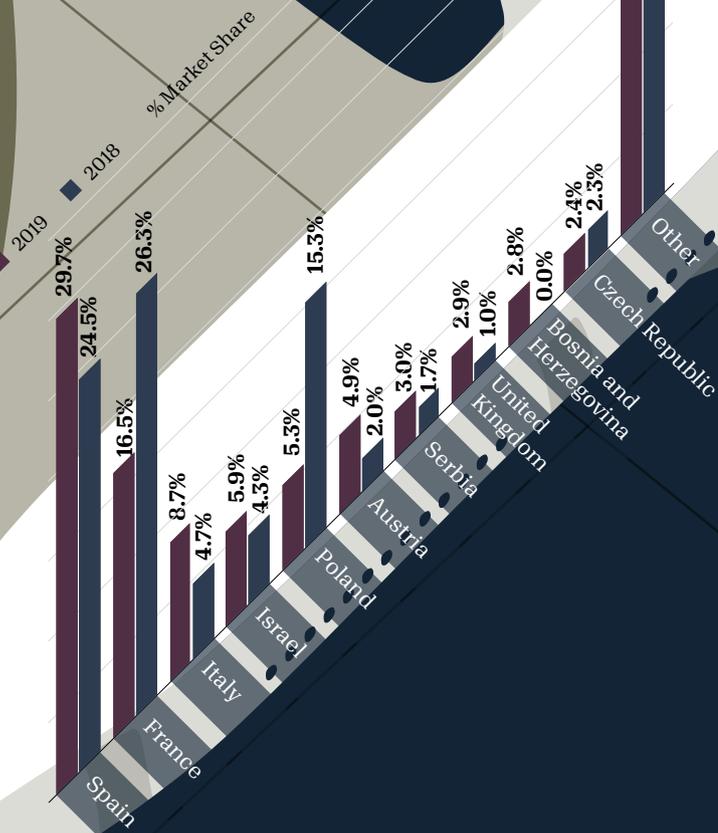
Top 10 International Markets/Countries for Scheduled Pax Movements

Ranking	Country	A/C Movements 2019	Market Share 2019	% 2019/2018
1	Italy	12,026	10.5%	4.9%
2	Germany	12,015	10.5%	4.7%
3	United Kingdom	9,693	8.5%	10.5%
4	France	7,918	6.9%	8.4%
5	Cyprus	6,842	6.0%	-13.3%
6	Turkey	6,297	5.5%	1.9%
7	Switzerland	4,885	4.3%	4.0%
8	Spain	4,408	3.9%	24.6%
9	Netherlands	3,653	3.2%	10.3%
10	Israel	3,439	3.0%	13.5%
	Other	42,824	37.6%	6.3%
	Total	114,000	100.0%	5.6%

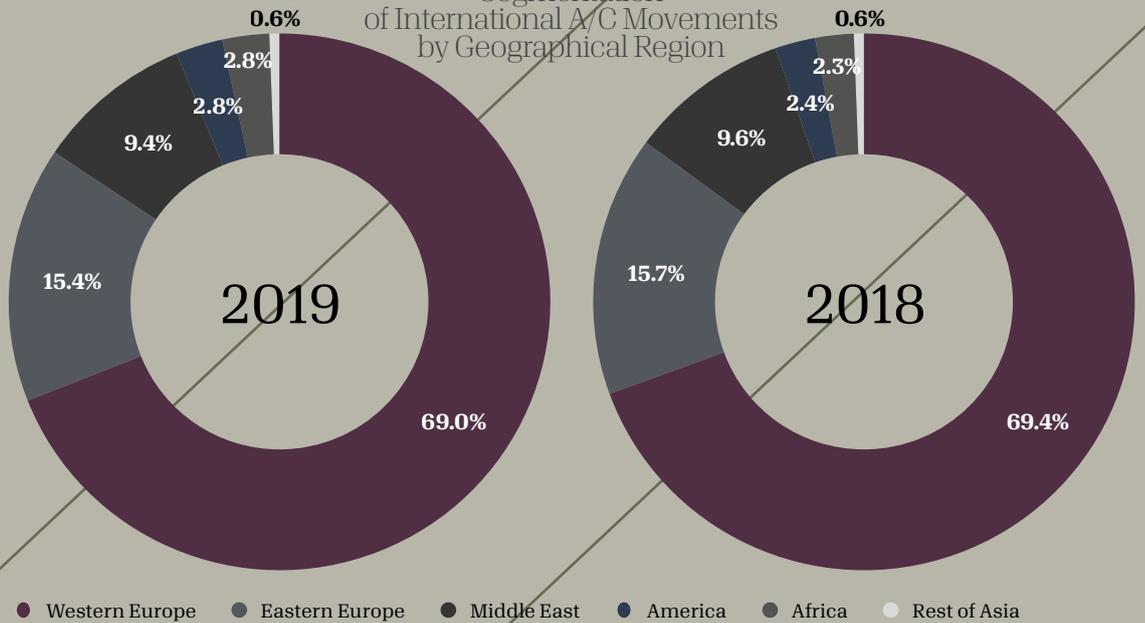
Top 10 International Markets/Countries for Scheduled Pax Movements



Top 10 International Markets/Countries for Charter Pax Movements



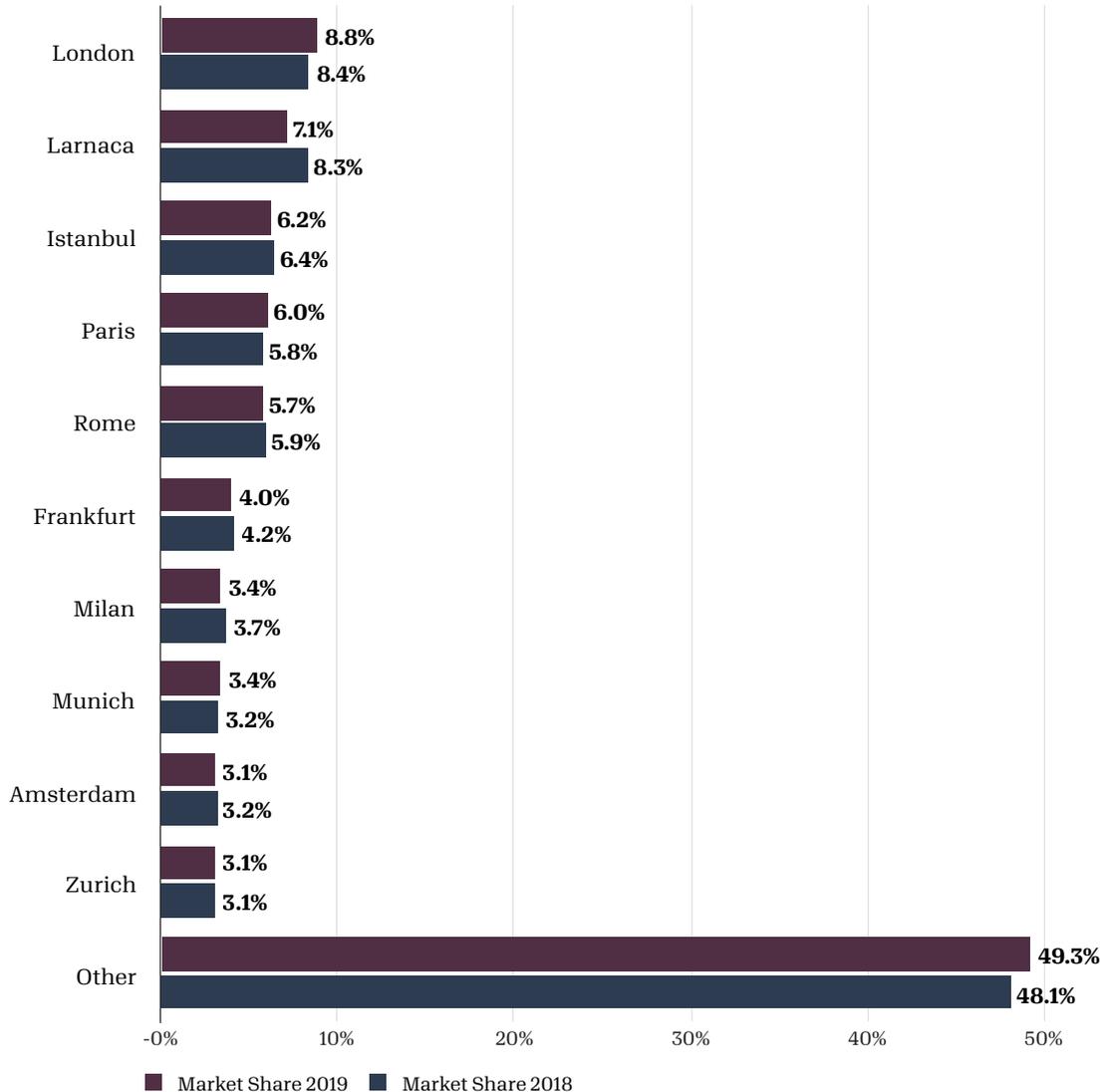
Segmentation of International A/C Movements by Geographical Region



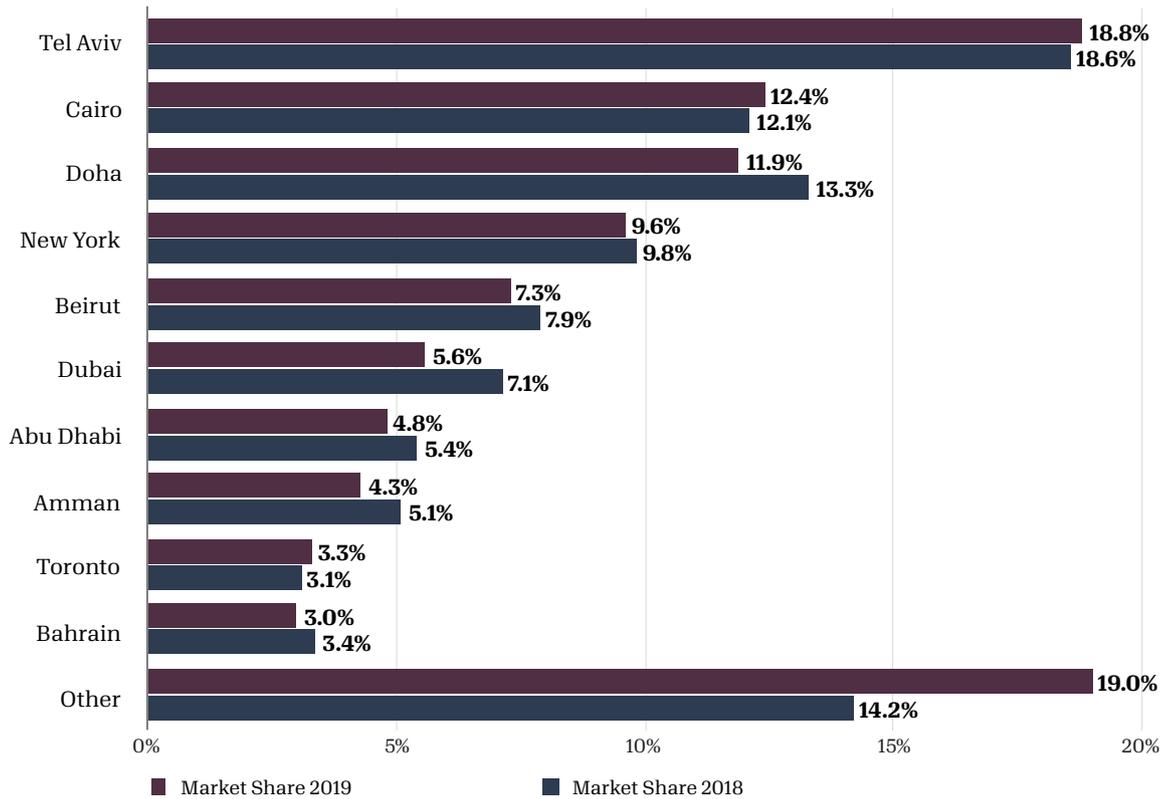
Top 10 International Markets/Countries for Charter Pax Movements

Ranking	Country	A/C Movements 2019	Market Share 2019	% 2019/2018
1	Spain	256	29.7%	-15.5%
2	France	142	16.5%	-56.3%
3	Italy	75	8.7%	29.3%
4	Israel	51	5.9%	-3.8%
5	Poland	46	5.3%	-75.7%
6	Austria	42	4.9%	68.0%
7	Serbia	26	3.0%	23.8%
8	United Kingdom	25	2.9%	108.3%
9	Bosnia and Herzegovina	24	2.8%	
10	Czech Republic	21	2.4%	-25.0%
	Other	153	17.8%	-31.7%
	Total	861	100.0%	-30.5%

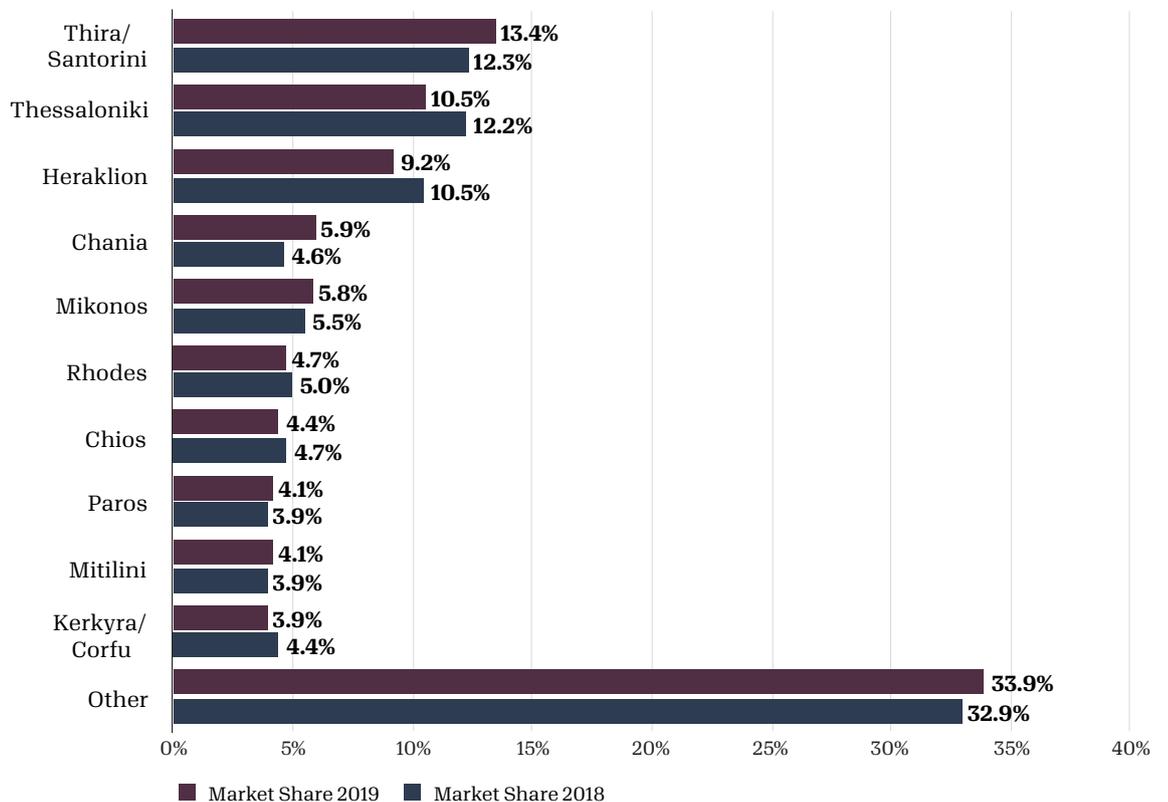
Top 10 European Destinations for Scheduled Pax Movements



Top 10 Int'l non-European Destinations for Scheduled Pax Movements



Top 10 Domestic Destinations for Scheduled Pax Movements



Ranking of International Markets/Countries According to A/C Movements

Ranking	Country*	Scheduled & Charter Pax A/C Movements 2019	Market Share 2019	% 2019 / 2018
1	Italy	12,101	10.5%	5.1%
2	Germany	12,026	10.5%	4.6%
3	United Kingdom	9,718	8.5%	10.6%
4	France	8,060	7.0%	5.7%
5	Cyprus	6,844	6.0%	-13.3%
6	Turkey	6,308	5.5%	2.0%
7	Switzerland	4,887	4.3%	3.9%
8	Spain	4,664	4.1%	21.4%
9	Netherlands	3,653	3.2%	10.2%
10	Israel	3,490	3.0%	13.2%
11	Belgium	2,614	2.3%	2.9%
12	Romania	2,578	2.2%	-12.3%
13	Russian Federation	2,532	2.2%	-1.5%
14	Egypt	2,469	2.1%	14.4%
15	Poland	2,448	2.1%	-5.2%
16	USA	2,344	2.0%	20.3%
17	Qatar	2,182	1.9%	0.6%
18	Austria	2,171	1.9%	18.5%
19	United Arab Emirates	1,914	1.7%	-6.6%
20	Bulgaria	1,704	1.5%	-14.3%
21	Denmark	1,500	1.3%	-6.8%
22	Serbia	1,448	1.3%	4.3%
23	Lebanon	1,346	1.2%	4.9%
24	Hungary	1,262	1.1%	15.5%
25	Croatia	1,177	1.0%	9.5%
26	Ukraine	1,176	1.0%	21.0%
27	Canada	1,150	1.0%	22.5%
28	Sweden	896	0.8%	-7.8%
29	Jordan	873	0.8%	0.6%
30	Albania	855	0.7%	12.5%
31	Portugal	782	0.7%	37.9%
32	Czech Republic	740	0.6%	8.3%

Ranking	Country*	Scheduled & Charter Pax A/C Movements 2019	Market Share 2019	% 2019 / 2018
33	Republic of Ireland	618	0.5%	7.1%
34	Georgia	582	0.5%	24.9%
35	Morocco	577	0.5%	NEW
36	Saudi Arabia	556	0.5%	48.3%
37	Bahrain	544	0.5%	-1.4%
38	Malta	542	0.5%	2.7%
39	Finland	494	0.4%	17.3%
40	Norway	354	0.3%	-13.2%
41	Singapore	332	0.3%	10.7%
42	People's Republic of China	290	0.3%	10.7%
43	Oman	270	0.2%	NEW
44	Armenia	268	0.2%	0.4%
45	Republic of North Macedonia	248	0.2%	675.0%
46	Lithuania	246	0.2%	-9.2%
47	Slovakia	246	0.2%	2.1%
48	Latvia	174	0.2%	10.1%
49	Luxembourg	157	0.1%	48.1%
50	Moldova	120	0.1%	-45.5%
51	Bosnia and Herzegovina	80	0.1%	NEW
52	Montenegro	74	0.1%	-27.5%
53	Estonia	74	0.1%	-5.1%
54	Tunisia	54	0.0%	5300.0%
55	Ethiopia	16	0.0%	NEW
56	Republic of Korea	16	0.0%	
57	Japan	6	0.0%	
58	Algeria	4	0.0%	
59	Iraq	2	0.0%	
60	Belarus	2	0.0%	
61	Libya	1	0.0%	
62	Thailand	1	0.0%	
Total		114,861	100.0%	5.2%

*The country of first origin for arrivals and of last destination for departures

Ranking of International Destinations According to A/C Movements

Ranking	City*	Scheduled & Charter Pax A/C Movements 2019	Market Share 2019	% 2019 / 2018
1	London	8,439	7.3%	10.2%
2	Larnaca	6,820	5.9%	-10.8%
3	Istanbul	5,914	5.1%	1.5%
4	Paris	5,869	5.1%	8.1%
5	Rome	5,447	4.7%	1.5%
6	Frankfurt	3,794	3.3%	-0.3%
7	Tel Aviv	3,490	3.0%	13.2%
8	Milan	3,254	2.8%	-4.5%
9	Munich	3,216	2.8%	9.1%
10	Amsterdam	2,945	2.6%	1.8%
11	Zurich	2,936	2.6%	4.4%
12	Brussels	2,614	2.3%	2.9%
13	Bucharest	2,454	2.1%	-10.8%
14	Moscow	2,371	2.1%	-3.4%
15	Berlin	2,291	2.0%	11.2%
16	Cairo	2,285	2.0%	15.5%
17	Madrid	2,217	1.9%	18.7%
18	Doha	2,182	1.9%	0.6%
19	Barcelona	2,171	1.9%	20.1%
20	Vienna	2,151	1.9%	17.4%
21	New York	1,761	1.5%	10.1%
22	Sofia	1,704	1.5%	-14.2%

Ranking	City*	Scheduled & Charter Pax A/C Movements 2019	Market Share 2019	% 2019 / 2018
23	Geneva	1,622	1.4%	-1.2%
24	Belgrade	1,448	1.3%	4.3%
25	Copenhagen	1,440	1.3%	-2.6%
26	Beirut	1,346	1.2%	4.9%
27	Warsaw	1,264	1.1%	-4.4%
28	Budapest	1,262	1.1%	15.5%
29	Kyiv	1,162	1.0%	19.5%
30	Dusseldorf	1,060	0.9%	17.8%
31	Dubai	1,031	0.9%	-11.4%
32	Abu Dhabi	883	0.8%	-0.1%
33	Stockholm	882	0.8%	-6.7%
34	Tirana	855	0.7%	12.5%
35	Amman	785	0.7%	-5.6%
36	Bologna	745	0.6%	28.0%
37	Prague	740	0.6%	8.3%
38	Venice	722	0.6%	23.2%
39	Eindhoven	708	0.6%	67.8%
40	Manchester	681	0.6%	14.1%
41	Lisbon	642	0.6%	33.5%
42	Dublin	618	0.5%	7.1%
43	Toronto	607	0.5%	20.4%
44	Stuttgart	548	0.5%	11.4%

Ranking	City*	Scheduled & Charter Pax A/C Movements 2019	Market Share 2019	% 2019/2018	Ranking	City*	Scheduled & Charter Pax A/C Movements 2019	Market Share 2019	% 2019/2018
45	Naples	546	0.5%	26.1%	109	Billund	60	0.1%	-38.1%
46	Bahrain	544	0.5%	-1.4%	110	Lappeenranta	60	0.1%	20.0%
47	Malta	542	0.5%	2.7%	111	Rzeszow	60	0.1%	25.0%
48	Montreal	542	0.5%	24.9%	112	Krasnodar	60	0.1%	233.3%
49	Hamburg	521	0.5%	8.5%	113	Sarajevo	60	0.1%	NEW
50	Catania	496	0.4%	34.1%	114	Tunis	54	0.0%	NEW
51	Nantes	437	0.4%	18.8%	115	Lille	53	0.0%	-23.2%
52	Helsinki	426	0.4%	20.3%	116	Nuremberg	51	0.0%	-73.4%
53	Marseille	423	0.4%	-14.2%	117	Ibiza	48	0.0%	NEW
54	Lyon	413	0.4%	-1.9%	118	Lamezia Terme	42	0.0%	16.7%
55	Katowice	398	0.3%	-2.5%	119	Strasbourg	34	0.0%	142.9%
56	Izmir	390	0.3%	8.9%	120	Paphos	24	0.0%	-90.4%
57	Dubrovnik	366	0.3%	7.0%	121	Deauville	23	0.0%	NEW
58	Edinburgh	366	0.3%	15.8%	122	Banja Luka	20	0.0%	
59	Marrakech	360	0.3%	847.4%	123	Metz/Nancy	17	0.0%	6.3%
60	Oslo	354	0.3%	-13.2%	124	Addis Ababa	16	0.0%	NEW
61	Tbilisi	354	0.3%	6.0%	125	Seoul	16	0.0%	
62	*Dubrovnik-Zagreb	333	0.3%	10.3%	126	Gothenburg	14	0.0%	-48.1%
63	Singapore	332	0.3%	10.7%	127	Brest	14	0.0%	-17.6%
64	Basel	329	0.3%	30.6%	128	Lviv	14	0.0%	NEW
65	Palermo	320	0.3%	119.2%	129	Linzi	11	0.0%	
66	Jeddah	314	0.3%	29.2%	130	Kaunas	8	0.0%	
67	Krakow	312	0.3%	-11.9%	131	Graz	7	0.0%	
68	Nice	306	0.3%	9.3%	132	Rovaniemi	6	0.0%	
69	Philadelphia	293	0.3%	-15.8%	133	Comiso	6	0.0%	
70	Beijing	290	0.3%	10.7%	134	Birmingham	5	0.0%	
71	Chicago	290	0.3%	NEW	135	Valladolid	4	0.0%	
72	Zagreb	280	0.2%	51.4%	136	Las Palmas	4	0.0%	
73	Muscat	269	0.2%	NEW	137	Tokyo	4	0.0%	
74	Yerevan	268	0.2%	0.4%	138	Algiers	4	0.0%	
75	Skopje	248	0.2%	675.0%	139	Bastia	3	0.0%	
76	Bratislava	244	0.2%	1.2%	140	Craiciva	3	0.0%	
77	Riyadh	242	0.2%	83.3%	141	Trabzon	3	0.0%	
78	Vilnius	238	0.2%	-8.1%	142	Seville	2	0.0%	
79	Toulouse	233	0.2%	-23.4%	143	Vitoria (ES)	2	0.0%	
80	Bordeaux	231	0.2%	12.1%	144	Leon	2	0.0%	
81	Kutaisi	228	0.2%	72.7%	145	Salamanca	2	0.0%	
82	Bristol	226	0.2%	7.6%	146	Tampere	2	0.0%	
83	Casablanca	216	0.2%	NEW	147	Hurgada	2	0.0%	
84	Bari	204	0.2%	6.3%	148	Kassel	2	0.0%	
85	Cologne	200	0.2%	75.4%	149	Minsk	2	0.0%	
86	Split	198	0.2%	7.6%	150	Niederrhein	2	0.0%	
87	Alexandria	182	0.2%	2.2%	151	Olbia	2	0.0%	
88	Verona	178	0.2%	32.8%	152	Osaka	2	0.0%	
89	Riga	174	0.2%	10.1%	153	Palma Mallorca	2	0.0%	
90	Poznan	170	0.1%	-24.4%	154	Salzburg	2	0.0%	
91	Luxembourg	157	0.1%	48.1%	155	Sliac	2	0.0%	
92	Porto	140	0.1%	62.8%	156	Sulaymaniyah	2	0.0%	
93	Malaga	130	0.1%	16.1%	157	Turin	1	0.0%	
94	Chisinau	120	0.1%	-45.5%	158	Fez	1	0.0%	
95	Cluj	120	0.1%	-36.5%	159	Florence (IT)	1	0.0%	
96	Gdansk	120	0.1%	22.4%	160	Limoges	1	0.0%	
97	Karlsruhe/Baden Baden	119	0.1%	108.8%	161	Brive-La-Gaillarde	1	0.0%	
98	Memmingen	114	0.1%	16.3%	162	Ankara	1	0.0%	
99	Hanover	108	0.1%	4.9%	163	Bangkok	1	0.0%	
100	St Petersburg	101	0.1%	3.1%	164	Benghazi	1	0.0%	
101	Aqaba	88	0.1%	144.4%	165	Cagliari	1	0.0%	
102	Valencia	79	0.1%	NEW	166	Chateauroux	1	0.0%	
103	Podgorica	74	0.1%	-27.5%	167	East Midlands	1	0.0%	
104	Tallinn	74	0.1%	-5.1%	168	Lorient	1	0.0%	
105	Genoa	72	0.1%	-46.3%	169	Salalah	1	0.0%	
106	Pisa	64	0.1%	6.7%	170	Suceava	1	0.0%	
107	Wroclaw	62	0.1%	-19.5%	171	Tenerife	1	0.0%	
108	Lodz	62	0.1%	24.0%	172	Vancouver	1	0.0%	
					Total		114,861	100.0%	5.2%

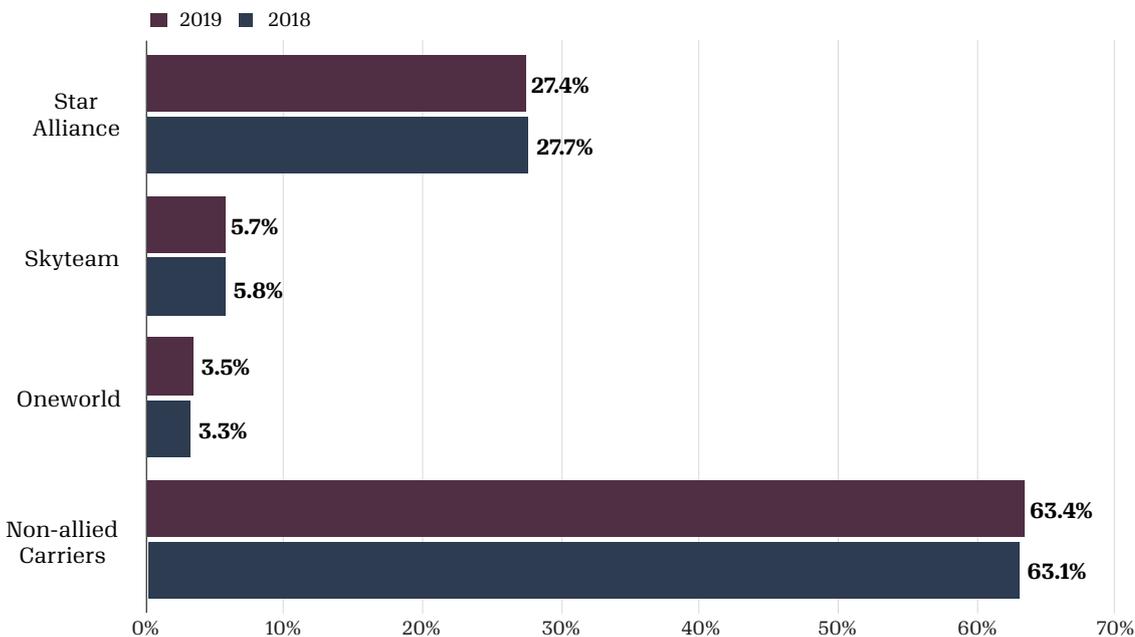
* In the cases of international flights with intermediate stop(s), the cities included in the routing are presented together

Ranking of Domestic Destinations According to A/C Movements

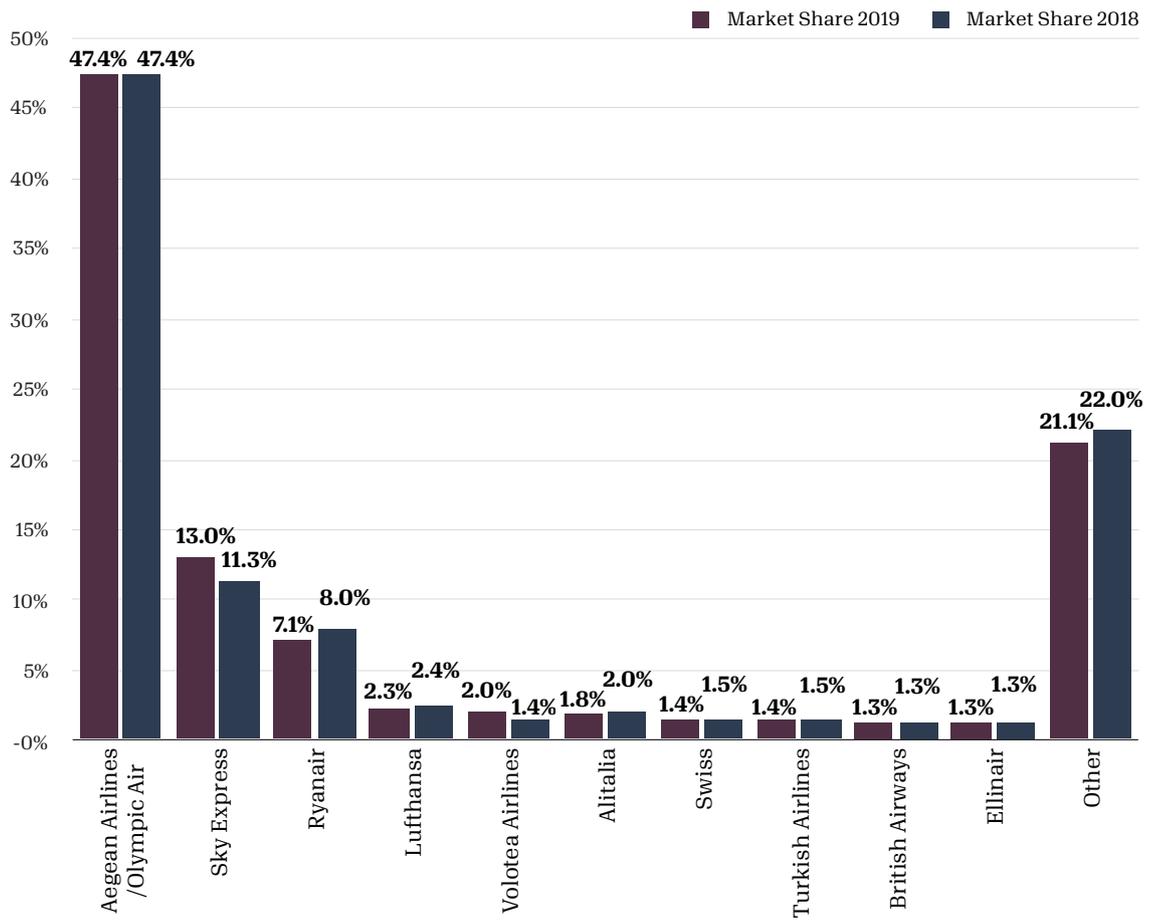
Ranking	City*	Scheduled & Charter Pax A/C Movements 2019	Market Share 2019	% 2019 / 2018
1	Thira/Santorini	11,787	13.4%	14.2%
2	Thessaloniki	9,218	10.5%	-10.1%
3	Heraklion	8,081	9.2%	-7.7%
4	Chania	5,142	5.9%	33.5%
5	Mikonos	5,076	5.8%	9.2%
6	Rhodes	4,138	4.7%	-0.9%
7	Chios	3,867	4.4%	-2.2%
8	Paros	3,628	4.1%	11.5%
9	Mitilini	3,601	4.1%	10.3%
10	Kerkyra/Corfu	3,401	3.9%	-8.3%
11	Kos	3,269	3.7%	0.9%
12	Naxos	2,996	3.4%	22.2%
13	Alexandroupolis	2,742	3.1%	5.5%
14	Samos	2,510	2.9%	3.2%
15	Milos	2,241	2.6%	0.6%
16	Ioannina	1,851	2.1%	38.1%
17	Zakinthos	1,781	2.0%	3.1%
18	Limnos	1,665	1.9%	52.5%
19	Kefallonia	1,562	1.8%	11.3%
20	Ikaria	1,151	1.3%	22.7%
21	Karpathos	1,055	1.2%	-15.9%
22	Skiathos	1,048	1.2%	8.6%
23	Kavala	1,034	1.2%	1.3%
24	Kithira	894	1.0%	0.4%
25	Leros	736	0.8%	-3.2%
26	Syros	542	0.6%	-10.0%
27	Astypalea	511	0.6%	3.9%
28	Sitia	458	0.5%	1.8%
29	Skiros	442	0.5%	3.3%
30	Kalimnos	392	0.4%	-3.2%
31	*Kastoria-Kozani	358	0.4%	4.1%
32	Aktio/Preveza	124		8.8%
Total		87,705	100.0%	4.7%

*In the cases of domestic flights with intermediate stop(s), the cities included in the routing are presented together

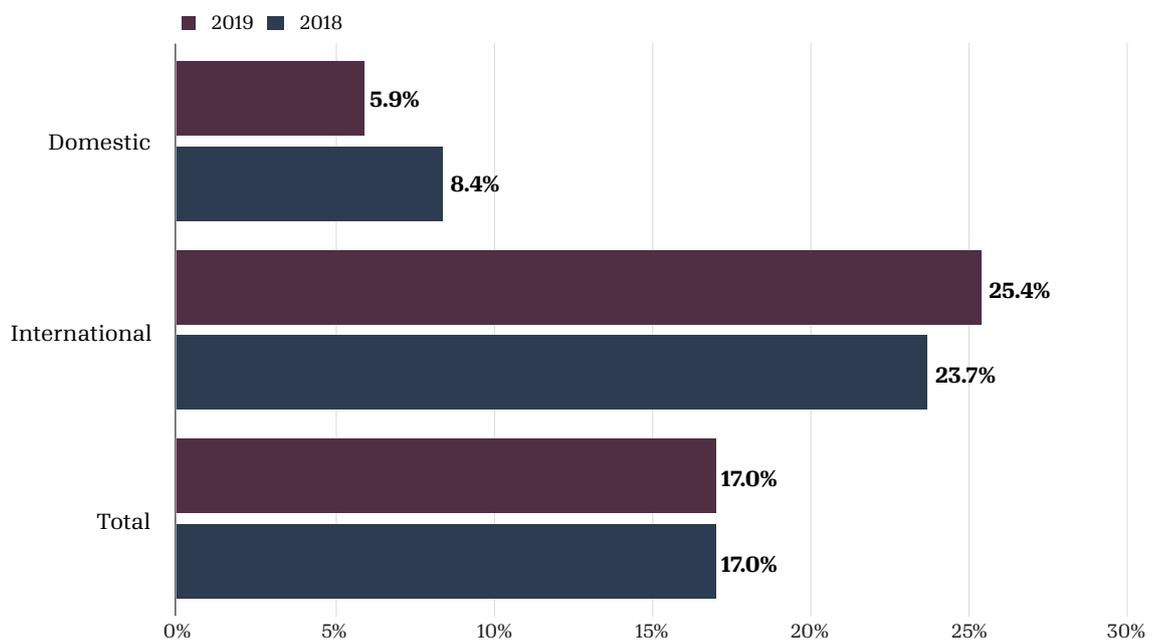
Alliances' Market Share in Scheduled A/C Movements



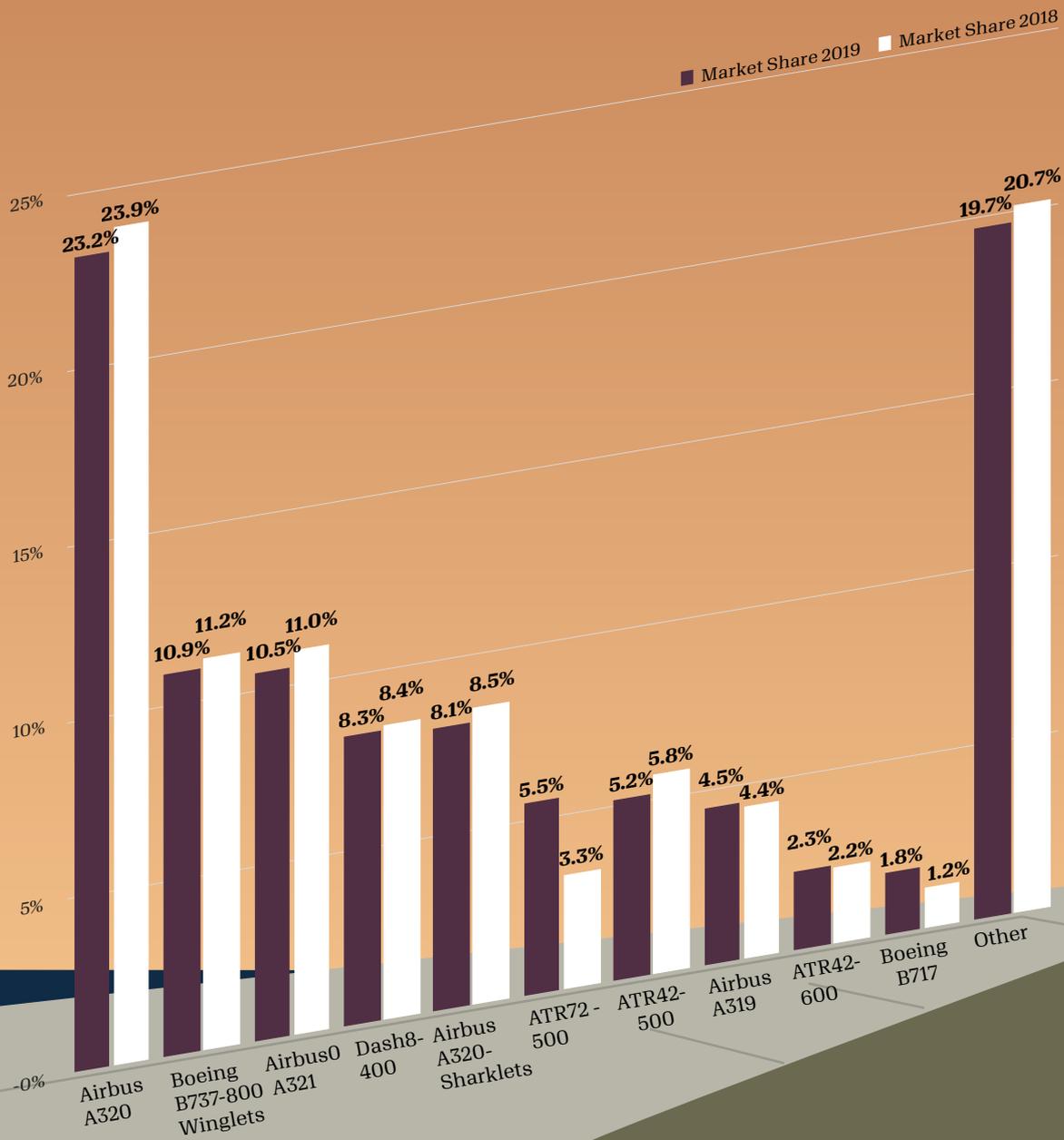
Top 10 Airlines According to Scheduled & Charter Pax A/C Movements



Low-cost carriers' share in scheduled A/C Movements



Top 10 A/C Types According to Number of Flights



Peak and Average Daily A/C Movements

	Ranking	Day	Date	No of Flights
10 Busiest Days	1	Friday	05/07/2019	911
	2	Friday	19/07/2019	902
	3	Saturday	10/08/2019	902
	4	Sunday	28/07/2019	901
	5	Sunday	18/08/2019	897
	6	Monday	29/07/2019	896
	7	Thursday	01/08/2019	892
	8	Friday	02/08/2019	891
	9	Monday	12/08/2019	889
	10	Sunday	25/08/2019	889
30th Busiest Day	30	Monday	08/07/2019	860
Average Day		Thursday	09/05/2019	619
		Wednesday	23/10/2019	617

Average Day = Day with a/c movements traffic closest to the average
(225,628/365=618)

Daily A/C Movements Peaks

		Day	Date	No of Flights
Domestic	Arrivals	Friday	05/07/2019	204
	Departures	Friday	05/07/2019	202
	Total	Friday	05/07/2019	406
International	Arrivals	Thursday	01/08/2019	268
	Departures	Thursday	01/08/2019	266
	Total	Thursday	01/08/2019	534
Total Traffic	Arrivals	Friday	05/07/2019	459
	Departures	Sunday	28/07/2019	457
	Total	Friday	05/07/2019	911

Monthly Distribution of MTOW by Flight Type (in tonnes)

Month	Commercial					Non-Commercial	Grand Total
	Scheduled Pax	Charter Pax	Scheduled Cargo	Charter Cargo	Other		
January	826,094	2,540	36,874	418	10,482	15,825	892,234
February	740,170	1,940	33,034	3,657	9,743	16,123	804,666
March	874,735	3,127	34,522	497	20,876	15,812	949,571
April	1,116,697	5,296	35,287	254	11,113	24,839	1,193,487
May	1,280,566	8,850	36,672	109	14,794	20,640	1,361,632
June	1,458,717	12,377	32,180	256	19,922	29,790	1,553,243
July	1,636,243	9,169	34,576	1,591	31,141	29,441	1,742,160
August	1,664,205	12,498	31,715	579	24,880	27,053	1,760,931
September	1,474,117	10,582	32,661	852	18,210	20,243	1,556,665
October	1,252,496	6,302	34,080	126	13,984	27,300	1,334,289
November	889,945	3,630	33,650	1,241	13,262	15,292	957,020
December	909,762	4,619	34,318	1,869	11,054	14,010	975,633
Year Total	14,123,747	80,929	409,570	11,450	199,463	256,369	15,081,529



Tonnes Up in the Sky

Despite global unfavourable trends, Athens cargo traffic achieved an increase of 1.5% compared to 2018, with the international sector being the growth driver

According to the IATA market analysis report for 2019, global air freight traffic decreased by 3.3%, with all regions except Africa posting volume declines. Year 2019 was the first witnessing a decline in traffic since 2012 and the worst since the 2009 financial crisis, mainly due to a weak growth (+0.9%) of global trade.

At Athens International Airport, the local cargo uplift demonstrated a slight increase of 1.5% compared to 2018 and reached 93,998 tonnes, the international sector being once again the growth driver. The latter

increased by a modest 2.1% and accounted for 93% of the annual uplift while the domestic sector was reduced by a further 6.1%.

Market developments during 2019 include:

- The year 2019 was another record-breaking one for the international outbound freight that reached 44,066 tonnes improving by 5.2%, while the international inbound freight dropped slightly by 1.5% and reached 36,367 tonnes. As a result, the international outbound segment climbed up to 55% (from 53%), a notable market share given that

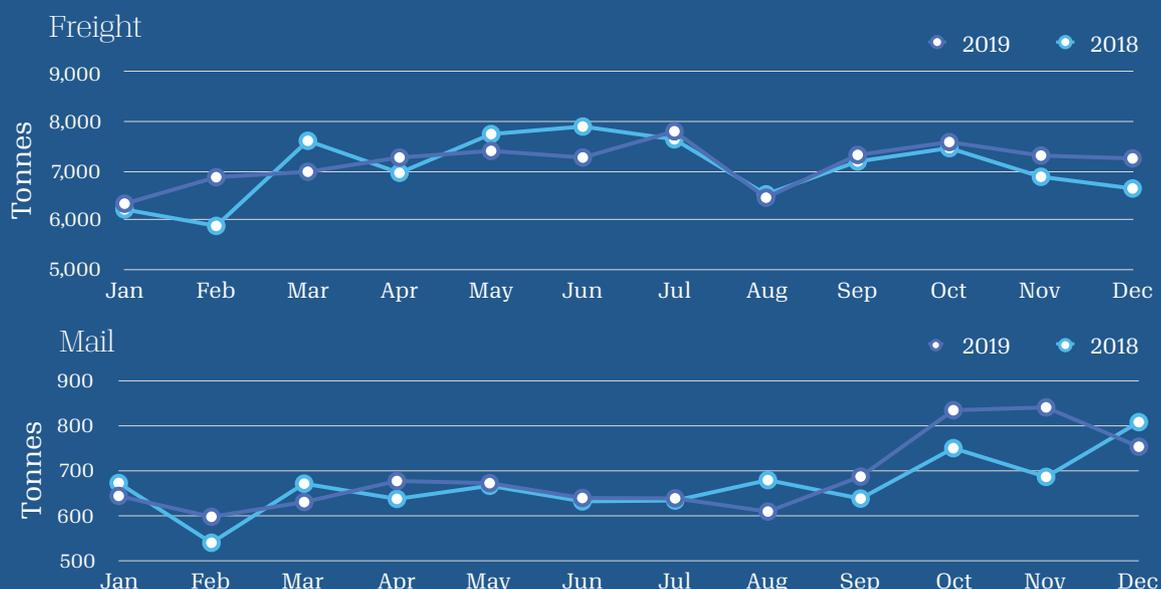
Greece is primarily an importing country.

- Domestic freight experienced a 7% drop, with both inbound and outbound volumes declining to a similar extent.
- Total mail volumes posted a 2.6% growth relying on an increase of the international volume, which is attributed to the further development of e-commerce.
- Volumes transported on cargo aircraft increased by a satisfactory 2.6% in total. While international volumes rose by 3.2%, domestic ones decreased significantly (16.1%).
- Ten airlines carried almost 79% of the international traffic. These included DHL, Emirates, Aegean Airlines, Qatar Airways, TNT, UPS, Turkish Airlines, Olympic Air, Lufthansa and Scoot. It is noteworthy that Olympic Air serves only one international destination (Larnaca).
- In the domestic sector, four airlines were active in freight transport: Olympic Air, Swiftair Hellas (the only domestic cargo operator), Sky Express, and Ellinair.
- Transfer volumes accounted for 4.4% of the total freight traffic declining by 21% compared to 2018.

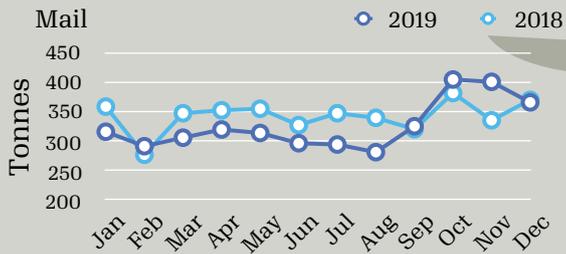
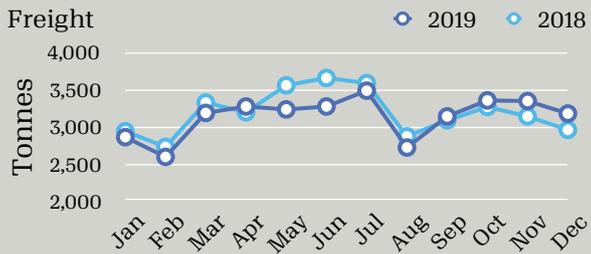
Monthly Cargo Uplift

Month	Freight	% 2019 /2018	Mail	% 2019 /2018	Total Cargo	% 2019 /2018
January	6,323.4	1.9%	642.3	-4.3%	6,965.7	1.3%
February	6,863.4	16.9%	595.8	10.8%	7,459.1	16.4%
March	6,974.6	-8.3%	628.6	-6.2%	7,603.3	-8.1%
April	7,265.2	4.5%	675.7	6.3%	7,940.9	4.6%
May	7,400.5	-4.4%	670.9	0.9%	8,071.4	-4.0%
June	7,265.2	-8.0%	637.7	1.2%	7,902.9	-7.3%
July	7,800.0	2.1%	637.0	0.8%	8,436.9	2.0%
August	6,446.1	-1.0%	607.4	-10.4%	7,053.6	-1.9%
September	7,318.7	1.9%	685.6	7.7%	8,004.3	2.3%
October	7,581.2	1.7%	833.8	11.3%	8,415.1	2.5%
November	7,305.4	6.3%	840.1	22.7%	8,145.6	7.8%
December	7,246.8	9.2%	752.3	-6.8%	7,999.2	7.5%
Total 2019	85,790.5	1.4%	8,207.3	2.6%	93,997.9	1.5%

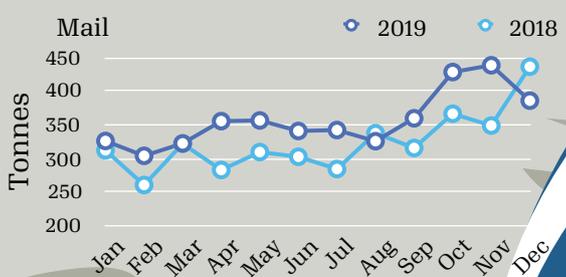
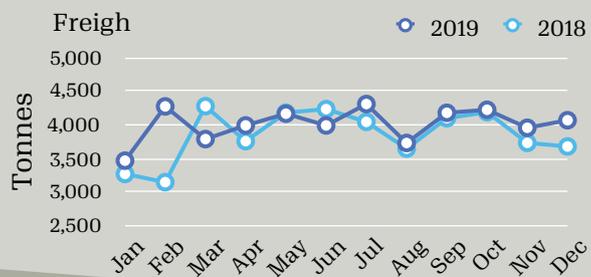
Freight & Mail monthly uplift 2018-2019



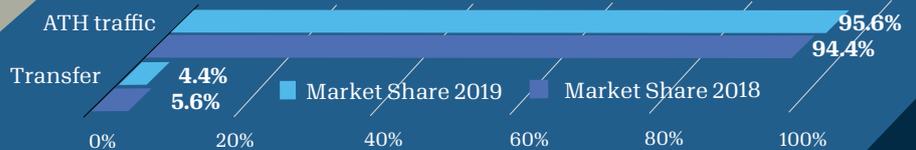
Inbound Freight & Mail monthly distribution 2018-2019



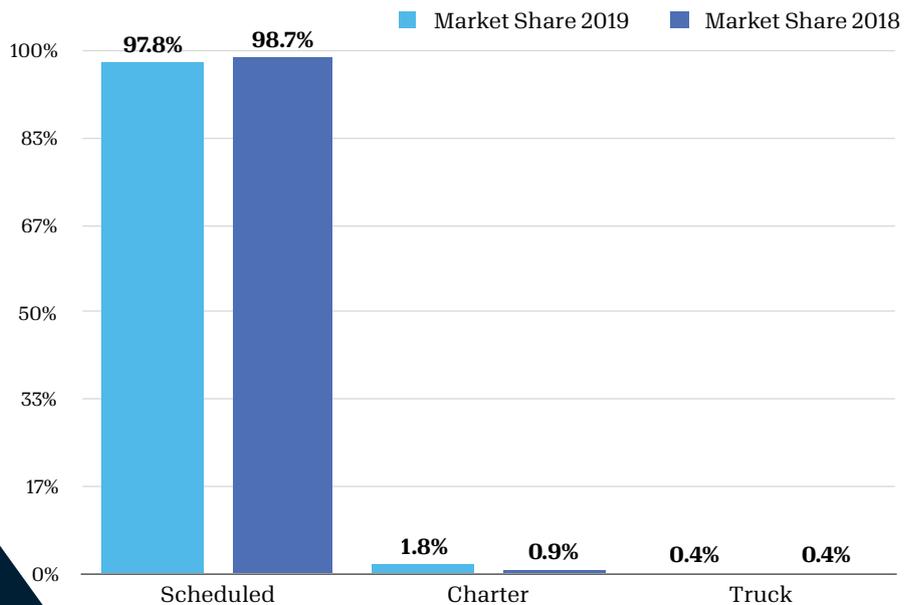
Outbound Freight & Mail monthly distribution 2018-2019



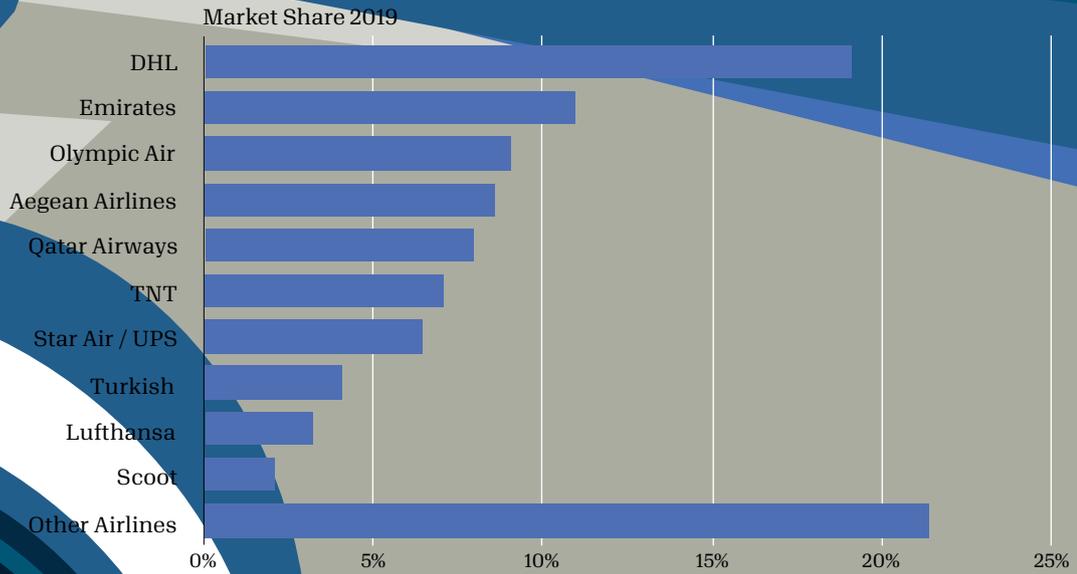
Total Freight ATH traffic vs. Transfer



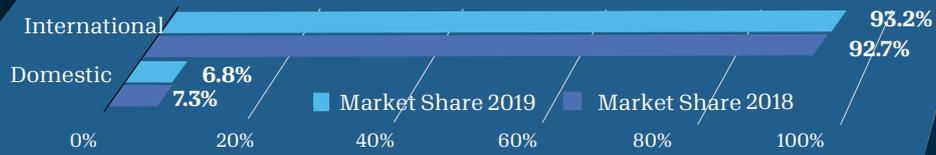
Scheduled vs. Charter Cargo Uplift



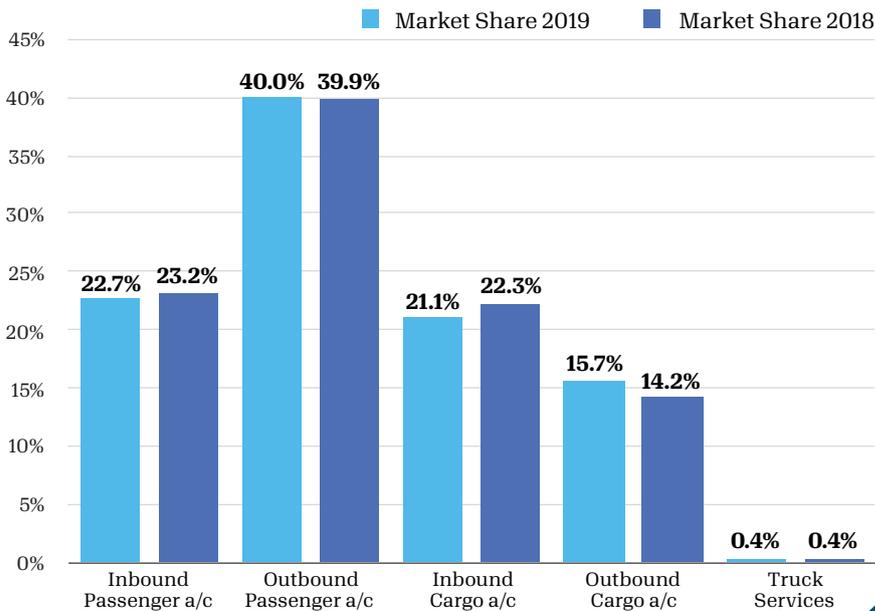
Cargo Uplift - Top 10 Airlines



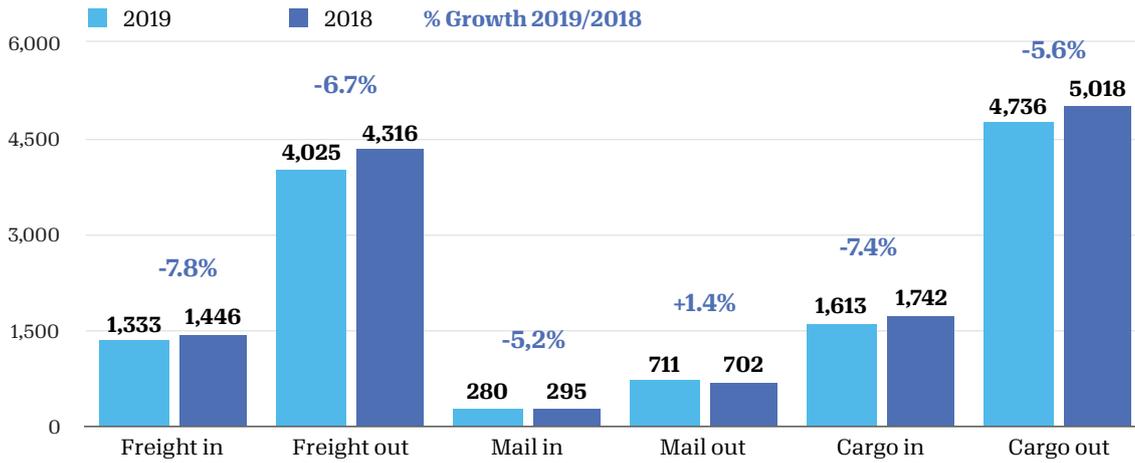
Domestic vs. International Cargo Uplift



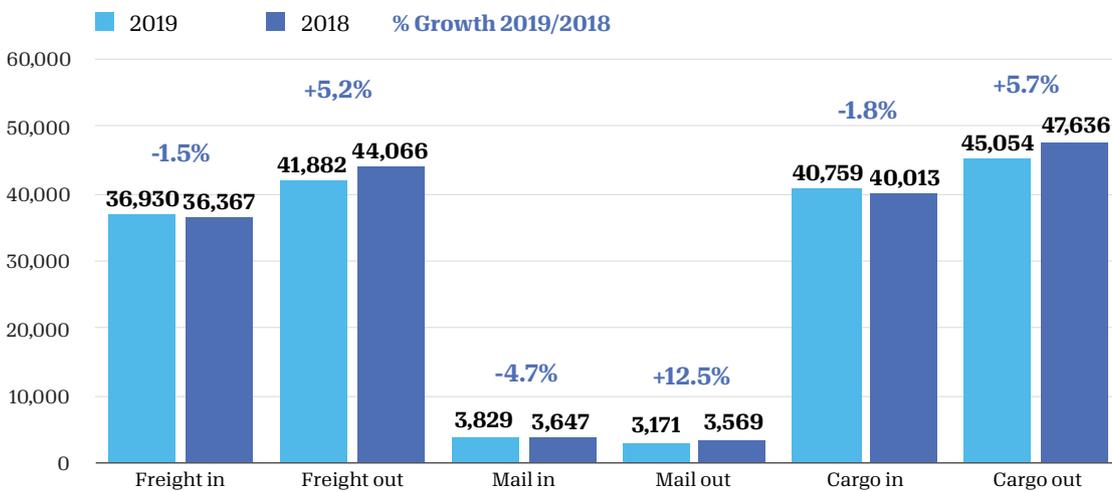
Structure of Cargo Uplift



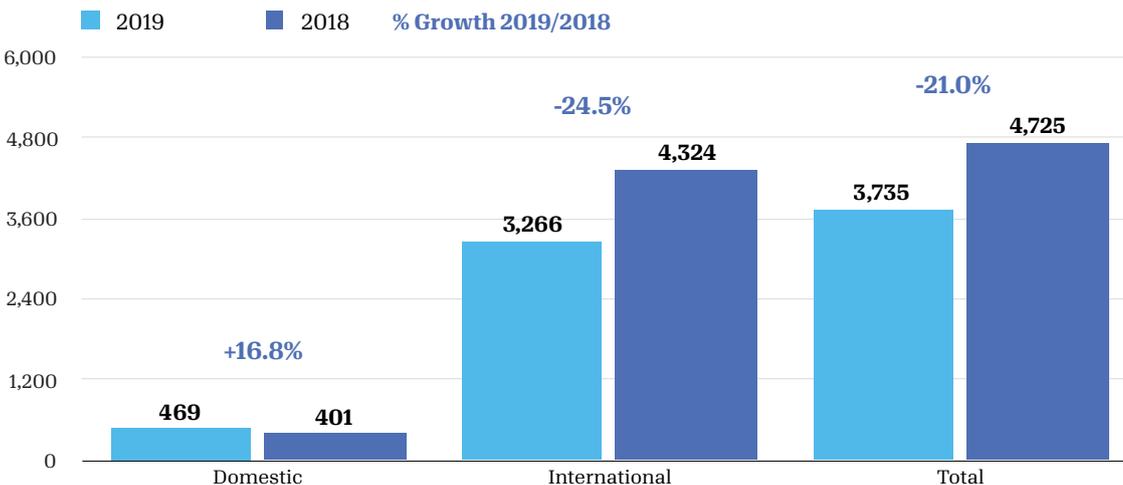
Domestic Cargo Uplift 2018-2019



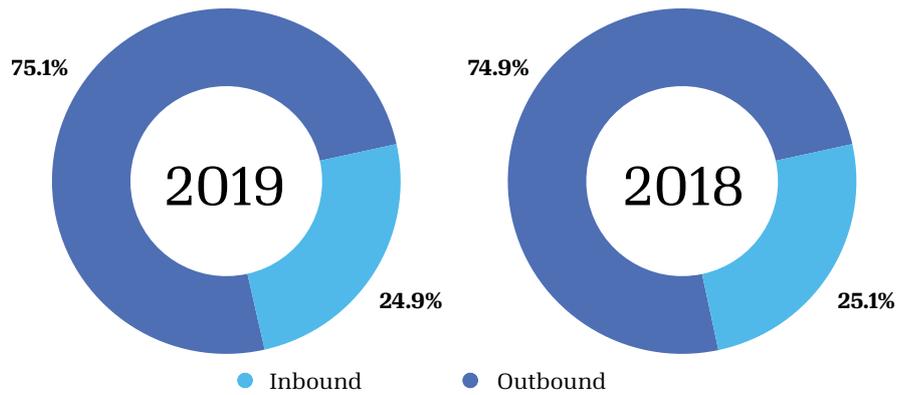
International Cargo Uplift 2018-2019



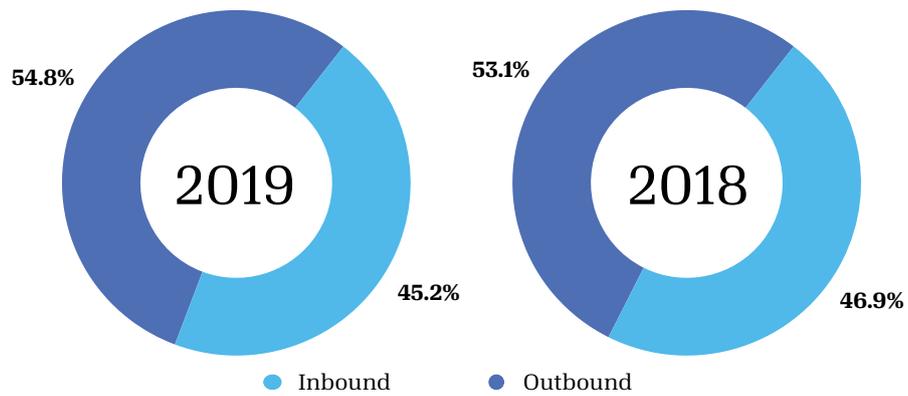
Transfer Freight 2018-2019



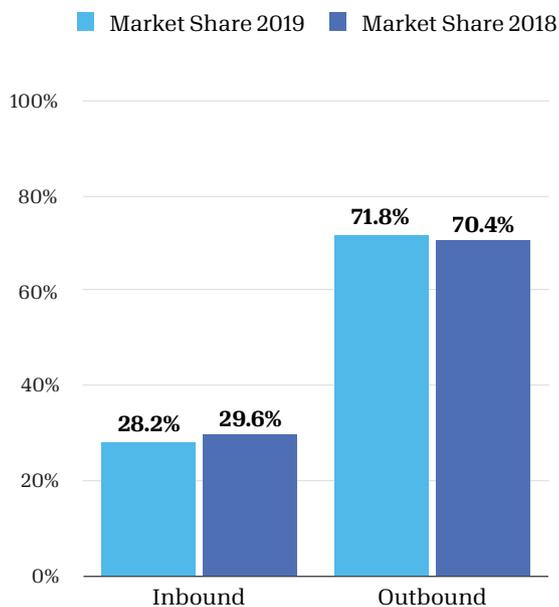
Domestic Freight Uplift



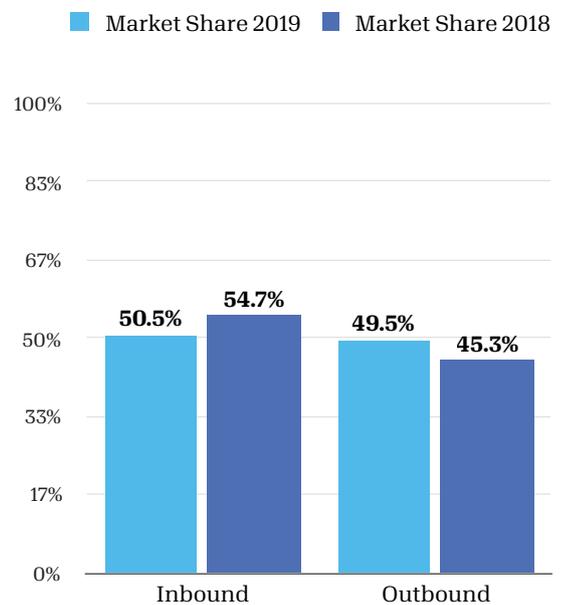
International Freight Uplift

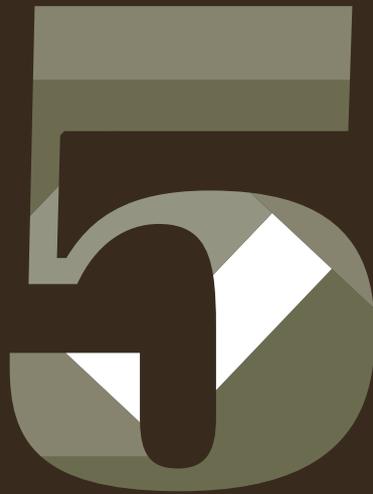


Domestic Mail Uplift



International Mail Uplift





The Network worksheet

In 2019 Athens was directly connected with scheduled services with 157 destinations (124 of which international) in 55 countries, operated by a total of 66 carriers

During 2019, nine new airlines launched operations to/from Athens and 11 new international routes were introduced, further expanding the Airport's route network. In total, Athens was directly connected with scheduled services with 157 destinations-cities, 124 of which international (including 24 non-European) in 55 countries, operated by a total of 66 carriers.

This significant expansion of the Airport's route network was largely attributed to the new airlines launching operations to/from Athens in the course of 2019, as well as the expansion and enhancement of operations and passenger base of the existing carriers.

Among the major airline developments of the year, the most important are highlighted below:

In May 2019 American Airlines launched a seasonal service to Chicago, while in July 2019 services to/from the USA were further enhanced by the introduction of a new seasonal route to New York by Norwegian, the first long-haul service of the carrier in Greece. Furthermore, Air Europa, Spain's third largest carrier, introduced a summer service between Athens & Madrid, while after many years of absence Saudia returned to the Athens market with a service to/from Riyadh, linking the two cities on an annual basis. Royal Air Maroc inaugurated



33 Domestic Scheduled Destinations

- Aktio/Preveza
- Alexandroupolis
- Astypalea
- Chania
- Chios
- Heraklion
- Ikaria
- Ioannina
- Kalimnos
- Karpathos
- Kastoria
- Kavala
- Kefallonia
- Kerkyra/Corfu
- Kithira
- Kos
- Kozani
- Leros
- Limnos
- Mikonos
- Milos
- Mitilini
- Naxos
- Paros
- Rhodes
- Samos
- Sitia
- Skiathos
- Skiros
- Syros
- Thessaloniki
- Thira/Santorini
- Zakinthos

124 International Scheduled Destinations

- Abu Dhabi
- Addis Ababa
- Alexandria
- Amman
- Amsterdam
- Aqaba
- Bahrain
- Barcelona
- Bari
- Basel
- Beijing
- Beirut
- Belgrade
- Berlin
- Billund
- Bologna
- Bordeaux
- Bratislava
- Bristol
- Brussels
- Bucharest
- Budapest
- Cairo
- Casablanca
- Catania
- Chicago
- Chisinau
- Cluj
- Cologne
- Copenhagen
- Deauville
- Doha
- Dubai
- Dublin
- Dubrovnik
- Dusseldorf
- Edinburgh
- Eindhoven
- Frankfurt
- Gdansk
- Geneva
- Genoa
- Gothenburg
- Hamburg
- Hanover
- Helsinki
- Ibiza
- Istanbul
- Izmir
- Jeddah
- Karlsruhe
- Katowice
- Krakow
- Krasnodar
- Kisi
- Kyiv
- Lamezia Terme
- Lappeenranta
- Larnaca
- Lille
- Lisbon
- Lodz
- London
- Luxembourg
- Lviv
- Lyon
- Madrid
- Malaga
- Malta
- Manchester
- Marrakech
- Marseille
- Memmingen
- Metz/Nancy
- Milan
- Moscow
- Munich
- Muscat
- Nantes
- Naples
- New York
- Nice
- Nuremberg
- Oslo
- Palermo
- Paphos
- Paris
- Philadelphia
- Pisa
- Podgorica
- Porto
- Poznan
- Prague
- Riga
- Riyadh
- Rome
- Rzeszow
- Sarajevo
- Singapore
- Skopje
- Sofia
- Split
- St Petersburg
- Stockholm
- Strasbourg
- Stuttgart
- Tallinn
- Tbilisi
- Tel Aviv
- Tirana
- Toronto
- Toulouse
- Tunis
- Valencia
- Venice
- Verona
- Vienna
- Vilnius
- Warsaw
- Wroclaw
- Yerevan
- Zagreb
- Zurich



91 International Charter Destinations

- | | | | |
|--------------------|------------|----------------|------------|
| Algiers | Frankfurt | Marseille | Skopje |
| Ankara | Geneva | Milan | Sliac |
| Banja Luka | Graz | Moscow | Suceava |
| Barcelona | Helsinki | Munich | Tampere |
| Bastia | Ibiza | Nantes | Tel Aviv |
| Beijing | Istanbul | Naples | Tenerife |
| Belgrade | Jeddah | Olbia | Tirana |
| Birmingham | Kassel | Osaka | Tokyo |
| Bologna | Katowice | Palermo | Toulouse |
| Bordeaux | Kaunas | Palma Mallorca | Trabzon |
| Bratislava | Krasnodar | Paris | Turin |
| Brest | Kyiv | Pisa | Valencia |
| Bristol | Larnaca | Podgorica | Valladolid |
| Brive-La-Gaillarde | Las Palmas | Prague | Vancouver |
| Budapest | Leon | Riyadh | Venice |
| Cagliari | Limoges | Rome | Verona |
| Cairo | Linz | Rovaniemi | Vienna |
| Catania | Lodz | Salalah | Vitoria |
| Chateauroux | London | Salamanca | Warsaw |
| Craiciva | Lorient | Salzburg | Yerevan |
| East Midlands | Madrid | Sarajevo | Zagreb |
| Fez | Malaga | Seoul | Zurich |
| Florence | Manchester | Seville | |

Addis Ababa ●





Exercises on Punctuality

During 2019 delays of more than 15 minutes affected 30.9% of all departing flights

During 2019 delays of more than 15 minutes affected 30.9% of all departing flights, compared to 25.7% in 2018. Delayed domestic scheduled passenger services, increased to 30% from 21.8% in 2018, while the percentage of delayed European and Intercontinental departures was 32.6% and 26.7%, respectively. The average delay time of departing flights was 42 minutes, while in 2018 it stood at 41. The average delay time of domestic and European scheduled passenger services stood at 46 and 38 minutes compared to 41 for both categories in 2018, and at 44 minutes for intercontinental flights both in 2019 and 2018.

July was the month with the highest number in delayed departing flights, amounting to a 54.6% of all flights,

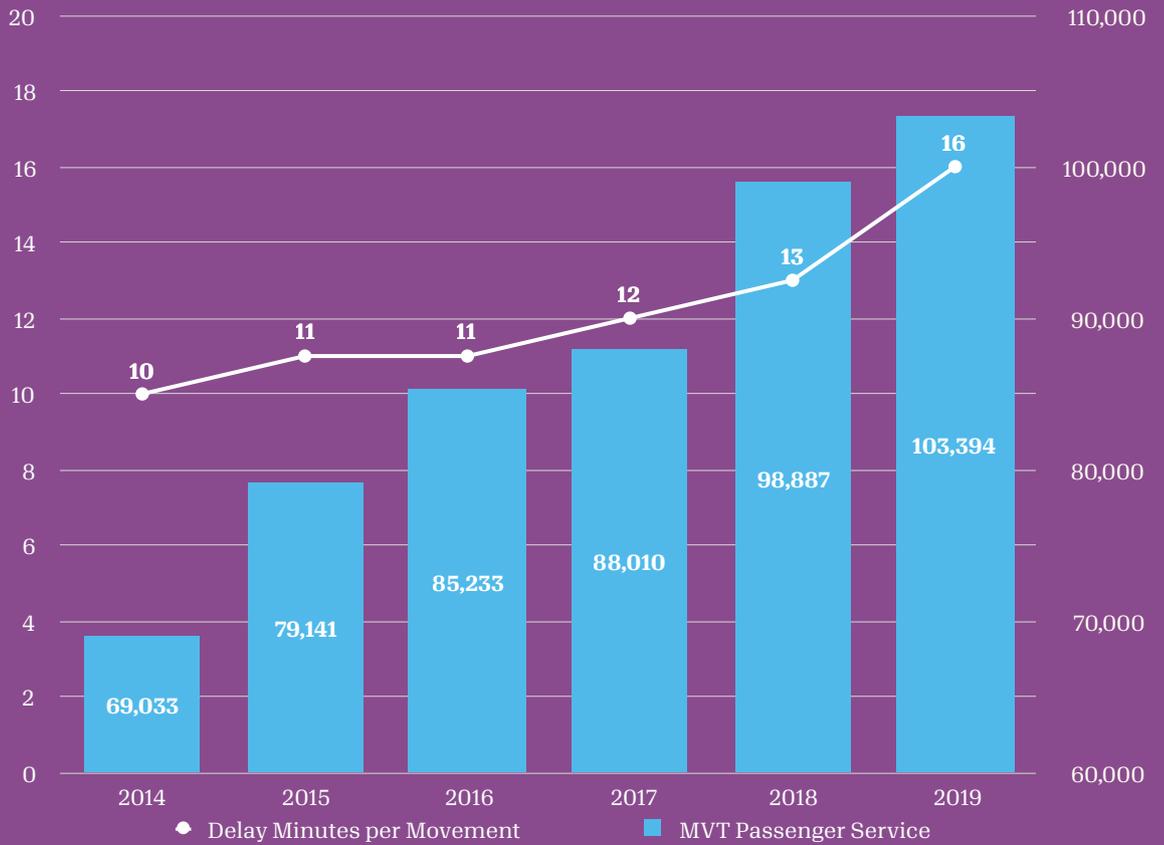
followed by June and August with a 48.5% each; the average delay times were 47.1 minutes in July 44.4 in June and 42.4 in August.

Reactionary reasons affected 38.86% of the delayed departures. Besides those, primary reasons were:

- “Air Traffic Flow Management” with 17.30%
 - “Airlines Internal” with 15.77%
 - “Restriction at Airport of Departure” with 11.98%
- while only 0.66% of the delayed departures were attributed to “Airport Facilities”.

The average delay minutes per movement in 2019 were 16:23 mm:ss. This result is increased compared to 2018 that stood at 12:42 mm:ss.

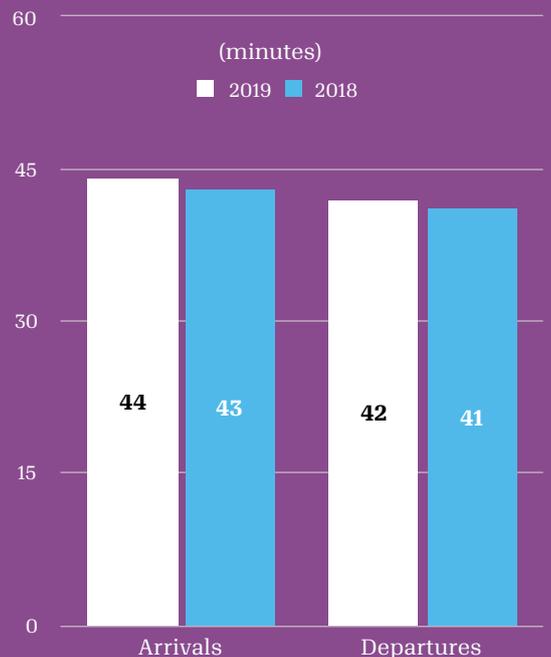
Departure Traffic & Average Delay per Movement for Passenger & Cargo Services



Proportion of Delayed Flights 2018 - 2019



Average Delay per Delayed Flight 2018 - 2019



Proportion of Delayed Departures
2018 - 2019



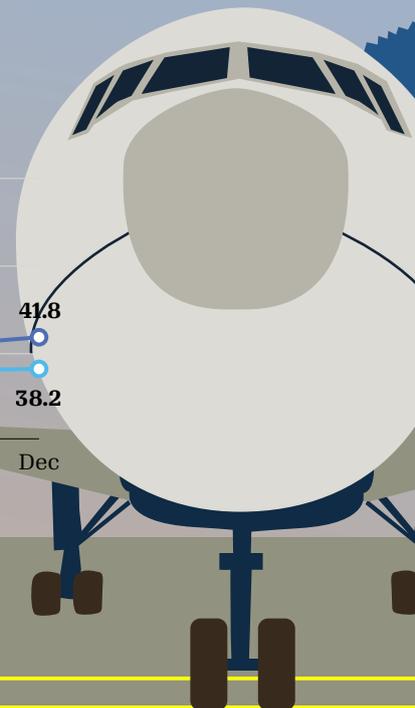
Average Delay per Delayed Departure
2018 - 2019



Proportion of Delayed Flights



Average Delay per Delayed Flight

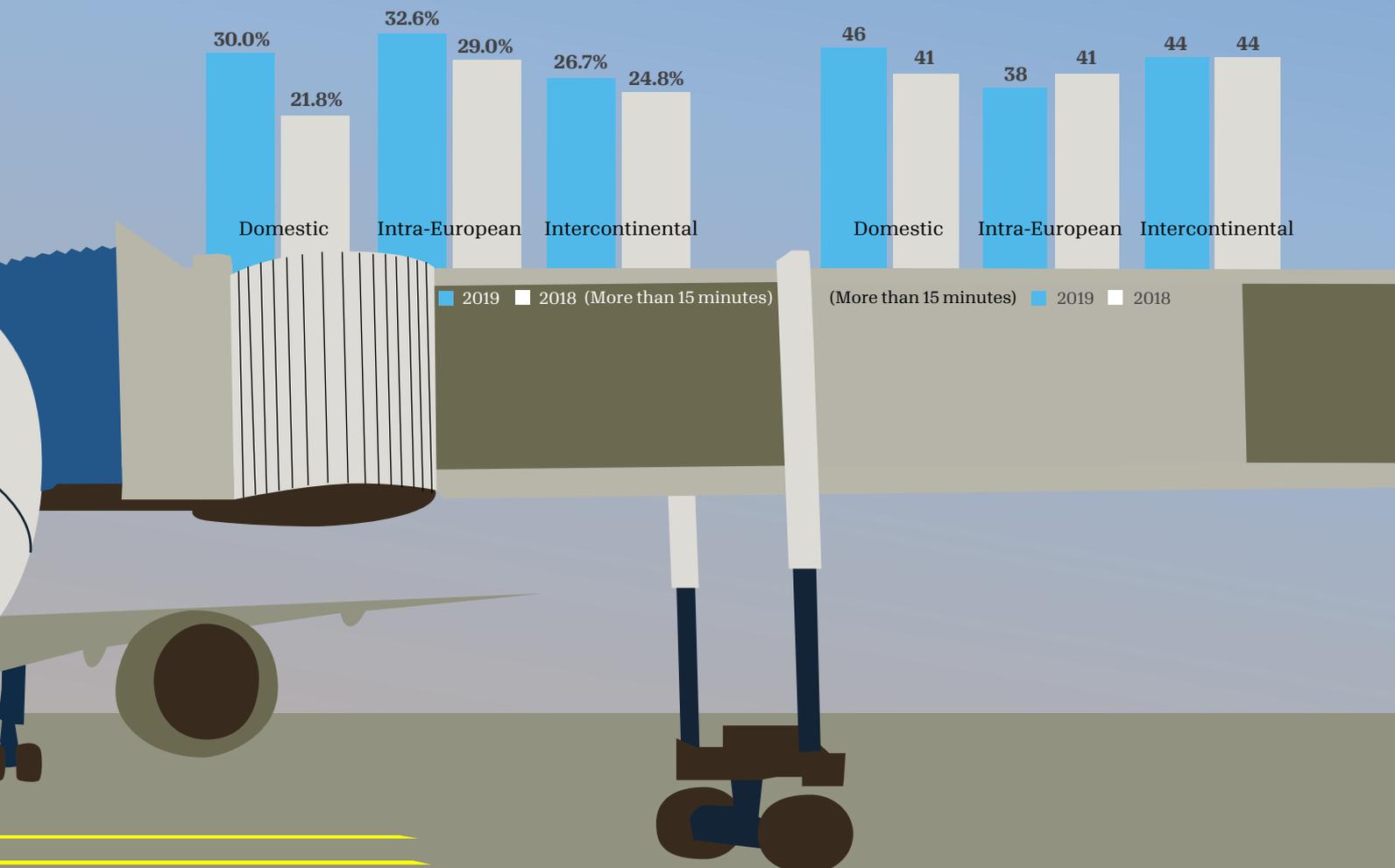


Monthly Punctuality Statistics

	Main Events Affecting Punctuality	Departing Flights		Arriving Flights	
		Proportion of Delayed Flights for more than 15 minutes	Average Delay (min) of Flights Delayed for more than 15 minutes	Proportion of Delayed Flights for more than 15 minutes	Average Delay (min) of Flights Delayed for more than 15 minutes
January	CLOSED RUNWAYS FOR MAINTENANCE	15.7%	50.8	15.1%	53.1
February		12.6%	40.6	12.6%	44.2
March		13.0%	40.9	11.3%	45.3
April		19.5%	37.6	16.3%	37.7
May		31.3%	40.7	28.4%	42.5
June		48.5%	44.4	41.7%	45.6
July		54.6%	47.1	49.5%	47.5
August		48.5%	42.4	39.5%	45.6
September		32.6%	35.3	22.7%	37.8
October		22.1%	36.5	15.8%	40.8
November		16.8%	38.0	14.1%	40.9
December		16.2%	38.2	15.0%	41.8
Year Total		30.9%	42	26.2%	44

Departing Scheduled Flights
Proportion of Delayed Departures 2018 - 2019

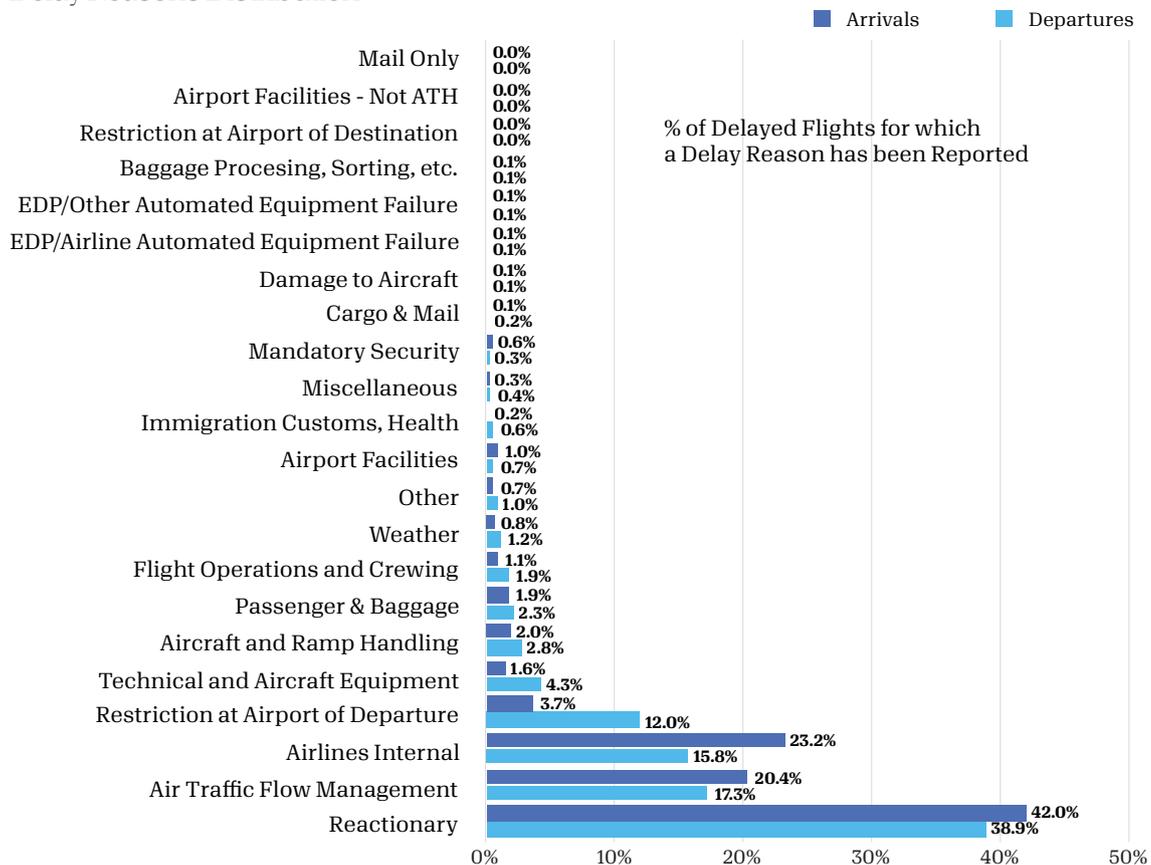
Departing Scheduled Flights
Average Delay per Delayed Departure 2018 - 2019



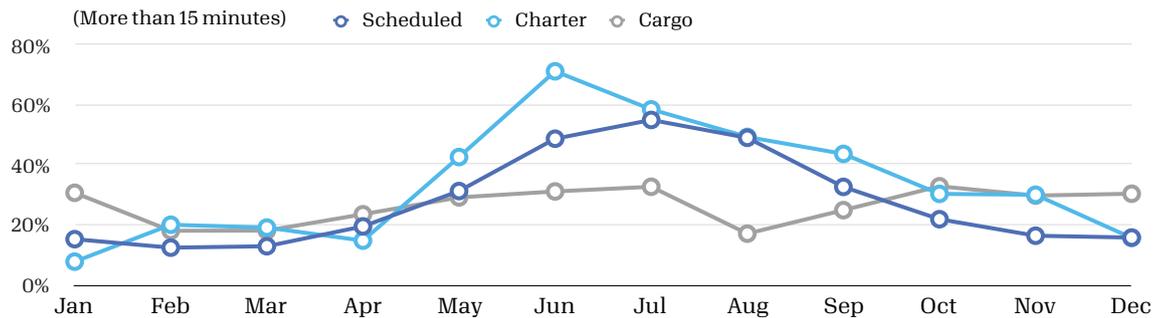
Proportion of Delay Reasons

Reasons for Delay	Arrivals	Departures
Reactionary	42.0 %	38.9 %
Air Traffic Flow Management	3.7 %	12.0 %
Airlines Internal	23.2 %	15.8 %
Restriction at Airport of Departure	20.4 %	17.3 %
Technical and Aircraft Equipment	2.0 %	2.8 %
Aircraft and Ramp Handling	1.9 %	2.3 %
Passenger & Baggage	1.6 %	4.3 %
Flight Operations and Crewing	1.1 %	1.9 %
Other	1.0 %	0.7 %
Weather	0.8 %	1.2 %
Airport Facilities	0.7 %	1.0 %
Immigration Customs, Health	0.6 %	0.3 %
Mandatory Security	0.3 %	0.4 %
Baggage Processing, Sorting, etc.	0.2 %	0.6 %
Cargo & Mail	0.1 %	0.1 %
Miscellaneous	0.1 %	0.1 %
EDP/Airline Automated Equipment Failure	0.1 %	0.1 %
EDP/Other Automated Equipment Failure	0.1 %	0.1 %
Damage to Aircraft	0.1 %	0.2 %
Restriction at Airport of Destination	0.0 %	0.0 %
Mail Only	0.0 %	0.0 %
Airport Facilities - Not ATH	0.0 %	0.0 %
% of Delayed Flights for which a Delay Reason has been Reported	81.4%	93.2%

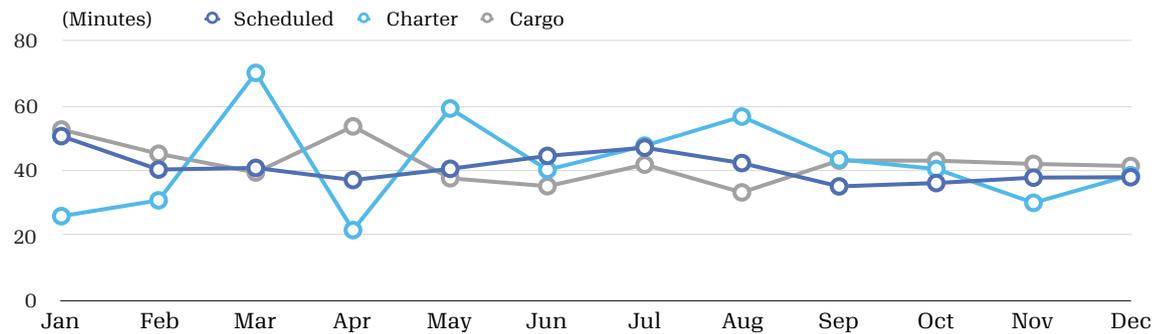
Delay Reasons Distribution



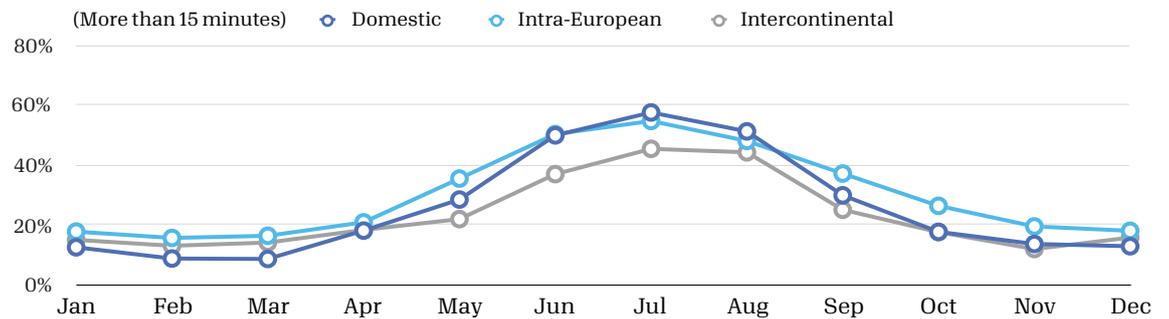
Proportion of Delayed Departures/Scheduled vs. Charter vs. Cargo



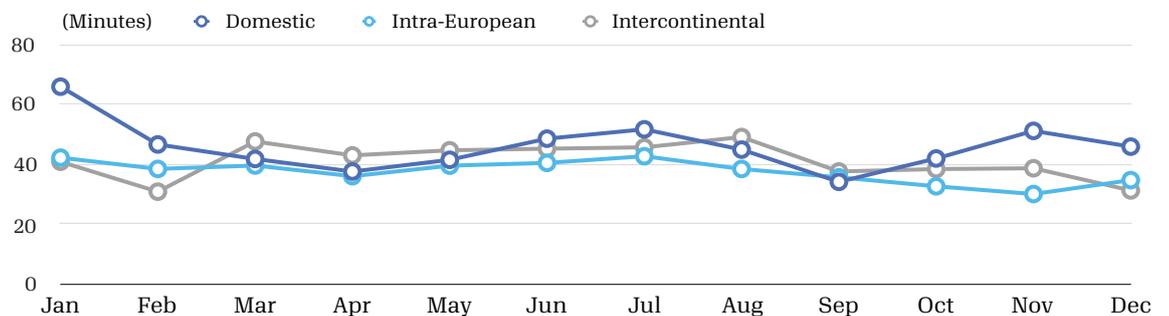
Average Delay per Delayed Departure/Scheduled vs. Charter vs. Cargo

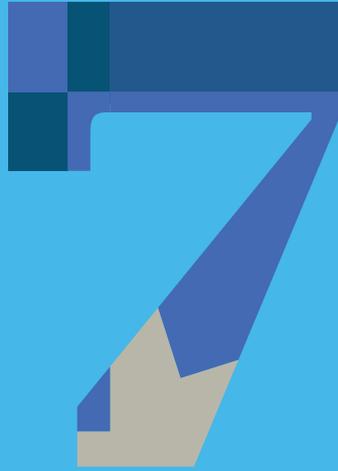


Departing Scheduled Flights/Proportion of Delayed Flights per Region



Departing Scheduled Flights/Average Delay per Delayed Flight per Region





Our Grade Report

In 2019, we managed to maintain high levels of customer satisfaction despite increased traffic volumes.

Utilising several tools ranging from structured surveys to immediate communication, AIA continuously monitors passenger satisfaction resulting to pertinent actions when necessary, aiming at continuous improvement. According to the 2019 Passenger Survey results, our passengers highly appreciate AIA's performance with their satisfaction scoring 4.22 (on a 5-point scale).

The quality of service and the passenger experience is also evaluated through regular monitoring of queues at critical operational Airport service points, such as check-in, ticketing, passport control and security screening. Analysing this data enables AIA's various

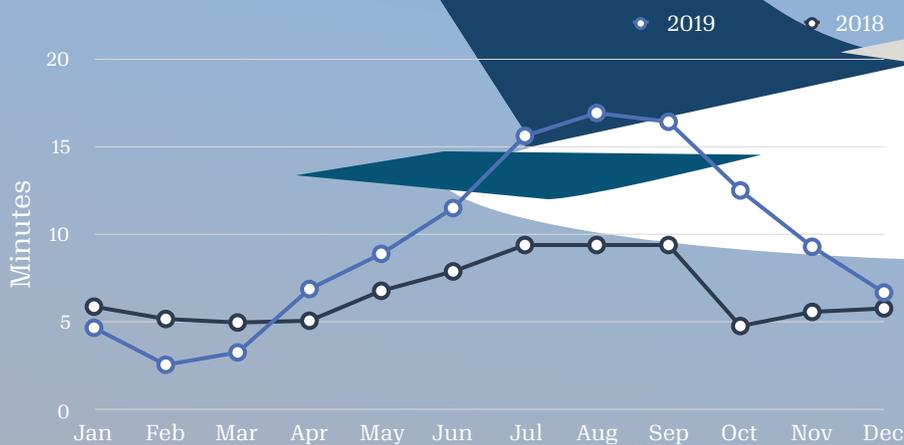
departments and its business partners to assess and further improve the level of the offered service. In a year characterised by record breaking passenger traffic, an increase in waiting times at check-in, security screening and ticketing, especially in peak periods, was expected.

The Airport Call Centre handled approximately 385,000 telephone inquiries with almost 98% of callers being served within less than 2 minutes. Furthermore, the "airport info" email service replied to over 5,500 electronic inquiries. The AIA Call Centre was again shortlisted for the "Teleperformance Greece 2019 CRM Grand Prix Service Awards" for its

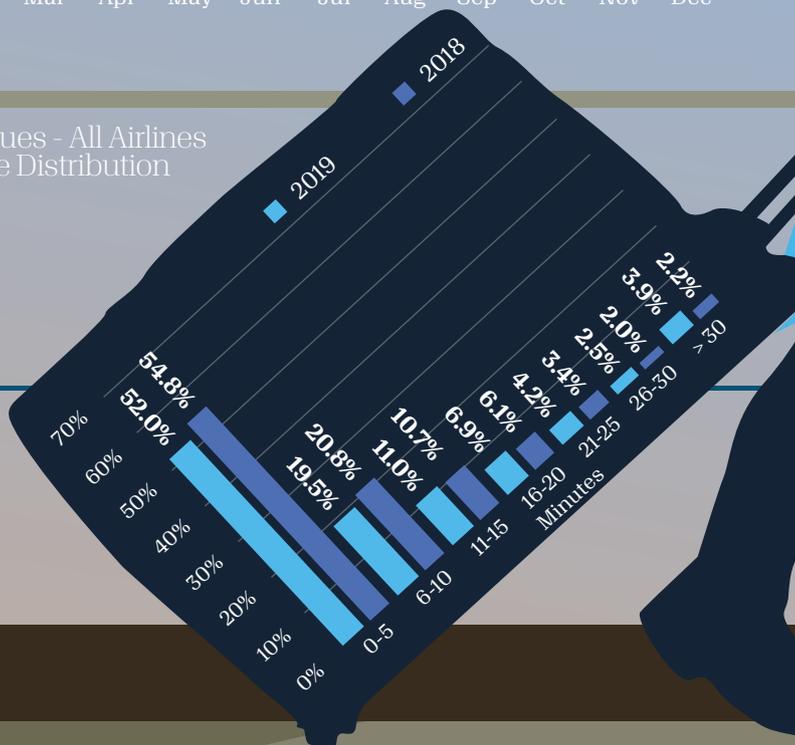
Ticket Desks Queues - All Airlines
Average Ticket Desk Queuing Time per Month 2018 - 2019



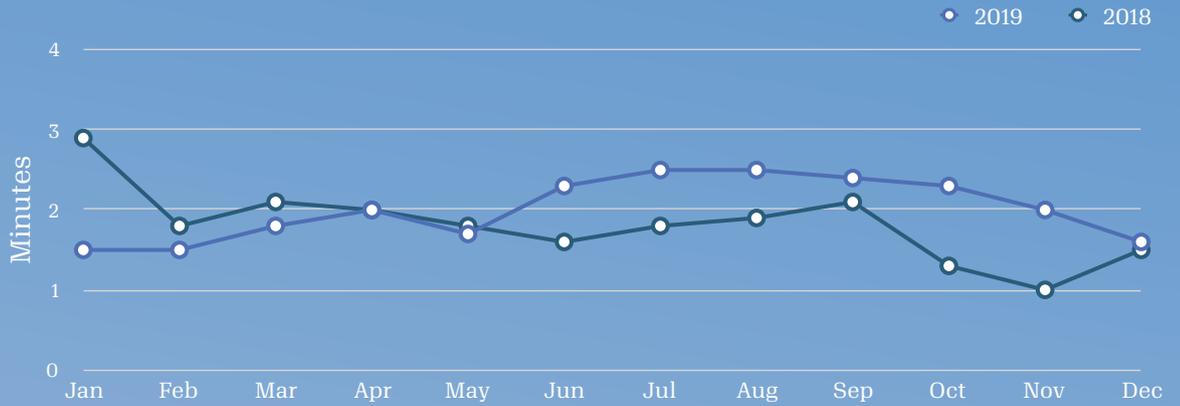
Check-in Queues - All Airlines
Average Check-in Queuing Time per Month 2018 - 2019



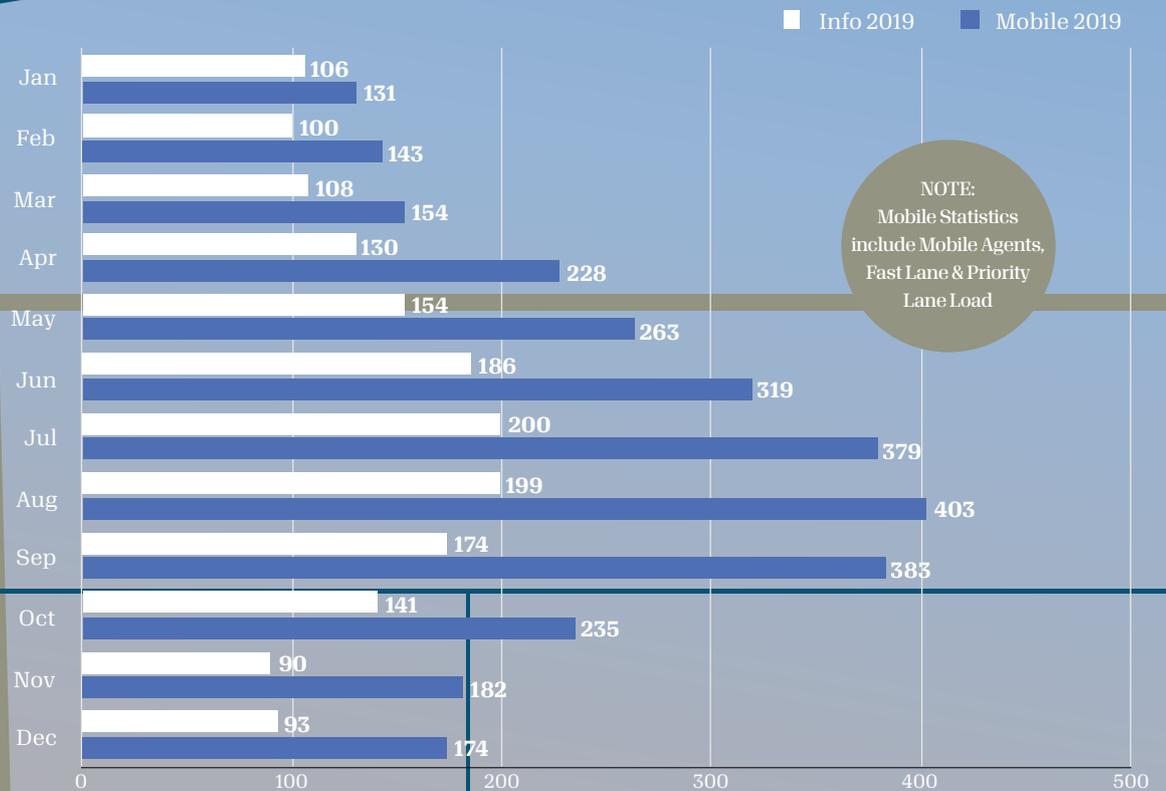
Check-in Queues - All Airlines
Queuing Time Distribution



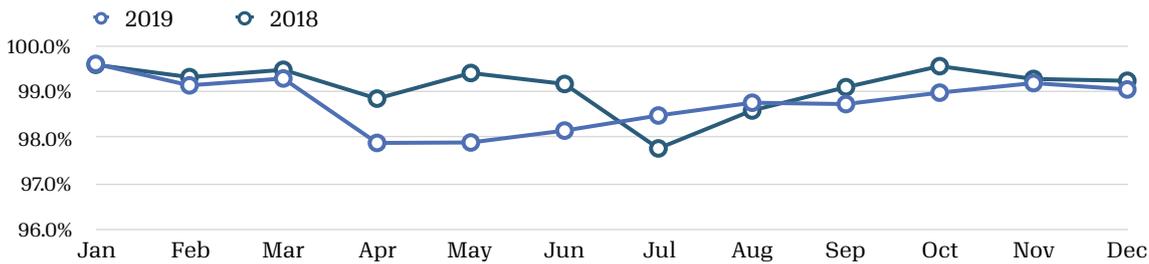
Security Screening (Pax & Handbags)
Average Queuing Time per Month (All Screening Points) 2018 -2019



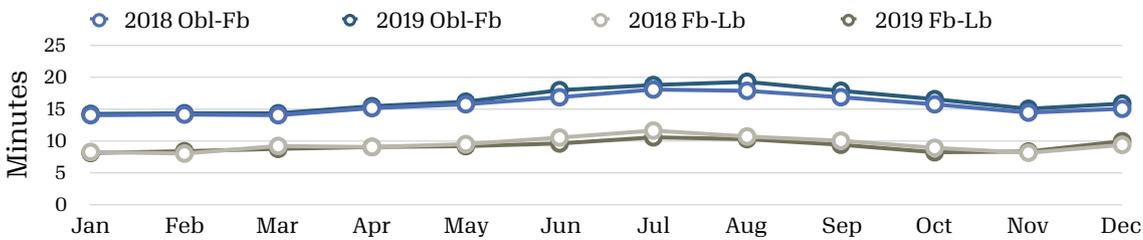
Information Desk & Mobile loading (queries per hour)



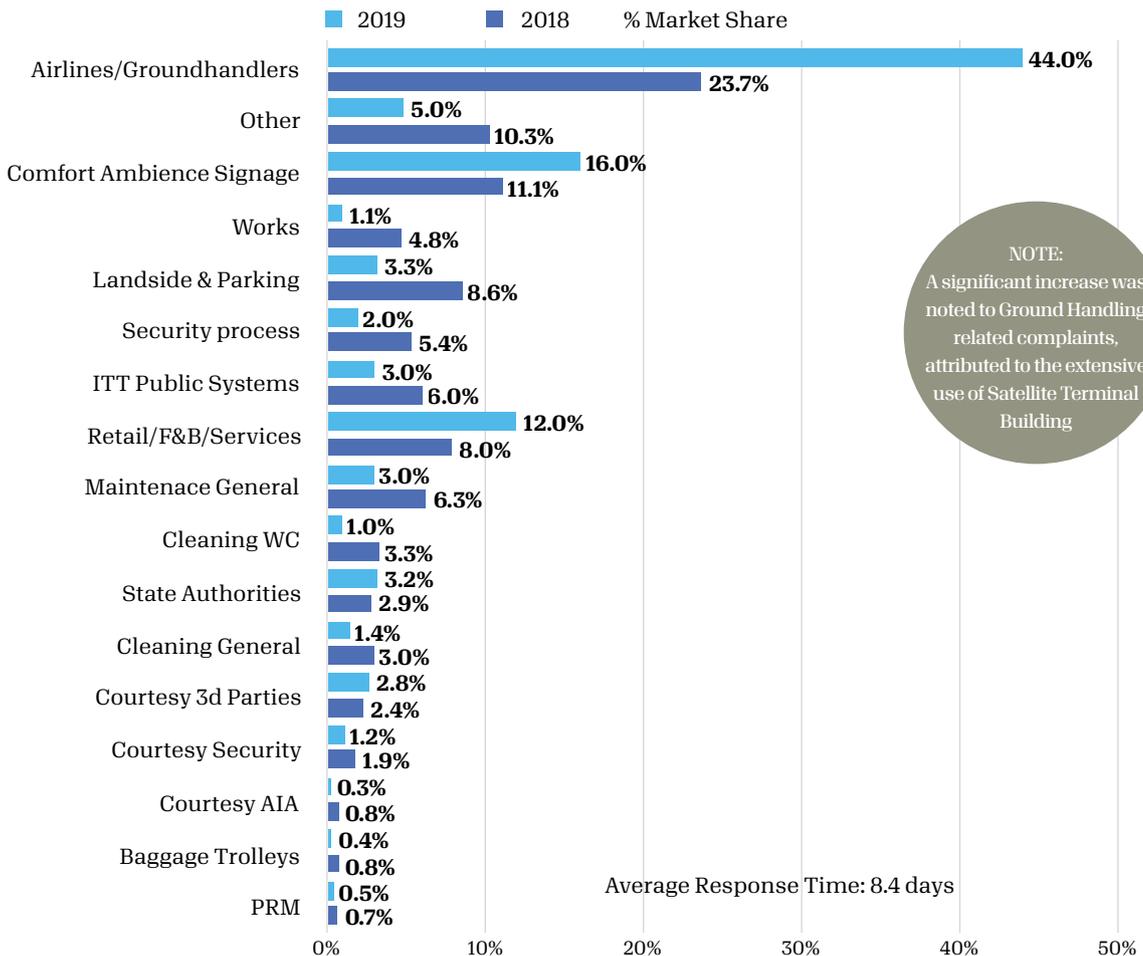
Call Centre Waiting Time Under 2 min



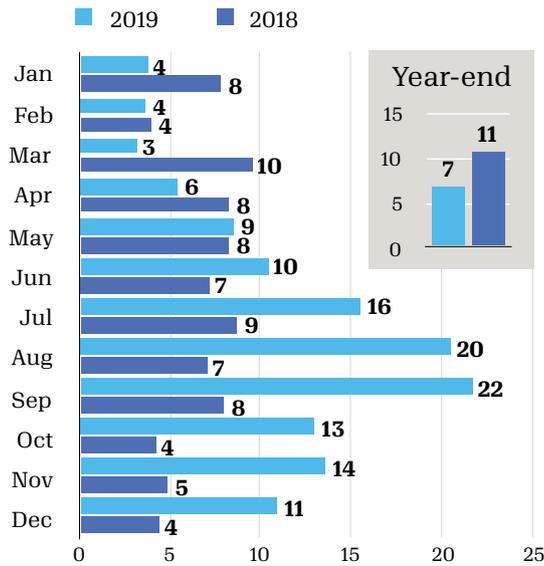
Baggage Delivery Service
Average Time for First and Last Bag from "on-blocks" Time



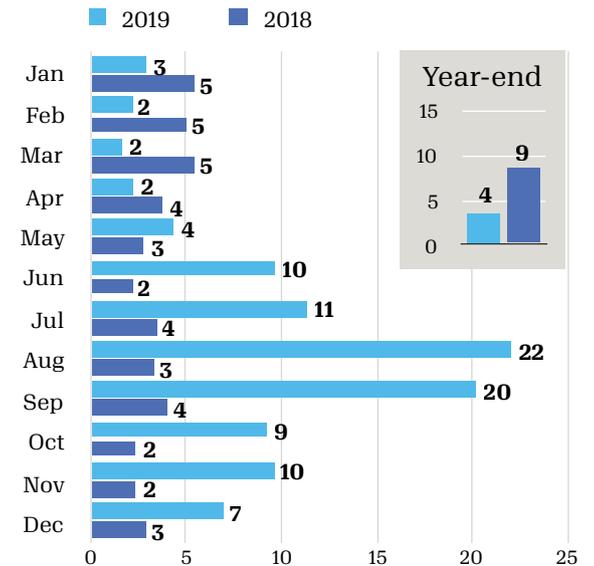
Passenger Complaints 2019 Vs 2018



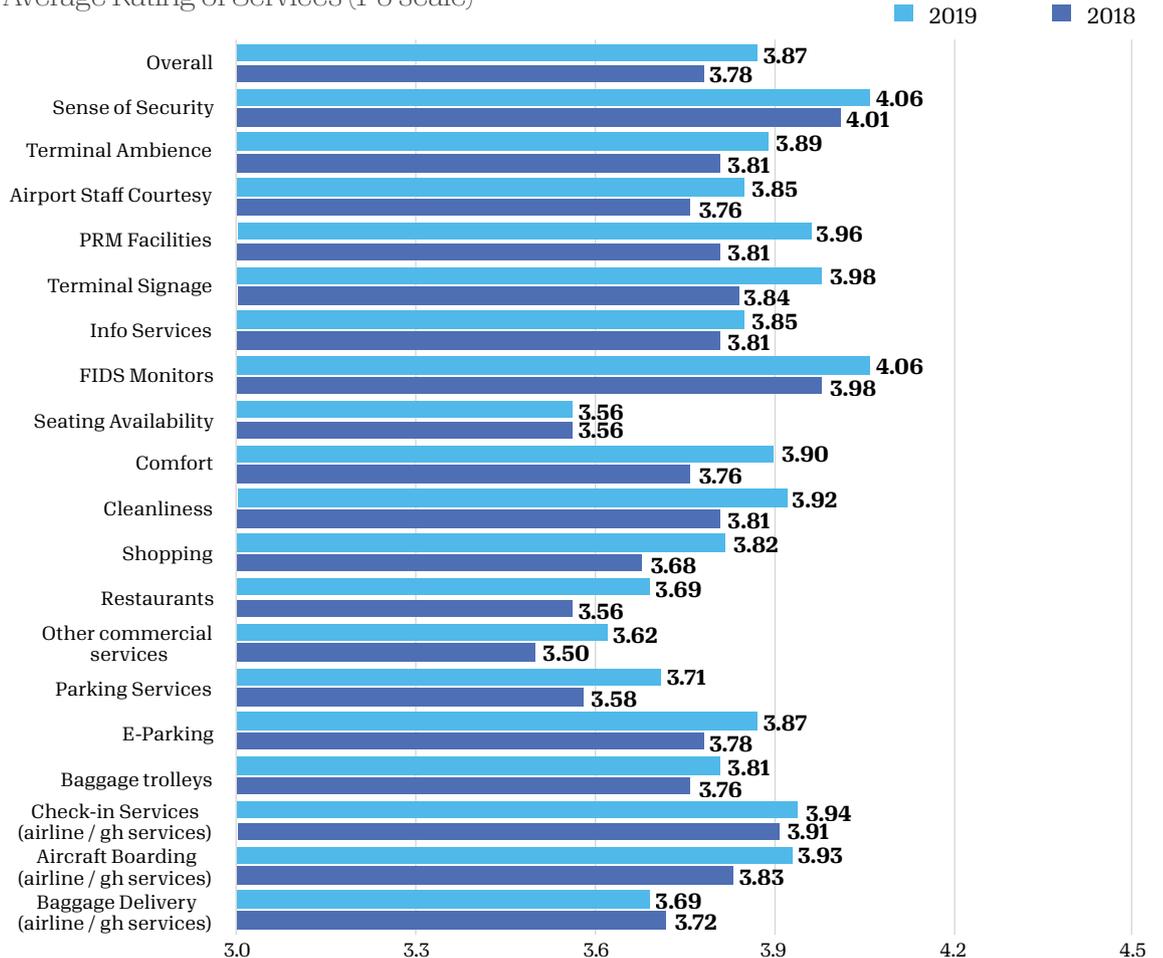
PASSPORT ARRIVALS
Average Queuing Time (Minutes)

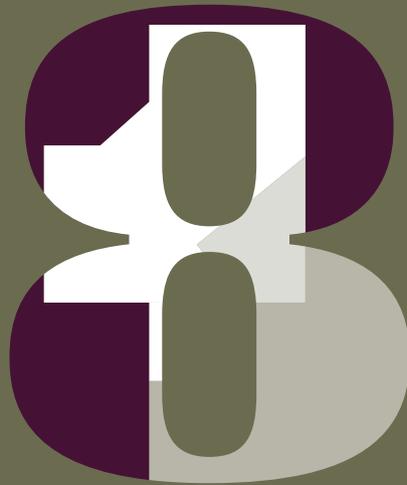


PASSPORT DEPARTURES
Average Queuing Time (Minutes)



Airport Services Evaluation Comparison of 2019-2018
Average Rating of Services (1-5 scale)





Joining the Passenger Dots

Foreign leisure traffic: the predominant passenger market segment in 2019

Passengers travelling through Athens International Airport retained their demographic identity in terms of gender, age and education in 2019. Men and women claim approximately equal shares of the total traffic; the average age was at 42 years and they were of a high educational level since 95% held a university degree (87% in 2018).

Greek residents continued to reduce their share for the second consecutive year, representing 36% of the total pie (40% in 2018). The same trend is apparent for Greek nationals (44% as opposed to 48% in 2018). Six out of ten passengers came from abroad, evidence of the gradual increase of the attractiveness of Greece as a destination. Moreover, foreign residents represented

64% of the total traffic (60% in 2018), with the majority arriving from Europe (44%) and passengers from the EU demonstrating considerable growth. On another front, incoming passengers from the East clearly showed their preference for Athens this year with the ASP region climbing from 4% to 6% of the total traffic.

Despite the considerable increase in total traffic for 2019, the frequency of travelling from/to Athens International Airport has been reduced to 2.6 times a year (3.3 in 2018). More foreign visitors in volume from the one side, reducing however their average length of stay in Greece by 3 days (9 days in Greece), and their stay in Athens by 1 day (4 days in Athens) versus last year. Greeks also tend to follow a similar

pattern, spending fewer days in their destination compared to 2018 (9 days on average as opposed to 12 days in 2018).

With regards to the purpose of the trip, leisure traffic increased in 2019, with 85% of passengers stating it as the main reason for their travelling (81% in 2018), and the majority flying for “holidays and tourism” (75% in 2019 vs. 68% in 2018). Visiting friends and relatives followed, slightly dropping, however, from 26% in 2018 to 21% this year. As a consequence, in 2019 business travellers lost market share, with “business meeting” remaining the predominant factor, and the “conferences/congress” and “trade fairs” slightly growing.

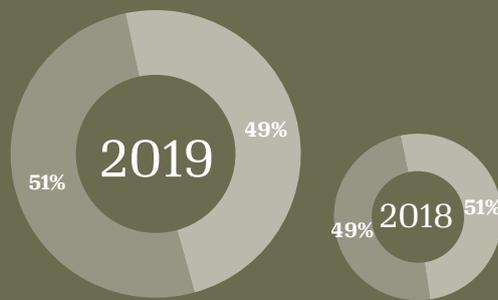
The airlines’ websites are the main mean of booking air tickets. Seven out of ten passengers made their reservations digitally via their airline’s website, while the booking engines (OTAs) held a small and decreasing share of 6% as opposed to 10% in 2018. A similar drop could be observed

in “travel agents” and “tour operators”. The reservation period was prolonged with passengers purchasing their tickets on average two months before travelling.

Transfer passengers represented a lower share of the total traffic this year (19% as opposed to 21% in 2018). However, traffic between DOM and INT among transfer passengers increased compared to last year and stood at 72% (70% in 2016). The top domestic destinations for transfer passengers remained Santorini (18%), slightly increased, Heraklion (11%), and Thessaloniki (9%) whose performance was lower this year. France climbed to the first place of the international destinations for transfer passengers with 10%, along with the USA.

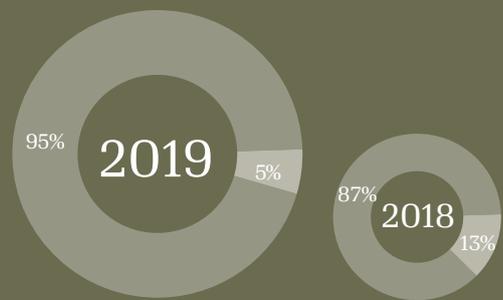
Indirect traffic slightly increased in 2019, since passengers flying indirectly to their final destination accounted to almost 3.5 million, with American countries being at the top of the list, along with a group of ASP countries.

Gender



% Market Share
 ● Male
 ● Female

Education

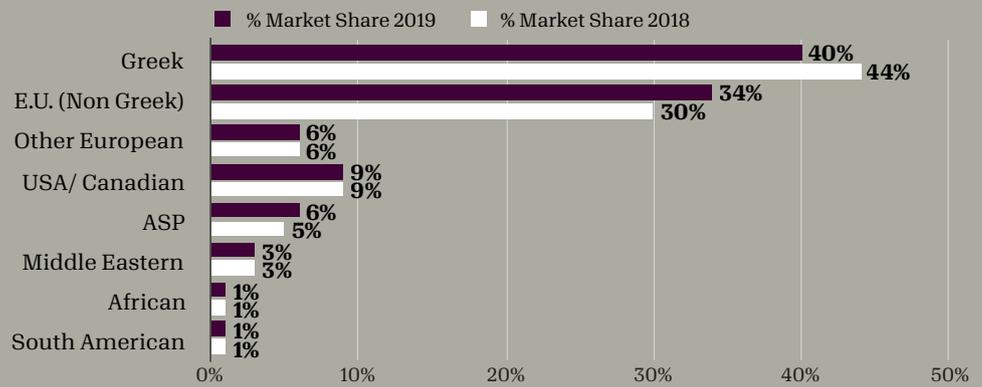


% Market Share
 ● High School
 ● College/ University

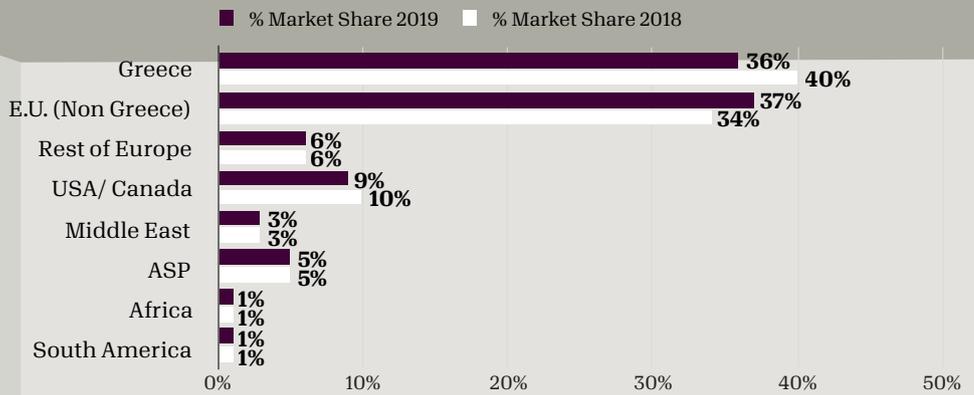
Age



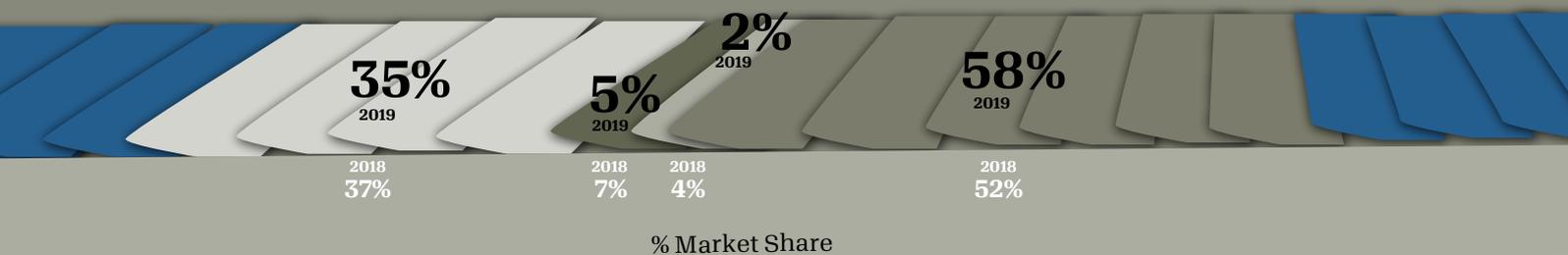
Main Nationality



Main Residence



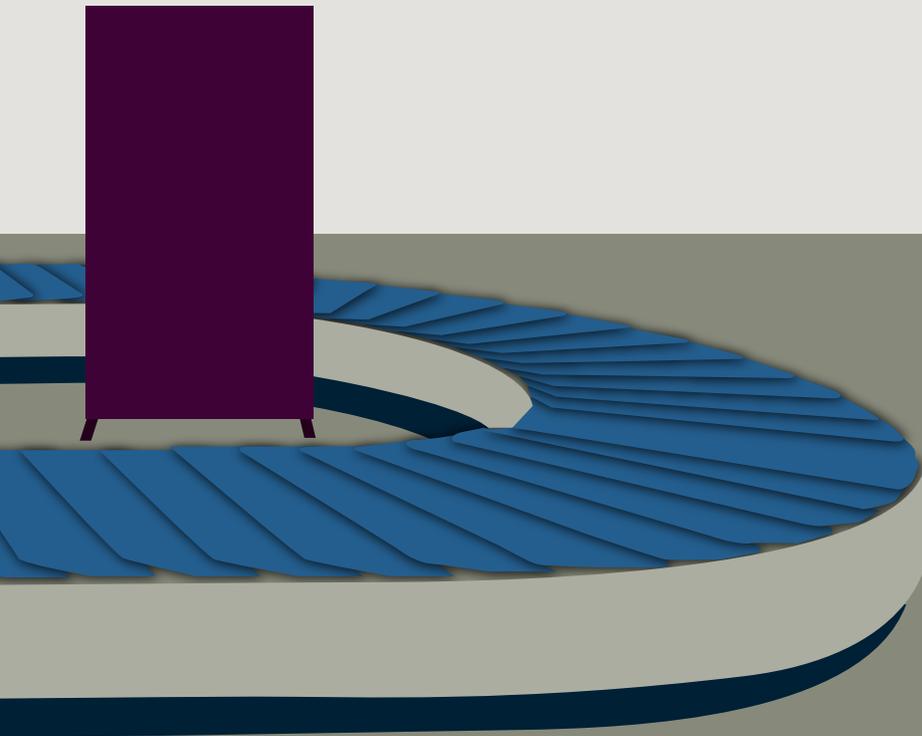
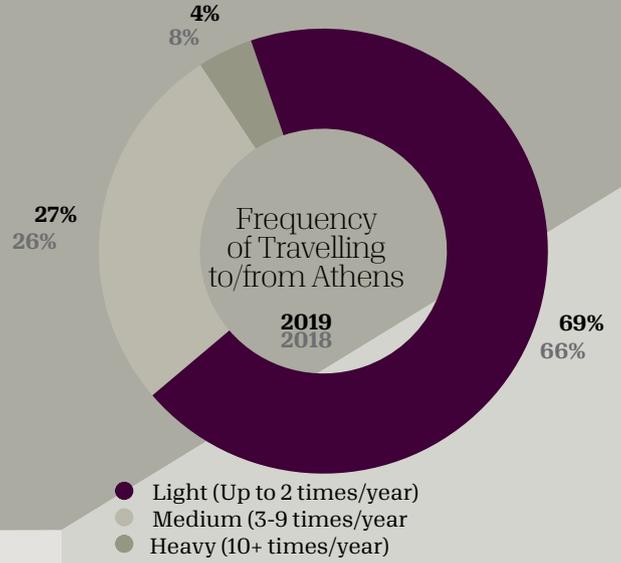
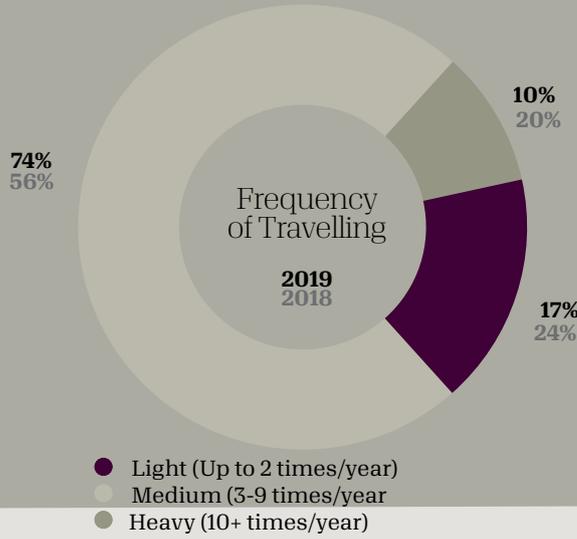
Origin



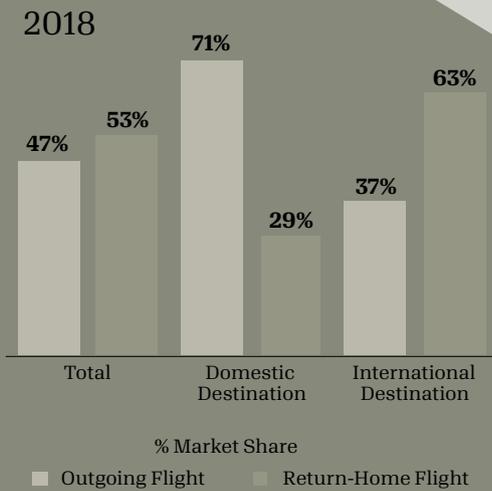
Greeks Living In Greece
 Foreigners Living Abroad
 Greeks Living Abroad
 Foreigners Living In Greece

Average no. of trips per year: 5 (7 in 2018)

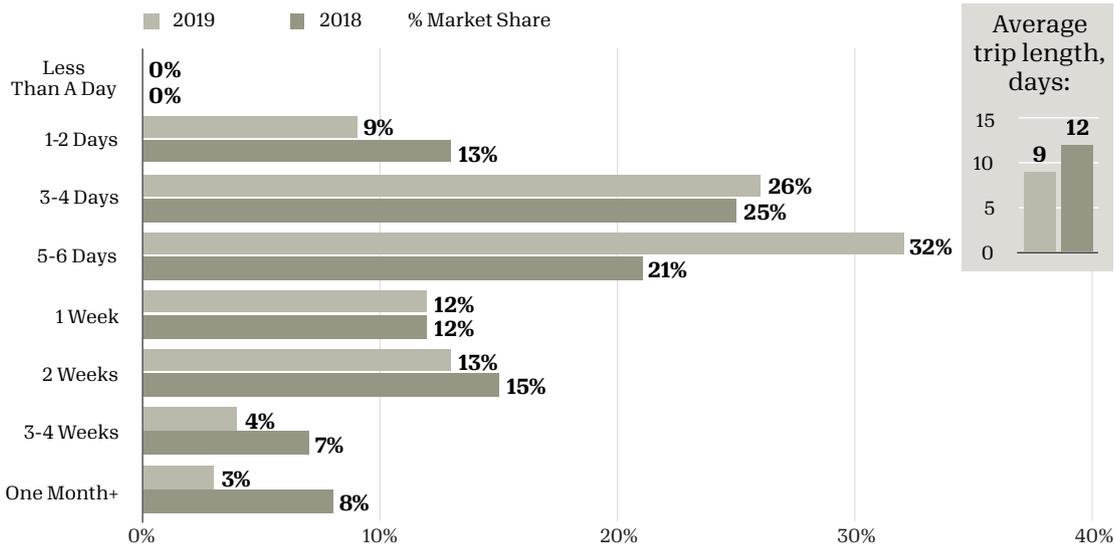
Average no. of trips per Year: 2.6 (3.3 in 2018)



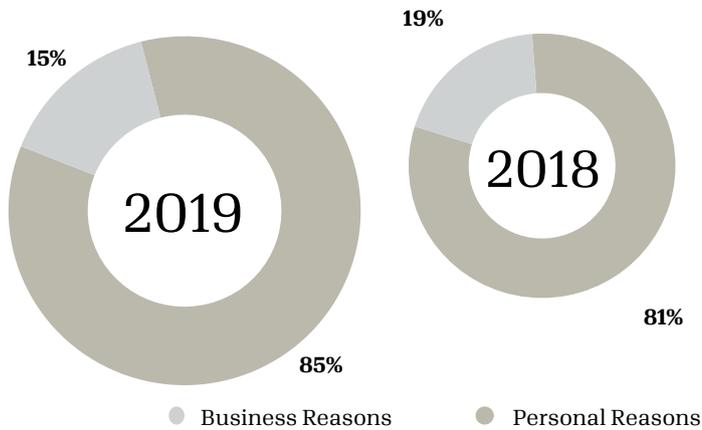
Outgoing vs. Return-home Flight



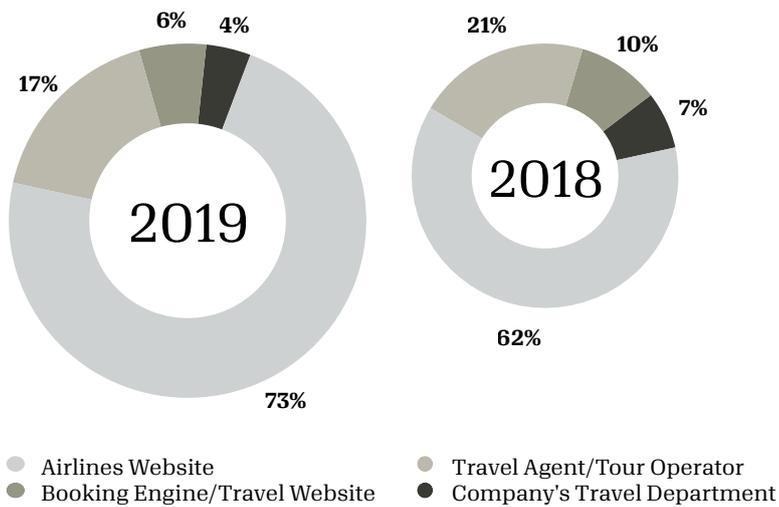
Trip Length - Greek Residents



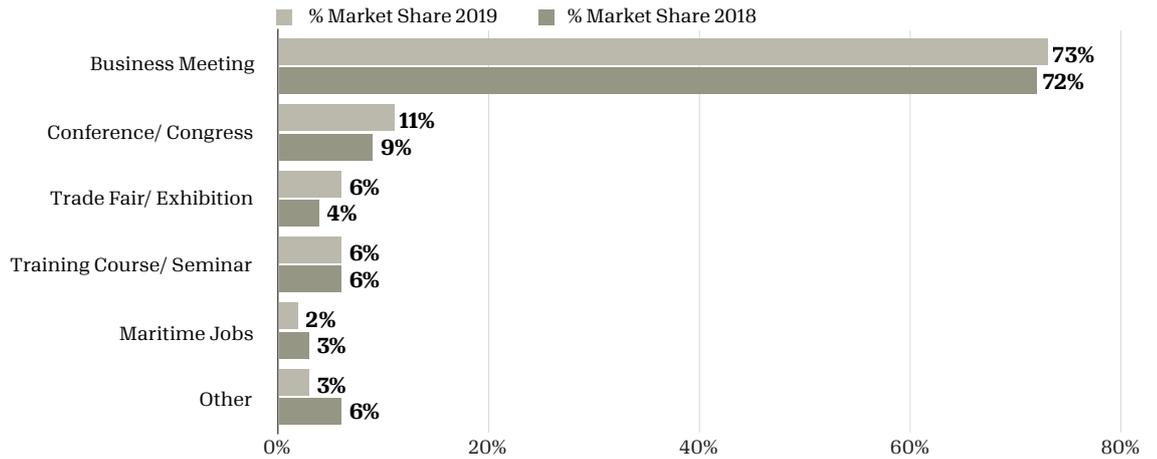
Purpose of trip



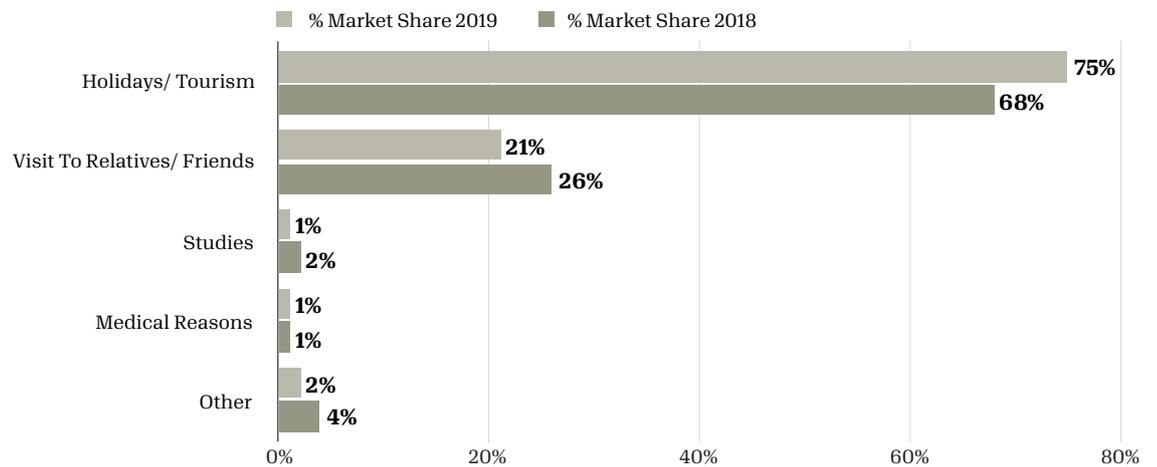
Ticket Booking



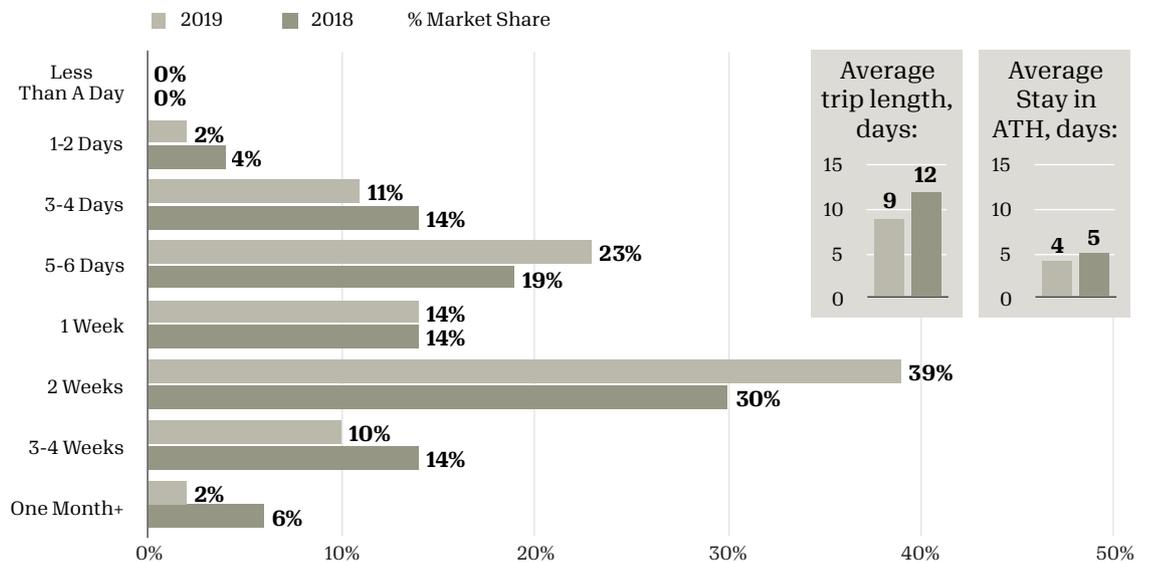
Business Reasons for Travelling



Personal Reasons for Travelling



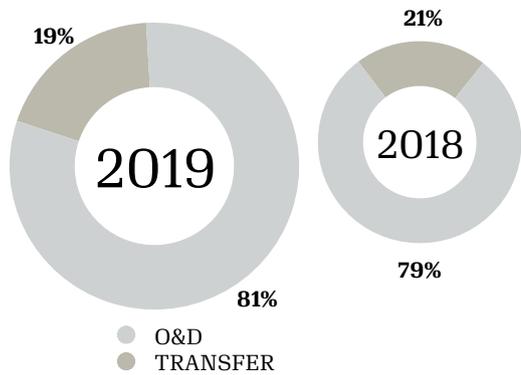
Trip Length - Foreign Residents



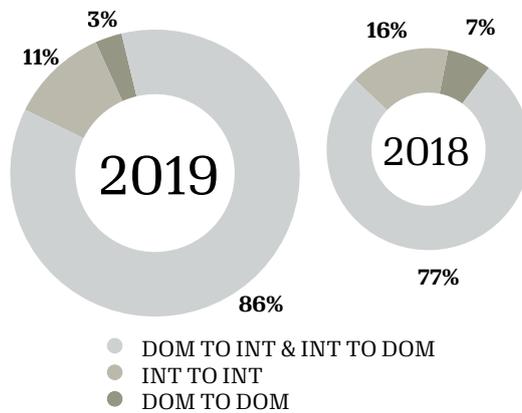
Reservation Period



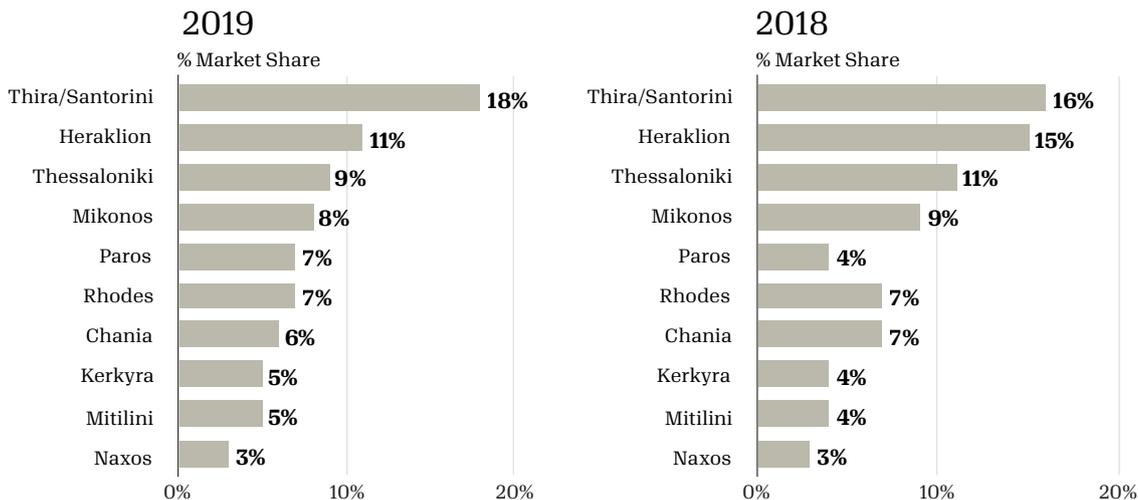
Transfer Passengers



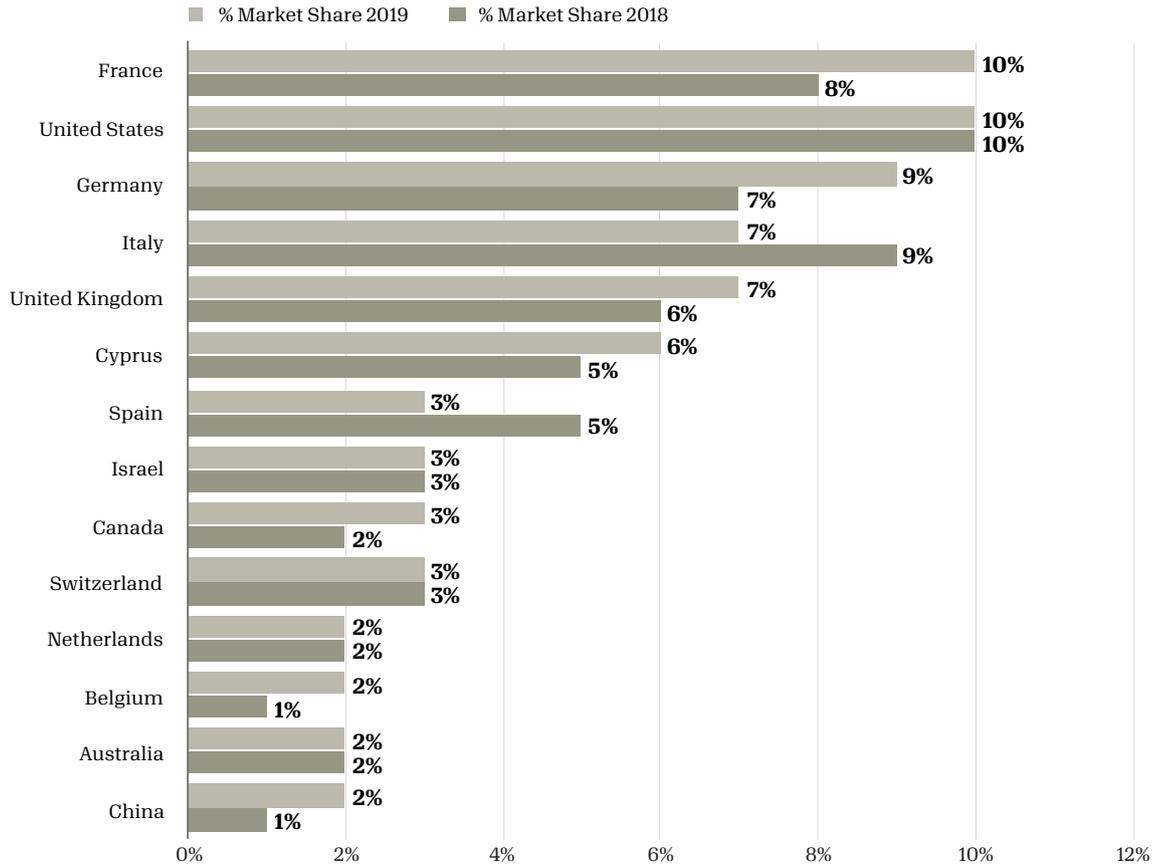
Movement of Transfer Passengers



Top Domestic Destinations of Transfer Passengers



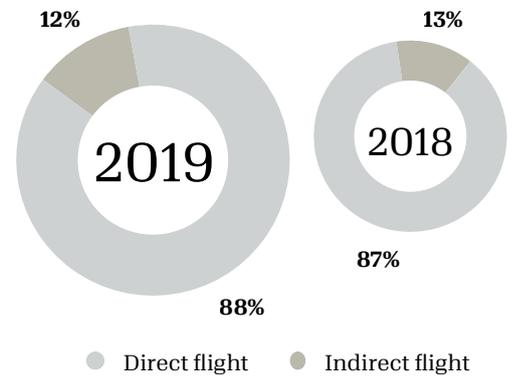
Top International Destinations of Transfer Passengers



Main Indirect International Destinations



Direct vs. Indirect Flight to Final International Destination





Adding Tourists

In 2019 foreign visitors surpassed the 6 million mark for the first time, promoting Athens to an “all-year-round” attractive tourist destination

Incoming foreign visitors continued to increase significantly during 2019 and rose by 12% compared to 2018. In total numbers, 6.4 million foreign passengers arrived at the Athens International Airport in 2019, as opposed to 5.7 in 2018. This impressive development was mostly attributed to foreign residents visiting our country for leisure purposes (+16%), as foreign arrivals for business have been reduced considerably by 16%. The extension of the season was apparent in 2019, with almost every month of the year witnessing impressive double-digit growth.

On a regional level, Western Europe remained the main source of tourists with its market share rising by 20% in 2019. Athens welcomed a considerable and growing volume of Asian residents who accounted for almost half a million visitors in 2019. The largest market of leisure arrivals continued to be the United

States which further increased by 8%, therefore reaching the high number of around 670 thousand tourists in 2019. The traditional European markets of France (+34%), Germany (+18%), the United Kingdom (+18%) and Italy (+18%) have also contributed significantly presenting double-digit growth. The countries with the highest growth were also European, namely Ukraine (+107), Finland (+139) and Albania (+154).

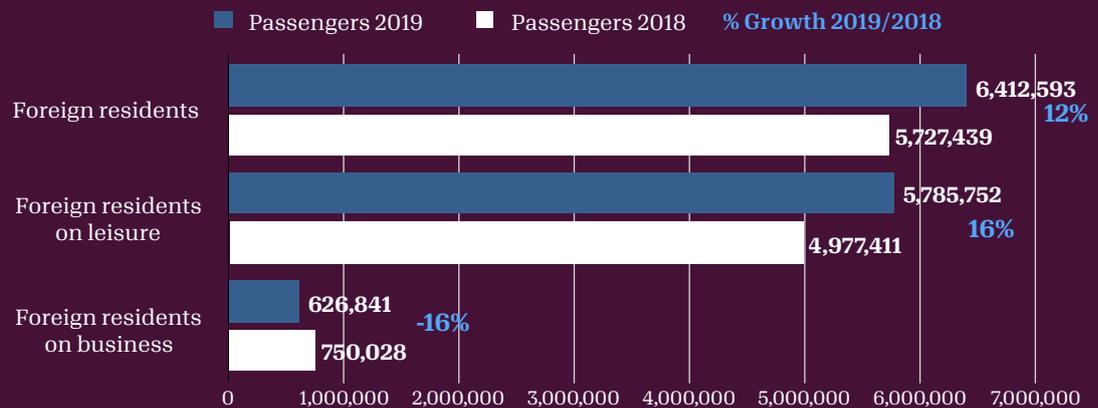
Athens significantly contributed to incoming tourism since passengers intending to visit the metropolitan city increased by 20% in 2019; on average they stayed in our city for 4 days. Transfer to other Greek destinations for leisure purposes has also increased by 5%, with the top-3 incoming leisure destinations in Greece for transfer passengers via Athens being Santorini (+8%), Mykonos (-2%) and Heraklion (-31%). Paros climbed to the top five destinations of transfer passengers,

experiencing a strong 42% increase which implies its enhanced attractiveness for foreign visitors.

Negative indications were apparent in the business incoming traffic, both with regards to the city of Athens (-8%) and more prominently to the peripheral cities via Athens (-53%). Thessaloniki and Heraklion remained the top business destinations through Athens, though suffering a significant drop. Incoming passengers travelling on business originated mainly from the United Kingdom, which was the only country demonstrating a slight growth of business travellers, followed by Cyprus and Germany.

Greeks travelling abroad were on a stable course in 2019 and amounted to 2.4 million. This consistency was the result of the Greek leisure international traffic growth by 7% offsetting the 15% decline of Greek business traffic to other countries, in a year when almost every month experienced a decline for the latter. Greek passengers travelling for leisure showed a preference for Italy (+17%), the United Kingdom (+9%), Germany (+21%) and Cyprus (+21%) and their trip duration was on average 10 days. Germany (+2%), Cyprus (-6%), and Italy (+3%) proved to be the top international destinations for Greek business travellers, with 87% of them staying abroad for a week.

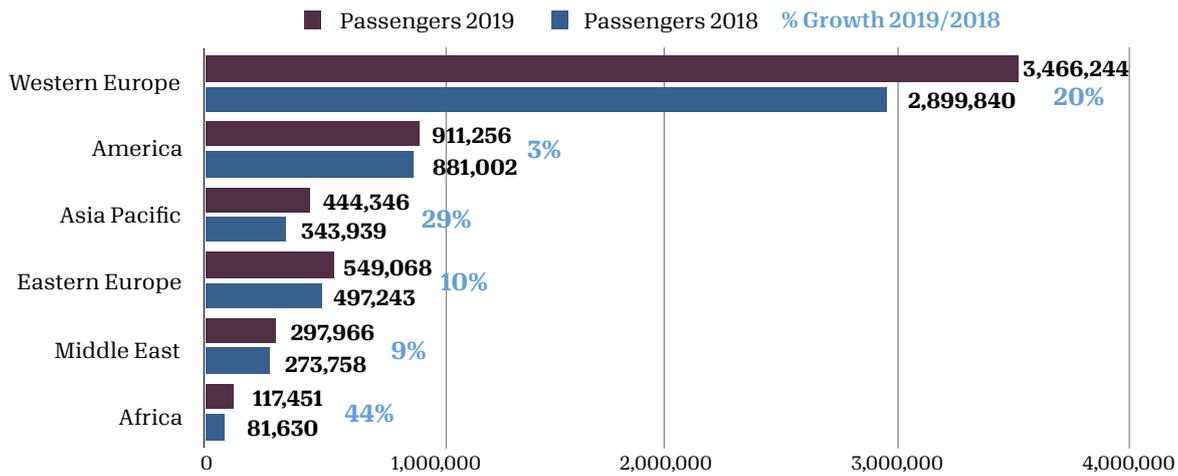
Incoming Passenger Development



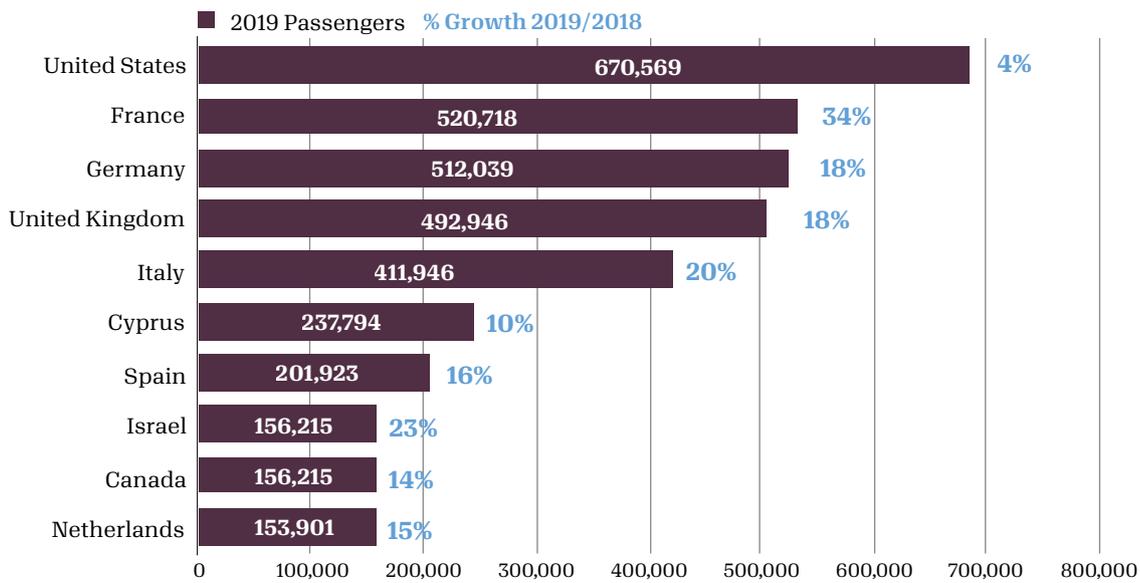
Seasonality of Incoming Leisure Traffic Arrivals



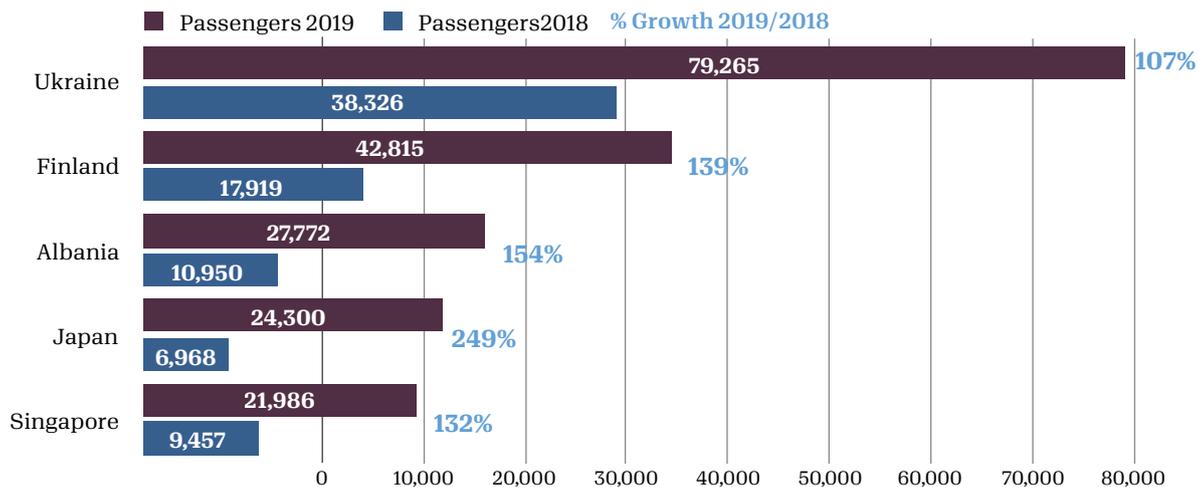
Incoming Leisure Arrivals per Geographical Region



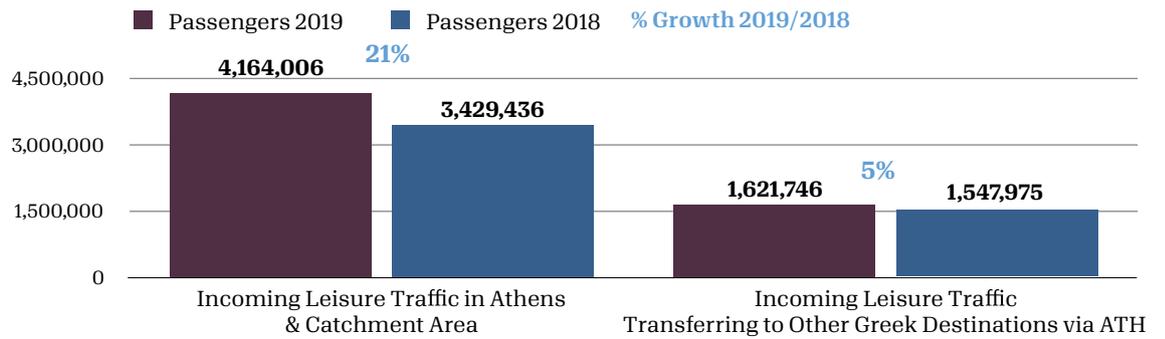
Top 10 Countries of Incoming Leisure Traffic



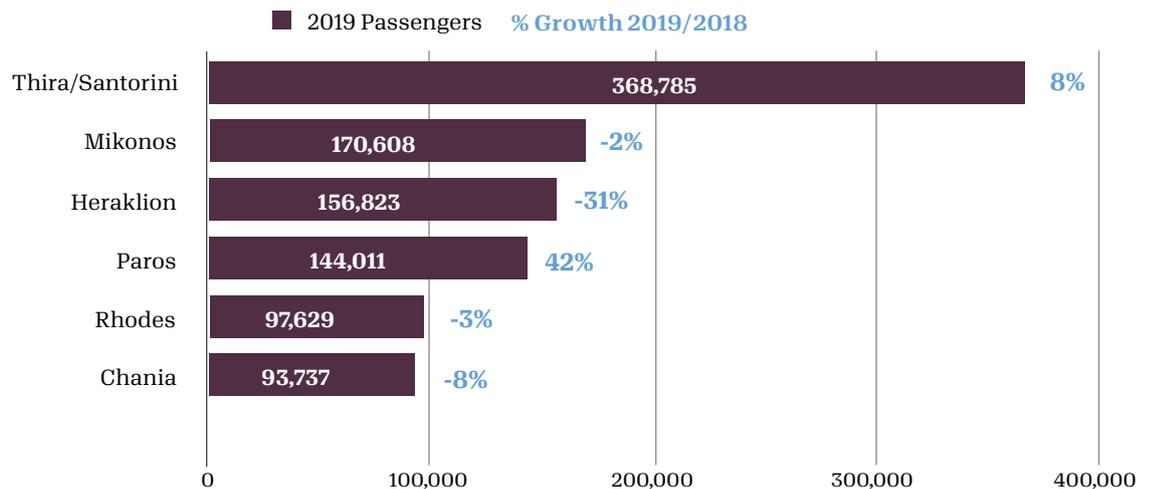
Countries with the Highest Growth of Incoming Leisure Traffic



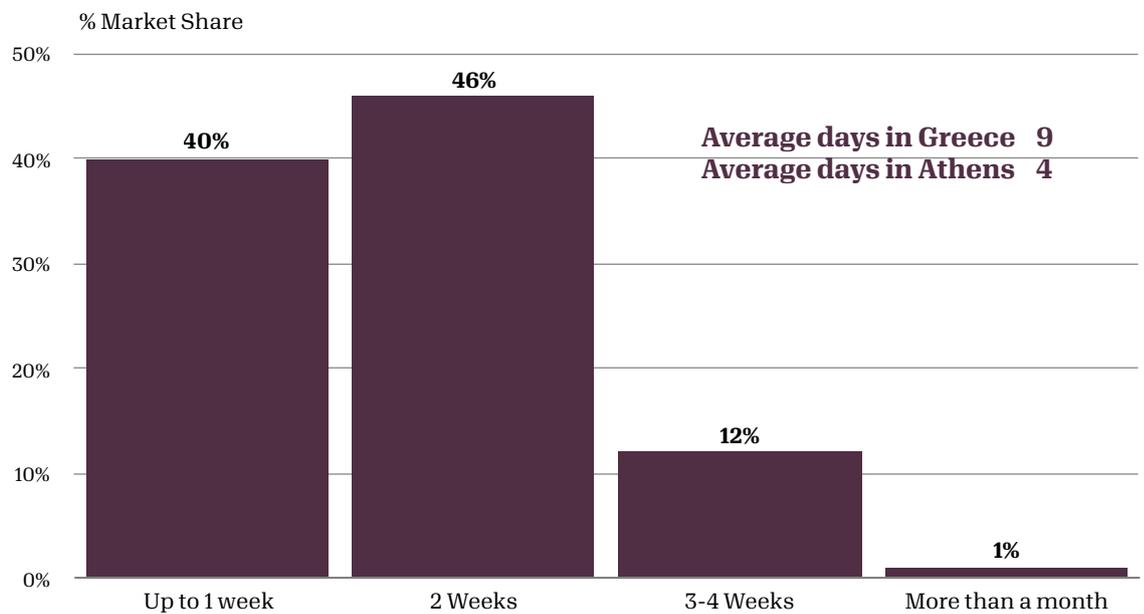
Incoming Leisure Traffic Visiting Athens & Catchment Area



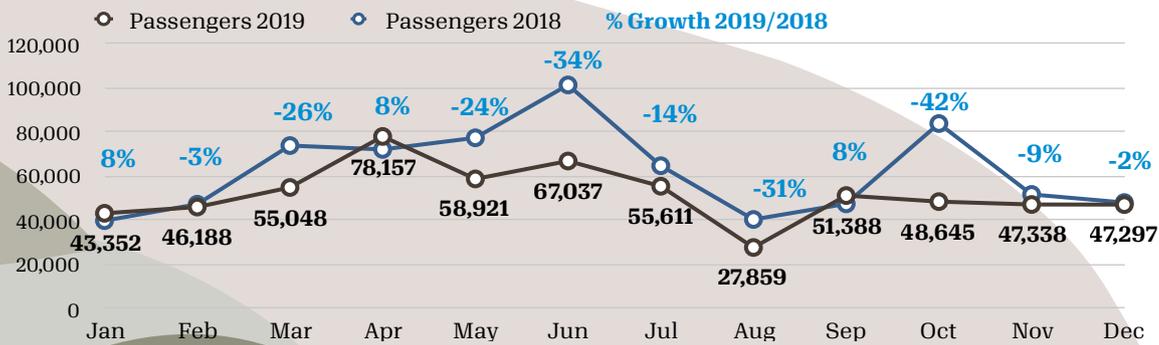
Top Incoming Leisure Traffic Destinations in Greece via Athens



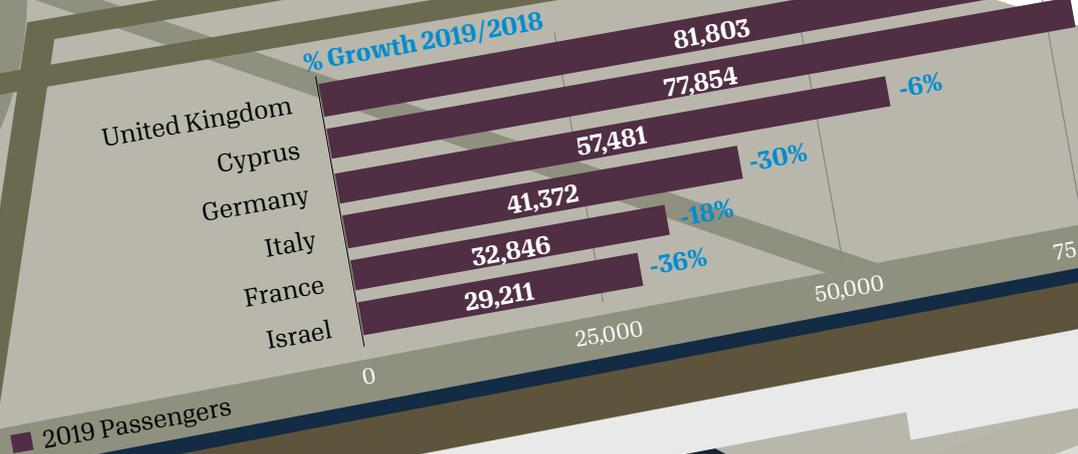
Length of Stay in Greece - Incoming Leisure Traffic



Seasonality of Incoming Business Traffic Arrivals



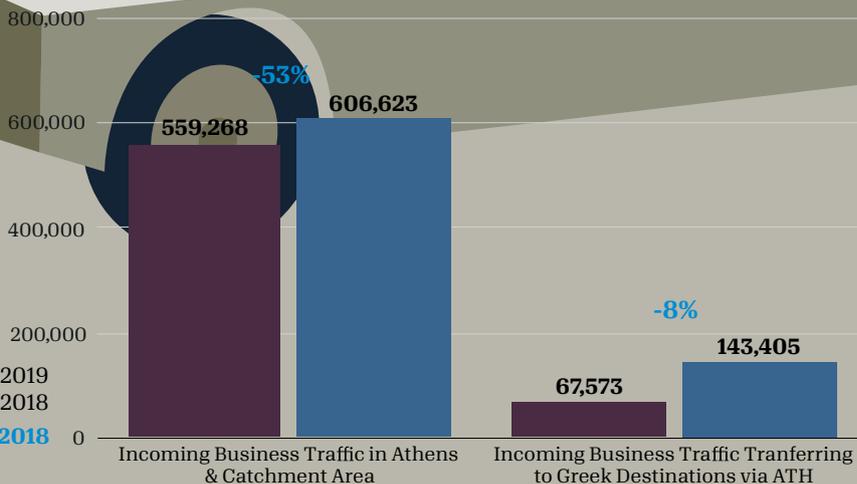
Top Countries of Incoming Business Traffic



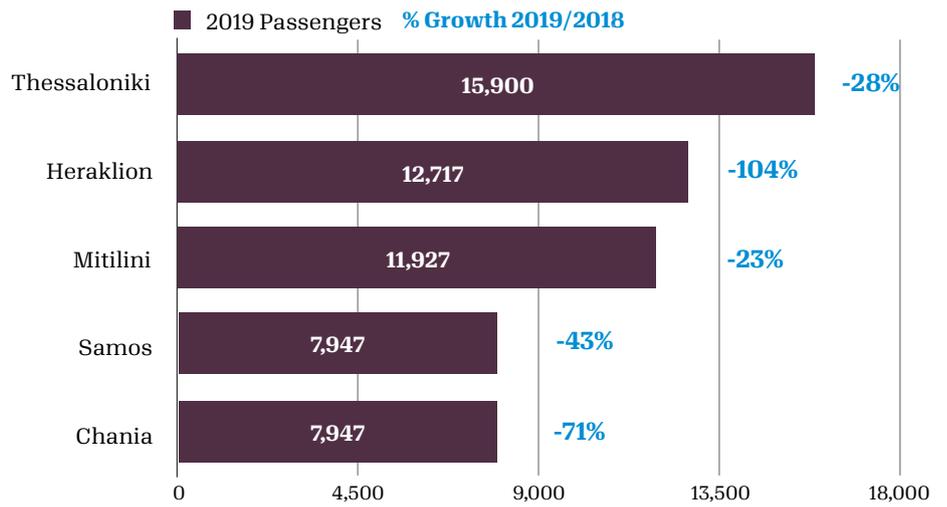
Incoming Business Traffic Visiting Athens & Catchment Area

Passengers 2019
Passengers 2018

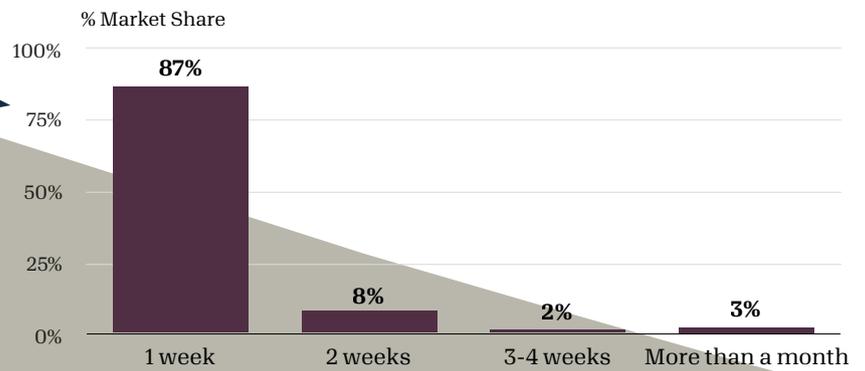
% Growth 2019/2018



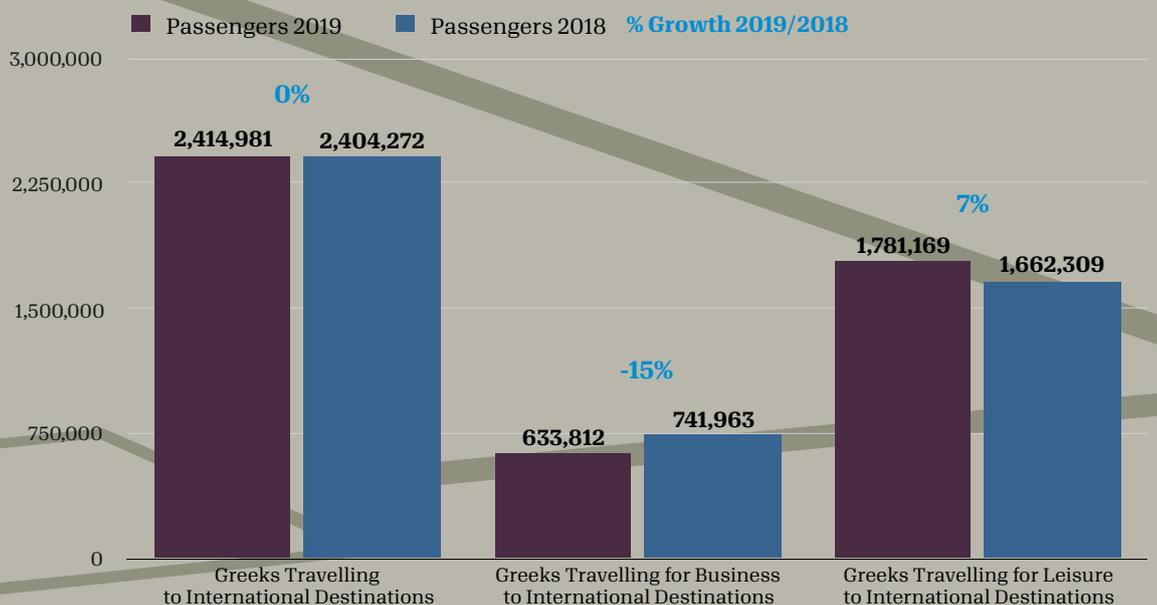
Top Incoming Business Traffic Destinations in Greece via Athens



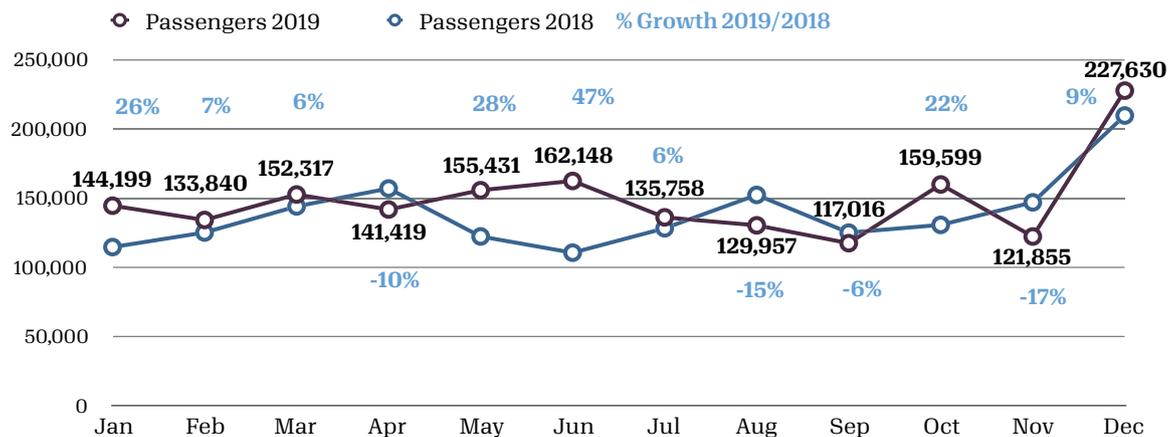
Length of Stay in Greece - Incoming Business Passengers



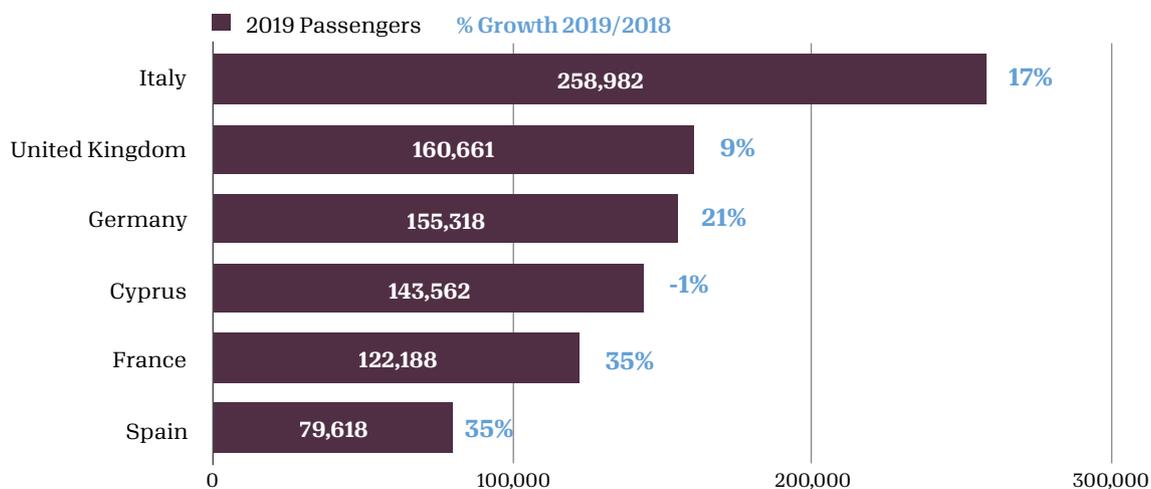
Greek Outgoing Passengers Development



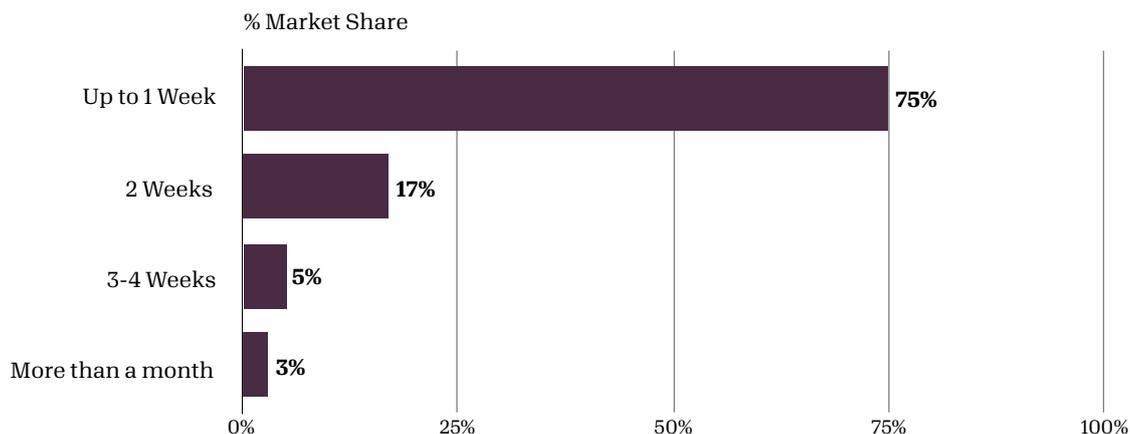
Seasonality of Greek Leisure Traffic Departures



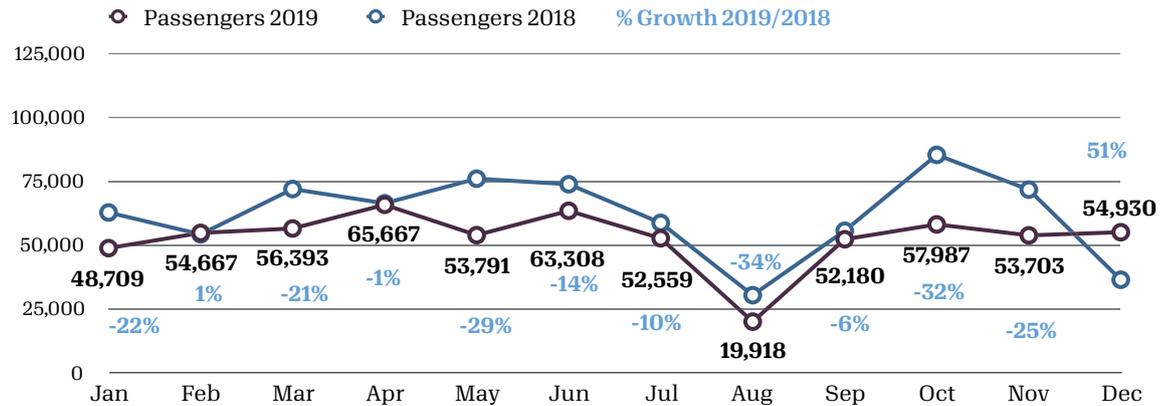
Top Destination Countries of Greek Leisure Traffic



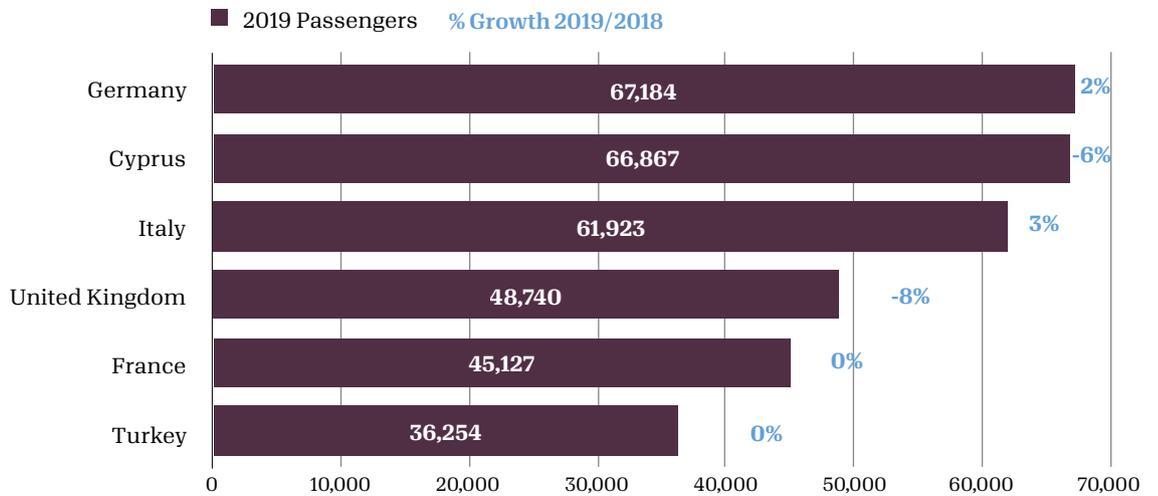
Length of Stay Abroad - Greek Leisure Traffic



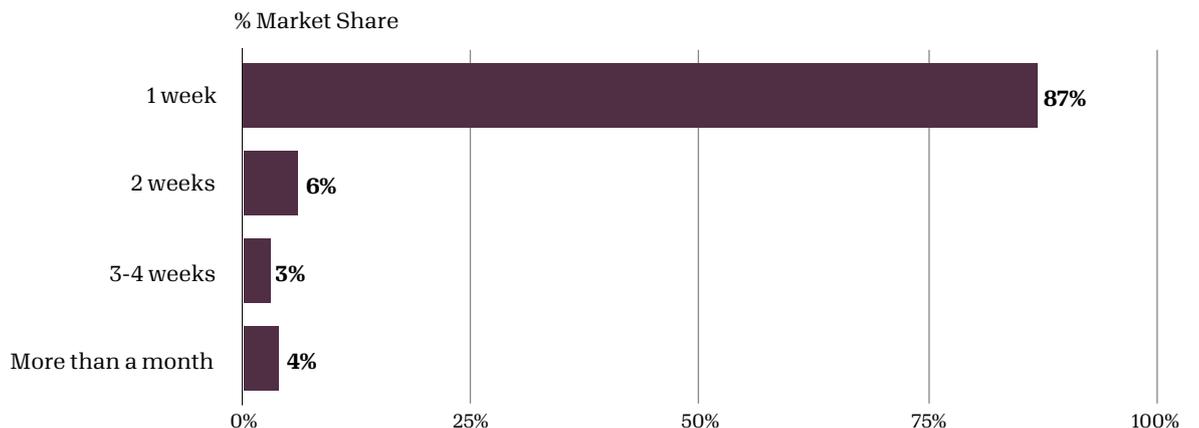
Seasonality of Greek Business Traffic Departures



Top Destination Countries of Greek Business Traffic



Length of Stay Abroad - Greek Business Traffic





Greek Arithmetic

Another year of growth for the Greek commercial airports that added 2 million passengers (+3%), hence exceeding 64 million passengers

The year 2019 was yet another successful one for the Greek aviation industry, since the 39 Greek commercial airports welcomed almost 64.3 million passengers, i.e. 2 million or 3.3% more than the 2018 traffic (+3.3%). This healthy increase is mainly due to the strong growth of the international traffic (1.9 million or 4.2% more than in 2018), while domestic passengers only increased by a marginal 0.6%.

On the international front, Athens, Thessaloniki and Mykonos enjoyed considerable growth by +8.6%, +10.2% and +12.5%, respectively, with the remaining airports presenting a more modest increase or even a decline. A different picture is projected for the domestic front, with Chania, Kos, Santorini and Mykonos being the only top Greek airports

witnessing a substantial rise of 5 to 6%.

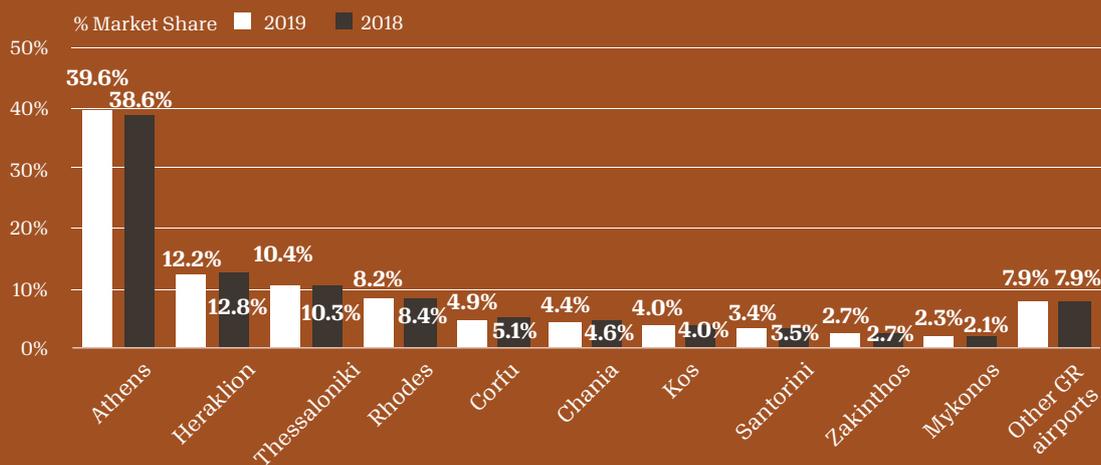
A small increase of 1.7% was noted at flights serviced by Greek airports, as a result of the 2.7% growth of domestic services and the 1% of the international. The downsizing of Ryanair's network in Greece had a detrimental effect. Similar to passenger traffic, the main Greek airports experienced diverse developments. For one more year, Mykonos was the fastest growing airport in terms of flights.

With 6% growth in passengers and 4% in flights, Athens International Airport accounted for almost 40% of Greece's total passenger traffic and 41% of the country's aircraft movements, steadily retaining its leading position in the Greek aviation industry.

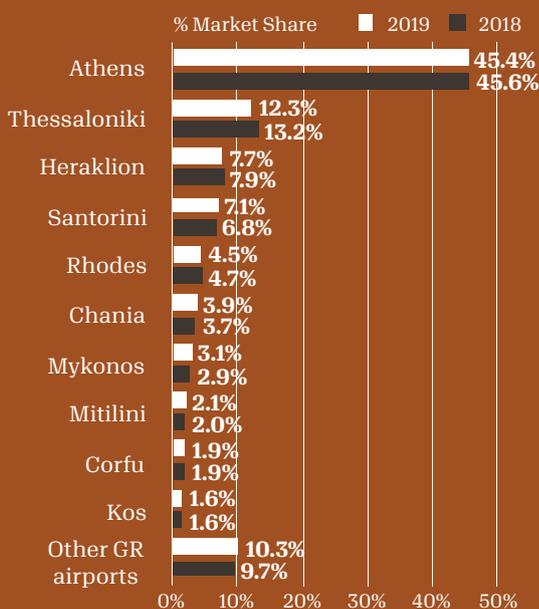
Passenger Traffic of Main Greek Airports

CITY	Commercial Passengers					
	DOMESTIC		INTERNATIONAL		TOTAL	
	2019	%2019/2018	2019	%2019/2018	2019	%2019/2018
Athens	7,736,479	0.3%	17,747,417	8.6%	25,483,896	6.0%
Heraklion	1,316,400	-1.6%	6,522,575	-1.7%	7,838,975	-1.7%
Thessaloniki	2,094,349	-6.3%	4,592,158	10.2%	6,686,507	4.4%
Rhodes	773,647	-1.9%	4,530,394	1.6%	5,304,041	1.1%
Corfu	327,532	-0.6%	2,800,565	-2.4%	3,128,097	-2.3%
Chania	665,968	6.0%	2,194,910	-2.1%	2,860,878	-0.4%
Kos	276,523	5.2%	2,284,776	3.2%	2,561,299	3.4%
Santorini	1,208,260	5.2%	1,007,693	-0.5%	2,215,953	2.6%
Zakinthos	47,830	-20.6%	1,659,429	2.0%	1,707,259	1.2%
Mykonos	519,998	4.6%	928,752	12.5%	1,448,750	9.5%
Other GR airports	2,064,096	7.6%	3,024,502	1.5%	5,088,598	3.9%
TOTAL GREECE	17,031,082	0.6%	47,293,171	4.2%	64,324,253	3.3%

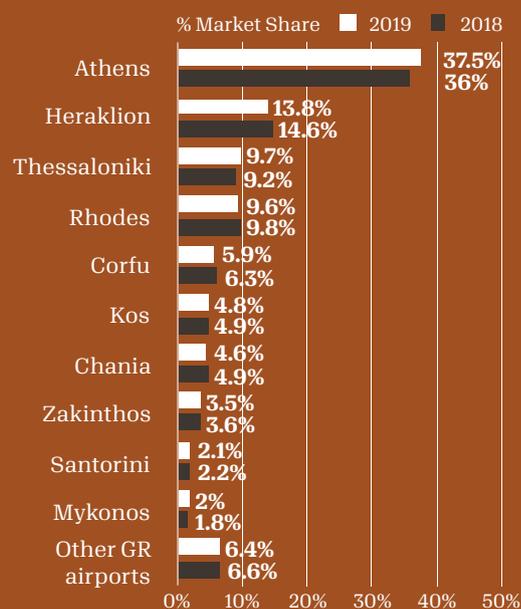
Top 10 Greek Airports According to Total Passenger Traffic



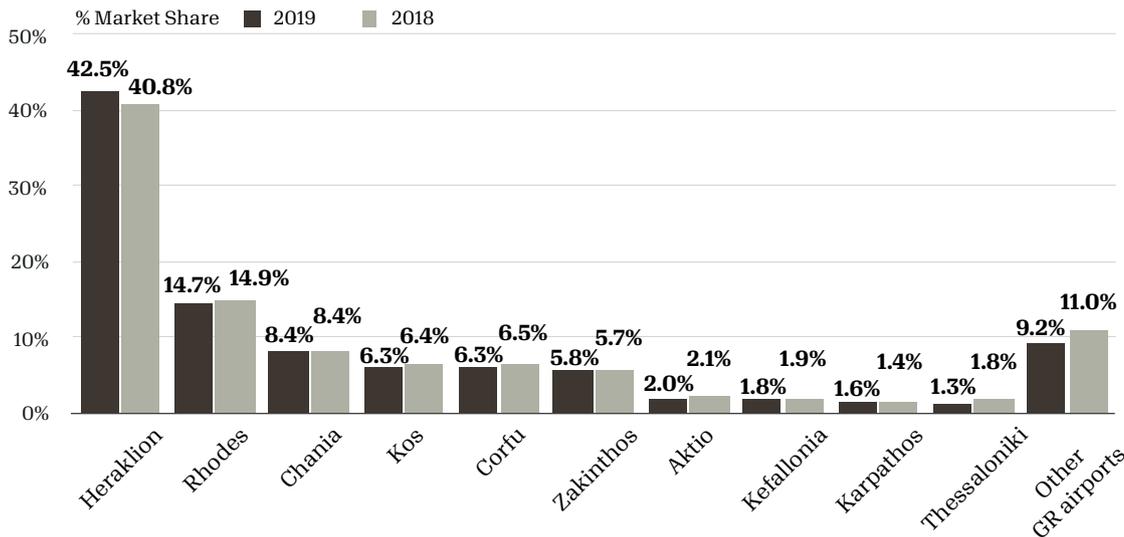
Top 10 Greek Airports According to Domestic Passenger Traffic



Top 10 Greek Airports According to International Passenger Traffic



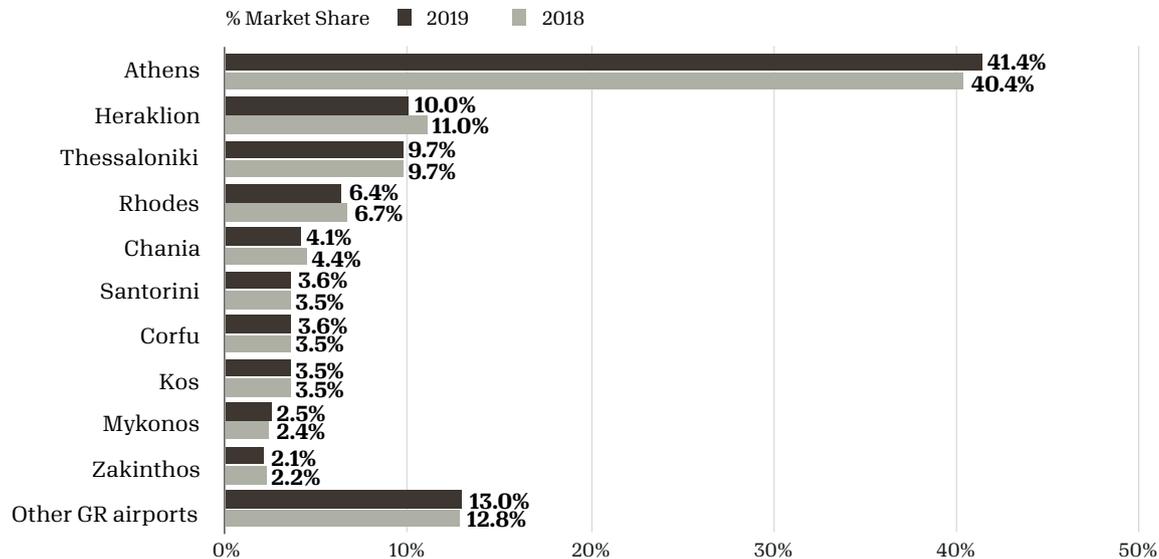
Top 10 Greek Airports According to International Charter Passengers



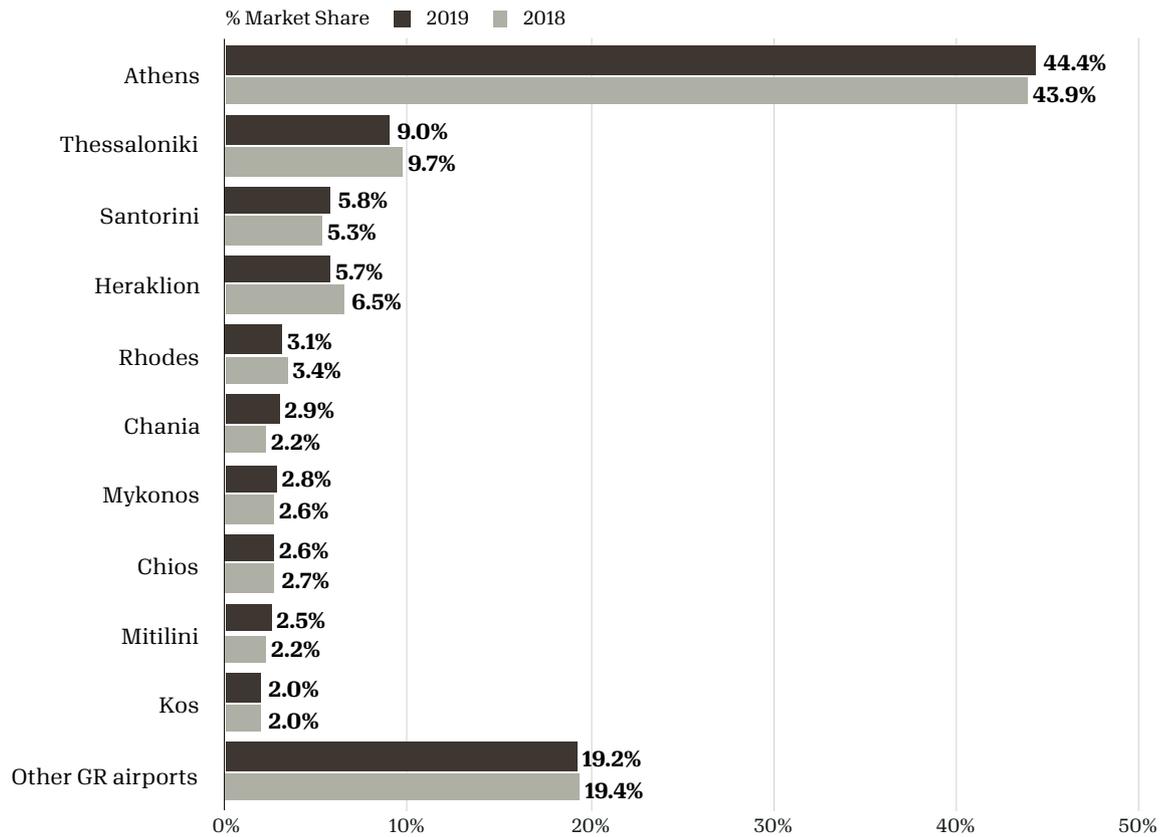
Aircraft Movements of Main Greek Airports

CITY	Commercial Aircraft Movements					
	2019	%2019/2018	2019	%2019/2018	2019	%2019/2018
Athens	91,963	4.1%	126,465	4.2%	218,428	4.2%
Heraklion	11,761	-10.5%	41,087	-6.4%	52,848	-7.3%
Thessaloniki	18,711	-4.6%	32,528	5.8%	51,239	1.8%
Rhodes	6,460	-5.9%	27,596	-0.8%	34,056	-1.8%
Corfu	3,595	-10.7%	18,198	-2.9%	21,793	-4.3%
Santorini	12,084	12.8%	7,135	-3.0%	19,219	6.4%
Chania	5,901	31.4%	13,276	-3.7%	19,177	4.9%
Kos	4,040	0.8%	14,220	-1.4%	18,260	-0.9%
Mykonos	5,727	7.7%	7,659	10.1%	13,386	9.0%
Zakinthos	1,027	-19.1%	10,283	2.2%	11,310	-0.2%
Other GR airports	45,655	4.5%	22,771	-0.9%	68,426	2.6%
TOTAL GREECE	206,924	2.7%	321,218	1.0%	528,142	1.7%

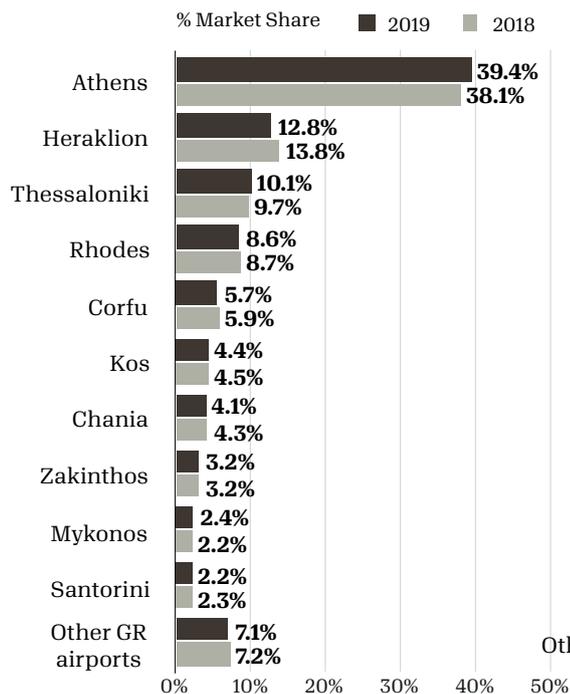
Top 10 Greek Airports According to Total Aircraft Movements



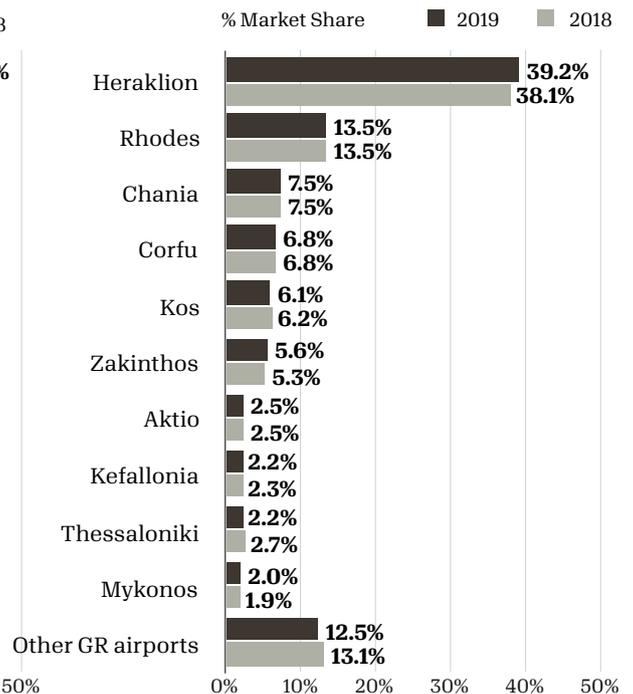
Top 10 Greek Airports According to Domestic Aircraft Movements

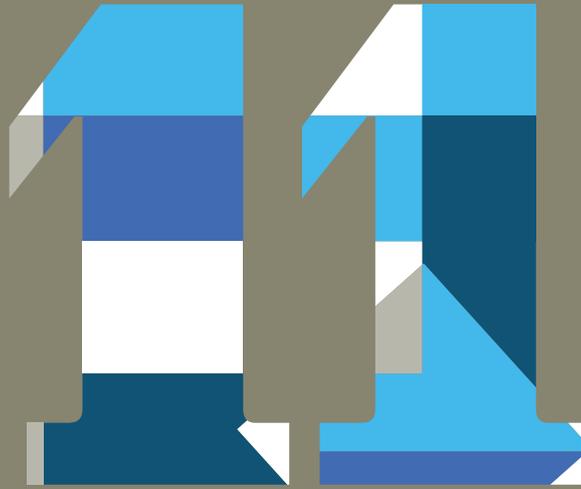


Top 10 Greek Airports According to International Aircraft Movements



Top 10 Greek Airports According to International Charter Movements





Europe Plus the World

Amid the challenging world environment in 2019, airport passenger traffic managed to be on the positive side globally and grew by 3%

On the global front, 2019 was characterized by a slowing international economy, rising trade and geopolitical conflicts. Besides the impact from the economic and geopolitical factors, aviation was also challenged by the grounding of B737MAX, airline bankruptcies and industrial action, particularly affecting Europe. Amid this volatile environment, in 2019 the aviation industry managed to post positive results, despite the obvious slowdown.

Based on preliminary data, the Airport Council International (ACI) reports a global passenger traffic rise at 3% in 2019, which even if it reflects a 6% slowdown compared to 2018, it is still considered

a healthy performance given the pertaining geopolitical environment.

Although being the smallest market, in 2019 Africa proved the fastest growing region in all traffic parameters (passengers +6.6%, flights +3.2%, and cargo +0.5%), and the only market witnessing growth, albeit marginal, of its cargo volumes. Conversely, Asia Pacific demonstrated the smallest rise of its passengers who increased only by 1.8%, while passengers of the rest of the regions increased by a similar 3%.

The freight industry suffered 2.5% reduction, close to

six percentage points below the +3.1% figure posted in 2018, though a recovery for the freight industry was emerging in the latter part of the year.

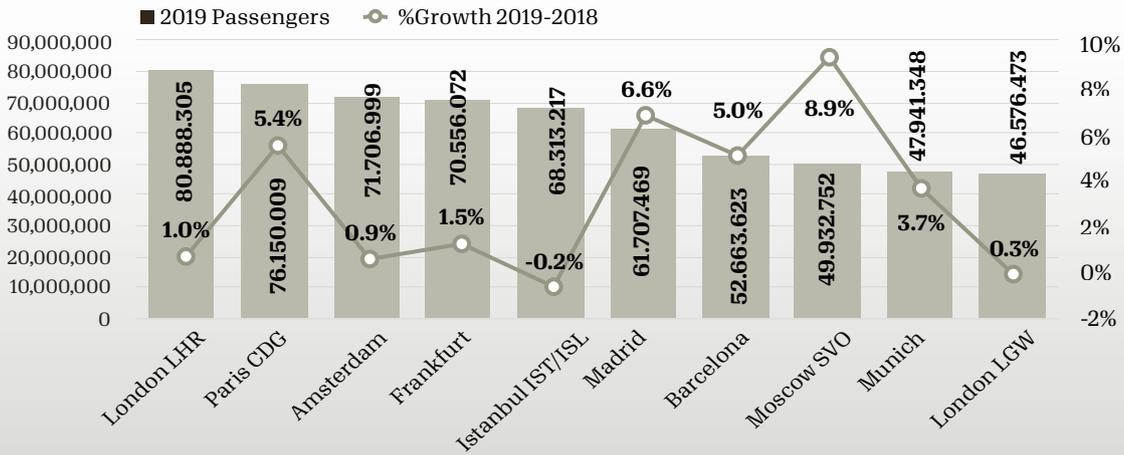
Focusing on Europe, passengers grew on average by 3.2%, EU and Non-EU airports increasing by similar levels. The fact that this slowdown derives primarily from domestic traffic (-1.1%), could be attributed to a change of outlook on air transport due to its environmental impact.

With regards to the top-10 European airports in terms of passenger volumes which account for almost 27% of the total European traffic, diverse levels of growth were observed; London LHR, Paris CDG and AMS remained at the top 3 positions.

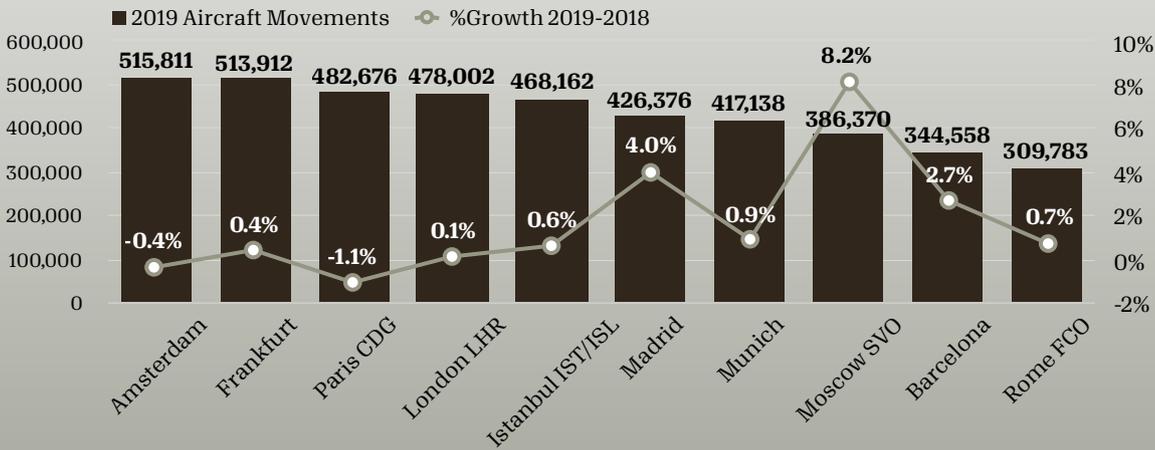
Moscow Sheremetyevo increased by 8.9%, the highest growth in the top-10 list, and climbed to the 8th place. Madrid and Paris CDG were the other two airports that achieved growth above 5%.

Athens International Airport grew by 6% in terms of passengers and 4% in terms of aircraft movements during 2019, therefore continued to score well above the major European (above 10mppa) airports. Based on the 2019 traffic levels AIA is placed among the top-30 European airports (22th in terms of flights and 28th in terms of passenger traffic), while on a global level, it is included in the top-100 list of airports, both in terms of passenger traffic and aircraft movements.

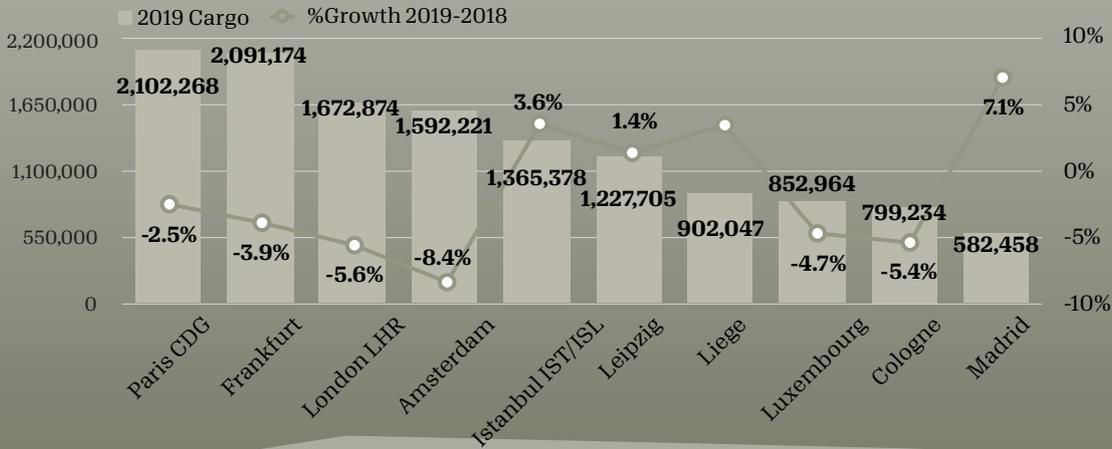
Top 10 European Airports according to Passenger Traffic



Top 10 European Airports According to Aircraft Movements



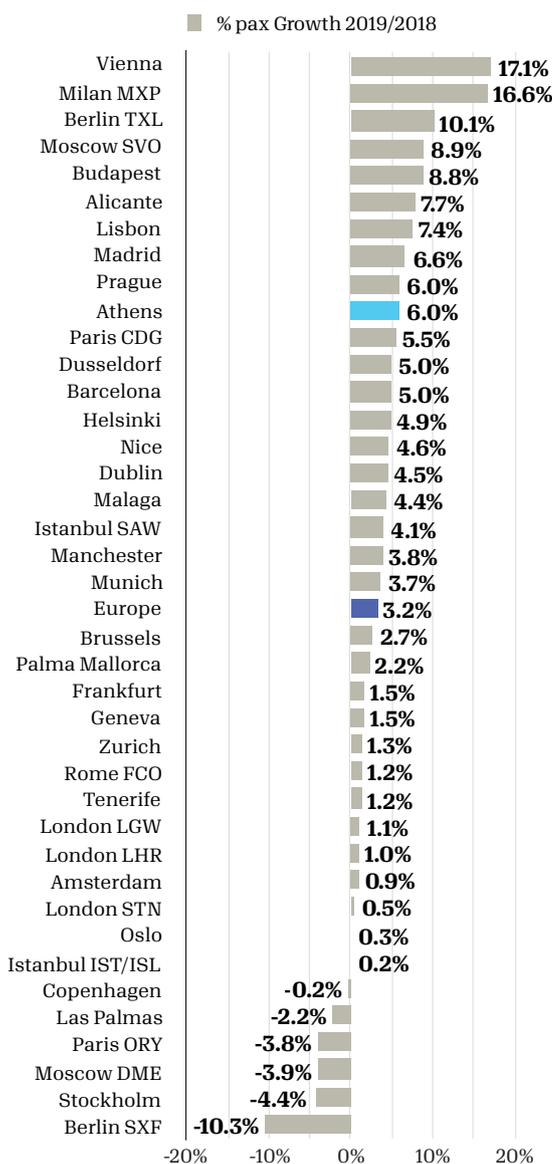
Top 10 European Airports According to Cargo Upift



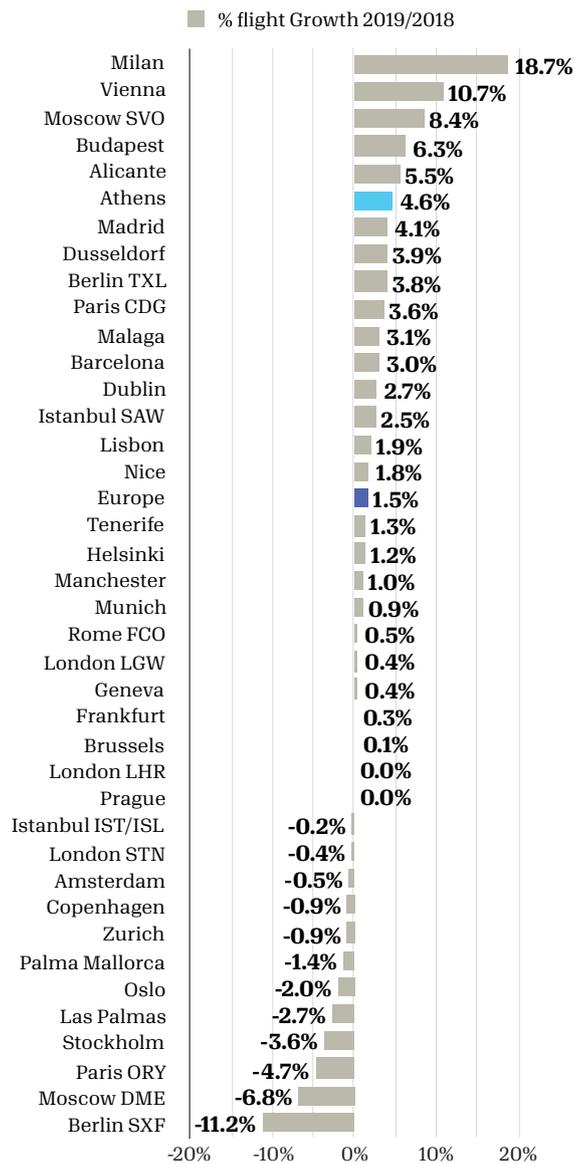
Worldwide Traffic Development by Geographical Region

Region	Total 2019 Passenger Traffic	% 2019/ 2018	Total 2019 Cargo (tonnes)	% 2019/ 2018	Total 2019 Aircraft Movements	% 2019/ 2018	Number of air-ports
Africa	190,302,589	6.6%	2,175,707	0.5%	2,477,658	3.2%	125
Asia/Pacific	2,158,495,813	1.8%	37,329,223	-4.7%	15,385,628	0.6%	182
Europe	2,344,141,866	3.2%	20,500,466	-2.5%	22,120,590	1.0%	511
Latin America/Caribbean	548,383,582	3.7%	4,739,672	-3.4%	5,835,361	0.5%	159
Middle East	255,554,328	3.3%	7,595,241	-2.3%	1,639,581	-0.2%	22
North America	1,908,660,916	3.5%	31,661,241	-0.6%	27,848,519	2.3%	173
ACI Total	7,405,539,094	3.0%	104,001,550	-2.7%	75,307,337	1.4%	1,172

Major European Airports (>10 mio pax in 2019) Commercial Passenger Traffic Development 2019



Major European Airports (>10 mio pax in 2019) Commercial Aircraft Movement Development 2019



Air Vocabulary

Passenger and Flight Statistics

The origin and destination of a flight is defined according to the first origin/last destination of the flight. A passenger's origin/destination is defined according to the point of embarkation/disembarkation.

Classification into Intra/Extra-Schengen for passengers and flights is designated according to the flight's last origin/first stop.

Geographical regions are defined according to the ACI classification.

Transit Passengers are defined as passengers arriving to and departing from the airport with the same flight number, without leaving the transit area of the airport (direct transit).

Terminal Passengers are arriving and departing passengers, transit passengers excluded.

All traffic statistical data are measured on UTC and Land/Airborne times.

Traffic data for the peripheral Greek airports are based on the preliminary traffic results dispatched by the Hellenic Civil Aviation Authority (HCAA). The total number of Greece's domestic flights and passengers are double-counted (included in both the airport of origin and the airport of destination).

Traffic statistics on worldwide and European airports are ACI preliminary traffic results, based on the submissions of over 1,000 airports around the globe. Charts 11.4 and 11.5 are based on ACI's rapid data exchange programme.

Exercises in Punctuality

A flight is characterized as Delayed if it departs/arrives (off-/on- blocks) 16 or more minutes after the scheduled time of departure/arrival.

Average Delay is calculated in minutes and amongst delayed flights.

Delay reasons are classified according to IATA Delay Codes, as declared by the airlines and/or handling agents. It should be noted that statistics presented in this report should be treated with caution due to the limited number of delayed flights for which a delay reason is declared.

Joining the Passenger Dots - Adding Tourists

Passenger profile and tourism development data derive from AIA's "Passengers Survey". This survey has been conducted at Athens International Airport for eleven consecutive years, aiming to investigate the demographic and travelling profile of Athens passengers and illustrate changes over the years. The annual sample of the survey consists of 40,000 interviews conducted with departing passengers, while data collection takes place at the departure gates of the airport on a daily basis.

Passenger volumes presented to the "Adding Tourists" chapter correspond to passenger arrivals for foreign residents and passenger departures for Greek residents.

Our Grade Report

Service Performance relates to:

- Capturing passengers'/visitors' perception regarding the level of services offered (passenger comment management process);
- Measuring actual performance on critical areas (service performance indicators).

Service Performance indicators reflect those areas of service and facilities that affect the perception of a passenger on the level of the service offered within the Airport premises.

Thus, for a number of services offered to passengers either by the Airport Company or by third party Airport users (airlines/handlers), quantifiable indicators have been established and are being monitored, in line with the Corporate Quality programme of AIA. These indicators enable accurate monitoring of the level of service provided while supporting benchmarking and performance enhancement activities. Efficient measurement of AIA and non-AIA passenger-oriented services is achieved through effective cross-departmental cooperation.

Check-in, Ticketing and Security Queues

Measurement of queuing time refers to the time elapsing from the moment a passenger stands in line until they reach the service point. Measurements are taken seven days a week between 06:00 and 22:00 hours.

Baggage Reclaim

The measurement of the time between aircraft on-blocks until first bag delivery (Obl-Fb) and between first-bag delivery until last-bag delivery (Fb-Lb) is a standard method among international airports for assessing baggage reclaim performance and approximates the level of service provided.

Info Desk

Although the info desk queries indicator is not a direct measure of service performance, it does connote the effect of passenger traffic on the information counters.

Call Centre

AIA's call centre statistics are produced by the Report Manager who provides historical statistical reporting and information on all contact centre activities. These statistics can be retrieved by 10 seconds intervals. Service level is also provided, i.e. the percentage of incoming service calls that are answered by the service group within a specified time period, representing how well the contact centre performs. The specified time period for AIA's service level is set at 20 seconds which is the time between the end of the introductory message and the agent's respond.

Passenger Complaints

Refers to complaints about services categorised according to impact on operations. All complaints are expressed as a percentage of the total incoming complaints. In compliance with article 10 of the ACI-Europe Airport Voluntary Commitment, Athens International Airport has established an integrated Passenger Complaint Management System.

Airport Services Questionnaire – Rating

AIA's passenger comments brochure titled "Your Opinion Counts" features a questionnaire section for the evaluation of airport services and facilities. This section includes 20 general service categories, which the passengers rate on a 1-to-5 scale (5 being excellent). In 2019, 549 passengers in total answered this questionnaire.

* All figures presented in this report refer to year 2019 unless otherwise stated.

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