



Stakeholder Engagement Plan for the Belgrade Airport Operation and Development Project

for the year of 2022

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ACRONYMS AND ABBREVIATIONS

A-CDM	Airport Collaborative Decision Making
ANT JSC	Aerodrom (airport) Nikola Tesla Joint Stock Company
BA	BELGRADE AIRPORT d.o.o. Beograd
BCIR	Base Case Inserted Runway
CTO	Chief Technical Officer
CAO	Chief Administrative Officer
E&S	Environmental and Social
EBRD	European Bank for Reconstruction and Development
EIA	Environmental Impact Assessment
EPC	Engineering, Procurement and Construction
ERM	Environmental Resources Management
ESAP	Environmental and Social Action Plan
ESIA	Environmental and Social Impact Assessment
GoS	Government of Serbia
HR	Human Resources
QHSE	Quality, Health and Safety and Environment
IFC	International Finance Corporation
IFI	International Finance Institution
LAP	Land Acquisition Plan
LC	Local Community
LRP	Livelihood Restoration Plan
NGO	Non-Governmental Organisation
NTS	Non-Technical Summary
PDR	Plan of Detailed Regulation
COMMS	Communications Department
PTB	Passengers Terminal Building

RS	Republic of Serbia
SEP	Stakeholder Engagement Plan
SMATSA	Serbia and Montenegro Air Traffic Services
VINCI	VINCI Airports SAS

BELGRADE AIRPORT d.o.o. Beograd (BA), a part of VINCI Airports SAS (Vinci), has engaged in a Public-Private Partnership with the Republic of Serbia for the purpose of upgrading and operating Airport Nikola Tesla, over a 25-year Concession period (the Project). The Project comprises of 16 subprojects, expected to be implemented at different times until the end of 2024. A further development of the Terminal Building and associated Apron C extension is currently planned to be completed by 2030. The Project is partly being financed from loans of international financial institutions (IFIs) and is required to comply with their environmental and social standards and requirements¹ in addition to legislative requirements of the Republic of Serbia.

This document is the Project Stakeholder Engagement Plan (SEP) which has been developed to foster dialogue with stakeholders during the various stages of the Project in accordance with national legislation, as well as VINCI Airports' policies and IFI requirements. This SEP is built on a framework Stakeholder Engagement Plan developed in July 2018 by Vinci Airports, which presents the general principles for stakeholder engagement committed to by the company, earlier engagement with stakeholders in relation to BA, how initial mapping of stakeholders was conducted and the general grievance management procedures.

This current SEP describes BA disclosure and consultation activities since the awarding of the concession, and those that BA plans to implement throughout the life of the Project. The SEP includes request and grievance contact details for people to ask questions and raise any concerns about the Project. As the Project evolves, the SEP will continue to be periodically updated to reflect new circumstances and announce newly planned engagement activities.

The development of the SEP was impacted by the Covid-19 pandemic, which

¹ IFC:

https://www.ifc.org/wps/wcm/connect/Topics_Ext_Content/IFC_External_Corporate_Site/Sustainability-At-IFC/Policies-Standards/Performance-Standards

EBRD: <https://www.ebrd.com/who-we-are/our-values/environmental-and-social-policy/performance-requirements.html>

prevented certain engagement activities from being implemented as originally planned, during the first half of 2020. At the time of finalising the draft 2020 SEP certain restrictions have been lifted and have enabled the continuation of engagement, strictly abiding by Covid-19 prevention measures, carried out from June to August 2020.

2 PROJECT DESCRIPTION

The Airport Nikola Tesla in Belgrade is located approximately 19 km from the Belgrade city centre within the Surčin municipality. The airport is surrounded mainly by arable land, however, residential structures belonging to three settlements – Surčin and Radio Far belonging to the Surčin municipality and Ledine belonging to New Belgrade municipality, are also very close to the airport perimeter fence line at two locations.

2.1 Operation of Existing Airport Infrastructure

The ground area of the airport is approximately 3,850,000 m² (385ha). Presently the airport has one 3,400 m long runway and twelve taxiways connecting the runway with aprons. The airport has one integrated passenger terminal comprising of two distinct entrances/buildings, a control tower, catering facilities, fuel tank farm, one warehouse, parking facilities. Within the Airport complex, various public and private companies also operate, such as postal services, freight forwarding, logistics, warehouses, etc.

As of December 2022, BA has 1,505 employees, of whom 504 are women (approx. 33%). As of December 2022, BA has 25 employees engaged via staff Agencies, of whom 4 are women (approx. 16%) and 9 employees engaged via Youth organization, of whom 7 are women (approx. 77%). The EPC contractor (Vinci Terna) has a total of 154 employees, of whom 28 are women (approx. 18%) and an additional 434 workers, of whom 3 are women (approx. 0,7 %), are engaged through subcontractors.

2.2 Further Airport Development

VINCI Airports' commitments under the Concession Agreement have included a number of redevelopment and upgrade works at BA:

Reconstruction of the existing runway: In order to reduce the need for recurrent maintenance and improve operational safety, the existing 3,400 m long runway will be reconstructed. It is anticipated that the existing runway reconstruction project will be completed by mid-2024.

Construction and operation of the “inserted” runway: which includes:

- 365,000 m² of newly constructed areas (asphalt road, shoulders, humus-covered part of RESA), of which:

- new inserted runway (12R-30L) with associated shoulders, total width 60m, length 3,500m, with a turnpad at threshold 30L, all with asphalt pavement with a total area of about 220,000m²,
- 4 new rapid exits (R1, R2, R3 and R4) between the Existing and Inserted runway, with asphalt pavement and shoulders reinforced with a layer of crushed stone and coated with humus, total area of about 42,000m²,
- 4 new taxiways (D2, D4, D5 and D6) - short vertical connectors between the inserted RWY and the existing taxiway A (at the ends of the rapid exit taxiways, which enables the rapid transfer of aircraft from the manoeuvring areas to the platforms) with asphalt pavement and shoulders reinforced with a layer of crushed stone and covered with humus, with a total area of about 25,650m²,
- new taxiway Y – a short vertical connection between taxiway A and taxiway F, with asphalt pavement and shoulders reinforced with a layer of crushed stone and covered with humus, total area of about 5,600m²,
- 2 new safety areas of the end of the Inserted runway (RESA), dimensions 240x150m, total area about 72,000m²

- 33,000 m² of reconstructed areas, of which:

- partial reconstruction of the existing taxiway B (TWY D1 / TWY B) with asphalt pavement and shoulders reinforced with a layer of crushed stone and coated with humus, total area of about 9,000m²,
- partial reconstruction of the existing taxiway C (TWY D3 / TWY C) with asphalt

pavement and shoulders reinforced with a layer of crushed stone and coated with humus, total area of about 11,500m²,

- partial reconstruction of the existing taxiway E (TWY D7 / TWY E) with asphalt pavement and shoulders reinforced with a layer of crushed stone and covered with humus, total area of about 12,500m²,

- 8,000 m² of demolition of the existing taxiway D

- New storm sewer system inserted in RWY and associated taxiways, which consists of:
 - 18,200 m of new rainwater collectors (buried plastic pipes with a diameter of 160-2,000 mm),
 - 400 new manholes on rainwater collectors,
 - 450 m of linear channel slits (diameter 350-550 mm),
 - new underground reinforced concrete retention with a useful volume of 8,500 m³, which is located on the western side in the immediate vicinity of RESA,
 - a new open retention with a use volume of 7,500 m³, which is located on the south-eastern side of the complex in the green area in the zone of the future "farm" for fuel, for controlled discharge from the new storm sewer system into the existing storm sewer collector.

- New Transformer Station TS 10/0.4kV "AGL", with associated hydrotechnical, electric power and telecommunication installations and access road

- New Light Marking System (SSO) with LED lights on the Inserted runway and associated taxiways, with associated electrical and telecommunication installations

- New navigation equipment of the instrument landing system on the Inserted runway, with associated power and telecommunication installations

- New Meteorological equipment at the Inserted runway, with associated power and telecommunication installations

- New Meteorological Station with associated equipment (the existing Meteorological Station was moved) and with associated hydrotechnical, electric power and telecommunication installations, as well as an access road

- New signs and road markings on the Inserted runway and associated taxiways.

After the completion of the works at the existing runway, the inserted runway will be used as a new parallel taxiway and contingency runway only in case of closure of the main runway for maintenance or other causes.

Terminal building reconfiguration and pier enhancement to facilitate and improve the level of services for passengers, ground operations and commercial content and customer experience, as well as to incentivise the airlines programme. Short term impacts, lasting only during construction activities, are expected for some of the approx. 50 businesses operating in the terminal building. The impacts may also be longer term for some of the businesses, for example, a change of location within the terminal building or even a cancellation of the rent agreement.

- The newly built extension of pier C spans over 300m in length, with a net area of 12,500.00 sqm spread across three floors. Within that area are 8 new gates on the first floor, 5 new bus gates, new retail and F&B areas, as well as corridors and toilets. The new Pier C has an integral role in the functionality of the airport as well, with its gallery now allowing for complete separation between arriving and departing passenger flows, as is standard modern aviation practice.
- Centralised security has been introduced
- Opening of the new central processor expected in 2023
- Further extension of the terminal pier c is anticipated to be completed by 2030

Construction of **new apron stands** to improve aircraft handling capacity.

- Works on apron E – completed in the first quarter of 2022
New concrete apron and accompanying new asphalt service road have total area of 24,645.00sqm, the capacity is three new aircraft stands for code letter C aircrafts (or one code letter E aircraft and one code letter C aircraft).
- Works on apron B – completed in the third quarter of 2021

Concrete apron extension of 6,164.00 sqm and asphalt service road of 4,174.00 sqm. After extension, the apron can accommodate 8 code C and one code E aircrafts (or 10 code C aircrafts).

- Works on apron C, phase 1 – completed in the last quarter of 2021
Apron C is extended for 26,944.81 sqm in total, out of which is 11,741.62sqm of the apron's concrete pavement. Apron can now accommodate additional four code C aircrafts (or one code E and two code C aircrafts).

Further extension is planned to be completed by 2030.

- De-icing pad relocation and extension – completed in the third quarter of 2022.

Landside access, parking & terminal forecourt reconfiguration and enhancement to improve airport accessibility, implement the best-in-class practice and provide optimal customer experience.

- Remote car park – completed in the last quarter of 2021
Newly constructed car park is located east from the existing cargo terminal and has the total surface area of 36,400.00sqm - over 1,500 new parking positions.
- Contact Car Park in front of the terminal with the total of 609 parking positions, including 121 premium parking slots and the modern parking management system, as well as the access roads are planned to be completed in 2023.

Construction of **new support buildings and facilities**, such as administration and maintenance / firefighting campus is planned for the period from 2023 to 2030.

Construction of the line infrastructure (utilities) which is divided in phases has been partially completed (phase 1), whilst the complete project completion is planned for 2023.

Enhancement of the existing, ageing fuel **farm**

The old jet fuel reservoirs have been dismantled in 2019. Construction of the new Petrol station is planned to be completed in 2024.

Environmental enhancements including:

- construction and operation of a dedicated waste water treatment plant (as opposed to the previous sewage discharge in Belgrade city municipal sewers) - completed in the first quarter of 2023
- construction of a facility (object) for the temporary storage of hazardous waste in the restrictive zone of the airport
- construction and operation of two non-hazardous waste segregation units and sheltered storage – completed in the last quarter of 2021
- construction and operation of a photovoltaic power plant with a capacity of 1 MW to produce electricity for the internal use at the airport - completed in the third quarter of 2022
- construction and operation of the new heating plant with the power of 44Mwh which uses natural gas instead of heavy oil as it was the case in the previous period - completed in the first quarter of 2022 including cogeneration plant for producing electricity, heating and cooling

The above-indicated investment programme elements have been executed within the existing boundaries of the Airport complex. Approximately 12 ha of land (up to a maximum of 34 ha – which is yet to be determined), is planned to be acquired by the Government of Serbia, to the south of the existing runway through expropriation in 2027, upon the request of BA. A Land Acquisition Plan (LAP) will be developed to address this land acquisition.

Figure 1: Land acquisition planned for 2027 (general area)



Source: BELGRADE AIRPORT

BA has engaged separate consultant teams to assess environmental (Envico) and social (LINK 011) impacts of the Project, in line with national legislation and IFI requirements. A comprehensive Project Environmental and Social Impact Assessment (ESIA) has been finalised in August 2020, which also includes mitigation measures for all identified impacts. A Non-Technical Summary of the ESIA had been prepared and was available for public review and comments, as presented in section 6.1.2.

During 2021 and 2022 BA also engaged expert consultants in the area of noise protection and greenhouse gasses emissions (Envisa and Envirosuite), to provide support in establishing the balanced approach to aircraft noise management and managing its carbon footprint in the direction of reduction in line with corporate goals.

2.3 Expected Benefits from the Project

The Project is expected to yield the following benefits:

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Powered by



- Improve the operational performance of the airport:
 - Traffic capacity increase from 27 movements (arrivals and departures) per hour at present, to enable 40-43 movement per hour after the completion of works.
 - In terms of yearly movements, VINCI Airports estimates that traffic could increase from 53,146 flights yearly in 2016 to 81,092 yearly by 2043.
 - Increase the terminal area from 52,100 m² to 101,500 m², to allow for an increase in the number of passengers.
- Increase the efficiency of airport operation and maintenance by applying international good practice to various areas of operational management.
- Improve the environmental and social performance of the airport through:
 - facility upgrades as listed above; and
 - development and implementation of environmental and social management policies, systems and processes in line with internationally accepted good industry practice which goes beyond requirements of national legislation.

3 KEY APPLICABLE STANDARDS

3.1 Vinci Airports Corporate Standards

BELGRADE AIRPORT as part of Vinci is committed to operating in an environmentally and socially responsible manner and engaging with stakeholders, which is outlined in the Vinci Airport's Manifesto² and the principles as summarized below:

- develop strong and lasting relationships with clients;
- develop strong and lasting relationships with suppliers and sub-contractors;
- develop synergies;
- develop strong and enduring relationships with external stakeholders; and
- contribute to the development of its local community.

3.2 Requirements for Stakeholder Engagement

The Constitution of the Republic of Serbia (RS)³ guarantees people's rights to accurate, complete and timely access to information and participation on issues of public importance, as well as the right to appeal or use other legal remedies to protect their rights and submit suggestions/complaints and questions to public authorities and receive a response. This is further elaborated in the Law on Free Access to Information of Public Importance of the RS⁴.

In the implementation of projects, engagement activities are undertaken under the Law on Planning and Construction of the RS⁵ for the development and adoption of spatial and urban planning documents, including detailed regulation plans. The disclosure and consultation requirements are described in detail in the Regulation on the Content, Manner and Procedure for the

² <https://www.vinci.com/vinci.nsf/en/manifesto/pages/index.htm>

³ Official Gazette of the RS 98/2006

⁴ Official Gazette of the RS 120/04, 54/07, 104/09, 36/10

⁵ Official Gazette of the RS 72/09, 81/09, 64/10, 24/11, 121/12, 42/13, 50/13, 98/13, 132/14, 145/14, 83/18, 31/19, 37/19, 9/20

Serbian laws and bylaws in the area of environmental protection, including the main Environmental Protection Law⁷, require the public to be informed about and involved in all matters concerning the environment. Public disclosure and consultation procedures are organised in connection to the development of project environmental impact assessments (EIAs) as per the Rules for Disclosure of Information, Presentations and Public Consultations Regarding EIAs⁸.

The general required steps in the disclosure and consultation process for the above-mentioned plans and projects are:

- Informing the public through the media about details of disclosure of the draft plan/document (i.e. where the electronic version and hard copy are available for review, the dates and time when the hard copy can be reviewed) and inviting citizens/organisations to submit comments and/or attend a public hearing during the disclosure period. Citizens can request that their comments are responded to in writing;
- Organising a public hearing to present the draft plan/document (usually in the town hall or other appropriate local venue) during the disclosure period;
- Processing comments received from all stakeholders and revising the draft plan/document to reflect them, as well as preparing a report to justify why certain comments were not adopted; in case of significant changes of the plan / document, the revised draft may once again be publicly disclosed for another round of comments;
- Submission of the revised draft plan/document and report to relevant authorities which judge whether the comments have been meaningfully considered and addressed.
- Adopting the final plan / document by the relevant authorities and disclosing it.

For all spatial and urban planning documents there is a requirement to organise an early public disclosure process, before the development of the draft plan, to

⁶ Official Gazette of the RS 64/2015.

⁷ Official Gazette of the RS 135/04, 36/09, 72/09, 43/11, 14/16, 76/18, 95/18

⁸ Official Gazette of the RS 69/05

obtain initial comments and suggestions which should be taken into account in the development of the draft document.

In the disclosure and consultation process for the Plan of Detailed Regulation (PDR, see more information in 4.1), and other legally required documents such as urban plans, relevant for this Project, there is also one particularity that differs from the general process described above. There is no legal requirement for organising a public presentation, rather the relevant public authorities are obliged to ensure there is occasional presence of representatives of the developer of the plan in the premises where the hard copy of the plan is disclosed, to provide information and expert assistance to interested stakeholders. At the end of the disclosure period, there is however a requirement to organise a public session of the Planning Committee of the relevant local authority, open to all interested stakeholders, at which time all received comments are presented and discussed. The person / organisation who submitted the comment has the right to explain his/her comment and the developer of the plan responds to it, in front of the Planning Committee. Following the public session, a closed session is organised when the final decision in relation to submitted comments is made by the Planning Committee.

3.3 Applicable International Standards

Projects being financed by International Financial Institutions (IFIs) are required to meet best international practice and, relevant to this Project, specifically the requirements for stakeholder engagement and public consultation, specified in the IFC Performance Standards on Environmental and Social Sustainability (2012) and the EBRD Environmental and Social Policy (2014).

These requirements are described in detail in the IFC Performance Standard 1 and the EBRD Performance Standard 10. In brief, the IFIs consider stakeholder engagement an ongoing process which involves:

- Identification of people and communities that are or could be affected by the Project, as well as other interested parties, and the development of a Stakeholder Engagement Plan;



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- Timely disclosure of appropriate information on environmental and social issues to enable meaningful consultation with stakeholders;
- Organisation of consultations with potentially affected parties, and
- Maintaining a constructive relationship with stakeholders on an ongoing basis during project implementation
- Implementation of a procedure or policy by which people can make comments or complaints and receive a response.

4 PREVIOUS STAKEHOLDER ENGAGEMENT

Stakeholder engagement activities undertaken for the development of the General Urban Plan of Belgrade adopted in March 2016, as well as the early public disclosure process for the Plan of Detailed Regulation for the airport, proposing the airport protection zone and the land use within it, carried out in July 2016, were described in the Framework SEP from July 2018.

Since then, more engagement events and activities connected to the airport have taken place. The first concerns the process for development and adoption of the Plan of Detailed Regulation, for which the early public disclosure process was carried out in 2016 and which encompasses a much larger area and activities beyond those related to the airport. The second group of activities concern those undertaken directly by BA, in relation to the airport's current and planned operations.

4.1 The Plan of Detailed Regulation

The PDR is a document developed on initiative of JSC Airport 'Nikola Tesla Beograd' and as decided by the City of Belgrade Assembly in July 2016, in line with Serbian legislation. Among other reasons, the document was developed with the aim of defining the purpose, capacity and content of the airport complex in line with technological needs and the airport development programme, as well as determining the airport protection zone. A green zone was established around the airport in which no structures or activities endangering the safety of aircraft operations would be allowed.

A part of the PDR encompasses the current complex of the airport and how it will be developed covering approximately 390 ha, i.e. the Project. This part of the plan is based on the Master Plan developed by BELGRADE AIRPORT⁹. However, the PDR also covers another 1,480 ha and among other things, includes the construction of a new runway after 2043, as well as other infrastructure (e.g. railway lines, commercial centres), which are not a part of the Project.

⁹ Approved by the Government of Serbia on 11.07.2019.

The PDR was developed by the Institute for Urban Planning of Belgrade and during the development phase, two large stakeholder meetings were held on 15th March and 18th June 2019. Along with representatives of BA, these meetings included representatives of the Grantor (Government of Serbia and JSC Airport Nikola Tesla Belgrade), as well as SMATSA, JAT Tehnika, Air Serbia and Surčin Municipality. The views of these stakeholders, as well as the planning conditions issued by all relevant authorities and utilities, were taken into account and reflected in the draft PDR.

The draft PDR was published by the City of Belgrade Secretariat for Urbanism and Construction, on the City of Belgrade official website on 9th January 2020¹⁰. A hard copy of the plan was available for review in the premises of the City of Belgrade and the municipality of Surčin, until February 10th, 2020, where clarifications could also be received directly from designated representatives of the PDR developer. During that period, interested stakeholders could submit comments and questions, which would then be considered by the Planning Committee of the City of Belgrade Assembly. On 21st February, a public session to discuss approx. 200 received comments was organised in the premises of the City of Belgrade. It was attended by approx. 150 persons (approx. 30% of whom were women), mainly persons residing or working in settlements addressed by the PDR and representatives of relevant institutions and authorities. The vast majority of comments included requests for excluding structures from the airport protection zone, allowing them to be legalised, as well as increasing the allowed height of structures near the airport.

Two additional planning sessions were held with expert organisations (e.g. the Civil Engineering Faculty of the University of Belgrade), relevant authorities (the City of Belgrade secretariats, Surčin municipality) and other major stakeholders (Air Serbia, BA, ANT JSC). During these sessions, their final remarks, as well as comments and remarks received during the disclosure period, were discussed and addressed. Following these sessions, the Planning Committee of the City of Belgrade Assembly adopted the final version of the PDR which was consequently submitted to the City of Belgrade Assembly for approval in

¹⁰ <https://www.beograd.rs/cir/gradski-oglasji-konkursi-i-tenderi/1769352-javnu-uvjed-u-nacrt-plana-detaljne-regulacije-za-kompleks-aerodroma-nikola-tesla-beograd-gradske-opštine-surcin-novi-beograd-i-zemun-sa-izvještajem-o-strateskoj-proceni-uticaja-predmetnog-plana-na-zivotnu-sredinu-2/>

accordance with the applicable law.

The final PDR for Belgrade Nikola Tesla Airport was approved on the City Assembly session on 30th March 2020. After review of all the comments and requests from local communities, in relation to allowing legalisation of structures, within the defined protection zones, the zones and rules for legalisation remained the same as in the draft PDR.

Although BA is not in charge of PDR implementation, it receives requests of the stakeholders from the local community through general external mechanism open for requests and grievances, and it remains available to advise them where and how to seek answers for their concerns related to land plots in the vicinity of the Project site.

4.2 Project Related Engagement Activities

Stakeholder engagement specifically in relation to the Project has been undertaken by BA on numerous occasions, presented below.

4.2.1 Engagement with local communities closest to the airport

In the course of collecting information for the social baseline and for developing the draft Environmental and Social Impact Assessment, BA engaged with local communities closest to the airport. The BA Social Team together with consultants, initiated a meeting with the Mayor of Surčin and local communities. The meeting was held on 16th March 2020, a day after the establishment of the Emergency Situation in Serbia, in relation to the Covid-19 pandemic. The key issue raised by participants was the inability of a significant number of households to legalise their homes which are located in the green zone, as defined by the PDR. At that time, an agreement was made to organise new meetings with more local community members so that BA may present its development plans and to discuss the foreseen environmental and social concerns of local communities, in more detail. Emails and phone calls were exchanged between the local communities and the consultants to collect the necessary baseline data, including the census of households affected by the PDR green zone in New Surčin settlement, which was implemented by the local community. However, meetings could not be held due to restrictions imposed by the authorities, for Covid-19 prevention.

During the following few months, BA received several enquires in relation to the airports' plans for acquisition of additional land, as well as from the group of inhabitants whose homes were located in the PDR green zone (where no structures are allowed to exist) and who wanted to obtain BA's opinion on whether their houses represent a threat to aircraft operations. In light of this, and the relaxation of Covid-19 restrictions for public gatherings in Serbia, BA decided to organise a meeting for local communities, to address the key questions and concerns from the inhabitants.

A meeting was organised by BA on 25th June 2020 in the premises of the local

football club in Surčin, a venue recommended by the municipality, to be able to abide by Covid-19 prevention measures. Invitations to the meeting were posted in the three closest communities: New Surčin, Radio Far and Ledine, in bus stops, on the local community announcement boards and in a few key locations, such as the local food and beverage shops.



The meeting was attended by 65 individuals (18 women), of whom 55 signed into the attendance sheet. According to this sheet, the majority (30) indicated that they were from Surčin (without naming the exact settlement), 15 stated that they were from New Surčin settlement, two from Radio Far and Ledine settlement each and six from other parts of Belgrade. The meeting was also attended by the Mayor of Surčin and the Grantor' representative (ANT JSC).

The main presenter at the meeting was the BA Chief Technical Officer, who was supported by the Social Team, as well as representatives of the QHSE Department, the Communications Department, the BA Development Stakeholder Manager and the Vinci Terna Deputy HSE Manager. Covid-19 prevention measures were strictly followed before and during the meeting, with appropriate disinfection of the venue, seating of participants at an appropriated distance from each other, the mandatory use of masks and gloves which were provided for all attendees, at the meeting.



The Chief Technical Officer presented BA's development plans, with a short video, explained the individual components of the Project, explained the difference between the Project and what is foreseen by the PDR and planned by the authorities in the future. A special accent was placed on differentiating between what is under the direct authority of BA and what requires collaboration with other relevant stakeholders, including, as the most important one of all, the Grantor of the Concession, i.e. the Government of Serbia. The presenter informed the participants that BA will initiate the establishment of an Environmental Advisory Committee (see also section 6.1.6 of this SEP), by the end of 2020, which will include representatives of all relevant stakeholders among whom coordination is needed to resolve some of the key environmental and social impacts of airport operations, which are not under the sole responsibility of BA. The Committee will include representatives of the Grantor (GoS), other relevant authorities and agencies such as the Civil Aviation Directorate, SMATSA, the City of Belgrade and the municipality of Surčin. The Chief Technical Officer stated that BA would like to involve local communities in the work of the Committee and is in the process of determining how that could be arranged.

The participants were informed of all the communication channels they had available to contact BA and that each request and/or grievance will be responded to. Business cards with contact details for requests and grievances were handed out to all participants.

The floor was then opened up for questions from the participants. Most of them were in relation to housing concerns of individuals who live in the various zones marked in the PDR as zones where no construction or limited construction is allowed. Some of these were in relation to zones near the current airport, but others were associated with facilities planned by the PDR which are not the result of the current or planned operation of BA during the Concession period, such as the construction of the second runway, the railway, etc. For all of these concerns, which are de facto outside of the airport's direct authority, BA committed to advocating for local communities, by putting them on the agenda of the Environmental Advisory Committee, once it is formed, for discussion amongst the relevant authorities. Local communities were asked to cooperate with BA and to actively participate in this process.



Apart from these questions, several participants asked about BA's plans to acquire additional land. The BA Chief Technical Officer showed on the map the area where BA may acquire some land in 2025¹¹, which affected people will be informed about in due course. One participant asked about BA's plans for reducing fuel emissions from airplanes flying above the local communities, nearest to the airport. The BA CTO explained that this was a typical example of an issue that will have to be dealt with by the Environmental Advisory Committee, as it will require inputs and decisions from various stakeholders, including the Government of Serbia, as well as airline operator.

¹¹ As it was the planned timing at the time of the meeting, later postponed for 2027

The meeting was very well received by most of the participants who were grateful to BA representatives for reaching out and making themselves available for questions and concerns. BA committed to keeping the local communities informed about future activities.

After the public meeting, BA together with the social consultants organised several follow up meetings with representatives of local communities. One meeting was held with the presidents of local communities Radio Far and New Surčin on 31/07/2020 and one meeting was held with representatives of the New Belgrade municipality and the local community Ledine, on 03/08/2020. Following that, the BA social team and consultants met with a resident of the Ledine settlement, who is also working in the New Belgrade municipality, on 06/08/2020 in the municipal building and several days later, in her home in Ledine.

At the meeting with representatives of Radio Far and New Surčin, the main topic raised was the inability for a significant number of households to legalise their homes, located in the green zone, defined by the PDR. Both communities welcomed BA's readiness to initiate discussions among the involved stakeholders for resolving these issues, through the establishment of the Environmental Advisory Committee. Existing noise from aircraft operations and especially potential future increased noise, was expressed as a concern particularly by representatives of Ledine settlement. Local residents would be ready to cooperate with the airport to determine noise levels and to identify ways in which noise can be reduced and they believe that addressing these issues through the work of the mentioned Environmental Advisory Committee would also be beneficial.

All three communities were positive about BA's plans to support local community initiatives and believed that any such programme would significantly contribute to creating good 'neighbourly' relations with local residents. The municipality and local communities invited BA to share any relevant information with them that can be published on their websites, Facebook pages or in other ways, to keep local residents informed about topics of interest.

Marking 2021 International Earth Day, on April 22nd, BELGRADE AIRPORT spread its activities beyond the Airport complex and many employees joined the campaign. The celebration of this important day was a great opportunity for everyone to learn more about the environmental protection, to recognise our impact on local communities, and, more importantly, to turn our words into concrete actions. Waste cleaning activities near the Airport were carried out at 3 locations - two were near Jat Tehnika and the third one was a dump near the road towards Surčin. On the same day, the Art Gallery Exhibit of talented colleagues was opened in the transit area of the Airport, in the Tesla Square, and several educational workshops were organised. Once again, BELGRADE AIRPORT with its employees demonstrated commitment to reaching the common goal of nature preservation and protection.

The same year, BELGRADE AIRPORT established collaboration with the Smart Kolektiv Association and signed the Protocol on Collaboration in Implementing CSR Forum's Activities. Smart Kolektiv is a pioneer in CSR promotion in Serbia. The CSR Forum is a network of companies contributing to community development, CSR facilitation and establishment of long-term responsible practice in the business sector. The Forum develops practical and sustainable solutions in all four areas that pillars of corporate social responsibility: local community, living environment, working environment and market.

In 2021, BELGRADE AIRPORT launched a financial grant in the area of Corporate Social Responsibility (CSR) as financial support to projects and initiatives originating from the communities in the Airport's vicinity. Funds were approved for the execution of the Project of Development of Local Communities around Belgrade Nikola Tesla Airport – Novi Surčin, Radiofar and Ledine. Project funding was offered for initiatives in the following fields: Environmental protection, Education and culture, Support for vulnerable groups, Sports and Small infrastructure development projects. A candidate with the "Education and Culture" project, BAG Theatre (Boljevački amaterski glumci) was selected. The theatre performed three times, a play "Do not bet on Englishmen" (Ne igraj na Engleze), on May 19, 2022, and a play "Blacksmiths" (Kovači) on May 23, 2022, and May 29, 2022. The plays were performed at an open, improvised stage in the Chinese Mall, since the three settlements (Novi Surčin, Radio Far and Ledine) do not have an adequate venue suitable and technically equipped for theatre plays. The entrance was free of charge. As reported by organisers, they hoped to improve citizens life quality and enrich cultural life of these settlements.



Do not bet on Englishmen



Blacksmiths

On October 14, 2022, in Zemun Polje, City Municipality of Zemun, BELGRADE AIRPORT employees helped in preparation of Ajvar, a traditional winter delight, to “Evo ruka Association” (Here’s a hand Association”), a parents' association that is actively engaged in the development of an inclusive society and the creation of a sustainable support system and safe environment for children with disabilities and their families. Association invested all Ajvar sales and donation incomes in support programs for families with children with disabilities.

4.2.2 Environmental Impact Assessments for Subprojects

In line with national legislation, it has been decided by the Ministry for Environmental Protection of the RS, that an Environmental Impact Assessment needs to be developed for two subprojects: a) Construction of a Heating Plant and b) Construction of a Temporary Inserted Runway.

EIA for the Heating Plant subproject was developed and publicly disclosed on the Ministry website and in hard copy in the Ministry premises, as well as the municipality Surčin, for a period of 20 days¹² on 21st November 2019 through the daily newspaper “Politika”. The public consultation meeting was held on 5th December 2019 in the premises of the Municipality Surčin.

The meeting was attended by representatives of the municipality of Surčin (various departments including environment, planning and construction, etc.), Public Utility Company for Natural Gas Distribution “Surčin gas”, the Ministry of Environmental Protection and the interested public. In total 15 people attended the meeting. The discussion was mainly focused on air and water pollution, as well as the situation with legalization of structures nearest to the airport. On that occasion, the future construction of a wastewater treatment plan and a separator and sedimentation tank were presented. The Mayor of Surčin praised BAs stakeholder engagement efforts.

Comments from the participants were collected by Surčin municipality and forwarded to the Ministry of Environmental Protection. A total of three comments were submitted to the EIA Study developer and related to water and waste management, as well as a request for additional information on the competent experts who developed the EIA Study. The Ministry of Environmental Protection organized a Technical Commission that reviewed all comments on the EIA and requested an amendment for the EIA to address the comments from all parties.

The EIA was supplemented and submitted to the Technical Commission on 11th

¹² <https://www.ekologija.gov.rs/zahtev-za-saglasnost-na-azuriranu-studiju-o-proceni-uticaja-na-zivotnu-redinu-projekta-izgradnje-nove-kotlarnice-u-kompleksu-aerodroma-nikola-tesla-beograd/>

March, 2020 and the Technical Commission gave its consent on the basis of which the Ministry issued a decision on approval of the EIA on 20th March 2020.“ All comments were accepted and addressed in the revised EIA Study which was submitted to the Ministry for approval.

EIA for the Construction of a Temporary Inserted Runway subproject was developed and publicly disclosed on the Ministry website and in hard copy on the Ministry premises, as well as the municipality Surčin, for a period of 20 days¹³ on 22nd April through the daily newspaper “Politika”. The public consultation meeting was held on April 22th 2021 in the premises of the Municipality Surčin. Consent to the Study was given on 26th May (BA received the Decision on June 2, 2021)

In line with the law, all 27 EIA screening applications submitted by BA for various subprojects to date, were publicly disclosed and available for comments for a period of 10 days. No comments from interested stakeholders were received.

4.2.3 Engagement for Addressing Land Use Issues

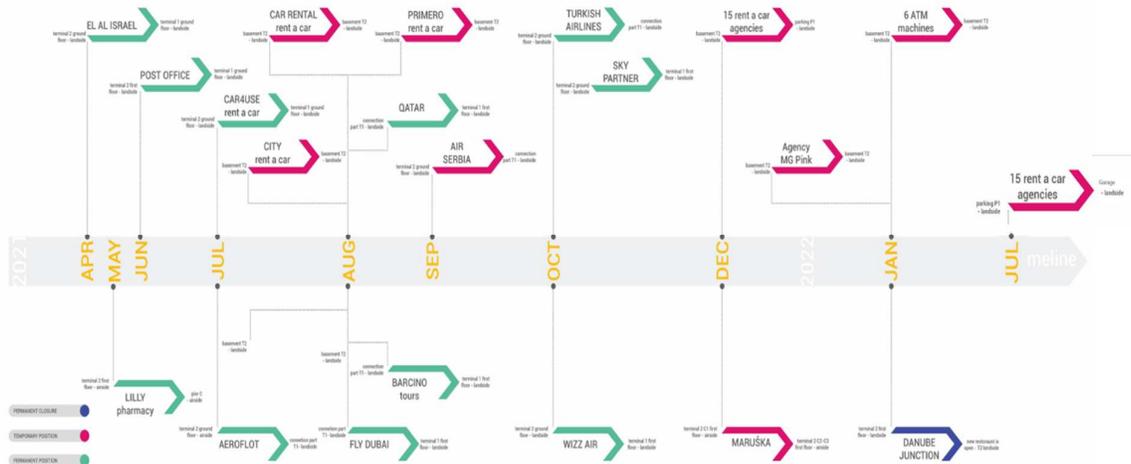
Before the beginning of construction of the remote car park and roundabout, it was determined that some of the land legally owned by the airport was being used for growing seasonal crops. During the summer and autumn of 2019, BA engaged with the Mayor of Surčin and the persons who were using the land, to compensate the loss of crops and to ensure that further use of land belonging to the airport does not continue. Announcement boards delineating airport land where informal use is prohibited, as well as BA contact details for any questions or grievances, were put up in various locations around the airport and near construction sites, as well as in the Surčin municipality building. A number of pamphlets containing the same information were provided to the municipality to distribute among the local population, which was done. In the reporting period there were no similar circumstances, however, should there be any alike situation, BA will act upon it.

¹³ ACI EUROPE, EUROCONTROL, International Air Transport Association (IATA) and the Civil Air Navigation Services Organisation (CANSO)

4.2.4 Engagement with Businesses Operating at BA

The BA Commercial Department has ongoing engagement with business operating at the airport, in relation to their rental contracts and all other issues related to their operation. This department is managing currently available space at the airport and implementing plans for future available space (after the full reconstruction of the Terminal building) and how it will be rented to businesses.

During 2021 and 2022 significant number of businesses have been relocated on new locations, either on the temporary or the permanent location, following timely announcement, consulting and mutual agreement on such relocations. BA's intention is to continue to cooperate with as many businesses as possible after the completion of the reconstruction activities. Detailed list of all tenants relocated during the reconstruction works, presented on the graph below:



A significant partner for BA is Dufry, the main operator of duty free, duty paid and food and beverages, which BA is in regular contact with. Dufry is a direct operator for duty-free, duty paid and food and beverage, and for this reason it

is a part of BA's working groups regarding mandatory works. An agreement on all future space for rent and operation of businesses under Dufry, has already been signed between BA and Dufry. The company has already initiated some reconstruction works, which are in line with future plans of BA.

During 2022, two new restaurants at air side were open, located at A1 gate and C10 and one retail shop PANDORA. Furthermore, during 2022, BA launched several different tenders, for Duty free operations 3500sqm total footprint, six F&B units 2400 sqm footprint and Duty paid land side operations, three units.

4.2.5 Engagement for Developing the Balanced Approach to Noise Study

BA engaged Envisa, an international consultancy company working in the field of reducing aviation environmental impacts, including noise, to develop a Balanced Approach Review and Action Plan Document. For completing Phase 1 of the work, BA with support from Envisa, engaged with several key stakeholders, including Air Serbia, Serbia and Montenegro Air Traffic Service Agency SMATSA, Civil Aviation Directorate, Ministry of Construction, Transportation and Infrastructure, Ministry of Environment and Ministry of Labour.

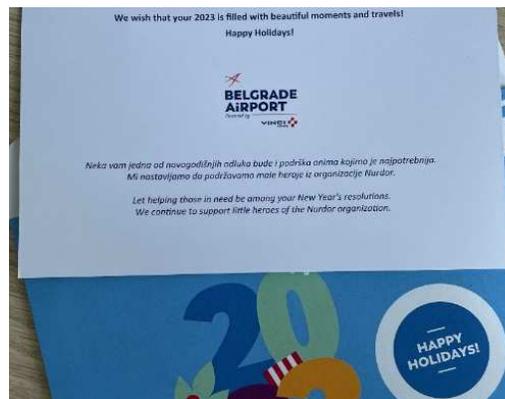
The aim of engagement was to present the Balanced Approach guidance from ICAO and start to explore each stakeholders' role in implementing it, highlighting the importance of collaboration of all stakeholders to manage aircraft noise and to understand the current processes and structures in place relevant for mitigating the impact of aircraft noise.

In Phase 2, the involvement of all interested parties and the local community in the implementation of the 12 recommendations of the Balanced Approach continued. During 2021 and 2022, Environmental and Social Advisory Committees were organized, where members had the opportunity to familiarize themselves with the status of the Balance Approach recommendations, the next planned steps, as well as an appeal to actively participate in it (*more details are given in the chapter: 6.1.6. Environmental and Social Advisory Committee*). The members of the committee actively participated in proposing locations for installing noise measuring devices. The WebTrak application for monitoring noise, its performance and the possibility of filing a noise complaint through it was presented.

At this stage, the BA expressed the initiative for active participation in the adoption of by-laws to the Ministry of Environmental Protection and the Ministry of Construction, Transport and Infrastructure.

4.2.6 Corporate Socially Responsible Engagement Activities

Ahead of Holiday season, in December 2021 and 2022, BELGRADE Airport ordered NURDOR holiday card instead of printing holiday cards for its friends and partners, thus helping improve quality of life and medical treatment of children with cancer from across Serbia during their long and challenging health battle. The National Association of Parents of Children with Cancer (NURDOR) takes care of children with cancer across Serbia on a daily basis.



In cooperation with the "Cap for handicap" association, as of December 2019, BELGRADE AIRPORT organized the collection of corks at several locations at the

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Registration number: 21364568 | TIN 110572920
Bank: UniCredit bank | Current account: 170-0030036782000-94

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Belgrade airport. Employees and passengers can put used corks in the boxes set up for that purpose. Several times a year, the boxes are emptied, and the used corks are used for the production of orthopedic aids. Only during 2021, about 95 kilograms of corks were collected, and in 2022 as much as 180 kg.



As a continuation of its support for humanitarian work, in 2021 and 2022, BELGRADE AIRPORT maintained UNICEF ATM in the Terminal building. The ATM is set up at Nikola Tesla square and it allows bank card donations. BA provides free of charge location to support the implementation of UNICEF humanitarian program for Serbia by collecting voluntary contributions aimed at promoting children's rights.

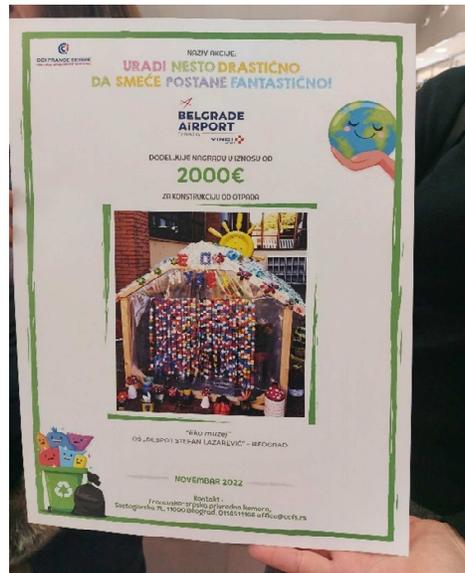
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In the period from September until December 2022, BELGRADE AIRPORT supported the activity "Do something drastic to make trash fantastic" initiated by the French-Serbian Chamber of Commerce (CCIFS) under the patronage of the Ministry of Education, Science and Technological Development. The aim of the project is raising awareness of the importance of ecology and environmentally friendly activities among young population.

As a part of the project, all schools in Serbia were invited to apply for the competition where 4th grade students made constructions from waste that they collected themselves, either an artistic construction or a construction that has a use value. Almost 200 schools from all over Serbia applied, and the best works were awarded. BELGRADE AIRPORT awarded "Eco Museum" construction created by students of an elementary school from Belgrade with EUR2000 amount.



4.2.7 Employee Engagement Activities

In September 2021, employees of Nikola Tesla Airport marked 2021 Environment Day through several events. By organizing workshops, on-site activities and actively participating in the plenary session of VINCI, together with other colleagues from VINCI Group, the employees learned about the importance of sustainable business and exchanged environmental best practices.

Inspired by the slogan Act for the climate, a Climate Collage workshop was organized, and best environmental initiatives implemented at Belgrade airport were selected. Furthermore, through direct online addresses from Airport's solar farm, employees presented to the whole Group BELGRADE AIRPORT's development of ecological facilities.



In the period between September 27 -October 1, 2021, VINCI Safety week was marked by a series of activities aimed at raising awareness among employees about maintaining health and safe performance of daily activities, including educational and practical workshops and introduction of Quick Reports thanks to which they are able to report any unsafe occurrence and suggestions for improvement in HS area, that are part of Suggestion boxes. Employees also visited different areas of the airport that can present occupational health and safety risks and learned how to make an observation.



At the end of 2021, BELGRADE AIRPORT installed suggestion boxes at the airport, as an additional channel of communication through which employees can, anonymously or with a signature, give ideas for improving the overall working atmosphere and work processes in our company.

The suggestion boxes are placed to collect employees' constructive suggestions for, to name some, improving daily business activities, health and safety at work or the user experience at the airport - for our passengers, airlines, tenants and other service providers.

Through available forms, employees can make suggestions to jointly contribute to greater satisfaction of employees and users of our services. Suggestions are submitted to the management of the relevant, addressed organizational units, and the process of collecting and processing suggestions is defined by the *Instruction on the process of collecting and processing employee suggestions received through the suggestion boxes*.

A Working Group consisting of representatives of the organizational units Quality and OHS, Human Resources and Communications was formed in order to review suggestions/ideas and determine the relevant OU which covers the relevant scope. The suggestions are then submitted to such OU for further analysis and processing, and their potential implementation is monitored.

In 2022, a total of 77% of the measures from the received Quick Reports and *Your suggestions* mechanism were implemented. Adopted and implemented suggestions are regularly communicated and promoted in a special section within the monthly e-newsletter #NašBEG, via e-mail or bulletin boards.

KUTIJA ZA SUGESTIJE

SUGGESTIONS BOX



**VAŠE MIŠLJENJE
NAM JE VAŽNO!**

Želimo da u ovoj kutiji
pronademo
vaše ideje i sugestije za:

- poboljšanje procesa i kvaliteta rada
- efikasniju organizaciju i uslove rada
- unapređenje bezbednosti i zdravlja na radu
- bolje korisničko iskustvo na aerodromu

Dovoljno je da vašu sugestiju obradite u kutiju, anonimno ili sa kontakt podacima.

Hajde da zajedno unapredimo radnu atmosferu i svakodnevno obavljanje posla u našoj kompaniji!

**BELGRADE
AIRPORT**

**YOUR OPINION
MATTERS!**

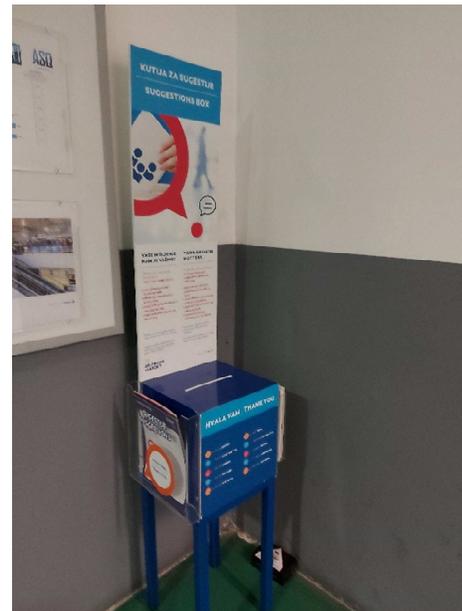
In this box, we would like to
find your ideas and
suggestions about the
following:

- improvement of work processes and quality of work
- more efficient organization and work conditions
- improvement of health and safety at work
- improved customer experience at the Airport

Just place your suggestion in the box, anonymously or with your contact information.

Let's improve work atmosphere and everyday operations in our company together!

Powered by **VINCI** AIRPORTS



Celebrating the successful launch of the new Pier C and prior to the upcoming summer season, on May 17, 2022, BELGRADE AIRPORT organized a pre-seasonal get-together for all employees. An area of the new Tesla car park was specially arranged for this event, providing a pleasant space 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. This event that celebrated major project

milestones also helped to encourage teamwork and motivation ahead of a demanding summer season.



During 2022 VINCI Environment Day (marked on September 22 every year), employees learned about carbon footprint, solid waste segregation process in Airport's new Solid Waste Treatment Plant, planted lavender section in terminal's vicinity, and presented new waste treatment facility to other employees of VINCI Group during online live session.

Additionally, during this Environment Day passengers were also engaged and involved at the Terminal by participating in a mini quiz on recycling, getting information on environmental improvements at the airport and were provided with educational material and small gifts.

In 2022, BELGRADE AIRPORT supported the socially responsible and sports campaign "Race for Forests" (September 29 - December 23). BEG running team took part in the biggest and most popular business race in the country, Belgrade Business Run. On a 5-kilometer-long track on Ada Ciganlija, 19 employees showed real team spirit with the help of the fans, and enviable results were recorded.

After the sports part of the campaign, socially responsible segment followed where employees planted trees on the Sava Kej street. BEG team planted 10 trees that were donated by BELGRADE AIRPORT as contribution to reforestation of Serbia.



Another annual VINCI Safety Week was marked from 14th until 18th of November 2022 under the slogan *Let's dare safety* through various educational and practical workshops and panel discussion with active participation of top management. All activities served to remind employees of the importance of occupational health and safety, the prevention and sharing experiences and knowledge. During the safety week, BA had an internal premiere of the movie named *Personal commitment*, focusing on taking one's own responsibility for safety.

At the end of the Safety Week, the colleagues who distinguished themselves during the year, by giving their suggestions for improving working conditions via QHSE Quick Reports found in the Suggestion boxes, were awarded.



4.2.8 Other Engagement Activities

BELGRADE AIRPORT participated in various environmental and other industry conferences to promote the Project development achievements. The following text displays one of them.

Marking the French Week, the French-Serbian Chamber of Commerce (CCIFS), in collaboration with the French Embassy, organized the environmental conference titled “Innovating environment” on September 22, 2021. The conference gathered key participants from France and Serbia, who discussed the future of environment from macro, technological and sociological aspects, in the effort of finding solutions for increasingly demanding challenges of ensuring a safe and sustainable environment. BELGRADE AIRPORT presented its latest achievements – construction of environmentally friendly facilities, latest developments, modern solutions and plans for further development and modernization of Nikola Tesla Airport.

Besides specific engagement activities and events described above, BA is also implementing the following measures:

- Disclosure of information on the company website (<http://beg.aero>), including a description of the planned investments and related E&S documents and the requests/grievance form;
- Web trak application, grievance lodging;
- Disclosure of information on planned project developments through the media;
- Implementation of a requests and grievances mechanism, as described in Section 7 of this SEP.

A summary of main previous engagement events is provided in Appendix 1, enclosed to this document.

5 IDENTIFIED STAKEHOLDERS AND ENGAGEMENT ACTIVITIES

A preliminary stakeholder identification exercise which also provides indication of each stakeholder's likely sensitivity, interest, and influence on the Project was carried out and is presented in the Framework SEP from July 2018.

Following that, BA proceeded to define precise Project stakeholders for the forthcoming period and to operationalise the engagement activities that will be implemented with them.

The tables enclosed to this document as Appendices 2 and 3 enlist the main external and internal stakeholder groups that BA engages with, respectively, how they are engaged with, the planned timing of engagement, responsibility within BA, as well as the main topics of interest for each stakeholder.

6 STAKEHOLDER ENGAGEMENT PROGRAMME

6.1 Key Engagement Programme for 2022

As presented in Appendix 1 of the SEP, BA will continue to implement ongoing engagement activities, including publishing information on individual subprojects and related E&S documents on the company website and through the media, as well as implementing the requests and grievances mechanism, as described in Section 7 of this SEP.

This SEP (in Serbian and English) is published on the BA website: https://beg.aero/eng/corporate/environment_and_social.

6.1.1 Sub Project Environmental Impact Assessments

BA will continue to submit EIA applications to the Ministry for Environmental Protection to determine if an EIA study needs to be developed for each subproject separately. The EIA applications and Ministry decisions are published on the website of the Ministry.

As part of this process, when an EIA needs to be developed, the public will be informed through the Ministry website and the media about details of disclosure of the draft EIA (i.e. where the hard copy is available for review, the dates and time when it can be reviewed). Citizens/organisations will be invited to submit comments and attend a public hearing where the draft EIA will be presented.

6.1.2 Project ESIA Non-Technical Summary

A Non-Technical Summary (NTS) of the ESIA (in Serbian and English) has been prepared and will be published by the end of November 2020 on the on the BA website: https://beg.aero/eng/corporate/environment_and_social

The NTS is delivered by email to key relevant stakeholders in Appendix 2 (Table - External Stakeholders).

Hard copies of the document are available in the Municipality of Surčin (front desk,
address: Vojvođanska 79, 11271 Surčin).

Hard copies can also be obtained directly from BA, using the following contact details:

Contact person: Katarina Glomazić, Request Manager; Nikola Savović, Request Manager;
BELGRADE AIRPORT d.o.o Beograd
Address: Aerodrom Nikola Tesla, 11180 Belgrade-Surčin, Aerodrom Beograd street 47, Serbia
Phone (from 8:00 to 16:00 on work days): +381 60 830 1596
e-mail: zainteresovane.strane@beg.aero

The same contact details may be used to submit any questions or comments on the NTS or request any additional information, as well as to formally submit opinions, concerns and grievances in relation to the Project.

6.1.3 Engagement with Municipalities and Local Communities

During the baseline data collection and impact assessment process, the social consultants, together with BA already held some meetings with local communities as described in section 4.2.1.

BA continues to engage with local authorities and communities closest to the airport, throughout the life of the project. Some of the topics for discussion and inputs from local communities will be the establishment and implementation of the Corporate Social Responsibility Policies and the BA Corporate Social Responsibility Specialist and Communications Department are involved.

The first ESAC - Environmental and Social Advisory Committee (see 6.1.6) kick – off meeting was held on the 11th of June 2021. BA introduced the ESAC aims,

standards, code of conduct, participants, principles and frequency.

Topics tackled during the meeting: ESAC presentation, legalisation of structures in the PDR "green zone", Noise and balanced approach.

Participants were the representatives of AIR SERBIA, Civil Aviation Directorate (CAD) of the Republic of Serbia, Community representative, JSC AERODROM NIKOLA TESLA BEOGRAD (ANT), LINK 011 - Social consultants, Ministry of Environmental Protection, Ministry of Finance, Municipality of Surčin, and Serbia and Montenegro Air Traffic Services (SMATSA). At this initial meeting, BA representatives presented the topics relevant for discussion with external stakeholders, both with those whose interests are tackled and those who has the authority to contribute to resolving relevant matters.

In addition to the engagement through participation in the ESAC, there are activities that BA initiates in accordance with the corporate standards of VINCI Group and activities undertaken with representatives of the local self-governance through direct cooperation with neighbouring municipalities.

6.1.4 Engagement with Businesses Operating at BA

BA will continue to engage with businesses operating at BA airport to present reconstruction plans and discuss possible impacts, as well as mitigation measures.

6.1.5 Balanced Approach to Aircraft Noise Management

During the process of conclusion of the Concession Agreement, Environmental and Social Action Plan ("ESAP") was adopted. The ESAP defines in point 4.3 the obligation of BELGRADE AIRPORT to implement a Balanced Approach to noise management.

A Balanced approach (as defined by the International Civil Aviation Organization (ICAO) and taking into account the measures specified in Regulation No. 598/2014 (EU) of the European Parliament and of the Council of 16 April 2014) identifies impacts related to noise at the airport, then includes analysis according to different defined criteria and application of noise reduction methods, measures to reduce noise at the source, management and planning of land use, operational procedures for noise reduction and operational restrictions, with the ultimate goal of finding the most economical solutions.

This process is transparent and includes consultation with the local community and other stakeholders during all stages, from assessment to implementation. Using other guidelines, as well as taking into account tried and tested noise management practices, EU Regulation 598, EU Directive 2002/49/EC and ICAO-BA Resolution A33-7, a framework for efficient and effective airport noise management has been established.

In accordance with the requirements of the Balanced approach, BELGRADE AIRPORT prepared a study that defined twelve recommendations for its full implementation.

The Balanced approach with the key objective of implementation of an effective noise management system consists of recommendations aimed at reducing noise at source, land use planning and management, operational procedures for noise abatement and, eventually and only if necessary, operational restrictions. Twelve recommendations do represent the obligation of BELGRADE AIRPORT towards the Lenders, as defined by the Environmental and Social Action Plan, however, their implementation requires cooperation of external stakeholders, such as public authorities and aviation institutions.

BELGRADE AIRPORT works to strengthen active cooperation with all stakeholders, to name some, air carriers, Serbian and Montenegro Air Traffic Control Agency SMATSA, relevant ministries and others on the implementation of noise reduction measures. The following paragraphs present the progress of implementation of the recommendations achieved through the cooperation with the relevant institutions in 2021 and 2022.

In November 2021, the new Law on Environmental Noise Protection entered into force, which stipulates that the responsibility for creating strategic noise maps (SNM) with an Action Plan is transferred from public authorities to airport operators. The content of the SNM and the Action Plan should be defined in by-laws. In order to support further activities on by-laws development, BA joined the working group established by the Ministry of Environmental Protection in 2022.

BA attaches great importance to the Environmental and Social Advisory Committee and the involvement of stakeholders and relevant institutions. Details about the committee and its work can be found in *6.1.6. Environmental and Social Advisory Committee*

In December 2021, BA started installing a noise management system, by placing a portable noise measuring device on the roof of the Terminal building, and after that a fixed microphone in January 2022 in Ugrinovci. In 2022, the owners

of potential locations in the local community were contacted to install noise monitoring units (microphones), but the activities were not implemented due to the lack of consent of the tenants of the building where the device was intended to be installed or due to inadequate technical conditions.

Data collected by noise monitoring stations and supported by servers is visible on the noise monitoring application WebTrak
<https://webtrak.emsbk.com/beg4>.

On the official BA website, the noise monitoring application "WebTrak" was published, which provides access to flight data to all interested parties and lays the groundwork for the establishment of a complaint mechanism. In this way, the SPV has introduced a transparent, free and publicly available mechanism for noise complaints, which will adequately record and resolve citizens' complaints.

The process of defining roles and responsibilities of all stakeholders within aircraft noise management is ongoing, in order to fully define the process of further processing of complaints. In the course of 2022, numerous meetings were held to determine roles and responsibilities for noise management with the Civil Aviation Directorate and Serbia and Montenegro Air Traffic Service Agency SMATSA. Also, during the meetings of the Environmental and Social Advisory Committee, this was one of the discussions in which the other members of the Committee actively participated.

6.1.6 Environmental and Social Advisory Committee

In accordance with good international practice and at the recommendation of the Senior Lenders under the Common Terms Agreement, in June 2021 BA formed and held the first meeting of the Environmental and Social Advisory Committee in order to establish cooperation with relevant stakeholders and competent authorities on improving the management of environmental aspects and reducing the impact on the environment, including the impact of noise. The invitation for active participation in the work of the Committee was sent to: Ministry of Environmental Protection, Civil Aviation Directorate, Serbia and Montenegro Air Traffic Service Agency SMATSA, Grantor (Ministry of Finance and AD Aerodrom Nikola Tesla Belgrade), Belgrade Airport, Air Serbia, social consultant LINK 011, Municipality Surcin, all participants responded to the invitation. At the first meeting of the Committee, the future work of ESAC, aims, standards, code of conduct, participants, principles, and frequency was presented to the members, the issue of legalization of objects in PDR "Green Zone" was discussed, Balanced Approach was presented as well as upcoming

Noise Management System (NMS) which was in the process of implementation at that moment.

The participants had the opportunity to express their expectations from the work of the Committee and they acknowledged that the Committee is only an advisory body and is not competent to make any decision itself. At the end of the meeting, the members agreed that the Committee should be supplemented by representatives of the Ministry of Construction, Transportation and Infrastructure, and new topics were determined for the next committee: feedback on the number of illegal facilities and the methodology used by the Municipality of Surcin with the support of stakeholders involved in this topic, further discussion regarding the implementation of the Noise Monitoring System and Balanced Approach, definition of roles and responsibilities with associated scopes for each of the relevant parties and a mechanism for submitting noise complaints that should be established.

In December 2022, the second meeting of the Environmental and Social Advisory Committee was held. The representatives of the following authorities/members were invited: the Ministry of Environmental Protection, the Civil Aviation Directorate, Serbia and Montenegro Air Traffic Control Agency SMATSA, the Grantor (the Ministry of Finance and AD Aerodrom Nikola Tesla Belgrade), BELGRADE AIRPORT, Air Serbia and the Municipality of Surcin. New topics, which were indicated at the previous Committee, were opened, and discussed.

BA presented its comprehensive approach to environmental management that is aligned with local regulatory requirements, corporate requirements, and good practice. Furtherly, BA gave an overview of its ongoing and future activities in the field of environmental protection, performed based on the established policy, strategy, and goals defined for the period until 2030, and through new environmental facilities, different trainings and campaigns. Members were informed of the progress related to the status of the 12 recommendations of the Balanced Approach.

One of the conclusions of the Committee was that BA should initiate the adoption of by-laws of the Law on Air Transportation that would define roles and responsibilities in the area of noise protection at airports, and thus the process of addressing noise complaints.

In addition, it was concluded that it is necessary for BA to join the working group dealing with the adoption of a Regulation on noise restrictions. A draft rulebook has been in progress under the authority of the Ministry of Construction, Transport and Infrastructure since 2017, though it has never been finalised.

It was highlighted that since the Committee is supposed to work as an independent body, an independent chairman of the Committee should be elected in the near future.

It was agreed that for the next committee, BA should send an invitation to the Ministry of Construction, Transportation and Infrastructure, the City of Belgrade and the Municipality of Novi Beograd.

6.2 Engagement Beyond 2022

Activities listed above which have not been completed during 2022, will continue in the years that follow, particularly engagement in relation to noise management and regular operation of the Environmental and Social Advisory Committee.

6.2.1 Land Acquisition Planning

One of the key activities planned in the next few years is acquisition of additional land needed for the implementation of some subprojects. Expropriation is planned to be carried out in 2027. In the year preceding the expropriation, BA will disclose on its website the Land Acquisition and Compensation Framework that it has committed to implementing and will cooperate with relevant government authorities to develop a Land Acquisition Plan. The plan will be developed in accordance with IFI requirements and during its development BA will engage with affected landowners and land users and local community representatives, to carry out a census and socio-economic survey, discuss and agree on entitlements and on any transitional support or assistance. The LAP will also be publicly disclosed on the BA website.

6.2.2 Airport Collaborative Decision Making

In the years to come, BA is planning to engage in Airport Collaborative Decision

Making (A-CDM), which is a joint venture between several European and international organisations¹⁴ and aims to improve the operational efficiency of all airport operators by reducing delays, increasing the predictability of events during the progress of a flight and optimising the utilisation of resources, thus increasing capacity at participating airports. This aim is achieved through improved information sharing between airport operators, airlines, ground handlers and air traffic control. Even though not formally engaged in this programme, BA implements collaborative decision-making practice with all stakeholders relevant for safe and effective airport operations.

6.2.3 Airport Carbon Accreditation program

BA has joined the Airport Carbon Accreditation program (ACA) in order to manage its greenhouse emissions and reach the goal of VINCI Airports which strives for CO2 neutrality. In 2020, BA was certified for Level 1 – mapping, while during 2022, BA received certificate for Level 2 – reduction.

In the coming years, BA plans to initiate certification for ACA Level 3, which implies the mandatory involvement of stakeholders at the airport location, since they are responsible for the production of Scope 3 emissions.

In the GHG Protocol, all indirect emissions that are a consequence of the airport operations but come from sources that are not owned or controlled by the operator (e.g., movements of aircraft, vehicles and equipment operated by third parties, off-site waste management, etc.) are considered to be sources of Scope 3 emissions. These sources may be located inside or outside the airport premises. The table below lists the airport activities and facilities considered as sources of emissions which can be oriented and influenced by the airport, and which therefore constitute Scope 3 emissions:

Actors	Source of Scope 3 emissions
Had	Cycle LTO
	APU
	Engine tests
Infrastructure	Electricity consumed by third parties
Mobile sources	Third party vehicles and GSEs
	Business travel
	Employee Access
	Passenger access

¹⁴ ACI EUROPE, EUROCONTROL, International Air Transport Association (IATA) and the Civil Air Navigation Services Organisation (CANSO).

7 MECHANISM FOR ADDRESSING QUESTIONS, COMMENTS AND GRIEVANCES (REQUESTS)

BELGRADE AIRPORT will accept all questions, comments and grievances, collectively referred to as requests, associated with Belgrade Airport operations and the planned developments (the Project).

A question, comment or grievance can be submitted by any individual or organisation, using the following contact details:

Contact person: Katarina Glomazić, Request Manager; Nikola Savović, Corporate Social Responsibility Specialist
BELGRADE AIRPORT d.o.o Beograd
Address: Aerodrom Nikola Tesla, 11180 Belgrade-Surčin, Aerodrom Beograd street 47, Serbia,
Phone (from 8:00 to 16:00 on workdays): +381 60 830 1596
e-mail: zainteresovane.strane@beg.aero

These contact details are published on BELGRADE AIRPORT website (<http://beg.aero>) and are made available to interested stakeholders in written materials, at meetings, on community announcement boards, etc, as applicable.

A sample of the form that can be used is provided as Annex A of this SEP, however the use of this form is not obligatory. Requests submitted in another format will equally be considered and responded to.

All requests will be registered and acknowledged within 5 working days and the best efforts will be expended to respond to it within 20 working days.

Received noise complaints will be assessed and investigated by BA teams. If complete and determined by relevant measurements to be above thresholds prescribed by regulation - the noise complaint will be further submitted to the responsible institutions and the complainant will be informed about it. If a noise complaint misses necessary data or is incomplete, complainant will be informed (through provided e-mail address) about it and asked to complete such

complaint.

They will be responded to in writing if contact details of the person who submitted the request are provided. Persons who submit the request have the right to request that their name be kept confidential. Requests may also be submitted anonymously, however this could limit BELGRADE AIRPORT's options for investigating the issue and responding to it. Submission of a comment or grievance to BELGRADE AIRPORT does not prevent individuals and organisations to seek judicial or administrative remedies in accordance with the laws and regulations of the Republic of Serbia.

The main principles that will guide the management of requests by BELGRADE AIRPORT are:

- All requests will be dealt with in a timely and transparent manner;
- All requests will be dealt with free of charge for persons who submit them;
- There will be no retaliation towards persons who submit any question, comment or grievance;
- All requests will be dealt with in the Serbian language, in a culturally appropriate manner. Exceptionally, if requests or grievances are submitted by non-Serbian stakeholders, they will be managed in the English language.

Worker and employee grievances should not be submitted through the contact details for requests listed in this document, as they are being addressed through a separate, Internal grievance mechanism that has been put in place by BA. The Internal grievance mechanism is described in detail in the document entitled *Procedure on Internal Grievance Mechanism of 30/08/2021*, which can be obtained directly from the Grievance Manager.

Grievances in relation to construction works can also be submitted directly to the EPC Contractor (VINCI Terna), using the following contact details:

Contact person: Srdjan Kostic, Deputy HSE Manager of VINCI Terna JV Phone :

+381 (0)60 6689 020

E-mail : srdjan.kostic@vinci-terna-jv.com

Aerodrom Nikola Tesla Beograd
BELGRADE AIRPORT d.o.o. Beograd
11180 Beograd, Aerodrom Beograd 47
Tel: +381 11 209 4802 | Fax: +381 11 228 61 87
www.beg.aero

Registration number: 21364568 | TIN 110572920
Bank: UniCredit bank | Current account: 170-0030036782000-94

These grievances will be addressed in the same way as those submitted to BA and BA will monitor VINCI Terna's performance in addressing them. The contact details for construction related grievances are published in all construction locations.

7.1 How the Requests Mechanism Works:

- receipt and recording of the request;
- acknowledgement;
- investigation and, if applicable, resolution;
- reply;
- follow up and conclusion.

7.2 Receipt and Recording of Requests

Requests can be submitted through any of the contact details provided in this section. Requests submitted by phone will be recorded and then responded to subsequently, in the same way as requests submitted in writing (by post, email or fax), in the internal requests and grievances log.

When recording the request by phone, the Request Manager will ask the individual how the response may be communicated back to him / her, upon investigation. BELGRADE AIRPORT will aim to respond to all grievances in writing and in that sense will ask the person who submitted the request for contact details (a postal address or email) to which the response can be sent. The person who submits the request may also indicate that he/she would prefer to receive a response by telephone and in that case, BELGRADE AIRPORT will send the written response and then also contact the person by phone to relay the response verbally.

If the person who submitted the request does not agree to provide a contact for a written response and only wants to be called back by phone with a response, the Request Manager will write a brief note presenting the response that was provided verbally, for BELGRADE AIRPORT's files.

7.3 Acknowledgement

Once the request has been received, it will be recorded by the Request Manager, who will send an acknowledgement to the person who submitted the request, as well as a brief description of how questions, comments and grievances are addressed and managed by BELGRADE AIRPORT.

7.4 Investigation and Resolution

The Request Manager will determine who within BELGRADE AIRPORT organisation may provide relevant information to address the request and organise internal activities for completing this task. If the request is a grievance, the Request Manager will work with other relevant employees, particularly the environment and social team, to investigate the individual's allegations, verify the validity and the gravity of the grievance.

The resolution of a grievance may require additional steps to clarify the situation, such as contacts and meetings with the person who submitted the grievance or other involved parties. It may also involve the implementation of mitigation or reparation measures by BELGRADE AIRPORT to resolve the specific problem and, if necessary, to prevent the recurrence of the problem.

7.5 Response

A formal response to the request will be provided by BELGRADE AIRPORT, preferably in writing, when contact details are provided, within a period of 20 working days from the moment when the grievance was acknowledged. If the response is delayed, the person who submitted the request will be informed regularly about the progress of their request.

If the request is a grievance, the response will present a proposal for resolution of the grievance. If accepted by the person who submitted it, the resolution can be implemented, and the grievance will be closed. If not accepted, BELGRADE AIRPORT will internally reconsider the grievance and propose a new resolution

on the basis of a discussion with the person who submitted it.

In case of difficulties in resolving a grievance, a third independent party, accepted by both BELGRADE AIRPORT and the person who submitted the grievance, may be involved. For example, the local priest has been very active in engaging with BA in relation to the issue of legalisation of structures in New Surčin and may be an appropriate independent third party to involve in resolution of grievances. When seeking appropriate people to act as independent parties, it may also be useful to consider local teachers, community social workers, locally recognised community benefactors, etc. The person who submitted the grievance will remain free throughout the request management process to apply to external legal means.

7.6 Follow Up and Conclusion

If the submitted request requires additional activities to be carried out by BELGRADE AIRPORT (e.g. in case of grievances), the Request Manager will contact the person who submitted the request after these activities are completed, to ask whether he/she is satisfied with the response / actions. If yes, the grievance will be closed. If no, BELGRADE AIRPORT will consider any further actions that may be undertaken to address the request. When all available measures have been exhausted, the request will be considered closed. The person who submitted the grievance will remain free throughout the request management process to apply to external legal means.

7.7 Requests/Grievances Management to Date

At the time of updating this version of the SEP, from the beginning of implementation in January 2020 until December 2022, BA received a total of 22 information requests and grievances. In 2020 we had six information requests, of which four were in relation to future land acquisition planned by BA or questions in relation to land acquisition as defined by the PDR, which are outside of the mandate of BA. All four requests were answered. In addition, residents of New Surčin submitted a request for a meeting in relation to the legalisation of structures in the PDR green zone and as a result, BA organised the public meeting at the end of June 2020, to which households who submitted this request, and their legal representative were directly invited. The

final grievance in 2020 received was from a local business claiming that the Galovica Channel has flooded their property and asking BA to assist in cleaning the channel. Surface water drain from the BA runway is discharged into the Channel, however BA is only one of many contributors to the flow. Nevertheless, in 2022, BA performed cleaning of the Channel and ANT JSC replaced concrete slabs within the Channel.

During the 2021 and 2022, BA received a total of nine information requests, of which eight were registered as grievances. Majority (six) of the information requests were actually the enquiries about the intention of private land acquisition by the BA. The citizens were using the grievance mechanism in order to inquire about this topic. All requests and inquiries were answered, even though a couple of them were actually intended for the Helicopter Unit under the Ministry of Interior and other state institutions. In this particular case, the complaint was regarding the road extension on a private parcel. We immediately investigated this case internally and determined that the unauthorized user of the private parcel is not us. The user was the Ministry of Interior, so we forwarded the complaint to them. Furthermore, one of the grievances was regarding the strong smoke of burnt plastic material. The smoke came from fire that emerged nowhere near the airport premises. The location of this fire was around 3km away from the highway toll ramp (Simanovci). All nine requests from this period were answered in a timely manner.

8 ORGANISATIONAL ARRANGEMENTS FOR STAKEHOLDER ENGAGEMENT IN BA

Due to the significant number and diversity of BA stakeholders, several key organisational units/positions within BELGRADE AIRPORT are tasked with undertaking specific stakeholder engagement activities. They are:

- Corporate Social Policy (CSR) Specialist
- Quality, Health&Safety Environment (QHSE)
- Airport Development Stakeholder Manager
- Communications Department
- Human Resources
- Legal Affairs
- Commercial & Marketing Affairs

Other BA organisational units provide support as necessary, depending on the topics for engagement.

The Airport Development Stakeholder Manager reports to the Chief Technical Officer, Chief Commercial Officer leads OU Commercial & Marketing Affairs, while all the other enlisted organisational units/positions report directly to the Chief Administration Officer.

The BA Corporate Social Policy Specialist's area of focus is on engagement directly with local communities and the associated engagement with relevant local authorities, i.e. the municipalities of Surčin and New Belgrade, as well as NGOs' charity organisations' representatives. CSR Specialist acts as a request / grievance manager, recording grievances, forwarding them to relevant departments and managers for a response and responding to the complainants. The CSR Specialist reports directly to CAO, also supported by the Vinci Concessions Sustainability Director based in Paris. Coordinating preparation of ESAC meetings is also within the scope of work of this position.

Organisational unit QHSE whose members are in charge of health and safety as

well as environmental matters, also provide support for engagement with local communities, on the relevant topics. QHSE, namely its H&S Team, oversees the environmental performance of the main contractor, implementing construction works - VINCI Terna, while the CSR Specialist reviews their grievance management. QHSE engages in activities on cooperation with the relevant ministry, that is the Ministry of Environmental Protection, to ensure that proper inputs from Airport perspective are provided in preparation of corresponding by-laws, to name one, the Rulebook on the content and methods of preparing the strategic noise map and action plan, and to obtain ministry's involvement on the matters significant for the sustainable development of the Airport Project and impacted surrounding inhabitants. Moreover, it is in charge of organizing trainings and various educational workshops for employees of BELGRADE AIRPORT in the field of environmental protection and health and safety at work, aligned with the standards of VINCI Group.

The Airport Development Stakeholder Manager is focused mainly on engagement between BA and the Grantor and all other relevant authorities, as well as other BA stakeholders such as the Civil Aviation Directorate, SMATSA, Air Serbia and other airlines for the scope of the Project implementation.

OU Human Recourses is mostly engaged with internal stakeholders such as BA employees and workers unions, taking a lead in processes of recruitment, training and development of the people, talent management, performance management, HR administration and payroll, compensation and benefits policy, as well as employee and union relations through HR business partnership. Moreover, it has an active role in implementation of employment aspects of Human Rights Action Plan, as per the standards of VINCI Group.

OU Communications deals with internal, external and digital with various stakeholders (general public, passengers, media), including the management of the BA website. This unit supports BA corporate social responsibility programmes to enhance responsiveness, attractiveness and visibility of such actions. The Communications team deals with the communication with internal stakeholders to share all necessary information with employees.

As mentioned earlier, other BA departments engage with other relevant stakeholders, depending on the topic of engagement. OU Legal Affairs deals with the internal grievance management for employees and workers and will be engaged on Land Acquisition planning matters planned for 2027, the Commercial Department engages with businesses operating at the BA, including those who will be affected by construction activities in the Terminal Building.

The responsibility for coordination of all relevant units on updating and reporting on SEP implementation has been delegated to the Corporate Social Policy Specialist, supported by managers of all other relevant BA departments, who provide regular inputs.

8.1 Summary of responsibilities for stakeholder engagement

Department / Job position	Area of responsibility in relation to stakeholder engagement
BA Corporate Social Policy Specialist, reporting to CAO, supported by the Vinci Concessions Sustainability Director based in Paris	<ul style="list-style-type: none"> • Engagement directly with local communities and associated engagement with relevant local authorities, i.e. the municipalities of Surčin and New Belgrade • Engagement with NGOs’ and charity organisations’ representatives • Environmental and Social Advisory Committee • BA Request / external grievance management • Monitoring grievance management performance of VINCI TERNA • Coordination in implementing and reporting on the Action Plan on Human Rights • Support to ENV team on noise matters • Support to other departments when local community/authority engagement is foreseen • Overall responsibility for the updating and disseminating on SEP implementation

QHSE, reporting to CAO	<ul style="list-style-type: none"> • Lead on health & safety and environmental issues and Balanced Approach to Noise Management • EIA public hearings (for relevant subprojects) • Engagement with public companies and utilities • Engagement with NGOs, civil society (if any show an interest in the project) • Engagement with public authorities in charge of environmental topics • Implementation of the Action Plan on Human Rights
Airport Development Stakeholder Manager	<ul style="list-style-type: none"> • Engagement between BA and the Grantor and all other relevant authorities, as well as other BA stakeholders such as the Civil Aviation Directorate, SMATSA, Air Serbia and other airlines, national ministries for the scope of the Project implementation. • Support to CSR Specialist in engagement with local authorities, as needed
Communications	<ul style="list-style-type: none"> • Internal, external and digital communication with various stakeholders (general public, passengers, media), including the management of the BA website • Support the implementation of the Social Policy
Human Resources	<ul style="list-style-type: none"> • Internal stakeholder engagement (employees, Unions) • Support in implementation of the Action Plan on Human Rights • Assistance as needed on other topics
Legal Affairs	<ul style="list-style-type: none"> • Lead for Land Acquisition Planning; compensation for any affected land and assets • Internal Grievance Mechanism • Assistance as needed on other topics
Commercial and Marketing Affairs	<ul style="list-style-type: none"> • Lead for Livelihood Restoration Review and Planning

9 MONITORING AND UPDATING ON STAKEHOLDER PARTICIPATION ACTIVITIES

9.1 Monitoring

It is important to monitor stakeholder participation to ensure that consultation and dissemination activities are effective, especially that key stakeholders, such as local communities, have been properly consulted throughout the process and that public authorities have been engaged in the solving of social issues of the local communities.

The monitoring will include:

- regular reporting on consultation activities with communities and government authorities;
- regular reporting on requests and grievances received and their resolution; and
- a periodic internal audit of the implementation of the Stakeholder Engagement Plan.

9.2 Updating

Reporting on the implementation of the SEP will especially include:

- the documents released: their types, frequency, and location;
- the place and date of formal involvement events and the level of participation, including specific stakeholder groups;
- meetings with community members and local authorities (minutes and participation lists);
- the number and types of stakeholders contacted by mail, Internet and other means of communication; and
- the number and types of grievance; the nature and the date of their resolution.

All engagement activities are being recorded in the updated versions of SEP by the BA teams in the Stakeholder Engagement Log for monitoring and reporting purposes, provided within Appendix 1, in coordination and consultation with the BA all relevant departments. To facilitate the monitoring of all stakeholders they

are enlisted in Appendix 2 (external stakeholders) and Appendix 3 (internal stakeholders).

9.3 Annual Update

The first issue of the Stakeholder Engagement Plan was published and shared with the Lenders at the end of 2020, including a summary of issues raised by stakeholders, number and topics of requests and grievances, a summary of key actions taken to address concerns, and involvement plans for the next period. The first update of the document was done for the year of 2022 and will be annually updated to reflect the engagement performed in a relevant year and the up-to-date stakeholder engagement planning.

10 ANNEX A: REQUESTS AND GRIEVANCE FORM

Requests and Grievances form - Belgrade Airport Operation and Development Project	
Reference No:	
Name and Surname:	
Contact Information: Please mark how you would like to be contacted (mail, phone, e-mail)	<input type="checkbox"/> By Post: Please provide the mailing address: <hr/> <hr/> <input type="checkbox"/> Phone: <input type="checkbox"/> E-mail _____
Description of the Information Request or Grievance: What information are you interested in obtaining? In case of an incident or grievance: What happened? Where did it happen? Who did it happen to? What is the result of the incident / problem?	
Date of Incident / Grievance	<input type="checkbox"/> One time incident/grievance (date_____) <input type="checkbox"/> Happened more than once (how many times?_) <input type="checkbox"/> On-going (currently experiencing problem)
What would you like to see happen to resolve the problem?	
Signature: _____ Date: _____	

Please return this form to:

Katarina Glomazić, Request Manager/Nikola Savović, Request Manager

Belgrade Airport d.o.o Beograd

Address: Aerodrom Nikola Tesla, 11180 Beograd, Aerodrom Beograd St, No. 47,

Serbia Phone number: +381 60 830 1596

e-mail: zainteresovane.strane@beg.aero

Appendix 1 Stakeholder Engagement Log

Date	Stakeholder type	Participants	Concerned settlement / location	Main issues discussed / outcomes
28.06.2019.	Local authorities	Mayor of Surčin BA QHSE Director and consultants	Land within BA complex	Assistance from the Mayor to identify informal users of land belonging to BA, needed for construction.
27.08.2019.	Local authorities, users of land	Two users of land, both men Mayor of Surčin BA QHSE Director and consultants	Land within BA complex	Agreement on compensation for affected assets (crops on land that was occupied for the beginning of construction).
05.11.2019.	Users of land	One user of land, man	Land within BA complex	Follow up on payment of compensation, joint site visit to identify other affected land and determine who was/is using it.
05.12.2019.	Public EIA meeting for Heating Plant	Representatives Surčin municipality (various departments), Public Utility Company for Natural Gas Distribution "Surčin gas", Ministry of Environmental Protection Interested public In total 15 people attended the meeting.	N/A	<ul style="list-style-type: none"> · Air and water pollution, · Legalisation of structures nearest to the airport · Future construction of a wastewater treatment plan and a separator and sedimentation tank · Three comments were submitted to the EIA Study developer and related to water and waste management, as well as a request for additional information on the competent experts who developed the EIA Study.
As of 12.2019.	BA, "Cap for handicap" association	BA employees and passengers	Airport Nikola Tesla terminal and facilities	In cooperation with the "Cap for handicap" association, BELGRADE Airport organized the collection of corks at several locations at the Belgrade airport. Used corks are used for the production of orthopedic aids. Only during 2021, about 95 kilograms of corks were collected, and in 2022 as much as 180 kg.
06.02.2020.	Local authorities	Mayor of Surčin	Local communities Radio Far, Ledine and New Surčin	Understanding the draft PDR and impacts on structures surrounding BA
		BA Stakeholder Manager, BA social team and consultants		
20-21.02.2020.	Authorities	Air Serbia, SMATSA, Civil Aviation, Directorate, Ministry of Construction, Transportation and Infrastructure, Ministry of Environment and Ministry of Labour, BA and consultants	N/A	<ul style="list-style-type: none"> · Presentation of the balanced approach guidance from ICAO and starting to explore each stakeholders' role in implementing it, highlighting the importance of collaboration of all stakeholders to manage aircraft noise and to understand the current processes and structures in place relevant for mitigating the impact of aircraft noise. · Gaps or improvements to these processes and structures have been proposed and will be prioritised and addressed in Phase 2 of the Balanced Approach project.

Date	Stakeholder type	Participants	Concerned settlement / location	Main issues discussed / outcomes
As of February 2020	BELGRADE AIRPORT, UNICEF	Passengers and employees	Tesla square	Belgrade Airport has been set up a UNICEF ATM in the terminal building The goal is to support the implementation of UNICEF humanitarian program for Serbia in collecting voluntary contributions aimed at promoting children's rights
16.03.2020.	Local authorities and communities	7 participants, of whom 2 women Mayor of Surčin BA social team and consultants	Municipality Surčin, LC New Surčin, LC Radio Far	<ul style="list-style-type: none"> · Concerns over the inability of a significant number of households to legalise their homes which are located in the green zone, as defined by the PDR. LC New Surčin provided census information about affected structures. · An agreement to organise new meetings with more local community members, so that BA may present its development plans and to discuss the foreseen environmental and social concerns of local communities, in more detail.
25.06.2020.	Local residents (public meeting)	65 individuals of whom 18 women BA and Vinci Terna representatives and consultants Mayor of Surčin	Municipality Surčin, LC New Surčin, LC Radio Far, LC Ledine	<ul style="list-style-type: none"> · BA's development plans, difference between the Project and the PDR. · BA's plan to initiate the establishment of an Environmental Advisory Committee by the end of 2020, to initiate resolving some of the key environmental and social impacts of airport operations, which are not under the sole responsibility of BA. BA's intention to involve local communities in the work of the Committee. · Information about the communication channels available to stakeholders to contact BA and how requests and/or grievances will be managed. · Most of the participants has concerns in relation to legalisation of houses in PDR zones where no construction or limited construction is allowed. Several participants asked about BA's plans to acquire additional land.
31.07.2020.	Local communities	2 individuals both men BA social team and consultants	LC New Surčin, LC Radio Far	<ul style="list-style-type: none"> · BA's potential support for addressing legalisation of homes, located in the green zone, defined by the PDR. · Positive feedback on the planned establishment of the Environmental Advisory Committee and recommendation for potential members of the committee. · Information about local communities Radio Far and New Surčin (history, population data, infrastructure in settlements, local needs, etc.). · BA's plans to support local community initiatives. Positive feedback from local communities and hope that small settlement infrastructure needs can also be considered by BA. · Invitation to BA to share information to be disseminated further to settlement residents.

Date	Stakeholder type	Participants	Concerned settlement / location	Main issues discussed / outcomes
03.08.2020.	Local communities	2 individuals both women BA social team and consultants	Municipality New Belgrade LC Ledine	<ul style="list-style-type: none"> · BA's development plans, difference between the Project and the PDR. · BA's plan to initiate the establishment of an Environmental Advisory Committee by the end of 2020, to initiate resolving some of the key environmental and social impacts of airport operations, which are not under the sole responsibility of BA. BA's intention to involve local communities in the work of the Committee. · Information about local community Ledine (history, population data, infrastructure in settlements, local needs, etc.). · BA's plans to support local community initiatives. Positive feedback from municipality and local community. · Invitation to BA to share information to be disseminated further to settlement residents.
06.08.2020.	Local communities	1 individual, woman BA social team and consultants	Municipality New Belgrade, resident of Ledine settlement	<p>As above and in addition:</p> <ul style="list-style-type: none"> · Existing noise from aircraft operations and concerns regarding potential future increased noise. · Hope that this can be addressed through the work of the Environmental Advisory Committee. · Residents are ready to cooperate to monitor noise and hope that some mitigation measures can be identified. Many local residents have taken measures to reduce noise such as insulation of homes, however some residents' homes cannot be insulated, or they do not have the means (e.g. a part of a Roma community in Ledine). · Invitation to BA to share information to be disseminated further to settlement residents.
13.08.2020.	Local communities	2 individuals, one woman and one man (household) BA social team and consultants	Ledine settlement	<ul style="list-style-type: none"> · Continued conversations from above; visit to the affected area.
22.04.2021.	Local communities	N/A BA employees	LC Surcin	<ul style="list-style-type: none"> · Cleaning the waste dump nearby the road towards Surcin.
22.09.2021.	Employees	BA employees	N/A	<ul style="list-style-type: none"> · CLIMATE COLLAGE workshop: which gives to participants full picture of climate change phenomena by linking together its causes and consequences · CLEAN – UP OF WASTE NEARBY THE AIRPORT: A workshop attended by about 80 participants who removed/cleaned waste dumps in several locations around the airport
27.11 - 1.10.2021.	Employees of Nikola Tesla Airport	Employees at Nikola Tesla Airport and third parties operating at the airport	Airport Nikola Tesla complex and facilities	Series of activities aimed at raising awareness among employees about maintaining health and safe performance of daily activities, including educational and practical workshops, introduction of Quick Reports thanks to which they are able to report any unsafe occurrence and suggestions for improvement in HS area, that are part of Suggestion boxes
22.09.2021.	Employees of Nikola Tesla Airport and employees of VINCI Group	Employees of Nikola Tesla Airport	Land within Airport Nikola Tesla complex	Marking of 2021 Environment Day through several events. By organizing workshops, at location activities and actively participating in the plenary session of VINCI, together with other colleagues from VINCI Group.

Date	Stakeholder type	Participants	Concerned settlement / location	Main issues discussed / outcomes
December 2021 and 2022	BA and NURDOR Association	BA employees		Ahead of Holiday season, BELGRADE AIRPORT orders NURDOR holiday card instead of printing holiday cards for its friends and partners and thus help improve quality of life and medical treatment of children with cancer from across Serbia during their long and challenging health battle
End of 2021	BA employees, BA management, QHSE, Human Resources and Communications teams	BA employees	Airport Nikola Tesla facilities	Suggestion boxes were installed at the airport, as an additional channel of communication through which employees can, anonymously or with a signature, give ideas for improving the overall working atmosphere and work processes in our company Adopted and implemented suggestions are regularly communicated and promoted in a special section within the monthly e-newsletter #NašBEG, via e-mail or bulletin boards
17.05.2022.	BA employees	BA employees	Arranged area at Tesla parking	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. This event that celebrated major project milestones also helped to encourage team work and motivation ahead of demanding summer season.
22.09.2022.	Employees of Nikola Tesla Airport and employees of VINCI Group	Employees of Nikola Tesla Airport	Land within Airport Nikola Tesla complex	Education of employees about carbon footprint, solid waste segregation process in airport's new solid waste treatment plant, planted lavender section in terminal's vicinity and presented new waste treatment facility to other employees of the VINCI Group during online live session.
29.9 - 23.12.2022.	BA, BA employees, and BBR organization	BA employees and other company employees (runners)	Track on Ada Ciganlija and Sava Kej street	19 BA employees participated in the Belgrade business race on a 5-kilometer track on Ada Ciganlija, and enviable results were recorded The socially responsible part of the event was the planting of trees in Save Keja Street. The BEG team planted 10 trees donated by Belgrade Airport as a contribution to reforestation in Serbia
9-12.2022.	BELGRADE AIRPORT, French-Serbian Chamber of Commerce (CCIFS), Ministry of Education, Science and Technological Development	4 th grade students		The aim of the project "Do something drastic to make trash fantastic" is raising awareness on the importance of ecology and environmental friendly activities among young population. BELGRADE Airport awarded "Eco museum" construction from one elementary school with EUR2000 amount. Collected amount is aimed at improvement of educational system in Serbia.
14-18.11.2022	Employees of Nikola Tesla Airport	Employees at Nikola Tesla Airport and third parties operating at the airport	Airport Nikola Tesla complex and facilities	Various educational and practical workshops and panel discussion with active participation of top management, aimed at reminding employees of the importance of occupational safety and health at work, prevention and sharing experiences and knowledge

Date	Stakeholder type	Participants	Concerned settlement / location	Main issues discussed / outcomes
22.09.2022.	Employees	BA employees Passengers	N/A	<ul style="list-style-type: none"> · Workshop 1 HOW TO RECYCLE: An interactive workshop was held in which BA employees and passengers who were waiting for their flights in the terminal building participated. Passengers filled out an educational quiz about recycling, after which BA employees handed out eco gifts · Workshop 2 KNOW YOUR CO2 FOOTPRINT: An interactive educational workshop in which employees from all departments with BA participated. On that occasion, the ENV team educated the participants about the sources of Co2 and the participants expressed their initiatives that could lead to a reduction of the carbon footprint in their work processes. · Workshop 3 HOW TO RECYCLE IN THE PLANT: On September 2022, new facility Solid Waste Treatment Plant was opened. To employees facility were presented as well as the processes that will take place in it as well as the benefits of its work. · Workshop 4 PLANTING LAVANDER: Sustainable management of biodiversity was explained to the participants during the workshop
14.10.2022.	Local vulnerable group	the number of beneficiaries of Evo Ruka Association is changing; thus it is not disclosed here BA employees	LC Zemun polje, CM Zemun	<ul style="list-style-type: none"> · Preparation of Ajvar, a traditional winter delight to support the action for gathering funds for the support programs for families with children with disabilities.
23.12.2022.	Authorities	Ministry of Environmental Protection (MoEP) BA ENV team 18 participants from relevant institutions	N/A	<ul style="list-style-type: none"> · Attending the meeting of the Working Group for the preparation of the Rulebook on the content and methods of preparing the strategic noise map and action plan, the method of their preparation and presentation to the public, as well as their forms
23.12.2022.	Authorities	Ministry of Environmental Protection (MoEP) BA ENV team	N/A	<ul style="list-style-type: none"> · According to the newly adopted Law on environmental noise protection ("Official Gazette of RS", No. 96/2021), the airport operator (BA) has the obligation to develop the Strategic noise map and Action plan, roles and responsibilities between MoEP and BA were clearly defined during meeting · On the BA's initiative, MoEP included BA as a member of the working group in charge of drafting the Rulebook on the content and methods of developing a strategic noise map and action plan, and BA actively participated by providing comments. During the meeting, most of the comments were answered by the Ministry representatives to the BA ENV team · BA expressed concern about illegal structures built near the perimeter of the airport, and the MoEP confirmed that this issue was not within their jurisdiction and advised BA to formally approach the relevant ministry, which in this case is the Ministry of Construction, Transportation and Infrastructure

Appendix 2
External Stakeholders

Stakeholders / Contact Details	Type and Method of Communication[1]	Timing	Responsibility for implementation	Main topics of interest and for discussion
<p>Residents (households) and businesses in the vicinity of the airport, belonging to three settlements:</p> <p>Surčin settlement Radiofar settlement Ledine settlement</p> <p>Representatives of local community councils.</p>	<p>BA website Media</p> <p>EIA public hearings (for relevant subprojects)</p> <p>Request and grievance mechanism</p> <p>Public consultation meetings</p> <p>Focus group meetings</p>	<p>Ongoing</p> <p>For each subproject separately</p> <p>Ongoing</p> <p>Before the end of 2020</p> <p>Quarterly, starting in October 2020</p>	<p>BA BA CSR Specialist with support from other BA departments (Communications Department)</p>	<p>Disclosure of the ESIA Non-Technical Summary, response to information requests, questions, grievances.</p> <p>Results of the setting up and operation of the Environmental and Social Advisory Committee and representation of local communities; noise modelling and monitoring, as well as mitigation measures.</p>
<p>Formal and informal households residing in airport safety protection zones (noise, crash locations and aircraft safety)</p> <p>Subgroup: vulnerable households whose homes are in poor condition and cannot be insulated or they do not have the means to do so. For example, some households living in a Roma community in Ledine, as well as individual cases all throughout the settlements, if impacted by noise.</p>	<p>Focus group meetings</p> <p>Request and grievance mechanism</p> <p>Group meeting with vulnerable households (ensure both men and women participate). Identification of any community leaders / representatives (as declared by the households, to ensure authentic representation) who should be involved in further engagement.</p>	<p>As needed (depending on outcome of public consultation mtgs)</p> <p>Ongoing</p> <p>During first half of 2021 and after, as needed</p>	<p>BA CSR Specialist</p> <p>BA QHSE team and noise consultants with support from the BA BA CSR Specialist</p>	<p>Same as above with a particular focus on health and safety issues, including noise management measures.</p> <p>Concerns in relation to legislation to be brought up before the Environmental and Social Advisory Committee.</p> <p>Noise modelling and monitoring, as well as noise mitigation measures.</p>

Stakeholders / Contact Details	Type and Method of Communication[1]	Timing	Responsibility for implementation	Main topics of interest and for discussion
Subgroup: vulnerable households whose homes are in poor condition and cannot be insulated or they do not have the means to do so. For example, some households living in a Roma community in Ledine, as well as individual cases all throughout the settlements, if impacted by noise.	Request and grievance mechanism Group meeting with vulnerable households (ensure both men and women participate). Identification of any community leaders / representatives (as declared by the households, to ensure authentic representation) who should be involved in further engagement.	During the first half of 2021 and after, as needed	BA CSR Specialist with support of QHSE team and noise consultants	
<p>People using land next to the concession area (informally and formally).</p> <p>Subgroup: people who own and use land which will be acquired for the project in 2025. Vulnerable groups among affected people (to be identified during the development of the LAP, along with type and method of communication, timing and topics for discussion)[2]</p>	<p>Request and grievance mechanism</p> <p>Socio economic survey</p> <p>Draft LAP published on BA website</p> <p>consultation meetings to present the draft LAP and obtain comments.</p> <p>Individual meetings and related written notices to land acquisition and expropriation.</p>	<p>Ongoing</p> <p>End of 2026</p> <p>During 2027</p>	<p>BA CSR Specialist</p> <p>BA CSR Specialist and Legal Department</p>	<p>Traffic management plan (alternative access tracks/roads to be used during construction) Project grievance mechanism</p> <p>Land Acquisition Plan development phase:</p> <ul style="list-style-type: none"> · A presentation of the detailed project footprint and affected land and assets. · Applicable national legislation · LAP Entitlements matrix · LAP grievance mechanism
Surčin municipality, Mayor and all relevant departments	Official correspondence and regular meetings.	Ongoing, meetings on an as needed basis but at least once in 3 months.	BA CSR Specialist, BA Development Stakeholder Manager, other BA departments as needed.	<ul style="list-style-type: none"> · Feedback from the municipality on the ESIA NTS · Particular focus on noise impacts; participation in the consultations for the development of balanced approach to noise measures. · BA Social Investment Plan – participation of the municipality and its role · Participation in the work of the Environmental Advisory Committee · Other topics with different departments as project implementation progresses.

Stakeholders / Contact Details	Type and Method of Communication[1]	Timing	Responsibility for implementation	Main topics of interest and for discussion
New Belgrade municipality	Official correspondence and meetings, as needed.	Ongoing, meetings on an as needed basis but at least once in 6 months.	BA CSR Specialist with support from other BA departments	<ul style="list-style-type: none"> · Feedback from the municipality on the ESIA NTS · Noise impacts; participation in the consultations for the development of balanced approach to noise measures. · BA Social Investment Plan – participation of the municipality and its role · Participation in the work of the Environmental Advisory Committee
General public in the City of Belgrade	BA website Media Request and grievance mechanism	Ongoing throughout Project implementation	BA Communications Department, other BA departments as needed.	<ul style="list-style-type: none"> Expected Project benefits Project implementation timelines Project implementation progress
Businesses operating at Belgrade airport: <ul style="list-style-type: none"> · Businesses (approx. 120) operating inside the terminal buildings (duty free, shops, cafes, kiosks, car rental businesses, banks, tourist agencies, etc.) and their employees · Businesses operating within the airport complex (logistics, freight forwarding, warehouses, etc.) 	Official correspondence and meetings Focus group meetings and/or socio-economic survey for reviewing impacts on businesses. Further engagement will be defined following the review and presented in the updated SEP and LRP (if developed). Request and grievance mechanism	Prior to the beginning of reconstruction activities and further during construction and operation	Commercial Department, BA Development Stakeholder Manager	<ul style="list-style-type: none"> · Planned construction and re/construction activities, which may impact their operations in the short term or long term · Proposed mitigation measures · Contractual arrangements (termination of contracts, extension or new contracts, etc.) · Impacts on business employees · Traffic management (mostly relevant for businesses operating within the airport complex)
Belgrade airport passengers	BA website Media Request and grievance mechanism	Ongoing	BA Communications Department, other BA departments as needed.	<ul style="list-style-type: none"> · Flight information · Information about works that may impact the operation of the airport (e.g. changes in the location of certain services in the terminal building during re-construction works) · Annual Passenger Survey Report · Grievance mechanism
Non-governmental, civil society and other interested organisations[3]	Official correspondence and meetings. Request and grievance mechanism		BA QHSE team and BA CSR Specialist with support from other BA departments and consultants	<ul style="list-style-type: none"> · Project description and expected E&S impacts, including noise impacts (for the development of balanced approach measures). · Planned mitigation measures · Planned stakeholder engagement activities · Project implementation timelines · Project grievance mechanism
Media	Issuing of statements Interviews with BA representatives Participation in media events	Ongoing	BA Communications Department	<ul style="list-style-type: none"> · Description of the Project and benefits. · Project implementation timelines · Announcing upcoming disclosure and consultation events · Project progress updates

Stakeholders / Contact Details	Type and Method of Communication[1]	Timing	Responsibility for implementation	Main topics of interest and for discussion
City of Belgrade, including relevant secretariats and departments.	Official correspondence and regular meetings.	Ongoing	BA Development Stakeholder Manager with support from other BA departments	<ul style="list-style-type: none"> · Participation in the consultations for the development of balanced approach to noise measures · Participation in the work of the Environmental Advisor · Committee Participation in consultations about public transportation system and other relevant topics under the authority of the City Government · Overall weekly updates on the progress of the ongoing construction projects by BA Stakeholder Manager · Participation in negotiating on the status of the airport regarding communal services and charges of PUC “Gradska Čistoća”
Public companies and utilities	Official correspondence and meetings.	Prior to and during construction	BA QHSE team and BA CSR Specialist BA Development Stakeholder Manager	<ul style="list-style-type: none"> · Subprojects involving construction and reconstruction of utilities (i.e. heating plant, solid waste management, waste water treatment plant) · Cooperation with the airport in order to achieve the goals of the VINCI Group related to waste management
Civil Aviation Directorate of the Republic of Serbia	Official correspondence and regular meetings	Ongoing	BA Development Stakeholder Manager, BA CSR Specialist (CAO), QHSE Team	<ul style="list-style-type: none"> · Participation in the consultations for the development of balanced approach to noise measures · Participation in the work of the Environmental Advisory Committee · Participation in Airport Stakeholder Group (meeting weekly with the Stakeholder Manager)
Serbia and Montenegro Air Traffic Services SMATSA LLC	Official correspondence and regular meetings	Ongoing	BA Development Stakeholder Manager, BA CSR Specialist (CAO), QHSE Team	Same as above.
Serbian national airline AIRSERBIA Other airline companies operating at Belgrade airport	Official correspondence and regular meetings	Ongoing	BA Development Stakeholder Manager, BA CSR Specialist (CAO), QHSE Team	<ul style="list-style-type: none"> · Participation in the consultations for the development of balanced approach to noise measures · Participation in the work of the Environmental Advisory Committee · Participation in Airport Stakeholder Group (meeting weekly with the Stakeholder Manager) · Participation in GHG emission calculation and collaboration with the airport with the aim of achieving the VINCI group goal

Stakeholders / Contact Details	Type and Method of Communication[1]	Timing	Responsibility for implementation	Main topics of interest and for discussion
Ministries of the Republic of Serbia and relevant agencies (e.g. Serbian Environmental Protection Agency, Institute for Nature Protection of Serbia, etc.)	Official correspondence Progress reports	Ongoing	BA Development Stakeholder Manager BA QHSE team	<ul style="list-style-type: none"> · Planning, preparation and approval of Project documentation · Environmental and other permits for Subprojects · Environmental monitoring · Balanced approach to noise · Participation in the work of the Environmental Advisory Committee
The Grantor · Government of the Republic of Serbia, represented by the Ministry of Finance · JSC Airport Nikola Tesla	Official correspondence and meetings Progress reports	Prior to and throughout project implementation	BA Senior Management BA Development Stakeholder Manager BA QHSE team	<ul style="list-style-type: none"> · Planning, preparation and approval of Project documentation and implementation of the Project · Key role in the work of the Environmental Advisory Committee · ANT participation in Airport Stakeholder Group (meeting weekly with the Stakeholder Manager) · Negotiating on the Belgrade Airport interest with the City of Belgrade, public companies and utilities, and relevant ministries
International Finance Institutions (Lenders): · IFC · EBRD · Proparco · KfW Lenders' monitor (Environmental Management Services – ERM)	Official correspondence and meetings Unicredit shared folder	Prior, through and throughout project implementation	BA Senior Management topics for discussion	<ul style="list-style-type: none"> · Submission of draft and final E&S documents and plans · ESAP implementation updates and reports · Monitoring visits

[1] The dates and frequency of public meetings, focus group meetings and other relevant stakeholder engagement activities, will be ongoingly reviewed and amended, depending particularly on the work of Environmental Advisory Committee, other events impacting the engagement schedule, the interest from local people and other stakeholders, as well as any Covid 19 related restrictions.

[2] Among users of land that will be acquired by the government in 2025 for BA operations, there may be some vulnerable individuals / households. This is unknown at present. During the development of the LAP it will be necessary to determine if some affected people are vulnerable and describe engagement methods with them accordingly.

[3] At present no NGOs or other organisations have shown an interest in the Project or airport operations. If any organisations show an interest in the Project at a later stage, they will be added to this list of stakeholders

Appendix 3
Internal stakeholders

Stakeholders / Contact Details	Type and Method of Communication	Timing	Responsibility for implementation	Main topics of interest and for discussion
BELGRADE AIRPORT employees Labour Unions: · Representative: Sloga, ASNS, Nezavisni sindikat, Zajedno, Association of Serbian Unions Vinci Airport Belgrade · Non representative: ANTB Operations Union, Ground Operations Union and Union of JSC ANT	E-mail (internal communication) Individual meetings Internal workers' meetings Announcement boards	Ongoing	BA HR Department BA Senior Management	· Human resources policy · Internal grievance mechanism · Health and safety procedures
Contractors, subcontractors and suppliers, including: · Vinci Terna · Envico · Envisa · Envirosuit · LINK 011 · ERM	Official correspondence and meetings	Throughout project construction and implementation	BA HR, Legal Department QHSE team	· Internal grievance mechanism · Health and safety at work · Security · Interaction with the community and External Grievance Mechanism · Environmental protection