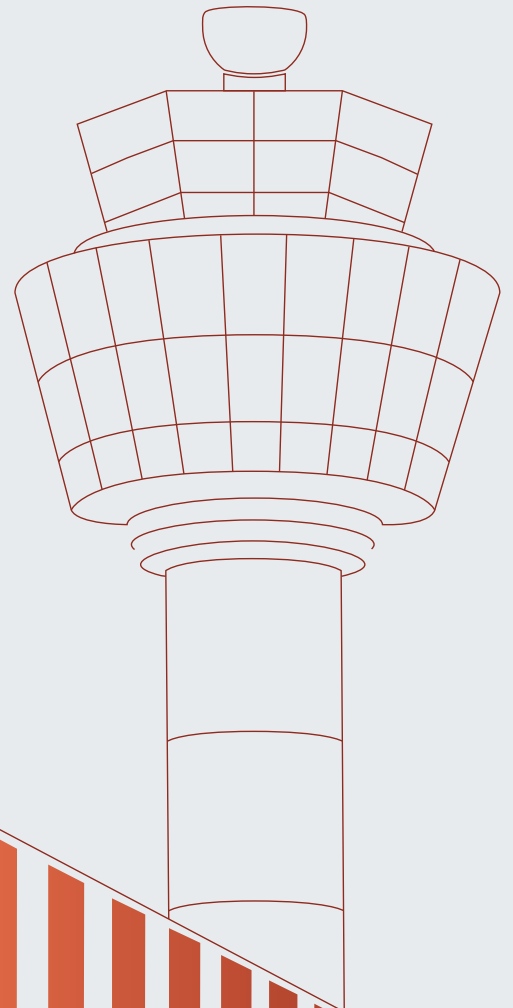


2021

# Aerostat Handbook

ATHENS INTERNATIONAL AIRPORT  
ELEFTHERIOS VENIZELOS





ATHENS INTERNATIONAL AIRPORT  
ELEFTHERIOS VENIZELOS

# Aerostat Handbook 2021



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## 2021 WORDS, NUMBERS & THOUGHTS...

The year 2021 marked the 20th anniversary of Athens International Airport's successful operations. In the pre-pandemic era, this would be a year of celebrations for the entire Athens airport community, coupled with strategic medium- and long-term plans for further development and growth.

Instead, it was yet another extremely challenging year, marked by the pandemic, the travel restrictions and their impact on air travel and the ongoing struggle of the entire aviation community to hold on and keep "flying" in uncharted course.

There was a gradual improvement during the Summer Season, followed, however, by declining numbers towards the end of the year, when the Omicron variant emerged resulting to yet another round of travel restrictions and safety protocols, heavily impacting air travel. Within this extremely volatile and uncertain environment, Athens International Airport remained firmly committed to continue working closely with airlines, supporting them, at the extent possible; incentives' schemes were adjusted and temporary measures were introduced to help operating airlines mitigate costs during the lockdown periods and support and encourage growth of international flights during the summer and thereafter. Thus, acknowledging that the ongoing pandemic crisis has been an unprecedented shock to airlines and airports alike, Athens International Airport immediately responded to the adverse market conditions, aiming at establishing the best possible environment for its operating carriers, in order to maintain and even increase their operations.

To this effect, the Aerostat Handbook 2021 aspires to be a comprehensive guide to the Athens aviation market, analyzing typical traffic segments, main operational processes, passenger profiles and incoming and outgoing

tourism traffic. It also provides a comparison with the pre-pandemic era, thus illustrating how the market gradually recovers from the pandemic, highlighting, at the same time, emerging market trends in Greece and worldwide.

Within 2022, although the impact of the pandemic is still evident, not only in travel trends and passengers' behavioral shifts, but also through the fact that there are markets still under heavy travel restrictions, the gradual recovery to pre-pandemic levels is becoming apparent.

The war, however, that broke out in the heart of the European continent at the end of February 2022 and the ongoing geopolitical and macroeconomic turmoil keep reminding us of the complexity of the world we live and operate in, and of the volatility and critical dependence of our industry on exogenous factors.

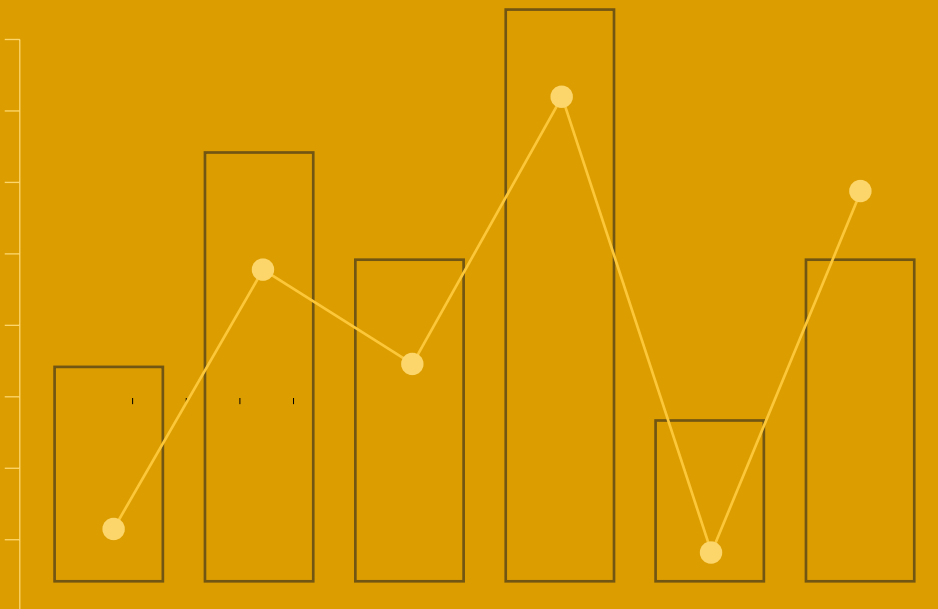
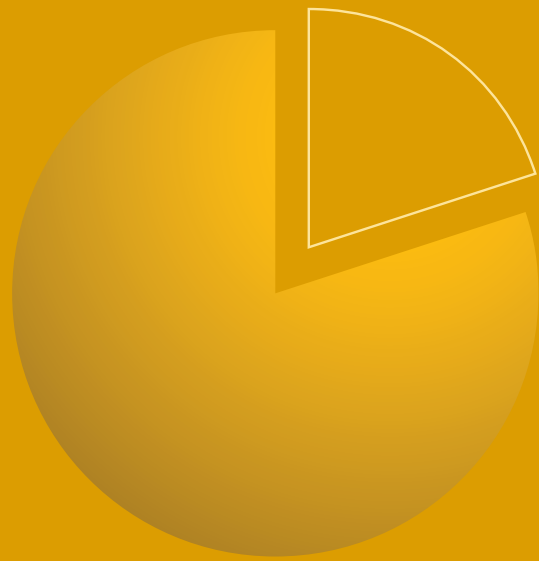
It is now evident that the post-pandemic era is bound to feature a new world outlook through tectonic shifts that are under way. It seems that the way that "normality" and "business as usual" were perceived in the pre-pandemic era will no longer apply to society, culture, travel and collective consciousness in this brave, new world that is dynamically and abruptly emerging.

Within this constantly-evolving environment, more than ever, a clear message is being delivered: continuously engage for impact and boldly adapt.

**Ioanna Papadopoulou**

Director, Communications & Marketing

# Catching Up with 2021





## 2021 was yet another year impacted by the COVID-19 pandemic crisis, however also showing recovery signs, esp. during the summer period

Year 2021 was another challenging year for the Company and the aviation industry as a whole, with the ongoing pandemic crisis continuing to impact air travel. Indeed, the first half of the year was marked by the lockdown restrictions still in effect which resulted in minimal passenger traffic. Following the gradual improvement of the summer period, the epidemiological situation deteriorated towards the end of the year, with the Omicron variant emerging and travel restrictions and protocols being reinstated.

As a result, 2021 ended with traffic at Athens International Airport's amounting to 12.35 million passengers, exceeding the respective 2020 levels by 52.8% but lagging by 51.7% compared to 2019. Domestic and international passengers exceeded the 2020 levels by 52.9% but lagged well-behind 2019 levels, by 40.6% and 56.6%, respectively, validating the aviation industry educated guess that the domestic market would prove more resilient to the pandemic's impact compared to the international sector.

In 2021, Athens was directly connected with scheduled services to 132 destinations-cities (126 in 2020, 157 in 2019), in 48 countries (51 in 2020, 55 in 2019), operated by a total of 62 carriers (59 in 2020, 66 in 2019).

Aircraft movements amounted to almost 159 thousand in 2021, 41.4% above those in 2020 and 29.6% below the respective ones in 2019, witnessing a relatively faster recovery than passenger demand, with domestic operations surpassing those in 2020 by 42.4% and international by 40.6%, but still lower than the 2019 figures by 21.4% and 35.4%, respectively.

In 2021 AIA's Cargo traffic reached approximately 96,907 tonnes, exceeding not only 2020 volumes by almost 28% but also 2019 traffic by 2.4%. Freight was the main growth driver (+30% vs 2020 and +7% vs 2019), while mail stood lower than the previous year by 3% and by 47% compared to 2019.

### Passenger Traffic Development 2021

#### Domestic



4,607,972



3,015,932

% 2021/2020  
+52.8%



7,751,014

% 2021/2019  
-40.6%

#### International



7,737,814



5,062,462

% 2021/2020  
+52.8%



17,822,979

% 2021/2019  
-56.6%

#### Total



12,345,786



8,078,394

% 2021/2020  
+52.8%



25,573,993

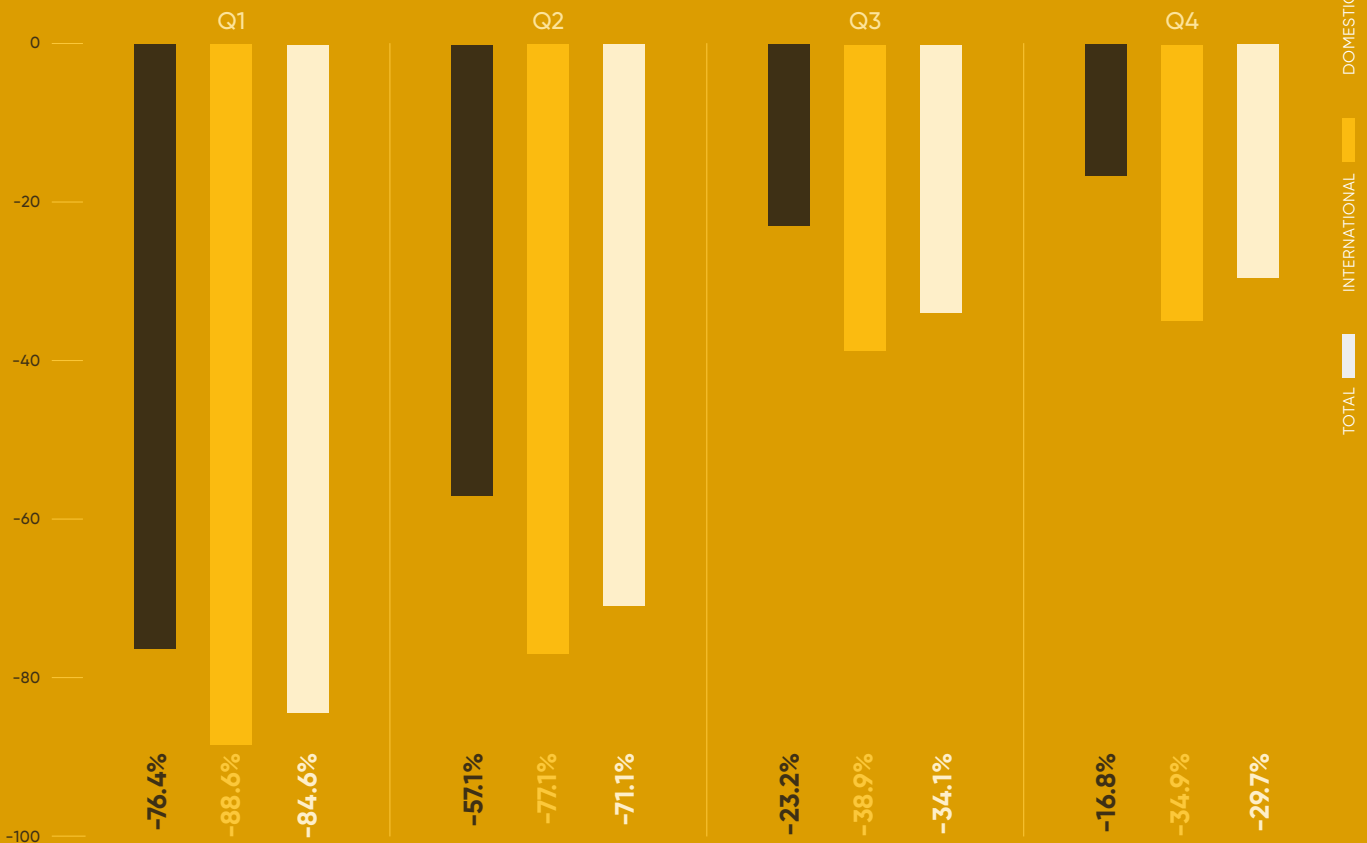
% 2021/2019  
-51.7%

0 10,000,000 20,000,000 30,000,000

2021  
2020  
2019

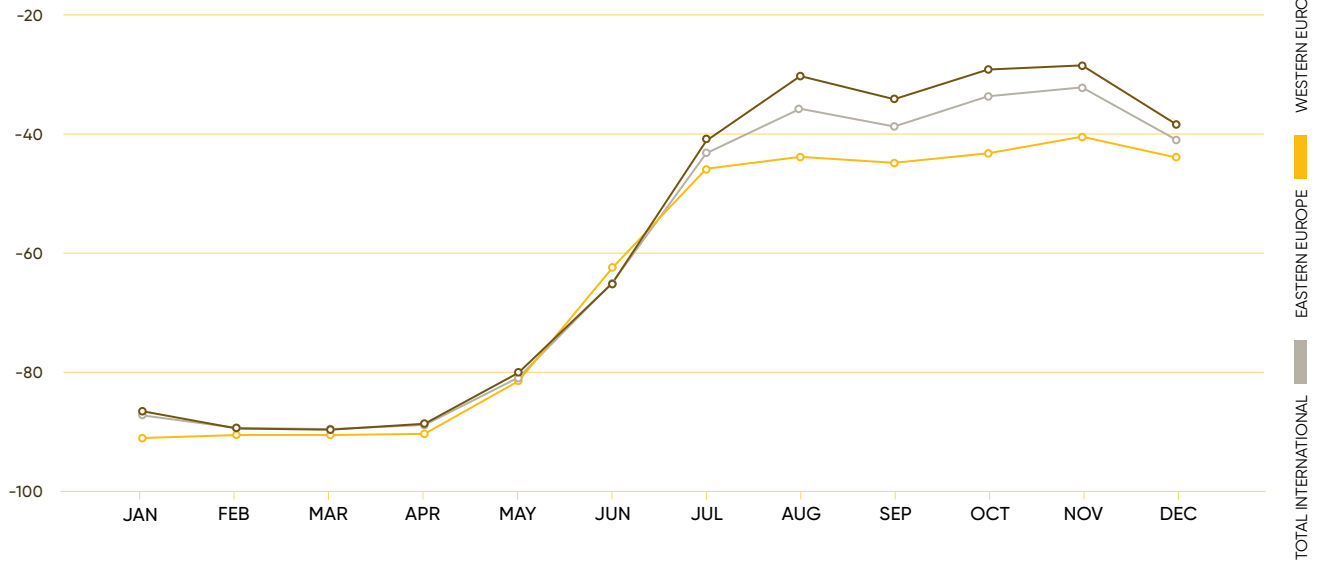
### Quarterly Passenger Traffic Development 2021 vs. 2019

% GROWTH 2021/2019



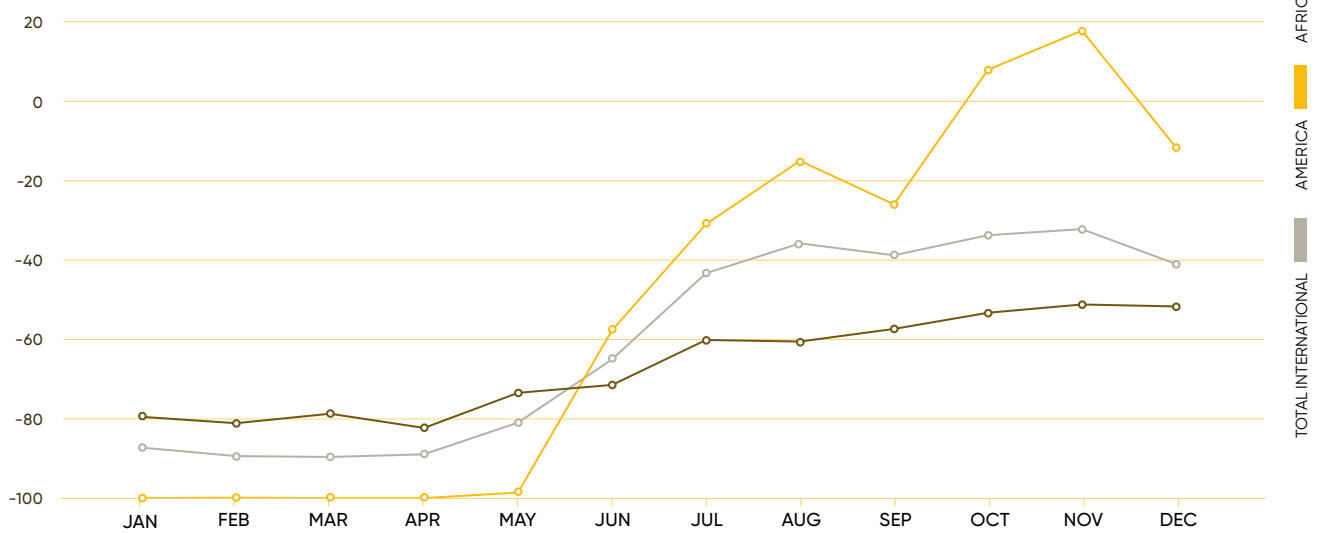
### International Passenger Traffic Development 2021 vs. 2019 Europe

% GROWTH 2021/2019



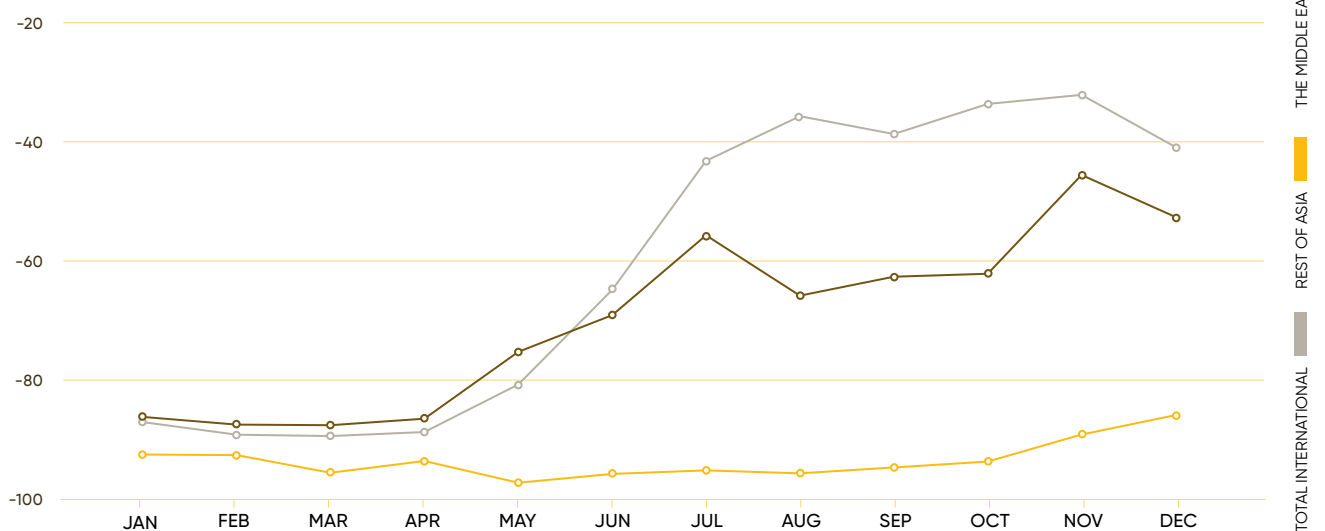
### International Passenger Traffic Development 2021 vs. 2019 Africa/America

% GROWTH 2021/2019



### International Passenger Traffic Development 2021 vs. 2019 The Middle East - Rest of Asia

% GROWTH 2021/2019



## Traffic Development of A/C Movements 2021

### Domestic



% 2021/2020  
**+42.4%**

% 2021/2019  
**-21.4%**

2021  
2020  
2019

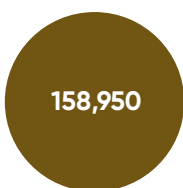
### International



% 2021/2020  
**+40.5%**

% 2021/2019  
**-35.4%**

### Total

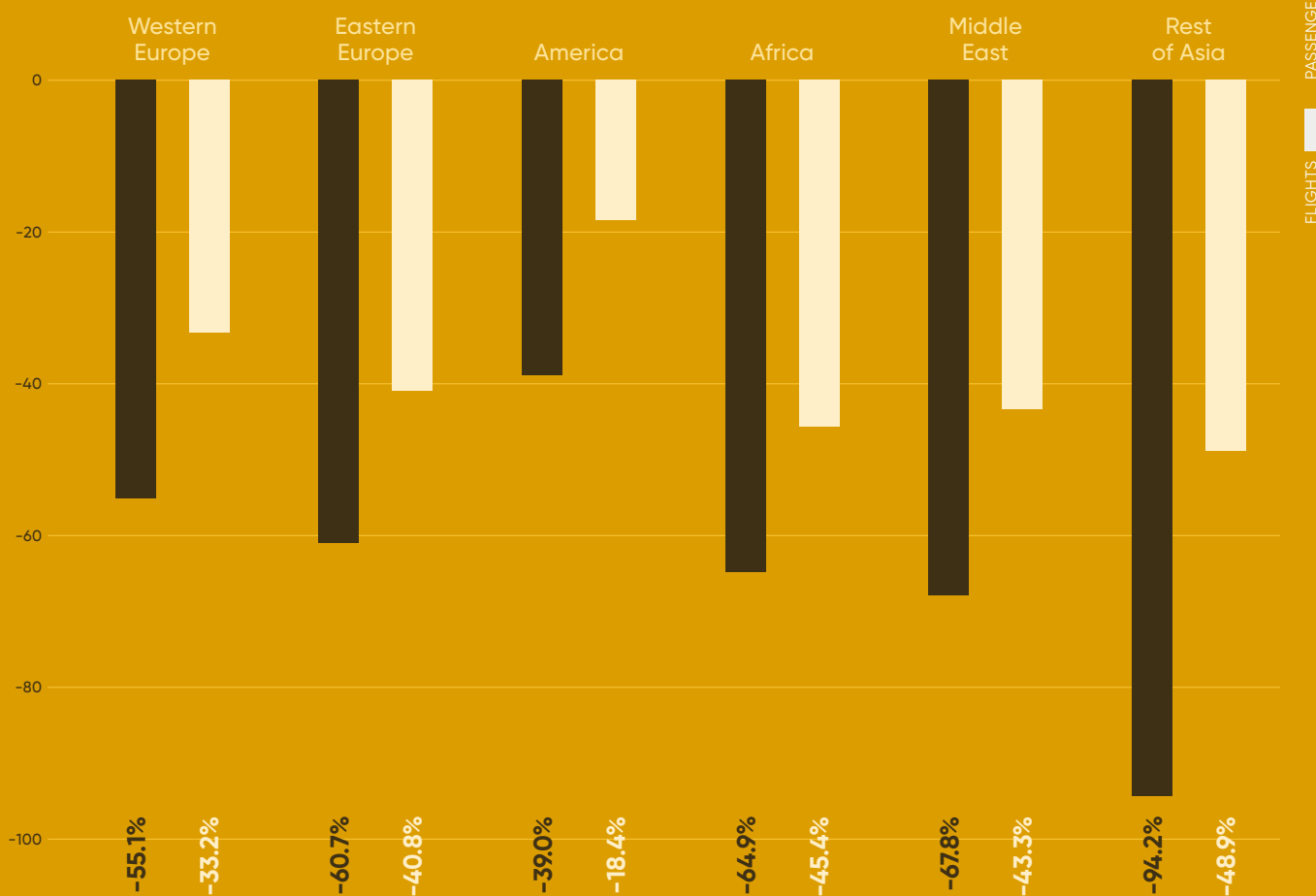


% 2021/2020  
**+41.4%**

% 2021/2019  
**-29.6%**

## International Traffic Development per Region 2021 vs. 2019

% GROWTH 2021/2019



### Cargo Uplift Development 2021

Domestic

5,714

5,287

7,375

% 2021/2020  
**+8.1%**  
% 2021/2019  
**-22.5%**

International

91,193

70,496

87,246

% 2021/2020  
**+29.4%**  
% 2021/2019  
**+4.5%**

Total

96,907

75,783

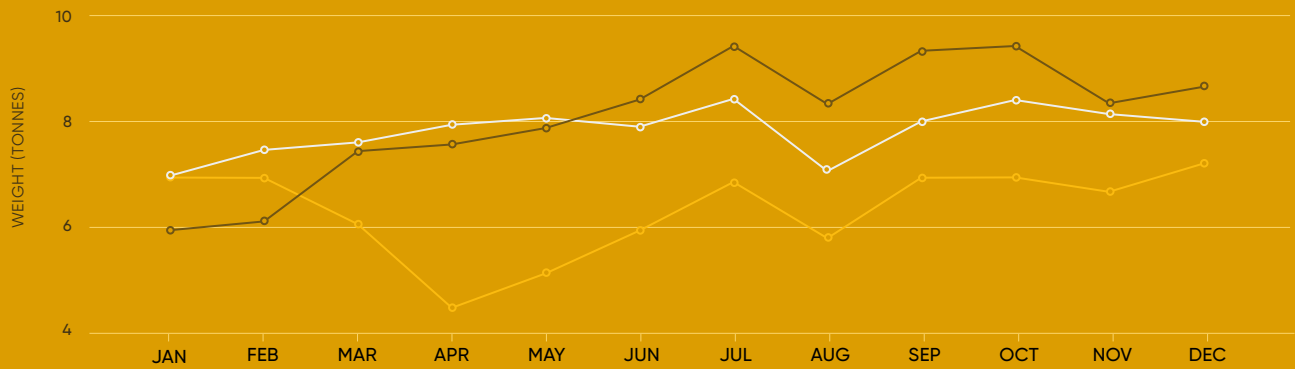
94,621

% 2021/2020  
**+27.9%**  
% 2021/2019  
**+2.4%**

WEIGHT (TONNES)

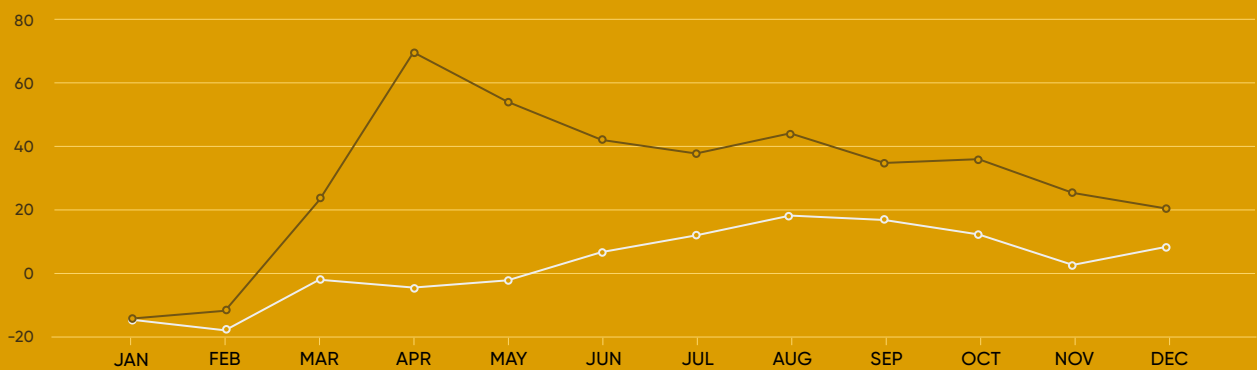
2021  
2020  
2019

### Cargo Uplift Development 2021 - 2020 - 2019



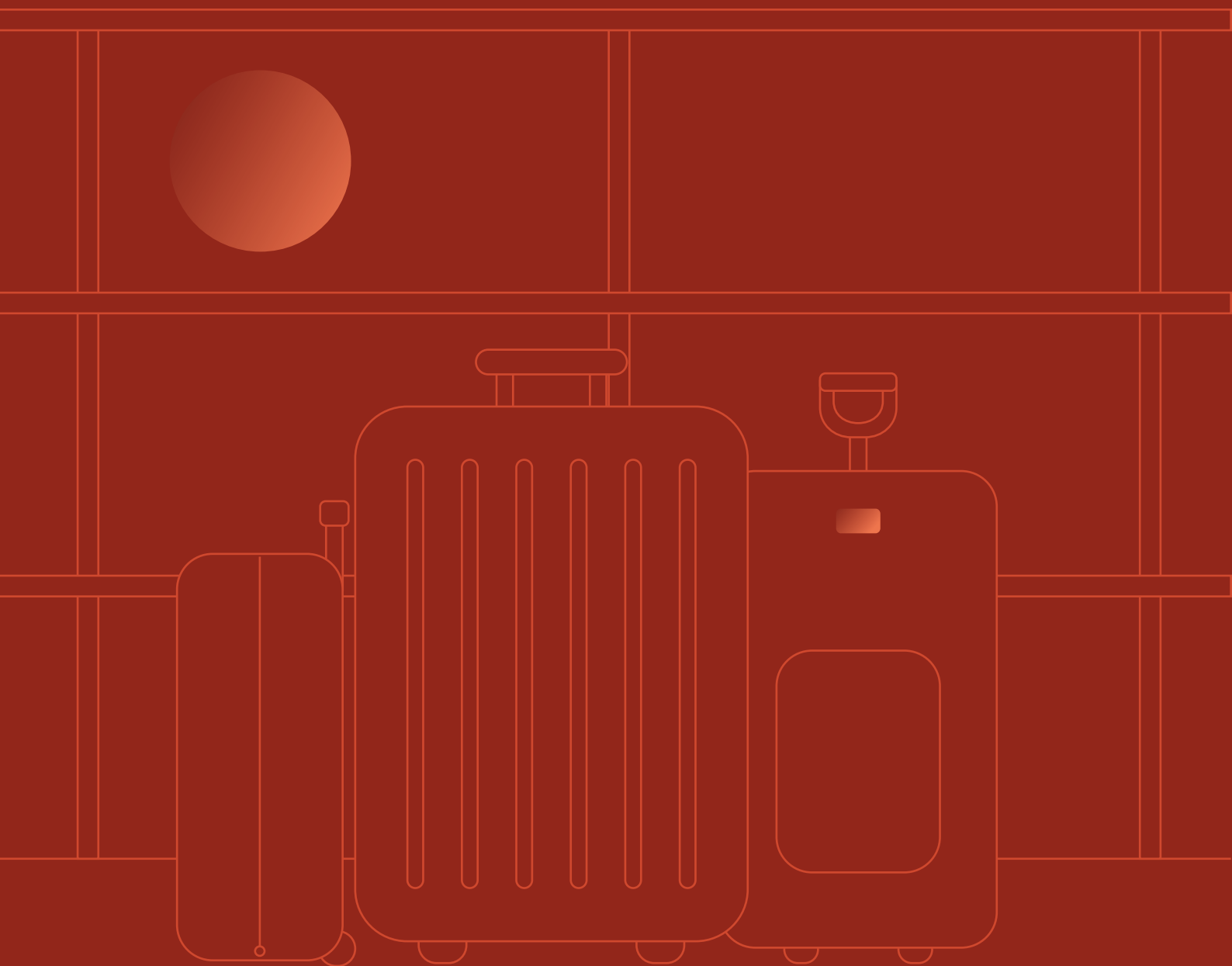
2021  
2020  
2019

### Cargo Uplift Monthly Variation 2021



% GROWTH 2021/2020  
% GROWTH 2021/2019

# How many travelled where



## 2021 passenger traffic amounted to 12.35 million passengers, exceeding the respective 2020 levels by 52.8% but lagging by 51.7% compared to 2019

Overall, 2021 ended with traffic at Athens International Airport amounting to 12.35 million passengers, exceeding 2020 traffic by 52.8% but lagging by 51.7% compared to 2019. The pandemic and its impact on air travel throughout the year was the main reason of the substantial traffic loss observed.

Year 2021 began with Greece in a national lockdown, just like a number of other countries, witnessing very small traffic volumes. In mid-May, the Greek state gradually lifted travel restrictions leading to a gradual recovery that was evident from June until August. Measures, however, were introduced anew in September, as the epidemiological situation deteriorated.

The relative resilience of the domestic travel segment, acknowledged throughout the industry, was also evident in 2021: domestic passenger share remained at the high 2020 levels of 37.5% vs. the 30% in 2019. Regarding the international market, the gradual opening of international travel in the summer period led international regions to a gradual recovery, except for the Asian Pacific market, that remained closed throughout 2021. The dynamic growth of traffic to/from North America is worth noting. As an indication, the USA market was the international market that approached 2019 levels the closest, since 2021 was only 23% below 2019. Austria proved another fast-recovering market, with 2021 lagging only by 25% behind 2019.

At just above 60%, airline load factors during 2021 remained low, with no improvement compared to 2020. However, this was largely due to the weak load factors witnessed during the first half of the year, when strict travel restrictions were in place. Load factors in the second half of the year, especially in the peak summer period, were considerably higher than in 2020, even approaching the 70% mark in some months.

With a throughput of 78,245 passengers, the busiest day of the year was the 1st of August, as was the peak day for international passengers. August featured most of the busiest days in 2021.

## Monthly Passenger Distribution: Arrivals/Departures

Month	Arriving Passengers				Departing Passengers			
	2021	2020	% 2021 /2020	% 2021 /2019	2021	2020	% 2021 /2020	% 2021 /2019
January	109,881	718,077	-84.7%	-83.8%	119,589	740,683	-83.9%	-83.0%
February	95,312	683,646	-86.1%	-85.7%	99,388	674,373	-85.3%	-84.8%
March	118,197	322,404	-63.3%	-85.8%	118,814	313,388	-62.1%	-85.3%
April	158,196	11,444	1,282.3%	-84.4%	156,353	9,040	1,629.6%	-83.8%
May	303,449	44,715	578.6%	-74.1%	271,942	37,922	617.1%	-75.3%
June	575,554	169,240	240.1%	-57.1%	513,786	144,113	256.5%	-59.4%
July	977,304	487,584	100.4%	-35.9%	867,634	404,160	114.7%	-40.1%
August	1,024,078	591,956	73.0%	-31.3%	1,076,722	608,896	76.8%	-30.2%
September	861,394	414,334	107.9%	-34.5%	903,033	443,948	103.4%	-34.0%
October	787,330	347,569	126.5%	-29.1%	823,564	368,914	123.2%	-30.4%
November	588,213	115,578	408.9%	-27.3%	620,089	146,061	324.5%	-27.0%
December	571,267	122,311	367.1%	-31.4%	523,275	111,340	370.0%	-34.2%
<b>Year Total</b>	<b>6,170,175</b>	<b>4,028,858</b>	<b>53.1%</b>	<b>-51.8%</b>	<b>6,094,189</b>	<b>4,002,838</b>	<b>52.2%</b>	<b>-52.0%</b>

## Monthly Terminal Passenger Distribution: Scheduled/Non-Scheduled

Month	Scheduled Commercial				Non-Scheduled Commercial			
	2021	2020	% 2021 /2020	% 2021 /2019	2021	2020	% 2021 /2020	% 2021 /2019
January	226,209	1,452,543	-84.4%	-83.6%	2,811	5,232	-46.3%	-37.4%
February	190,746	1,354,320	-85.9%	-85.5%	3,487	2,552	36.6%	24.3%
March	232,782	632,394	-63.2%	-85.8%	3,506	2,700	29.9%	-32.4%
April	310,787	18,073	1,619.6%	-84.2%	2,967	2,317	28.1%	-73.2%
May	570,560	78,769	624.3%	-74.7%	3,535	3,819	-7.4%	-79.3%
June	1,081,364	310,168	248.6%	-58.2%	5,863	2,837	106.7%	-73.2%
July	1,834,027	886,305	106.9%	-37.8%	8,321	4,658	78.6%	-58.5%
August	2,088,165	1,194,757	74.8%	-30.6%	9,512	4,809	97.8%	-62.1%
September	1,755,576	851,210	106.2%	-34.1%	7,107	5,726	24.1%	-64.9%
October	1,603,881	708,090	126.5%	-29.8%	5,859	6,790	-13.7%	-41.6%
November	1,200,537	257,942	365.4%	-27.4%	5,438	3,281	65.7%	13.9%
December	1,088,674	230,083	373.2%	-32.7%	3,092	3,145	-1.7%	-63.7%
<b>Year Total</b>	<b>12,183,308</b>	<b>7,974,654</b>	<b>52.8%</b>	<b>-51.9%</b>	<b>61,498</b>	<b>47,866</b>	<b>28.5%</b>	<b>-59.3%</b>

## Monthly Terminal Passenger Distribution: Domestic/International

Month	Domestic Passengers				International Passengers				Total Terminal Passengers			
	2021	2020	% 2021 /2020	% 2021 /2019	2021	2020	% 2021 /2020	% 2021 /2019	2021	2020	% 2021 /2020	% 2021 /2019
January	110,399	432,950	-74.5%	-75.4%	119,071	1,025,810	-88.4%	-87.3%	229,470	1,458,760	-84.3%	-83.4%
February	101,470	422,733	-76.0%	-77.1%	93,230	935,286	-90.0%	-89.4%	194,700	1,358,019	-85.7%	-85.3%
March	120,327	207,327	-42.0%	-76.7%	116,684	428,465	-72.8%	-89.6%	237,011	635,792	-62.7%	-85.6%
April	158,770	11,842	1,240.7%	-72.2%	155,779	8,642	1,702.6%	-88.9%	314,549	20,484	1,435.6%	-84.1%
May	274,388	58,016	373.0%	-60.6%	301,003	24,621	1,122.5%	-80.9%	575,391	82,637	596.3%	-74.7%
June	453,239	195,411	131.9%	-42.9%	636,101	117,942	439.3%	-64.9%	1,089,340	313,353	247.6%	-58.2%
July	674,478	399,506	68.8%	-26.2%	1,170,460	492,238	137.8%	-43.1%	1,844,938	891,744	106.9%	-37.9%
August	735,814	483,675	52.1%	-19.5%	1,364,986	717,177	90.3%	-35.6%	2,100,800	1,200,852	74.9%	-30.7%
September	613,362	338,850	81.0%	-24.2%	1,151,065	519,432	121.6%	-38.6%	1,764,427	858,282	105.6%	-34.3%
October	529,179	264,729	99.9%	-20.7%	1,081,715	451,754	139.4%	-33.5%	1,610,894	716,483	124.8%	-29.8%
November	417,301	99,162	320.8%	-15.9%	791,001	162,477	386.8%	-32.0%	1,208,302	261,639	361.8%	-27.2%
December	404,992	91,951	340.4%	-12.6%	689,550	141,700	386.6%	-40.8%	1,094,542	233,651	368.5%	-32.8%
<b>Year Total</b>	<b>4,593,719</b>	<b>3,006,152</b>	<b>52.8%</b>	<b>-40.6%</b>	<b>7,670,645</b>	<b>5,025,544</b>	<b>52.6%</b>	<b>-56.8%</b>	<b>12,264,364</b>	<b>8,031,696</b>	<b>52.7%</b>	<b>-51.9%</b>



Transit Passengers				Total Passengers			
2021	2020	% 2021 /2020	% 2021 /2019	2021	2020	% 2021 /2020	% 2021 /2019
3,885	13,976	-72.2%	-53.0%	233,355	1,472,736	-84.2%	-83.2%
3,153	6,612	-52.3%	-46.3%	197,853	1,364,631	-85.5%	-85.1%
3,649	3,989	-8.5%	-69.1%	240,660	639,781	-62.4%	-85.4%
3,432	2,844	20.7%	-33.3%	317,981	23,328	1,263.1%	-84.0%
4,031	1,384	191.3%	-64.0%	579,422	84,021	589.6%	-74.6%
6,479	2,296	182.2%	25.0%	1,095,819	315,649	247.2%	-58.1%
10,657	1,878	467.5%	17.3%	1,855,595	893,622	107.6%	-37.8%
9,682	2,669	262.8%	47.6%	2,110,482	1,203,521	75.4%	-30.6%
6,968	3,834	81.7%	36.9%	1,771,395	862,116	105.5%	-34.1%
7,181	3,453	108.0%	3.2%	1,618,075	719,936	124.8%	-29.7%
9,965	1,383	620.5%	28.6%	1,218,267	263,022	363.2%	-26.9%
12,340	2,380	418.5%	38.5%	1,106,882	236,031	369.0%	-32.4%
<b>81,422</b>	<b>46,698</b>	<b>74.4%</b>	<b>-11.3%</b>	<b>12,345,786</b>	<b>8,078,394</b>	<b>52.8%</b>	<b>-51.7%</b>

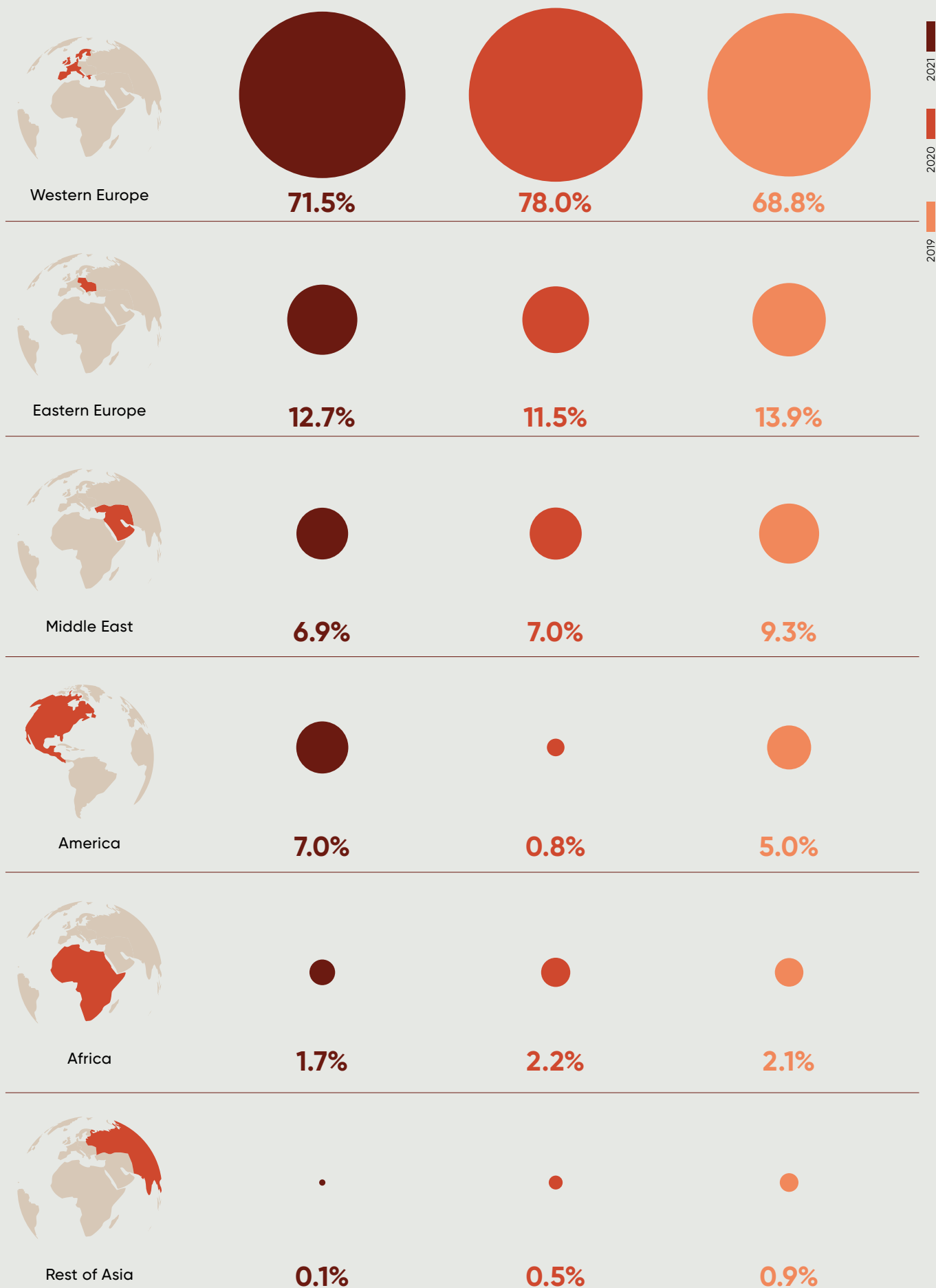
Other Commercial				Non-Commercial			
2021	2020	% 2021 /2020	% 2021 /2019	2021	2020	% 2021 /2020	% 2021 /2019
0	313	-100.0%	-100.0%	450	672	-33.0%	-18.9%
36	529	-93.2%	300.0%	431	618	-30.3%	-8.3%
4	509	-99.2%	0.0%	719	189	280.4%	-15.5%
232	22	954.5%	3,766.7%	563	72	681.9%	-51.4%
12	5	140.0%	-96.5%	1,284	44	2,818.2%	37.8%
51	65	-21.5%	-85.7%	2,062	283	628.6%	74.6%
23	23	0.0%	-88.9%	2,567	758	238.7%	45.2%
310	35	785.7%	1,450.0%	2,813	1,251	124.9%	107.1%
6	6	0.0%	-86.0%	1,738	1,340	29.7%	71.1%
2	15	-86.7%	0.0%	1,152	1,588	-27.5%	42.8%
1,231	7	17,485.7%	347.6%	1,096	409	168.0%	167.3%
1,748	2	87,300.0%	354.0%	1,028	421	144.2%	39.7%
<b>3,655</b>	<b>1,531</b>	<b>138.7%</b>	<b>99.7%</b>	<b>15,903</b>	<b>7,645</b>	<b>108.0%</b>	<b>41.4%</b>

## Monthly Terminal Passenger Distribution: Intra-/Extra-Schengen

Month	Intra Schengen				Extra Schengen				Total Terminal Passengers			
	2021	2020	% 2021 /2020	% 2021 /2019	2021	2020	% 2021 /2020	% 2021 /2019	2021	2020	% 2021 /2020	% 2021 /2019
January	174,404	958,720	-81.8%	-81.4%	55,066	500,040	-89.0%	-87.7%	229,470	1,458,760	-84.3%	-83.4%
February	150,923	917,988	-83.6%	-83.3%	43,777	440,031	-90.1%	-89.5%	194,700	1,358,019	-85.7%	-85.3%
March	181,590	424,158	-57.2%	-84.0%	55,421	211,634	-73.8%	-89.1%	237,011	635,792	-62.7%	-85.6%
April	236,874	16,569	1,329.6%	-82.4%	77,675	3,915	1,884.0%	-87.8%	314,549	20,484	1,435.6%	-84.1%
May	443,873	75,136	490.8%	-71.1%	131,518	7,501	1,653.3%	-82.1%	575,391	82,637	596.3%	-74.7%
June	798,167	278,078	187.0%	-53.5%	291,173	35,275	725.4%	-67.4%	1,089,340	313,353	247.6%	-58.2%
July	1,342,432	755,836	77.6%	-31.8%	502,506	135,908	269.7%	-49.9%	1,844,938	891,744	106.9%	-37.9%
August	1,525,878	995,229	53.3%	-24.5%	574,922	205,623	179.6%	-43.3%	2,100,800	1,200,852	74.9%	-30.7%
September	1,246,507	679,514	83.4%	-28.9%	517,920	178,768	189.7%	-44.3%	1,764,427	858,282	105.6%	-34.3%
October	1,152,926	551,376	109.1%	-24.5%	457,968	165,107	177.4%	-40.4%	1,610,894	716,483	124.8%	-29.8%
November	869,592	184,765	370.6%	-21.5%	338,710	76,874	340.6%	-38.5%	1,208,302	261,639	361.8%	-27.2%
December	795,634	162,303	390.2%	-26.7%	298,908	71,348	318.9%	-45.0%	1,094,542	233,651	368.5%	-32.8%
<b>Year Total</b>	<b>8,918,800</b>	<b>5,999,672</b>	<b>48.7%</b>	<b>-47.6%</b>	<b>3,345,564</b>	<b>2,032,024</b>	<b>64.6%</b>	<b>-60.4%</b>	<b>12,264,364</b>	<b>8,031,696</b>	<b>52.7%</b>	<b>-51.9%</b>

### Segmentation of International Passenger Traffic by Geographical Region

MARKET SHARE



# Domestic vs. International Passenger Traffic

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International

62.5%

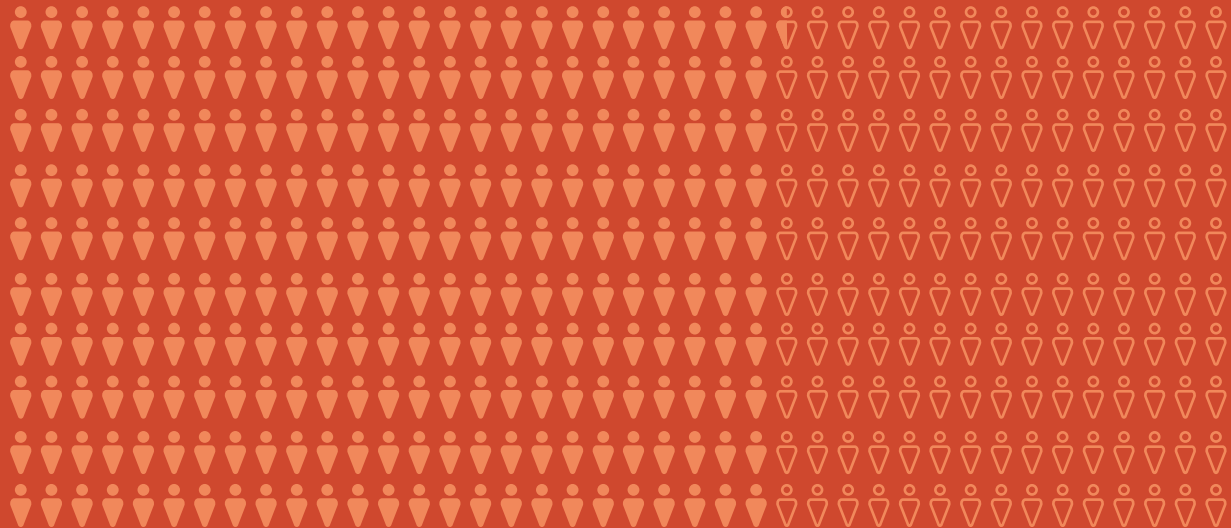


Domestic

37.5%

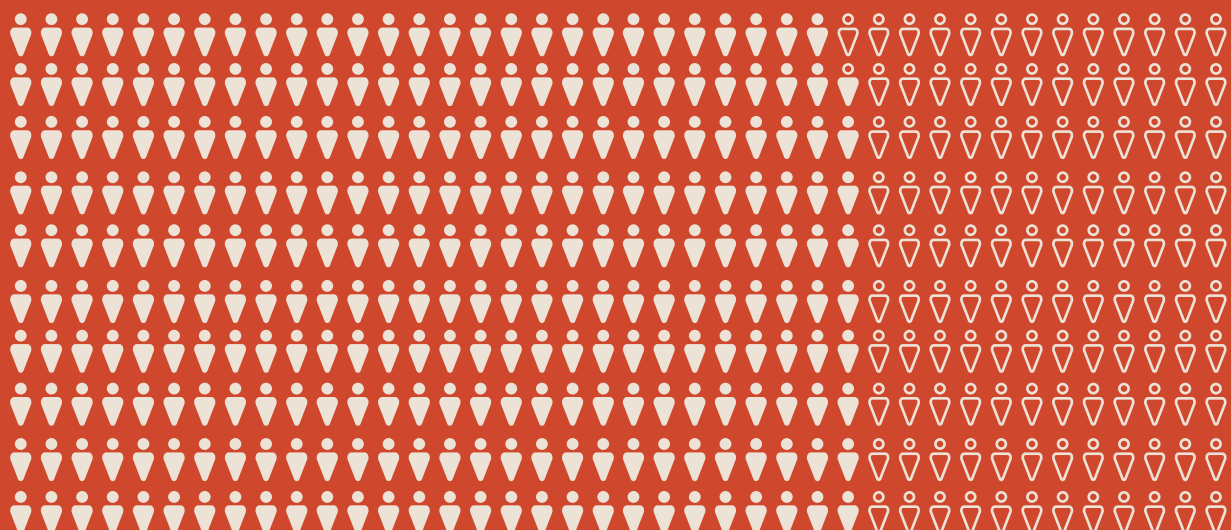
2021  
2020  
2019

62.6%



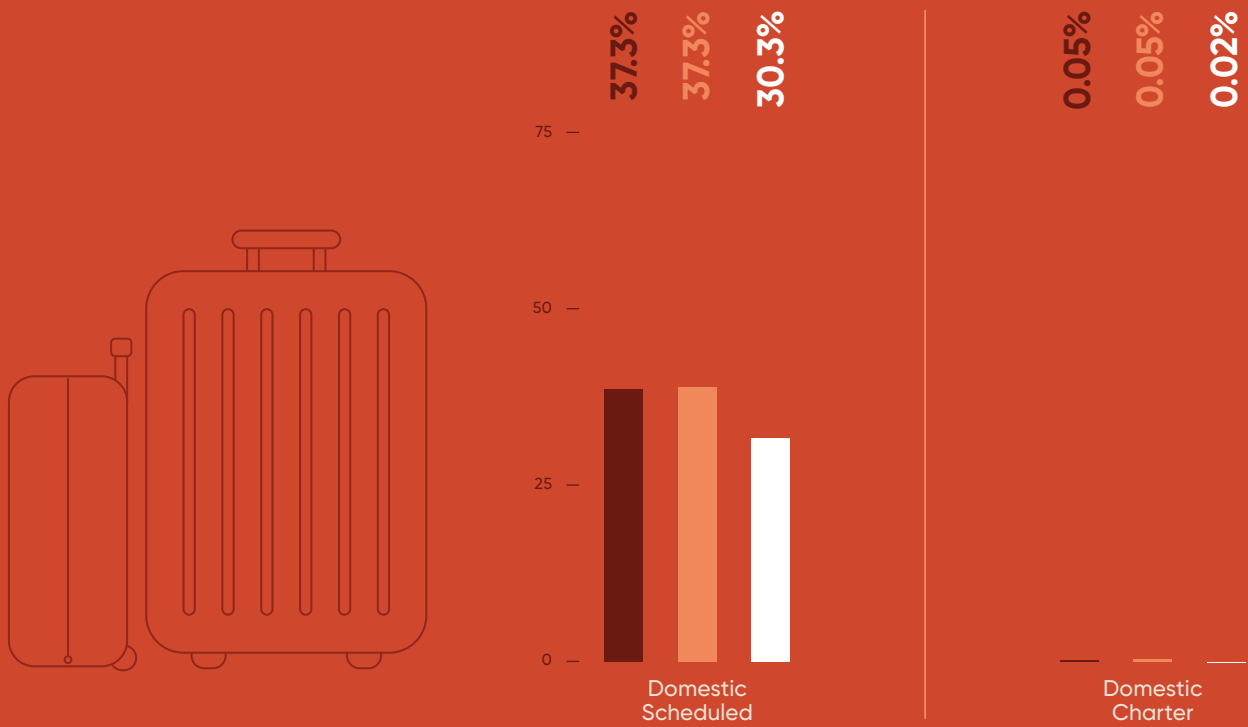
37.4%

69.7%



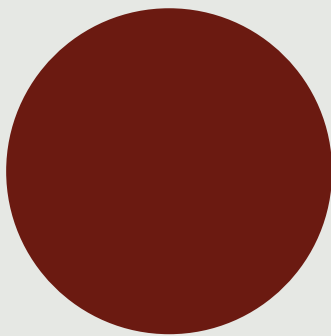
30.3%

## Structure of Passenger Traffic



## Schengen/EU Passenger Breakdown

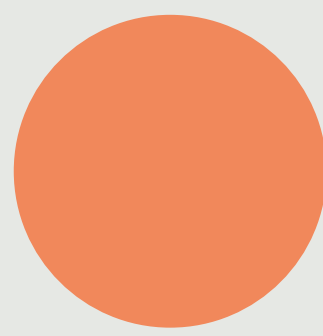
### Intra-Schengen EU



69.6%



71.0%



63.7%

### Extra-Schengen EU



6.7%

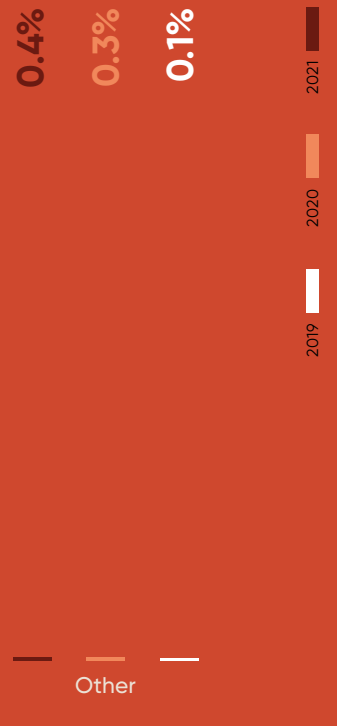
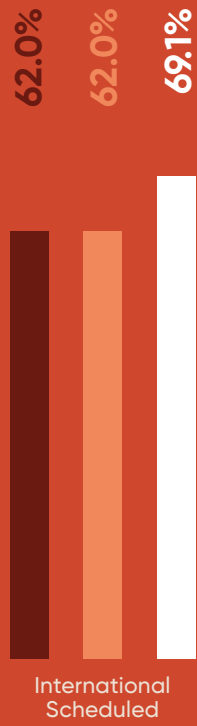


14.8%



13.7%

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Intra-Schengen non-EU



3.1%

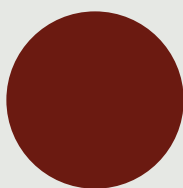


3.7%



3.2%

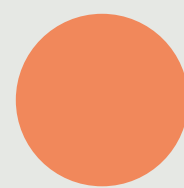
Extra-Schengen non-EU



20.6%

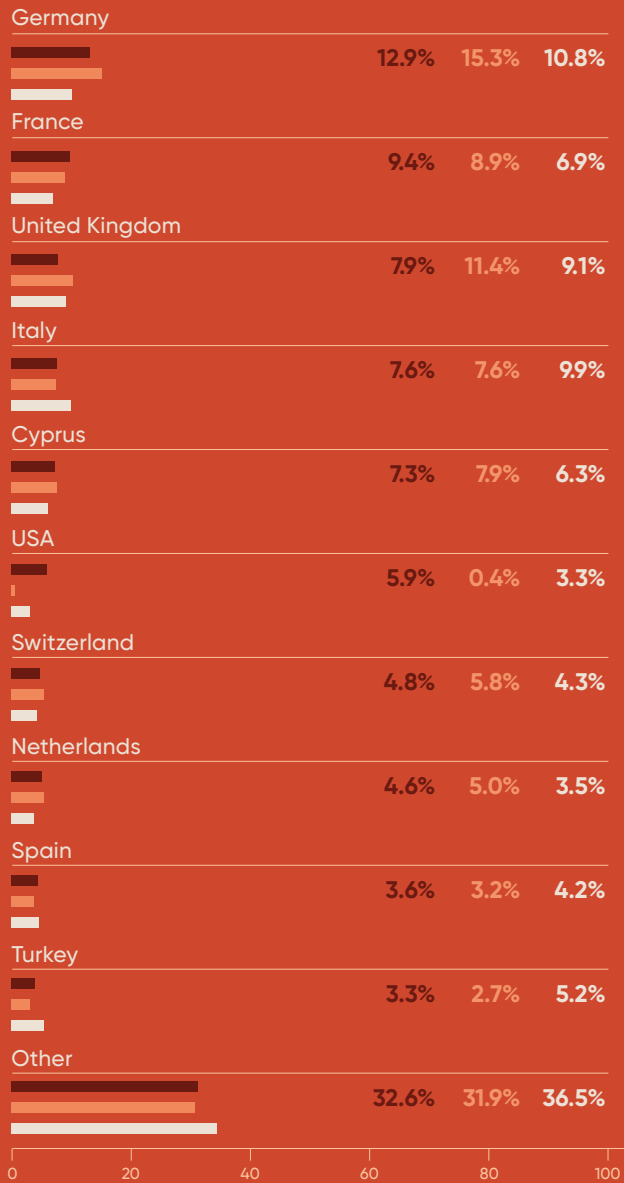


10.5%

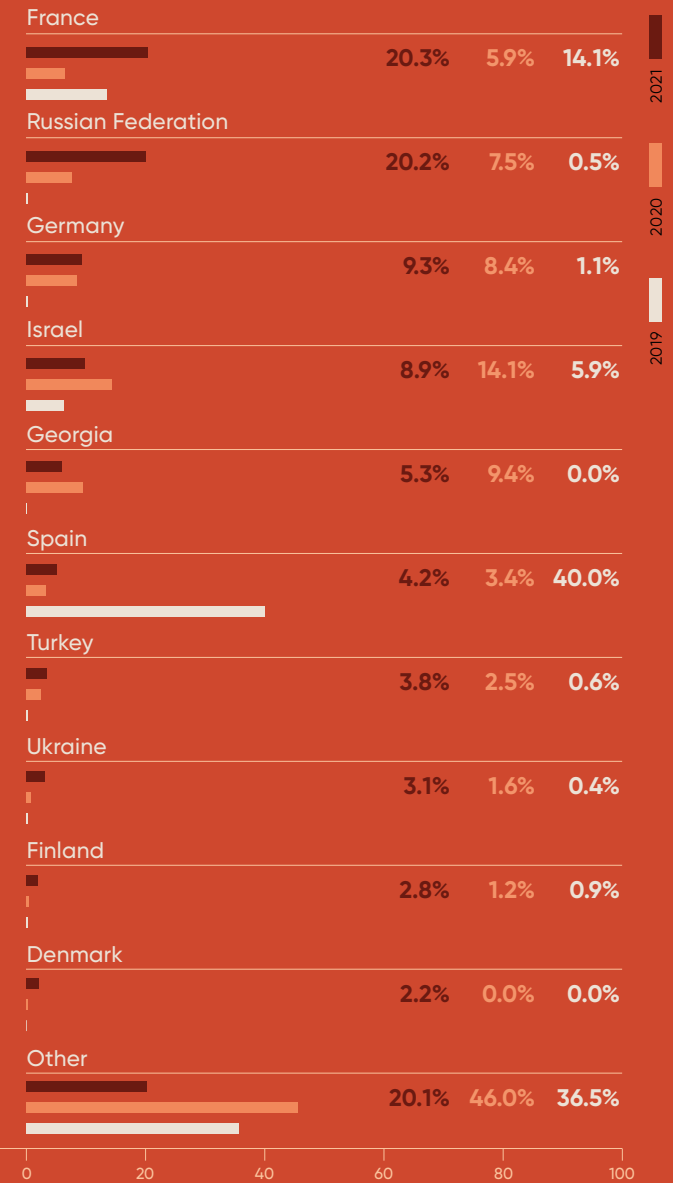


19.4%

Top 10 International Scheduled Markets MARKET SHARE



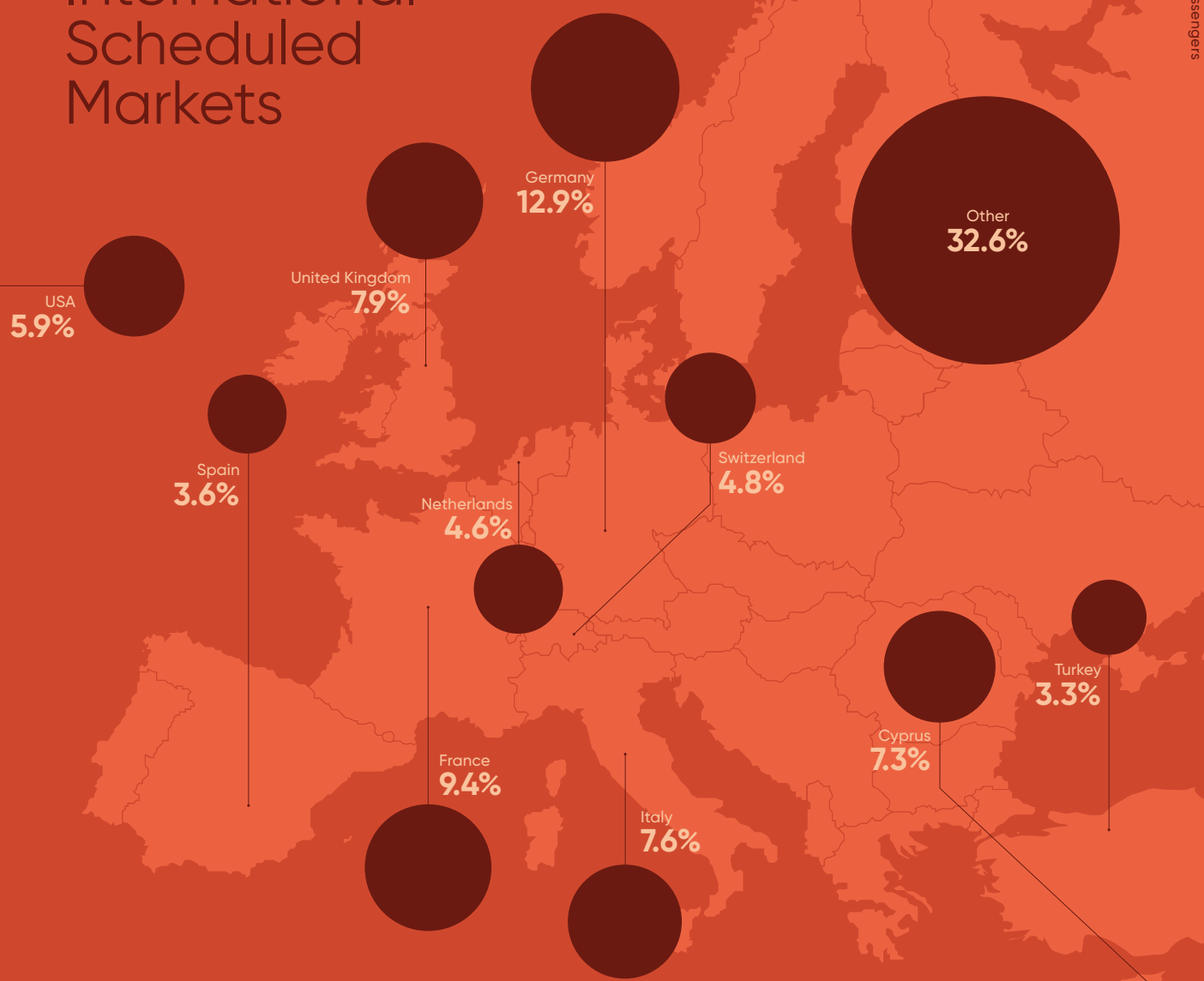
Top 10 International Charter Markets MARKET SHARE



Top 10 International Scheduled Markets/Countries

Ranking	Country	Scheduled Passengers 2021	Market Share 2021	% 2021 /2020	% 2021 /2019
1	Germany	979,867	12.9%	28.7%	-48.5%
2	France	712,299	9.4%	60.0%	-41.0%
3	United Kingdom	603,807	7.9%	6.8%	-62.5%
4	Italy	576,805	7.6%	53.2%	-66.9%
5	Cyprus	554,231	7.3%	40.2%	-49.9%
6	USA	450,981	5.9%	2,079.5%	-23.1%
7	Switzerland	366,653	4.8%	26.6%	-51.5%
8	Netherlands	352,761	4.6%	43.0%	-42.8%
9	Spain	276,193	3.6%	73.7%	-62.3%
10	Turkey	250,204	3.3%	88.6%	-72.6%
	Other	2,482,675	32.6%	56.6%	-61.4%
	<b>Total International Scheduled</b>	<b>7,606,476</b>	<b>100.0%</b>	<b>52.8%</b>	<b>-56.8%</b>

# 2021 International Scheduled Markets

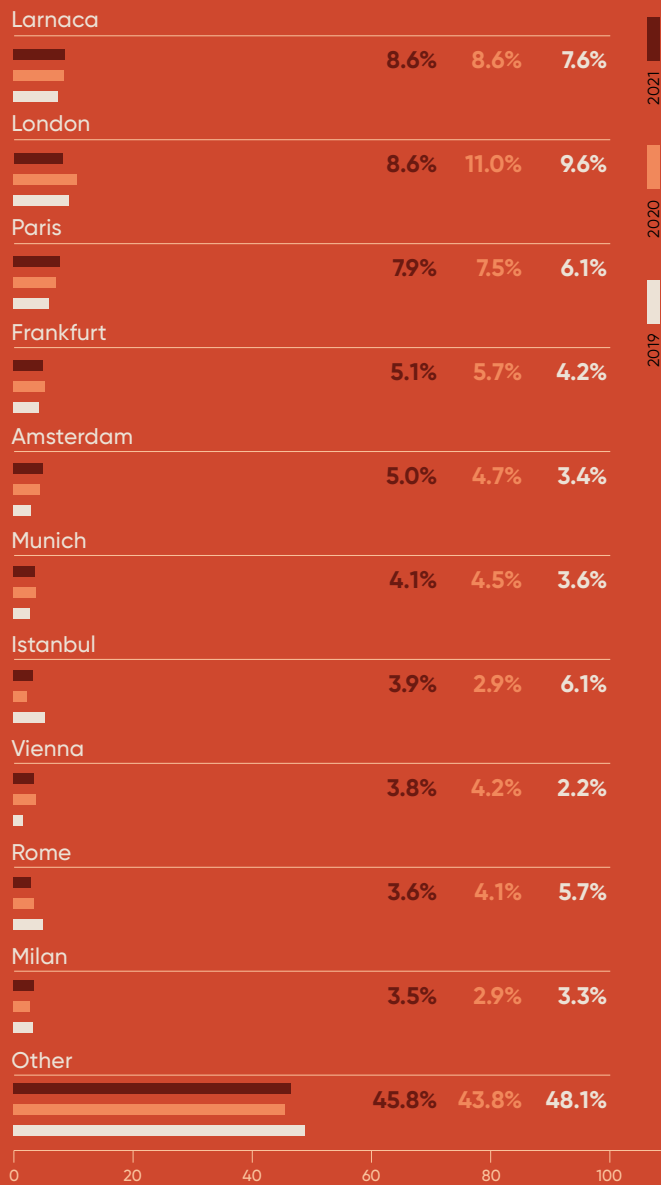


## Top 10 International Charter Markets/Countries

Ranking	Country	Charter Passengers 2021	Market Share 2021	% 2021 /2020	% 2021 /2019
1	France	5,315	20.3%	220.8%	-70.3%
2	Russian Federation	5,308	20.2%	153.6%	691.1%
3	Germany	2,435	9.3%	4.4%	80.4%
4	Israel	2,324	8.9%	-41.1%	-68.9%
5	Georgia	1,394	5.3%	-46.8%	-
6	Spain	1,090	4.2%	15.5%	-97.8%
7	Turkey	987	3.8%	44.3%	32.7%
8	Ukraine	820	3.1%	85.1%	64.7%
9	Finland	734	2.8%	113.4%	-37.3%
10	Denmark	567	2.2%	-	-
	Other	5,266	20.1%	-59.0%	-88.6%
	<b>Total International Charter</b>	<b>26,240</b>	<b>100.0%</b>	<b>-5.9%</b>	<b>-79.3%</b>

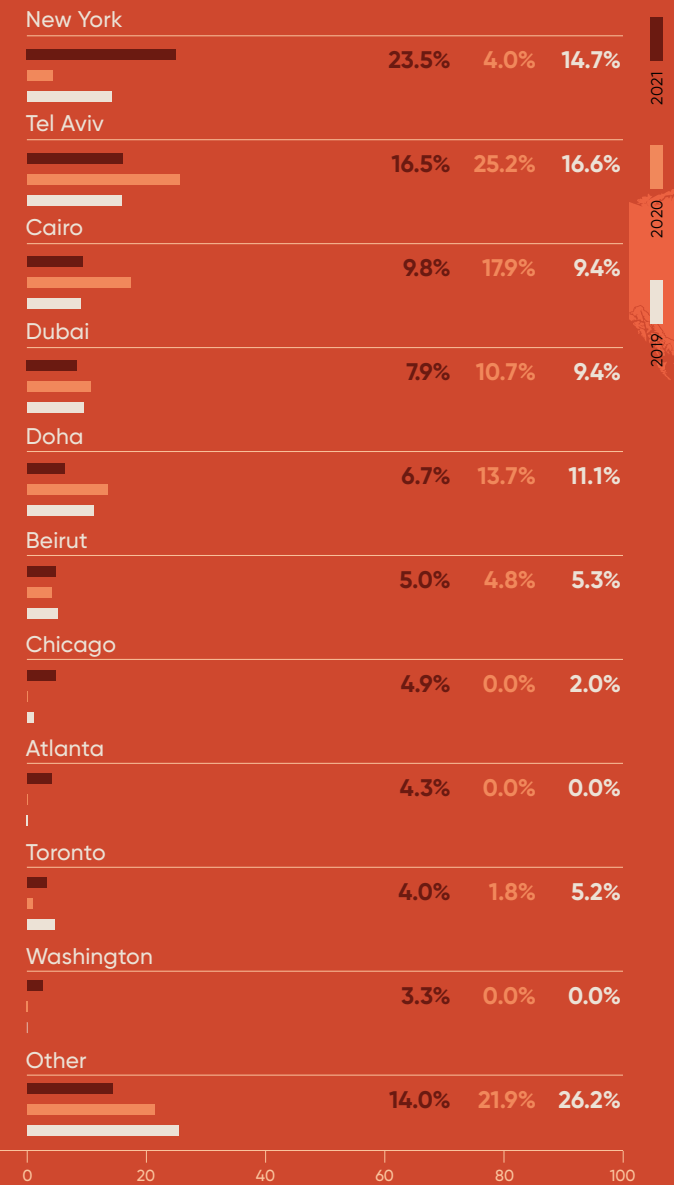
### Top 10 European International Scheduled Destinations

MARKET SHARE



### Top 10 Non-European International Scheduled Destinations

MARKET SHARE

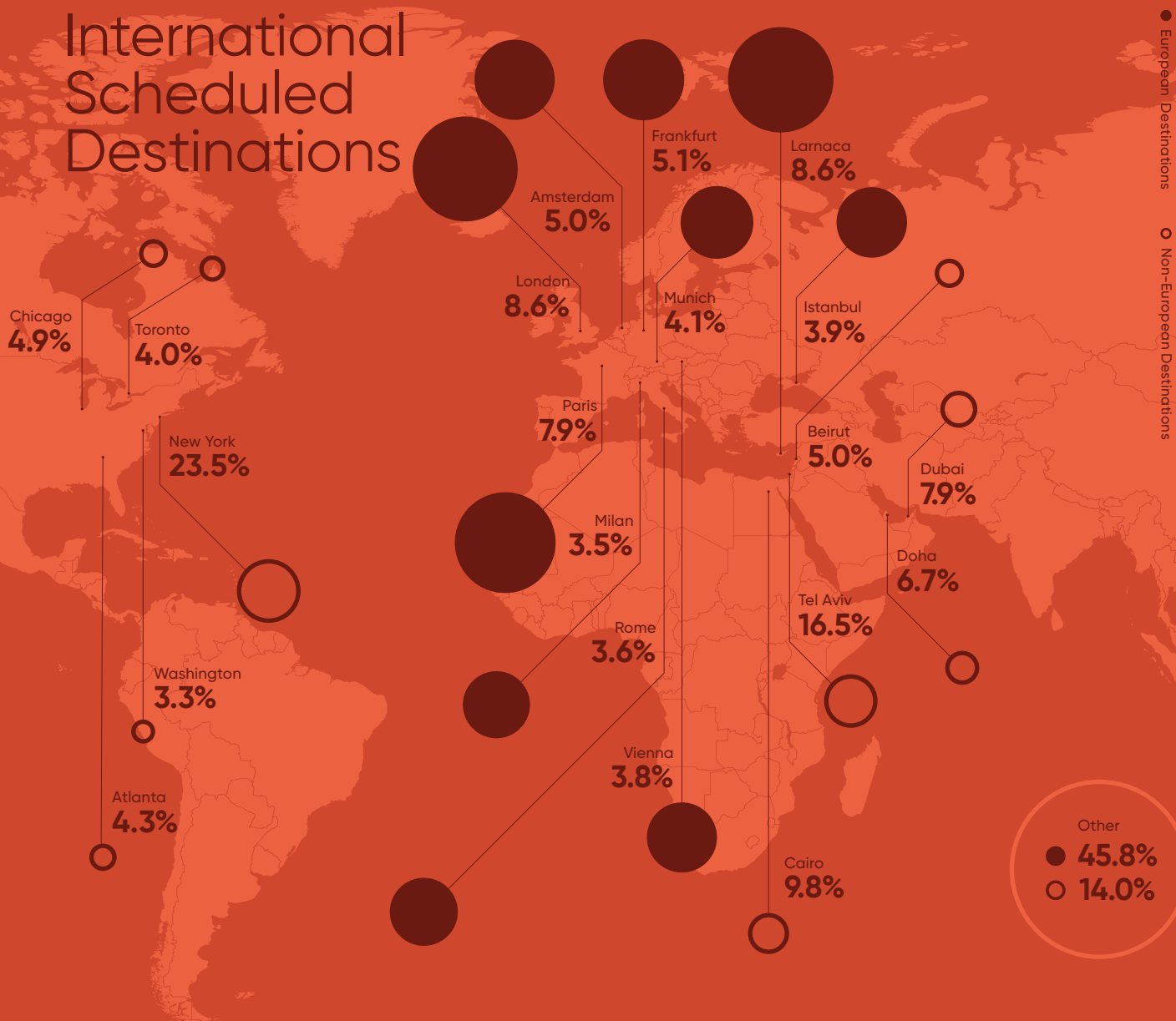


### Top 10 European International Scheduled Destinations

Ranking	City	Scheduled Passengers 2021	Market Share 2021	% 2021 /2020	% 2021 /2019
1	Larnaca	553,554	8.6%	44.0%	-49.9%
2	London	549,116	8.6%	12.0%	-60.8%
3	Paris	506,281	7.9%	50.7%	-43.1%
4	Frankfurt	327,557	5.1%	28.3%	-47.0%
5	Amsterdam	320,354	5.0%	52.3%	-35.7%
6	Munich	264,004	4.1%	31.6%	-49.4%
7	Istanbul	247,976	3.9%	90.8%	-72.1%
8	Vienna	244,994	3.8%	30.2%	-24.3%
9	Rome	230,509	3.6%	27.4%	-72.0%
10	Milan	224,247	3.5%	75.6%	-53.2%
	Other	2,935,602	45.8%	50.3%	-58.0%
	<b>Total</b>	<b>6,404,194</b>	<b>100.0%</b>	<b>43.7%</b>	<b>-56.0%</b>



# 2021 International Scheduled Destinations



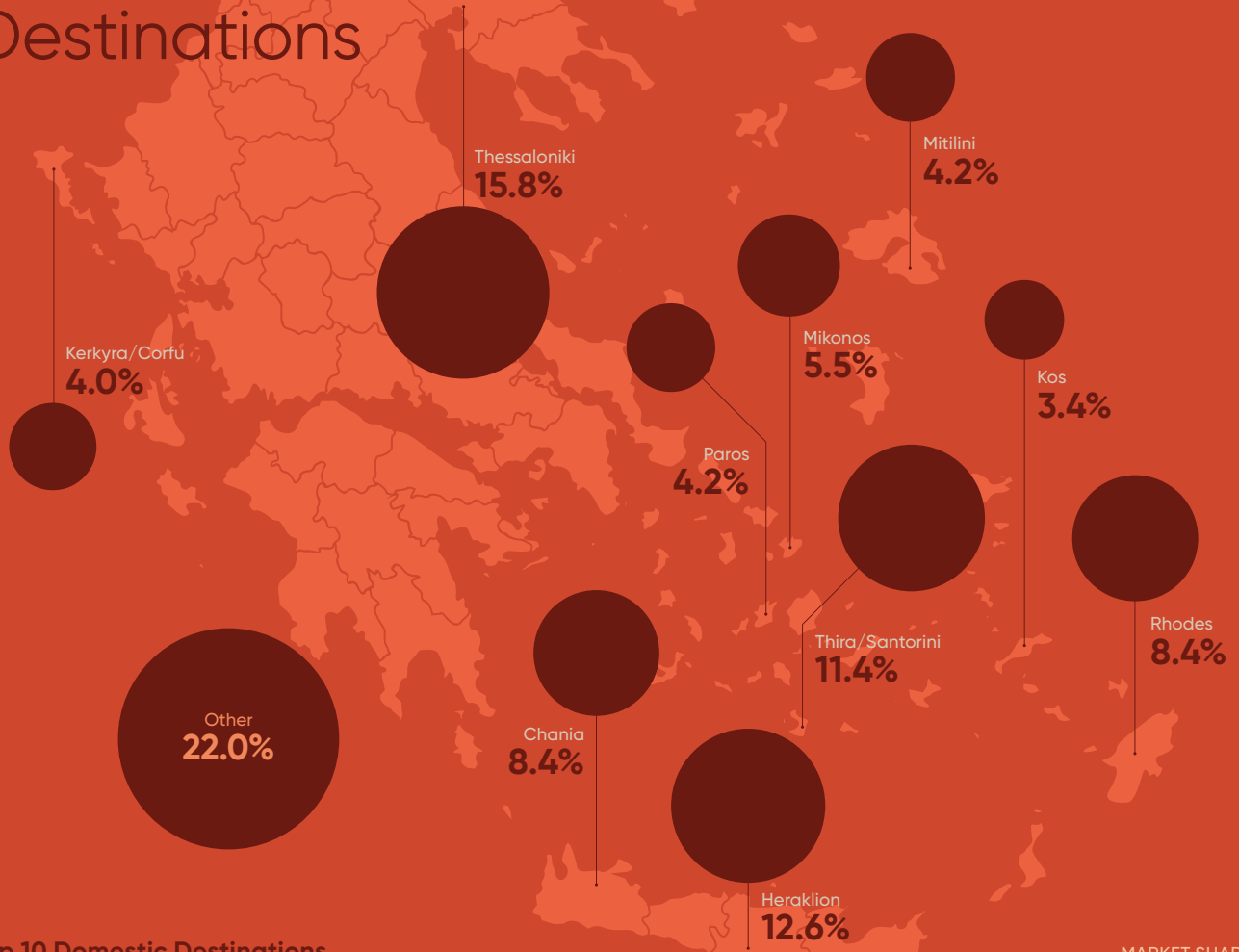
## Top 10 non-European International Scheduled Destinations

Ranking	City	Scheduled Passengers 2021	Market Share 2021	% 2021 /2020	% 2021 /2019
1	New York	282,511	23.5%	1,265.3%	-37.2%
2	Tel Aviv	198,977	16.5%	51.6%	-60.8%
3	Cairo	117,688	9.8%	26.7%	-59.2%
4	Dubai	95,502	7.9%	71.9%	-66.7%
5	Doha	80,760	6.7%	13.1%	-76.1%
6	Beirut	59,980	5.0%	142.2%	-63.2%
7	Chicago	58,543	4.9%	-	-5.8%
8	Atlanta	52,008	4.3%	-	-
9	Toronto	48,139	4.0%	402.8%	-69.6%
10	Washington	40,096	3.3%	-	-
	Other	168,078	14.0%	47.3%	-79.0%
	<b>Total</b>	<b>1,202,282</b>	<b>100.0%</b>	<b>131.1%</b>	<b>-60.7%</b>

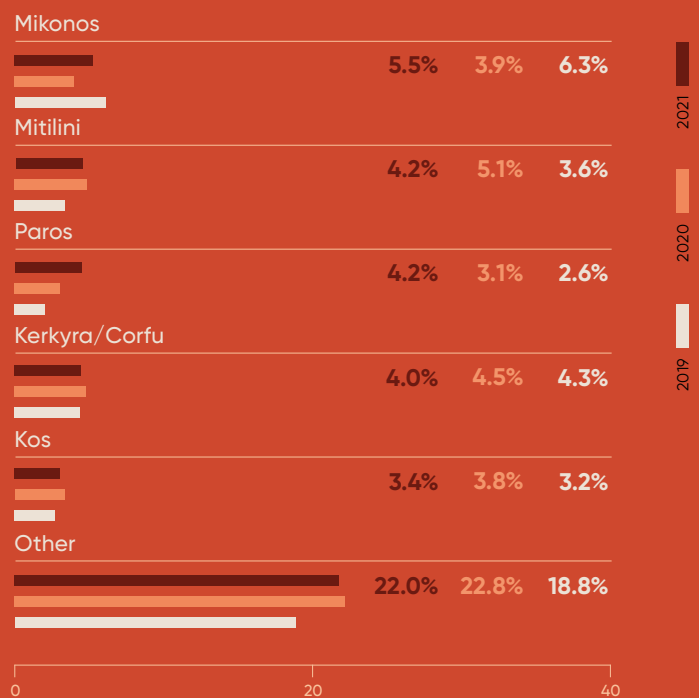
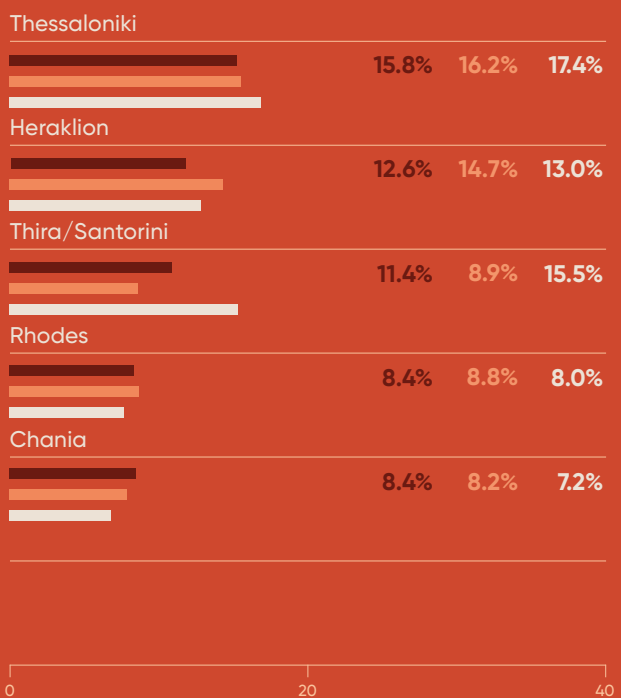
## Ranking of Domestic Destinations According to Passenger Traffic

	City	Scheduled & Charter Passengers 2021	Market Share 2021	% 2021 /2020	% 2021 /2019
1	Thessaloniki	723,622	15.8%	48.6%	-46.3%
2	Heraklion	578,227	12.6%	31.3%	-42.3%
3	Thira/Santorini	524,008	11.4%	96.0%	-56.2%
4	Rhodes	386,488	8.4%	47.2%	-37.3%
5	Chania	384,851	8.4%	56.6%	-31.0%
6	Mikonos	253,803	5.5%	114.7%	-48.0%
7	Mitilini	192,146	4.2%	25.8%	-31.6%
8	Paros	191,690	4.2%	104.5%	-5.0%
9	Kerkyra/Corfu	185,576	4.0%	36.8%	-43.7%
10	Kos	154,460	3.4%	36.1%	-37.9%
11	Alexandroupolis	153,356	3.3%	21.1%	-34.9%
12	Chios	141,299	3.1%	41.7%	-27.3%
13	Samos	103,617	2.3%	31.3%	-26.2%
14	Naxos	90,962	2.0%	73.5%	-12.3%
15	Milos	64,291	1.4%	77.3%	-17.7%
16	Limnos	53,882	1.2%	34.8%	-25.6%
17	Kefallonia	53,632	1.2%	87.0%	-38.7%
18	Ioannina	48,487	1.1%	32.2%	-53.4%
19	Zakinthos	48,123	1.1%	91.5%	-46.1%
20	Karpathos	46,244	1.0%	55.1%	-13.3%
21	Ikaria	34,899	0.8%	72.1%	-13.7%
22	Skiathos	34,403	0.8%	78.3%	-31.8%
23	Kavala	32,095	0.7%	24.8%	-51.9%
24	Kithira	23,762	0.5%	77.5%	-30.2%
25	Leros	15,318	0.3%	33.2%	-32.7%
26	Sitia	15,191	0.3%	48.4%	-30.4%
27	Astypalea	14,361	0.3%	80.8%	2.2%
28	Syros	10,457	0.2%	42.2%	-18.0%
29	Skiros	8,981	0.2%	58.4%	-10.9%
30	Kalimnos	8,606	0.2%	65.0%	-3.6%
31	Kozani	2,880	0.1%	82.0%	-39.3%
32	Kastoria	2,367	0.1%	54.0%	-17.2%
33	Kalamata	238	0.0%	-	-0.4%
34	Volos	194	0.0%	-	-
35	Aktio/Preveza	5	0.0%	-	-99.9%
	<b>Grand Total</b>	<b>4,582,525</b>	<b>100.0%</b>	<b>52.7%</b>	<b>-40.7%</b>

# 2021 Top 10 Domestic Destinations



## Top 10 Domestic Destinations

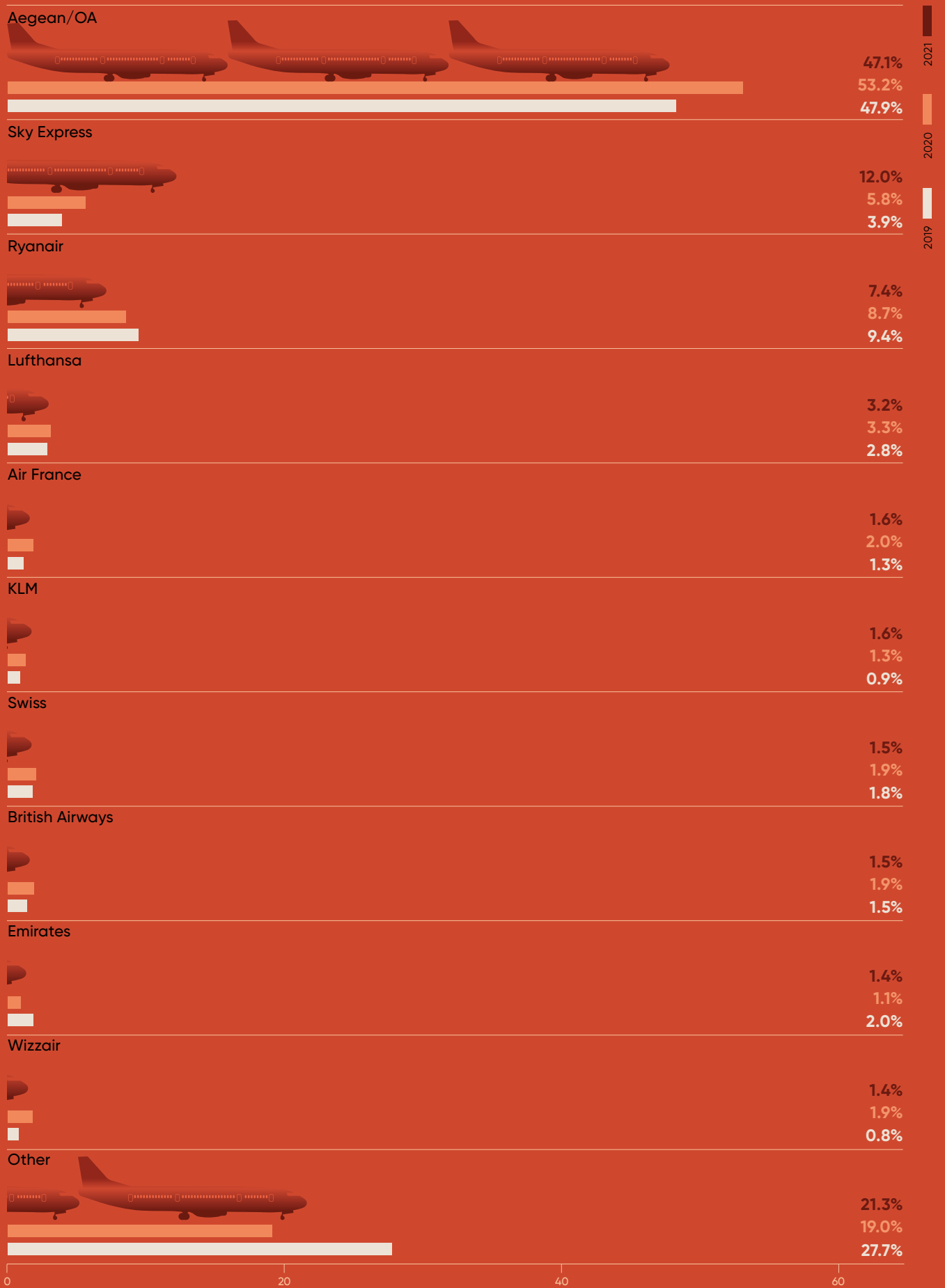


## Ranking of International Destinations According to Passenger Traffic

	Country	Scheduled & Charter Passengers 2021	Market Share 2021	% 2021 /2020	% 2021 /2019
1	Germany	982,302	12.9%	28.6%	-48.4%
2	France	717,614	9.4%	60.6%	-41.4%
3	United Kingdom	603,980	7.9%	6.4%	-62.5%
4	Italy	577,034	7.6%	53.0%	-67.1%
5	Cyprus	554,463	7.3%	38.9%	-49.9%
6	USA	450,981	5.9%	2,079.5%	-23.1%
7	Switzerland	366,848	4.8%	26.6%	-51.5%
8	Netherlands	352,981	4.6%	43.1%	-42.8%
9	Spain	277,283	3.6%	73.4%	-64.6%
10	Turkey	251,191	3.3%	88.4%	-72.5%
11	Austria	245,603	3.2%	30.0%	-25.2%
12	Belgium	213,387	2.8%	50.6%	-45.6%
13	Israel	201,667	2.6%	49.1%	-60.9%
14	Russian Federation	170,091	2.2%	284.7%	-48.8%
15	Poland	158,618	2.1%	52.4%	-60.7%
16	Romania	138,275	1.8%	27.2%	-60.2%
17	United Arab Emirates	125,284	1.6%	62.7%	-71.5%
18	Egypt	120,771	1.6%	29.6%	-60.0%
19	Denmark	98,817	1.3%	52.8%	-56.9%
20	Canada	86,601	1.1%	394.0%	-70.8%
21	Albania	85,618	1.1%	80.5%	-30.8%
22	Qatar	80,760	1.1%	13.1%	-76.1%
23	Hungary	76,611	1.0%	25.3%	-63.2%
24	Ukraine	72,327	0.9%	137.7%	-58.2%
25	Bulgaria	64,904	0.9%	-13.0%	-72.4%
26	Sweden	64,671	0.8%	110.7%	-50.9%
27	Serbia	62,532	0.8%	84.8%	-61.5%
28	Lebanon	59,980	0.8%	142.0%	-63.2%
29	Republic of Ireland	38,064	0.5%	27.6%	-62.2%
30	Luxembourg	31,796	0.4%	111.0%	42.3%
31	Czech Republic	30,406	0.4%	6.9%	-72.1%
32	Portugal	30,002	0.4%	42.5%	-75.4%
33	Malta	29,236	0.4%	63.5%	-54.0%
34	Georgia	27,821	0.4%	78.4%	-68.7%
35	Armenia	25,091	0.3%	368.3%	-34.0%
36	Bahrain	24,307	0.3%	38.4%	-45.6%
37	Saudi Arabia	20,778	0.3%	84.2%	-58.3%
38	Norway	15,647	0.2%	339.2%	-70.4%
39	Lithuania	14,834	0.2%	398.6%	-63.0%
40	Jordan	14,671	0.2%	21.5%	-81.7%
41	Latvia	13,033	0.2%	135.1%	-35.6%
42	Croatia	12,009	0.2%	187.4%	-87.3%
43	Ethiopia	11,827	0.2%	128.8%	1,304.6%
44	Finland	11,730	0.2%	45.2%	-84.6%
45	Estonia	8,867	0.1%	-100.0%	-24.7%
46	People's Republic of China	5,009	0.1%	-63.6%	-91.9%
47	Republic of North Macedonia	2,347	0.0%	173.5%	-68.3%
48	Singapore	2,214	0.0%	-79.4%	-97.6%
49	Azerbaijan	455	0.0%	1,009.8%	-
50	Pakistan	415	0.0%	-	-
51	Slovakia	227	0.0%	-96.3%	-99.4%
52	Afghanistan	217	0.0%	-	-
53	Bosnia and Herzegovina	206	0.0%	312.0%	-96.0%
55	Slovenia	93	0.0%	-31.6%	-
56	Moldova	44	0.0%	-95.1%	-99.8%
57	Montenegro	23	0.0%	-	-99.5%
	<b>Grand Total</b>	<b>7,632,716</b>	<b>100.0%</b>	<b>52.5%</b>	<b>-56.9%</b>

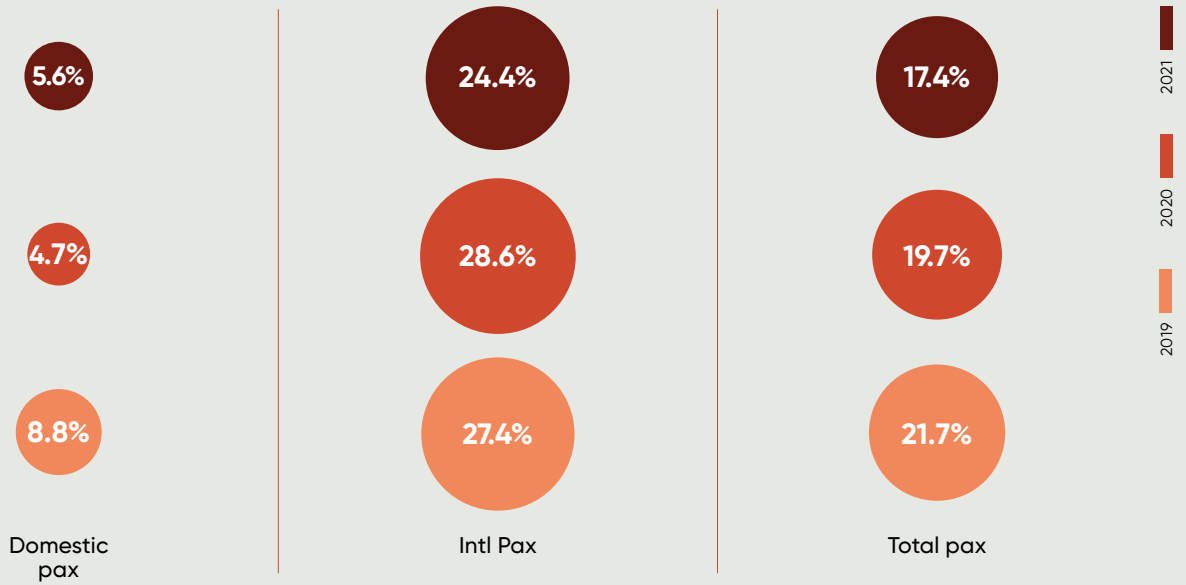
### Top 10 Airlines According to Total Passenger Traffic

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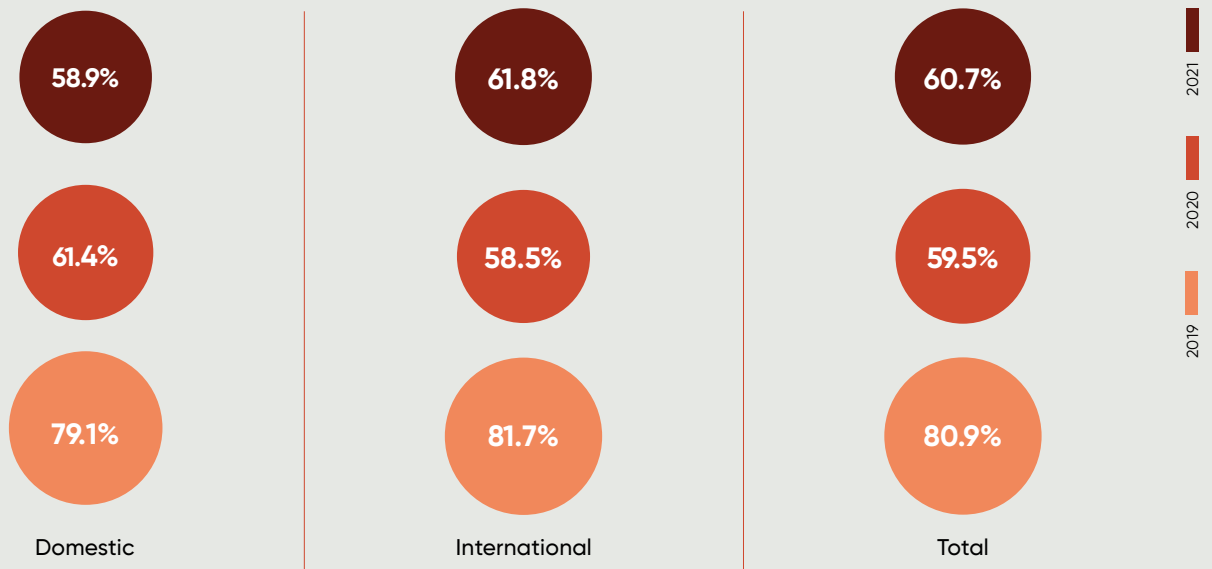


### Low-cost carriers' share in passenger traffic

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### Load Factors of Non-Stop Flights



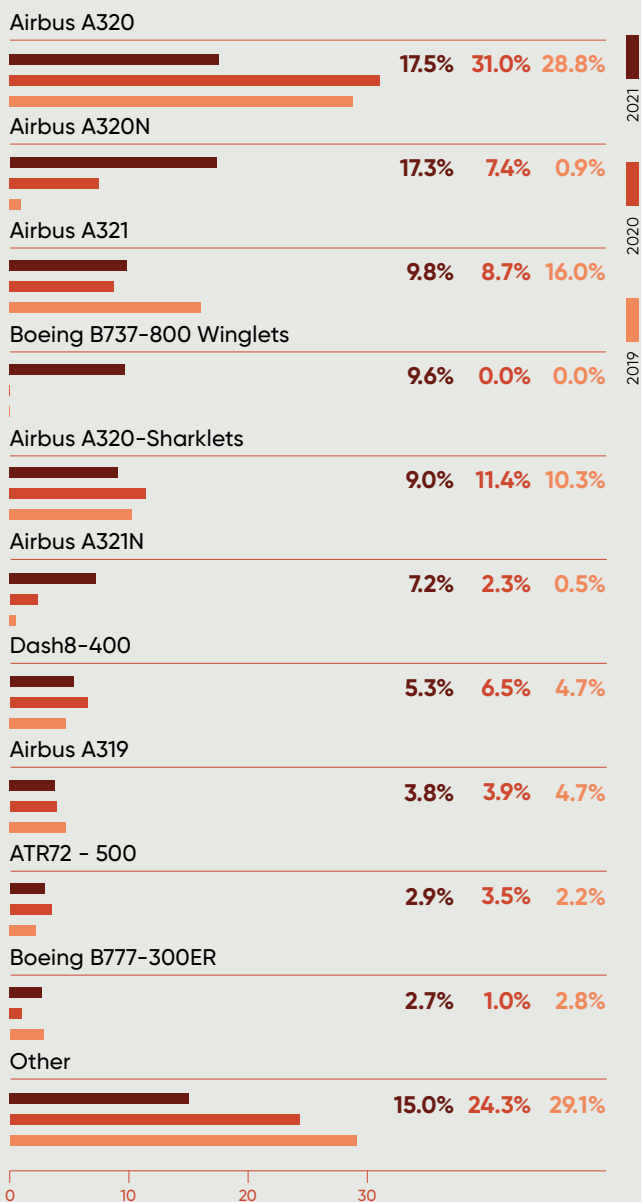
### Peak and Average Daily Passenger Traffic

	Ranking	Day	Date	Terminal Passengers
	1	Sunday	01/08/2021	78,245
	2	Saturday	31/07/2021	76,158
	3	Saturday	07/08/2021	76,004
	4	Sunday	08/08/2021	75,283
10 Busiest Days	5	Saturday	14/08/2021	74,733
	6	Saturday	21/08/2021	74,710
	7	Sunday	22/08/2021	73,828
	8	Friday	30/07/2021	72,867
	9	Friday	20/08/2021	72,854
	10	Friday	13/08/2021	72,732
30th Busiest Day	30	Sunday	19/09/2021	65,355
<b>Average Day</b>		<b>Saturday</b>	<b>20/11/2021</b>	<b>33,562</b>

Average Day = Day with passenger traffic closest to the average (12,264,364/365=33,509)

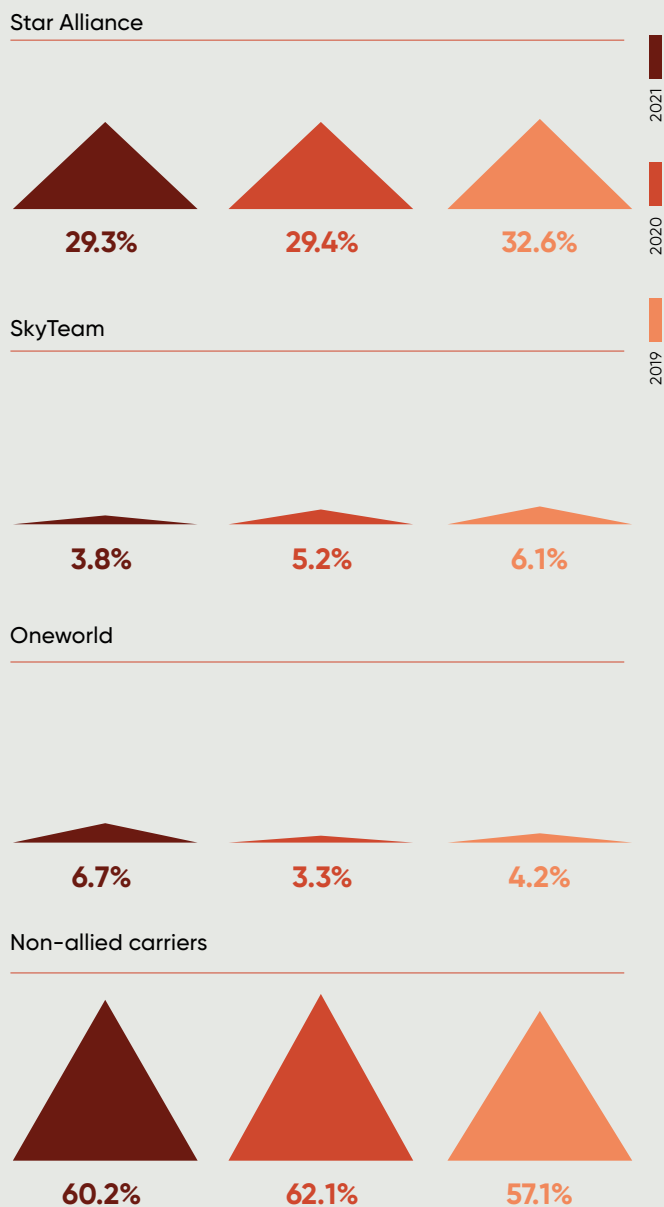
### Top 10 Aircraft Types According to Passenger Traffic

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### Alliances' Market Share in Total Passenger Traffic

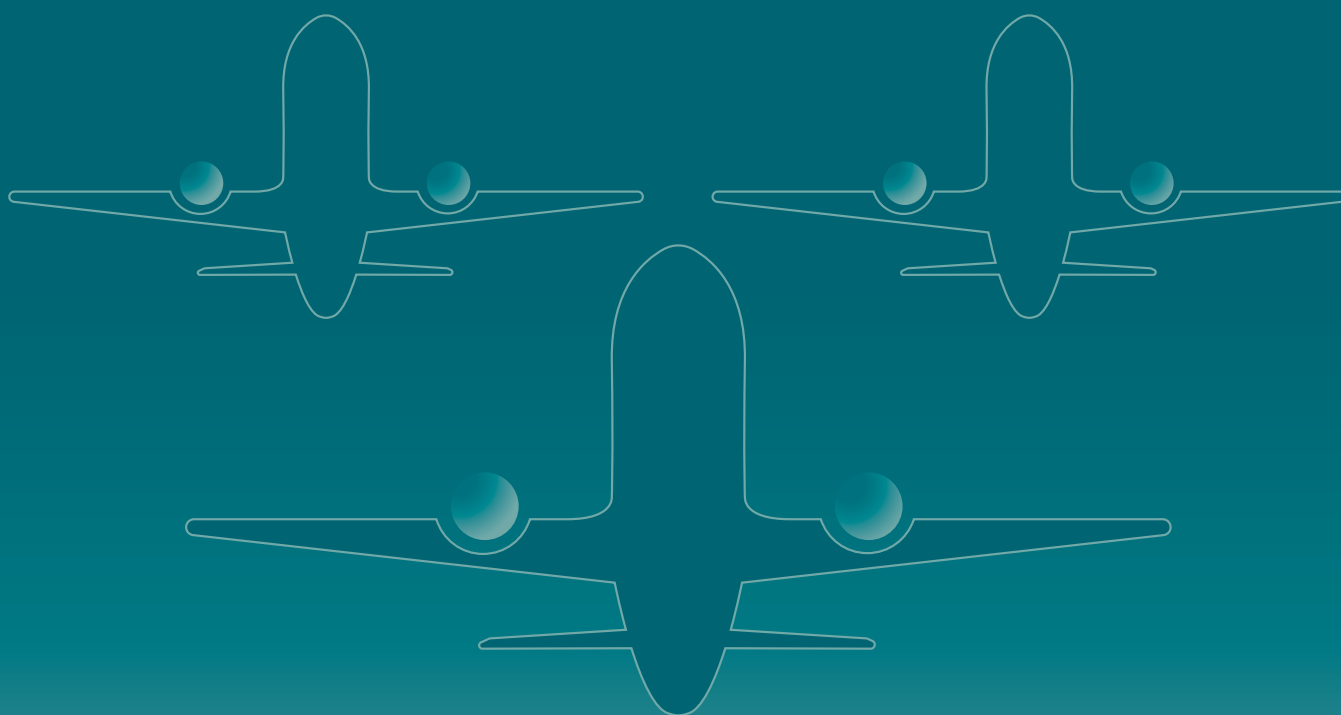
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### Daily Passenger Peaks

Busiest Days	Day	Date	Terminal Passengers	
Domestic	Arrivals	Sunday	22/08/2021	15,070
	Departures	Saturday	07/08/2021	14,072
	Total	Friday	13/08/2021	26,338
International	Arrivals	Saturday	31/07/2021	26,733
	Departures	Sunday	29/08/2021	28,048
	Total	Sunday	01/08/2021	52,613
Total	Arrivals	Sunday	01/08/2021	39,095
	Departures	Sunday	01/08/2021	39,150
	Total	Sunday	01/08/2021	78,245

# Counting Airplanes





# In 2021, aircraft movements stood at 159 thousand, 29.6% below 2019, showing a rapid recovery in the second half of the year

In 2021, flights at the Athens International Airport stood at 159 thousand, 29.6% below 2019, demonstrating a more rapid recovery than that of passenger demand, with domestic operations outperforming international services in the pace of returning to the 2019 levels (-21.4% vs. -35.4% respectively).

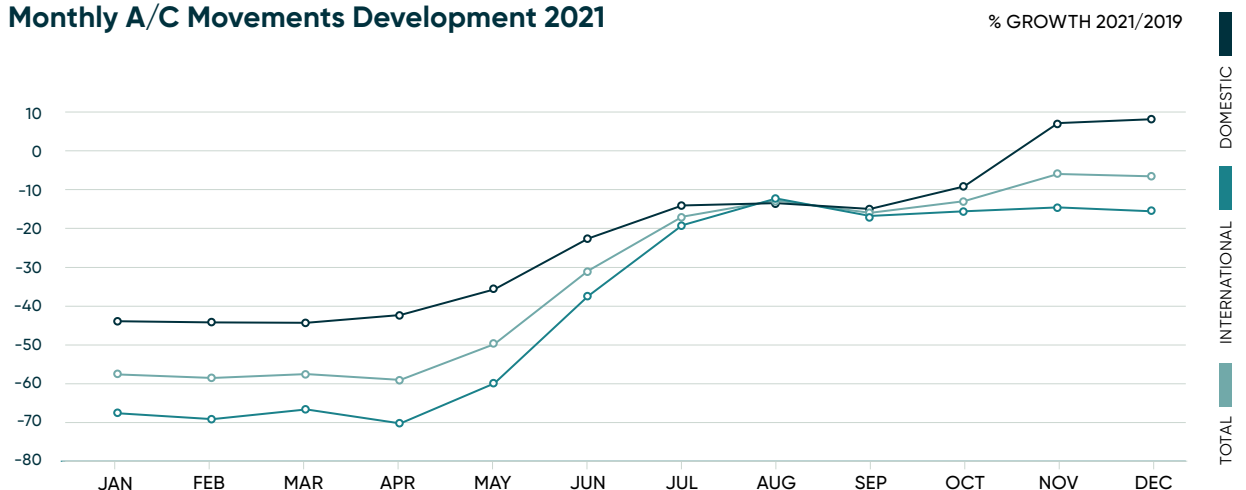
Although the beginning of the year found Greece still in a national lockdown resulting in very few domestic and international flights, substantial improvement was noted from May onwards, when movement restrictions in the country were eased on 14th May 2021. The recovery trend was evident through October. Then, in the last two months of the year, a 4th pandemic wave emerged and drove the international airline offering to a plateau towards the end of the year. On the contrary, domestic offering exceeded 2019 levels, as a result of the dynamic expansion of Sky Express.

In 2021, the international regions gradually claimed a similar to 2019 market share of the airports' number of flights. America was actually the only region that grew compared to the year 2019 and, therefore, it stands out.

The Airbus 320 neo was the most commonly used aircraft type to/from Athens in 2021, with the upgraded version of the Airbus A320 systematically substituting for previous Airbus A320 versions; similarly, the A321 is gradually giving place to A321N, though to a lesser extent. Usage of the Boeing B737-800 Winglets continues to diminish year on year.

Witnessing 818 flights, the busiest day of 2021 in terms of aircraft movements proved to be Saturday, 31st July, as was the day with the most international flights and the most international departures.

## Monthly A/C Movements Development 2021



## Monthly Distribution of A/C Movements: Arrivals/Departures

Month	Arrivals				Departures				Total			
	2021	2020	% 2021 /2020	% 2021 /2019	2021	2020	% 2021 /2020	% 2021 /2019	2021	2020	% 2021 /2020	% 2021 /2019
January	2,888	6,879	-58.0%	-57.7%	2,902	6,886	-57.9%	-57.5%	5,790	13,765	-57.9%	-57.6%
February	2,535	6,276	-59.6%	-58.5%	2,532	6,281	-59.7%	-58.5%	5,067	12,557	-59.6%	-58.5%
March	3,055	4,770	-36.0%	-57.4%	3,047	4,745	-35.8%	-57.6%	6,102	9,515	-35.9%	-57.5%
April	3,597	1,323	171.9%	-58.9%	3,585	1,330	169.5%	-59.0%	7,182	2,653	170.7%	-59.0%
May	5,021	1,633	207.5%	-49.8%	5,016	1,636	206.6%	-49.7%	10,037	3,269	207.0%	-49.8%
June	8,041	3,383	137.7%	-30.9%	8,040	3,381	137.8%	-30.9%	16,081	6,764	137.7%	-30.9%
July	11,074	6,558	68.9%	-17.0%	11,089	6,549	69.3%	-17.0%	22,163	13,107	69.1%	-17.0%
August	11,615	7,979	45.6%	-12.9%	11,609	7,978	45.5%	-12.8%	23,224	15,957	45.5%	-12.8%
September	9,565	6,381	49.9%	-16.0%	9,566	6,387	49.8%	-16.1%	19,131	12,768	49.8%	-16.0%
October	8,514	5,157	65.1%	-12.9%	8,512	5,163	64.9%	-13.0%	17,026	10,320	65.0%	-13.0%
November	6,774	2,992	126.4%	-6.0%	6,781	3,015	124.9%	-5.9%	13,555	6,007	125.7%	-6.0%
December	6,799	2,873	136.7%	-6.6%	6,793	2,860	137.5%	-6.5%	13,592	5,733	137.1%	-6.6%
<b>Year Total</b>	<b>79,478</b>	<b>56,204</b>	<b>41.4%</b>	<b>-29.5%</b>	<b>79,472</b>	<b>56,211</b>	<b>41.4%</b>	<b>-29.6%</b>	<b>158,950</b>	<b>112,415</b>	<b>41.4%</b>	<b>-29.6%</b>

## Monthly Distribution of A/C Movements: Domestic/International

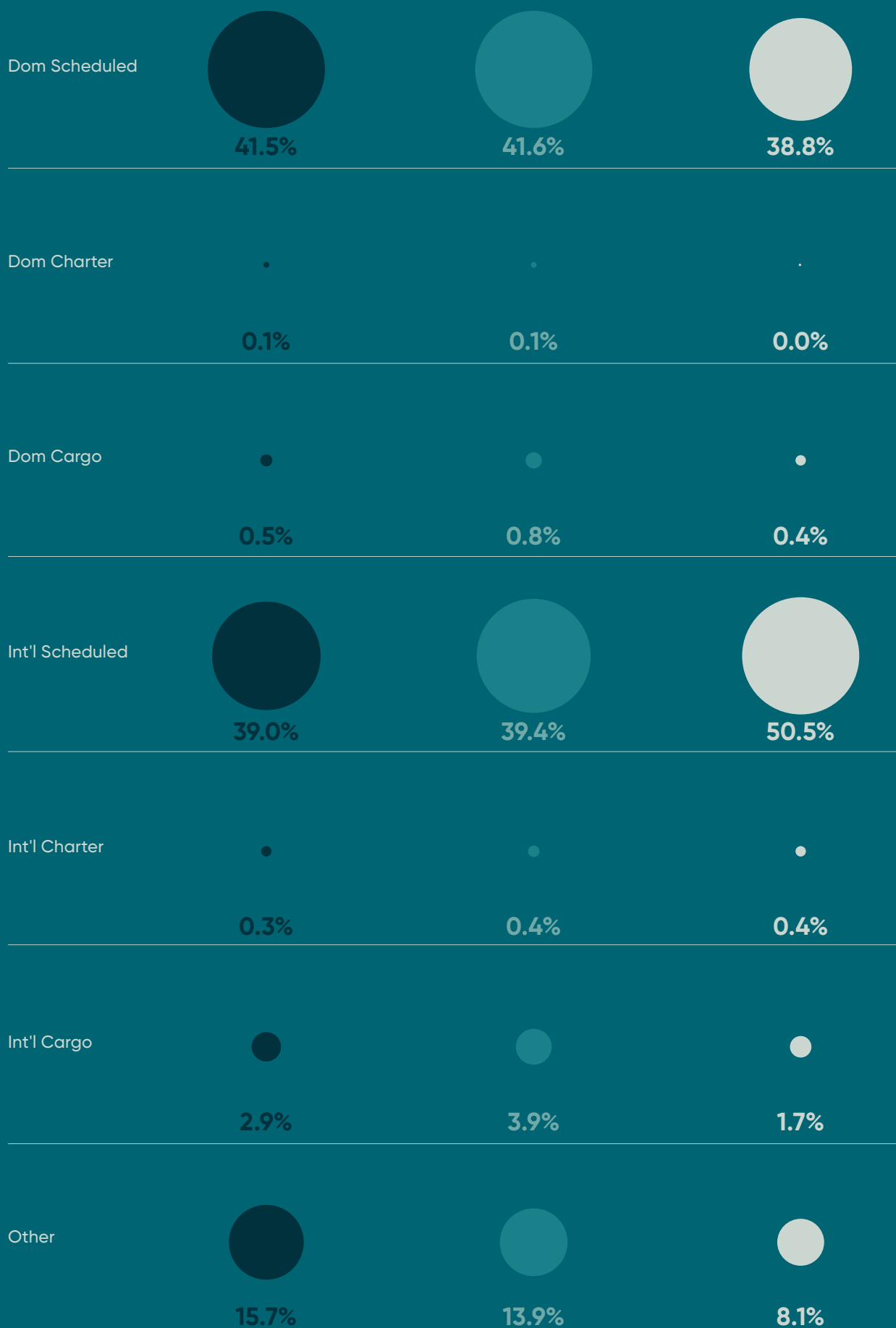
Month	Domestic				International				Total			
	2021	2020	% 2021 /2020	% 2021 /2019	2021	2020	% 2021 /2020	% 2021 /2019	2021	2020	% 2021 /2020	% 2021 /2019
January	3,248	5,365	-39.5%	-43.9%	2,542	8,400	-69.7%	-67.6%	5,790	13,765	-57.9%	-57.6%
February	2,901	5,002	-42.0%	-44.2%	2,166	7,555	-71.3%	-69.1%	5,067	12,557	-59.6%	-58.5%
March	3,266	4,107	-20.5%	-44.3%	2,836	5,408	-47.6%	-66.6%	6,102	9,515	-35.9%	-57.5%
April	4,072	1,703	139.1%	-42.3%	3,110	950	227.4%	-70.2%	7,182	2,653	170.7%	-59.0%
May	5,367	2,125	152.6%	-35.7%	4,670	1,144	308.2%	-59.9%	10,037	3,269	207.0%	-49.8%
June	7,914	4,301	84.0%	-22.6%	8,167	2,463	231.6%	-37.4%	16,081	6,764	137.7%	-30.9%
July	9,816	6,543	50.0%	-14.1%	12,347	6,564	88.1%	-19.2%	22,163	13,107	69.1%	-17.0%
August	9,814	7,295	34.5%	-13.5%	13,410	8,662	54.8%	-12.3%	23,224	15,957	45.5%	-12.8%
September	8,303	5,589	48.6%	-15.0%	10,828	7,179	50.8%	-16.8%	19,131	12,768	49.8%	-16.0%
October	7,189	4,367	64.6%	-9.2%	9,837	5,953	65.2%	-15.6%	17,026	10,320	65.0%	-13.0%
November	6,121	2,785	119.8%	7.1%	7,434	3,222	130.7%	-14.6%	13,555	6,007	125.7%	-6.0%
December	5,994	2,795	114.5%	8.1%	7,598	2,938	158.6%	-15.6%	13,592	5,733	137.1%	-6.6%
<b>Year Total</b>	<b>74,005</b>	<b>51,977</b>	<b>42.4%</b>	<b>-21.4%</b>	<b>84,945</b>	<b>60,438</b>	<b>40.5%</b>	<b>-35.4%</b>	<b>158,950</b>	<b>112,415</b>	<b>41.4%</b>	<b>-29.6%</b>

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

Month	Intra-Schengen				Extra-Schengen				Total			
	2021	2020	% 2021 /2020	% 2021 /2019	2021	2020	% 2021 /2020	% 2021 /2019	2021	2020	% 2021 /2020	% 2021 /2019
January	4,571	9,419	-51.5%	-53.0%	1,219	4,346	-72.0%	-68.9%	5,790	13,765	-57.9%	-57.6%
February	3,944	8,723	-54.8%	-54.5%	1,123	3,834	-70.7%	-68.2%	5,067	12,557	-59.6%	-58.5%
March	4,631	6,802	-31.9%	-55.0%	1,471	2,713	-45.8%	-63.8%	6,102	9,515	-35.9%	-57.5%
April	5,547	2,089	165.5%	-56.5%	1,635	564	189.9%	-65.6%	7,182	2,653	170.7%	-59.0%
May	7,751	2,628	194.9%	-47.4%	2,286	641	256.6%	-56.5%	10,037	3,269	207.0%	-49.8%
June	12,385	5,731	116.1%	-27.9%	3,696	1,033	257.8%	-39.4%	16,081	6,764	137.7%	-30.9%
July	17,138	10,920	56.9%	-13.7%	5,025	2,187	129.8%	-26.4%	22,163	13,107	69.1%	-17.0%
August	17,874	13,056	36.9%	-10.2%	5,350	2,901	84.4%	-20.5%	23,224	15,957	45.5%	-12.8%
September	14,284	10,000	42.8%	-14.2%	4,847	2,768	75.1%	-21.1%	19,131	12,768	49.8%	-16.0%
October	12,508	7,901	58.3%	-11.1%	4,518	2,419	86.8%	-17.8%	17,026	10,320	65.0%	-13.0%
November	10,041	4,454	125.4%	-1.0%	3,514	1,553	126.3%	-17.9%	13,555	6,007	125.7%	-6.0%
December	9,932	4,256	133.4%	-1.7%	3,660	1,477	147.8%	-17.6%	13,592	5,733	137.1%	-6.6%
<b>Year Total</b>	<b>120,606</b>	<b>85,979</b>	<b>40.3%</b>	<b>-26.5%</b>	<b>38,344</b>	<b>26,436</b>	<b>45.0%</b>	<b>-37.7%</b>	<b>158,950</b>	<b>112,415</b>	<b>41.4%</b>	<b>-29.6%</b>

## Structure of A/C Movements Traffic

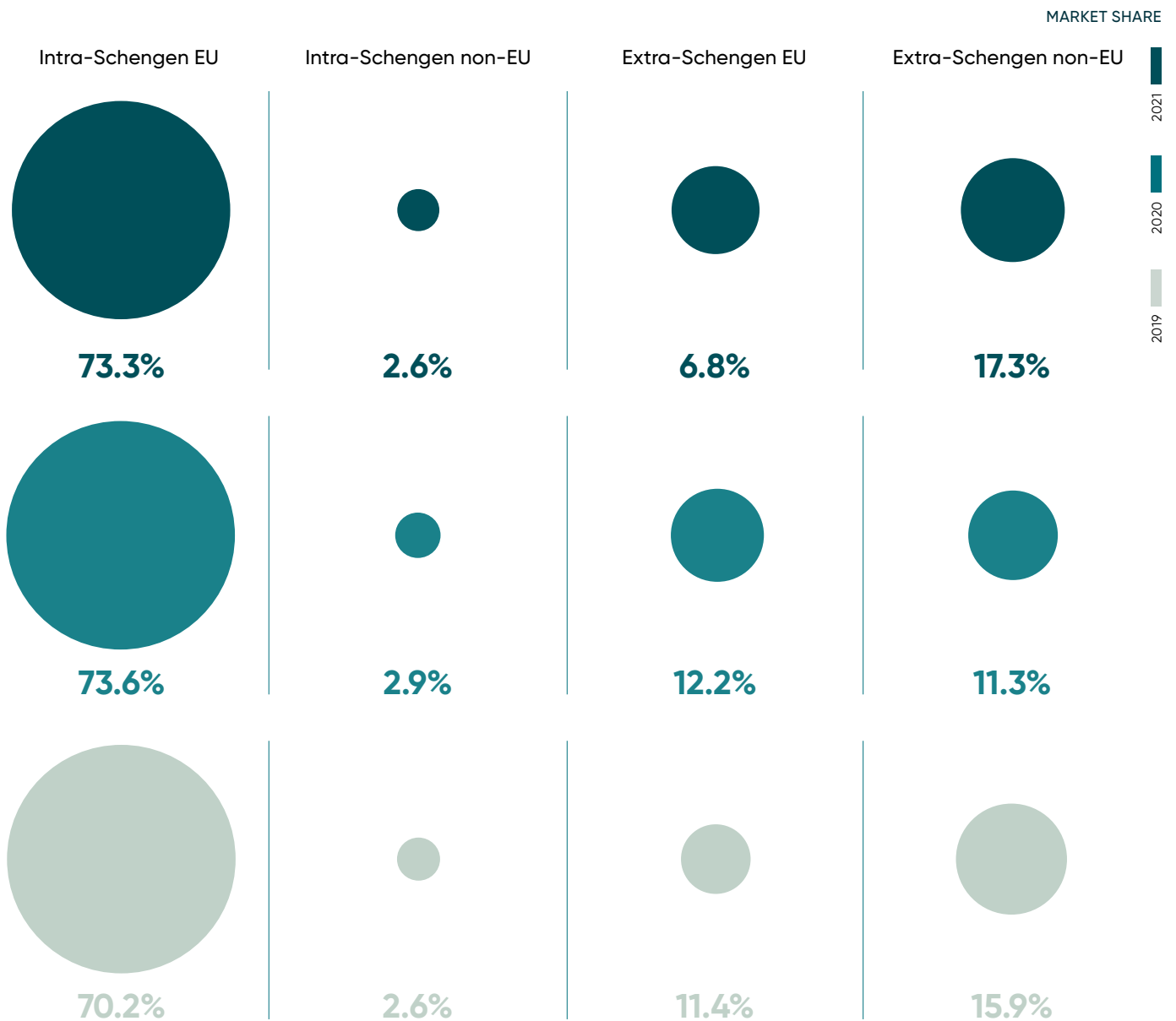
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## Monthly Distribution of A/C Movements by Flight Type

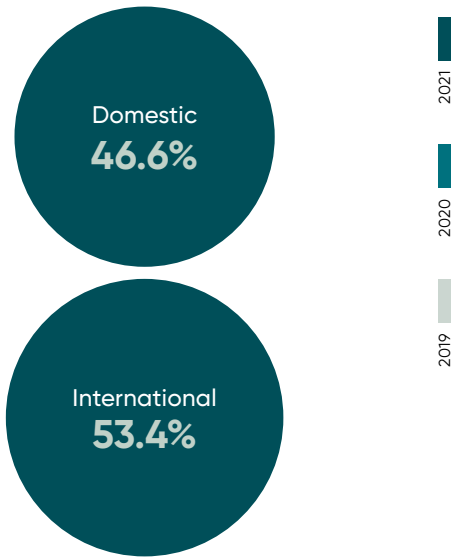
Month	Scheduled Pax	Charter Pax	Scheduled Cargo	Charter Cargo	Commercial		Grand Total
					Other	Non-Commercial	
January	4,483	44	404	9	474	376	5,790
February	3,675	55	408	5	496	428	5,067
March	4,441	65	448	42	586	520	6,102
April	5,602	42	446	18	612	462	7,182
May	7,620	27	414	23	1,081	872	10,037
June	12,494	51	430	11	1,874	1,221	16,081
July	17,251	55	461	20	2,803	1,573	22,163
August	18,294	64	478	10	2,599	1,779	23,224
September	15,915	58	463	5	1,658	1,032	19,131
October	14,495	50	428	12	1,263	778	17,026
November	11,729	62	410	32	725	597	13,555
December	11,982	25	446	22	586	531	13,592
<b>Year Total</b>	<b>127,981</b>	<b>598</b>	<b>5,236</b>	<b>209</b>	<b>14,757</b>	<b>10,169</b>	<b>158,950</b>

## A/C Movements Breakdown Schengen/EU



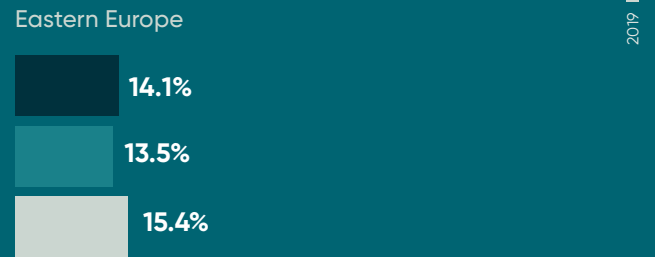
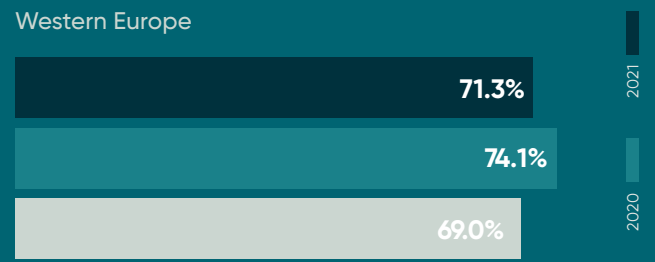
### Segmentation of A/C Movements by Domestic/International

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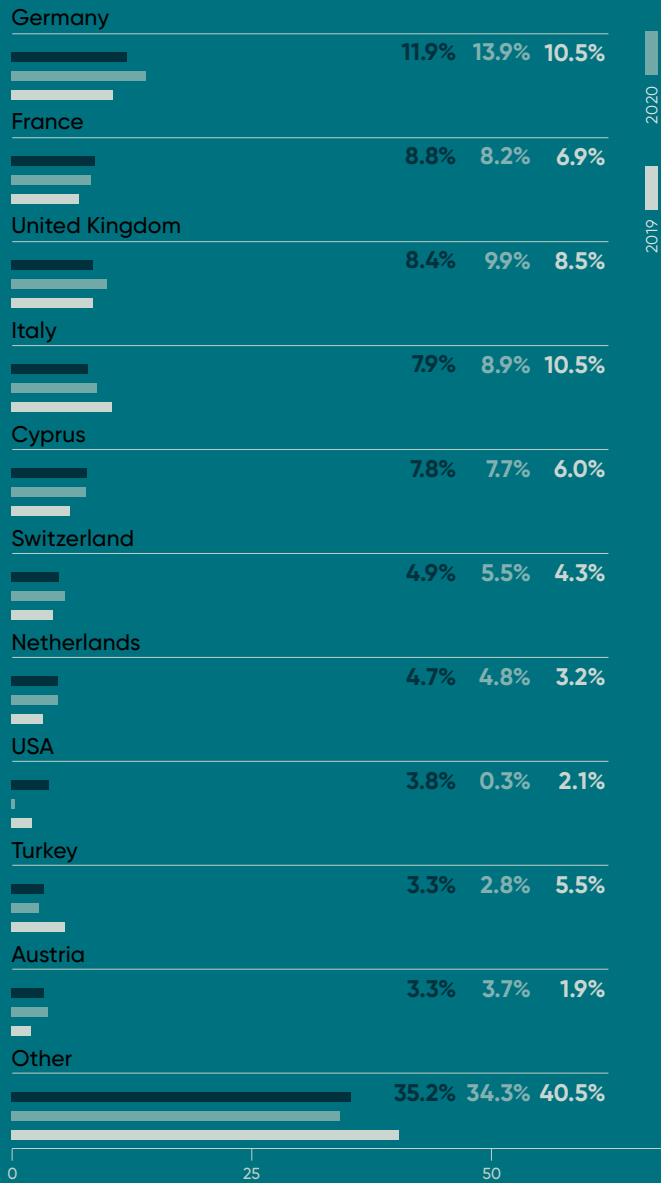
### Segmentation of International A/C Movements by Geographical Region

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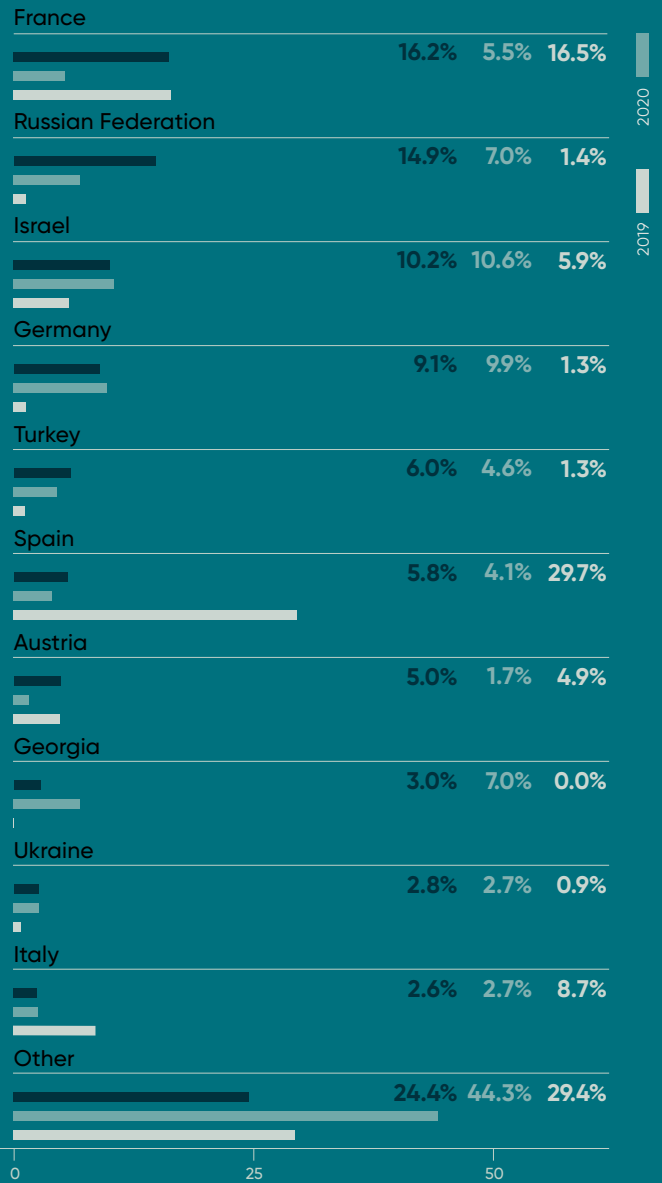
### Top 10 International Markets/Countries for Scheduled Pax Movements

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### Top 10 International Markets/Countries for Charter Pax Movements

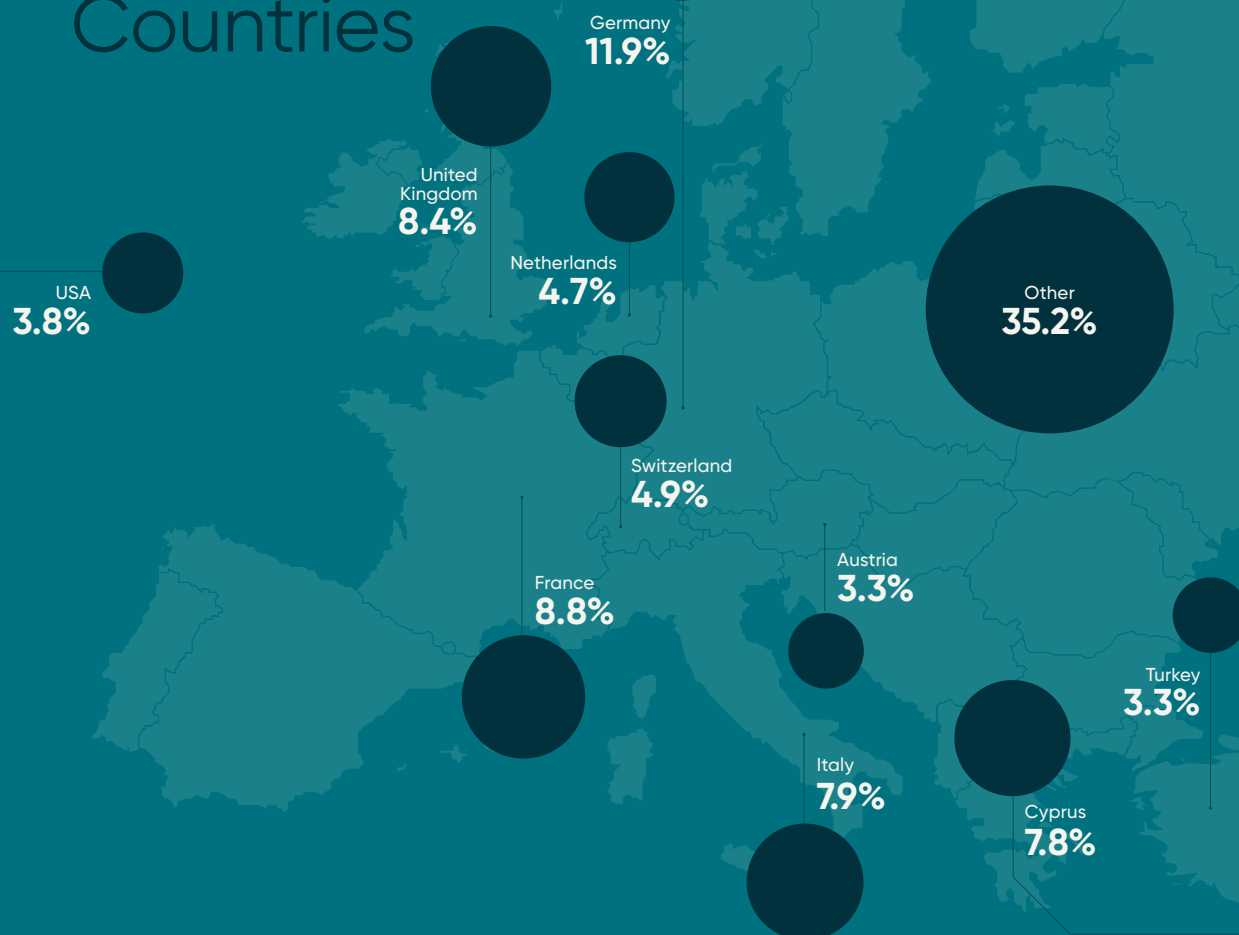
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### Top 10 International Markets/Countries for Scheduled Pax Movements

Ranking	Country	A/C Movements 2021	Market Share 2021	% 2021 /2020	% 2021 /2019
1	Germany	7,368	11.9%	20.0%	-38.7%
2	France	5,426	8.8%	50.1%	-31.5%
3	United Kingdom	5,230	8.4%	18.9%	-46.0%
4	Italy	4,868	7.9%	24.1%	-59.5%
5	Cyprus	4,862	7.8%	42.4%	-28.9%
6	Switzerland	3,015	4.9%	22.8%	-38.3%
7	Netherlands	2,907	4.7%	37.3%	-20.4%
8	USA	2,371	3.8%	1,535.2%	1.2%
9	Turkey	2,051	3.3%	65.3%	-67.4%
10	Austria	2,038	3.3%	23.8%	-4.3%
	Other	21,813	35.2%	43.5%	-52.8%
	<b>Total</b>	<b>61,949</b>	<b>100.0%</b>	<b>39.9%</b>	<b>-45.7%</b>

# 2021 Top 10 International Markets/ Countries



Scheduled Pax Movements

## Top 10 International Markets/Countries for Charter Pax Movements

Ranking	Country	A/C Movements 2021	Market Share 2021	% 2021 /2020	% 2021 /2019
1	France	75	16.2%	226.1%	-47.2%
2	Russian Federation	69	14.9%	1379%	475.0%
3	Israel	47	10.2%	6.8%	-7.8%
4	Germany	42	9.1%	2.4%	281.8%
5	Turkey	28	6.0%	47.4%	154.5%
6	Spain	27	5.8%	58.8%	-89.5%
7	Austria	23	5.0%	228.6%	-45.2%
8	Georgia	14	3.0%	-51.7%	-
9	Ukraine	13	2.8%	18.2%	62.5%
10	Italy	12	2.6%	9.1%	-84.0%
	Other	113	24.4%	-38.6%	-55.3%
	<b>Total</b>	<b>463</b>	<b>100.0%</b>	<b>11.6%</b>	<b>-46.2%</b>

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

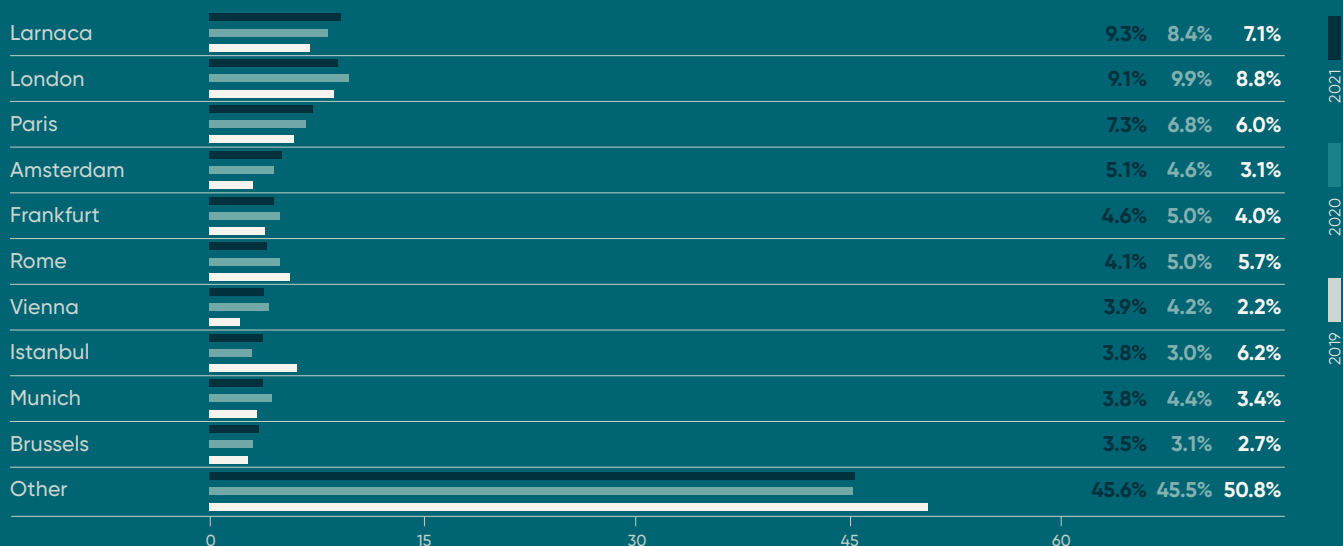
	Country*	Scheduled & Charter Pax A/C Movements 2021	Market Share 2021	% 2021 /2020	% 2021 /2019
1	Germany	7,410	11.9%	199%	-38.4%
2	France	5,501	8.8%	51.3%	-31.7%
3	United Kingdom	5,236	8.4%	18.2%	-46.1%
4	Italy	4,880	7.8%	24.0%	-59.7%
5	Cyprus	4,864	7.8%	40.3%	-28.9%
6	Switzerland	3,025	4.8%	23.0%	-38.1%
7	Netherlands	2,912	4.7%	37.6%	-20.3%
8	USA	2,371	3.8%	1,535.2%	1.2%
9	Turkey	2,079	3.3%	65.0%	-67.0%
10	Austria	2,061	3.3%	24.7%	-5.1%
11	Spain	2,049	3.3%	41.4%	-56.1%
12	Israel	1,914	3.1%	50.5%	-45.2%
13	Belgium	1,861	3.0%	51.8%	-28.8%
14	Romania	1,524	2.4%	33.7%	-40.9%
15	Egypt	1,124	1.8%	36.2%	-54.5%
16	Poland	1,101	1.8%	26.7%	-55.0%
17	United Arab Emirates	1,078	1.7%	49.3%	-43.7%
18	Russian Federation	993	1.6%	104.7%	-60.8%
19	Qatar	798	1.3%	-12.1%	-63.4%
20	Denmark	785	1.3%	39.7%	-47.7%
21	Serbia	751	1.2%	45.3%	-48.1%
22	Bulgaria	695	1.1%	-5.8%	-59.2%
23	Albania	689	1.1%	64.8%	-19.4%
24	Lebanon	550	0.9%	93.0%	-59.1%
25	Hungary	546	0.9%	-4.2%	-56.7%
26	Sweden	537	0.9%	99.6%	-40.1%
27	Ukraine	491	0.8%	81.9%	-58.2%
28	Bahrain	463	0.7%	71.5%	-14.9%
29	Canada	351	0.6%	116.7%	-69.5%
30	Republic of Ireland	313	0.5%	9.4%	-49.4%
31	Ethiopia	309	0.5%	164.1%	1,831.3%
32	Czech Republic	303	0.5%	21.7%	-59.1%
33	Malta	280	0.4%	21.7%	-48.3%
34	Luxembourg	272	0.4%	83.8%	73.2%
35	Saudi Arabia	261	0.4%	86.4%	-53.1%
36	Portugal	243	0.4%	26.6%	-68.9%
37	Georgia	231	0.4%	94.1%	-60.3%
38	Jordan	212	0.3%	34.2%	-75.7%
39	Singapore	208	0.3%	352.2%	-37.3%
40	Republic of North Macedonia	179	0.3%	326.2%	-27.8%
41	Armenia	167	0.3%	279.5%	-37.7%
42	Croatia	164	0.3%	35.5%	-86.1%
43	Latvia	145	0.2%	90.8%	-16.7%
44	Norway	136	0.2%	325.0%	-61.6%
45	Lithuania	102	0.2%	175.7%	-58.5%
46	Finland	98	0.2%	22.5%	-80.2%
47	Estonia	76	0.1%	-	2.7%
48	People's Republic of China	44	0.1%	-65.6%	-84.8%
49	Azerbaijan	9	0.0%	350.0%	-
50	Slovakia	4	0.0%	-90.0%	-98.4%
51	Bosnia and Herzegovina	4	0.0%	100.0%	-95.0%
52	Pakistan	4	0.0%	300.0%	-
53	Moldova	2	0.0%	-90.9%	-98.3%
54	Afghanistan	2	0.0%	-	-
55	Montenegro	1	0.0%	-	-98.6%
56	Slovenia	1	0.0%	-66.7%	-
57	Morocco		0.0%	-100.0%	-100.0%
58	Oman		0.0%	-100.0%	-100.0%
59	Tunisia		0.0%	-	-100.0%
60	Republic of Korea		0.0%	-	-100.0%
61	Japan		0.0%	-	-100.0%
62	Iraq		0.0%	-100.0%	-100.0%
63	Algeria		0.0%	-	-100.0%
64	Belarus		0.0%	-	-100.0%
65	Sudan		0.0%		
66	India		0.0%		
67	Indonesia		0.0%		
68	Iran		0.0%		
69	Libya		0.0%		
70	Philippines		0.0%		
71	Thailand		0.0%		
	<b>Total</b>	<b>62,412</b>	<b>100.0%</b>	<b>39.6%</b>	<b>-45.7%</b>

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



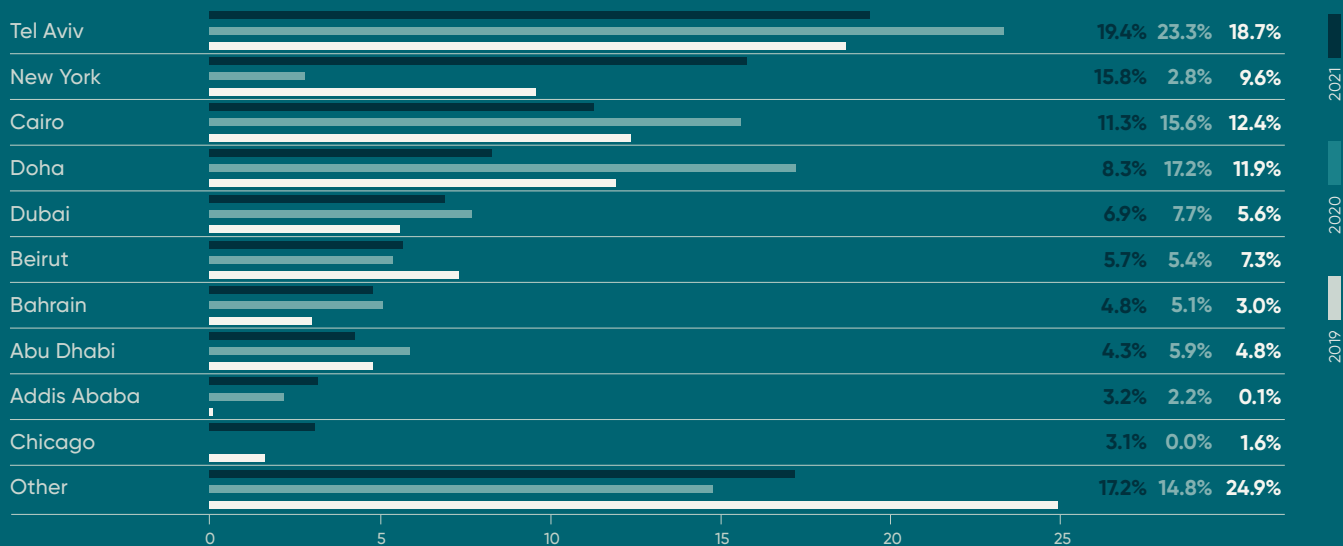
## Top 10 European Destinations for Scheduled Pax Movements

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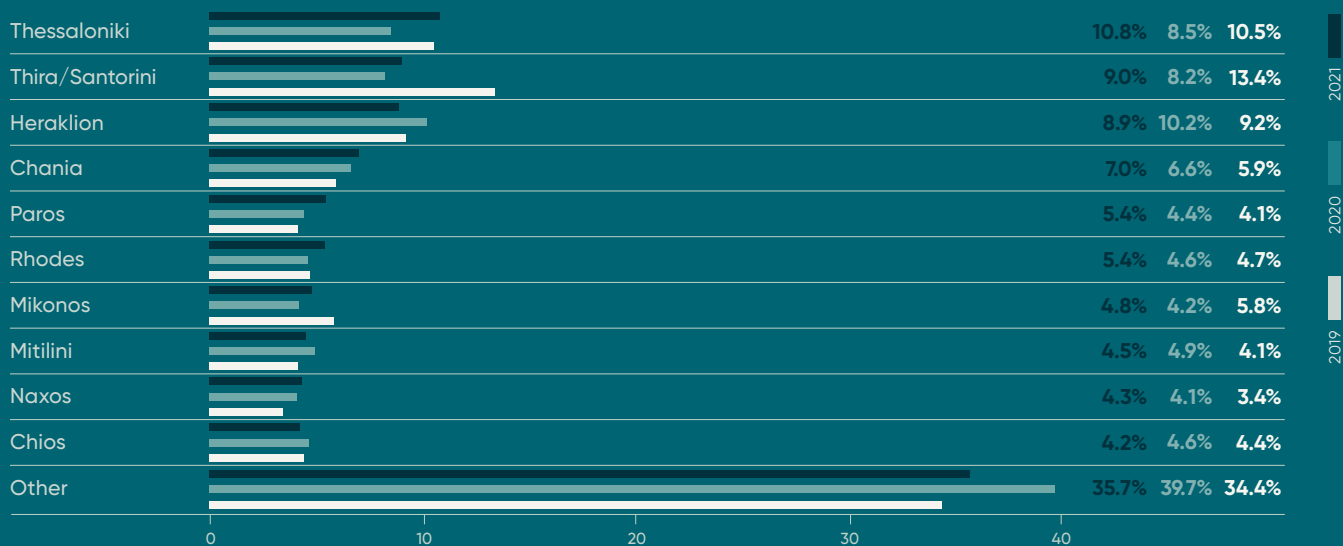
## Top 10 non-European Destinations for Scheduled Pax Movements

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## Top 10 Domestic Destinations for Scheduled Pax Movements

MARKET SHARE



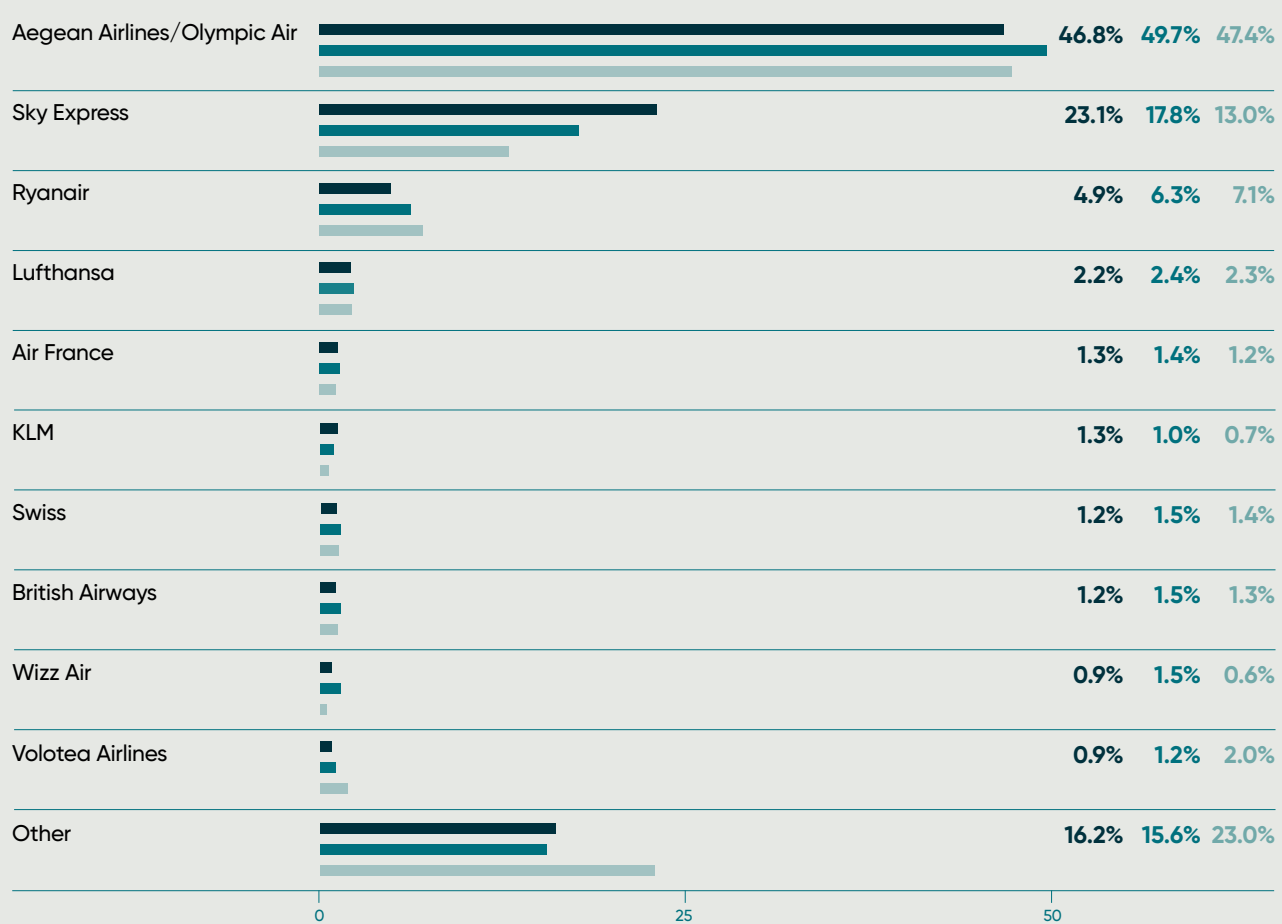
## Ranking of International Destinations according to A/C Movements

	City	Scheduled & Charter Pax A/C Movements 2021	Market Share 2021	% 2021 /2020	% 2021 /2019
1	Larnaca	4,854	7.8%	44.9%	-28.8%
2	London	4,763	7.6%	23.1%	-43.6%
3	Paris	3,866	6.2%	44.7%	-34.1%
4	Amsterdam	2,653	4.3%	48.5%	-9.9%
5	Frankfurt	2,396	3.8%	22.0%	-36.8%
6	Rome	2,141	3.4%	10.4%	-60.7%
7	Vienna	2,032	3.3%	23.1%	-5.5%
8	Istanbul	2,015	3.2%	69.0%	-65.9%
9	Munich	1,978	3.2%	13.9%	-38.5%
10	Tel Aviv	1,911	3.1%	50.2%	-45.2%
11	Brussels	1,857	3.0%	51.5%	-29.0%
12	Zurich	1,755	2.8%	19.6%	-40.2%
13	Milan	1,745	2.8%	37.7%	-46.4%
14	New York	1,517	2.4%	946.2%	-13.9%
15	Bucharest	1,470	2.4%	28.9%	-40.1%
16	Berlin	1,352	2.2%	33.9%	-41.0%
17	Geneva	1,101	1.8%	23.3%	-32.1%
18	Cairo	1,091	1.7%	32.4%	-52.3%
19	Barcelona	1,016	1.6%	65.5%	-53.2%
20	Madrid	988	1.6%	18.9%	-55.4%
21	Moscow	935	1.5%	94.8%	-60.6%
22	Doha	798	1.3%	-12.1%	-63.4%
23	Copenhagen	780	1.2%	38.8%	-45.8%
24	Belgrade	748	1.2%	45.5%	-48.3%
25	Sofia	691	1.1%	-5.6%	-59.4%
26	Tirana	689	1.1%	64.8%	-19.4%
27	Dusseldorf	683	1.1%	4.9%	-35.6%
28	Dubai	668	1.1%	63.7%	-35.2%
29	Warsaw	584	0.9%	19.4%	-53.8%
30	Beirut	550	0.9%	93.0%	-59.1%
31	Budapest	546	0.9%	-4.2%	-56.7%
32	Stockholm	537	0.9%	99.6%	-39.1%
33	Kyiv	490	0.8%	86.3%	-57.8%
34	Bahrain	463	0.7%	71.5%	-14.9%
35	Abu Dhabi	410	0.7%	30.6%	-53.6%
36	Bologna	366	0.6%	48.2%	-50.9%
37	Marseille	363	0.6%	97.3%	-14.2%
38	Stuttgart	326	0.5%	29.4%	-40.5%
39	Hamburg	326	0.5%	24.9%	-37.4%
40	Lyon	323	0.5%	66.5%	-21.8%
41	Dublin	312	0.5%	9.1%	-49.5%
42	Addis Ababa	309	0.5%	164.1%	1,831.3%
43	Prague	303	0.5%	21.7%	-59.1%
44	Nice	299	0.5%	98.0%	-2.3%
45	Chicago	296	0.5%		2.1%
46	Malta	280	0.4%	21.7%	-48.3%
47	Luxembourg	272	0.4%	83.8%	73.2%
48	Manchester	263	0.4%	-9.9%	-61.4%
49	Eindhoven	259	0.4%	-21.5%	-63.4%
50	Katowice	236	0.4%	82.9%	-40.7%
51	Venice	233	0.4%	45.6%	-67.7%
52	Lisbon	228	0.4%	21.3%	-64.5%
53	Atlanta	222	0.4%		
54	Nantes	219	0.4%	37.7%	-49.9%
55	Singapore	208	0.3%	352.2%	-37.3%
56	Krakow	194	0.3%	30.2%	-37.8%
57	Riyadh	193	0.3%	19,200.0%	-20.2%
58	Toronto	190	0.3%	106.5%	-68.7%
59	Washington	188	0.3%		
60	Skopje	179	0.3%	326.2%	-27.8%
61	Amman	178	0.3%	56.1%	-77.3%
62	Catania	170	0.3%	44.1%	-65.7%
63	Basel	169	0.3%	70.7%	-48.6%
64	Tbilisi	168	0.3%	140.0%	-52.5%
65	Yerevan	167	0.3%	279.5%	-37.7%
66	Montreal	161	0.3%	130.0%	-70.3%
67	Edinburgh	151	0.2%	-0.7%	-58.7%
68	Naples	150	0.2%	-3.8%	-72.5%
69	Philadelphia	148	0.2%		-49.5%
70	Toulouse	146	0.2%	9.0%	-37.3%
71	Riga	145	0.2%	90.8%	-16.7%
72	Oslo	136	0.2%	338.7%	-61.6%
73	Cologne	108	0.2%	2,060.0%	-46.0%

	Country*	Scheduled & Charter Pax A/C Movements 2021	Market Share 2021	% 2021 /2020	% 2021 /2019
74	Bordeaux	105	0.2%	38.2%	-54.5%
75	Zagreb	99	0.2%	3.1%	-83.8%
76	Vilnius	96	0.2%	182.4%	-59.7%
77	Helsinki	94	0.2%	20.5%	-77.9%
78	Montpellier	88	0.1%	37.5%	
79	Wroclaw	87	0.1%	155.9%	40.3%
80	Memmingen	86	0.1%	30.3%	-24.6%
81	Karlsruhe/Baden Baden	78	0.1%	30.0%	-34.5%
82	Tallinn	76	0.1%		2.7%
83	Jeddah	67	0.1%	-50.7%	-78.7%
84	Dubrovnik	65	0.1%	261.1%	-82.2%
85	Kutaisi	62	0.1%	29.2%	-72.8%
86	Izmir	58	0.1%	-14.7%	-85.1%
87	Bristol	56	0.1%	-49.1%	-75.2%
88	Dortmund	54	0.1%	-28.9%	
89	Lille	54	0.1%	2,600.0%	1.9%
90	Bacau	54	0.1%		
91	Beijing	44	0.1%	-62.4%	-84.8%
92	Krasnodar	44	0.1%	4,300.0%	-26.7%
93	Strasbourg	38	0.1%		11.8%
94	Malaga	36	0.1%		-72.3%
95	Aqaba	34	0.1%	-22.7%	-61.4%
96	Pisa	34	0.1%		-46.9%
97	Alexandria	32	0.1%		-82.4%
98	Graz	27	0.0%		285.7%
99	Hanover	21	0.0%	-51.2%	-80.6%
100	Bari	19	0.0%		-90.7%
101	Verona	18	0.0%	350.0%	-89.9%
102	Porto	15	0.0%	275.0%	-89.3%
103	Paphos	10	0.0%	-91.4%	-58.3%
104	St Petersburg	10	0.0%	150.0%	-90.1%
105	Baku	9	0.0%	350.0%	
106	Kaunas	6	0.0%	100.0%	-25.0%
107	Vitoria	5	0.0%	150.0%	150.0%
108	Bratislava	4	0.0%	-90.0%	-98.4%
109	Rovaniemi	4	0.0%	100.0%	-33.3%
110	Varna	4	0.0%	-33.3%	
111	Ankara	4	0.0%		300.0%
112	Islamabad	4	0.0%	300.0%	
113	Antwerp	4	0.0%		
114	Pristina	3	0.0%	0.0%	
115	Eilat	3	0.0%		
116	Chisinau	2	0.0%	-90.9%	-98.3%
117	Valencia	2	0.0%	100.0%	-97.5%
118	Sarajevo	2	0.0%	0.0%	-96.7%
119	Billund	2	0.0%		-96.7%
120	Innsbruck	2	0.0%		
121	Kabul	2	0.0%		
122	Kazan	2	0.0%		
123	Mostar	2	0.0%		
124	Newcastle	2	0.0%		
125	Odense	2	0.0%		
126	Platov	2	0.0%		
127	Trieste	2	0.0%		
128	Nuremberg	1	0.0%	-97.9%	-98.0%
129	Podgorica	1	0.0%		-98.6%
130	Birmingham	1	0.0%	-66.7%	-80.0%
131	Hurghada	1	0.0%	0.0%	-50.0%
132	Ljubljana	1	0.0%	-66.7%	
133	Odesa	1	0.0%	-66.7%	
134	Batumi	1	0.0%	0.0%	
135	Turin	1	0.0%		0.0%
136	Aarhus	1	0.0%		
137	Antalya	1	0.0%		
138	Crotone	1	0.0%		
139	Granada	1	0.0%		
140	Jerez de la Frontera	1	0.0%		
141	Kutahya Zafer	1	0.0%		
142	Oberpfaffenhofen	1	0.0%		
143	Shannon	1	0.0%		
144	Yanbu	1	0.0%		
	<b>Total</b>	<b>62,412</b>	<b>100.0%</b>	<b>39.6%</b>	<b>-45.7%</b>

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

MARKET SHARE

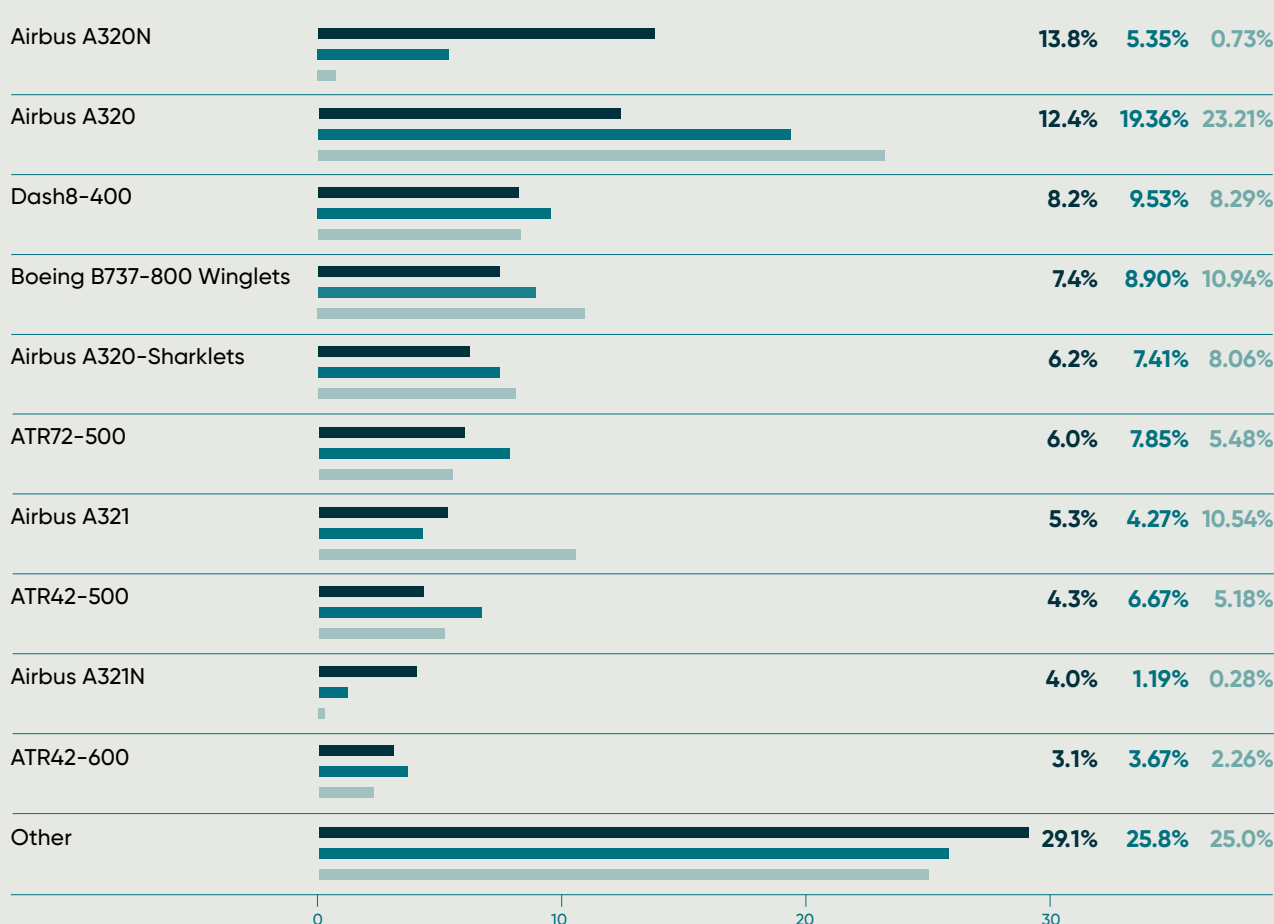


## Ranking of Domestic Destinations According to A/C Movements

	City*	Scheduled & Charter Pax A/C Movements 2021	Market Share 2021	% 2021 /2020	% 2021 /2019
1	Thessaloniki	7,204	10.9%	78.6%	-21.8%
2	Thira/Santorini	5,931	9.0%	54.5%	-49.7%
3	Heraklion	5,894	8.9%	23.9%	-27.1%
4	Chania	4,642	7.0%	51.5%	-9.7%
5	Paros	3,558	5.4%	72.9%	-1.9%
6	Rhodes	3,542	5.4%	63.7%	-14.4%
7	Mikonos	3,201	4.8%	61.4%	-36.9%
8	Mitilini	2,946	4.5%	28.8%	-18.2%
9	Naxos	2,832	4.3%	48.0%	-5.5%
10	Chios	2,772	4.2%	29.8%	-28.3%
11	Kerkyra/Corfu	2,695	4.1%	38.1%	-20.8%
12	Kos	2,551	3.9%	39.4%	-22.0%
13	Alexandroupolis	2,333	3.5%	32.5%	-14.9%
14	Milos	2,015	3.0%	43.3%	-10.1%
15	Samos	2,012	3.0%	19.3%	-19.8%
16	Limnos	1,285	1.9%	16.0%	-22.8%

## Top 10 A/C Types According to Number of Flights

MARKET SHARE



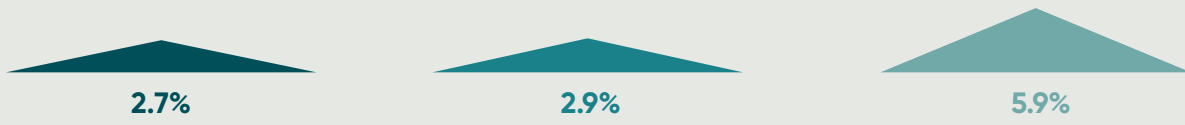
	City*	Scheduled & Charter Pax A/C Movements 2021	Market Share 2021	% 2021 /2020	% 2021 /2019
17	Zakinthos	1,160	1.8%	30.0%	-34.9%
18	Kefallonia	1,070	1.6%	31.9%	-31.5%
19	Ioannina	1,020	1.5%	13.7%	-44.9%
20	Karpathos	998	1.5%	23.1%	-5.4%
21	Ikaria	968	1.5%	56.9%	-15.9%
22	Skiathos	872	1.3%	26.9%	-16.8%
23	Kithira	729	1.1%	34.8%	-18.5%
24	Kavala	584	0.9%	14.1%	-43.5%
25	Astypalea	538	0.8%	18.5%	5.3%
26	Leros	517	0.8%	5.9%	-29.8%
27	Sitia	444	0.7%	45.1%	-3.1%
28	Syros	441	0.7%	-9.8%	-18.6%
29	Skiros	437	0.7%	6.6%	-1.1%
30	Kalimnos	396	0.6%	3.7%	1.0%
31	Kastoria-Kozani*	299	0.5%	-3.5%	-16.5%
	<b>Total</b>	<b>66,167</b>	<b>100.0%</b>	<b>41.4%</b>	<b>-24.6%</b>

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

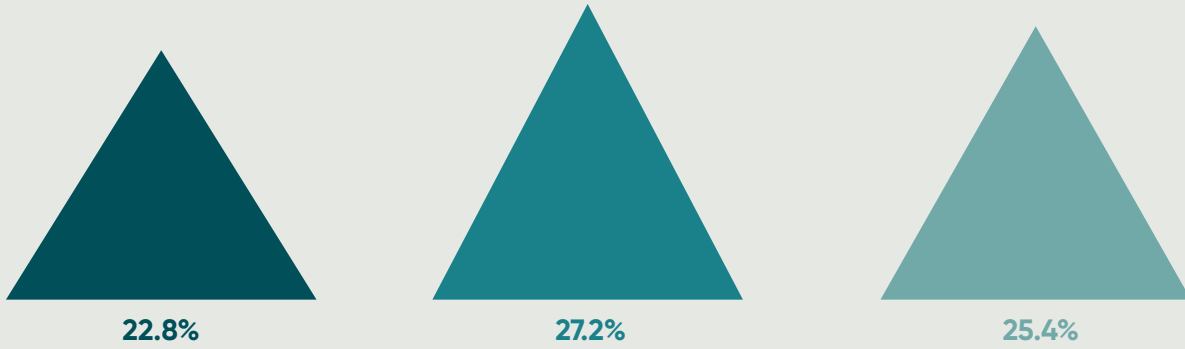
### Low-cost carriers' share in scheduled A/C Movements

MARKET SHARE

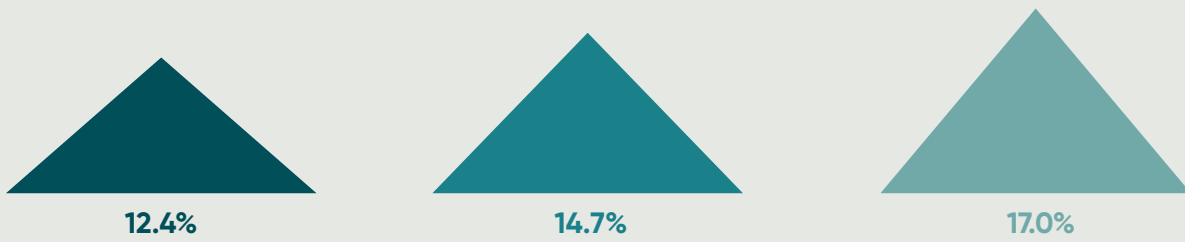
Domestic



International



Total



### Alliances' Market Share in Scheduled A/C Movements

MARKET SHARE

Star Alliance



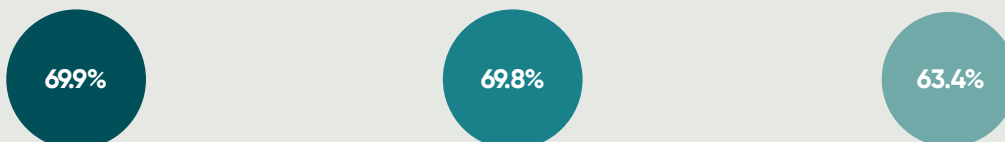
Skyteam



Oneworld



Non-allied Carriers



## Peak and Average Daily A/C Movements

	Ranking	Day	Date	No of Flights
	1	Saturday	31/07/2021	818
	2	Sunday	01/08/2021	804
	3	Friday	06/08/2021	794
	4	Sunday	15/08/2021	794
10 Busiest Days	5	Saturday	21/08/2021	789
	6	Saturday	07/08/2021	786
	7	Friday	30/07/2021	782
	8	Friday	23/07/2021	781
	9	Friday	20/08/2021	778
	10	Friday	13/08/2021	776
30th Busiest Day	30	Tuesday	10/08/2021	738
<b>Average Day</b>		<b>Wednesday</b>	<b>15/12/2021</b>	<b>435</b>

Average Day = Day with a/c movements traffic closest to the average (158,950/365=435)

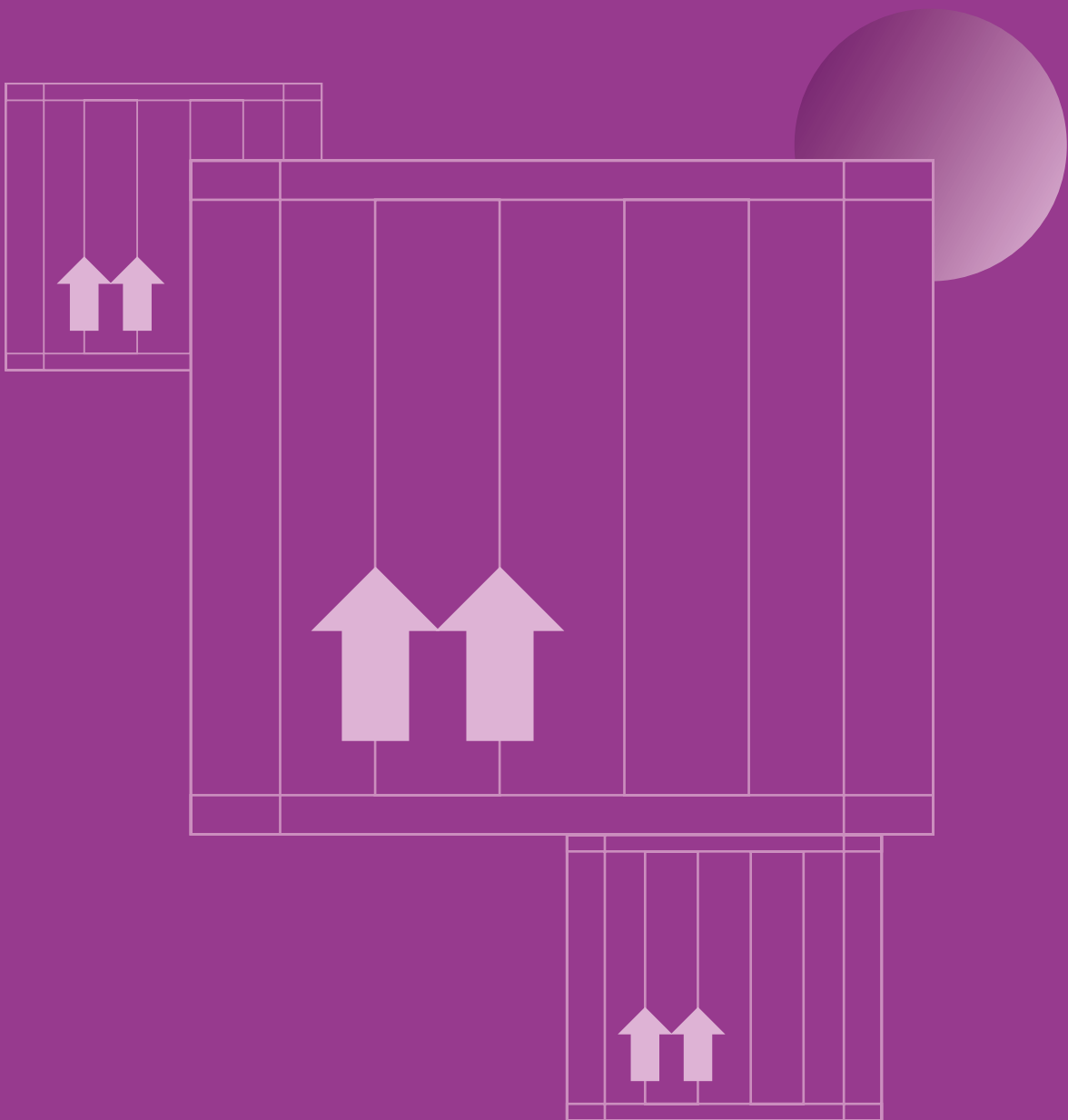
## Daily A/C Movements Peaks

		Day	Date	No of Flights
Domestic	Arrivals	Friday	30/07/2021	176
	Departures	Friday	06/08/2021	174
	<b>Total</b>	<b>Friday</b>	<b>30/07/2021</b>	<b>349</b>
International	Arrivals	Saturday	21/08/2021	239
	Departures	Saturday	31/07/2021	251
	<b>Total</b>	<b>Saturday</b>	<b>31/07/2021</b>	<b>490</b>
Total Traffic	Arrivals	Saturday	31/07/2021	405
	Departures	Saturday	31/07/2021	413
	<b>Total</b>	<b>Saturday</b>	<b>31/07/2021</b>	<b>818</b>

## Monthly Distribution of MTOW by Flight Type (in tonnes)

Month	Scheduled Pax	Charter Pax	Scheduled Cargo	Charter Cargo	Commercial		Grand Total
					Other	Non-Commercial	
January	264,537	2,619	40,279	667	9,420	14,020	331,541
February	204,966	4,756	40,624	510	9,648	14,444	274,948
March	254,070	4,646	41,080	10,139	10,752	17,605	338,292
April	332,346	2,383	42,386	1,927	10,959	16,458	406,458
May	469,841	1,534	37,663	4,551	19,046	25,210	557,845
June	868,731	2,815	40,672	1,294	30,225	36,207	979,943
July	1,243,884	3,117	39,263	3,957	40,830	42,829	1,373,880
August	1,370,231	4,379	38,258	1,010	35,392	48,623	1,497,892
September	1,229,435	3,814	38,032	1,085	25,108	29,482	1,326,956
October	1,084,549	3,310	37,891	2,489	22,546	23,988	1,174,773
November	809,038	3,849	37,443	6,692	15,729	20,252	893,003
December	815,099	1,826	41,149	3,621	14,166	18,239	894,101
<b>Year Total</b>	<b>8,946,727</b>	<b>39,046</b>	<b>474,739</b>	<b>37,943</b>	<b>243,821</b>	<b>307,357</b>	<b>10,049,632</b>

# Tonnes Up in the Sky





## The total flown cargo uplift in 2021 reached 96,907 tonnes and not only did it recover the 19.4% loss noticed during 2020 by posting a dynamic 27.9% increase but it also exceeded 2019 volumes by 2.4%

According to IATA's market analysis report, in 2021 global air cargo traffic exhibited the second-best annual performance (+18.7% year-on-year) since 1990, when IATA started monitoring cargo results, outperforming both 2019 (+6.9%) and the pre-crisis 2018 peak (+3.5%). Despite the remarkably high air cargo rates (+150% compared to December 2019) the demand was so robust that the cargo growth was almost twice as strong as the rebound in world trade (+9.8%). Contributing factors for these results included the heavy delays and increased costs of the ocean shipping that made air cargo more attractive as well as the transport of covid-related material.

At AIA, the total flown cargo uplift reached 96,907 tonnes and not only did it recover the 19.4% loss noticed during 2020 by posting a dynamic 27.9% increase but it also exceeded 2019 volumes by 2.4%.

International freight traffic was the main driver for such notable rebound (+30.8% vs. 2021 and +9% vs. 2019). Volumes were equally shared between cargo and passenger aircraft (48% - 48%) while 4% was carried by Freighters, i.e., underutilized passenger aircraft that were used solely for the transportation of freight.

There were further market developments worth mentioning:

- International inbound freight increased by 23.9% year-on-year and by 11% vs. 2019. Similarly, international outbound freight soared by 37.3% year-on-year and by 7.4% compared to 2019.
- Domestic freight, although having posted a 15%-increase compared to 2020, remained below the 2019 levels by 17.2%.
- Lack of regular capacity on flights was evident in the mail volumes in both the domestic and the international sectors.
  - Domestic mail experienced a further 38% year-on-year reduction accumulating a loss of 56.8% vs 2019 volumes;
  - International mail experienced a slight growth of 3.9% but the comparison with 2019 demonstrated a 45.5% decline;
  - To satisfy the demand for additional capacity, Hellenic Post continued the operation of road freight services in cooperation with other European postal authorities. These volumes, however, are not included in the airport's statistics.
- The main operator of Freighters was Turkish Airlines followed by Air Canada, Aeroflot, and British Airways.
- International road feeder service volumes were further increased by a remarkable year-on-year 35.6% and by 67.5% compared to 2019 tonnage. The integrators' (DHL, FedEx, and UPS) share on road freight comprised 86%, yet the legacy carriers, such as American Airlines, Air France, Lufthansa, and Turkish Airlines, also increased their frequencies during 2021 posting a considerable 126% increase in freight transported by road (11% market share). The remaining 3% consisted of ad hoc services.
- Ten airlines carried almost 80% of international freight traffic. These included: DHL, Emirates, UPS, Qatar Airways, FedEx, Turkish Airlines, Olympic Air, Aegean Airlines, American Airlines, and Air Canada.
- The re-introduction of passenger flights and the associated increase of belly capacity resulted in a decrease in the integrators' market share (45% compared to 55.7% in 2020). Still, it remained considerably higher than in 2019 (36.7%).
- Four airlines shared the domestic traffic volumes: Olympic Air, DHL, Sky Express and Swiftair Hellas, the latter operating on behalf of the three integrators.

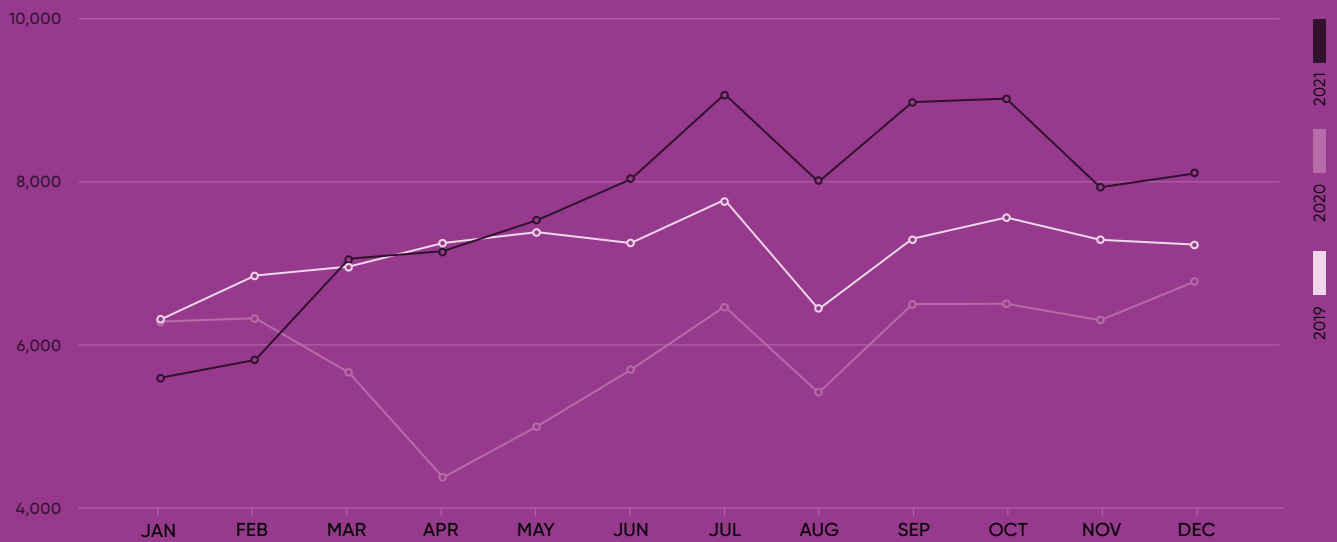
Finally, predictions for 2022 traffic are challenging. Several key factors heavily influence the operating environment and the global trade: increased energy costs, supply chain disruptions due to the China lockdown, drop in air cargo capacity due to the war in Ukraine, and flight cancellations due to staffing shortages. Yet, at AIA, 2022 made a dynamic start compared both to 2021 and 2019. It remains to be seen when and at what extent this new crisis will affect the Greek market.

## Monthly Cargo Uplift (tonnes)

Month	Freight	% 2021 /2020	% 2021 /2019	Mail	% 2021 /2020	% 2021 /2019	Total Cargo	% 2021 /2020	% 2021 /2019
January	5.598,0	-11.0%	-12.3%	330,6	-49.0%	-48.5%	5.928,6	-14.6%	-15.6%
February	5.816,8	-8.1%	-15.7%	278,8	-53.6%	-53.2%	6.095,6	-12.1%	-18.7%
March	7.071,8	25.0%	0.9%	364,8	-6.6%	-42.0%	7.436,6	23.0%	-2.7%
April	7.165,5	64.4%	-2.0%	398,6	331.1%	-41.0%	7.564,0	69.9%	-5.3%
May	7.548,7	51.3%	1.4%	328,5	176.5%	-51.0%	7.877,2	54.2%	-2.9%
June	8.055,6	41.5%	10.1%	365,2	55.5%	-42.7%	8.420,8	42.1%	5.9%
July	9.111,5	40.7%	16.0%	331,6	-12.0%	-47.9%	9.443,1	37.8%	11.2%
August	8.024,3	48.4%	23.8%	310,4	-16.7%	-48.9%	8.334,7	44.2%	17.6%
September	9.013,1	38.5%	22.2%	337,9	-21.3%	-50.7%	9.351,0	34.8%	16.0%
October	9.056,3	39.1%	18.3%	386,2	-10.4%	-53.7%	9.442,5	36.0%	11.2%
November	7.957,5	26.2%	8.0%	392,3	8.9%	-53.3%	8.349,9	25.3%	1.7%
December	8.127,0	19.8%	11.1%	535,9	27.3%	-28.8%	8.662,8	20.3%	7.3%
<b>Total 2021</b>	<b>92.546,1</b>	<b>29.8%</b>	<b>7.1%</b>	<b>4.360,8</b>	<b>-2.6%</b>	<b>-46.9%</b>	<b>96.906,9</b>	<b>27.9%</b>	<b>2.4%</b>

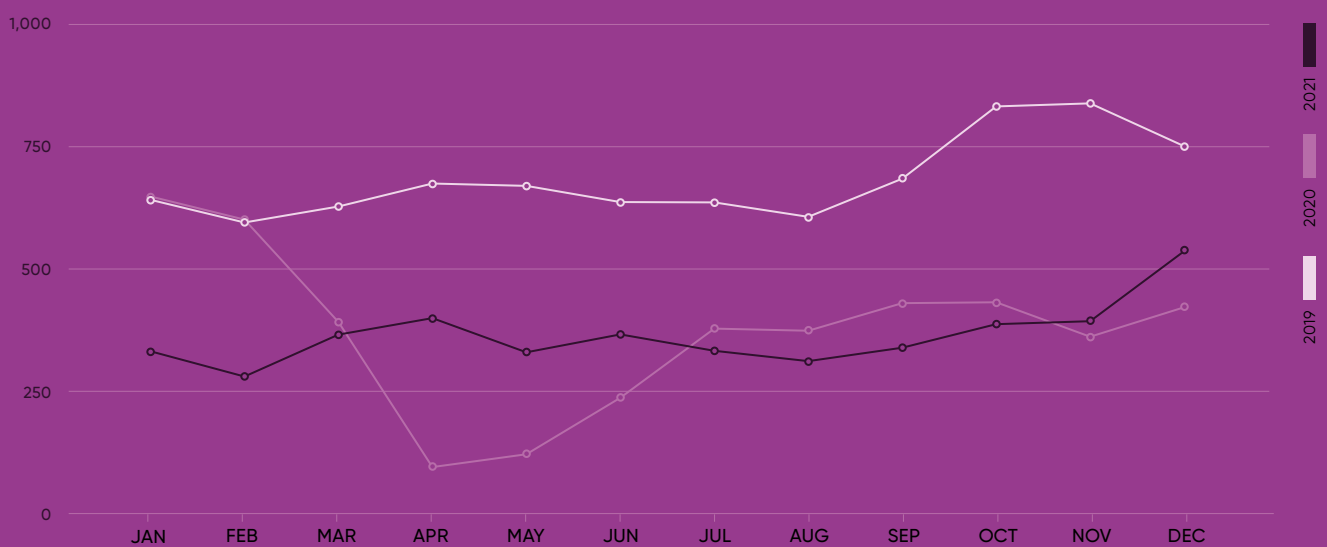
### Freight monthly uplift

TONNES

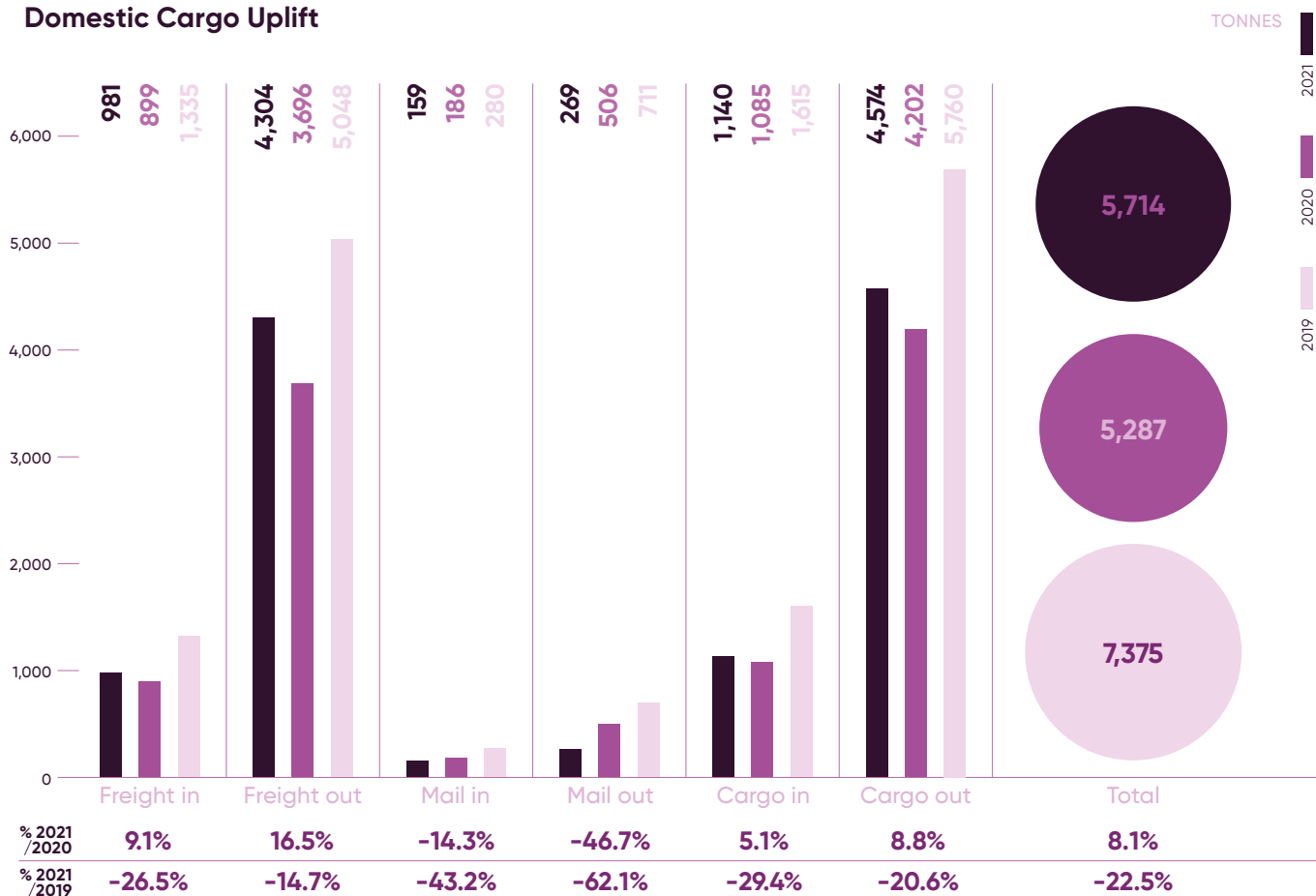


### Mail monthly uplift

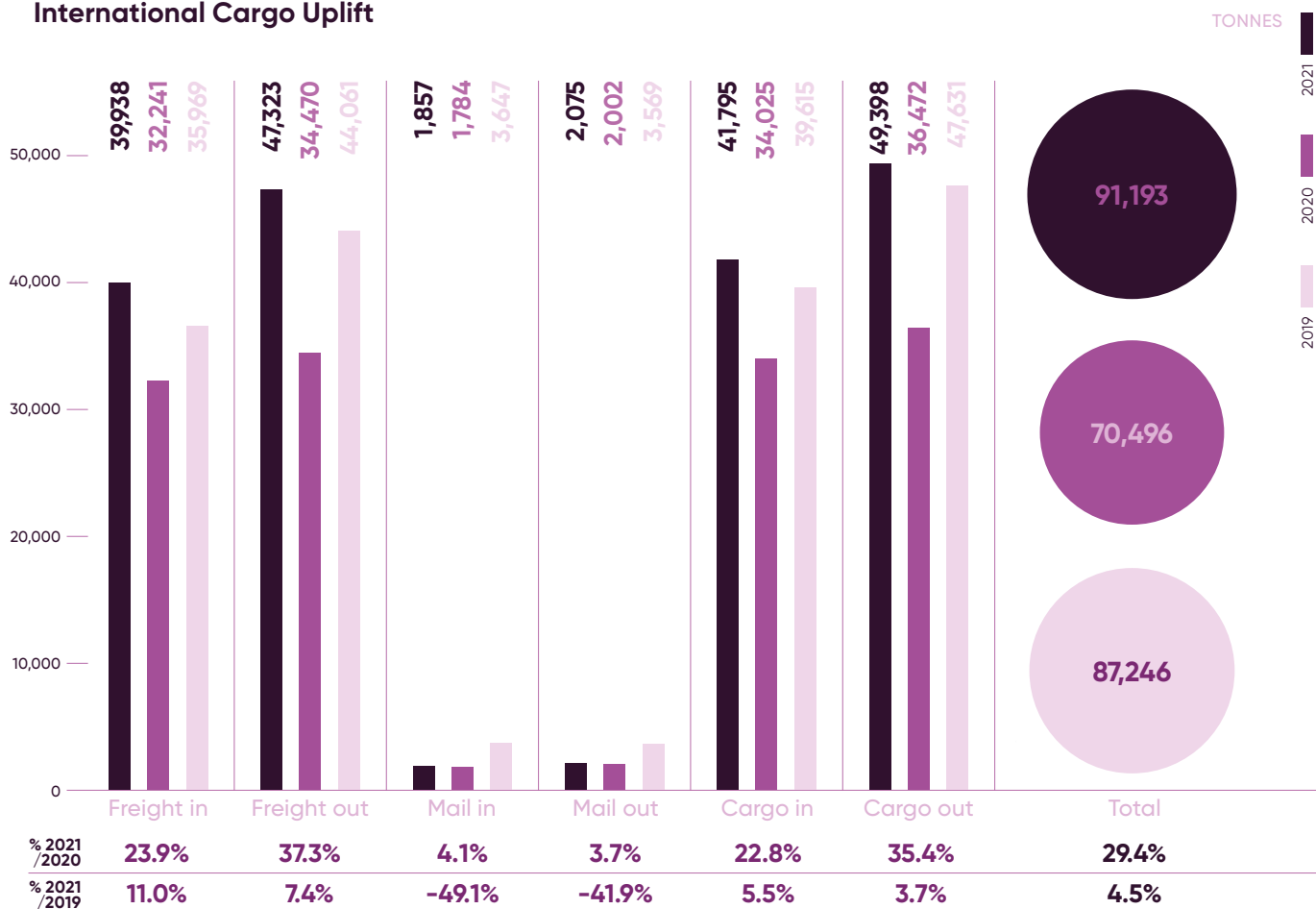
TONNES



### Domestic Cargo Uplift

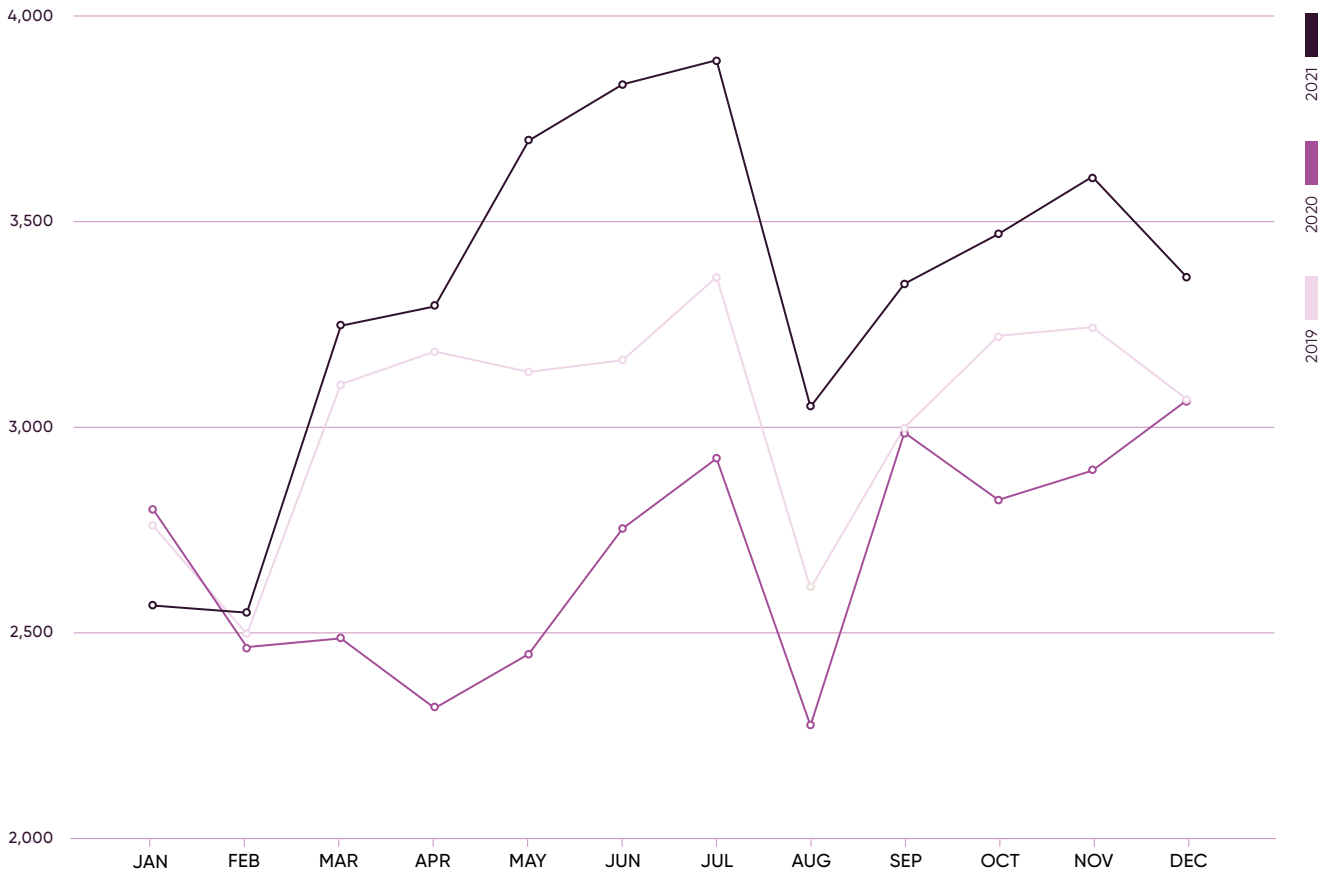


### International Cargo Uplift



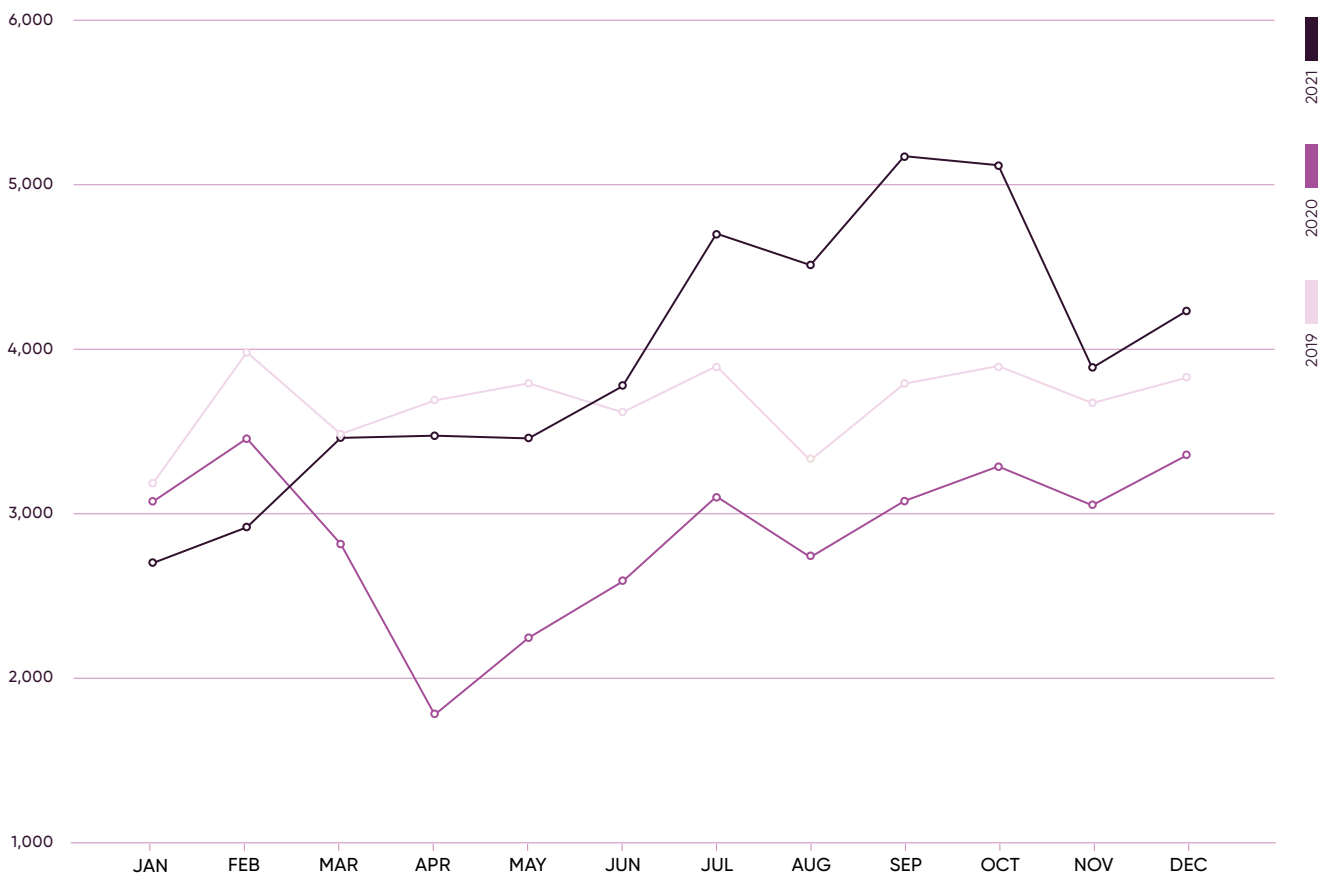
### International Inbound Freight

TONNES



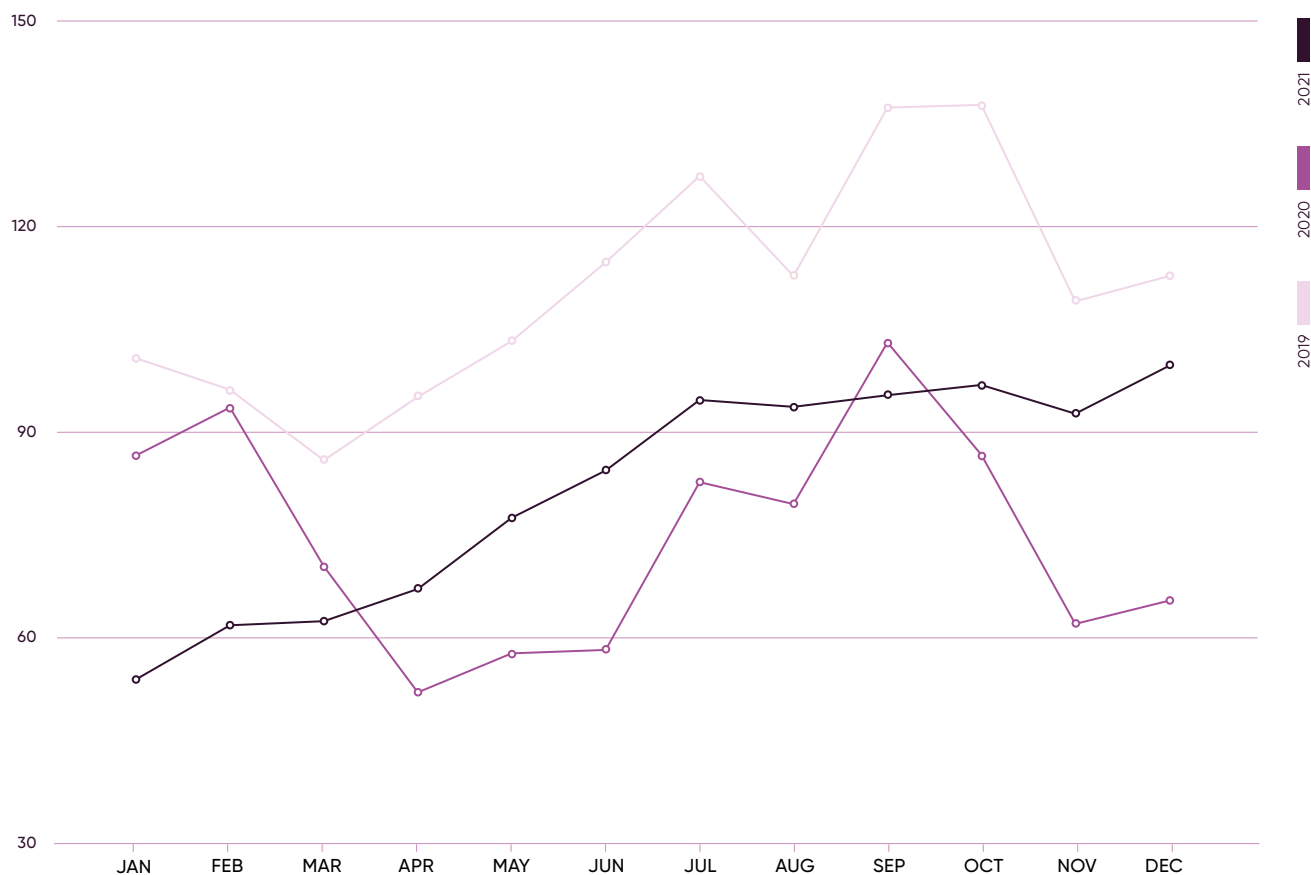
### International Outbound Freight

TONNES



### Domestic Inbound Freight

TONNES



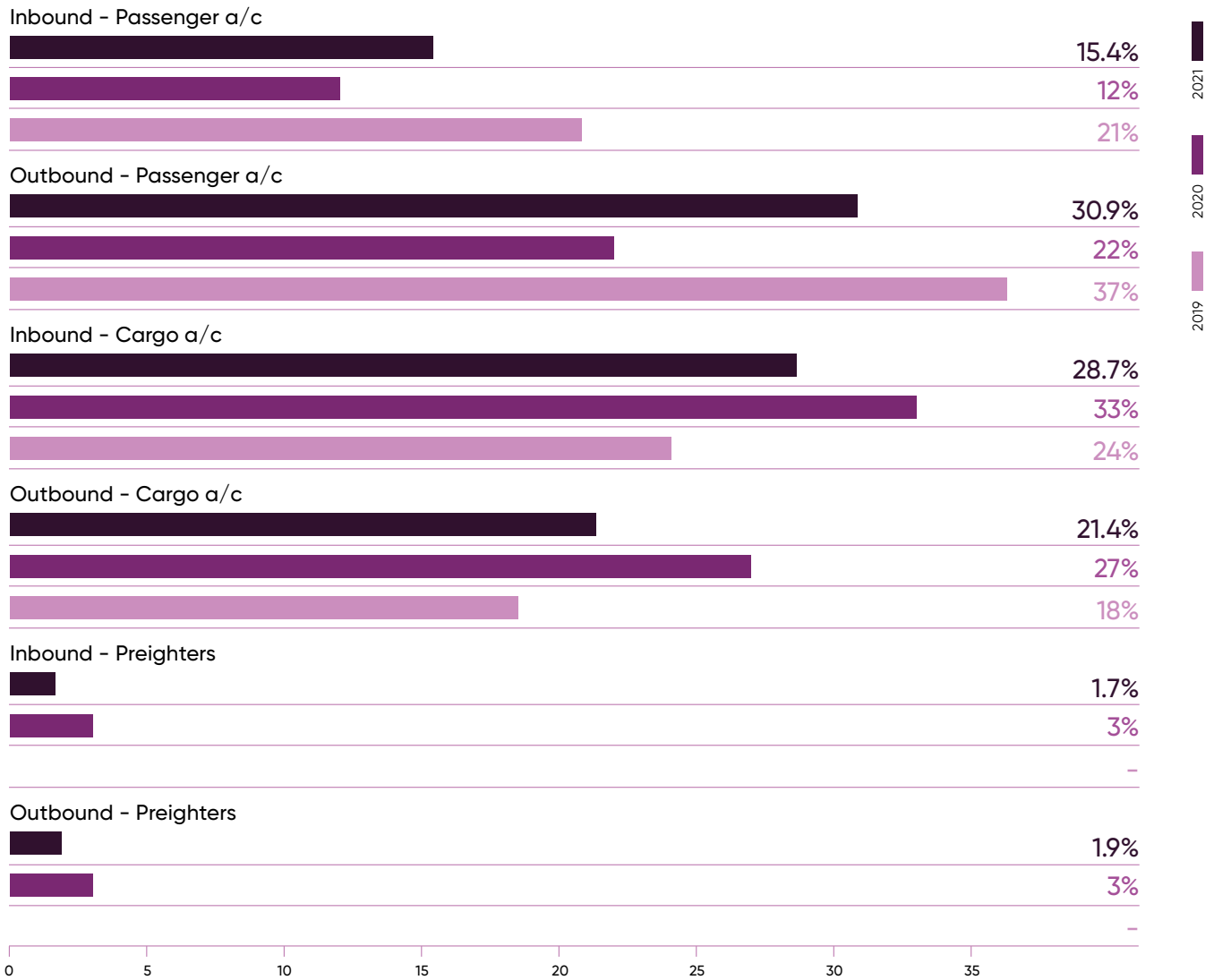
### Domestic Outbound Freight

TONNES



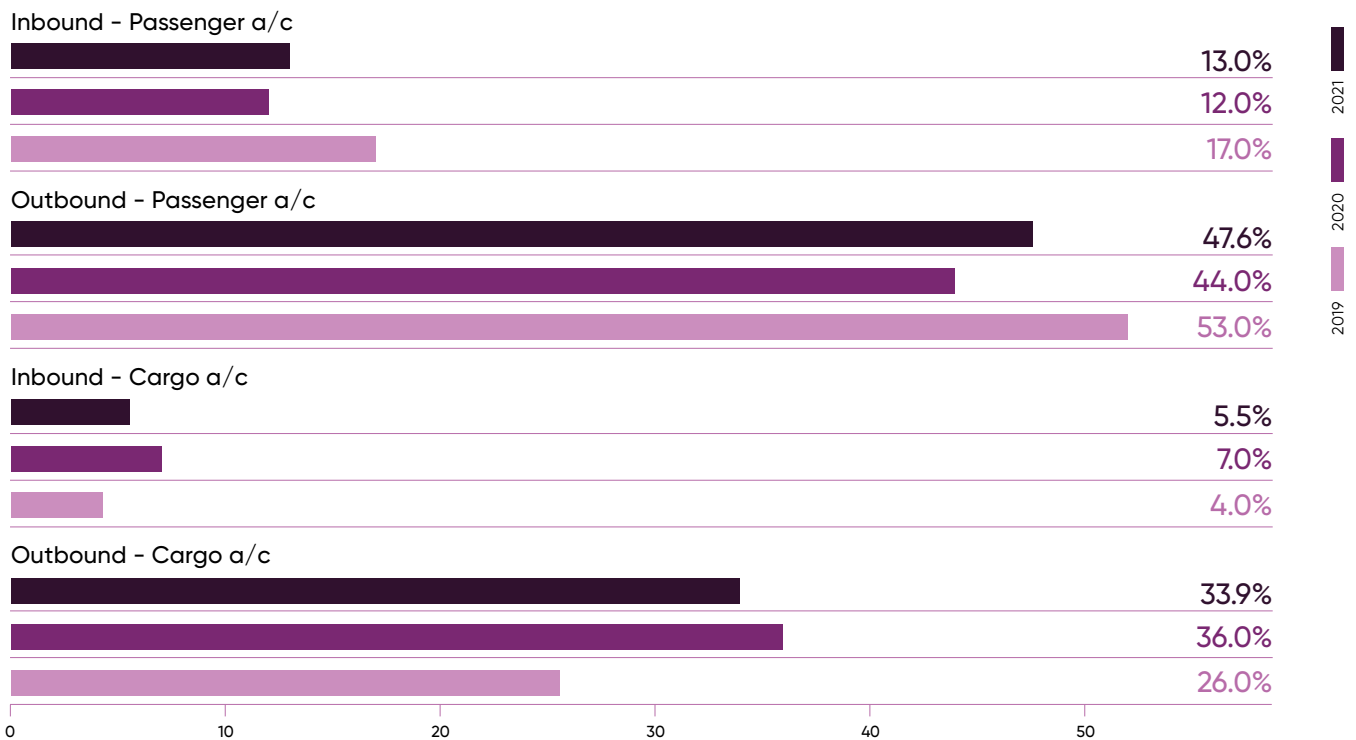
### Structure of International Freight Uplift

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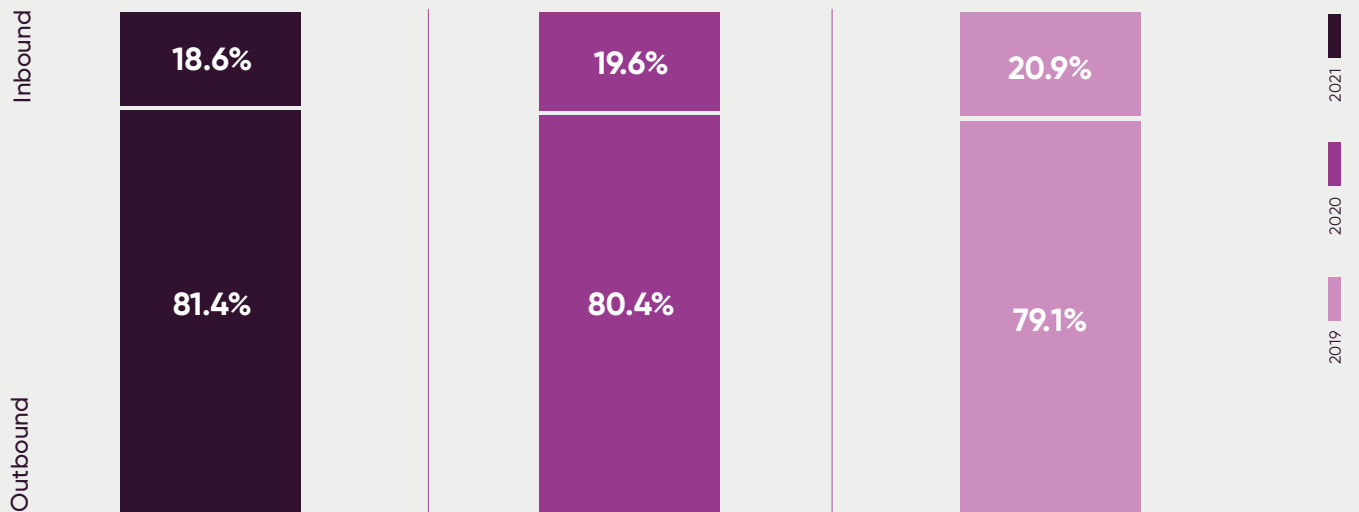
### Structure of Domestic Freight Uplift

MARKET SHARE



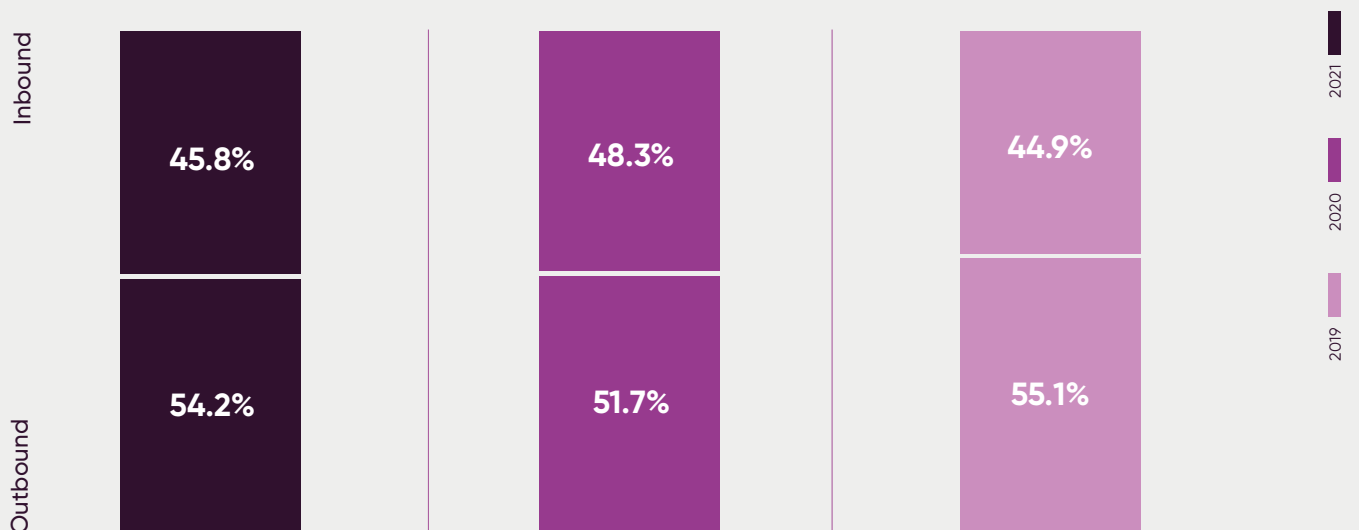
### Domestic Freight Uplift

MARKET SHARE



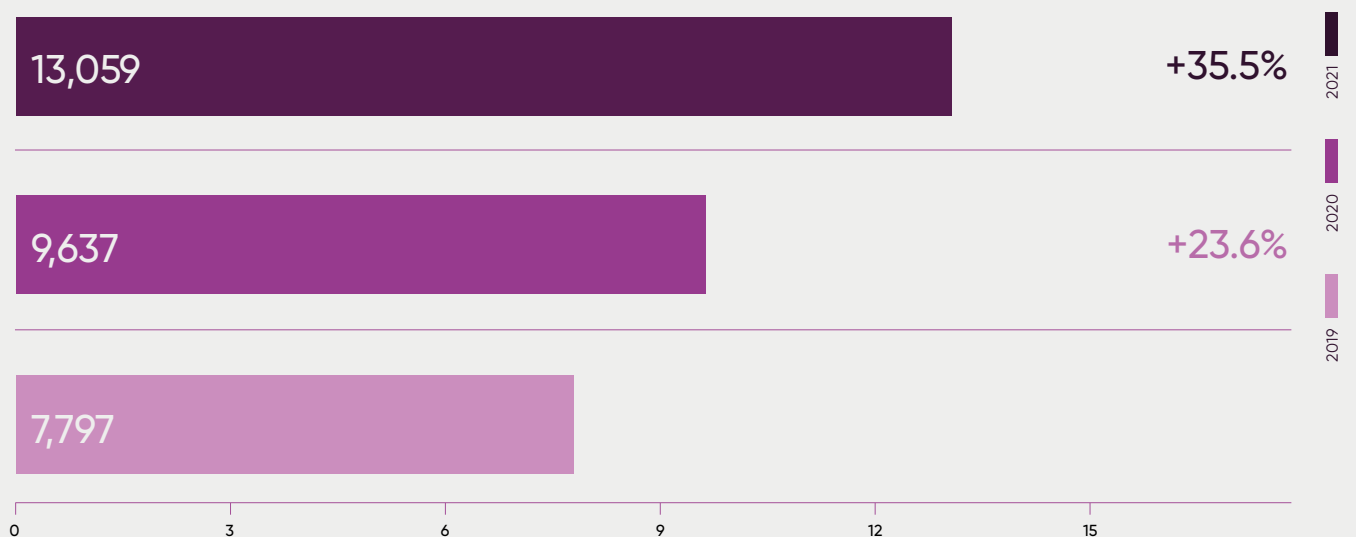
### International Freight Uplift

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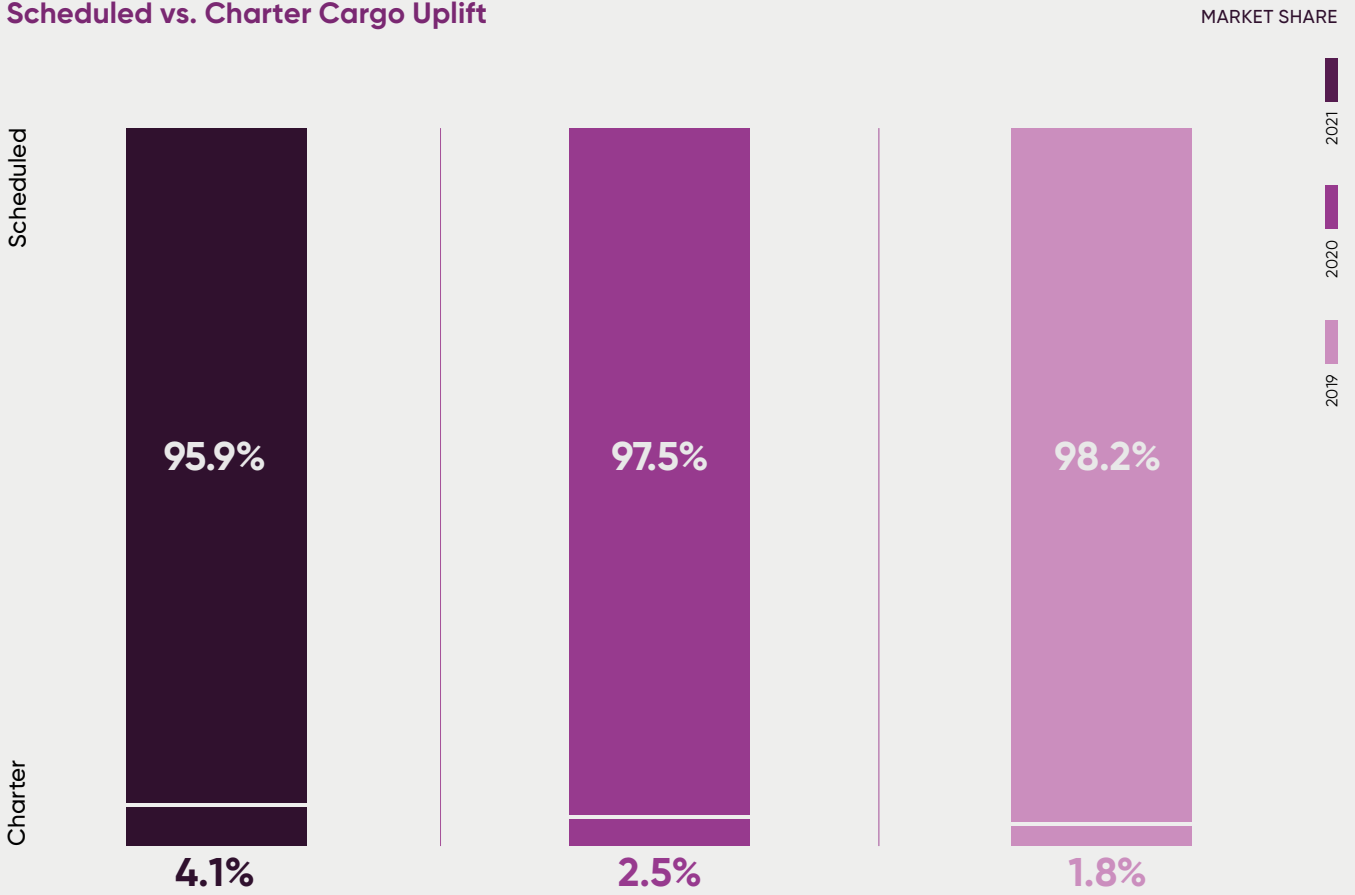


### Road service - Cargo volumes

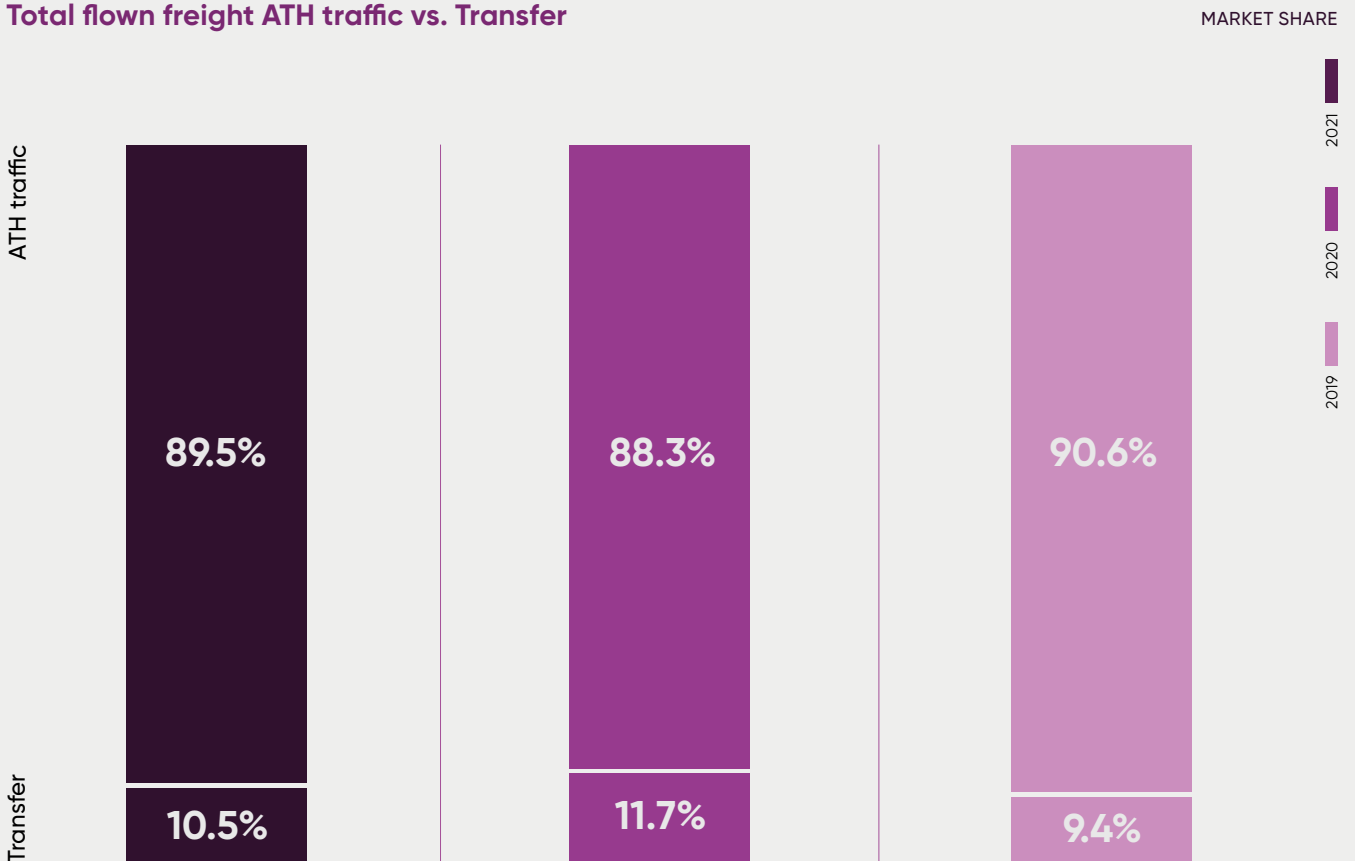
TONNES



Scheduled vs. Charter Cargo Uplift



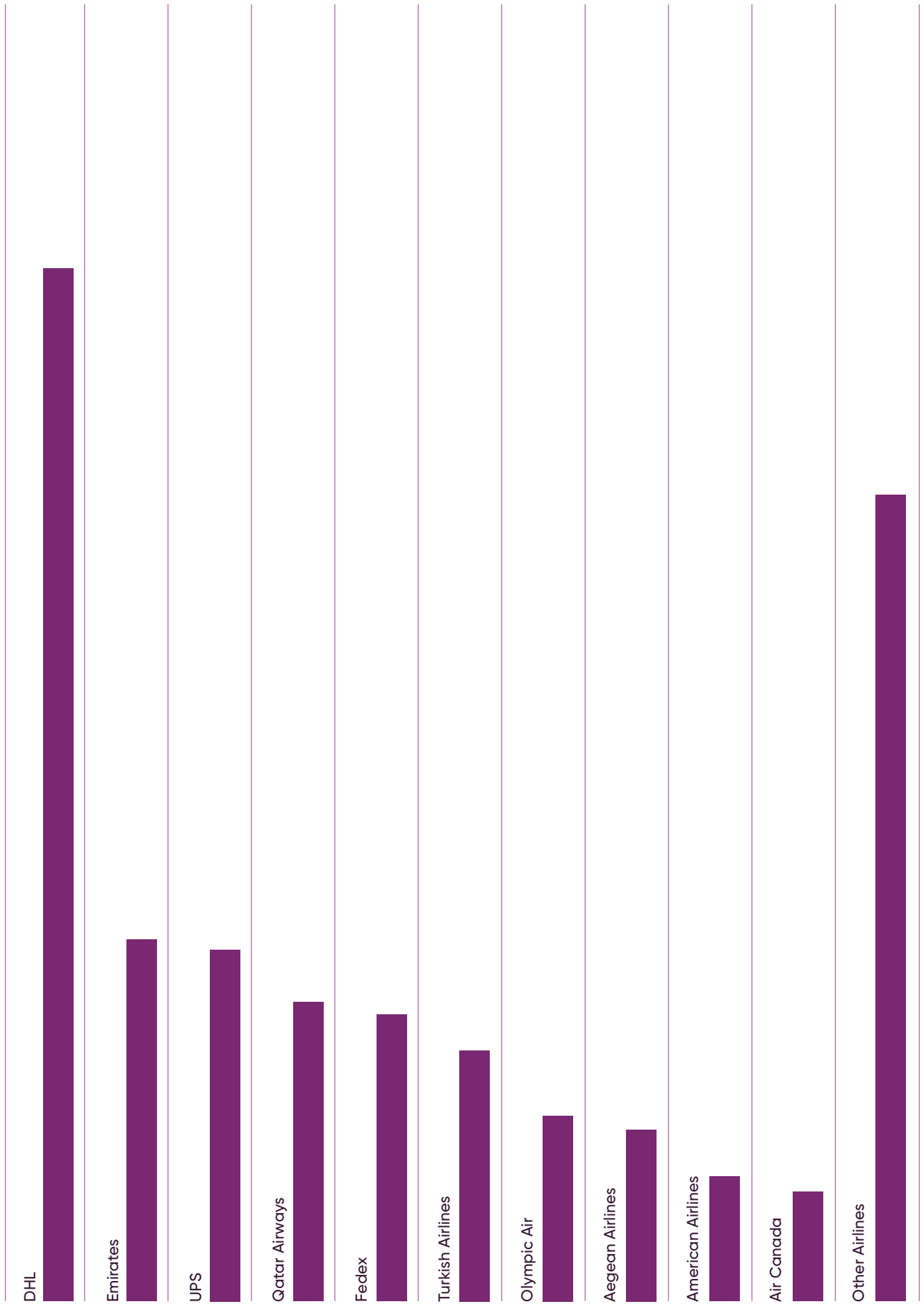
Total flown freight ATH traffic vs. Transfer





Cargo Uplift - Top 10 Airlines

MARKET SHARE



# The Network Worksheet



# In 2021, Athens was directly connected with scheduled services to 132 destinations—cities in 48 countries operated by a total of 62 carriers

In 2021, Athens was directly connected with scheduled services to 132 destinations—cities (126 in 2020, 157 in 2019), in 48 countries (51 in 2020, 55 in 2019), operated by a total of 62 carriers (59 in 2020, 66 in 2019).

A national lockdown marked the beginning of 2021 in Greece. As of mid-May, traffic and the Airport's international network gradually started to recover following the progressive lifting of travel restrictions and a number of important new developments were witnessed.

Compared to 2019 and 2020, two new airlines started operating to/from Athens airport, namely WizzAir Abu Dhabi (flying to/from Abu Dhabi) and TUS Airways (flying to/from Larnaca and Paphos). Three new destinations/cities entered the list of the Airports' international coverage: Atlanta by Delta Airlines, Bacau by Blue Air and Washington by United Airlines. The introduction of American Airlines' Athens–New York service, on top of the existing Chicago and Philadelphia ones, is an additional proof of the dynamic development of the US market. We must also note that in 2021, Sky Express introduced international services to a number of main European destinations (Brussels, Larnaca, London, Paris and Rome), in addition to expanding its domestic network.

The spread of the pandemic effect across the Airport operations has also heavily affected marketing actions and activities during the first quarter of the year. As airlines' decisions on future route planning and development were extremely limited and became subject to governmental restrictions and approvals, there was no room for taking remedial steps or discussing how to drive growth. The situation started to improve at the end of the second quarter: the gradual ease of the restrictions encouraged growth potential on specific markets, namely Europe and USA.

AIA introduced temporary measures to help operating airlines mitigate costs during the lockdown periods and to support and encourage the development of international flights during the summer 2021 period and thereafter:

- January 2021 - June 2021: a 50% discount on aircraft parking for grounded aircraft (>24hrs/home-based carriers) and a 20% discount on parking charges for all other aircraft (the scheme was introduced in October 2020).
- 1st July and thereafter: "Restart Incentive" aiming to support airlines to restore international capacity to Athens, providing a 50% discount on Landing and Parking charges valid for the number of flights operated above the threshold of 35% and up to a maximum of 75% in relation to the monthly number of flights achieved by each airline during the respective months of 2019.

Considering the unprecedented situation that the aviation and tourism industries continue to face, the Airport Company altered its incentives' policy by adjusting part of the conditions for discounts' eligibility, thus immediately responding to the market conditions and supporting the airlines that maintained operations during the adverse period of travel restrictions. As is always the case, AIA's incentives are applied in a fully transparent and non-discriminatory manner.

# 32

## Domestic Scheduled Destinations



Domestic ●

**2** New Airlines in 2021

**3** New Destinations in 2021

### New Airlines 2021

TUS Airways  
WizzAir Abu Dhabi

### New Destinations 2021

Atlanta  
Bacau  
Washington

### 62 Airlines Operating Scheduled Passenger Flights

Aegean Airlines	Bulgaria Air	Israir	Swiss Intl Air Lines
Aer Lingus	Croatia Airlines	Jonika Airlines	Tarom Romania
Aeroflot	Cyprus Airways	KLM	Transavia Airlines
Air Baltic	Delta Airlines	LOT Polish Airlines	Transavia France
Air Canada	easyjet	Lufthansa	TUI FLY Belgium
Air China	easyjet Europe	MEA	Turkish Airlines
Air Europa	easyjet Switzerland	Norwegian	TUS Airways
Air France	Egypt Air	Olympic Air	Ukraine International Airlines
Air Serbia	El Al Israel Airlines	Pegasus Airlines	United Airlines
Alitalia	Ellinair	Qatar Airways	Volotea Airlines
American Airlines	Emirates	Royal Jordanian	Vueling Airlines
Arkia Israeli Airlines	Ethiopian Airlines	Ryanair	Wizzair
Austrian Airlines	Etihad	Saudi Arabian Airlines	Wizzair Abu Dhabi
Blue Air	Eurowings	Scandinavian Airlines	Wizzair UK
British Airways	Gulf Air	Scot	
Brussels Airlines	Iberia	Sky Express	

### 6 Airlines Operating Scheduled Cargo Flights

Airline	Country
ASL Airlines Belgium (formerly TNT Airways)	Belgium
DHL Aviation	Germany
FedEx Express	Belgium
Star Air (on behalf of UPS)	Denmark
Swiftair Hellas	Greece
Swiftair	Spain

### 32 Airlines Operating Charter Passenger Flights

Air Malta	Copenhagen Airtaxi	Helvetic Airways	Swiftair Hellas S.A
Air Nostrum	Corendon Airlines	Jet Netherlands	Tap Air Portugal
ASL Airlines France	Dano Oro Transportas	Klass Jet	Titan Airways Ltd.
Azerbaijan Airlines	Dat Lt	Nord Wind	Trade Air Ltd
Balkan Holidays Air	Enter Air	Ryanair Sun	Travel Service Airlines - Smartwings
Blue Bird	European Air Charter	S7 Airlines	Wamos Air
Carpatair	German Airways	Severstal	Windrose Aviation
Condor	Hellenic Star Airways	Smartlynx Airlines Estonia	Yamal Airlines

## 32 Domestic Scheduled Destinations

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

## 100 International Scheduled Destinations

Abu Dhabi	Cologne	London	Riga
Addis Ababa	Copenhagen	Luxembourg	Riyadh
Alexandria	Doha	Lyon	Rome
Amman	Dortmund	Madrid	Singapore
Amsterdam	Dubai	Malaga	Skopje
Aqaba	Dublin	Malta	Sofia
Atlanta	Dubrovnik	Manchester	Stockholm
Bacau	Dusseldorf	Marseille	Strasbourg
Bahrain	Edinburgh	Memmingen	Stuttgart
Barcelona	Eindhoven	Milan	Tallinn
Bari	Frankfurt	Montpellier	Tbilisi
Basel	Geneva	Montreal	Tel Aviv
Beijing	Hamburg	Moscow	Tirana
Beirut	Helsinki	Munich	Toronto
Belgrade	Istanbul	Nantes	Toulouse
Berlin	Izmir	Naples	Venice
Bologna	Jeddah	New York	Verona
Bordeaux	Karlsruhe/Baden Baden	Nice	Vienna
Bristol	Katowice	Oslo	Vilnius
Brussels	Krakow	Paphos	Warsaw
Bucharest	Kutaisi	Paris	Washington
Budapest	Kyiv	Philadelphia	Wroclaw
Cairo	Larnaca	Pisa	Yerevan
Catania	Lille	Porto	Zagreb
Chicago	Lisbon	Prague	Zurich

## 83 International Charter Destinations

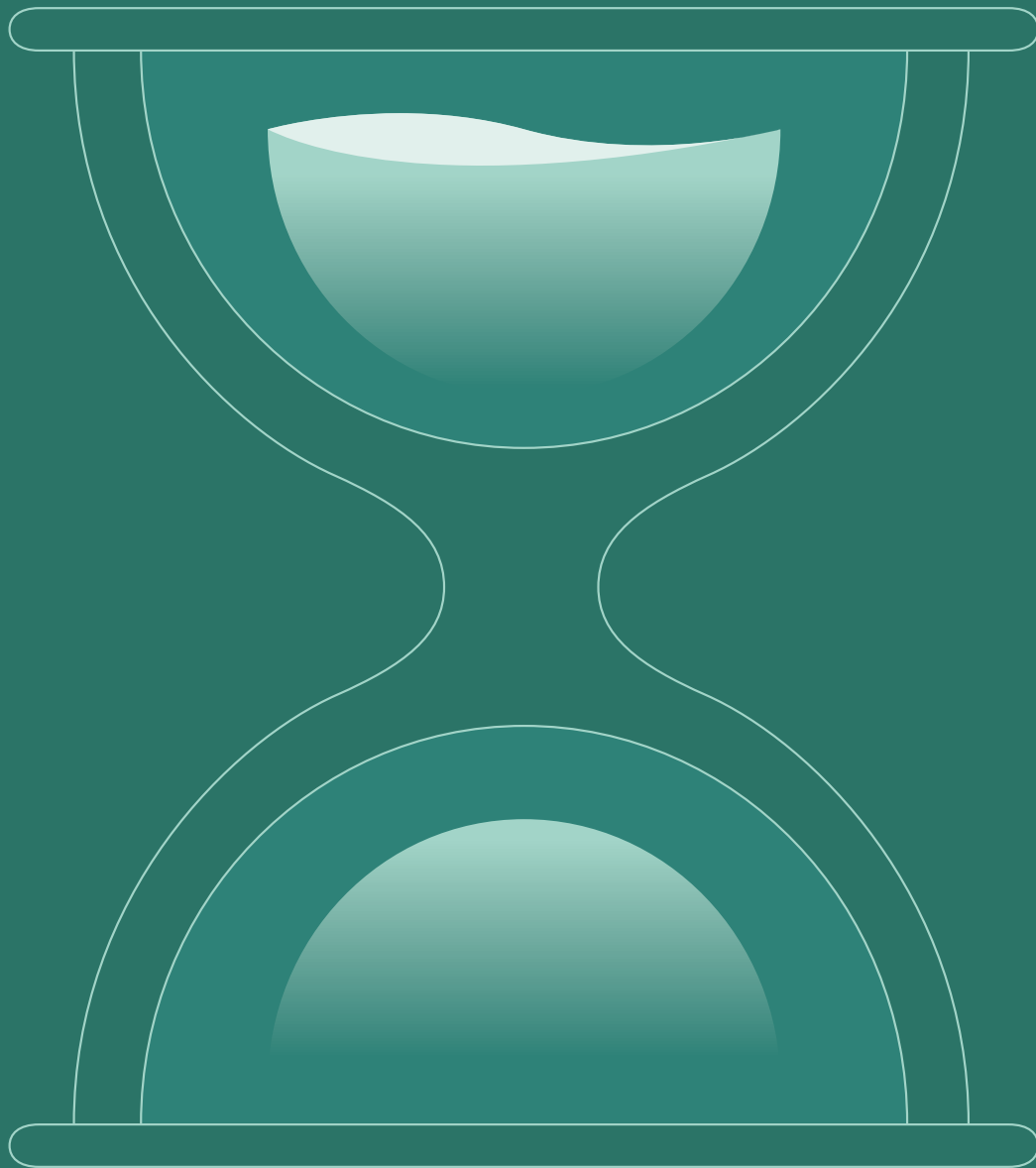
Aarhus	Dusseldorf	Lisbon	Pristina
Addis Ababa	Eindhoven	Ljubljana	Riga
Amsterdam	Frankfurt	London	Riyadh
Ankara	Geneva	Lyon	Rovaniemi
Antalya	Granada	Madrid	Sarajevo
Antwerp	Graz	Malaga	Stockholm
Baku	Hanover	Manchester	St Petersburg
Barcelona	Hurghada	Milan	Strasbourg
Bari	Innsbruck	Moscow	Tbilisi
Basel	Islamabad	Mostar	Tel Aviv
Batumi	Istanbul	Munich	Trieste
Belgrade	Jeddah	Nantes	Turin
Berlin	Jerez de la Frontera	Newcastle	Valencia
Billund	Kabul	Nice	Varna
Birmingham	Kaunas	Odense	Venice
Bordeaux	Kazan	Paris	Vienna
Bratislava	Krasnodar	Pisa	Vitoria
Brussels	Kutahya Zafer	Platov	Wroclaw
Chisinau	Kyiv	Podgorica	Zagreb
Crotone	Larnaca	Porto	Zurich
Dublin	Lille	Prague	

# 100

## International Scheduled Destinations



# Exercises on Punctuality





# During 2021, delays of more than 15 minutes affected 23% of all departing flights compared to 10.6% in 2020 and 30.9% in 2019

During 2021, delays of more than 15 minutes affected 23% of all departing flights compared to 10.6% in 2020 and 30.9% in 2019. Delayed scheduled domestic passenger services decreased from 30% in 2019 to 7.2% in 2020 and ended in 18.4% in 2021. Delayed European departures represented 27.8% and delayed Intercontinental ones represented 25.6%, almost double compared to 2020 but lower than 2019 (32.6% and 26.7%, respectively). The average delay time of all departing flights was 38 minutes, close to the 39-minute delay in 2020 – 42 minutes in 2019. The average delay of scheduled domestic passenger services was 37 minutes vs 36 in 2020 and 46 in 2019. Delay in scheduled European passenger services dropped to 34 compared to 38 in the last two years and delay for the Intercontinental ones reached 49 minutes compared to 39 in 2020 and 44 in 2019.

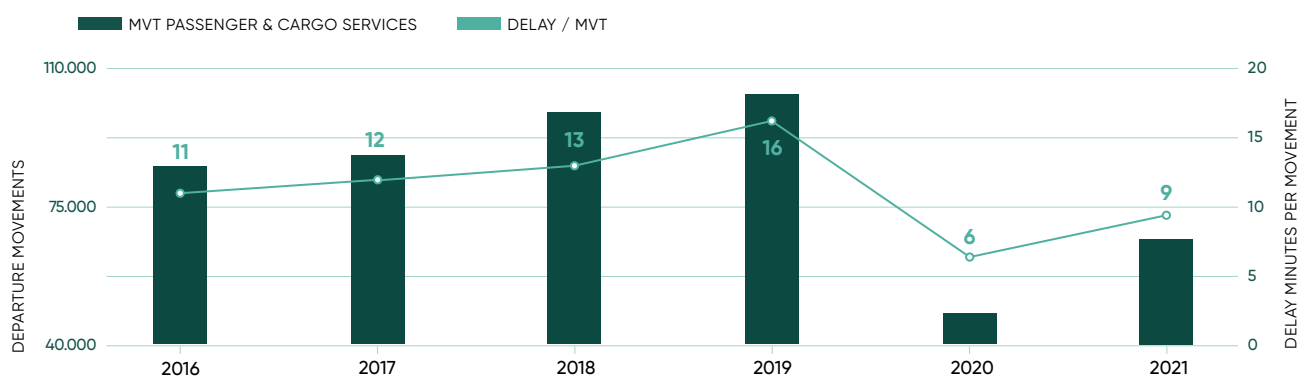
August was the month with the highest volume of delayed departing flights (45.4%), followed by July (40.2%). The average delay duration was 40 minutes in August and 38 in July.

Reactionary reasons affected 40.67% of the delayed departures. Besides those, primary reasons for delayed departures in 2021 were:

- "Restrictions at Airport of Departure" by 14.60%
  - "Air Traffic Flow Management" by 12.15%,
- while only 1.61% of the delayed departures was attributed to "Airport Facilities".

The average delay time per movement in 2021 was 9 mm:ss.

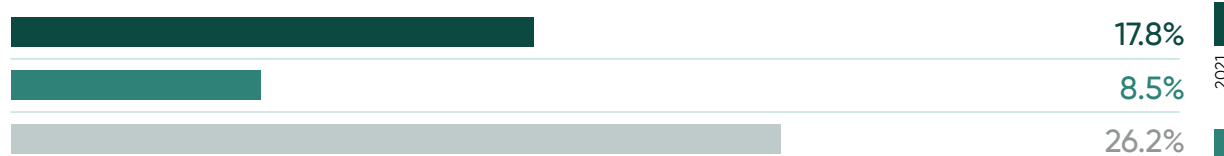
## Departure Traffic & Average Delay per Movement for Passenger & Cargo Services



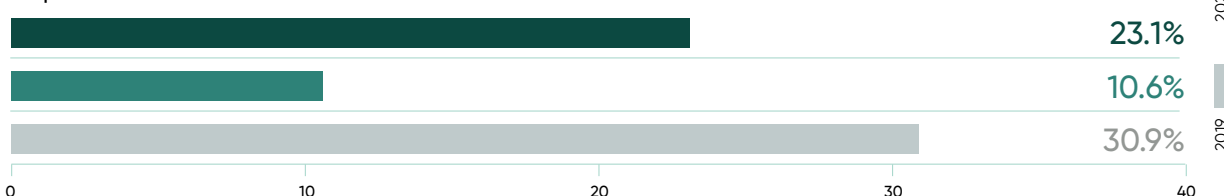
## Proportion of Delayed Flights

MORE THAN 15 MIN

### Arrivals

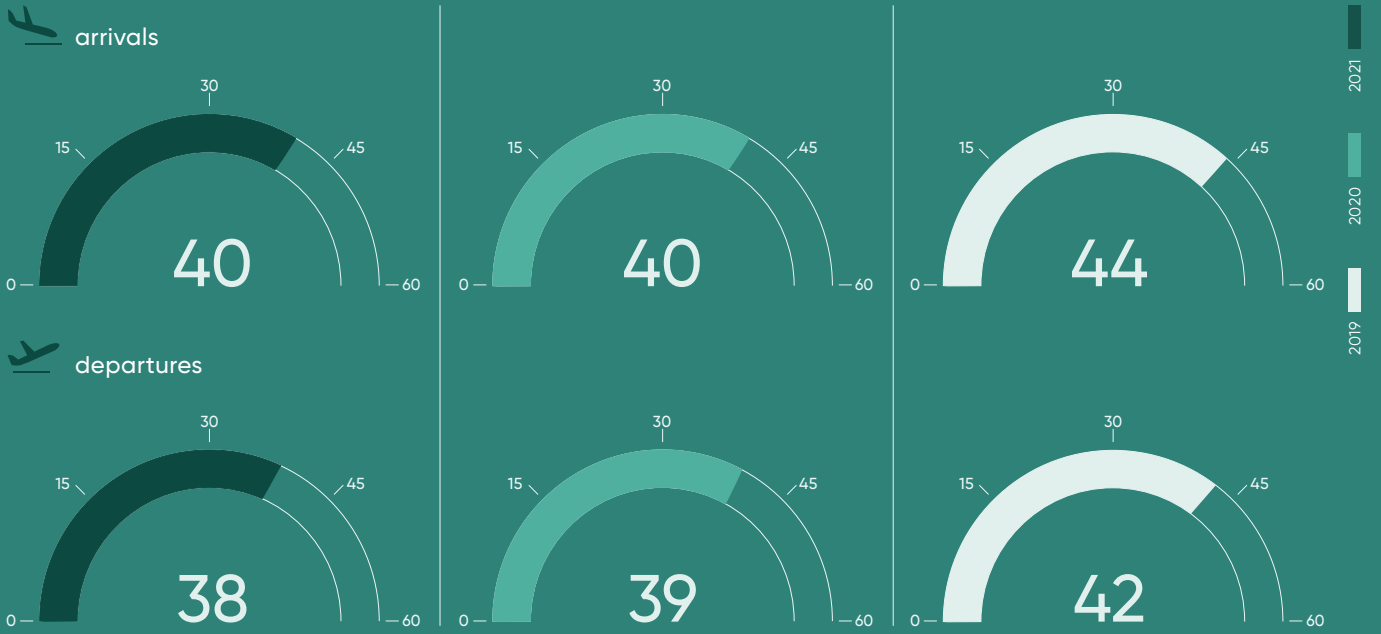


### Departures



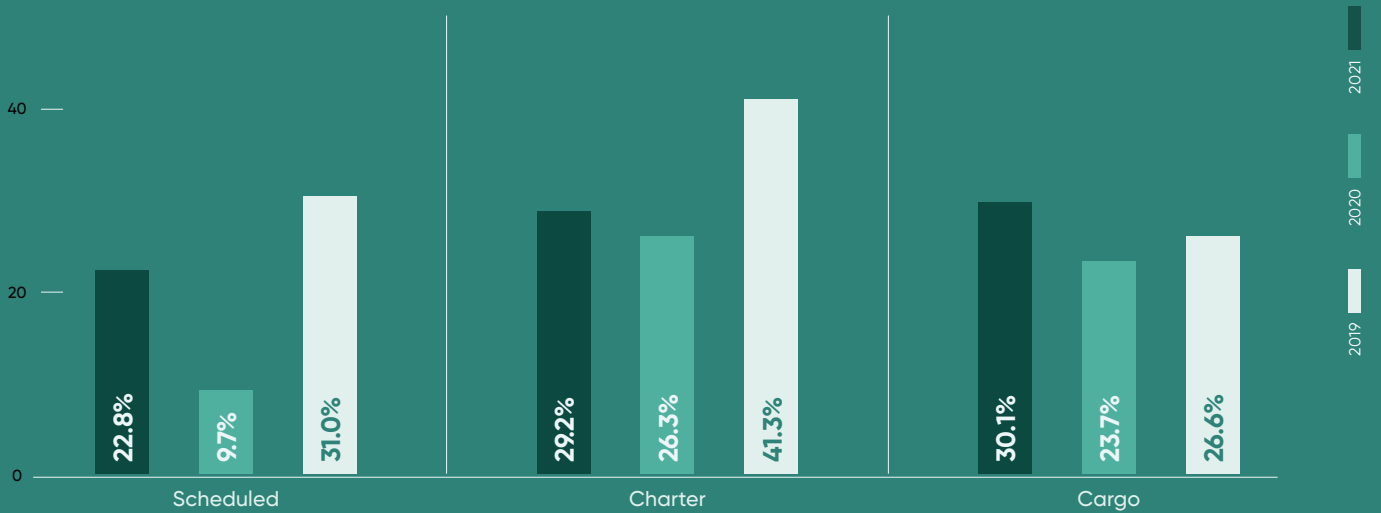
### Average Delay per Delayed Flight

MINUTES



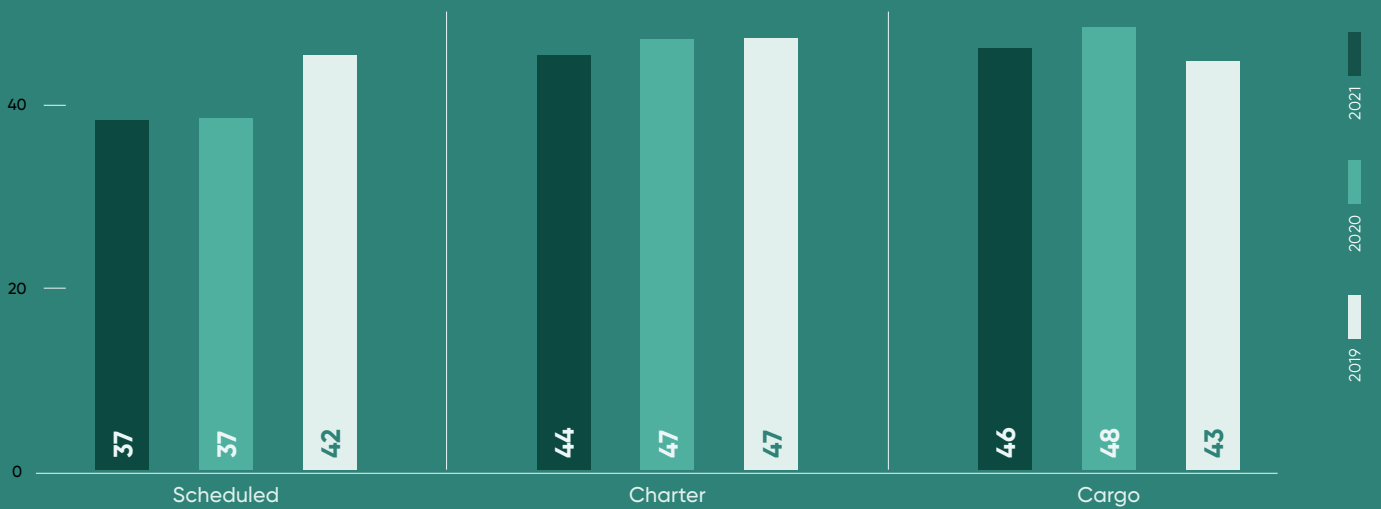
### Proportion of Delayed Departures

MORE THAN 15 MIN



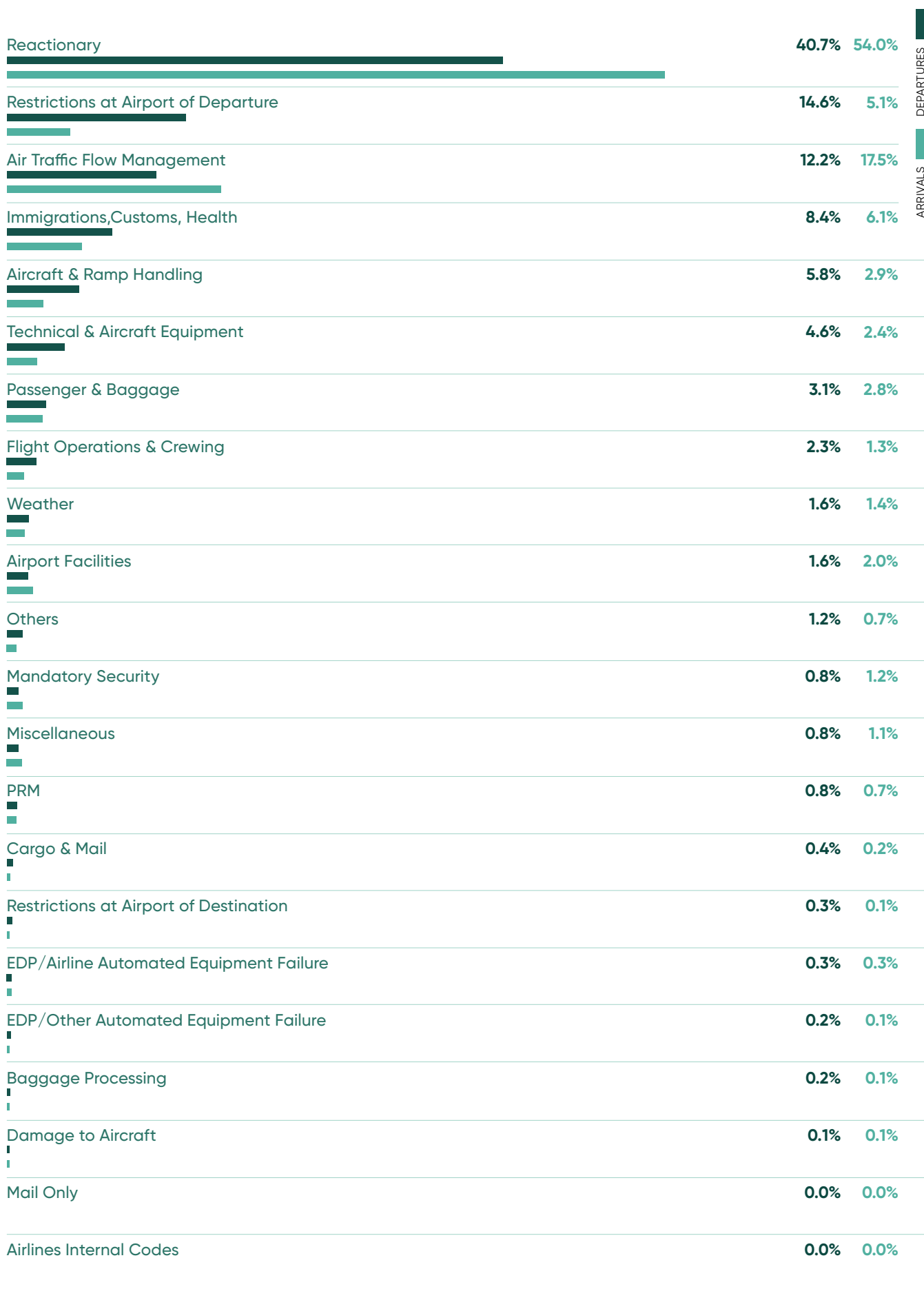
### Average Delay per Delayed Departure

MINUTES



## Proportion of Delay Reasons

REASONS FOR DELAY



0

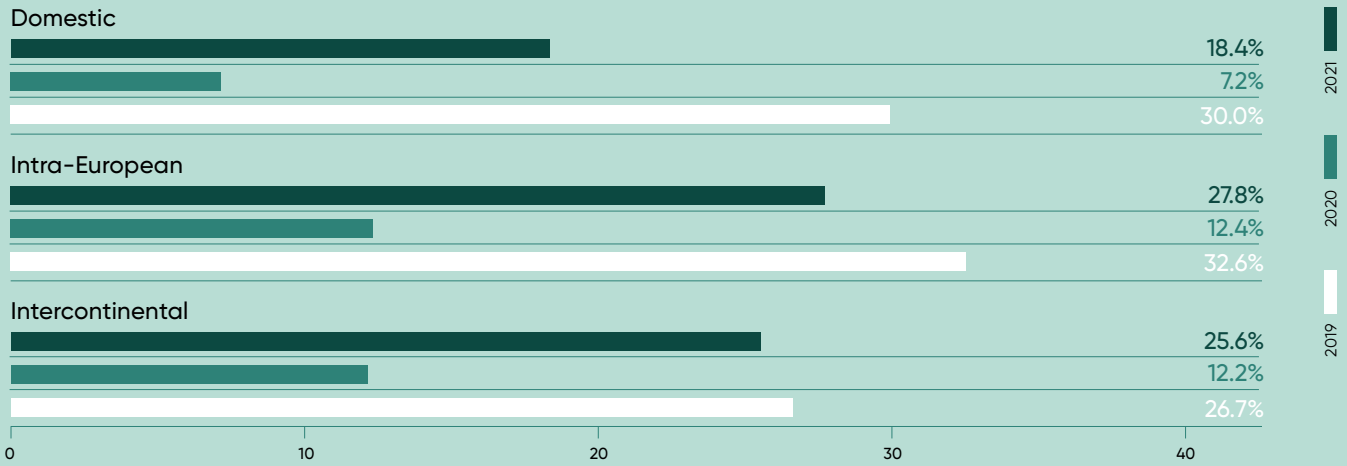
30

60

% of Times a Delay Reason is Allocated to a Delayed Flight

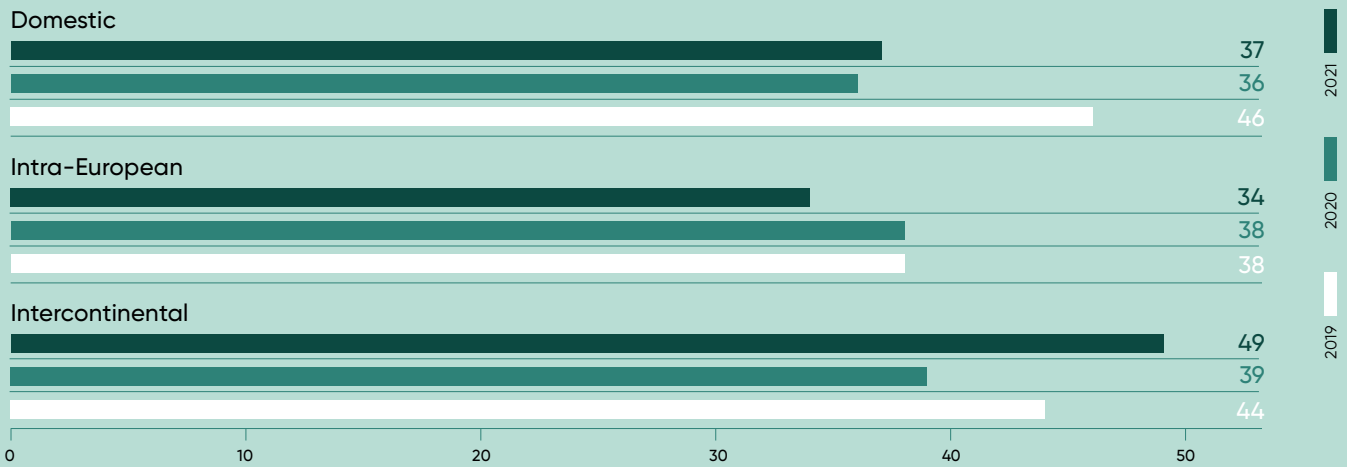
## Departing Scheduled Flights Proportion of Delayed Departures

MORE THAN 15 MIN



## Departing Scheduled Flights Average Delay per Delayed Departure

MINUTES

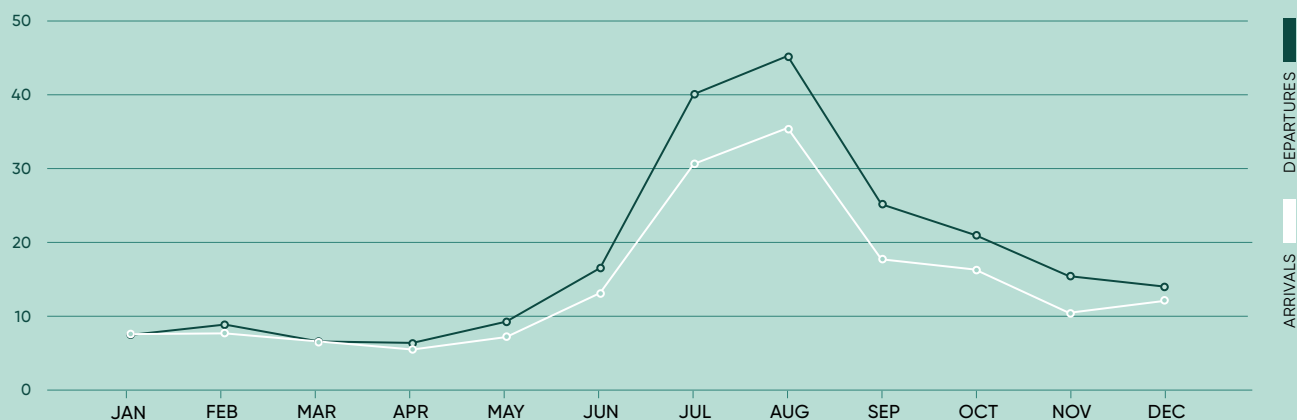


## Monthly Punctuality Statistics

	Main Events Affecting Punctuality	Proportion of Delayed Flights for more than 15 minutes	Departing Flights		Arriving Flights	
			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	Proportion of Delayed Flights for more than 15 minutes
January	–	7.4%	44,1	7.5%	43,6	
February	–	8.8%	62,0	7.6%	52,9	
March	–	6.5%	38,3	6.5%	42,2	
April	–	6.3%	35,4	5.4%	42,1	
May	–	9.2%	33,2	7.1%	36,0	
June	–	16.5%	34,5	13.1%	37,3	
July	–	40.2%	38,4	30.7%	40,1	
August	–	45.4%	39,9	35.6%	41,3	
September	–	25.2%	32,5	17.7%	35,1	
October	–	21.0%	34,5	16.3%	38,0	
November	–	15.4%	37,6	10.4%	46,0	
December	–	14.0%	40,6	12.0%	45,6	
<b>Total 2021</b>	–	<b>23.1%</b>	<b>38</b>	<b>17.8%</b>	<b>40</b>	

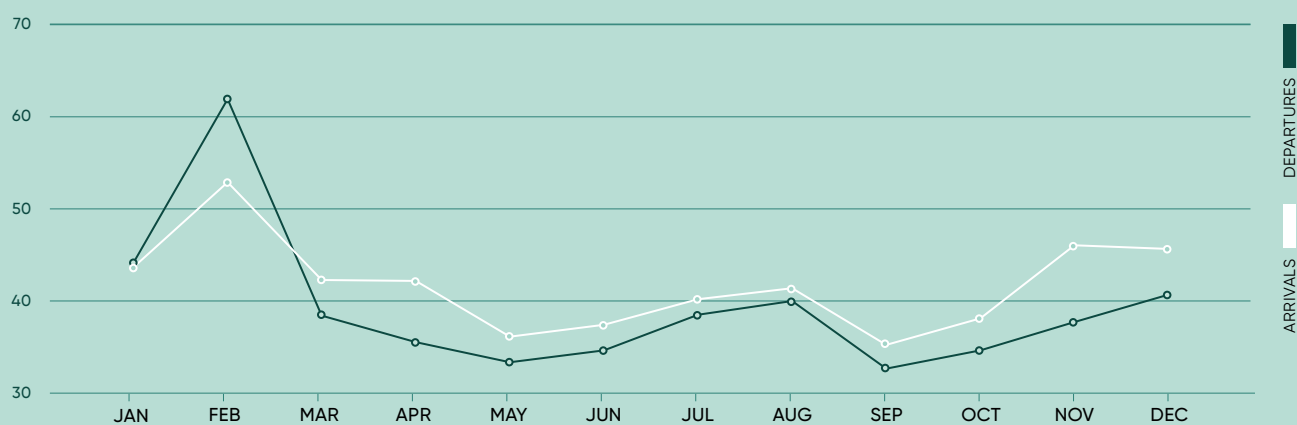
## Proportion of Delayed Flights 2021

MORE THAN 15 MIN



## Average Delay per Delayed Flight 2021

MINUTES



## Proportion of Delay Reasons

Reasons for Delay	Arrivals	Departures	Reasons for Delay	Arrivals	Departures
Reactionary	54.0%	40.7%	Mandatory Security	1.2%	0.8%
Restrictions at Airport of Departure	5.1%	14.6%	Miscellaneous	1.1%	0.8%
Air Traffic Flow Management	17.5%	12.2%	PRM	0.7%	0.8%
Immigrations, Customs, Health	6.1%	8.4%	Cargo & Mail	0.2%	0.4%
Aircraft & Ramp Handling	2.9%	5.8%	Restrictions at Airport of Destination	0.1%	0.3%
Technical & Aircraft Equipment	2.4%	4.6%	EDP/Airline Automated Equipment Failure	0.3%	0.3%
Passenger & Baggage	2.8%	3.1%	EDP/Other Automated Equipment Failure	0.1%	0.2%
Flight Operations & Crewing	1.3%	2.3%	Baggage Processing	0.1%	0.2%
Weather	1.4%	1.6%	Damage to Aircraft	0.1%	0.1%
Airport Facilities	2.0%	1.6%	Mail Only	0.0%	0.0%
Others	0.7%	1.2%	Airlines Internal Codes	0.0%	0.0%
<b>% of Delayed Flights for which a Delay Reason has been Reported</b>				<b>79,2%</b>	<b>91,1%</b>

### Proportion of Delayed Departures

MORE THAN 15 MIN



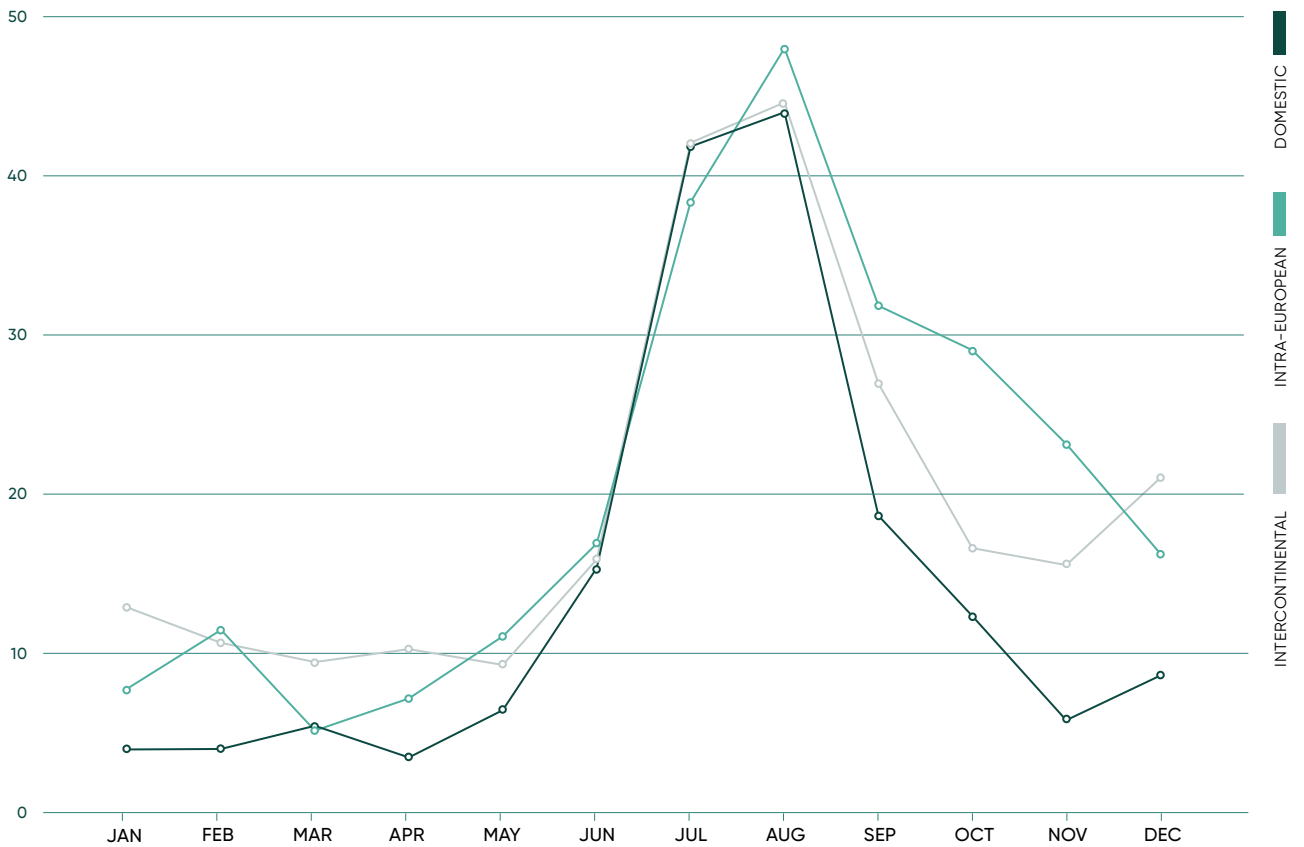
### Average Delay per Delayed Departure

MINUTES



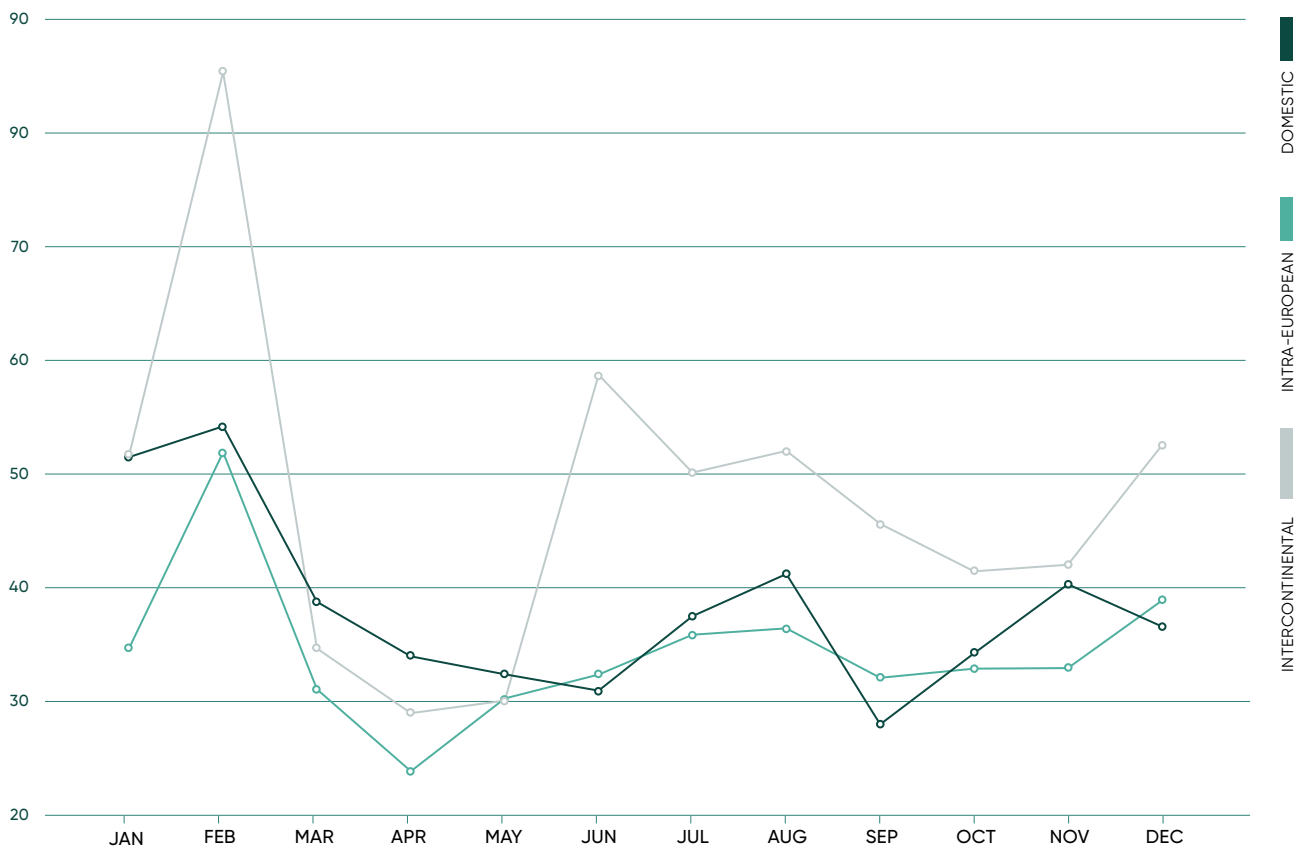
### Departing Scheduled Flights - Proportion of Delayed Flights per Region

MORE THAN 15 MIN



### Departing Scheduled Flights - Average Delay per Delayed Flight per Region

MINUTES



# Our Grade Report





# In 2021, COVID-19 continued to severely affect airport operations; passenger satisfaction remained high despite the challenging pandemic situation

In 2021, the pandemic continued to severely affect the Airport's traffic and operations. Amidst the pandemic, the Airport Company sustained its commitment to provide an excellent passenger experience, closely monitoring and evaluating the quality of services provided. In 2021, despite the challenging pandemic situation, passengers continued to feel satisfied with the Airport services attributing a 4.35 in a scale of 1 to 5 grades, as highlighted in AIA's Passenger Survey.

Aided by a number of tools & processes that range from structured surveys to personal communication, AIA constantly monitors passenger satisfaction and takes action when necessary. Quality of service and passenger experience are also evaluated regularly, through monitoring queues at critical service points, such as check-in and security screening. Processing collected information allows the Airport Company and its business partners to assess and further enhance the services provided.

In this context, it is worth mentioning that in 2021 AIA succeeded in keeping waiting times at a level equal to those in 2020 and 2019, despite increased health & safety measures, and employees' remote work imposed by the state.

AIA personnel continued to assist the travelling public during their stay in the Terminal areas and provide information through the Airport Call Centre - more than 2.9 million passengers and visitors were served. The Airport Call Centre received approximately 440,000 inquiries with more than 86.5% of the callers being served within 20 seconds. Furthermore, the "airport info" email service replied to more than 10,500 inquiries.

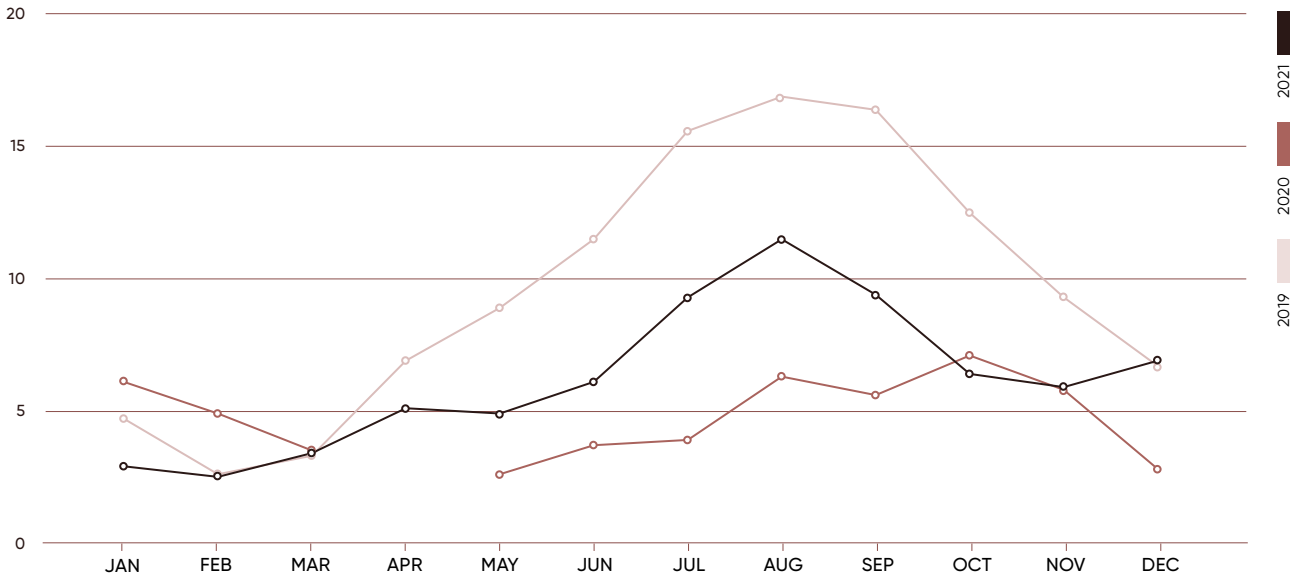
Readily complying with the state's requirements, AIA also allocated special queuing and examination areas within the Main Terminal Building and ensured compliance with necessary requirements for entering the country of all arriving travellers. The AIA staff was present around the clock to assist with passenger flow, queue management and arrival and transfer processes, monitoring compliance with social distancing and mask use, mitigating passenger stress when demonstrating the required documentation (Vaccination Certificate, Recovery Certificate, Negative PCR test or Rapid Antigen test, and "e-PLF" form).

The Airport's Call Centre - the only one that operated in the country during the pandemic and one of the very few related to aviation in the country - seamlessly continued to operate around the clock and handled an increased number of calls, as passengers were unable to contact their airline or state entities. The most frequent requests related to information on the state's requirements for entering the country, travel requirements and restrictions for flights in Greece and abroad, as well as information on AIA's PCR and Rapid - Antigen test facility.

Committed to continuously improve services offered to the travelling public, emphasis was also placed on passenger comment management, analysing comments on a monthly basis and communicating relevant information. In 2021, we received 1,442 comments from 883 passengers (vs 6,098 comments from 2,362 passengers in 2019, the reference year). The top dissatisfaction parameter was pandemic-related issues (462 in total vs 352 on 2020). A total of 321 letters of response were dispatched, out of which 98.6% were personalised. The average response time for the year was 4.8 days.

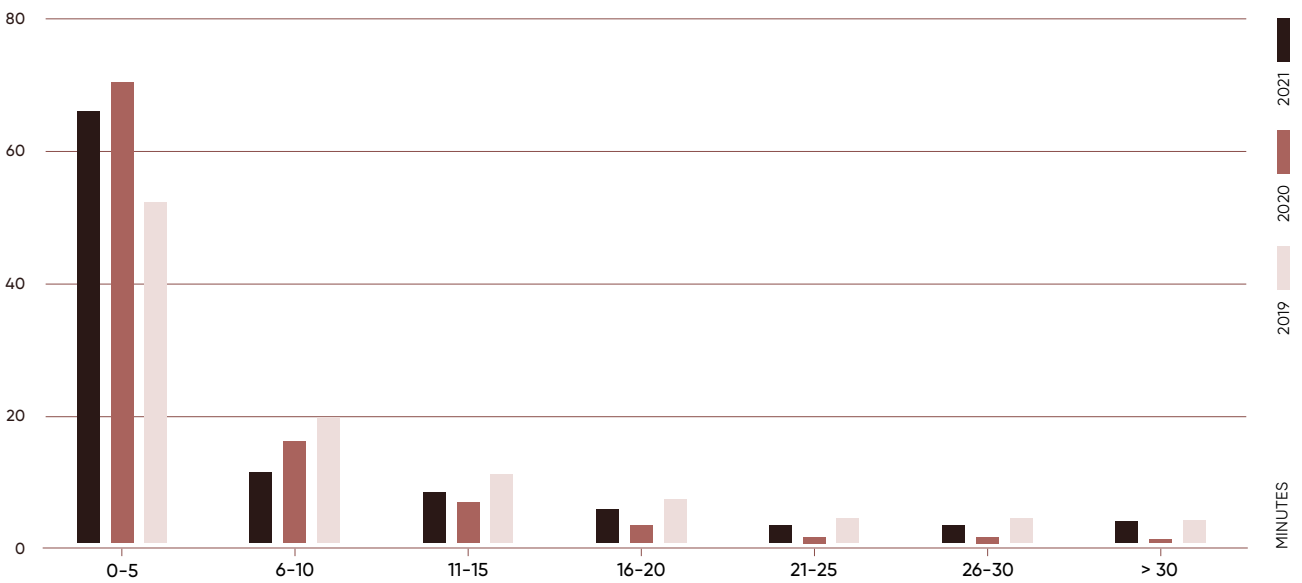
### Check-in Queues - All Airlines / Average Check-in Queuing Time per Month

MINUTES



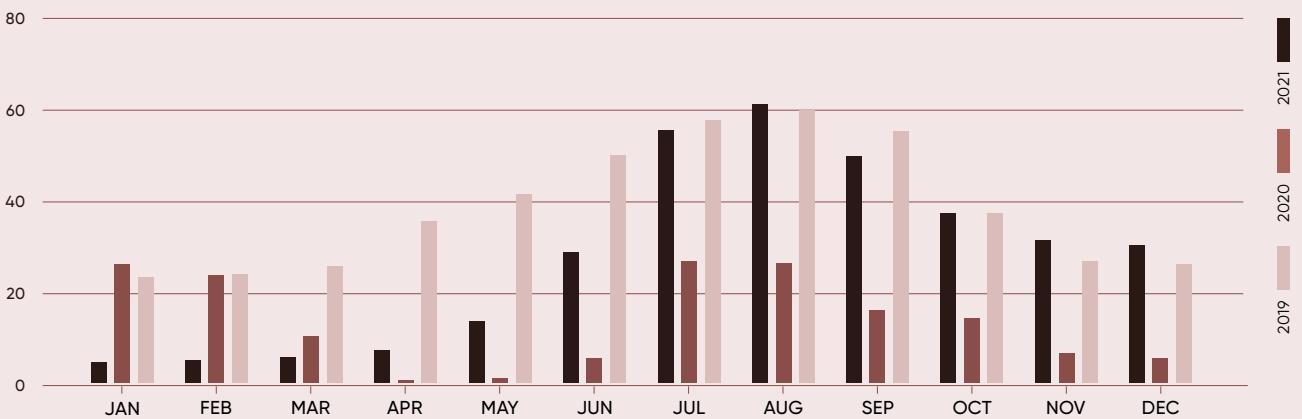
### Check-in Queues - All Airlines / Queuing Time Distribution

MARKET SHARE



### Information Provision

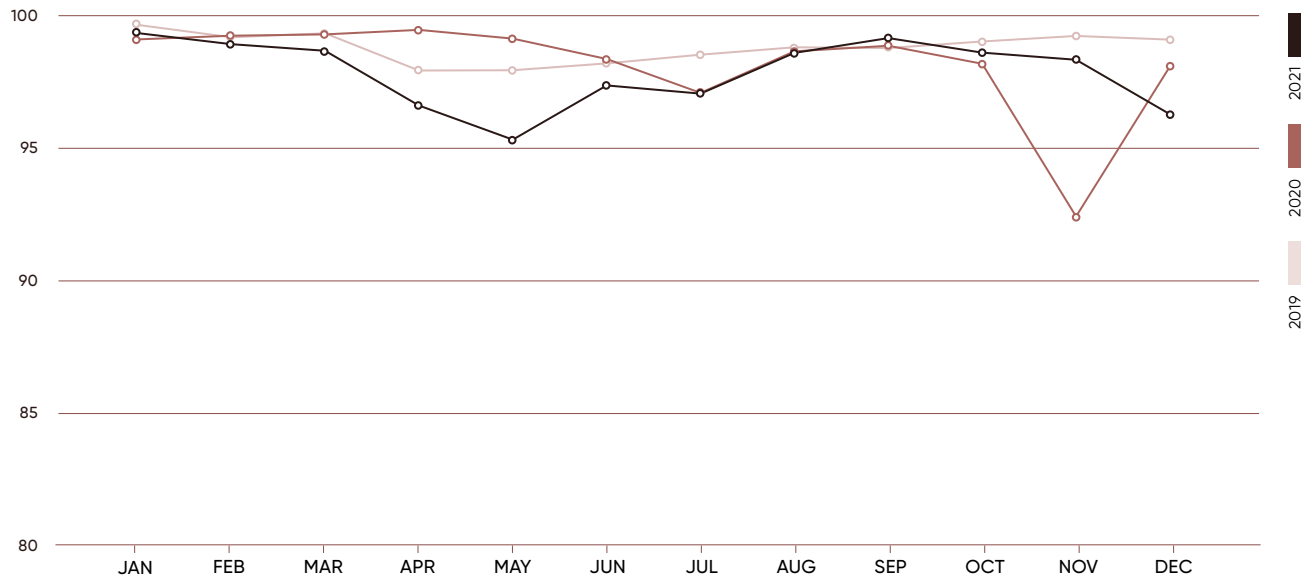
AVG QUERIES PER HOUR



Note: Statistics include queries at the information desks & Mobile Statistics.

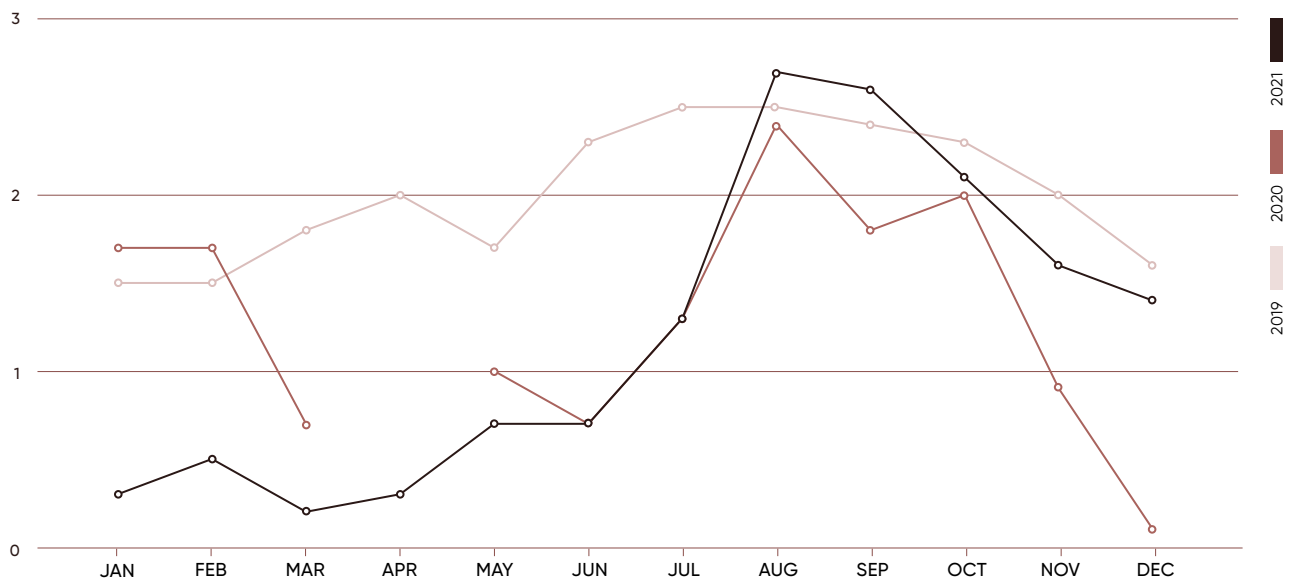
### Call Centre Waiting Time Under 2 min

% WAITING < 2 MIN



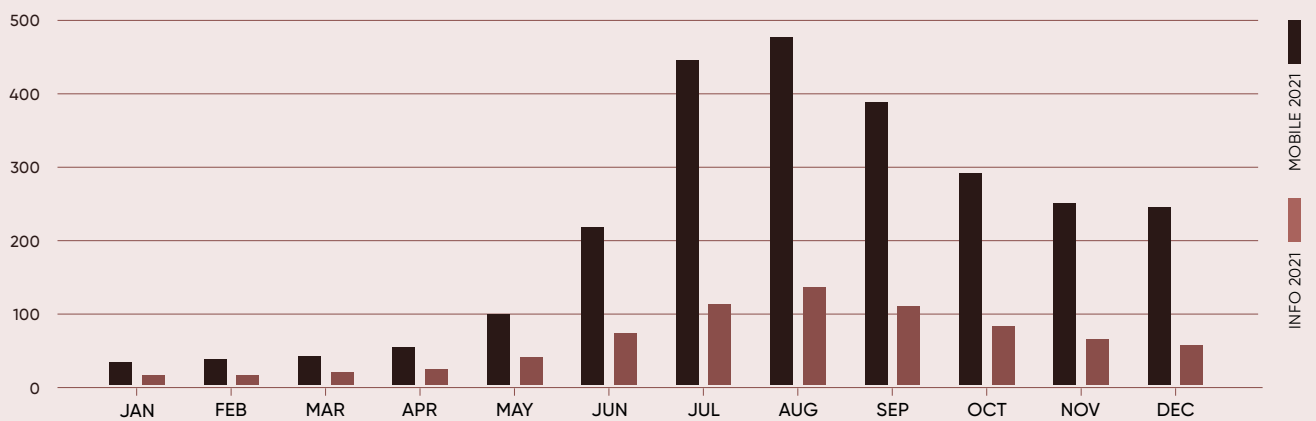
### Security Screening (Pax & Handbags) / Average Queuing Time per Month (All Screening Points)

MINUTES



### Information Provision / Information Desks & Mobile Loading

AVG QUERIES PER HOUR



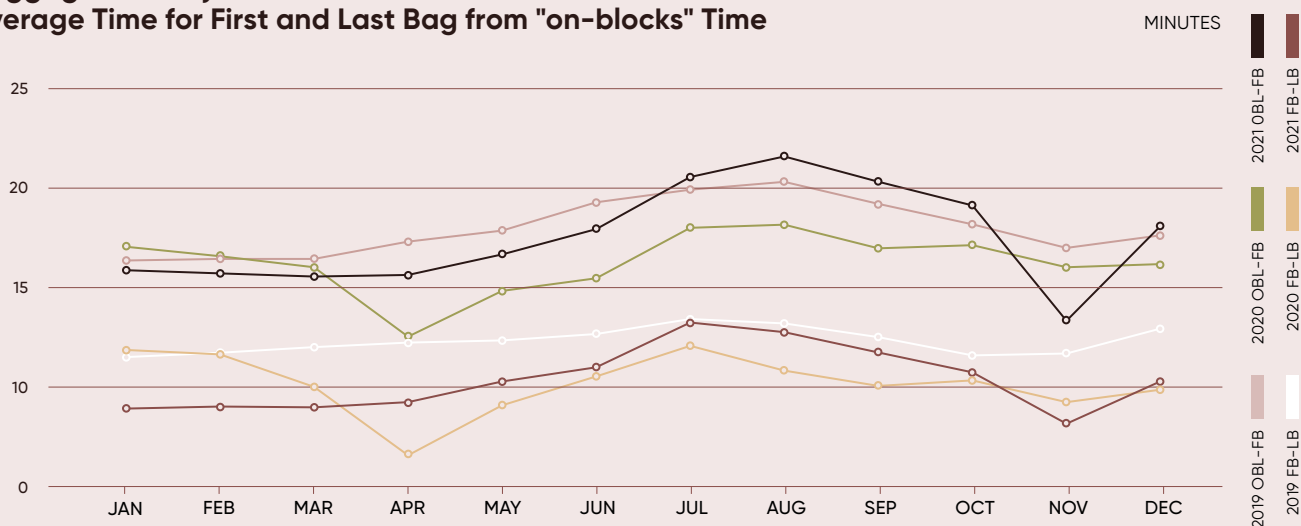
Note: Mobile Statistics include Mobile Agents, Fast Lane & Priority lanes load.

**Airport Services Evaluation / Average Rating of Sevices (1-5 scale)**



No. of respondents  
 2019: 549  
 2020: 134  
 2021: 73

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



### Passenger Comments 2021

MARKET SHARE

Covid-19	<div style="width: 52.7%;"></div>	52.7%
Airline / Handler Telephone Response Time	<div style="width: 8.9%;"></div>	8.9%
Airline / Handler Staff Courtesy	<div style="width: 4.1%;"></div>	4.1%
Compensation Request	<div style="width: 3.6%;"></div>	3.6%
Airline General	<div style="width: 2.9%;"></div>	2.9%
Airport Staff Courtesy General	<div style="width: 2.1%;"></div>	2.1%
Denied Boarding	<div style="width: 2.1%;"></div>	2.1%
Passport Control Queues	<div style="width: 2.1%;"></div>	2.1%
Security Staff Courtesy	<div style="width: 2.1%;"></div>	2.1%
Airline / Handler Info Provision	<div style="width: 1.9%;"></div>	1.9%
Counter Response To Comment Management	<div style="width: 1.8%;"></div>	1.8%
Airline's Pax Compensation Policy	<div style="width: 1.7%;"></div>	1.7%
Items Taken Away From Security	<div style="width: 1.7%;"></div>	1.7%
Departure /Arrival FIDS Insufficient Info	<div style="width: 1.6%;"></div>	1.6%
Overall Unsatisfactory Parking Facilities	<div style="width: 1.4%;"></div>	1.4%
Bag Reclaim Delays	<div style="width: 1.3%;"></div>	1.3%
F&B High Prices	<div style="width: 1.3%;"></div>	1.3%
Missed Flight / Connection	<div style="width: 1.3%;"></div>	1.3%
A/C Noise	<div style="width: 1.1%;"></div>	1.1%
E-Parking	<div style="width: 1.1%;"></div>	1.1%
Police Staff Courtesy	<div style="width: 1.1%;"></div>	1.1%
Safety Precautions	<div style="width: 1.1%;"></div>	1.1%
Terminal Ambience (Music)	<div style="width: 1.1%;"></div>	1.1%

# Joining the Passenger Dots



## A Return to "normality"

In 2021, demographics and travelling identity of passengers travelling through Athens International Airport were slightly differentiated compared to those in 2019, denoting that air travelling is returning to normal.

Male passengers were slightly more than half of the passengers (52%), and younger groups proved more willing to travel, with 18–34 years old representing 37% of passengers, compared to 29% in 2019, reducing the average age to 40 years from 42 in 2019. Foreign residents accounted for 58% of the total passenger throughput, a reduced share compared to 2019 (64% of the total traffic) with the majority coming from the EU (33%) and rest of Europe (12%). Greek residents represented 42% of all passengers, a still increased share (36% in 2019), with the same trend being apparent for Greek nationals (47%, as opposed to 40% in 2019).

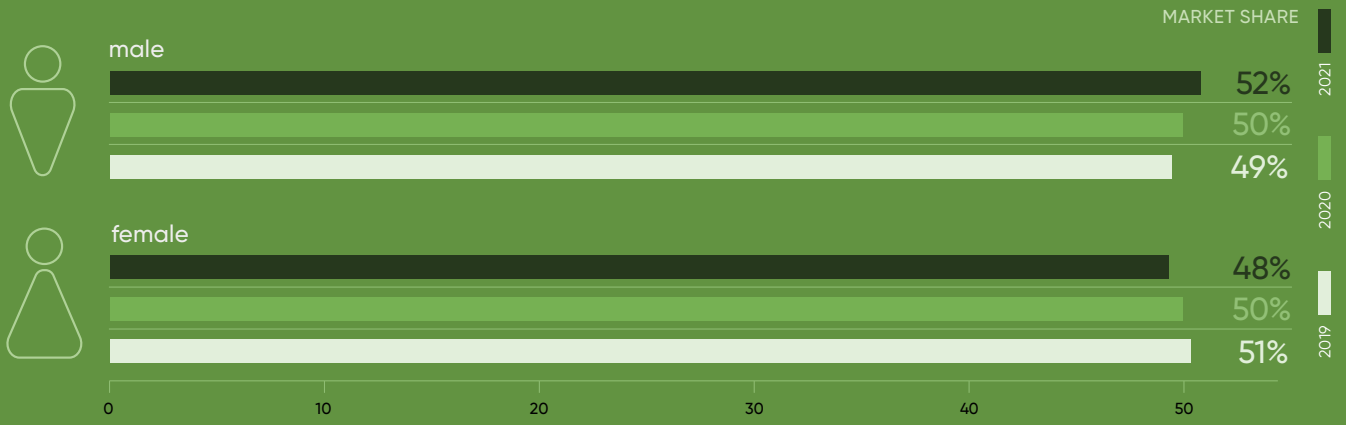
Despite the health crisis and the decrease in total traffic, the frequency of travelling from Athens International Airport increased to 2.9 times a year per passenger (2.6 in 2019), indicating the return to normality. Foreign passengers stayed in Greece an average of 12 days, an increased duration compared to 9 days in 2019; 4 of these days were spent in Athens, just as was the case in 2019. Greeks also spent 10 days on average at their destination, compared to 9 days in 2019.

Year 2021 marked the return of leisure travellers, since 81% of all passengers stated it was their main reason for travelling (85% in 2019). "Holidays and tourism" remained the main factor of their travel by 63% (75% in 2019), however, Visiting Friends and Relatives (VFR) increased to 30% (21% in 2019), rendering this segment the most resilient of this new era. On the other hand, business travelling increased to 19% with business meetings remaining the most common reason for business traveling (92% as opposed to 73% in 2019).

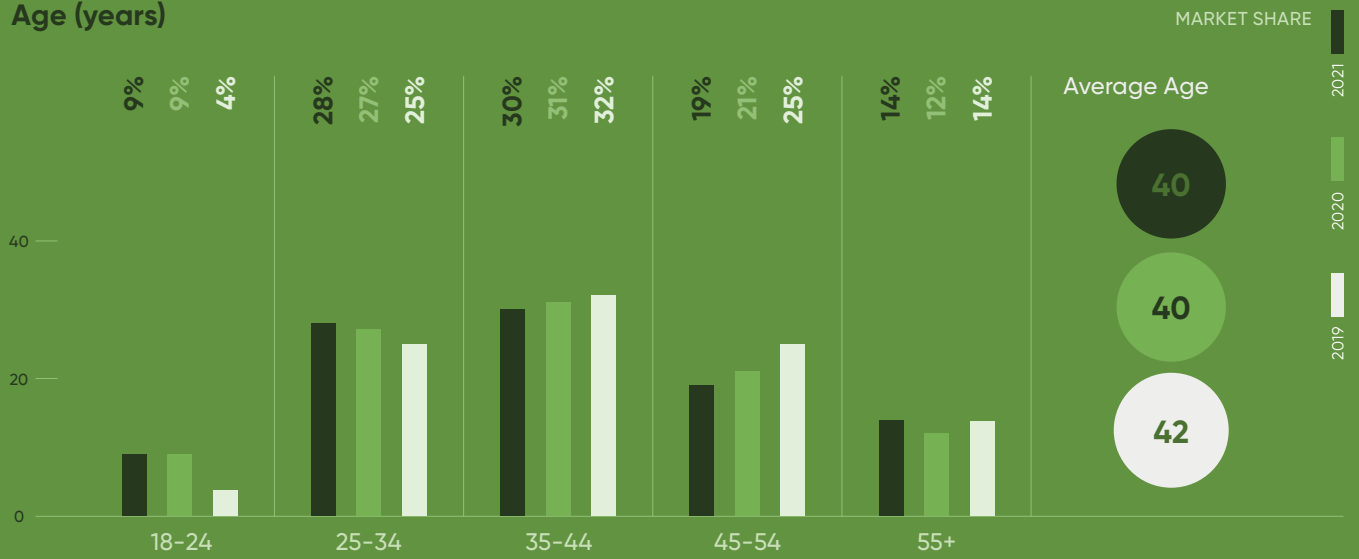
Booking flights through the airlines' websites is a growing trend, preferred by 83% of all passengers (73% in 2019). As expected, the reservation period was much shorter with passengers purchasing their tickets on average 34 days in advance (60 days in 2019), a clear indication of the uncertainty about the pandemic and restrictions upon air travel. This trend was apparent both in the foreign residents' segment (booking 43 days prior to departure compared to 72 days in 2019), as well as in the Greek residents' segment (23 days compared to 40 days in 2019).

Transfer passengers accounted for a similar to 2019 percentage of the total (20% in 2021 and 19% in 2019) and transferring between a domestic and an international destination was basically also similar (87% in 2021 and 86% in 2019). Santorini (16%) and Paros (11%) were the top domestic destinations of transfer passengers. USA (12%) followed by Germany and France, both representing 11% of connecting passengers, were the top international destinations for transfer passengers. Indirect traffic decreased in 2021 and stood at 6% as opposed to 12% in 2019.

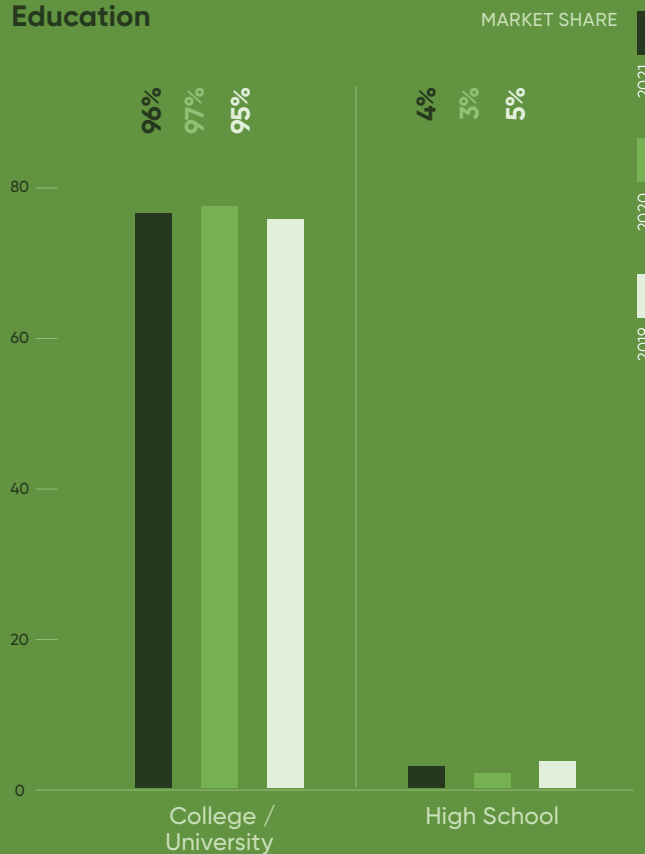
Gender



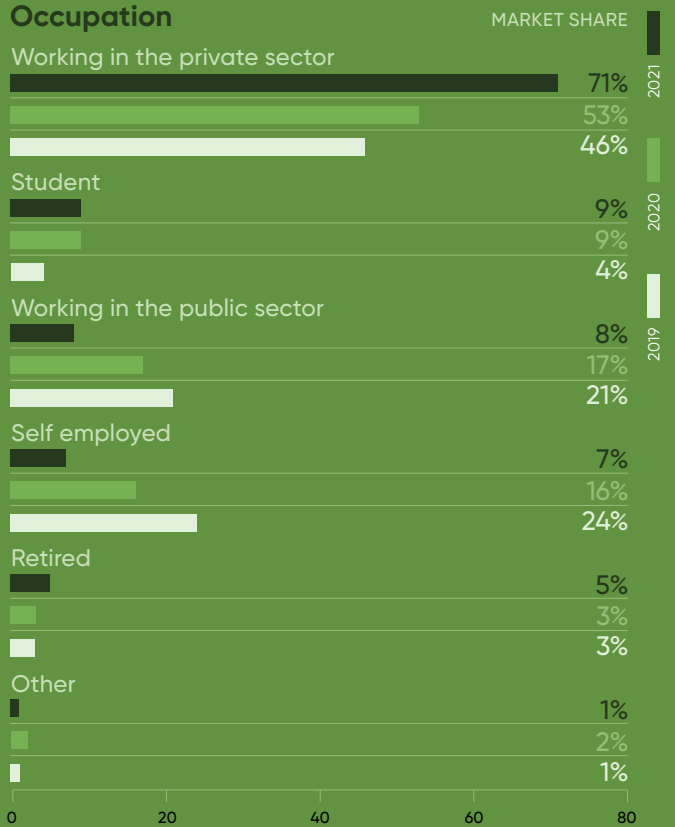
Age (years)



Education



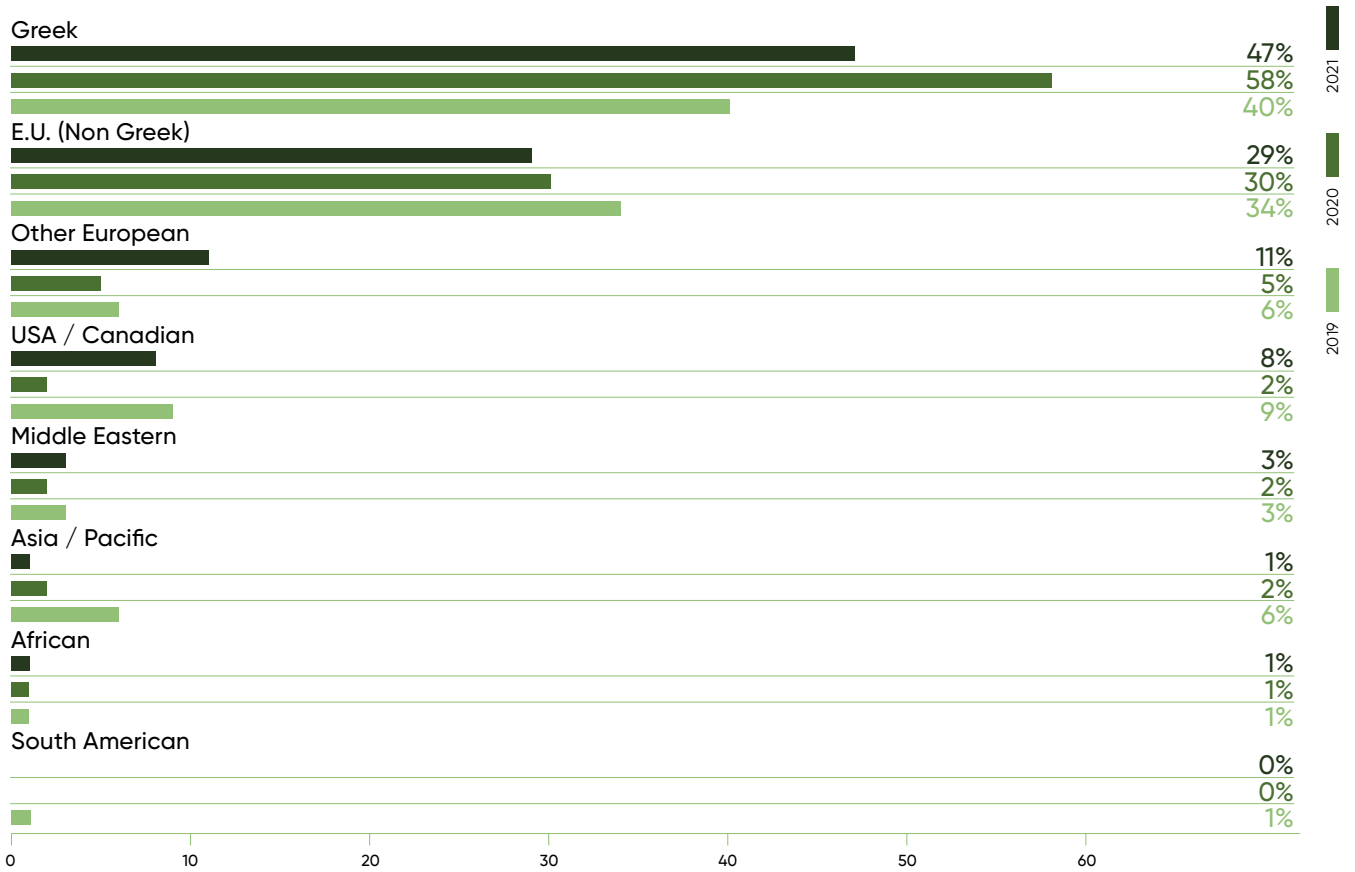
Occupation





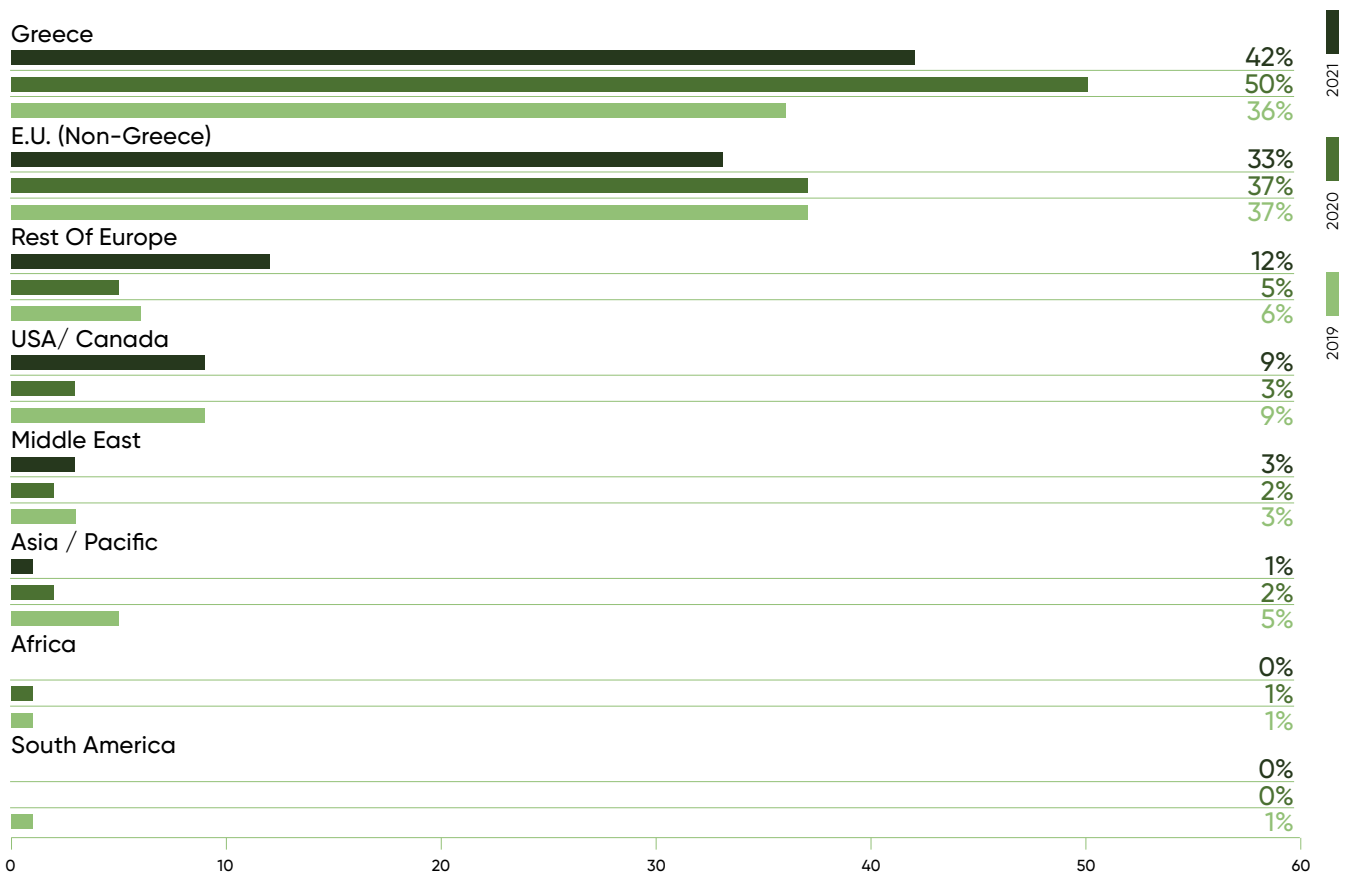
### Main Nationality

MARKET SHARE



### Main Residence

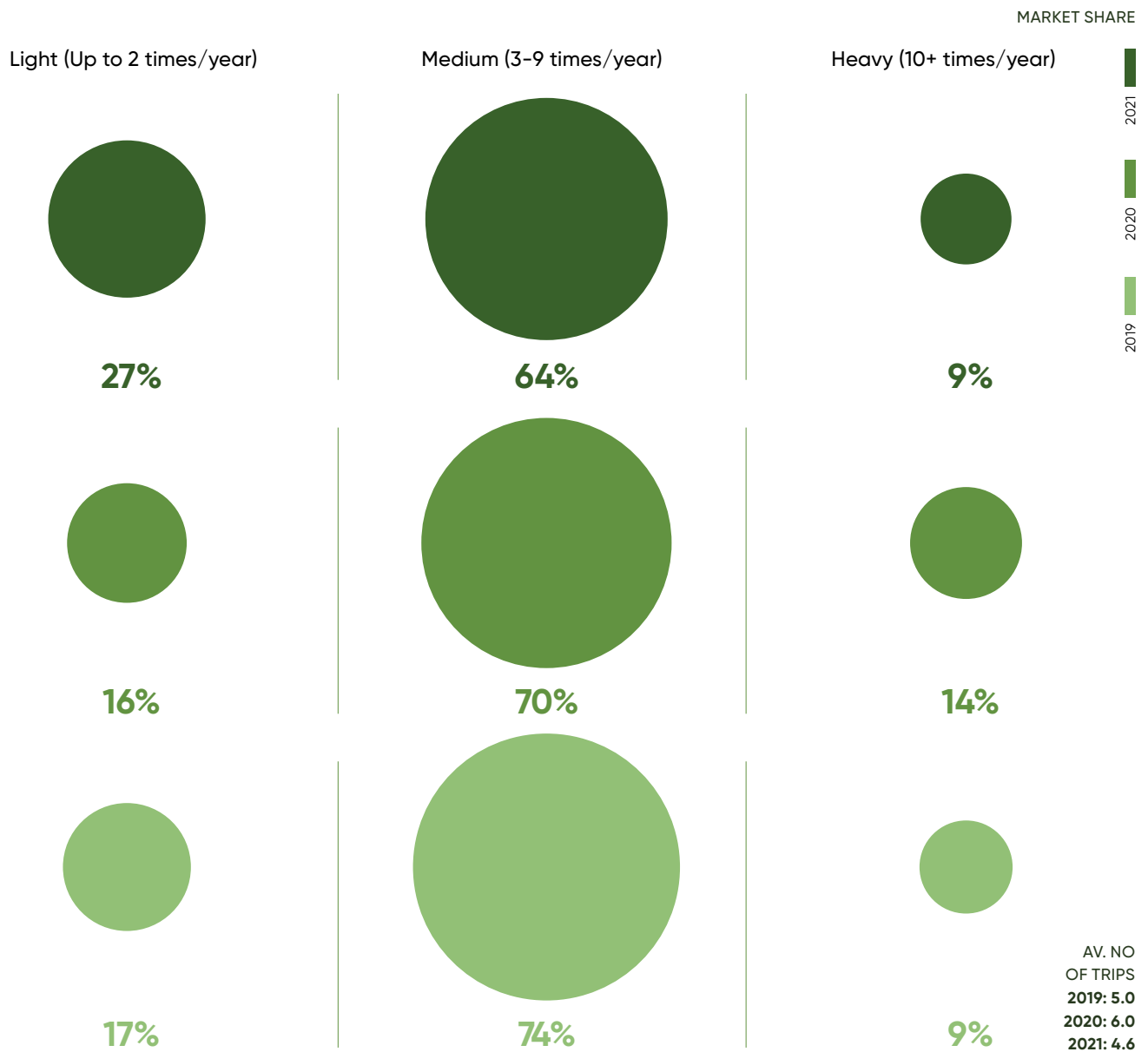
MARKET SHARE



## Origin

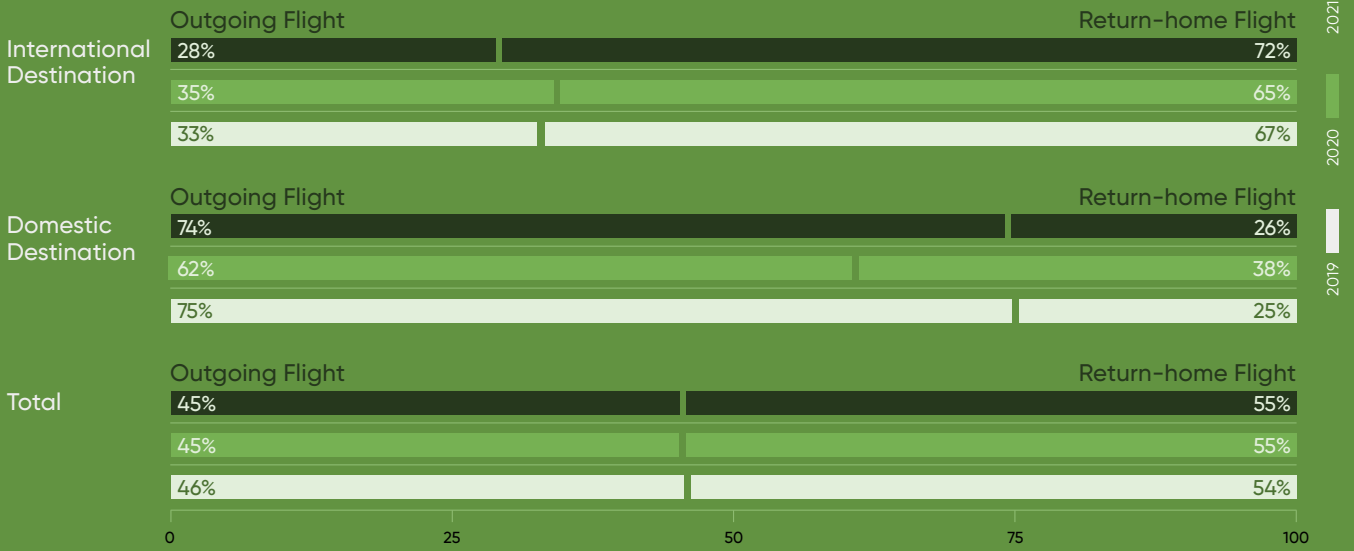


## Frequency of Travelling



### Outgoing vs. Return-home Flight

MARKET SHARE



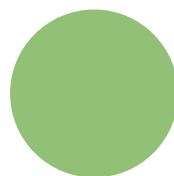
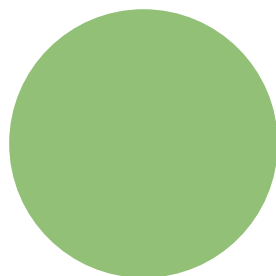
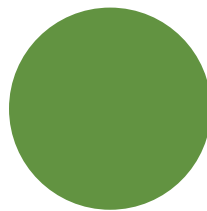
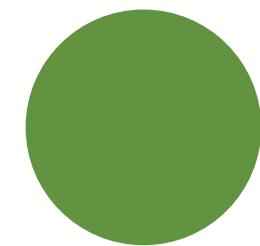
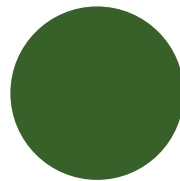
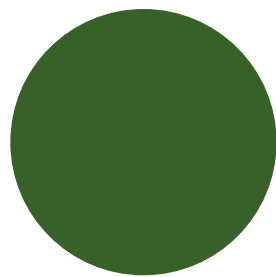
### Frequency of Travelling to/from Athens

MARKET SHARE

Light (Up to 2 times/year)

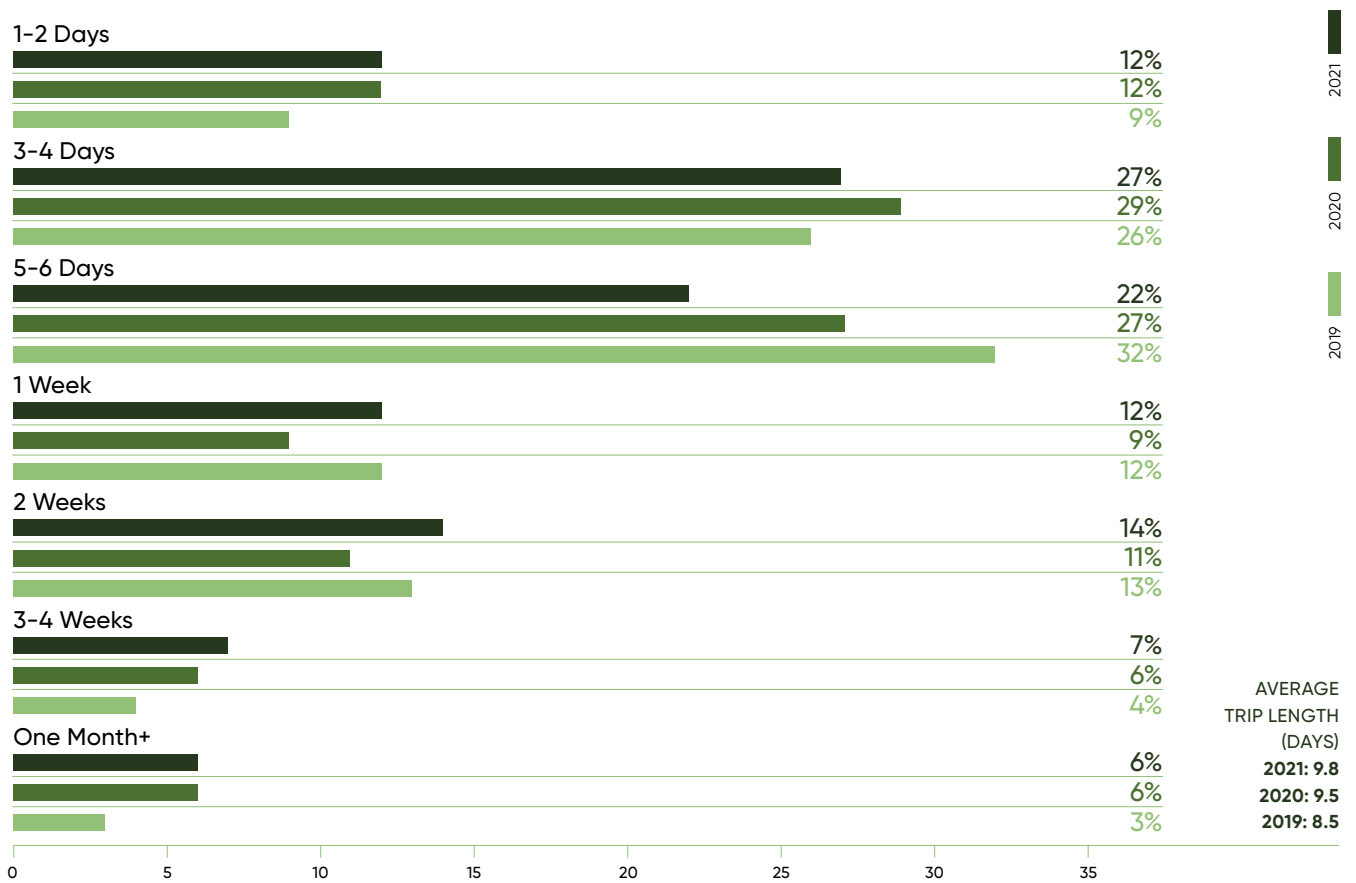
Medium (3-9 times/year)

Heavy (10+ times/year)

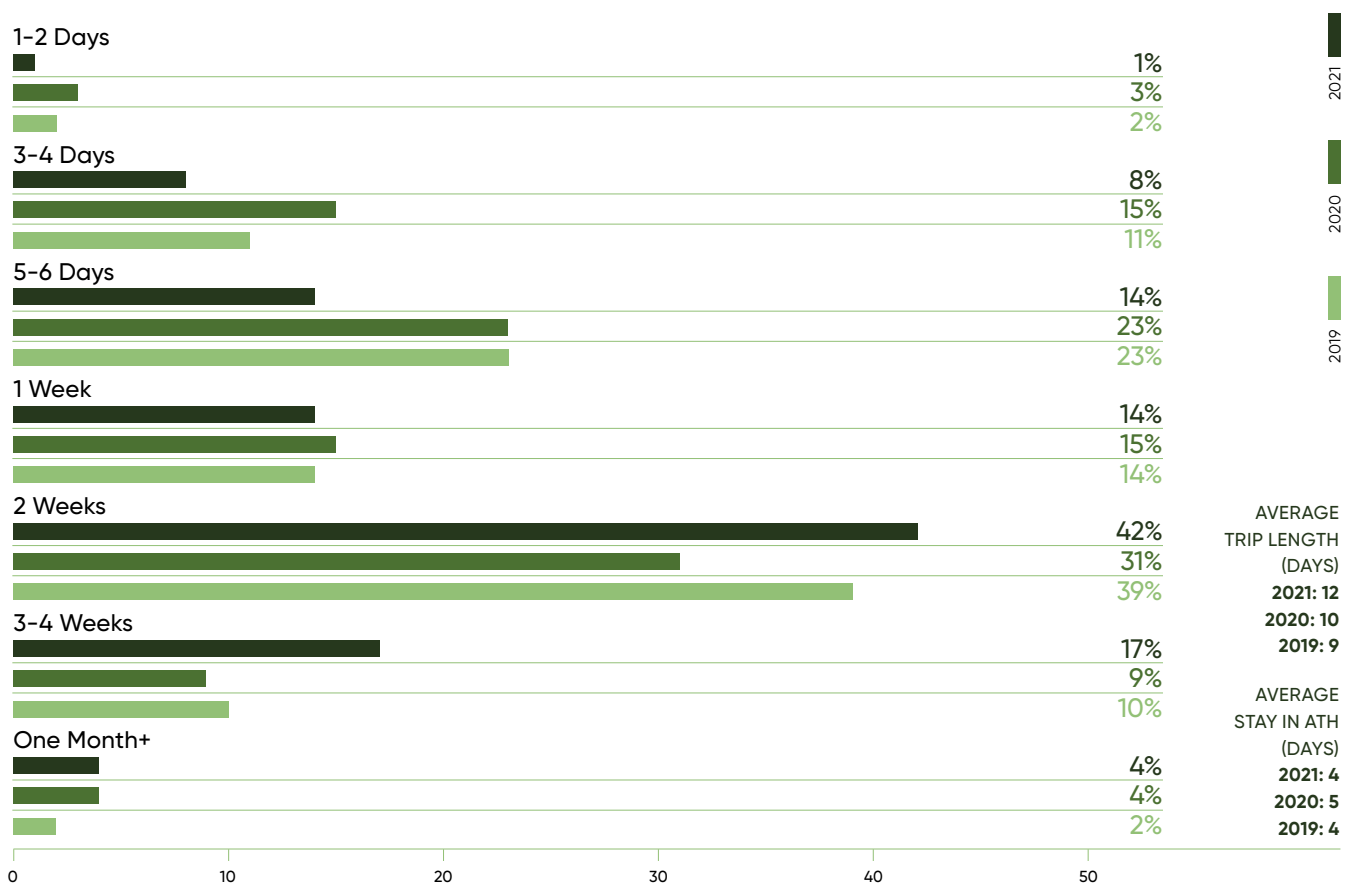


AV. NO. OF TRIPS FROM/TO AIA  
 2019: 2.6  
 2020: 3.6  
 2021: 2.9

### Trip Length - Greek Residents



### Trip Length - Foreign Residents



### Purpose of Trip

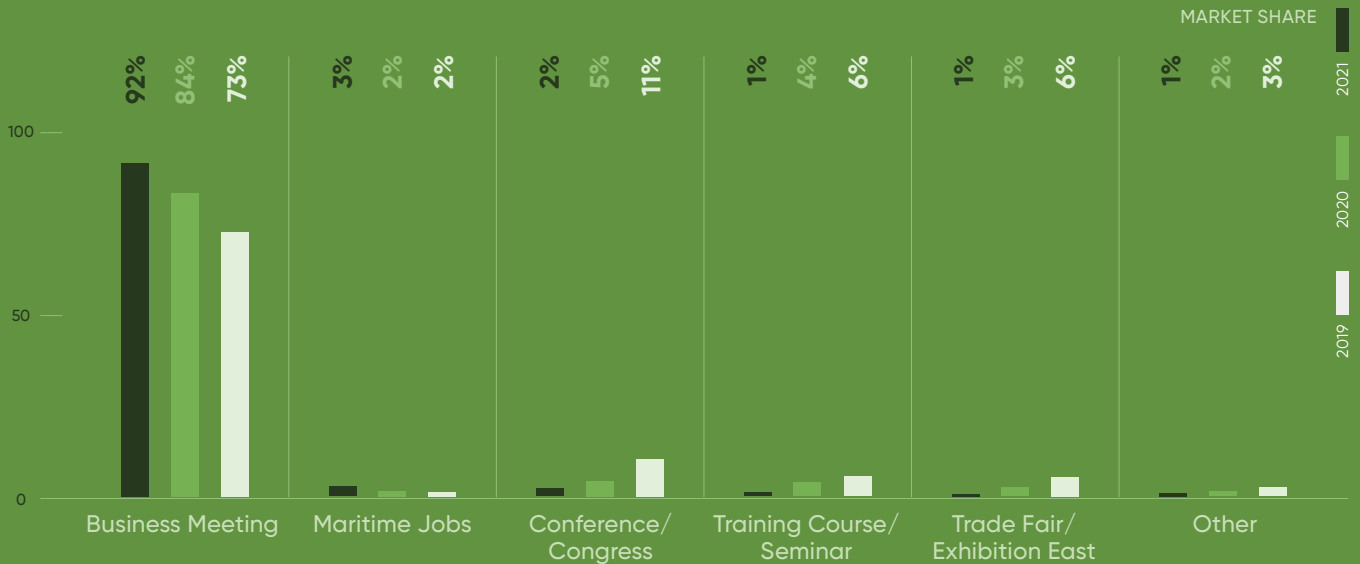
#### Personal Reasons



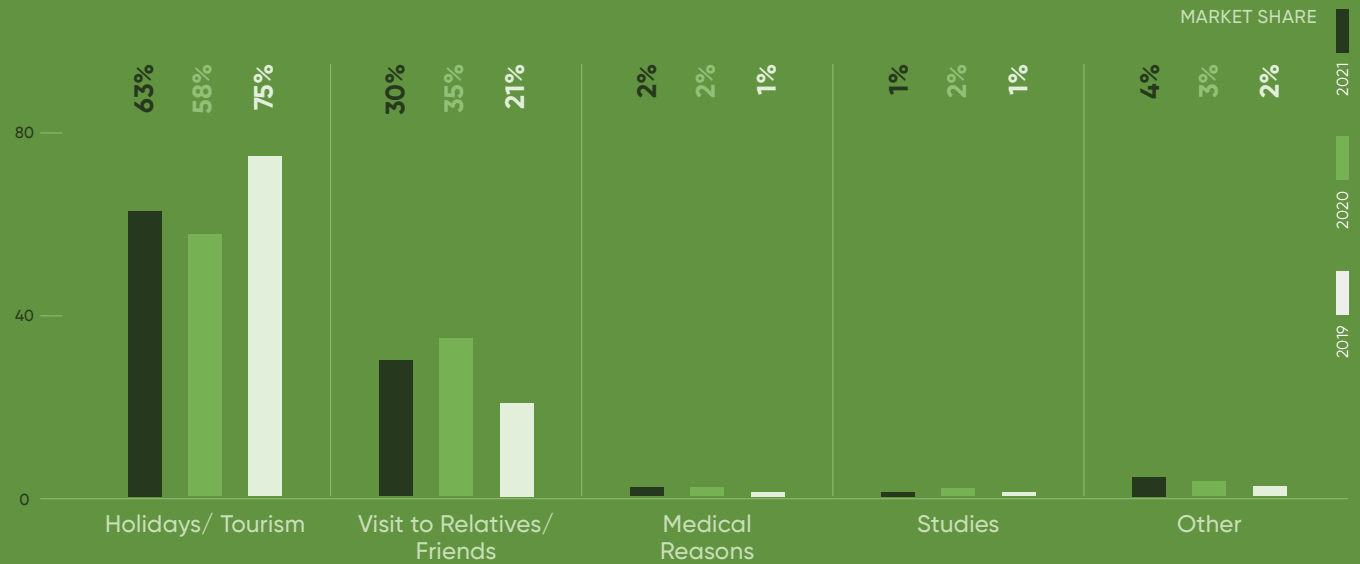
#### Business Reasons



### Business Reasons for Travelling



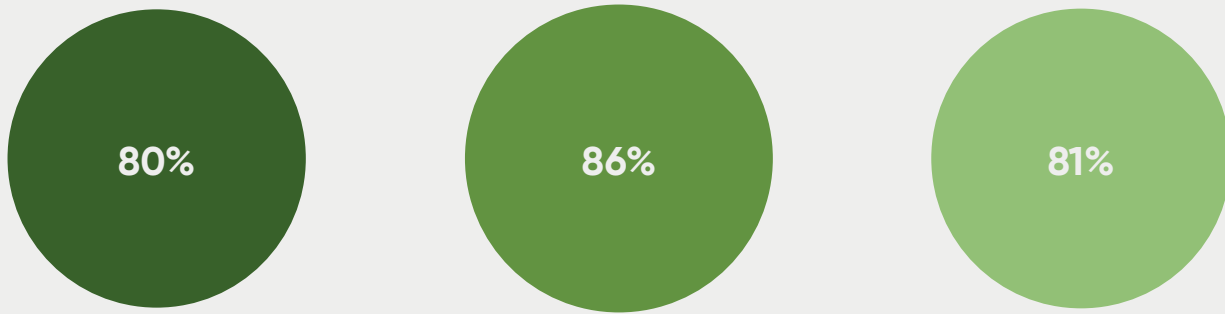
### Personal Reasons for Travelling



## Transfer Passengers

MARKET SHARE

O&D

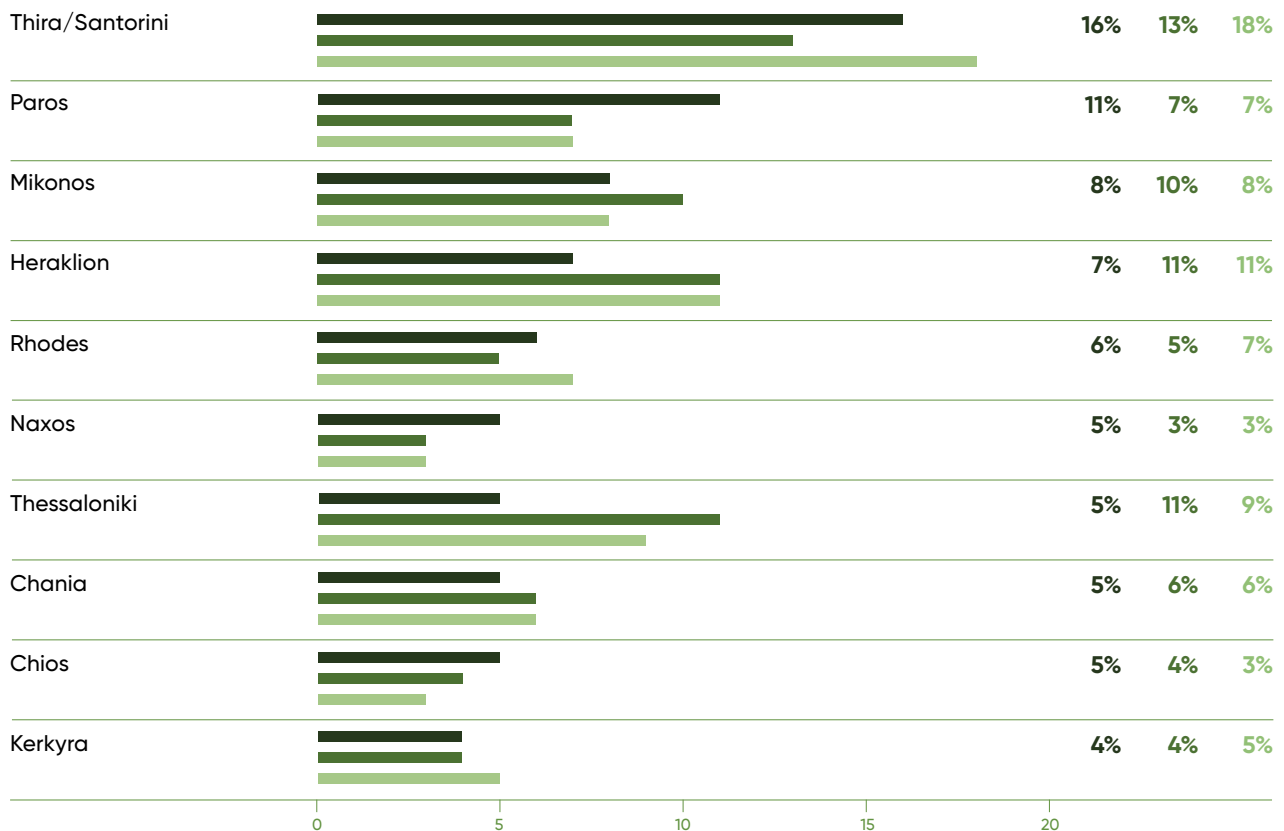


TRANSFER



### Top Domestic Destinations of Transfer Passengers

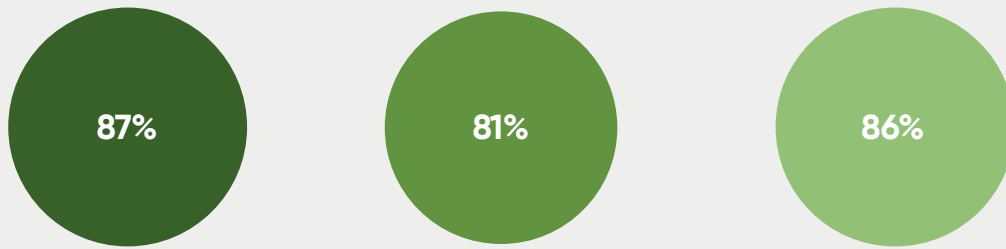
MARKET SHARE



### Movement of Transfer Passengers

MARKET SHARE

DOM TO INT & INT TO DOM



INT TO INT

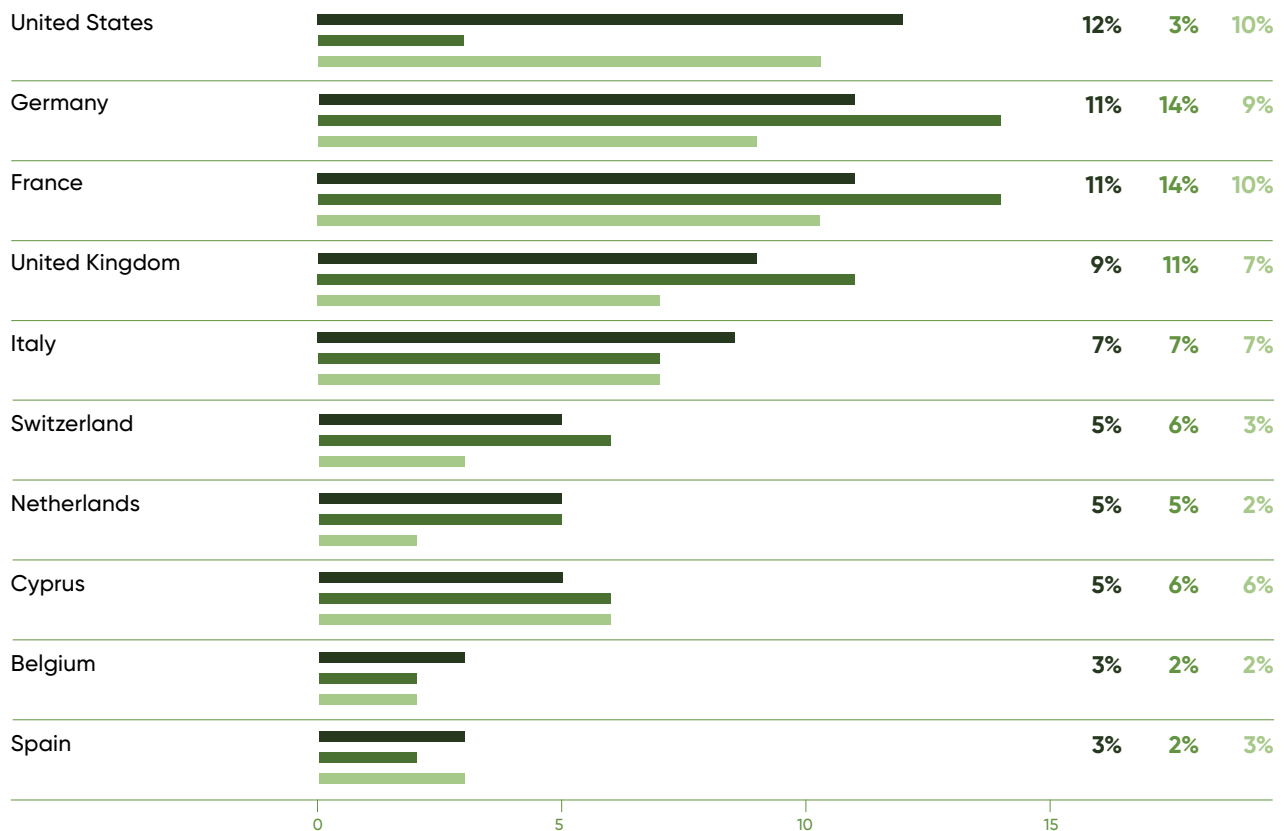


DOM TO DOM



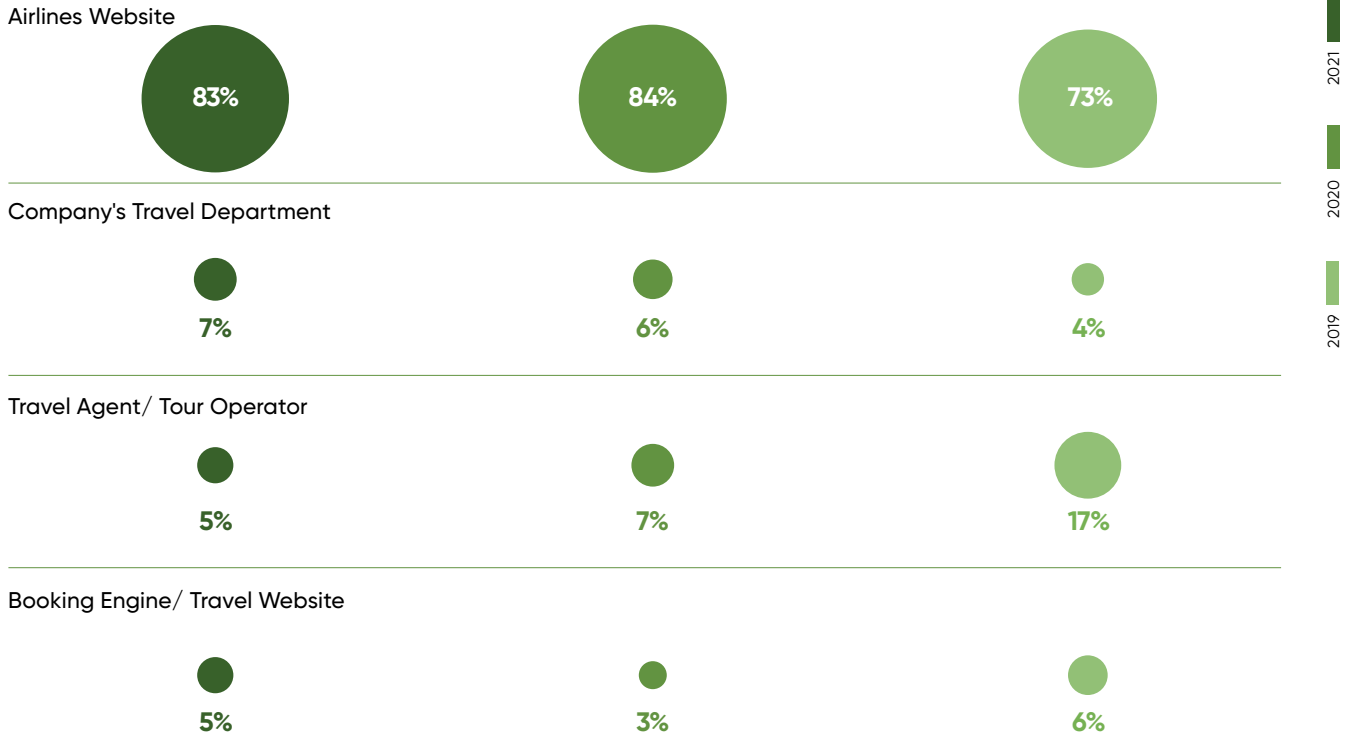
### Top International Destinations of Transfer Passengers

MARKET SHARE



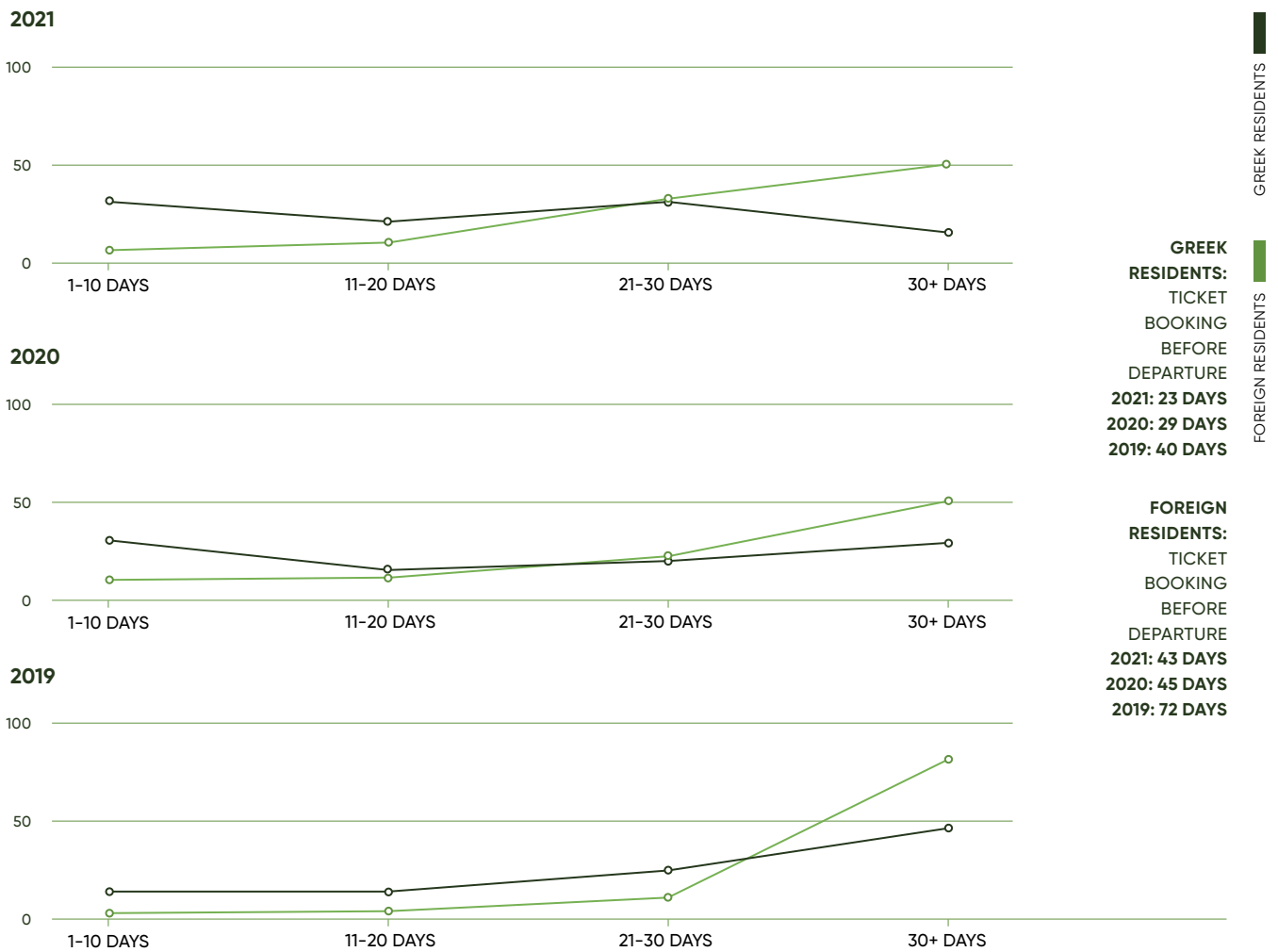
## Ticket Booking

MARKET SHARE



## Reservation Period

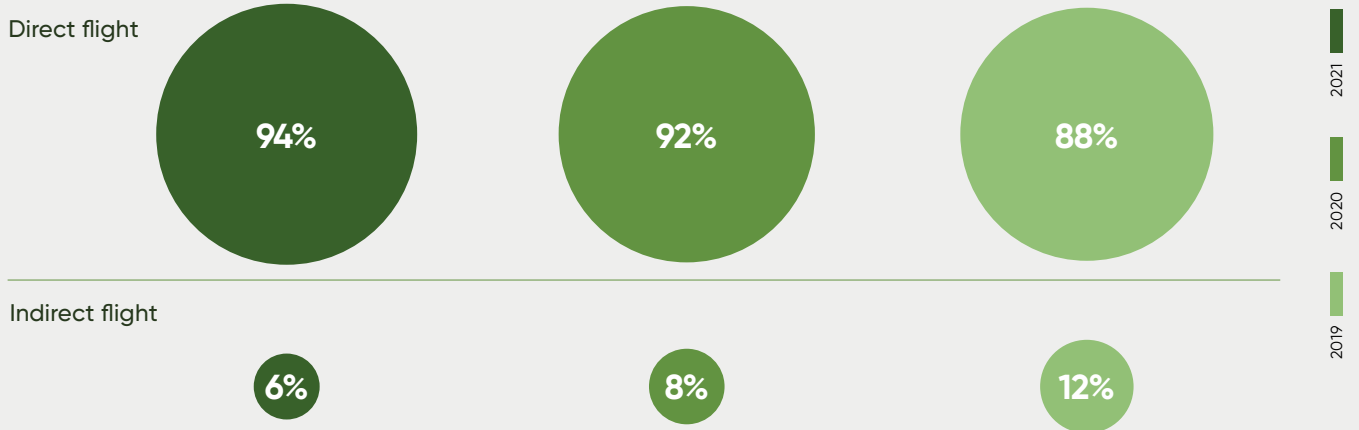
MARKET SHARE





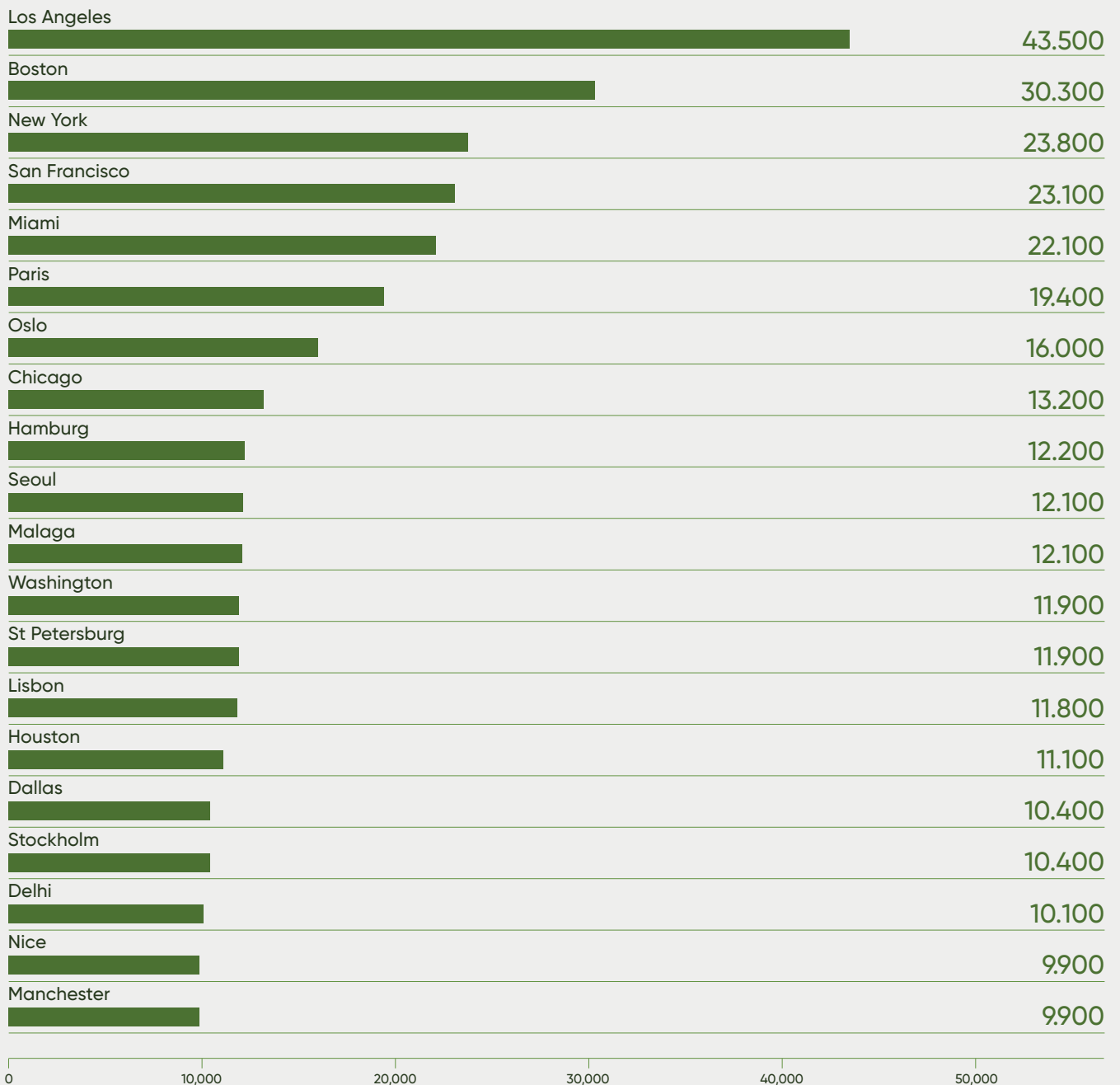
### Direct vs. Indirect Flight to Final International Destination

MARKET SHARE

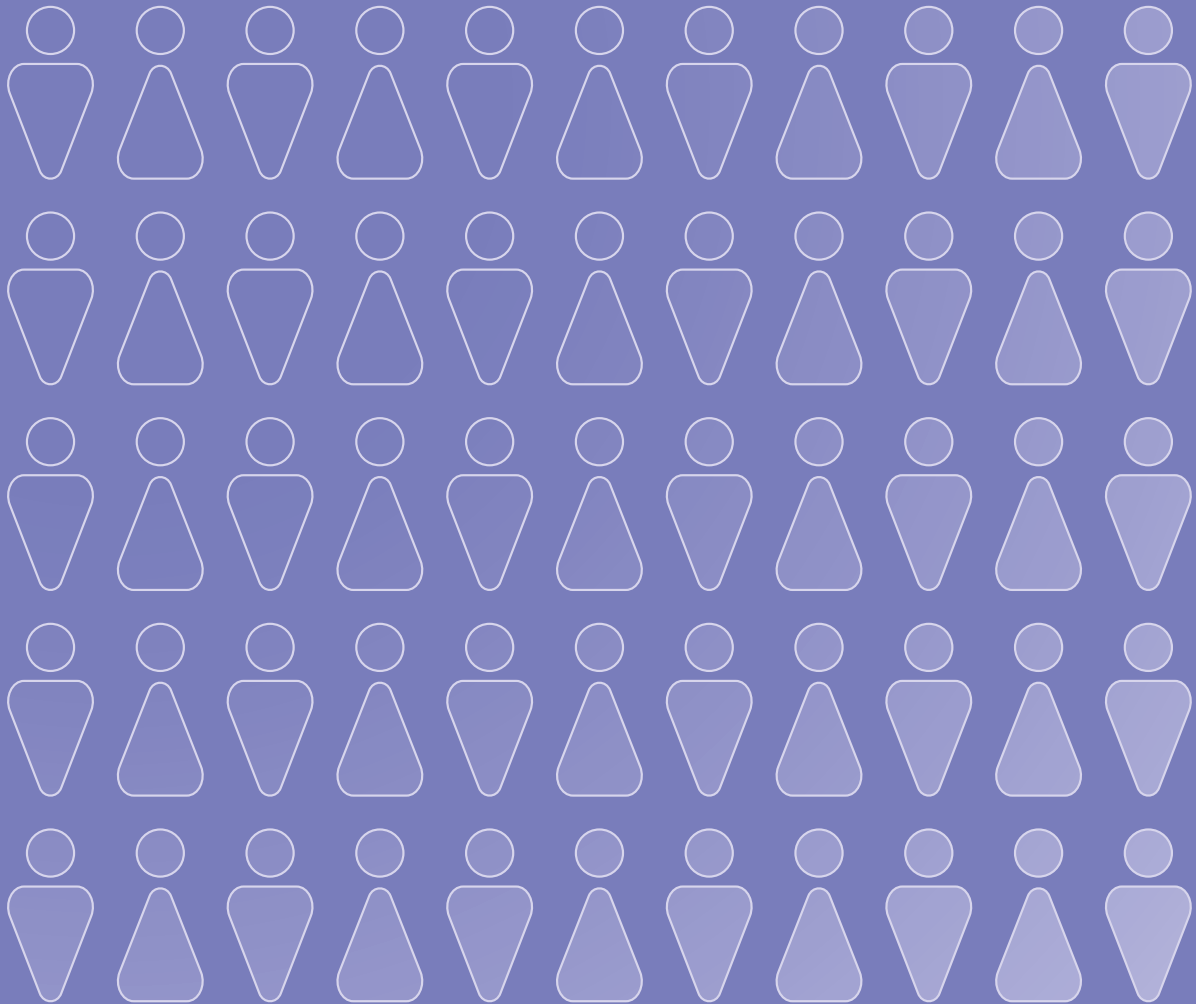


### Main Indirect International Destinations

PASSENGERS



# Adding Tourists



# Recovery is on the way...

Incoming foreign visitors to Athens International Airport were down to 2.9 million in 2021, however showing signs of recovery, with the great majority travelling to Greece for leisure and "Visiting Friends & Relatives" being the key motive for their trip.

Due to imposed travel restrictions against COVID-19, Europe proved the main source of incoming travelers, with Western Europe being the core region of visitors. Germany, the United Kingdom and France were the largest leisure traffic markets.

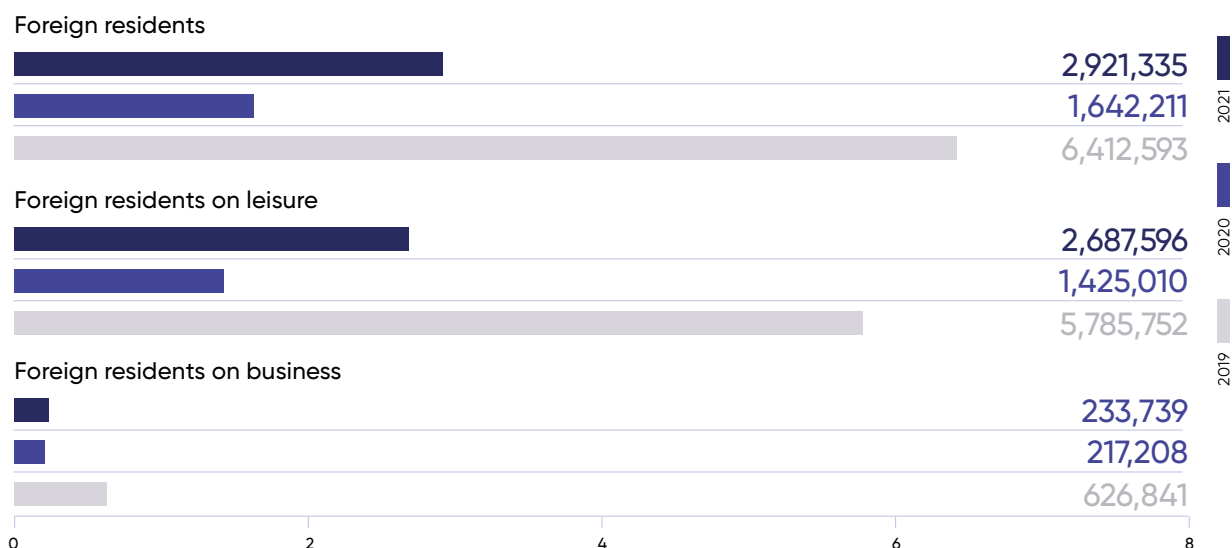
Passengers transferring to a domestic destination through the Athens Airport rather than staying in the city increased in 2021, accounting for 33% of the incoming leisure, as opposed to 28% in 2019. Santorini remained the favorite destination of passengers transferring to other Greek destinations for leisure purposes, followed by Paros and Mikonos, both demonstrating a slight preference in 2021. Incoming visitors spent 4 days on average to visit the metropolitan city, while they stayed 12 days on average in Greece.

Incoming traffic for business purposes is returning to normality with business travelers mostly originating from Western European countries and staying in Athens for 7 days on average.

Greek residents were still very reluctant to travel abroad whether for leisure or business. Foreign destinations populated by Greek communities of significant volumes proved the top picks for Greek air travelers. Cyprus, Italy and United Kingdom were the most popular. When travelling for leisure, duration of the trip was 12 days and travelling for business lasted 8 days on average.

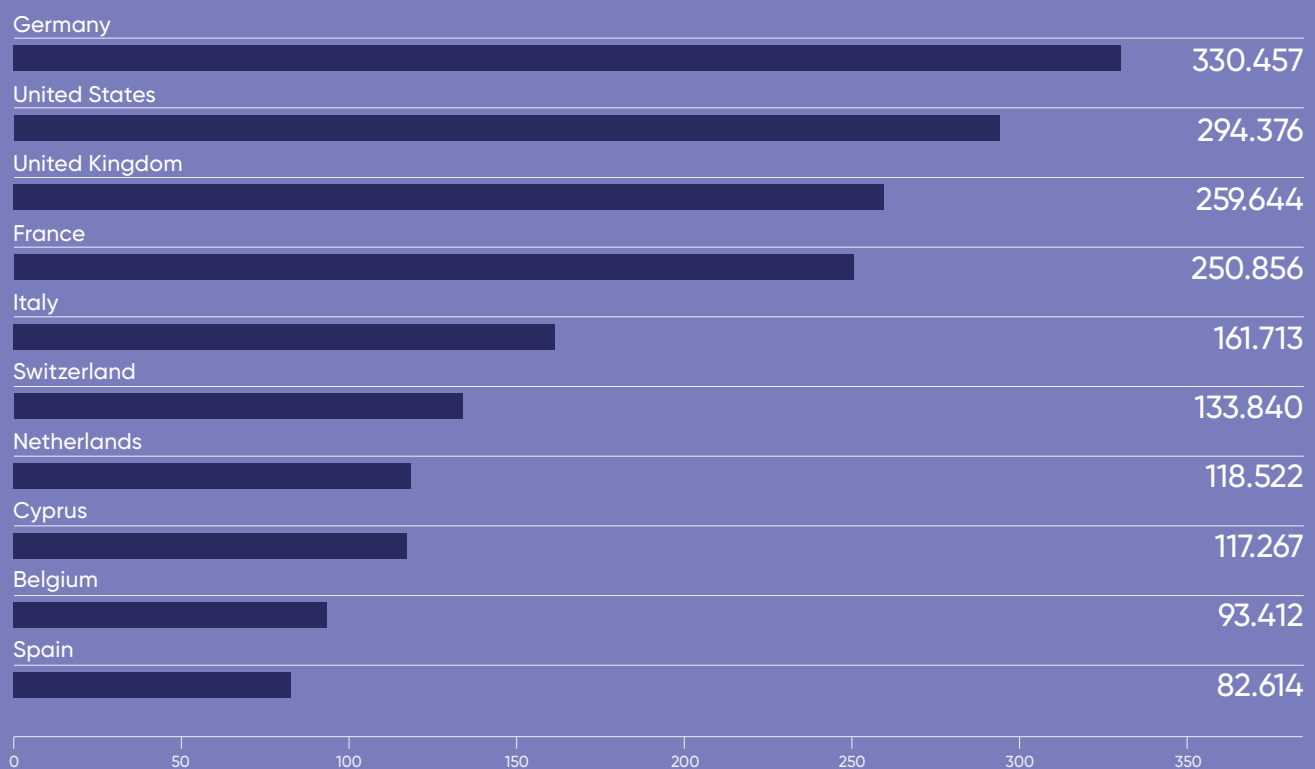
## Incoming Passenger Development

PASSENGERS



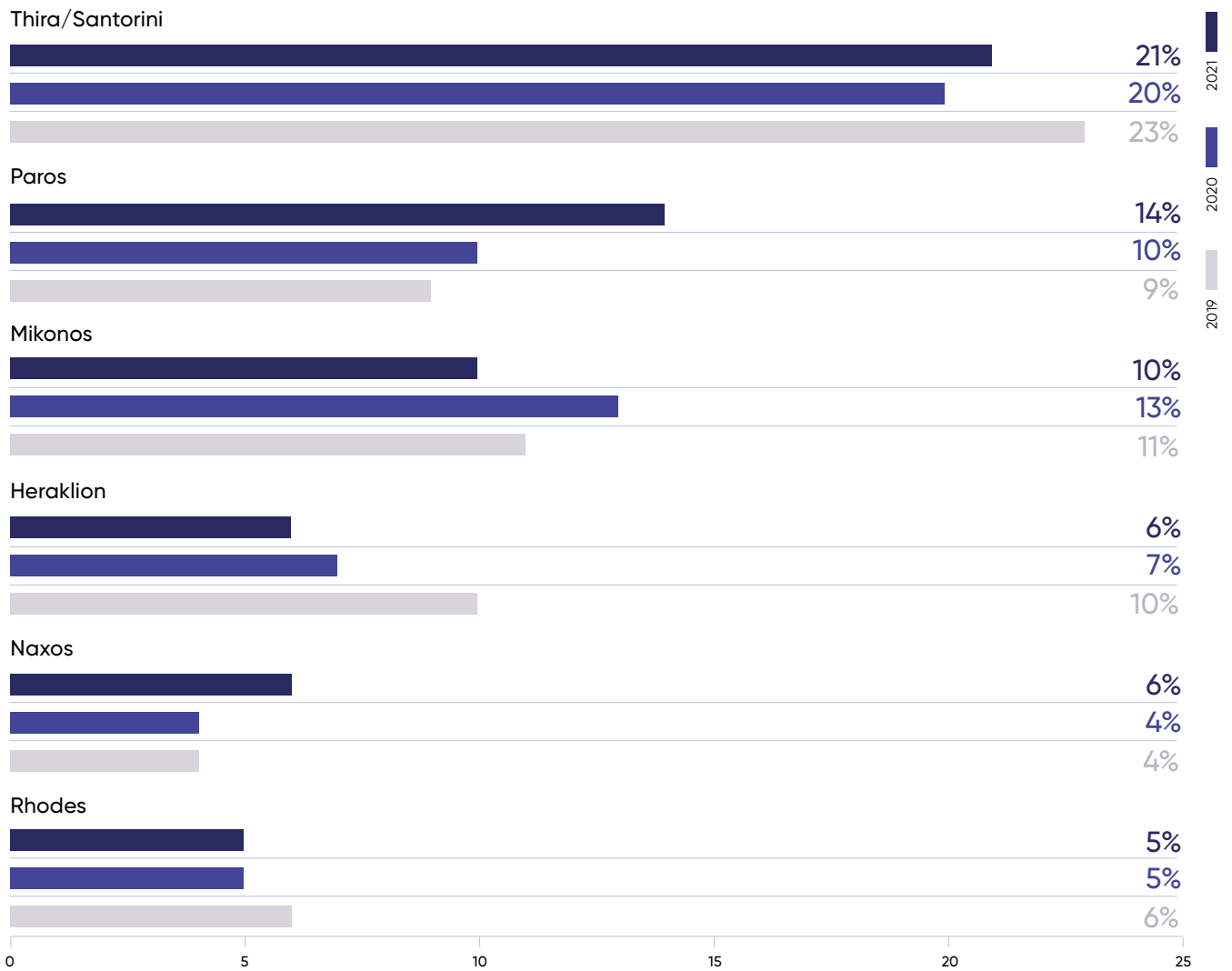
## Top 10 Countries of Incoming Leisure Traffic Arrivals

PASSENGERS



### Top Incoming Leisure Traffic Destinations in Greece via Athens

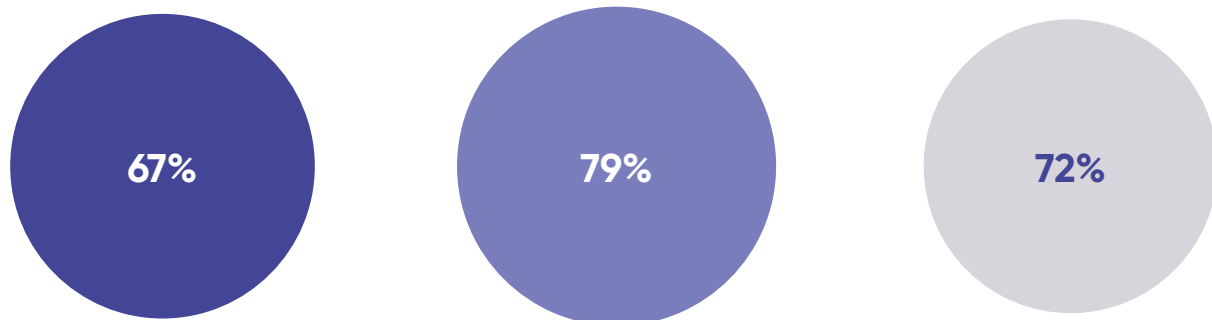
MARKET SHARE



### Incoming Leisure Traffic Visiting Athens & Catchment Area

MARKET SHARE

Athens & Catchment Area

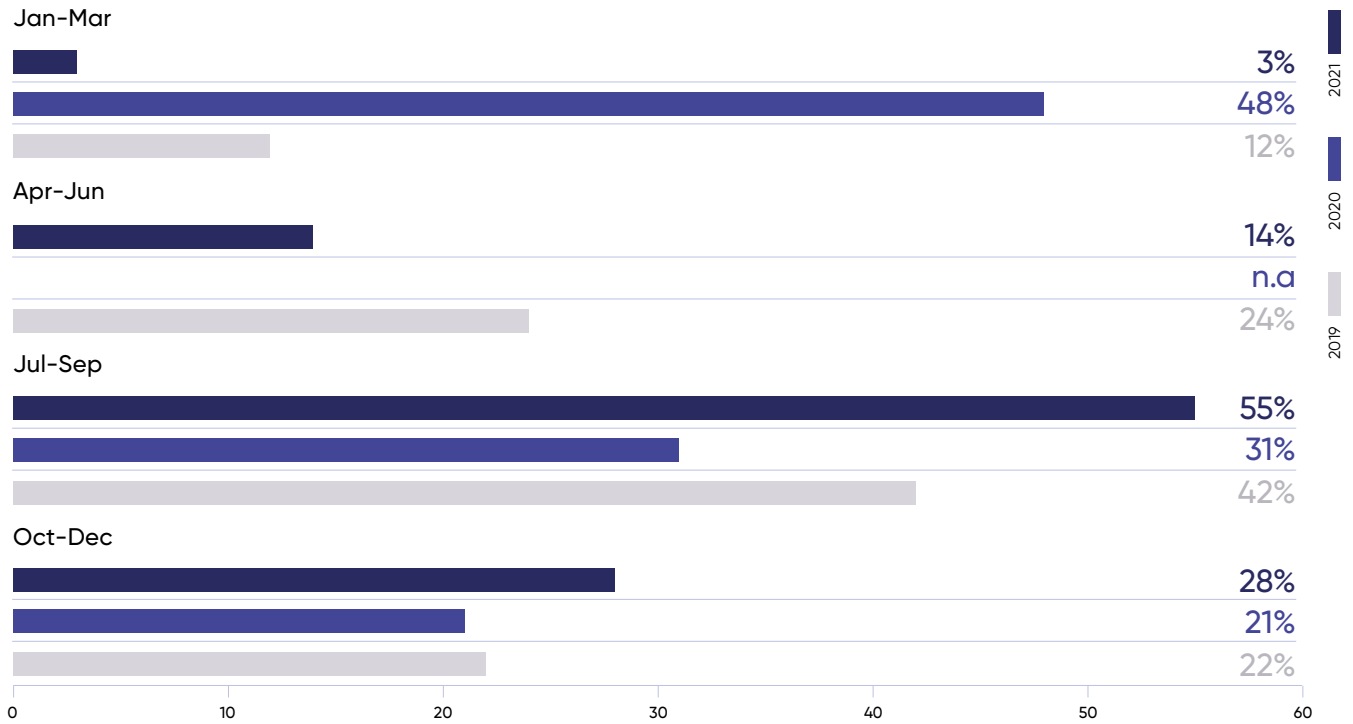


Transferring to Other Greek Destinations via ATH



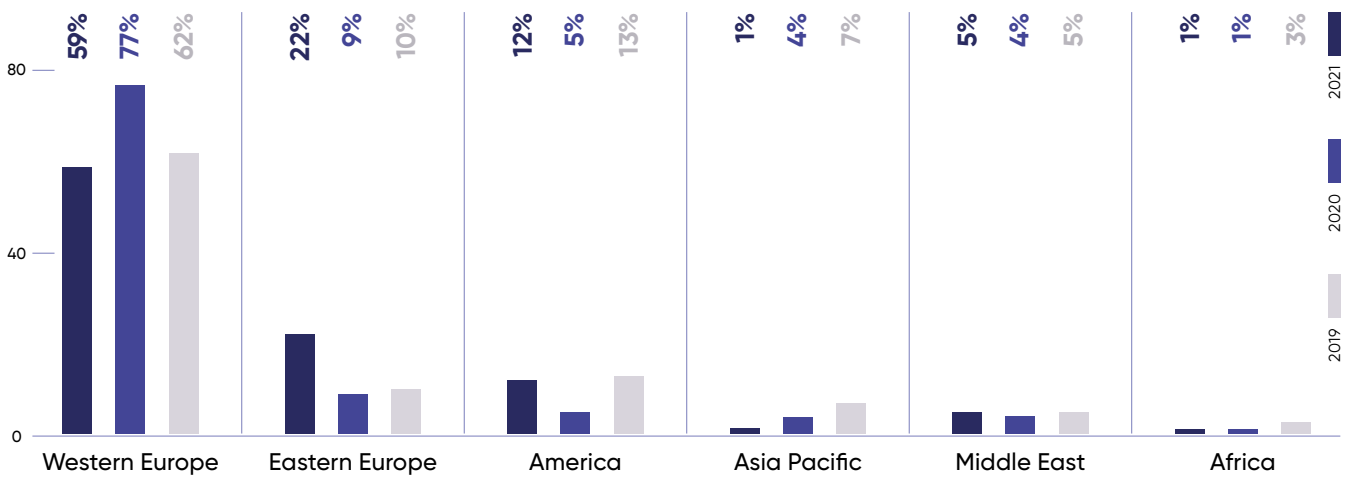
### Seasonality of Incoming Leisure Traffic Arrivals

MARKET SHARE



### Incoming Leisure Traffic Arrivals per Geographical Region

MARKET SHARE



### Length of Stay in Greece - Incoming Leisure Traffic

MARKET SHARE

AVERAGE DAYS IN GREECE	AVERAGE DAYS IN ATHENS
2021: 12	2021: 4
2020: 10	2020: 5
2019: 9	2019: 4



**29%**  
Up to 1 week



**47%**  
2 Weeks



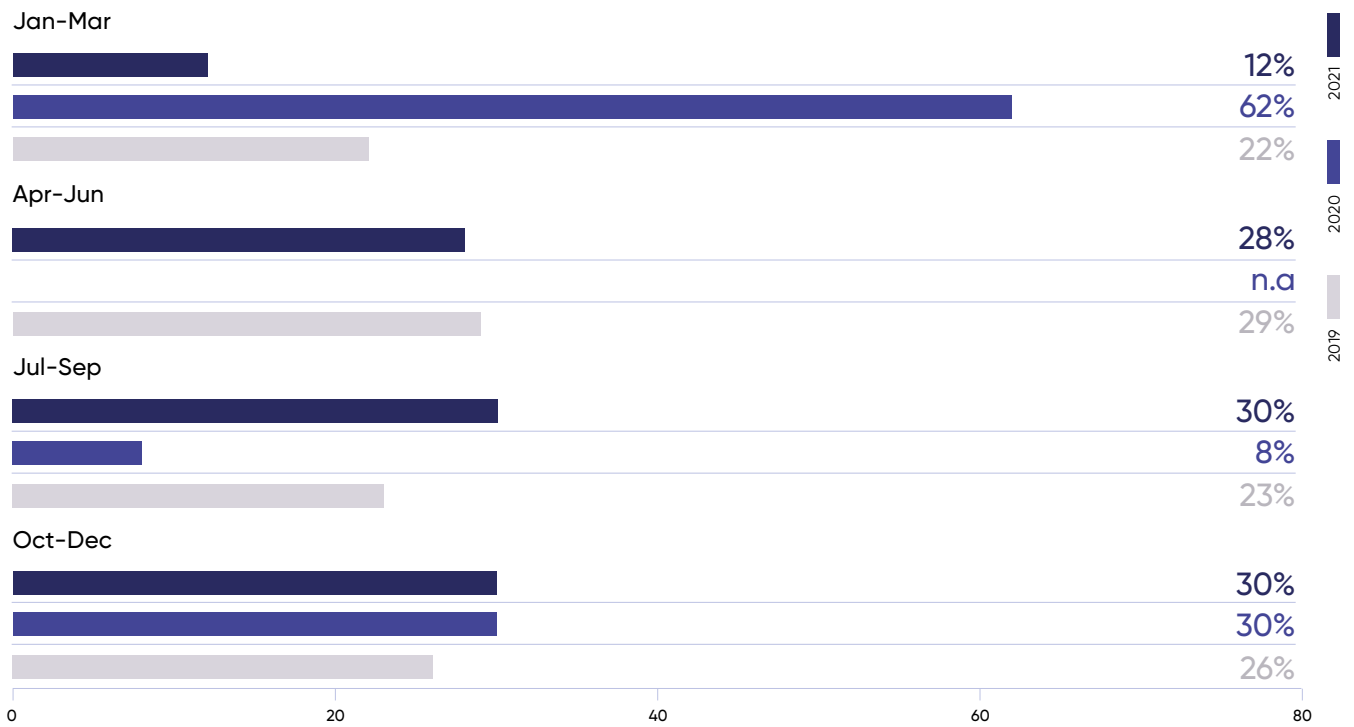
**20%**  
3-4 Weeks



**4%**  
More than a month

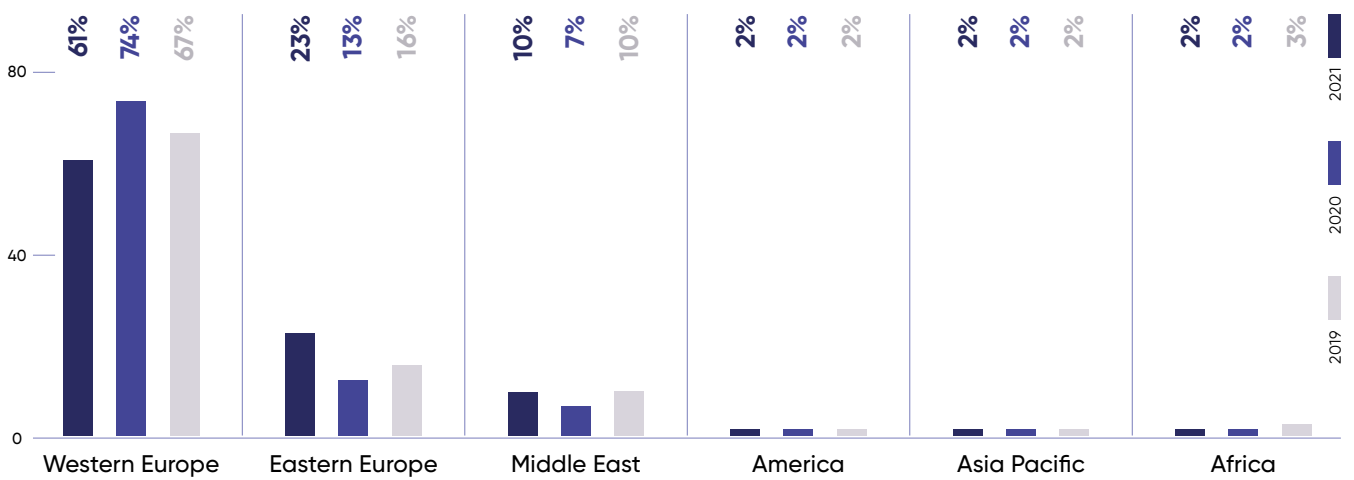
### Seasonality of Incoming Business Traffic Arrivals

MARKET SHARE



### Incoming Business Traffic Arrivals per Geographical Region

MARKET SHARE



### Length of Stay in Greece - Incoming Business Traffic

MARKET SHARE

AVERAGE DAYS IN GREECE  
 2021: 7  
 2020: 5  
 2019: 5



87%  
Up to 1 week



7%  
2 Weeks



2%  
3-4 Weeks

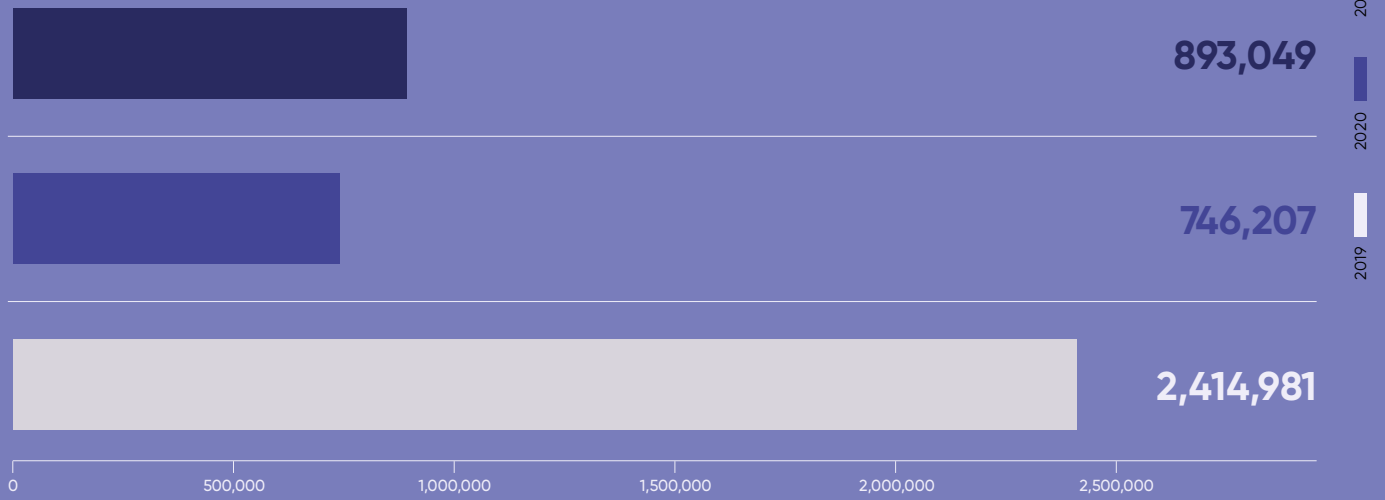


4%  
More than a month

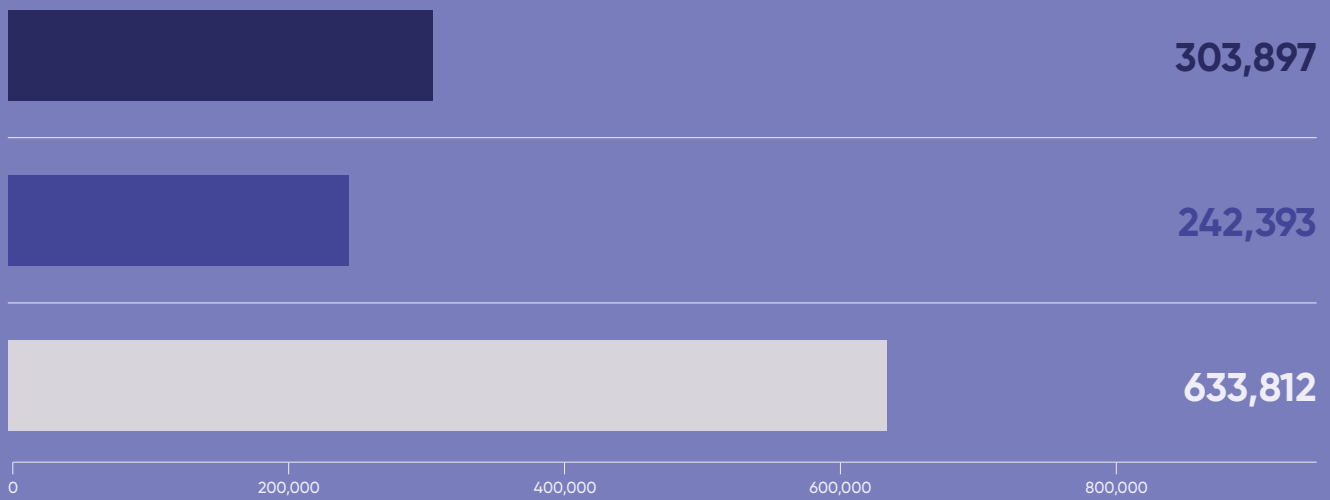
## Greek Outgoing Passengers Development

PASSENGERS

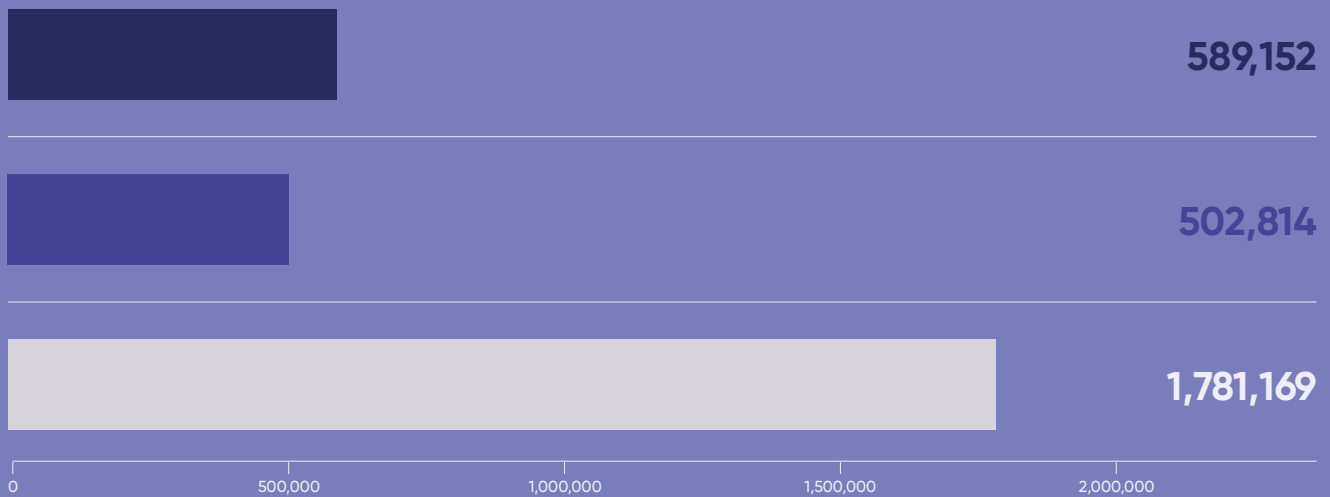
### Greeks Travelling to International Destinations



### Greeks Travelling for Business to International Destinations



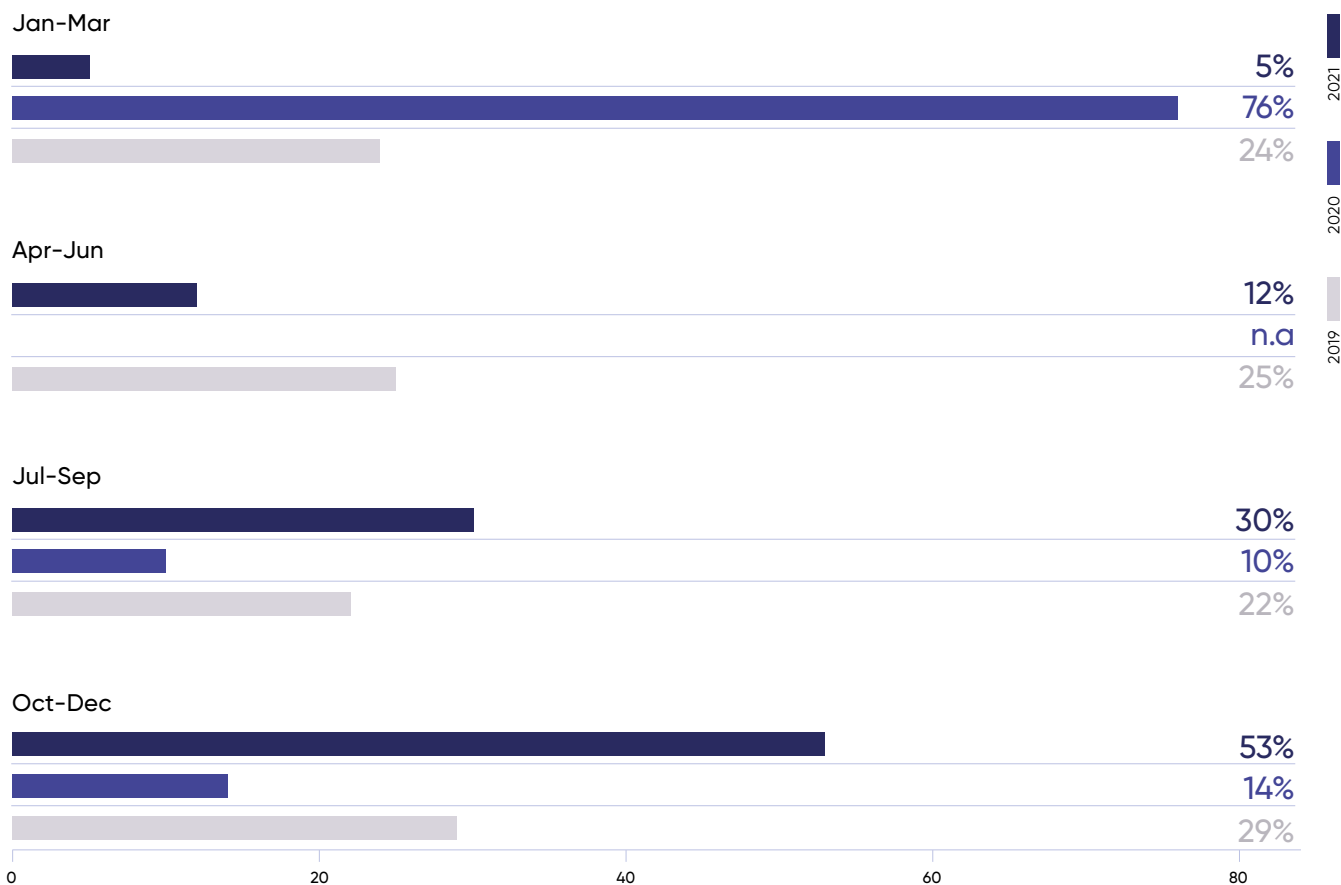
### Greeks Travelling for Leisure to International Destinations





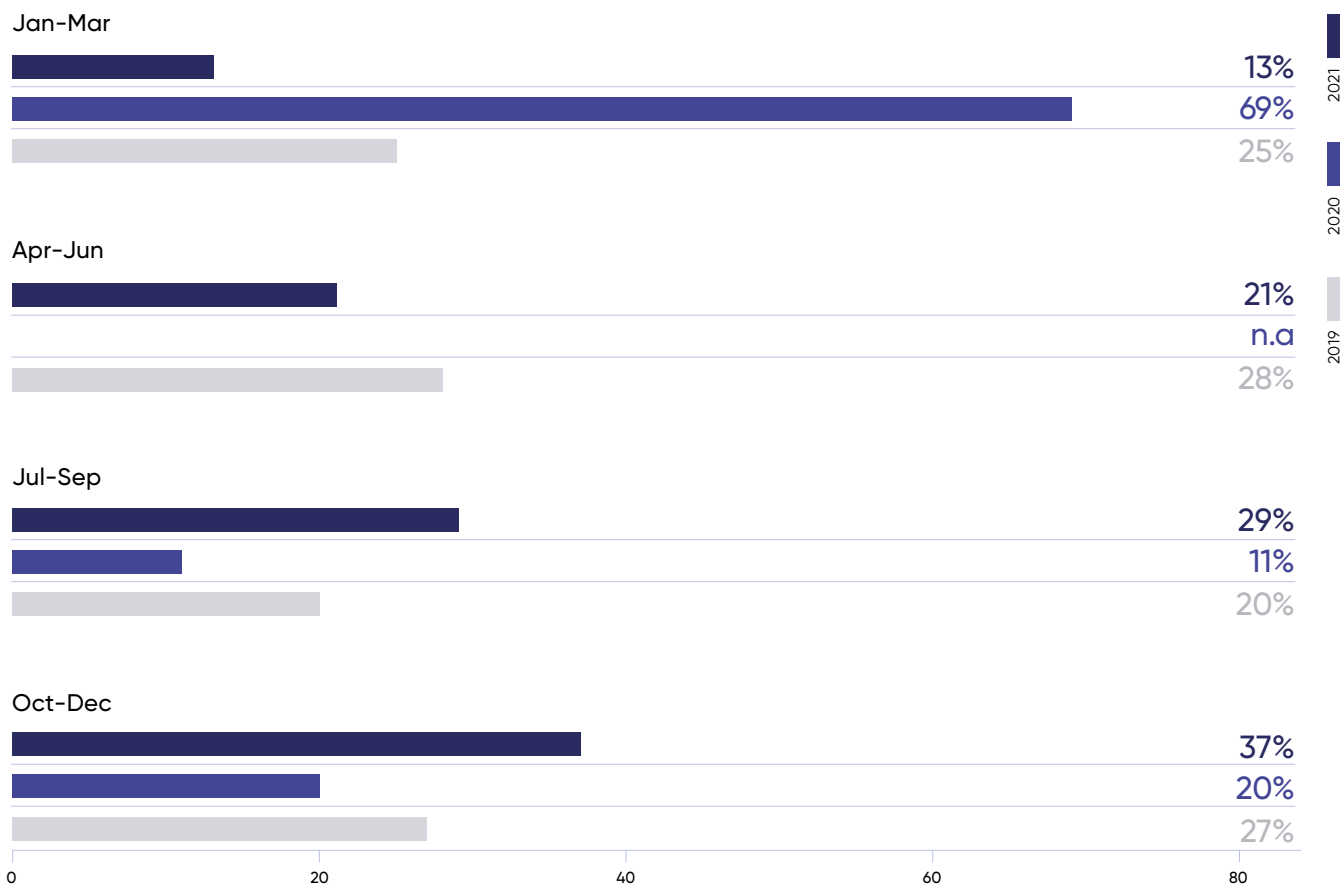
### Seasonality of Greek Leisure Traffic Departures

MARKET SHARE



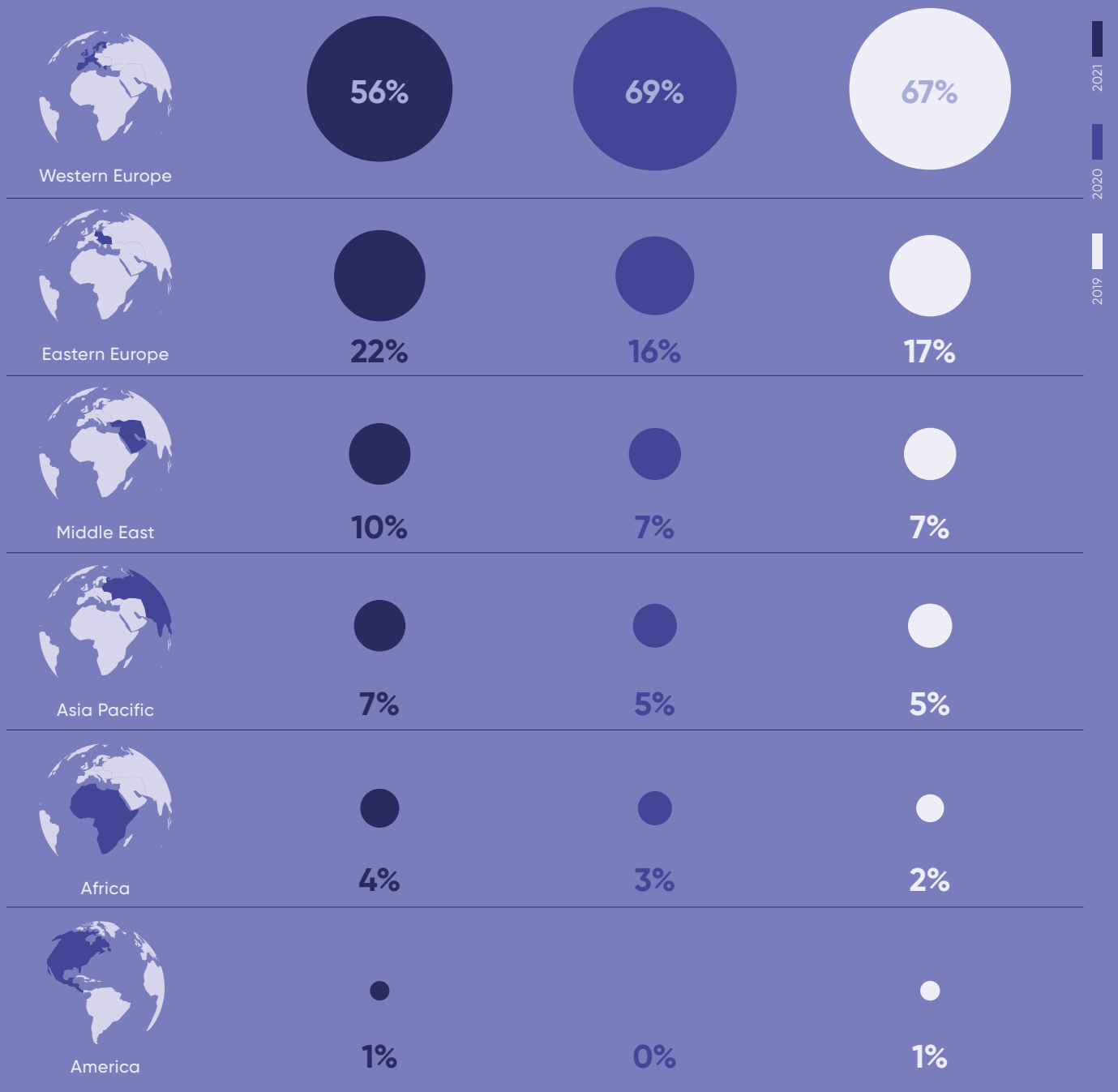
### Seasonality of Greek Business Traffic Departures

MARKET SHARE



### Greek Business Traffic Departures per Geographical Region

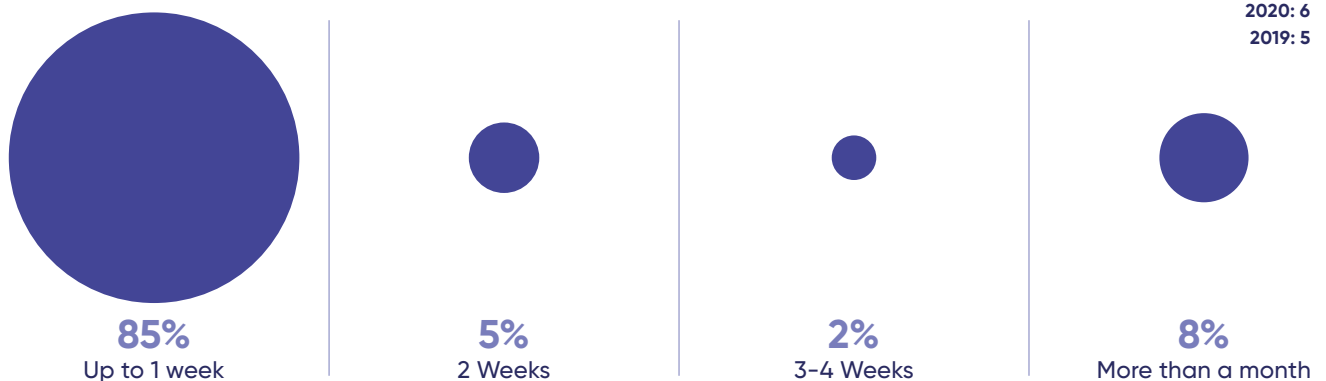
MARKET SHARE

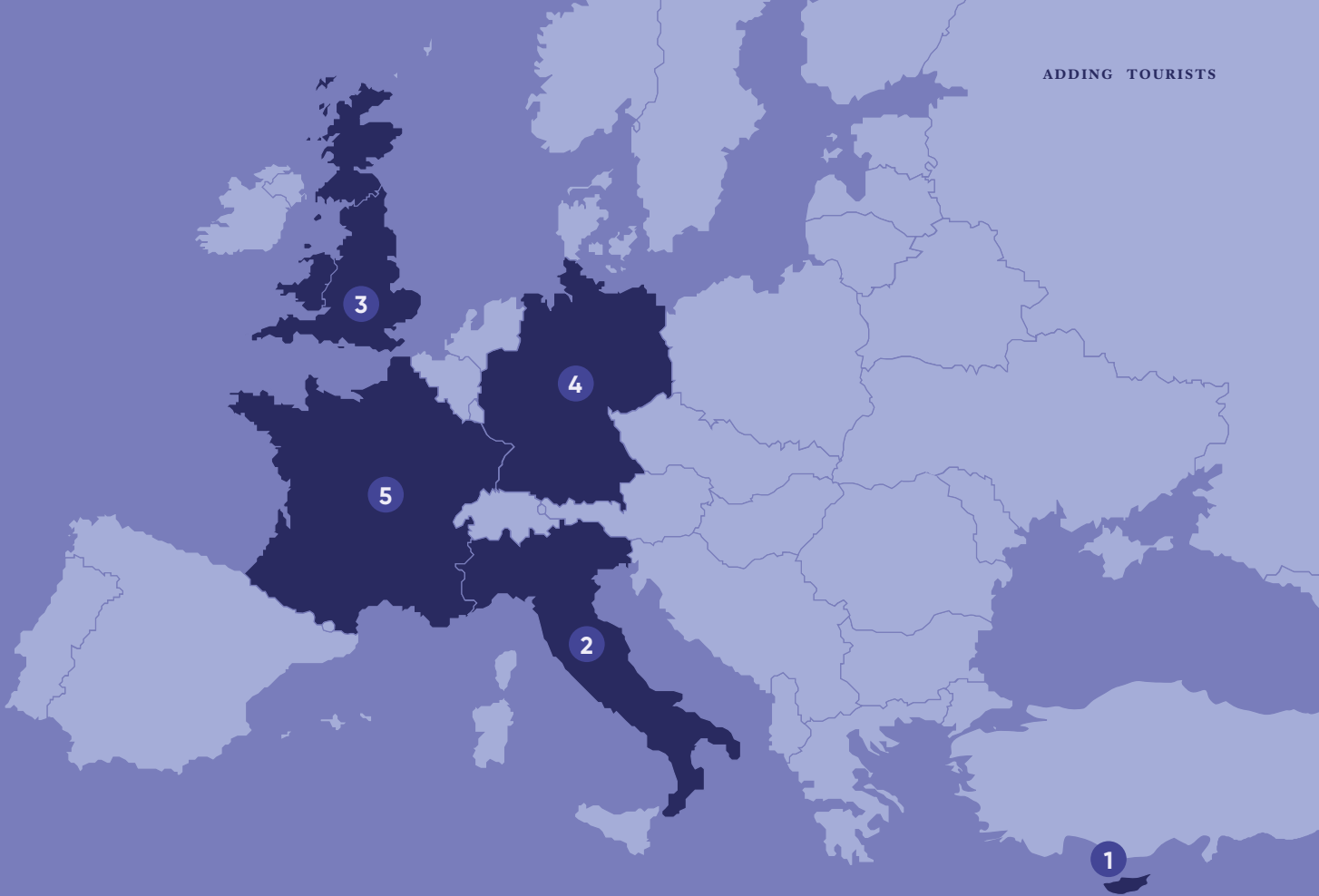


### Length of Stay Abroad - Greek Business Traffic

MARKET SHARE

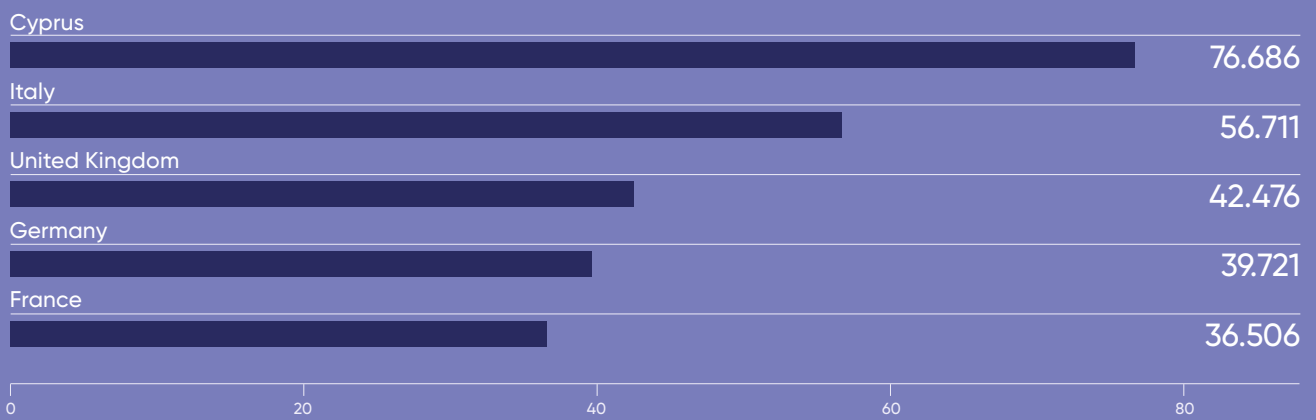
AVERAGE DAYS  
ABROAD  
2021: 8  
2020: 6  
2019: 5





**Top Destination Countries of Greek Leisure Traffic Departures**

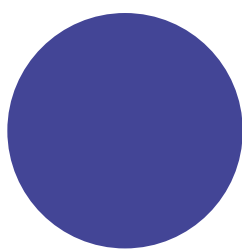
PASSENGERS



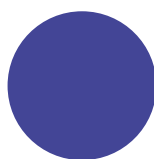
**Length of Stay Abroad - Greek Leisure Traffic**

AVERAGE DAYS  
ABROAD  
2021: 12  
2020: 10  
2019: 8

MARKET SHARE



**55%**  
Up to 1 week



**22%**  
2 Weeks



**13%**  
3-4 Weeks



**10%**  
More than a month

# Greek Arithmetic



## Total annual passenger traffic at the Greek airports reached 35.8 million in 2021, 82% above 2020 and 44% below 2019

While the pandemic crisis was still very much evident in 2021, total annual passenger traffic at the Greek airports reached 35.8 million, 82% above 2020 and 44% below 2019. Domestic passengers, at 10.4 million, were 51% more than 2020, but 39% lower than 2019, while international air travellers, at 25.4 million, almost doubled compared to 2020 (+98%); they were 46% less than 2019, though.

Overall, the Greek peripheral airports demonstrated a speedier recovery compared to Athens, mainly in the international segment – international passenger traffic was only 39% lower than 2019, compared to -57% in Athens. The trend is clearly attributable to the heavy reliance of most peripheral airports on international traffic during the peak summer period, when traffic recovery was mostly evident in 2021. As a result, the market share of Athens International Airport regarding passenger traffic dropped from 40% in 2019 to 34% in 2021 – and from 38% to 30% regarding international passenger traffic.

International charter traffic traditionally accounts for 25% of the total Greek airports' international traffic – this was also the case in 2021. It is worth noting that the top-10 international charter traffic airports accounted for 95% of the international charter passenger traffic.

Commercial aircraft movements in the Greek sky in 2021 amounted to 526 thousand, approximately 58% more than 2020 and 27% less than 2019. Similarly to the trend witnessed for passenger traffic, peripheral airports demonstrated a faster recovery compared to that of the Athens International Airport.

## Passenger Traffic of Main Greek Airports

City	Domestic Commercial Passengers				International Commercial Passengers			
	2021	2020	% 2021 /2020	% 2021 /2019	2021	2020	% 2021 /2020	% 2021 /2019
Athens	4,591,091	3,006,836	52.7%	-40.7%	7,655,589	5,020,104	52.5%	-56.9%
Heraklion	759,156	600,388	26.4%	-42.2%	4,290,578	1,797,876	138.6%	-34.1%
Thessaloniki	1,240,432	862,799	43.8%	-40.5%	2,195,602	1,439,817	52.5%	-52.1%
Rhodes	514,268	350,653	46.7%	-33.3%	2,801,372	1,170,674	139.3%	-37.5%
Corfu	211,774	139,774	51.5%	-35.1%	1,808,441	810,079	123.2%	-35.1%
Chania	453,634	294,438	54.1%	-31.7%	1,323,939	402,110	229.2%	-39.1%
Kos	170,759	133,416	28.0%	-38.2%	1,367,337	646,354	111.5%	-39.7%
Santorini	559,393	282,719	97.9%	-53.7%	956,737	280,664	240.9%	-4.9%
Mykonos	280,686	131,187	114.0%	-46.0%	730,553	264,879	175.8%	-21.5%
Zakinthos	54,615	26,850	103.4%	23.8%	943,939	394,715	139.1%	-42.7%
Other GR airports	1,530,524	1,041,201	47.0%	-25.8%	1,366,471	600,347	127.6%	-54.7%
<b>Total Greece</b>	<b>10,366,332</b>	<b>6,870,261</b>	<b>50.9%</b>	<b>-39.1%</b>	<b>25,440,558</b>	<b>12,827,619</b>	<b>98.3%</b>	<b>-46.1%</b>

## Aircraft Movements of Main Greek Airports

City	Domestic Commercial Aircraft Movements				International Commercial Aircraft Movements			
	2021	2020	% 2021 /2020	% 2021 /2019	2021	2020	% 2021 /2020	% 2021 /2019
Athens	70,631	50,104	41.0%	-23.2%	76,918	56,636	35.8%	-39.2%
Heraklion	8,473	6,979	21.4%	-28.2%	30,185	13,897	117.2%	-26.7%
Thessaloniki	15,254	10,275	48.5%	-16.6%	19,442	13,217	47.1%	-40.1%
Rhodes	6,536	4,876	34.0%	3.5%	20,355	9,047	125.0%	-24.8%
Corfu	3,429	2,578	33.0%	-3.3%	14,586	6,954	109.7%	-19.0%
Chania	5,319	3,491	52.4%	-9.5%	10,221	3,534	189.2%	-21.6%
Santorini	6,554	4,151	57.9%	-45.7%	8,234	2,569	220.5%	16.1%
Kos	3,450	2,736	26.1%	-13.7%	10,196	4,972	105.1%	-27.3%
Mykonos	4,403	2,672	64.8%	-22.9%	8,280	3,112	166.1%	8.4%
Zakinthos	1,548	1,201	28.9%	68.4%	7,404	3,373	119.5%	-27.0%
Other GR airports	39,569	31,484	25.7%	-13.5%	13,314	5,937	124.3%	-41.2%
<b>Total Greece</b>	<b>165,166</b>	<b>120,547</b>	<b>37.0%</b>	<b>-19.9%</b>	<b>219,135</b>	<b>123,248</b>	<b>77.8%</b>	<b>-31.5%</b>

## 2021 Total Commercial Passengers

# 35,806,890

## Total Commercial Passengers

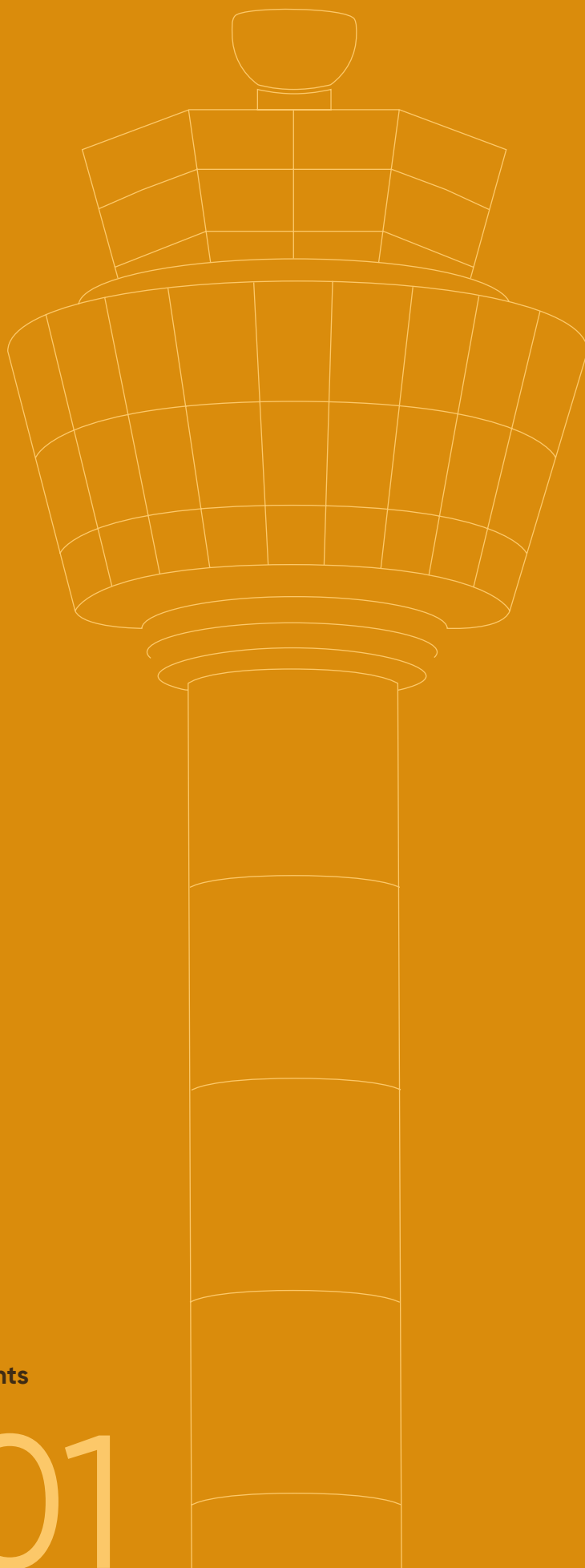
2021	2020	% 2021 /2020	% 2021 /2019
12,246,680	8,026,940	52.6%	-51.9%
5,049,734	2,398,264	110.6%	-35.5%
3,436,034	2,302,616	49.2%	-48.5%
3,315,640	1,521,327	117.9%	-36.9%
2,020,215	949,853	112.7%	-35.1%
1,777,573	696,548	155.2%	-37.4%
1,538,096	779,770	97.2%	-39.6%
1,516,130	563,383	169.1%	-31.5%
1,011,239	396,066	155.3%	-30.3%
998,554	421,565	136.9%	-41.0%
2,896,995	1,641,548	76.5%	-42.9%
<b>35,806,890</b>	<b>19,697,880</b>	<b>81.8%</b>	<b>-44.2%</b>

## Total Commercial Aircraft Movements

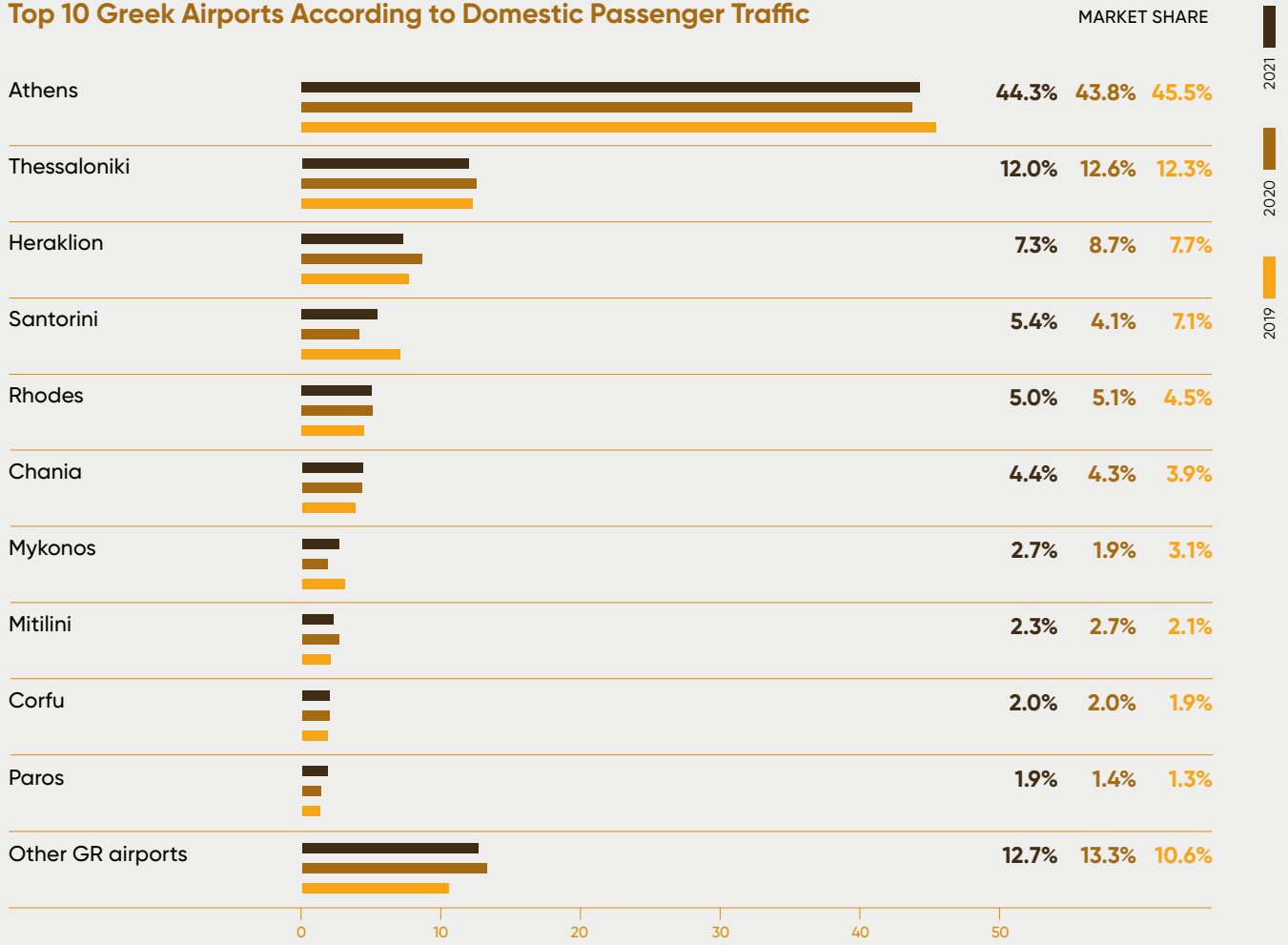
2021	2020	% 2021 /2020	% 2021 /2019
147,549	106,740	38.2%	-32.5%
38,658	20,876	85.2%	-27.1%
34,696	23,492	47.7%	-31.6%
26,891	13,923	93.1%	-19.5%
18,015	9,532	89.0%	-16.4%
15,540	7,025	121.2%	-17.9%
14,788	6,720	120.1%	-22.8%
13,646	7,708	77.0%	-24.3%
12,683	5,784	119.3%	-5.0%
8,952	4,574	95.7%	-19.1%
52,883	37,421	41.3%	-22.6%
<b>384,301</b>	<b>243,795</b>	<b>57.6%</b>	<b>-27.0%</b>

## 2021 Total Commercial Aircraft Movements

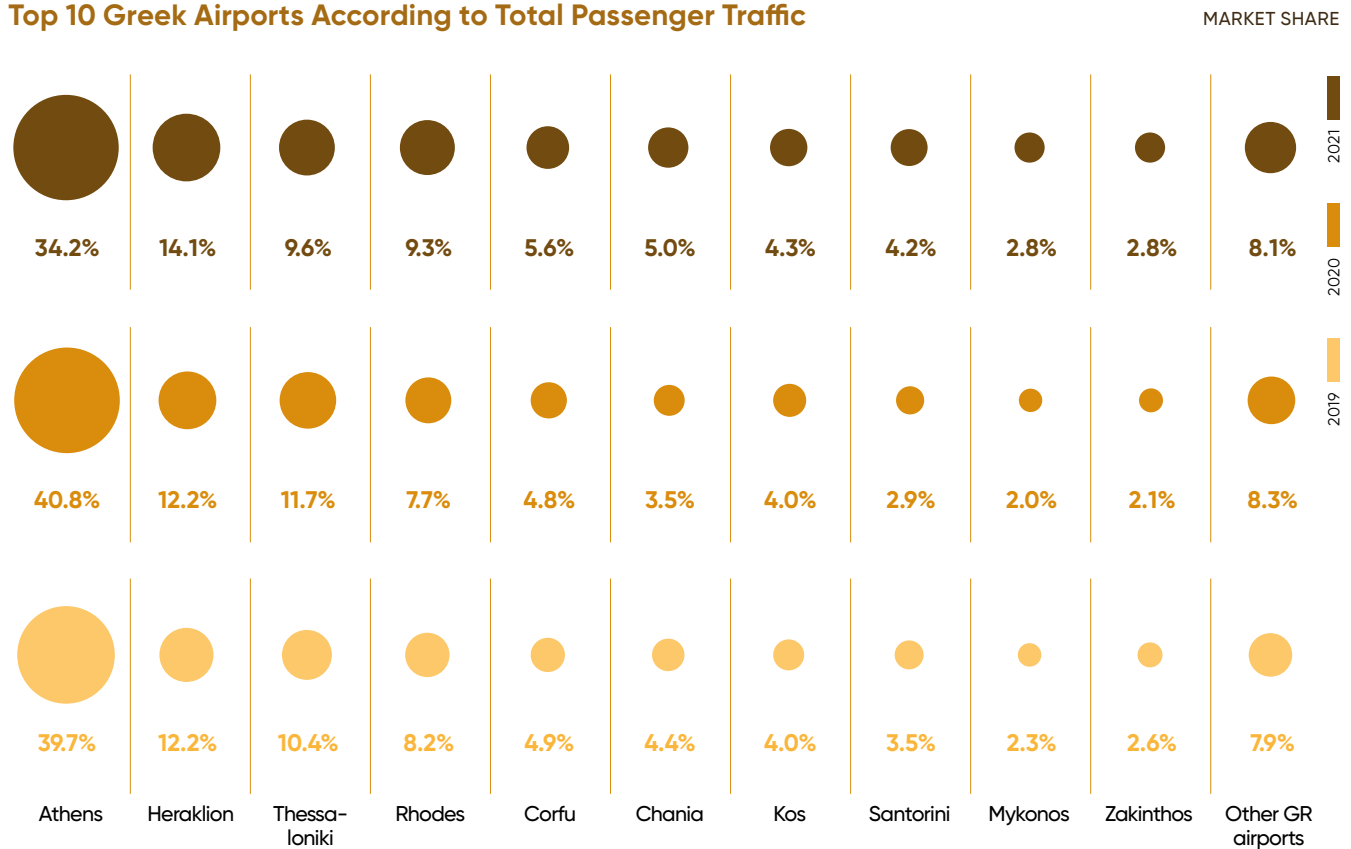
# 384,301



### Top 10 Greek Airports According to Domestic Passenger Traffic



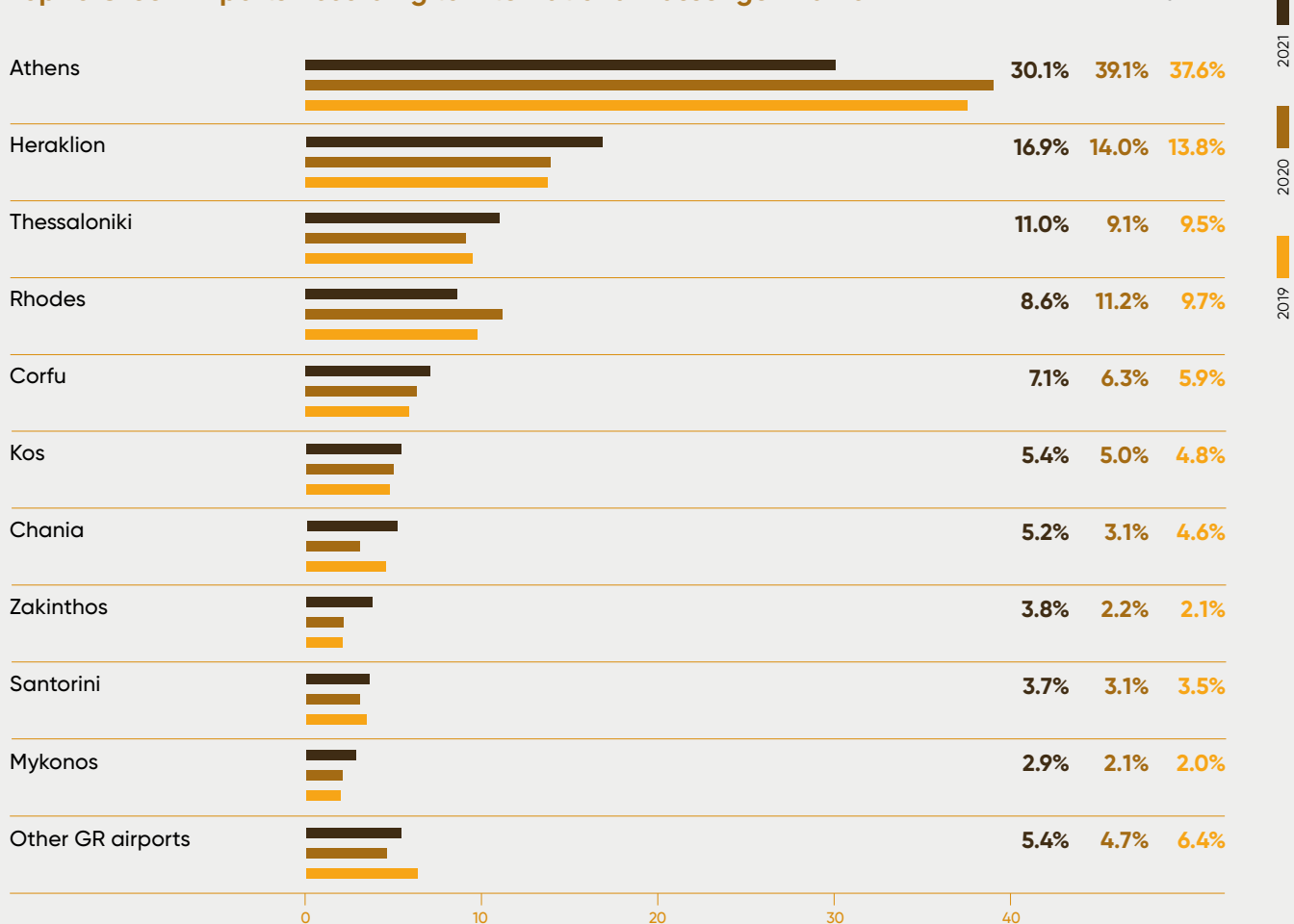
### Top 10 Greek Airports According to Total Passenger Traffic





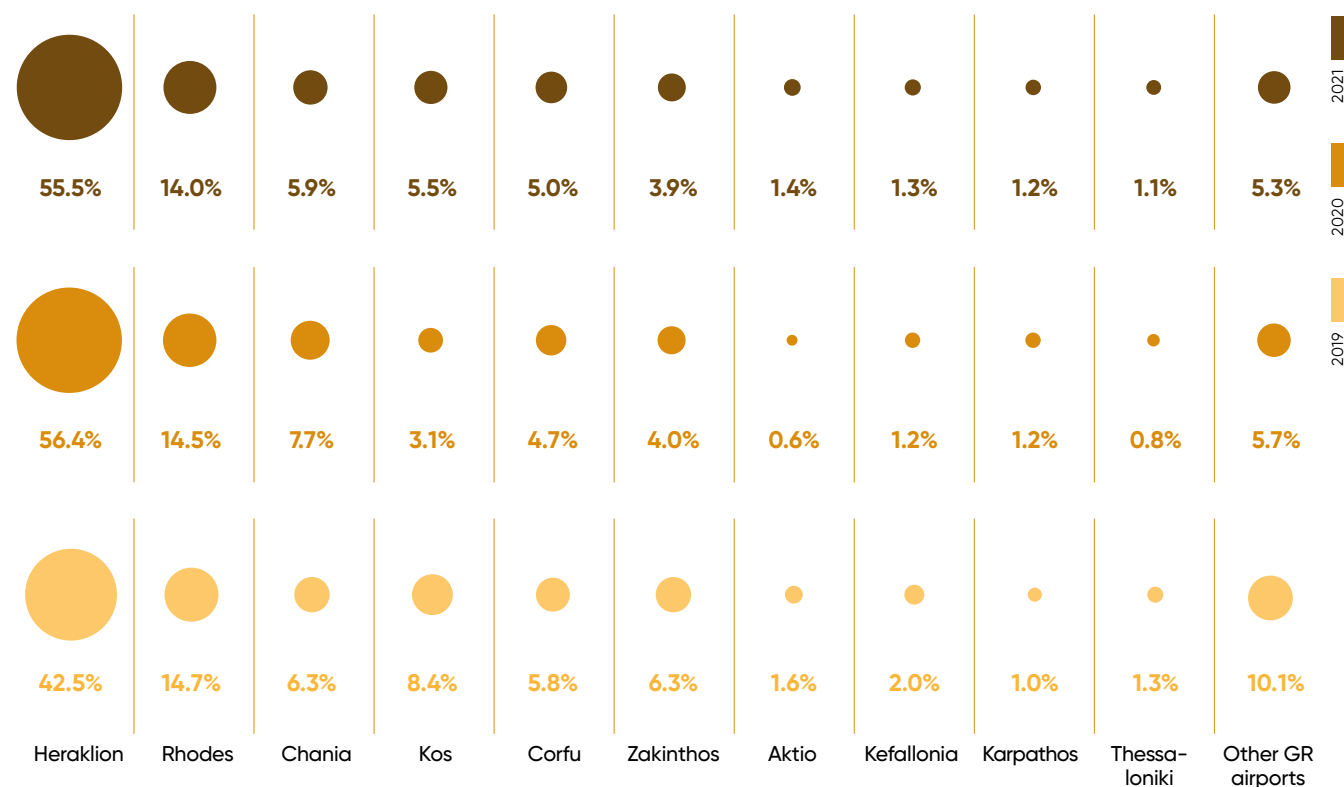
### Top 10 Greek Airports According to International Passenger Traffic

MARKET SHARE

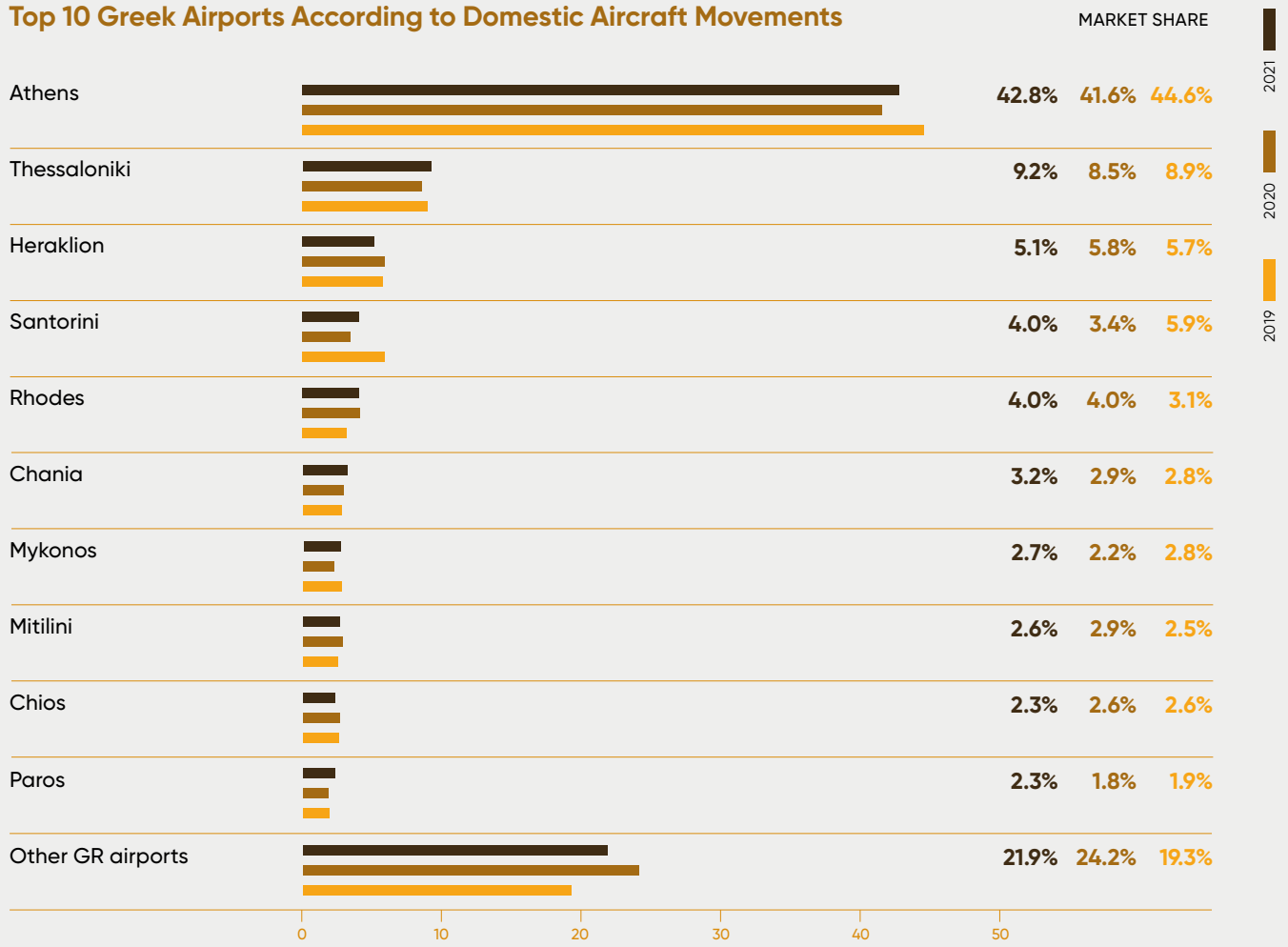


### Top 10 Greek Airports According to International Charter Passengers

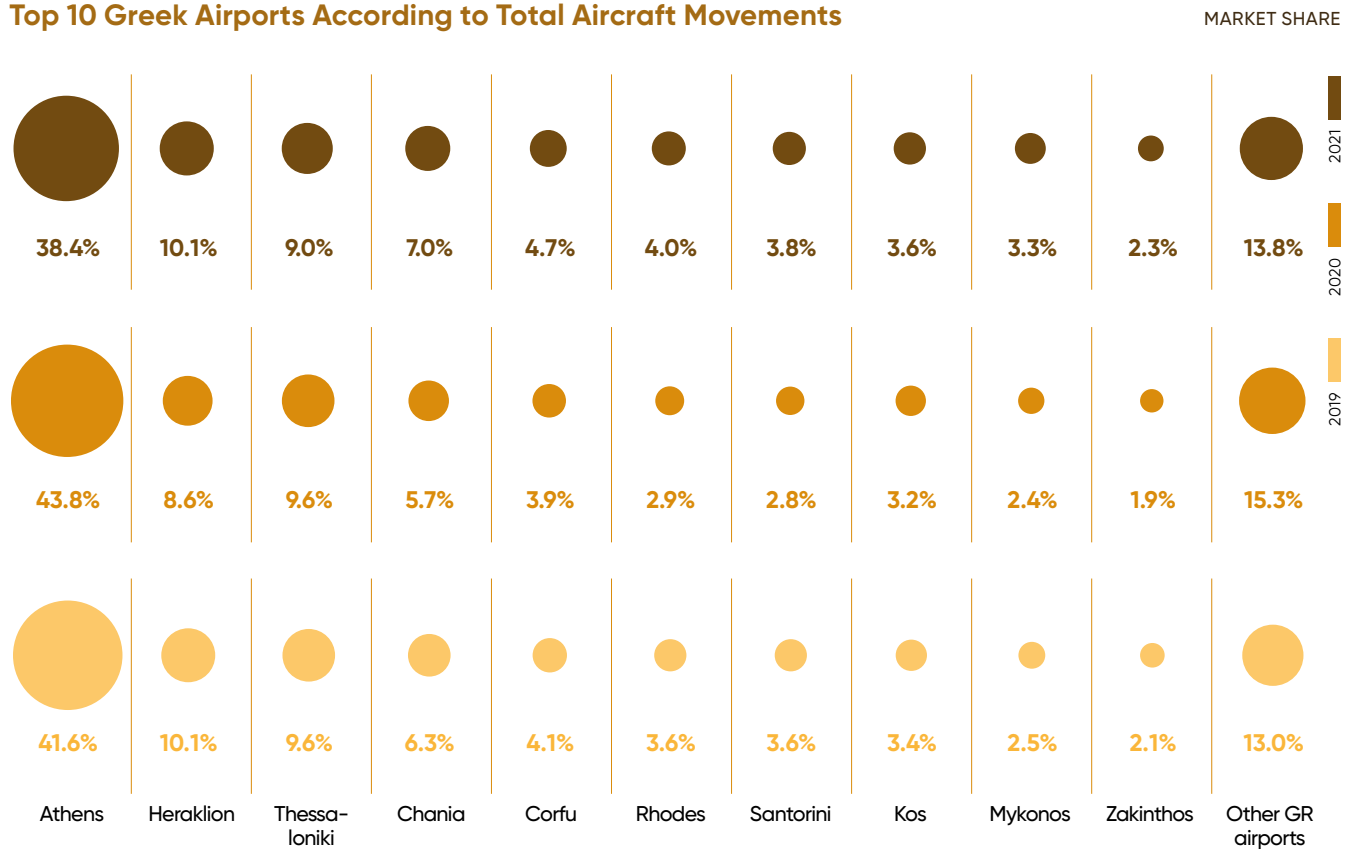
MARKET SHARE



### Top 10 Greek Airports According to Domestic Aircraft Movements

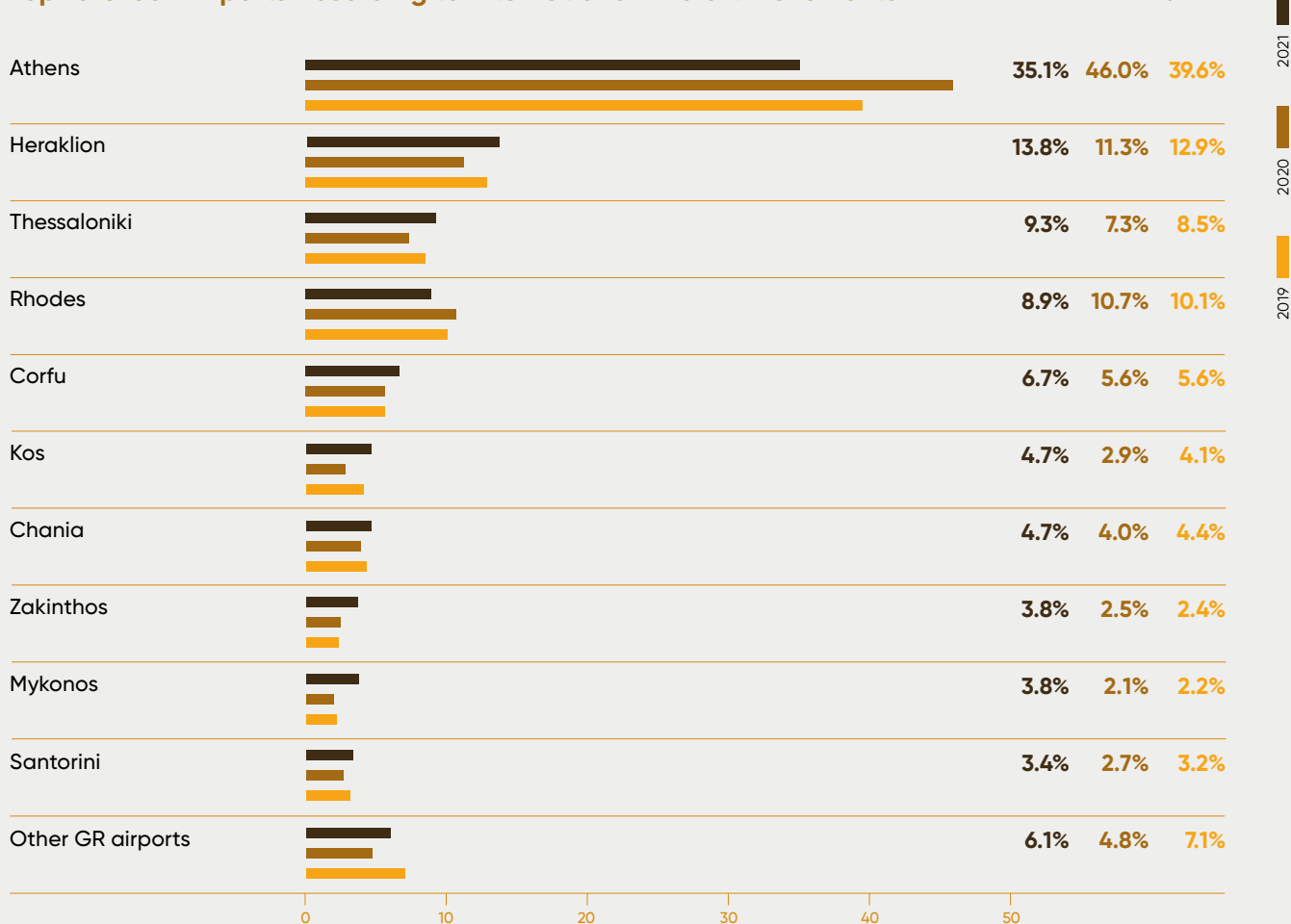


### Top 10 Greek Airports According to Total Aircraft Movements



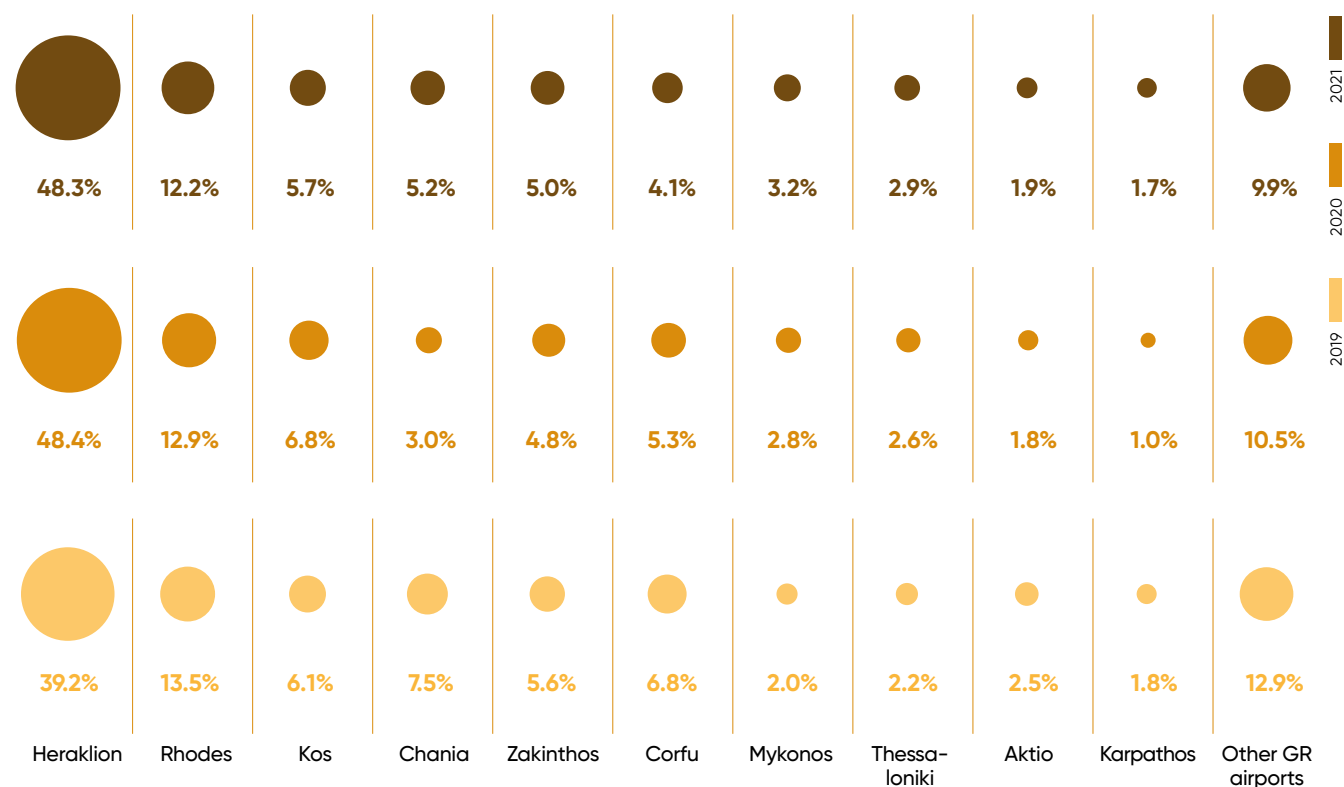
### Top 10 Greek Airports According to International Aircraft Movements

MARKET SHARE



### Top 10 Greek Airports According to International Charter Movements

MARKET SHARE



# Europe Plus the World



## 2021 was the second consecutive year that the global air transport ecosystem witnessed the pandemic's heavy impact, but also the year of the recovery start, albeit delayed and uneven

Year 2021 was the second year in a row that the air transport industry suffered the pandemic's heavy impact worldwide, mainly characterized by closed borders, strict travel restrictions and a low propensity to travel. At the same time, 2021 was the year that saw a slow and gradual recovery, mainly evident in the second half of the year, when travel restrictions were eased despite the emergence of new virus variants.

As a result, overall full-year global passenger traffic for 2021, as per the IATA data, show that demand (Revenue Passenger Kilometers or RPKs) dropped by 58.4% compared to the full year 2019, an improvement compared to 2020 (-65.8% vs. 2019). International demand was impacted significantly harder than domestic (-75.5% below 2019), whereas decline of domestic demand was rather limited (-28.2% below 2019).

The preliminary results of the Airport Council International (ACI) for 2021 illustrate a loss of global passenger traffic at 52% compared to 2019, and a 32.5% growth compared to 2020. Aircraft movements declined by approximately 32% in comparison with 2019, exceeding 2020 numbers by 19%. Air cargo, on the other hand, ended the year on a positive note, namely +15.1% versus 2020 and +5% versus pre-covid 2019.

The North American region was the fastest recovering one, fueled mainly by the US domestic market and a high vaccination rate in the country: its traffic was reduced by only 34% compared to 2019. The Latin America-Caribbean region recorded the second-best performance of all regions, reporting a decline of 37% compared to 2019, aided by the domestic passenger recovery of country-markets like Mexico. Africa was to follow, managing to recover 50% of its traffic, greatly assisted by the performance of the last quarter of 2021.

The Middle East and the Asia-Pacific remained the regions most impacted in 2021, down by 62% and 63% compared to 2019, respectively. The Middle East decline is attributed to its heavy dependence on international travel and connectivity, and the Asia-Pacific to the re-introduction of strict travel restrictions in some of the region's countries.

Despite the significant improvement witnessed in Europe in the third and fourth quarters of 2021, the region ended lower by 58% compared to 2019.

The Russian and Turkish airports, as a result of a relative resilience to the pandemic in 2020, showed a quite rapid recovery in 2021, outperforming major Western European airports, with Istanbul (IST) and Moscow Sheremetyevo airports acquiring the top-2 positions regarding passenger traffic, followed by Paris CDG.

Regarding traffic development at major European airports (above 10mppa in 2019), Athens International Airport was among the fastest recovering airports, both in terms of passengers and movements, with a 52% and 35% decline compared to 2019, well outperforming the respective European average decline of 63% and 52%.

## Worldwide Traffic Development by Geographical Region

Region	Total 2021 Passenger Traffic	% 2021 /2020	%2021 /2019	Total 2021 Cargo (tonnes)	% 2021 /2020	%2021 /2019	Total 2021 Aircraft Movements	% 2021 /2020	%2021 /2019	Number of airports
Africa	96,508,100	45.2%	-50.4%	1,870,247	9.6%	-13.9%	1,669,512	34.7%	-36.0%	132
Asia/Pacific	865,171,732	-8.5%	-63.3%	39,673,957	15.7%	1.7%	9,276,559	-0.9%	-44.2%	190
Europe	984,584,260	38.7%	-58.1%	21,732,712	19.4%	6.3%	13,291,991	24.2%	-39.4%	494
Latin America/Carribbean	375,748,806	56.0%	-37.0%	5,158,849	22.7%	0.2%	4,326,560	35.9%	-28.3%	223
Middle East	123,966,255	27.4%	-62.0%	7,452,038	17.7%	-8.6%	1,336,521	28.2%	-40.0%	22
North America	1,278,033,023	70.5%	-34.0%	36,518,211	10.9%	13.7%	22,884,944	21.4%	-18.2%	176
<b>ACI Total</b>	<b>3,724,012,176</b>	<b>32.5%</b>	<b>-51.8%</b>	<b>112,406,014</b>	<b>15.1%</b>	<b>5.0%</b>	<b>52,786,087</b>	<b>18.9%</b>	<b>-31.7%</b>	<b>1,237</b>

### Top European Airports According to:

Passenger Traffic

**36,988,067**



Aircraft Movements

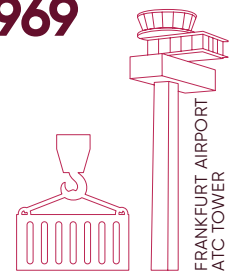
**285,618**



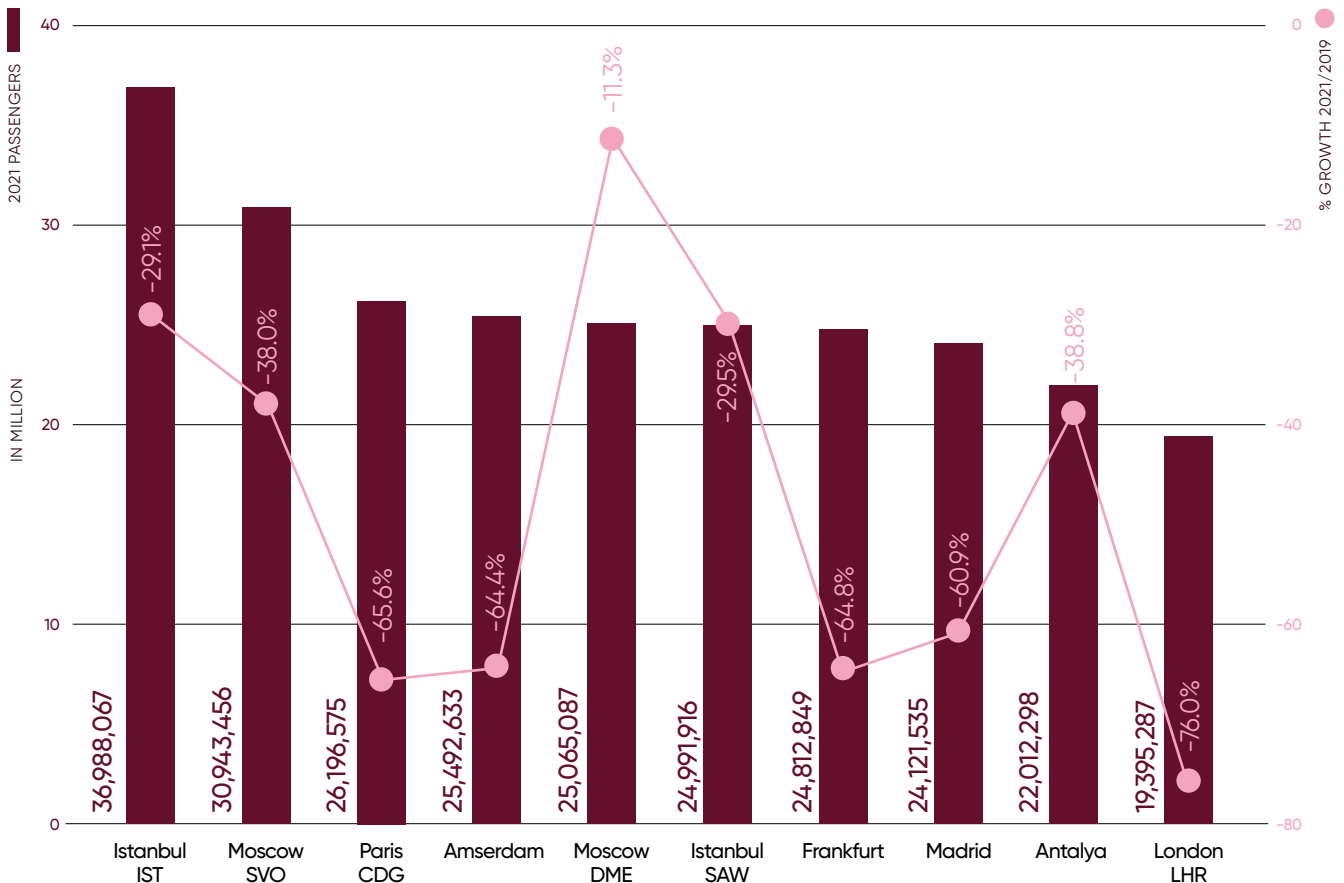
Cargo Uplift

**2,274,969**

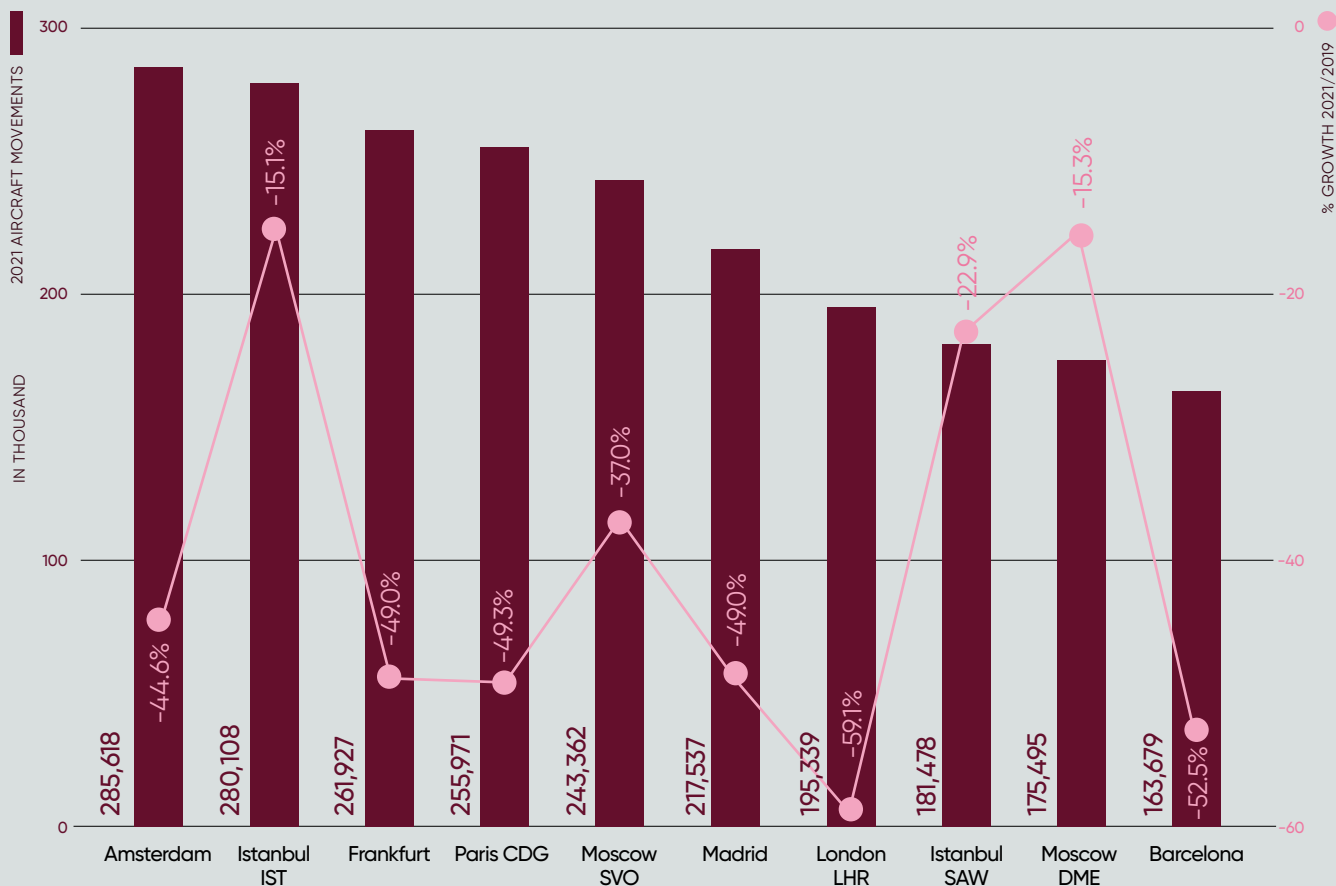
TONNES



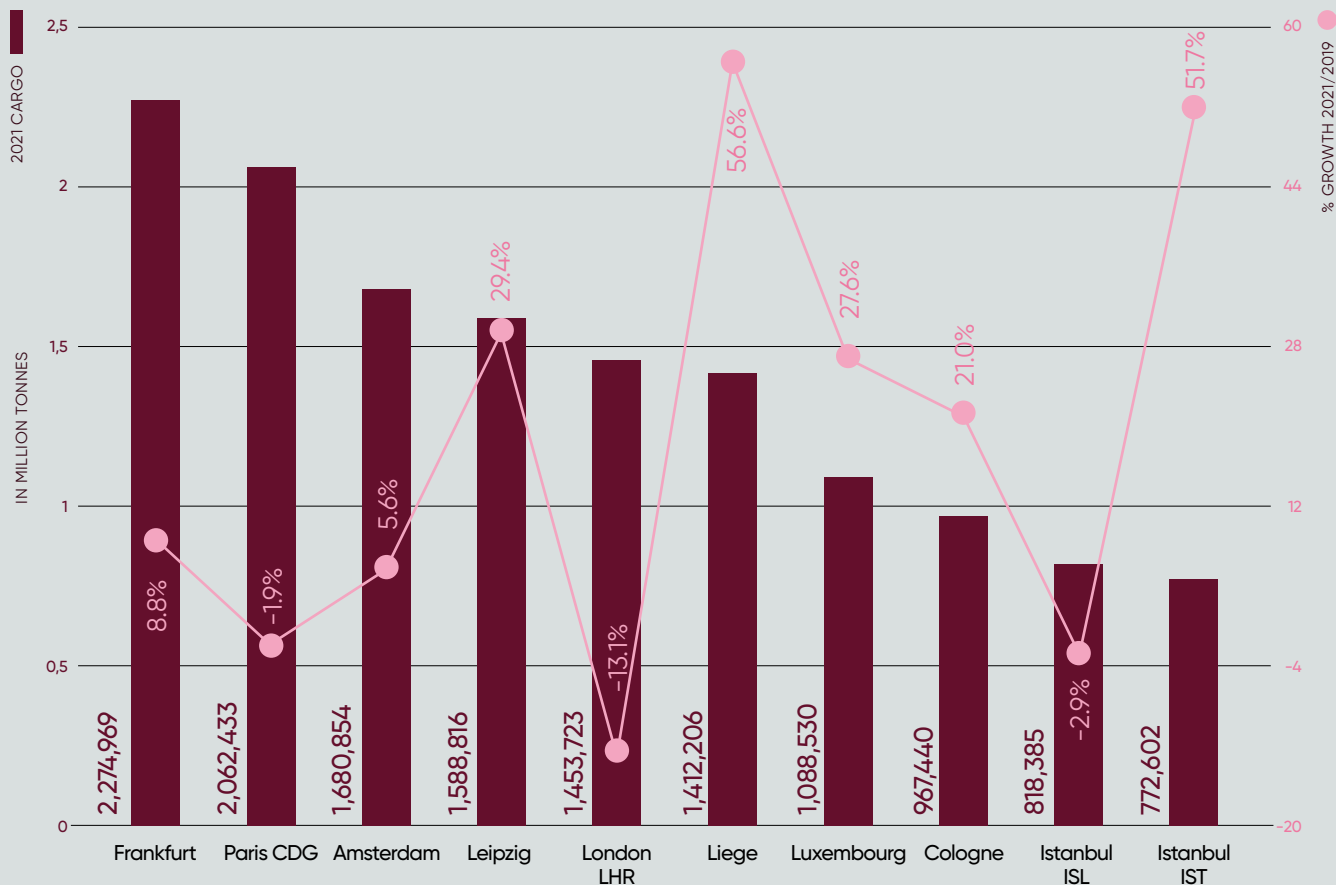
### Top 10 European Airports According to Passenger Traffic



### Top 10 European Airports According to Aircraft Movements

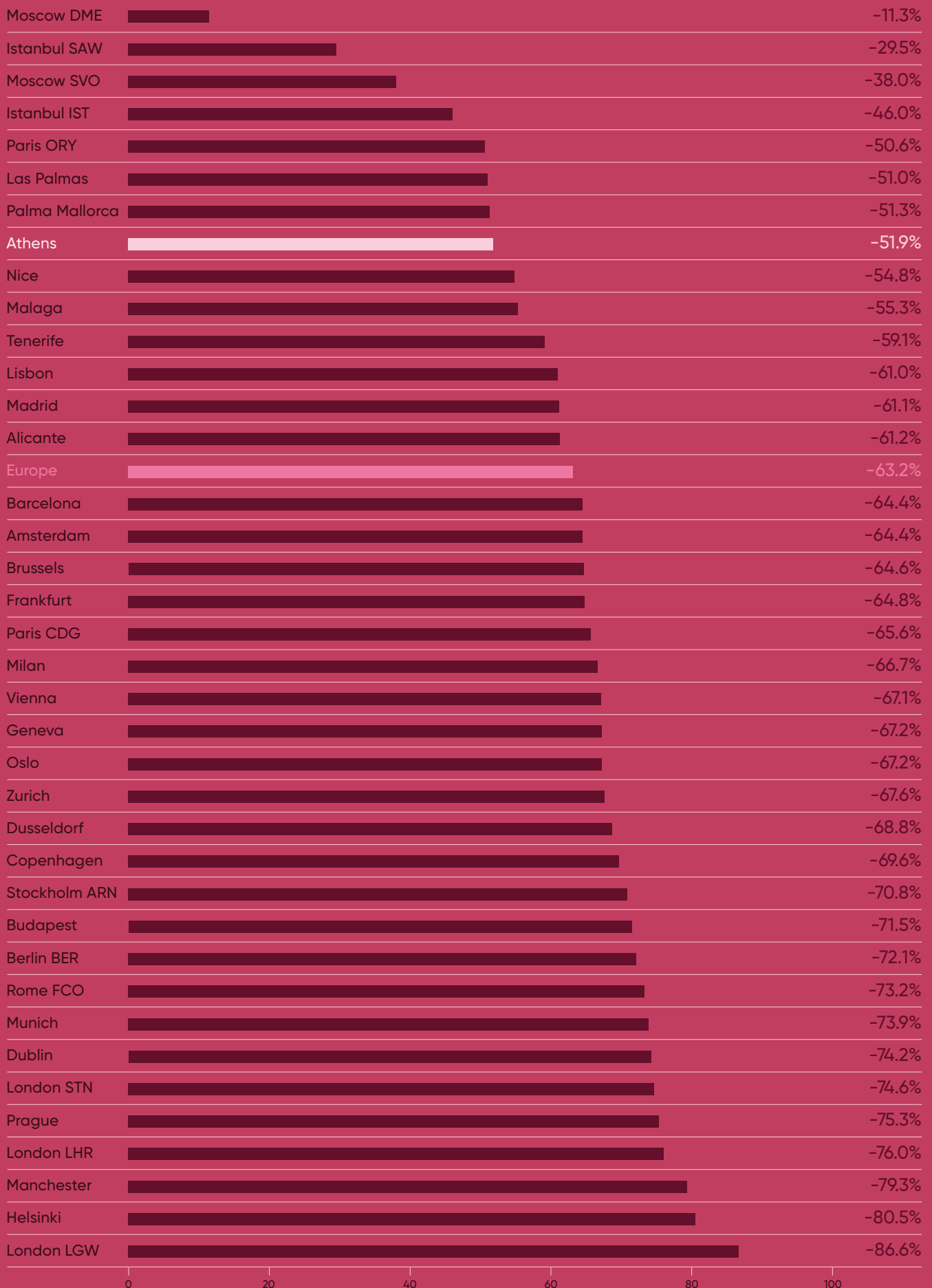


### Top 10 European Airports According to Cargo Uplift



Major European Airports (>10 Mio Pax In 2019)  
Commercial Passenger Traffic Development 2021

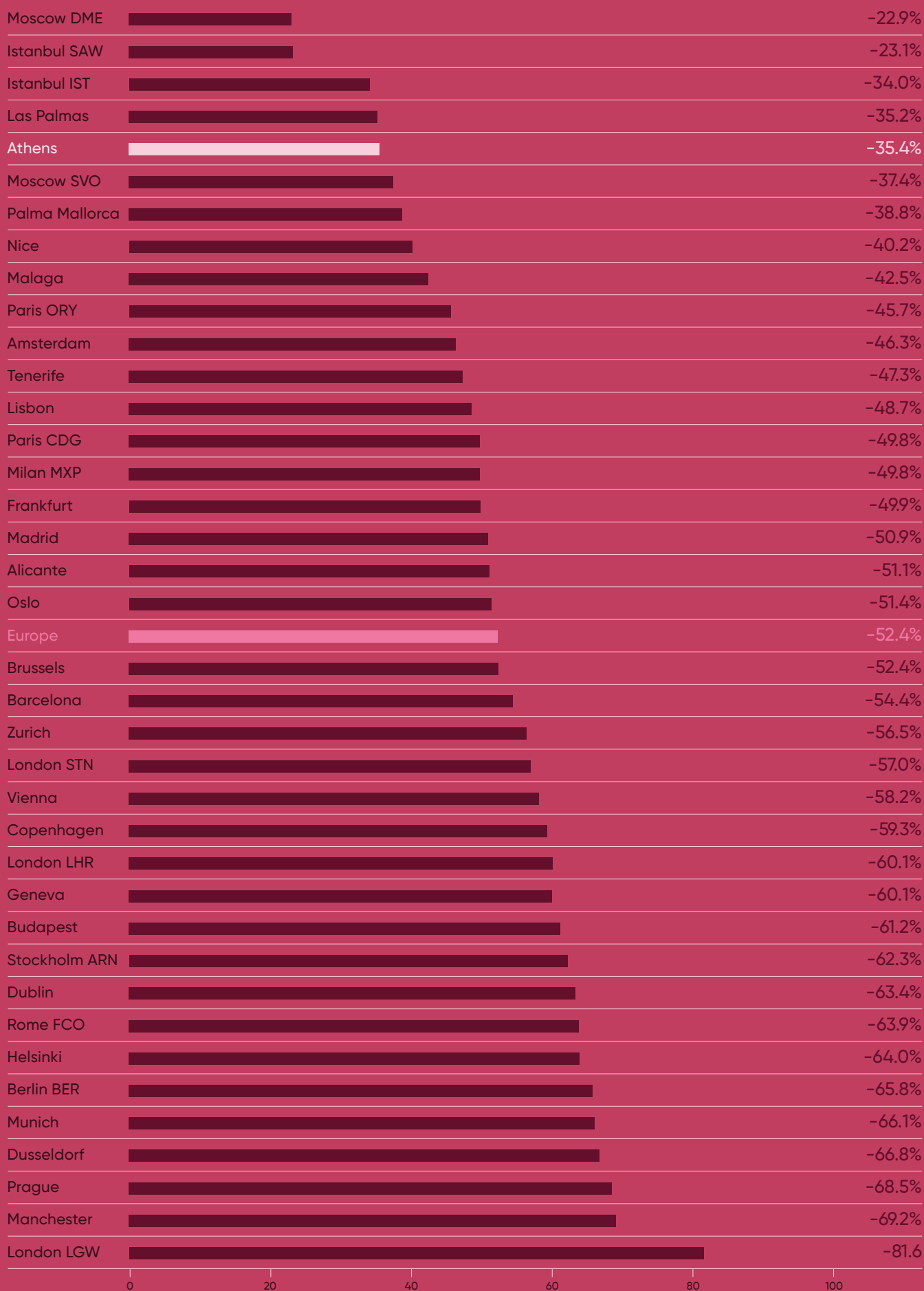
% GROWTH 2021/2019





## Major European Airports (>10 Mio Pax In 2019) Commercial Aircraft Movements Development 2021

% GROWTH 2021/2019



# Air Vocabulary



### Passenger And Flight Statistics

- The origin and destination of a flight are defined according to the flight's first origin/last destination.
- 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 per the ACI classification.
- Transit Passengers are defined as passengers arriving to and departing from the airport with the same flight number without leaving the airport's transit area (direct transit).
- Terminal Passengers are arriving and departing passengers, transit passengers excluded.
- All statistical traffic data are measured in UTC and Land/Airborne times.
- Traffic data for the Greek peripheral airports are based on the preliminary traffic results per the Hellenic Civil Aviation Authority (HCAA). The total number of Greece's domestic flights and passengers is double-counted (included in both the airport of origin and the destination airport).
- Traffic statistics on worldwide and European airports are per ACI preliminary traffic results, based on data provided by more than 1,000 airports around the globe. Charts on major European airports' benchmarking are based on ACI's rapid data exchange programme.

### Exercises On Punctuality

- A flight is characterised as Delayed if it departs/arrives (off-/on- blocks) 16 or more minutes after the scheduled time of departure/arrival.
- The 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. 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 the "Passengers' Survey", which Athens International Airport conducts as of 2001, aiming to investigate Athens passengers' demographic and travelling profile and pinpoint changes over the years. The survey's annual sample consists of 40,000 interviews of departing passengers taken at the airport's departure gates daily. Due to the pandemic, the data collection ceased from April to June and restarted in July 2020 but with a smaller sample.
- Passenger volumes presented in 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 of the level of services offered (passenger comment management process);
  - Measuring actual performance in critical areas (service performance indicators).
- Service Performance indices reflect areas of service and facilities affecting a passenger's perception of the service level within the Airport premises.
- Thus, quantifiable indices have been established and monitored for several services offered by either the Airport Company or a third party (airlines/handlers), in line with AIA's Corporate Quality programme. These indices enable an accurate monitoring of the service level, support benchmarking and allow initiatives to improve performance. Evaluating passenger-oriented services rendered by AIA or third parties is possible through the productive cooperation of the Company's departments.

### Check-in and Security Queues

- 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

- Measuring 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 index is not a measure of service performance, it does connote the effect passenger traffic has 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 in ten seconds intervals. Service level is also extracted, i.e., the percentage of incoming service calls answered by the service group within a specified time, representing how well the contact centre performs. The specified time 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 response.

### Passenger Comments

- 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 rating section for the evaluation of airport services and facilities. This section includes 20 general service categories, which passengers rate on a 1-to-5 scale (5 being excellent). In 2021, 73 passengers answered this questionnaire.

- \* All figures presented in this report refer to year 2021 unless otherwise stated.

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