

# 2020 Performance



## Passengers at our Irish airports

7.9m

22% of 2019 Levels

➔ See more on pages 16 and 19



## Turnover

€291m

-69%

➔ See more on page 26



## Operating costs<sup>1</sup>

€260m

-42%

➔ See more on page 26



## Net debt

€783m

+82%

➔ See more on page 26

1. Operating costs include payroll and related costs, materials and services and other income – government support.

# Achievements

Dublin Airport designated as **carbon neutral** by the Airport Carbon Accreditation programme.

ARI North America (ARINA) named Americas Travel **Retailer of the Year and Airport Travel Retailer** of the Year at the DFNI-Frontier Americas Awards.

daa included in **Fast Company's 100 Best Workplaces for Innovators** list for 2020 due to the Future Factory at Dublin Airport.

Dublin Airport's Platinum Services team won Silver awards at the **International Customer Experience Awards** (ICXA) in the Customer Services Team of the Year – Customers at the Heart of Everything category, and also in the Business Change and Transformation – SME category.

daa and Trinity College Dublin's Business School won a **Silver award** in the Organisational Development category at the Global 2020 EFMD Excellence in Practice Awards for a bespoke leadership programme developed for Dublin Airport's Future Factory.

Dublin and Cork airports' **COVID-19 health and safety measures** are accredited by Airports Council International (ACI) World and ACI EUROPE as part of their Airport Health Accreditation programme.

daa International wins contract to operate new airport at **The Red Sea Development Project** in Saudi Arabia.

Cork Airport **Highly Commended** in the ACI Europe Best Airport Awards in the under 5 million passengers per year category.

Dublin Airport Occupational Health and Safety team named the **2020 Health Safety Team of the Year** in the Health Safety Excellence Awards.

ARI Ireland won the **Speciality Concept Of The Year award** at the 2020 Frontier Awards for the confectionery concept at The Loop in Terminal 2 at Dublin Airport.

ARI's global marketing campaign for Black Friday won the **Best Tactical Advertising Campaign** category at the Moodie awards.



**FUTURE  
FACTORY**

