

The Journey Continues

2022 Activity Report



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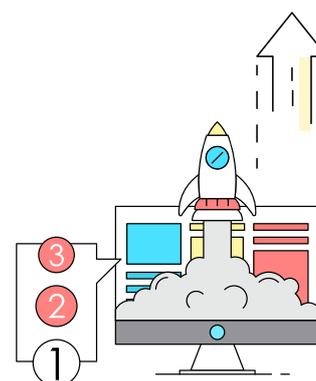
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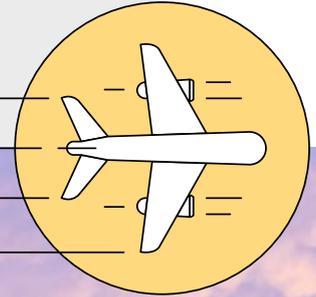


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VINCI AIRPORTS



The world's leading private airport operator, VINCI Airports operates 53 airports in 12 countries in Europe, Asia and the Americas. Thanks to its expertise as a global integrator, VINCI Airports develops, finances, builds and manages airports by providing its investment capacity and its know-how in optimizing operational performance, modernizing infrastructures and managing their operations and environmental transition. VINCI Airports is the first airport operator to have committed to a global international environmental strategy in 2016, to achieve the goal of net zero emission across its entire network by 2050.

For more information: www.vinci-airports.com

ABOUT US

BELGRADE AIRPORT

Belgrade Nikola Tesla

Airport operator



On March 22, 2018, VINCI Airports signed the agreement with the Government of the Republic of Serbia for 25-year concession for Nikola Tesla Airport. The agreement includes financing, development through construction and reconstruction, maintenance and management of the airport infrastructure. The concessionaire took over the operational management of the airport on December 22, 2018. BELGRADE AIRPORT Ltd manages Belgrade Nikola Tesla Airport during the concession period, applying international experience and good practice of its parent company VINCI Airports. The entire project of airport modernization, reconstruction and expansion aims to significantly improve capacity, comfort, efficiency and user experience, in order to strengthen Belgrade Nikola Tesla Airport position as the leading airport in Southeast Europe.



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Pierre-Antoine Hermange

Chief Finance Officer

Senka Jelenković

Chief Administrative Officer

Miodrag Mirković

Chief Commercial Officer

Bruno Desveaux

Chief Operations Officer

Head office and address: 47 Aerodrom Beograd Street,
11180 Belgrade 59, Serbia
www.beg.aero

INTRODUCTION

FRANCOIS BERISOT
Belgrade Airport CEO



If the previous year was the period of the pandemic mitigation and traffic recovery, when the changes at our airport became visible, then the year 2022 represents a significant milestone. Belgrade Nikola Tesla Airport is changing unstoppably and its future design is appearing. In addition to the infrastructural

transformation which is visible to everyone, we have pursued our initiatives to improve the working environment and enhance further development and education of our employees.

We are particularly pleased that, for the 60th anniversary of Belgrade Nikola Tesla Airport at its



current location, we proved that experience and tradition go hand in hand with innovation and modernization.

This year's traffic results show a stable recovery. We have handled more than 5.6 million passengers, 71 percent more than in 2021, and 8.9 percent less than in 2019. A total of 65,644 commercial flights were operated, 34 percent more compared to 2021, and only 6.7 percent less than in 2019. For the first time we have recorded traffic increase in a single quarter compared to 2019 i.e. the period before the start of the pandemic, which reveals a positive and dynamic traffic trend.

We have been working tirelessly to modernize and increase the airport capacity, and continued to implement the global policy of our parent company, VINCI Airports, aimed at reducing the environmental impact with the ultimate goal of reaching zero greenhouse gas emissions by 2050. We have made numerous improvements, as I want to emphasize few of them – we put into operation the new Pier C thus introducing many innovative features to our airport, such as the separation of passenger flows in departure and arrival through the introduction of centralized security control. Work is underway at several other locations:

the old gates in the Pier C corridor are being modernized, the gates in the Pier A are being reconstructed and expanded, the access roads and parking lots in front of the terminal are being modernized. On the operational side, the new de-/anti-icing pad is ready for this winter season, and it is planned that at the beginning of next year, a new inserted runway will be put into operation, as the reconstruction of the existing one will begin. At the end of the year, our airport will also boast of a new, central part of the terminal with a facade with patterns of the Pirot carpet and the name of the airport. In the coming period we will see new technology for passenger handling and passenger flow, because, gradually, check-in process, passport and security control will be performed in this new, larger, modernized and more comfortable area. In parallel, the reconstruction of the old part of the terminal will begin and by the end of 2023, introducing new central square with new commercial facilities, a duty-free shop and an expanded arrivals area, which will significantly

improve passengers experience at the airport. In 2022, we witnessed the realization of some of the strategic goals of the parent group VINCI, namely in the areas of environmental protection, conservation of natural resources and circular economy, which we marked by putting into operation a solar plant with almost 3000 panels and a solid waste treatment plant, and we can praise and confirm that the rate of recycled waste will increase from 5% in December 2020 to 50% of processed waste in December this year. Every day, we work on improving waste management practices with a further tendency to increase recycling, thus moving towards the goal of VINCI - "Zero Waste to Landfill by 2030". We plan to put into operation solid waste treatment plant in the restricted zone and wastewater treatment plant in the next year.

Everything we have achieved in the previous period was recognized by Airport Council International (ACI), which has awarded Belgrade Nikola Tesla Airport with "The Voice of the Customer", as an airport that has invested significant efforts in collecting passenger feedback in order to better understand the needs of its customers during 2021, and we also have been re-confirmed Airport Health Accreditation for 2022. The preparation for reaching the second of the 3+ levels within one of the most important programs in the field of aviation for environmental protection, Airport Carbon Accreditation, is also underway.

Most of the major works on the modernization and expansion of the airport will be completed by the end of 2023, which will further strengthen our capacities to readily welcome an even greater number of passengers and achieve an increased volume of air operations, with greater comfort and a high level of service quality.

I want to express my gratitude to the BEG team, all partners and collaborators for their enormous contribution in the entire transformation of the largest airport in Serbia. We are building the airport of the future.

We are building a new hub in Southeast Europe. Welcome to BEG!



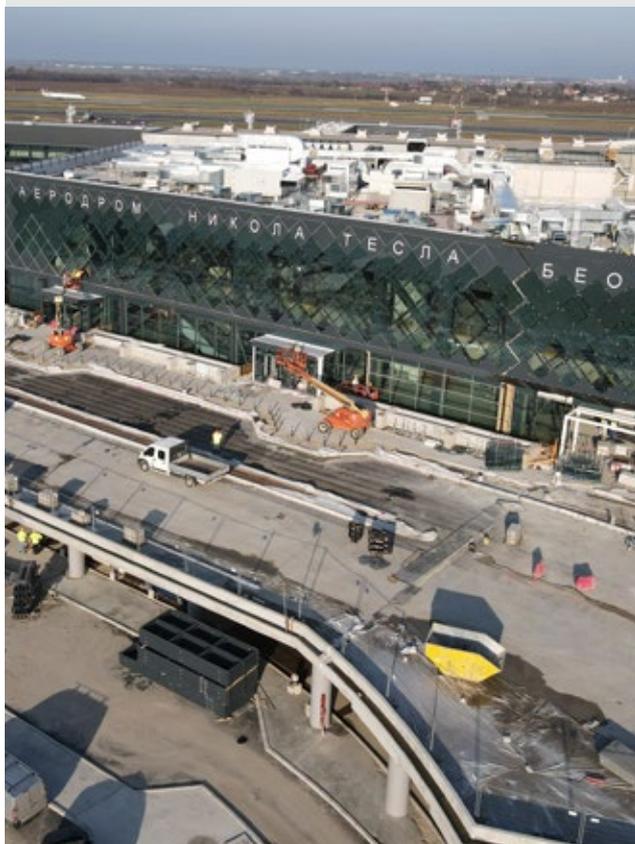
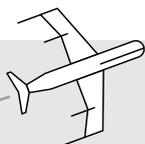
2. WORKS ON THE AIRPORT MODERNIZATION AND EXPANSION

A word about investment
projects.



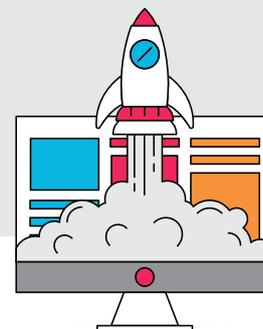
Pier C Extension

The newly built part of the existing Pier C at Belgrade Nikola Tesla Airport has been put into operation, thus increasing the airport capacity, passengers' comfort and passenger flow. With a total surface area of 1.600 m², it provides additional 8 contact gates with boarding bridges and 5 bus gates totalling to 19 gates on Pier C of the terminal. In parallel with this terminal extension, the works on the first phase of the apron C extension have also been completed, covering approximately 27.000 m², with 4 completely new positions for aircraft parking out of which one is for the wide body aircrafts. Newly built part of the terminal has also introduced a number of novelties at Belgrade Airport for the first time: open space gates concept has been achieved thanks to the new centralized security screening area which is now located in front of the passport control, while the additional roof corridor enabled separation of the outbound and inbound passengers. Travelators have also been placed to facilitate and speed up passenger flow.



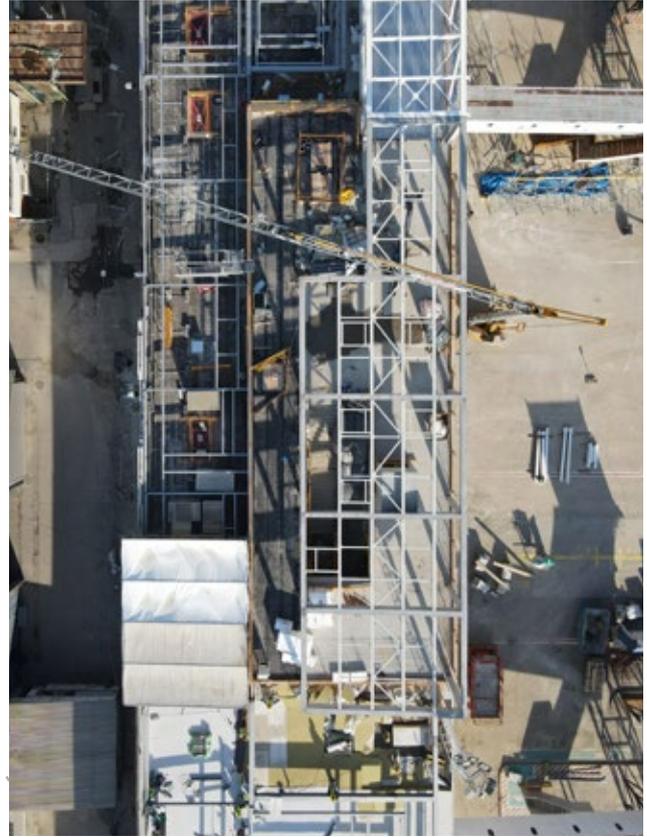
Works on the central part of the terminal

The new central part of the existing terminal facility is gradually taking its final shape. In December 2022, a new arrivals area, as well as meeters and greeters area were opened for the inbound passengers. The new central part of the terminal will be available for passengers in phases, and after the completion of the works, more than 11,000 m² of space dedicated to various contents will be available to the airport users. The new and renovated areas will improve the efficiency of the airport - the project anticipates 60 new check-in counters, reconfiguration and expansion of the passport control area as well as security control, baggage reclaim area and meeters and greeter's area. In addition, airport users will be introduced with a new Duty-Free store on over 3,000 m², a large central square, the so-called central plaza of approximately 2,800 m² and numerous other shops and restaurants.



Reconstruction of part of the terminal on the A side

Following the completion of works on Pier C of the terminal and its commissioning, works began on the Pier A. Upon the finalization of works, this section of the terminal shall visually and constructively match the new airport layout. This phase of the reconstruction of Nikola Tesla Airport terminal encompasses complete modernization and extension of Pier A in the area between gates A5 to A10, including the construction of a new corridor for arriving passengers above the overall Pier A, thus increasing the number of floors. With the construction of a new corridor for arriving passengers, this part of the terminal will also meet the standards when it comes to the new security control system. Removal of partitions and integration of gates with the corridors shall provide a flexible space for waiting and commercial areas for commercial or F&B services, thus achieving a unified visual and constructional layout of the entire interior. The completion of reconstruction and modernization of this part of the terminal is planned for the spring of next year.



Works on parking lots and access roads

In June, the new car park P3 has been opened, the first car park in the future new parking system located in front of the terminal. Works on the reconstruction of the areas in front of the terminal building include complete reconfiguration, upgrade and improvement of access roads system in front of the passenger terminal and are in the final construction phase. The new parking system will enable faster access and more efficient traffic flow for passengers and visitors. Car parks will be equipped with the state-of-the-art equipment and adapted to all categories of passengers, as it is expected that significant parking facilities in front of the terminal will be ready for the summer season of 2023.



Works on construction of the new inserted runway continue

More than 90% of the construction works on the pavement structure and the associated rainwater drainage system have been completed on the new inserted runway with a total length of 3500m.

The pavement structure and geometry of the new inserted runway, as well as the accompanying system of taxiways, the construction of which is also in progress, are designed so that they can handle all types of aircraft that have so far used the services of the Belgrade airport, as well as the types of aircraft expected in the future period. The increased number of operations expected in the coming years, as well as the specifics of the geometry and load on the main landing gear of new types of aircraft, represented a kind of challenge both for the designers and for the contractor.

In parallel with the construction works, the works on horizontal and vertical signaling, as well as on the light marking system, are progressing. In addition, the installation of the instrument landing system (ILS) is underway, along with the other navigation and weather equipment, which will enable the same landing conditions in case of reduced visibility, as on the existing airport runway. In parallel with the completion of the works, preparations for testing and calibration of the equipment are underway, all in order to obtain the conditions for the start of using the new runway.



Reconstruction of gates C3 and C4

In order to form a centralized security control, works continue on the modernization of the passenger gates. Reconstruction of gates C3 and C4 is an introduction to the final phase of works, enabling the connection of the existing with the newly built part of the Pier C. So far, gates A1, A2, A3 and A4 have been adapted for the needs of the new safety control for passengers, while gates C1 and C2 are in the final phase of preparatory works.

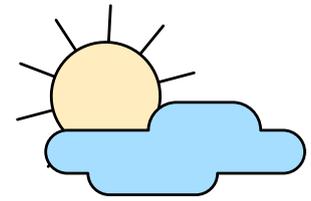


4.1 SUSTAINABLE BUSINESS AND “GREEN” PLANTS

The concession project implies a strong focus on sustainable business, in order to reduce the environmental impact in terms of emissions of greenhouse gases, water and waste. As a continuation of the company’s environmental protection policy, the first of two solid waste treatment plants was opened in 2022, and a solar plant that provides the airport with electricity obtained from renewable sources was put into operation.

Solid waste treatment in the public area

As a part of the improvement of the waste treatment process at the airport, a solid waste treatment plant in public area was opened in September. It is planned to increase the rate of recycled waste from 5% in December 2020 to 50% in December this year. The purpose of the solid waste treatment plant is to collect, manually sort and temporarily store waste until it is transported to appropriate locations for further treatment and recycling, in accordance with the regulatory framework in the field of waste management. Waste is collected from the entire airport complex, sorted in the plant and handed over to a recycling operator. We remind you of one of the strategic goals of the VINCI Group - “Zero waste in landfills by 2030”.



Solar power plant

A solar plant that provides the airport with electricity obtained from renewable sources has been put in operation. The new solar plant, consisting of nearly 3,000 photovoltaic panels, will produce approximately 1,130,000 kWh of green electricity annually, which is comparable to the annual consumption of about 430 households. In this manner, the airport’s CO₂ emissions (Scope 1 & 2) will be decreased by 900 tons per year. This initiative is part of VINCI Airports’ global efforts towards environmental and energy transition, and it is the first airport operator committed to an international environmental protection strategy in 2016.



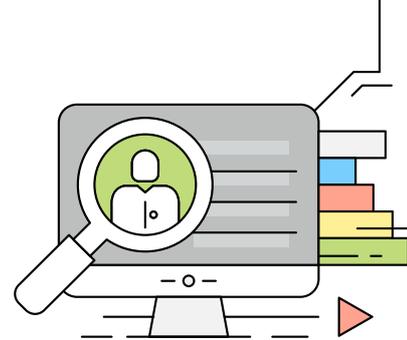
Wastewater treatment plant

The construction of a 615 m² wastewater treatment plant is underway, and the treated water will be used for irrigation and cleaning of streets and asphalt surfaces. The facility is being constructed in the southern part of the public area of the airport complex. Wastewater treatment plant was designed to enable the treatment of the waste water generated by the operations at the airport complex.

OVERVIEW OF THE MOST SIGNIFICANT ACTIVITIES



5.1 EMPLOYEE DEVELOPMENT



Responsible to employees, respect and implementation of the high standards of the parent company VINCI Airports, especially in the area of human resources management, are one of the main postulates of our company. The areas of occupational safety and health, security, providing the best possible working conditions, professional training and career advancement are the foundation of the professional development of our employees and which BELGRADE AIRPORT is building with the support of the parent company.

Despite the extremely unfavorable situation caused by the pandemic, which has left serious consequences on almost all industries, and especially the aviation industry throughout the world, and which continues to greatly affect companies operations, a new Collective Agreement was agreed and signed with representatives of all unions, which entered into force on March 1, 2021. The collective agreement is valid until March 1, 2024 and includes existing rights and benefits, while new guarantees, rights and benefits have been added, which further improve the working conditions for employees. In this way, the employer also showed determination and concern for the social and economic status of employees and attributed importance to forming partnerships with unions and employees in order to ensure satisfaction with working conditions.

At the end of the year, in cooperation with Mercer, the employees were presented with a job evaluation project, as the answering on the employees' questions followed. Employees were introduced to the process of determining the relative size and importance of jobs in our organization. The project enables reward system management based on the principles of internal fairness and external competitiveness.

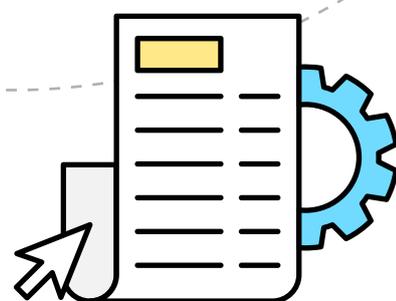
We are dedicated to the education of employees, by continuously providing training opportunities in accordance with the most current needs and the updates in the industry, as well as modern technologies. In 2022, we continued to promote online access to the VINCI Airports Academy platform with our employees. This educational platform provides employees with the opportunity to attend training in various fields in any selected period. In addition to the already presented and completed trainings in the previous period (CEO

Fraud, which helps employees recognize fraudulent emails, Whaling, which helps them recognize CEO email scam, Human Rights, which provides insight into the corporate attitudes and commitments of the VINCI Group in terms of human rights and information on the Group's strategic guidelines, Protecting Information, which indicates the importance of protecting information in the workplace and many others) we implemented Committed for a Shared Safety Culture training that provides a better understanding of the challenges in the field of safety and health at work and gives tools to continuously raise the level of safety for all.

In addition to the above, there are also specific trainings for Customer Centricity employees. These trainings are in the area of customer care and were introduced as mandatory continuous education for employees who are in contact with passengers and representatives of airline companies, where special care is taken to ensure that the trainings are adapted to different positions of employees - passenger handling agents, check-in supervisors and passenger handling coordinators. Trainings on conduct and attitude towards passengers were also held for the security personnel in order to raise the awareness and level of customer care.

After setting a three-year development strategy until 2024, in 2022 we started the *Together We Grow* leadership program. The program was implemented through trainings, follow-up sessions and workshops focused on the recognition, development and application of key managerial abilities and skills. Renowned lecturers were selected, and their methodology ensured learning through high engagement of a total of 58 participants at the leadership and managerial level. The program lasted throughout the year, and all participants went through 4 modules, while the leaders went through 3 additional workshops:

- **7 Habits of Highly Efficient People**
- **6 Critical Practices for Team Management**
- **Process Communication Model (PCM)**
- **Situational Leadership**
- **Promises, Promises!**
- **Business Strategy**
- **WallBreakers**



As a very significant benefit, the company continued to provide private health insurance for employees in 2022. This practice was introduced with the aim of taking care of employees and their health. Our employees can also register their family members, at the price of the package contracted for them.

We have introduced numerous updates to enable a more efficient flow of information and documentation, so that all invoices are approved and archived in electronic form using the system for digitizing incoming invoices FITEK IN (Unified post), which increased and improved business efficiency. The implementation of this project implied the change of existing business processes in all organizational units, thus significantly enhancing the previous practice.

Number of employees

As of December 31, 2022 there were 1,505 employees in BELGRADE AIRPORT Ltd Belgrade.

The age structure shows that more than 54% of employees are between 20 and 40 years old, 34% of employees are between 31 and 40 years old, while 20% of employees are between 20 and 30 years old. Among the total number of employees and engaged staff, 67% are male, while 33% are female.

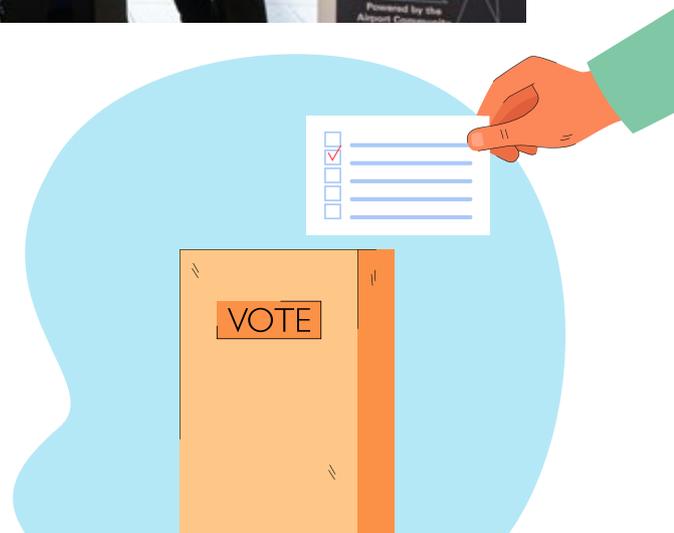
The management staff has the similar structure, in which almost a third are female (29%).



Employee suggestion boxes – Your Opinion Matters

At the end of 2021, suggestion boxes were installed at the airport as an additional communication channel through which employees can anonymously or in the signed form provide ideas for improving the overall working atmosphere, work processes and user experience at the airport.

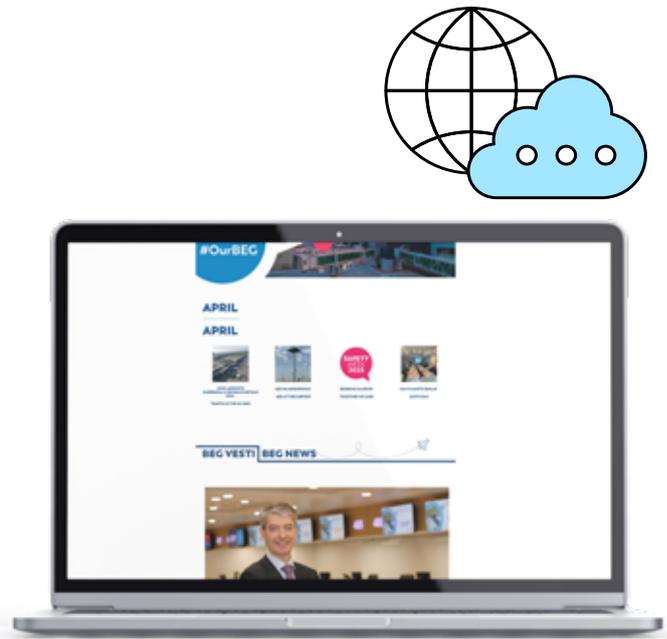
In addition to the suggestion form, QHSE Quick Reports are also available, which employees can use to report a potential or actual incident/event and thus contribute to safety at work.



#ourBEG – e-newsletter for employees

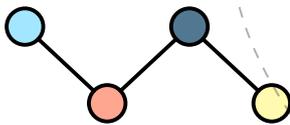
The internal communication channel – a monthly newsletter for employees #OurBEG, was visually refreshed in 2022, and in addition to diverse content, a new section was introduced that informs employees about innovations in the field of human resources. The e-newsletter, which aims to additionally inform and promote the overall improvements and activities of the airport, features both articles and video content thus allowing all employees to get better acquainted with the daily tasks of their colleagues and activities performed in the previous month.

In addition to the most important news about the activities and modernization works, in the section on environment, safety and health at work, employees can be additionally informed about VINCI Airports and Belgrade Airport policies, plans and standards.



ESTIEM

BELGRADE AIRPORT Ltd was pleased to support, as a silver partner, the educational project of the student organization ESTIEM called *Case Study Show*, which aims to bring together the best companies on our market with the best students of the entire University of Belgrade. On this occasion, 12 students divided into 3 teams gathered for Belgrade Airport, who dedicatedly solved the case study and presented their solution. Students demonstrated serious problem analysis, provided structured short-term and long-term action steps, and fully responded to BA's case study request. The winning team additionally received a developmental assessment for the purpose of career counseling, as well as the opportunity to visit the airport and learn about the "behind the scenes" work.



Reorganization

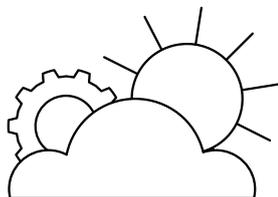
As scheduled, from May 1, the restructure of all organizational units was successfully completed. This transformation was implemented in order to align the organizational structure of our company with the new business needs and the strategy of sustainable development of BA, based on the model of best practices used within the VINCI group.

The implementation of the new organizational structure has enabled the company to achieve its goal of becoming a more efficient, flexible and adaptable business organization at all levels, fully prepared to respond to short-term and long-term challenges which it may encounter.



Pre-seasonal get-together of employees #BEGTeam 2022

Celebrating the successful launch of the new Pier C and prior to the upcoming summer season, BELGRADE AIRPORT organized a get-together for all employees. An area of the new Tesla parking was especially arranged for this event, providing a pleasant area where employees could enjoy food, drinks and good DJ music. Various fun games such as table tennis, table football, air hockey and darts were also available, and the best teams were awarded winning plaques. During the get-together, the Chief Executive Officer, Francois Berisot, addressed all colleagues, thanking the employees for their commitment, engagement and efforts, in particular in reference to the current conditions resulting from continuous modernisation, expansion, construction and improvement of the airport, reminding us all that although challenging, this is a period of triumph, and further wishing the employees a lot of success in their work during the upcoming summer season, as well as new gatherings similar to this one. For employees from the operational services who could not attend this event due to their work obligations, food and refreshment packages were provided and distributed to their work premises in agreement with their line managers.



5.2 QUALITY AND ENVIRONMENTAL PROTECTION

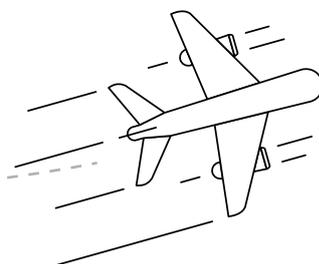
Airport Service Quality Program (ASQ)

Despite the challenges brought by the pandemic, BELGRADE AIRPORT remained committed to providing the highest level of service to passengers. Belgrade Nikola Tesla Airport is one of the seven airports from the VINCI Airports network which travelers rewarded for their exceptional experience in 2020 with two prestigious Airport Service Quality Awards in the following categories:

- The best airport in terms of size in the region (5 to 15 million passengers per year in Europe)
- The best implementation of hygiene measures in the region (Europe).

The award for hygiene is a new award within this program, and the Belgrade airport won the award in this category, along with several other European airports. Safety and passenger experience are the essential commitment of Belgrade Airport, which uses the global network and experience of VINCI Airports, as well as dedicated, hard-working and extremely adaptable local teams.

BELGRADE AIRPORT is a member of the Airport Service Quality Program (ASQ) within Airport Council International (ACI) since the last quarter of 2019. The service quality program, in which approximately 400 airports in 95 countries participate, is a leading indicator of passenger satisfaction worldwide and represents the voice of passengers worldwide.



ISO Standards Recertification and Certification

In 2022, BELGRADE AIRPORT successfully completed the certification check for ISO 50001 and the supervisory check of the integrated management system. The auditors have concluded that BELGRADE AIRPORT can implement, maintain and improve the energy management system through the application of adopted procedures that are in accordance with the requirements of the ISO 50001:2018 standard.

On November 21 and 22, the certification company Bureau Veritas performed a certification check of our energy management system, as well as a regular surveillance check of our integrated management system (ISO 9001:2015, ISO 14001:2015, ISO 45001:2018, ISO/IEC 27001:2013, ISO 20000-1:2018 and ISO 50001:2018) which was implemented in the previous period.



Airport Health Accreditation (AHA)

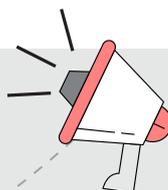
Airport Council International (ACI) has again recognized exceptionally thorough sanitary measures put in place in order to counter the COVID-19 pandemic and re-awarded Belgrade Nikola Tesla Airport with the Airport Health Accreditation (AHA) for 2022.

As in 2021, after a complete evaluation of the implemented prevention and sanitary measures, the ACI rewarded Belgrade Nikola Tesla Airport efforts based on a comprehensive observation of the processes of cleaning and disinfecting, social distancing markings, strategic organization of terminal space and passenger and public education about prevention measures.

The corpus of health measures set up at Belgrade Nikola Tesla Airport is part of a larger sanitary measures campaign organized by VINCI Airports throughout its whole 53 airports network, "Protecting Each Other", based on COVID-19 health recommendations issued by the World Health Organization, International Civil Aviation Organization (ICAO) and local health regulations. This accreditation complements the other health accreditations obtained by VINCI Airports on its international network.



The AHA accreditation as an international program has been created in order to reward the airports for their efforts to create a safe transit space for all and their commitment to a high-quality service. Furthermore, this recognition will reinforce customers' trust in traveling again, by guaranteeing a robust health protocol for them.

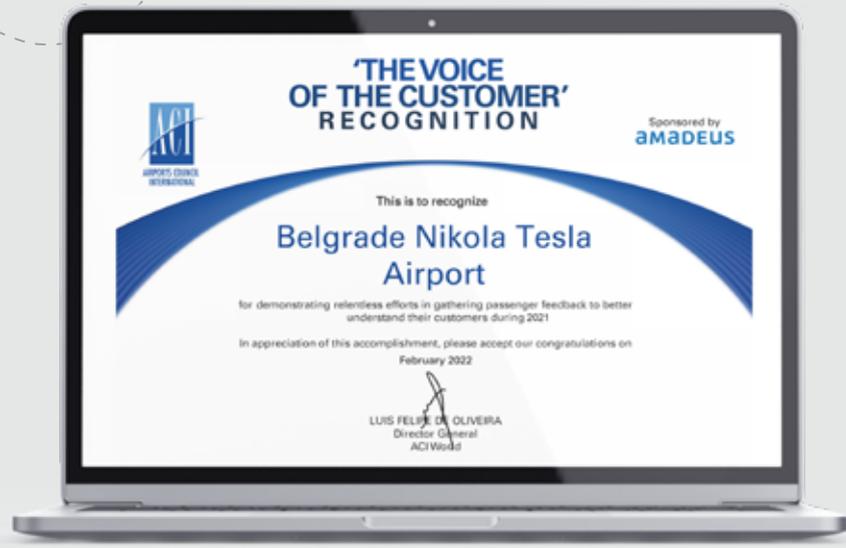


ACI Voice of Customer

Belgrade Nikola Tesla Airport was awarded *The Voice of the Customer* within the initiative of the Airport Council International (ACI World), as an airport that has made significant efforts

to collect feedback from passengers, in order to better understand the needs of users of its services during 2021.

This initiative started in 2020, in order to highlight the airports that made significant efforts and gave priority to their passengers during the COVID-19 pandemic, listening to their voices within the service quality testing program, where Belgrade Airport was awarded in two categories.



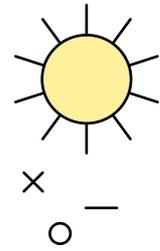
Airport is preparing for Airport Credit Accreditaion Level 2

Belgrade Airport has joined the Airport Carbon Accreditation programme, an initiative launched by the Airport Council International, in accordance with the Greenhouse Gas Emissions Protocol and the principles of ISO 14064. The ACA programme is a framework and a management system for airports to make improvements in managing, reducing and ultimately neutralizing their carbon footprint.

As a reminder, Belgrade Airport was Level 1 certified in November 2020, thus evidencing the accurate mapping of the direct carbon footprint as the first step. In addition to capital investments, the fact that our company has launched an initiative to implement the 50001 standard on energy efficiency will greatly contribute to this goal. The 50001 certificate will place us among a few companies in our country that have harmonized processes with the requirements of this standard.



VINCI's Interactive Environment Day



2022 VINCI Environment Day was marked by a series of activities at Belgrade Nikola Tesla Airport. Employees learned more about the carbon footprint, the solid waste segregation process in the new solid waste treatment plant at the airport, the lavender planted area near the terminal and presented the new solid waste treatment plant to other VINCI Group employees during a live online session.

During the Environment Day passengers were also engaged in the terminal by taking part in a mini-quiz on recycling, while receiving information on improving the environment at the airport, educational materials and small gifts.

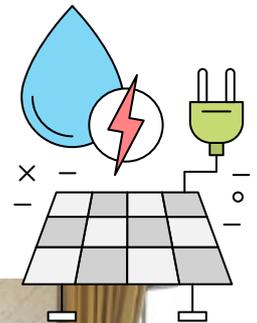


BEG at France Week - strongly focused on sustainable business

As part of the French Week event, organized by the French-Serbian Chamber of Commerce, a business conference on the topic of “Green Transition” was held, as a part of the project “The Quest for Net Zero”, launched in the context of harmonizing the Serbian economy with the EU’s Green Agenda.

The Ambassador of France in Serbia, H.E. Pierre Cochard, and the Minister of Mining and Energy, Dubravka Đedović, greeted everyone at the opening of the conference and emphasized the importance of the green transition.

The Safe and Sustainable Transport Systems for Passengers and Goods panel was attended by Resmil Omeragić, Director of OU Quality, HS and Environmental Protection, who highlighted our company’s commitment to business sustainability aimed at reducing negative environmental impact related to GHG emission.



The aim of the “Green Transition” conference was to present French expertise in the sector of green transition and environmental protection through the most modern projects of leading French and Serbian companies.

Noise measurement application

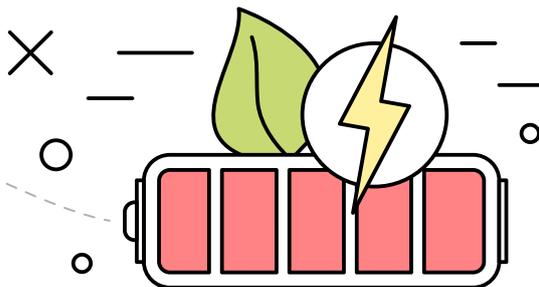


BELGRADE AIRPORT is committed to fostering cooperation with the local community and understands that living near the airport or at the flight path can intensify impact of sound and visual effects of the flight or effects and events related to the flight, and has posted a link to the aircraft noise monitoring application on its website. The online flight tracking application WebTrak allows for automatic submission of suggestions on aircraft noise levels.



Electric chargers

In accordance with the sustainable business policy of BELGRADE AIRPORT, the first four 22 KW electric vehicles chargers were installed at Tesla parking. These chargers represent the continuation of the initiative of the VINCI Group and our airport in the development of renewable energy sources.



5.3 OCCUPATIONAL HEALTH AND SAFETY

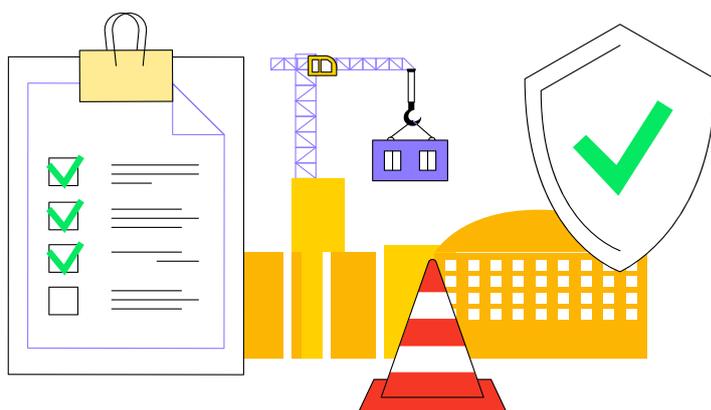
VINCI SAFETY WEEK 2022

Safety Week was held from November 14 to 18 in all companies at VINCI Concessions, with a focus on recognizing positive initiatives that encourage safe behaviour. The main topic of this year's Safety Week was "Let's dare safety", presenting the results in the field of occupational health and safety along with the gratitude to all colleagues who raised safety to a higher level. At Belgrade Airport, employees watched the video "To be safe, to be personal, to get home safe" for the first time, and trainings were organized regarding observations, security / management of contractors, key risks and Quick Reports (statistics, how much has been solved since the beginning of the application of the process...) were presented.



Health and Safety Trainings

During 2022, the company organized strategic OHS and fire protection training for all employees, regardless of management level, position or job description. The aim of the training is to enhance knowledge and awareness of employees about the importance of occupational health and safety and safer behavior at the workplace. The multi-month training enabled all employees to further expand their knowledge and competence and thus improve the existing practice in the relevant areas.



Obuke iz BZR i ZOP za svakog zaposlenog u 2022.

Benefiti obuka:

- smanjenje broja i težine nezgoda i povreda na radu
- unapređenje znanja i kompetencija iz oblasti bezbednosti i zdravlja na radu i zaštite od požara
- bezbednije ponašanje na radnom mestu
- povećanje stručnosti zaposlenih
- praktična rešenja koja kreiraju dobar rezultat

Tehničke informacije:

- prisustvo obukama - obavežno za svih 1500 zaposlenih, bez obzira na nivo rukovođenja, radno mesto ili opis posla
- 8 časovna jednodnevna obuka na jednom mestu
- sertifikovani predavači - kolege iz OJ Kvalitet i BZR i OJ Spasavanje i zaštita od požara
- testovi na kraju obuke

Sve potrebne dalje informacije blagovremeno će biti distribuirane!

Hajda da učimo zajedno!

BELGRADE AIRPORT
Powered by VINEL

QHSE and FP trainings for each employee in 2022

Training benefits:

- reducing the number and severity of occupational accidents and injuries
- improvement of knowledge and competencies in the field of safety and health at work and fire protection
- safer behaviour and conduct in the workplace
- increasing the expertise of employees
- practical solutions that create good results

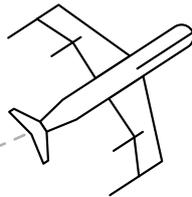
Technical information:

- attendance at trainings is mandatory for all 1500 employees, regardless of the management level, job position or job description
- 8-hour one-day training on one location
- certified lecturers - colleagues from OJ Quality and HS and OJ Rescue and fire protection
- tests at the end of the training

All necessary information will be distributed in a timely manner!

Let's learn together!

QHSE Quick Reports



In 2022, as many as 77% of the measures from the received Quick Reports and suggestions of employees were implemented. Adopted and implemented proposals are regularly announced and promoted in a special section in the monthly e-bulletin #OurBEG, via e-mail or bulletin board.

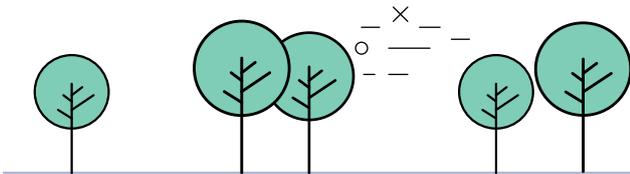


5.4 CORPORATE SOCIAL RESPONSIBILITY

Primary school students help us protect the environment

BELGRADE AIRPORT supported the campaign *Do Something Drastic to Make Trash Fantastic* launched by the French-Serbian Chamber of Commerce (CCIFS) under the patronage of the Ministry of Education, Science and Technological Development. The goal of the project is to raise awareness of the importance of ecology and ecological activities among the youth population.

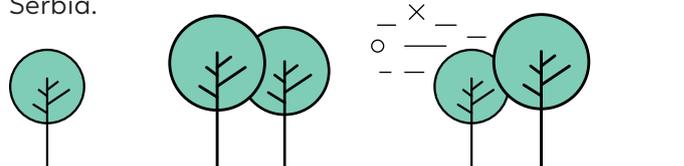
As part of the project, all schools in Serbia were invited to participate in a competition where 4th grade students made artistic or practical constructions from the waste they collected. Almost 200 schools from all over Serbia took part, and the best works were awarded. Belgrade Airport awarded the construction of the “Eco Museum” of a primary school with EUR 2,000.



BELGRADE AIRPORT supported the socially responsible sports campaign “Race for Forests”

The BEG racing team participated in the largest business race in the country that also had the greatest number of participants – Belgrade Business Run. On the 5-kilometer track on Ada Ciganlija, 19 employees showed true team spirit with the help of fans, and achieved remarkable results.

The sports part of the campaign was followed by a socially responsible activity where employees planted trees in Save Keja Street. BEG team planted 10 trees donated by the Belgrade Airport company thus contributing to reforestation in Serbia.



We collected about 40 kilograms of plastic caps

At the beginning of February, we handed over about 40 kilograms of plastic caps to the representatives of the Cap for Handicap Association, collected from all of our employees, as well as from passengers, through plastic cap collection boxes placed at numerous locations at the airport complex.

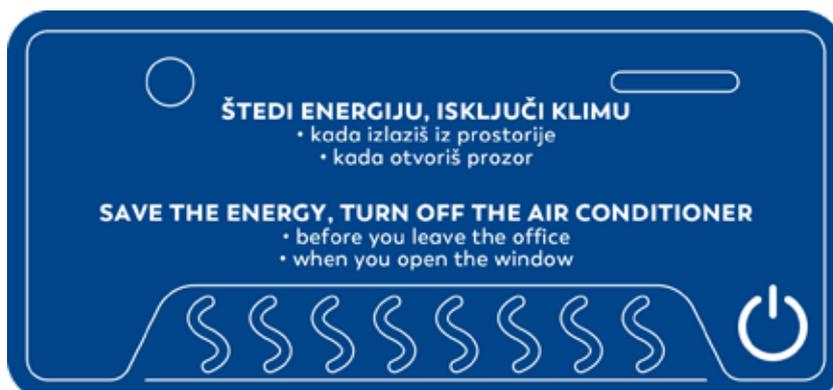
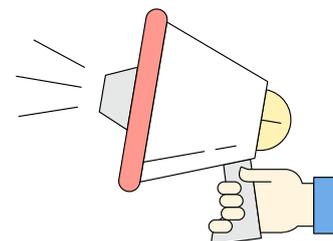


Winter food for children with special needs

As part of corporate volunteering within the initiative of the “Evo ruka” association, our colleagues prepared winter food delights for humanitarian purposes. The association “Evo ruka” is a parents’ association that is actively engaged in the development of an inclusive society and creation of a sustainable support system and safe environment for children with developmental disabilities and their families. In a warm and informal atmosphere, employees prepared ingredients for ajvar, the proceeds from the sale of which will be invested in support programs for families of children with developmental disabilities.

Save the energy, act for the climate

Colleagues from the Environmental Protection team initiated and implemented the “Save the energy, act for the climate” campaign. Stickers for offices and work spaces were distributed to all employees, as a reminder and an appeal to the entire staff to use air conditioners in an adequate manner. The campaign further initiated the corporate screensaver whereby a request was issued for all employees to turn off their computers when their work tasks have been completed.



Support to NURDOR association

BELGRADE AIRPORT has again ordered a NURDOR holiday season cards instead of printing holiday greetings for its friends and partners, thus contributing to the quality of life and treatment of children suffering from cancer from all over Serbia in their long and challenging battle. The National Association of Parents of Children with Cancer (NURDOR) provides care for children with cancer throughout Serbia on a daily basis.

Odabirom ove čestitke pomažete rad
Nacionalnog udruženja roditelja dece obolele od raka NURDOR
koje se iz dana u dan brine o deci oboleloj od raka širom Srbije.

NURDOR
www.nurdor.org



THE MOST SIGNIFICANT EVENTS





The newly built part of the Pier C opened

The newly built part of the existing terminal at “Nikola Tesla” Airport with a total area of 13,600 m², provides additional 8 contact gates with boarding bridges and 5 gates for remote aircraft stands totalling to 19 gates on terminal C side. In parallel with this terminal expansion, the works on the first phase of the apron C extension of almost 27,000 m² were completed, with 4 completely new positions for aircraft parking, including one for the wide-body aircraft. Thanks to the newly built part of the terminal, numerous novelties are being introduced: Open space boarding gates concept is achieved thanks to the new centralized security systems, additional roof corridor enables partition of the departing and arriving passengers, and travelers are placed to ease and speed up the passenger’s movement.



Air Serbia presented a new plane with the image of Mihajlo Pupin

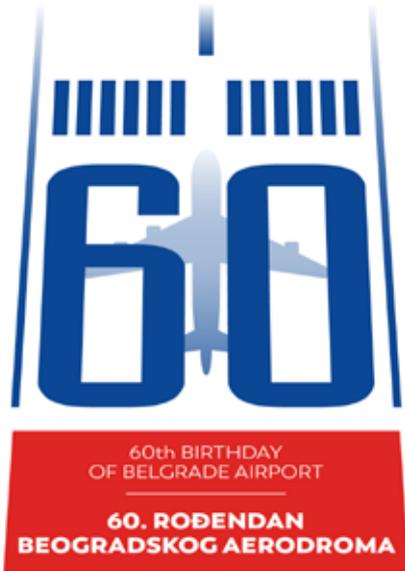
The new wide-body Airbus A330-200 aircraft in Air Serbia’s fleet, registered as YU-ARC, arrived at Belgrade Airport. Air Serbia’s second long-haul aircraft bears the image of Mihajlo Pupin (1854-1935), as the national airline aims to honour the famous scientist of Serbian descent.



Mobile application

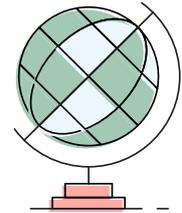
Belgrade Airport launched the official mobile application of Belgrade Nikola Tesla Airport. The new, free application provides travelers and users of airport services with the most important information in real time. Among other services, the application displays information about the flight schedule, the number of free parking spaces, commercial and passenger facilities, airport services, passenger processes and the status of modernization works, access to the baggage tracking system, as well as terminal and parking maps.





60th anniversary of the Airport

60 years ago, the airport was opened at its current location. Today, Belgrade Airport is in the process of becoming one of the most modern airports, since the company VINCI Airports signed a contract on the 25-year concession of Nikola Tesla Airport. The goal is the accelerated development of Belgrade Nikola Tesla Airport in order to become a regional hub in the Balkans.



Exhibition on the occasion of the jubilee of Air Serbia and Belgrade Airport

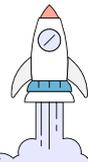
On the occasion of the 95th anniversary of the national airline and 60th anniversary of the opening of the Belgrade airport at its current location, an exhibition was organized featuring photographs documenting the history of the development of aviation in our country through the decades of its existence. The exhibition was presented at a ceremony held at the Air Serbia head office. In the coming period, passengers will have the opportunity to visit the exhibition in the newly built part of the Nikola Tesla Airport terminal, where the exhibition will be moved.



New parking P3 and Tesla parking available for passengers



As part of the continuation of the modernization and reconstruction of the airport, “Tesla” parking was opened at 36,400 m². More than 1,500 parking spaces are provided, including 798 intended for passengers. The parking lot is equipped with LED lighting, video surveillance, and the most modern access control system. The new parking P3 was also opened for all users. The parking has 230 parking spaces and is 110 meters away from the terminal. It has a smart parking system, video surveillance, as well as places reserved for people with disabilities.



Aircraft Recovery Center opened

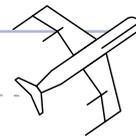
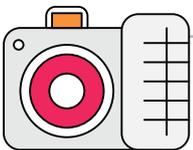
Aircraft recovery is the process of removing the aircraft or its parts from the runway or maneuvering areas in the shortest possible time in order to enable the airport to operate without disruptions. This will enable a faster and more efficient reaction in the event of a temporary closure of the airport's runway or certain parts of the maneuvering areas. Apart from that, significant savings have been achieved.



ORAT - testing of new infrastructure



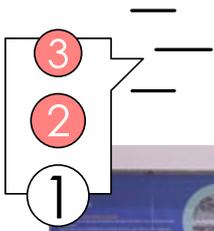
In cooperation with the Faculty of Transport of the University of Belgrade, a successful test that simulated the process of 50 passengers flow with hand luggage through security and all other control processes, as well as a test simulating the passenger flow of 100 passengers through the new system of security checks and passenger boarding was carried out. Emergency situations and challenges that ground handling personnel may face on a daily basis are also simulated. As part of the aircraft service testing, Air Serbia Airbus A319 aircrafts were used, towed from position C9 to C14. The possibilities of physically positioning vehicles and ground handling equipment around parked planes and the technical possibilities of connecting new air bridges to parked planes were also tested.



French National Assembly Senate delegation visit

A delegation of the Senate of the French Republic led by President Gérard Larcher visited Nikola Tesla Airport. Guests from France were presented with all previous projects, current works and plans for the future when it comes to the development and modernization of the airport.



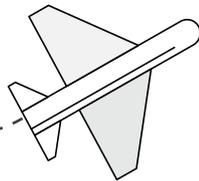


New Security Screening area opened

A centralized passenger security screening was created, as the security check is now performed only prior to passport control, so that passengers can move faster to the boarding areas. There are 10 passenger security screening lines with state-of-the-art screening machines, and there will be a total of 12, with capacity to screen more than 2,300 passengers per hour during peak traffic. The whole process is now faster, more efficient and time-saving.

Route to Beijing

Highest state officials welcomed #HainanAirlines aircraft on a direct route from Beijing thus reintroduced direct scheduled flights between Belgrade and Beijing.



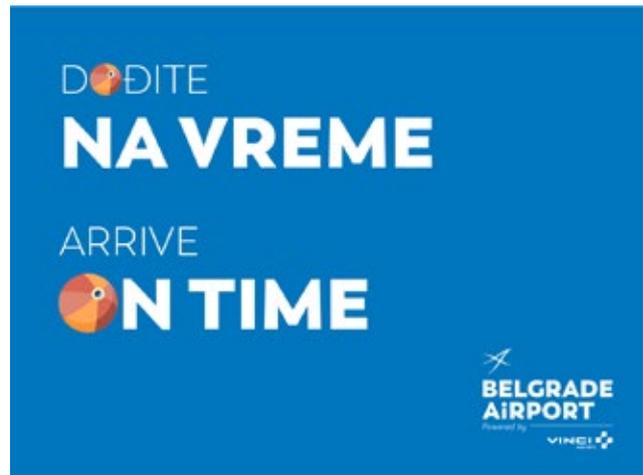
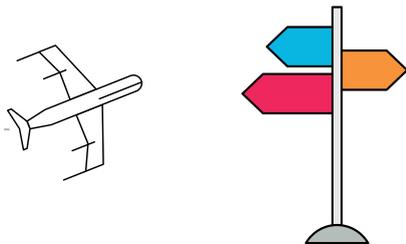
Visit of Minister Vesić



The Minister of Construction, Transport and Infrastructure of Serbia, Goran Vesić, visited the works on the modernization of Nikola Tesla Airport. During the tour, the Minister was informed about the final works on the future central part of the terminal, as well as all the advantages that the newly built part will bring to passengers and airport users. The Minister visited the newly built part of the terminal on the Pier C, where he expressed his satisfaction with all the infrastructure projects at our airport.

Traveling tips for the summer season

During the busiest season, passengers were provided with advice and recommendations in order to make their airport experience as smooth and convenient as possible.



Honey from our airport

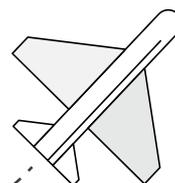
The desire to preserve biodiversity, which contributes to a healthier environment, has led to the production of honey at our airport.

The initiative, which came from the employees through the VINCI Environment Awards competition, has been fully implemented. The most deserving for that are the COO Bruno Desveaux and his colleague Milorad Vukić from the Control and Regulation Center, who take care of the bees at our airport.

In addition to honey, as a finished product, and its positive impact on health, beekeeping also affects the preservation of the environment and ecological diversity within the airport complex.

With the support of colleagues from the competent services, our natural honey has received attractive packaging, adequately reflecting the product quality. The first jars of honey have already found their way to many business partners.

We hope that with the planned increase in the number of hives and expansion of the production, we will be able to offer honey to our passengers and visitors to the airport soon.



THE MOST IMPORTANT TRAFFIC INDICATORS

TYPE OF TRAFFIC	HANDLED IN 2022
DOMESTIC AIR TRAFFIC	
ATM	1.131
Passengers	8.071
Cargo and mail (kg)	176
INTERNATIONAL TRAFFIC - DOMESTIC CARRIERS	
ATM	35.229
Passengers	2.666.829
Cargo and mail (kg)	4.903.865
INTERNATIONAL TRAFFIC - FOREIGN CARRIERS	
ATM	29.284
Passengers	2.935.587
Cargo and mail (kg)	8.644.807
IN TOTAL	
ATM	65.644
Passengers	5.610.487
Cargo and mail (kg)	13.548.848

NEW ROUTES INTRODUCED IN 2022

Niš, Valencia, Trieste, Lyon, Hanover, Bari, Bologna, Nurnberg, Salzburg, Palma de Mallorca, Sochi, Kazan, Tijanjin, Malaga, Venezia, Madrid, Zadar, Rijeka, Malta* (Air Serbia), Nice, Rome (Wizz Air), Dusseldorf (Eurowings), Heraklion, Rhodes (Aegean Airlines), Beijing (Hainan Airlines)

*Re-established

NEW AIRLINE IN 2022:

Hainan Airlines





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