

# Bilbao Airport

## 2023

# Bilbao



### Canary Islands

A map of the Canary Islands archipelago. The islands are represented by grey silhouettes. Eight airports are marked with black dots and labeled with their IATA codes: VDE (Vitoria), QGZ (Gran Canaria), SPC (Santa Cruz de Tenerife), TFS (Tenerife Sur), TFN (Tenerife Norte), LPA (Lanzarote), FUE (Fuerteventura), and ACE (Alderete).

Aena Spanish Airports  
(excluding MCV, QSA, SBO exclusive for GA)

# Highlights 2019 · 2023

Bilbao



2019

2022

2023



Pax

5,9M

% Var. previous year

8,0 %

5,1M

% Var. 23-22

23,5 %

6,3M

% Var. 23-19

7,3 %



Ops

52K

% Var. previous year

3,3 %

45K

% Var. 23-22

14,5 %

51K

% Var. 23-19

-0,3 %



Cargo\*

980K

% Var. previous year

-19,4 %

672K

% Var. 23-22

11,8 %

751K

% Var. 23-19

-23,4 %

Source:

Aena. Provisional non-audited data 2023 (round trip)

\* Kilograms

# Highlights 2023

Bilbao



 Avg. pax / week

121,9K

Avg. ops / week 

989



Countries \*

21



Destinations

61

Destinations

10

New Destinations



Airlines \*

23



Routes \*

93

Domestic

38

International

55



Pax profile

27% business

· Residence ·

33% BIO apt. province

42% rest of Spain 

25% foreign 



Info

· Runway cap. ·

Ops. dep: 14

Ops. arr: 14

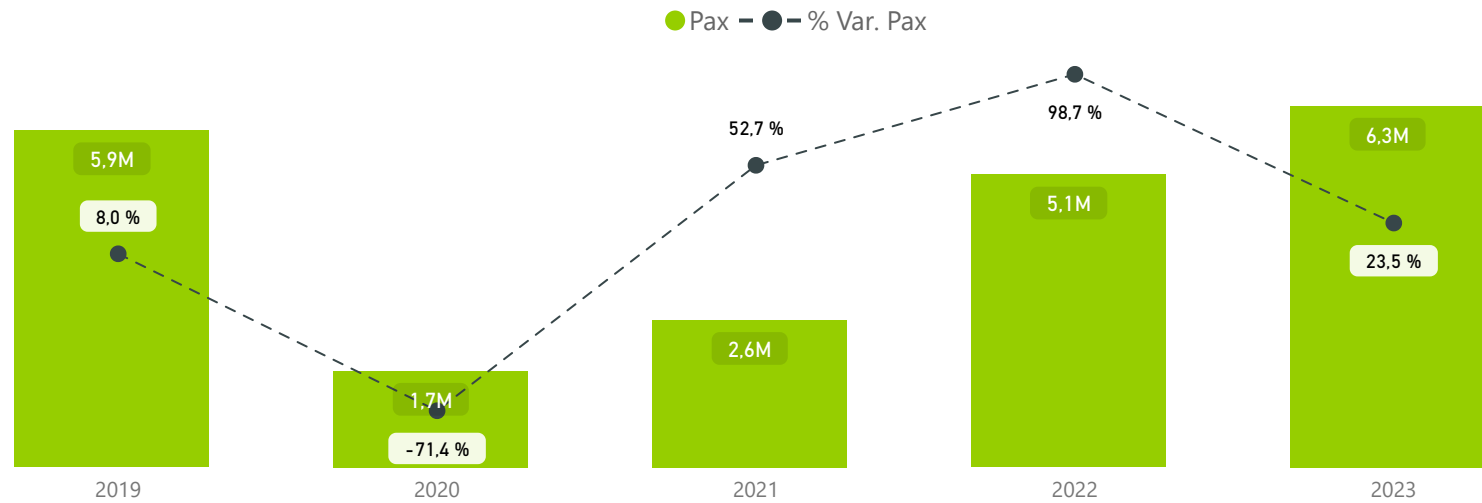
Total ops: 22

## Sources:

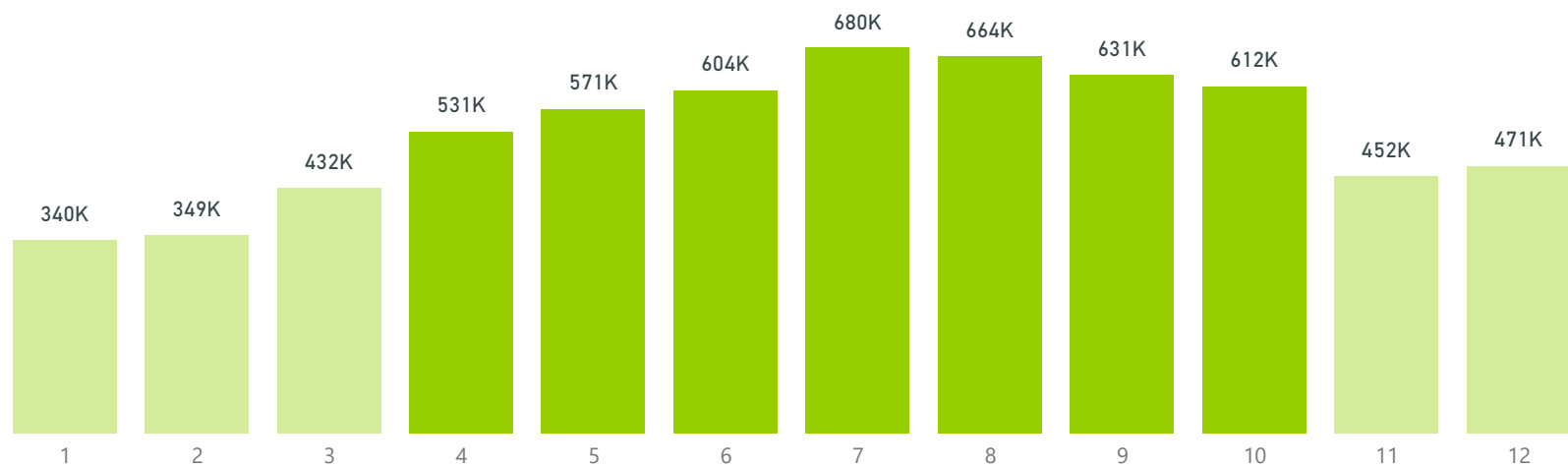
\* + 5,000 pax/year. Aena. Provisional non-audited data 2023 (round trip)

Aena surveys

## Annual traffic evolution



## Monthly traffic evolution · 2023



Source:

Aena. Provisional non-audited data 2023 (round trip)

68 %  
Summer season

# Traffic statistics 2023

Bilbao



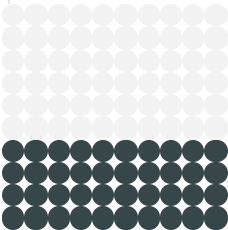
## Traffic distribution

International



Total countries \*

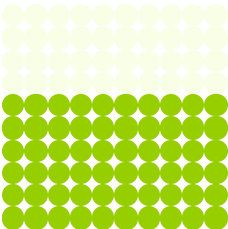
20



40%

2,5M international pax  
40,1 % Var. 23-22

Domestic

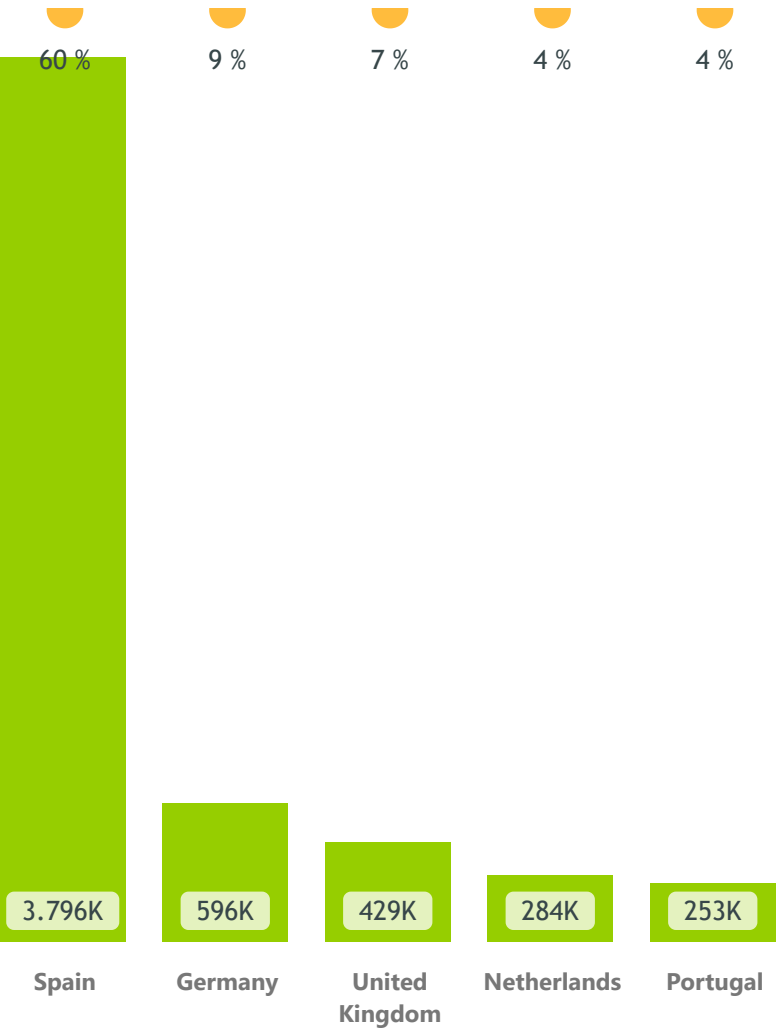


60%

3,8M domestic pax  
14,5 % Var. 23-22

## Main countries \*

market share  
pax

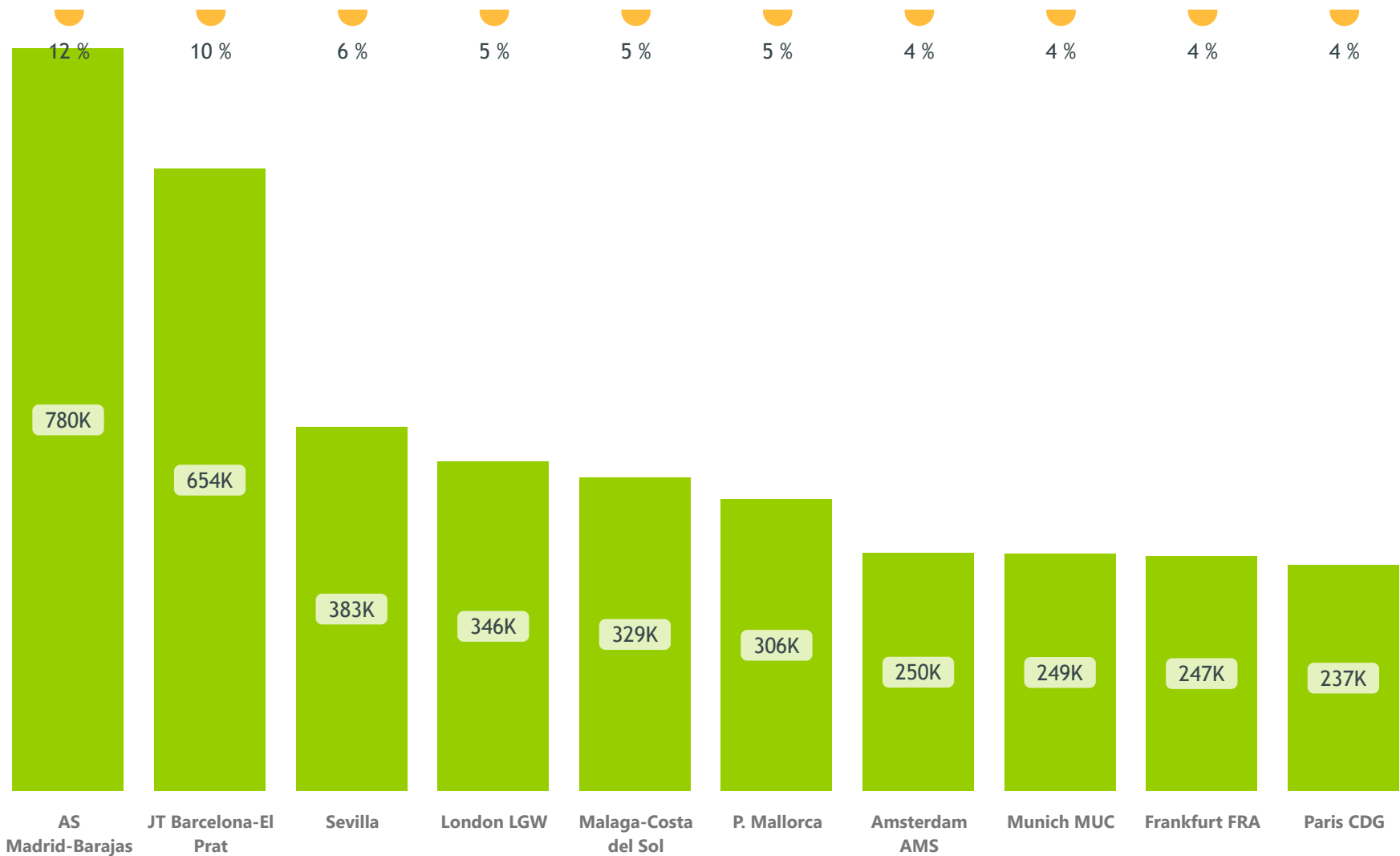


Source:

\* + 5,000 pax/year. Aena. Provisional non-audited data 2023 (round trip)

## Main destinations \*

market share  
pax

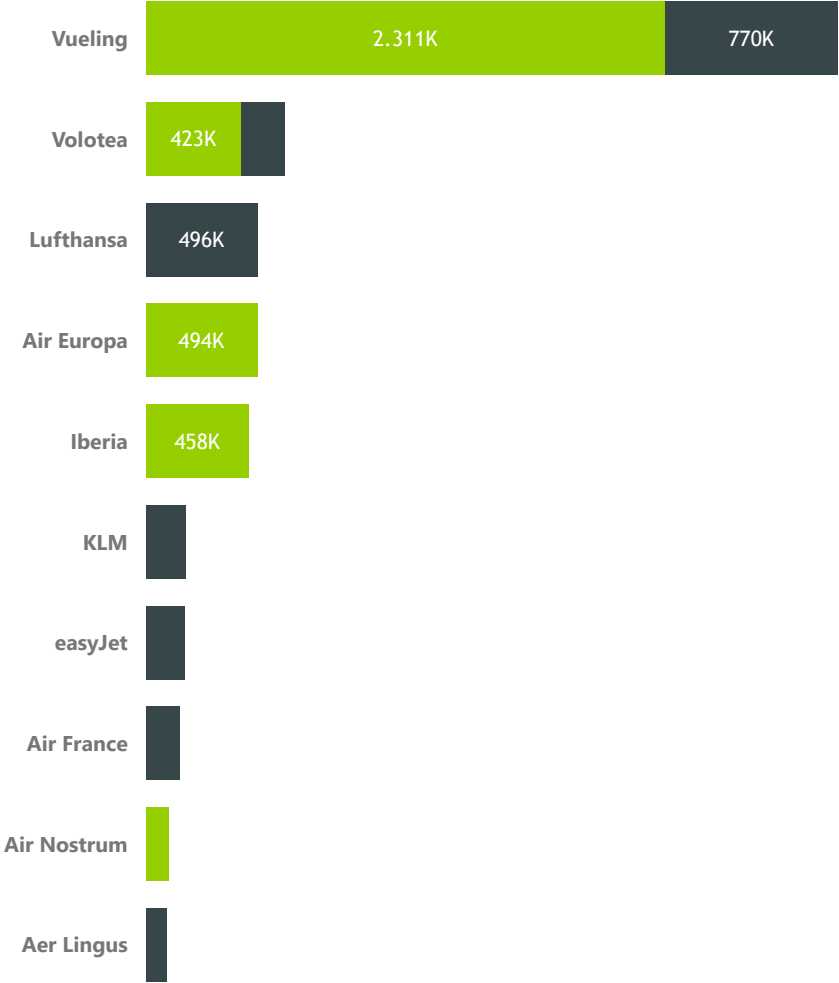


Source:

\* + 5,000 pax/year. Aena. Provisional non-audited data 2023 (round trip)

## Main airlines \*

● Domestic ● International



Airline	Pax	% Var. 23-22	Share	Routes *
Vueling	3.080.700	24 %	49 %	33
Volotea	618.773	40 %	10 %	22
Lufthansa	496.139	13 %	8 %	2
Air Europa	494.440	21 %	8 %	6
Iberia	457.641	11 %	7 %	1
KLM	174.916	19 %	3 %	1
easyJet	171.294	41 %	3 %	6
Air France	148.697	51 %	2 %	1
Air Nostrum	105.247	-5 %	2 %	4
Aer Lingus	90.108	11 %	1 %	1

Airlines

23



Charter

0,4 %

27K

Pax

Source:

\* + 5,000 pax/year. Aena. Provisional non-audited data 2023 (round trip)



# Route map · Domestic · 2023

Bilbao



Pax

3,8M



Share

59,9 %



Destinations

21



Routes

38

- Destination
- New destination



## Source:

Aena. Provisional non-audited data 2023 (round trip)

Destination: airport pair. Route is destination by airline

Destination: +5,000 pax/2023

New destination: +5,000 pax/2023 and -1,000 pax/2022

# Route map · Europe · 2023

Bilbao





 Pax  
2,5M

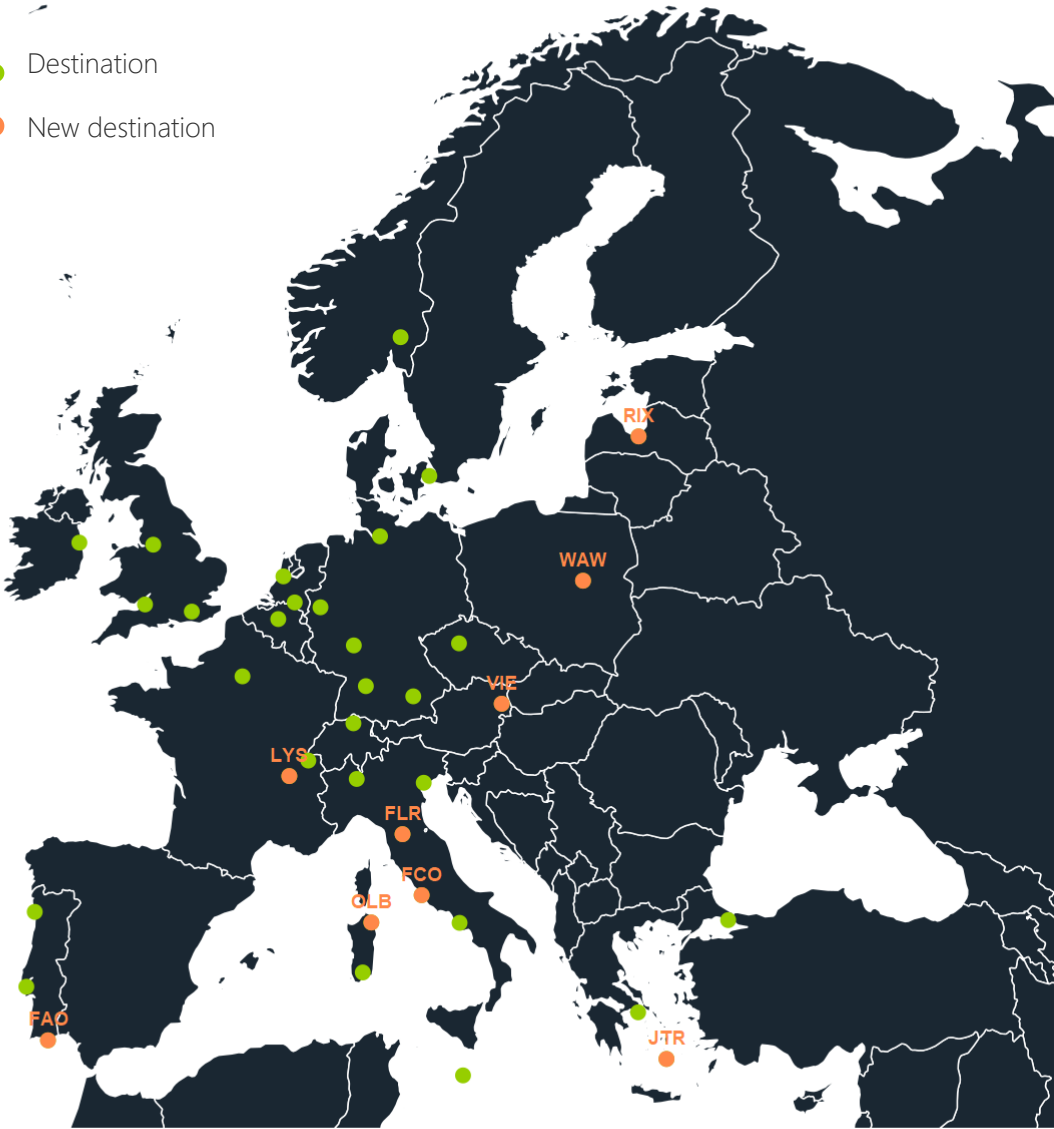
 Share  
39,2 %

 Destinations  
36

 Routes  
50

Top countries	Destinations
Germany	5
Portugal	3
United Kingdom	3
France	2
Netherlands	2

 Destination  
 New destination



Source:

Aena. Provisional non-audited data 2023 (round trip)  
Destination: airport pair. Route is destination by airline

Destination: +5,000 pax/2023  
New destination: +5,000 pax/2023 and -1,000 pax/2022

# Route map · Africa · 2023

Bilbao



Pax  
**56K**



Share  
**0,9 %**



Destinations  
**4**



Routes  
**5**

- Destination
- New destination



Top countries

Destinations

Egypt	2
Morocco	2

Source:

Aena. Provisional non-audited data 2023 (round trip)  
Destination: airport pair. Route is destination by airline

Destination: +5,000 pax/2023

New destination: +5,000 pax/2023 and -1,000 pax/2022

# Passenger profile

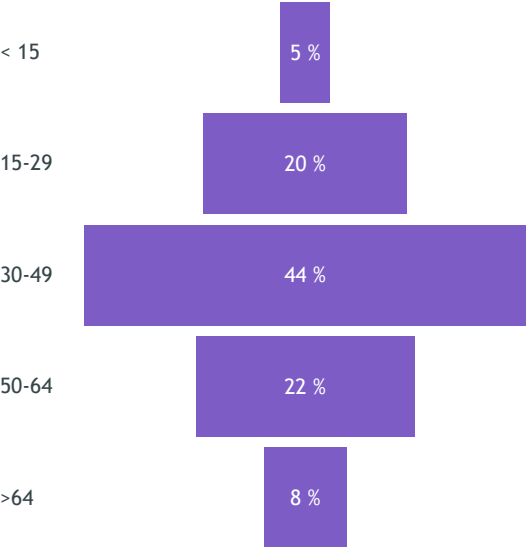
Bilbao



## Gender



## Age



## Reason for travelling



## Residence

33% BIO apt. province



42 %  
Rest of Spain

25 %  
Foreign

## Nationality



73 %  
Spain

27 %  
Foreign

Source:

Aena surveys (sample=2.489)

Data collected from November 18 to 24, 2023

Expansion: Departing commercial passengers in 2023

Capacity **6,4M** passenger

### Summer 24

Terminal capacity	Pax/H	Arrivals	Departures
		1,500 Sch 600 Non Sch	1,600 700 Non Sch
Runway capacity	Arrivals	Departures	Total
	14	14	22



#### ⇒ Commercial aviation parking stands: 21

##### ⇒ Air bridges: 6

8	B-727	2	B-757
7	B-737	3	B-767
1	B-747		

⇒ **Code OACI: LEBB**

⇒ **Code IATA: BIO**

⇒ Altitude (reference point): 41 m

⇒ Reference temperature: 26°C

⇒ Service timetable (UTC):

S: 04:45-21:30 (PS1 HR AND 10 MIN PPR 30MIN BFR AD CLSD)

W: 05:45-22:30 (PS1 HR AND 10 MIN PPR 30MIN BFR AD CLSD)

⇒ Fire category: 7 (can be upgraded to 8 if requested)

#### Runways:

⇒ 10/28 (1,910 x 45 m)

⇒ 12/30: 12 (2,540 x 45 m)  
30 (2,600 x 45 m)

Source:

AIP Spain (last available)  
AECFA (Summer 24)  
DORA 2022-2026

# Infrastructures & facilities

Bilbao



Terminal building



2  
Runways  
CAT I



36  
Check-in counters



1 (334 m<sup>2</sup>)  
VIP lounge



Security  
personnel



16  
Boarding  
gates



23  
Parking places  
6  
Boarding airbridges



9 (1,357 m<sup>2</sup>)  
Restaurants and  
cafeterias



S: 04:45-21:30  
PS1 HR 10 MIN PPR  
W: 05:45-22:30  
PS1 HR 10 MIN PPR



6  
Baggage reclaim  
carousel



3,846  
Parking offer



7 (785 m<sup>2</sup>)  
Shops and duty  
free



Wifi area



Passengers info



Luggage trolleys



Car hire



Banking services



Lost and Found



Luggage services



Accessibility for PMR



Special needs passengers



The airport is also focused on having the best image possible. Bilbao airport has implemented an **Integrated Quality and Environmental Management System**, certified according to **ISO 9001 and ISO 14001** standards.



Bilbao Airport was **certified by the Spanish Aviation Safety Agency (AESA), according to EU 139/2014 regulation.**

**Second Best Airport** of Europe at **AirHelp Score** in 2022.

The airport got **‘The Voice of the customer’** recognition by **ACI World** in 2021.

**Best airport of Europe** in the “5 to 10 million passenger” category at the **XV ACI Europe Award** in 2019.

Additionally, in 2015 Bilbao Airport was **certified by the Spanish Aviation Safety Agency (AESA), meeting the international standards recommended by the International Civil Aviation Organization (ICAO).** The certification, valid indefinitely, entails both safety improvements and meeting international technical standards.

Bilbao Airport composting plant were selected by Forética among the 60 “Sustainable urban living” initiatives, recognising projects committed to urban sustainability.



As part of the environmental initiatives that Bilbao Airport is implementing, it uses renewable energy facilities like its cogeneration plant.



Yearly **quality surveys** for airlines and passengers are carried out in order to monitor their perception of the airport services.

# Our commitment with sustainability

Bilbao



## AENA and the Sustainable Development Goals



Towards Sustainable Development

We guarantee sustainable consumption modalities

We generate a sustainable economic growth

We promote diversity and social inclusion

We strengthen partnerships to achieve sustainable goals

We protect the environment and fight against climate change



Member of  
**Dow Jones Sustainability Indices**  
Powered by the S&P Global CSA



### FTSE4 Good Index

The analyst FTSE Russell assesses Aena Annually in terms of sustainability, having obtained a 5 out of 5 for its ESG performance in 2023.

### Dow Jones Sustainability Index

Aena scored 75 points in the environmental category and 72 points in the social category (out of 100), making it the fourth most sustainable company globally in the transportation and infrastructure sector.

### UN Global Compact

Aena has adhered to the Global Compact by supporting its ten principles since 2017.

### Climate Leaders

Aena made it onto the "Europe's Climate Leaders 2023" list, compiled by the Financial Times, securing the top spot in Spain's transportation sector.

[Climate Action Plan](#)



## More significant targets and projects

2026

**CARBON NEUTRALITY**  
with offsetting

**CARBON NEUTRAL AIRPORTS** **2026**

2026

**Carbon neutral accreditation**  
Level 4+ in 2026 and Level 5+ in 2030 at the main airports



2030

**NET ZERO carbon**

**NET ZERO CARBON**



### Renewable energy

- Photovoltaic plan
- 100% purchase electricity through renewable energy guarantees of origin



### Sustainable mobility

- Charging points for electric vehicles
- Eco-cars fleet plan



### Climate Action Plan

- It includes appropriate management, monitoring and communication mechanisms

Aena was in 2021 the first company in Spain and one of the first around the world to inform shareholders yearly of its strategy against climate change from its Climate Action Plan.



# Incentives & marketing support

Bilbao



## Incentives and discounts



Business  
opportunities

A very diverse programme  
of rate incentives for airlines



 [Incentives and discounts](#)



## Marketing Support



Marketing

Marketing campaigns  
to promote new routes



 [Marketing Support](#)



# Thank you



Company committed to the United Nations  
Sustainable Development Goals (SDGs)



**airports  
for you** 

**AGENDA  
2030**