

The beginning of a new journey

Activity Report 2020







VINCI Airports

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**BELGRADE AIRPORT Ltd,
Belgrade Nikola Tesla Airport
Operator**

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VINCI Airports



VINCI Airports, whose member is BELGRADE AIRPORT Ltd, the leading private airport operator in the world, manages 45 airports in 12 countries in Europe, Asia and the Americas.

We harness our expertise as a comprehensive integrator to develop, finance, build and operate airports, while leveraging our investment capability and expertise in optimising operational performance, modernising infrastructure and driving environmental transition.

VINCI Airports became the first airport operator to start rolling out an international environmental strategy, in 2016, with a view to achieving net zero emissions throughout its network by 2050

www.vinci-airports.com



BELGRADE AIRPORT Ltd

Belgrade Nikola Tesla Airport Operator

SUPERVISORY BOARD:

Emmanuel Menanteau

Chairman of the Supervisory Board and Director for United States, Northern and Eastern Europe and South-East Asia

Eric Delobel

Chief Technical Officer
VINCI Airport

Rémi Maumon de Longevialle

Chief Financial Officer
VINCI Airports

COMPANY MANAGEMENT:

Francois Berisot

Chief Executive Officer

Nicolas Brousse

Chief Technical Officer

Julien Iche

Chief Financial Officer

Senka Jelenković

Chief Administration Officer

Miodrag Mirković

Chief Commercial Officer

Žarko Suvačarov

Chief Operations Officer

Introduction

Francois Berisot, CEO

During 2019, Belgrade's Nikola Tesla became one of the region's most dynamic airports, with passenger traffic up 9.2% y-o-y to over 6 million. The positive trend continued beginning of 2020 with an increase in the number of passengers of 16.1% in January and 13% in February.

Unfortunately, then the COVID pandemic started, and from the declaration of the state of emergency in Serbia on March 15, Belgrade airport recorded a drop in the number of passengers by as much as 95 percent until May 2020. All commercial flights from the airport were suspended as of March 19 2020, and we had to adapt quickly to these new circumstances and ensure undisturbed and safe activities, especially due to the fact that Nikola Tesla Airport remained open 24/7 for all humanitarian cargo flights, re-patriation flights as well for the flights with Government's special permission.

All airport services, as well as other companies handling the passengers and flights at the airport, have once again shown a high level of reliability and full readiness to safely receive every plane, passenger or shipment safely and professionally. We managed to ensure uninterrupted continuity of the work process, under enhanced safety measures at work and an extremely high level of hygiene, according to all the local and international recommendations.

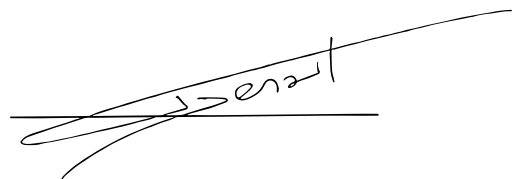
Belgrade Nikola Tesla Airport re-opened for commercial traffic on May 18. It was one of the first European airports to re-open as epidemiological situation in the country was under control thanks to the Government's efficient management of the situation. And our airport was fully ready to welcome airlines and passengers again, with all prescribed prevention measures in place. Together with the airlines and the rest of the industry we are continuously focused on re-building passenger confidence in flying by implementing very strict prevention measures and processes.

In 2020 our traffic volume has drastically reduced to less than 30% compared to 2019. But we remained confident and continued to build an infrastructure of the future that will accommodate full recovery and projected increases. The modernization works have been ongoing without major disruptions, even during the state of emergency, in accordance with all the recommendations and prescribed safety and health prevention measures. Most of the works are being carried out in parallel at several locations, which include the expansion of the terminal, a new secondary runway and additional taxiways, additional aircraft positions for parking and for de-icing and anti-icing winter operations, additional car parking spaces and new access roads. The majority of these works are expected to be completed in 2023. We have also completed works on the enhancement and modernization of the entire central area on the boarding level within the terminal, so passengers are already experiencing continuous improvements in comfort and in the look and feel of the airport. Results of our airports were recognized by such renowned institutions such as ACI granting us two ASQ awards as well as AHA award.

Despite the changing circumstances, VINCI Airports believe in Serbia and Nikola Tesla Airport potential. Our commitment to sustainability and positive mobility will allow making BELGRADE AIRPORT an exemplary company in terms of social responsibility, reinforcement and empowerment of its people, quality of service standards, and by making Nikola Tesla airport a reference in Europe for environmental performance.

Environment protection policy developed at BELGRADE AIRPORT is in line with VINCI Airports' obligations to halve water consumption per passenger, reduce pesticide use and waste production to zero, and halve gross carbon dioxide (CO2) emissions by 2030, as well as to reach zero net emissions by 2050.

Looking forward to welcoming you at Belgrade Nikola Tesla Airport, a starting place for your new and exciting journeys!



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Works on modernization and expansion of the airport continue



Despite COVID 19 pandemic, the works on airport modernisation commenced in 2019 continued in 2020 and the new phase is including works on construction of significant infrastructure projects, whereof major ones are reconstruction and extension of the terminal, aprons expansion, as well as the projects dedicated to sustainable development and business operations.

Extension of C Pier-finger hall of the terminal building began in February and it represents a part of Phase 1 of the project of extension and reconstruction of passenger terminal. In this phase the finger hall will be featured with 8 additional gates equipped with passenger boarding bridges, 5 bus gates and an additional roof corridor for arriving passengers. One of the greatest novelties will be separation of departing and arriving passengers that will be applied later on to the whole terminal. In late 2019, preparatory works on extension of C Pier and F taxiway began. Seven new aircraft stands are planned for narrow-body aircrafts, with the option to use two stands for one wide-body aircraft alternatively, which will improve airport capacities and provide connection with the new De-icing pad.

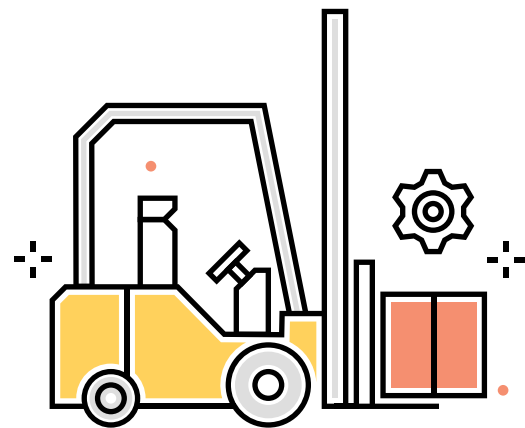
The first phase of aprons extension began in April, with the **construction of E apron**, right across the existing Cargo & Customs terminal, This expansion will enable optimisation of the capacities for aircraft acceptance at remote stands of the configuration of three narrow-body aircraft stands, as well as internal service road, which will significantly increase capacities and enable simultaneous parking of several aircrafts. In addition, the proximity of the Cargo-Customs terminal will provide additional optimisation of cargo flight handling.

At the end of the year, **a new bus gate (waiting room)** at the ground floor of Terminal A, featuring in total 130 seats and two direct exits to the apron, was completed. The waiting room is fully adapted to all passenger categories and designed and equipped in accordance with recognizable VINCI standard across its network of airports, in terms of materials, colours and textures, thus it showcases future appearance of airport interior design.

Works on construction of an **additional car park**, east of the Cargo Warehouse have been completed. A new, contemporary car park of 36,400 square metre area was built to increase parking capacities and prepare the Airport for its future traffic growth. Preparatory works have been commenced for the project of **construction on 3,500 metres long inserted runway**, as well as the construction on new taxiways, whereof some will be designed as rapid exit taxiways, completely new in the air traffic system in Serbia.

In accordance with the global VINCI Airports strategy, the following phases of the modernisation project include a strong focus on environmentally sustainable development and business operations. The company has the aim to reduce Airport's environmental impact in terms of the green-house gases emission, wastewater flow and solid waste, as well as to upgrade the energy policy of the system, using renewable energy. At the beginning of August, construction of the **landside solid waste processing plant** began. It will increase waste recycling rate significantly, from 5%, as rated in December 2020, up to planned 50% in December 2021 and 100% in December 2022. The construction of a **new energy plant for production and distribution of the heating and electric energy** will enable switching from heavy fuels to more environmentally efficient energy sources and reducing green-house gases emissions. This construction has been started in August and completion of the works is expected at the end of 2021.

Works on reconstruction and modernisation of the **central passenger retention** area have also began in 2020. The new area, accessed directly after passport control, covers expanded and modernised duty-free shop, then Tesla square, offering passengers a new relaxation zone, a new restaurant and coffee bar, gaming zone and family area next to A5 and A6 gates.



#ProtectingEachOther

Belgrade Nikola Tesla Airport fully applies all appropriate procedures and measures in passenger handling processes and organisation of passenger flows, which, along with the sanitary measures implemented by airlines, contribute to the safety of passengers, partner companies and employees.

The same measures are applied for passengers and employees, such as mandatory mask wearing inside the terminal building, maintaining recommended distance of at least 1.5 m, as marked with floor markings and other signs, as well as regular hand washing with soap or hand disinfectants placed at visibly marked locations. Protective plexiglass barriers are placed on all welcome counter and all places where the contact of employees and passengers is possible. Baggage trolleys are disinfected regularly, just as all the surfaces and equipment in daily use (counters, elevators, handrails, waiting rooms, passenger boarding bridges, etc)

In order to provide additional protection of passengers and implement measures for preventing spread of COVID 19, at the beginning of August, the first contactless face mask vending machine was placed at Nikola Tesla Airport.

Education of passengers and the public on the expected behaviour in line with the preventive measures applied at the airport is carried out regularly through official communication channels of BELGRADE AIRPORT (social networks, internet page with recommendations and frequently asked questions and answers), as well as through the media.

Ever since the pandemic started, BELGRADE AIRPORT has been continuously taken care that its employees feel and be safe at their workplace. A work group led by COVID-19 Coordinator has been established and it is in charge of monitoring, disinfection, coordination and implementation of all necessary preventive measures for employees. It monitors health conditions of employees and takes care that all the measures are aligned with the decisions and recommendations of the competent public and international health institutions. Proactive informing and education of employees on the expected behaviour at the Airport complex is carried out on regular basis and all the work premises are clearly marked with infographics. Flexible working hours and work from home had been introduced and, in order to reduce contacts, only colleagues necessary for smooth airport functioning were coming to the airport. Using latest digital communication tools, holding on-line meetings and continued cooperation largely contributed to maintaining the efficiency and coordination of all airport services during the pandemics.



More frequent cleaning,
disinfection and ventilation
at the airport.

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Airport Council International (ACI) , has granted Belgrade Airport Nikola Tesla two Airport Health Accreditation for the thorough hygiene measures implemented in order to prevent spread of COVID-19 in 2020. Following a detailed assessment of the preventive and sanitary measures implemented, ACI rewarded Nikola Tesla Airport for its efforts, based on close monitoring of cleaning and disinfection processes at the airport, then analysis of the markings for recommended physical distance, strategic organisation of terminal area, as well as for the education of passengers and the public on the preventive measures.

The set of health measures implemented at Belgrade Nikola Tesla Airport is a part of the campaign for sanitary measures of VINCI Airports introduced throughout the whole network of 45 airports. "Protecting each other" is the name of campaign based on the health recommendations for protection against COVID-19, issued by the World Health Organisation and International Civil Aviation Organisation and on domestic health regulations. This acknowledgement is additionally building up the trust of airport customers in safety of air travel, proving the reliability of the health protocol applied at the airport.





Overview of the most significant activities in 2020

Employee development

Responsibility to employees, abiding by and implementation of the high standards of the parent company, VINCI Airports, especially in the part of human resource management, are one of the major principles of our company.

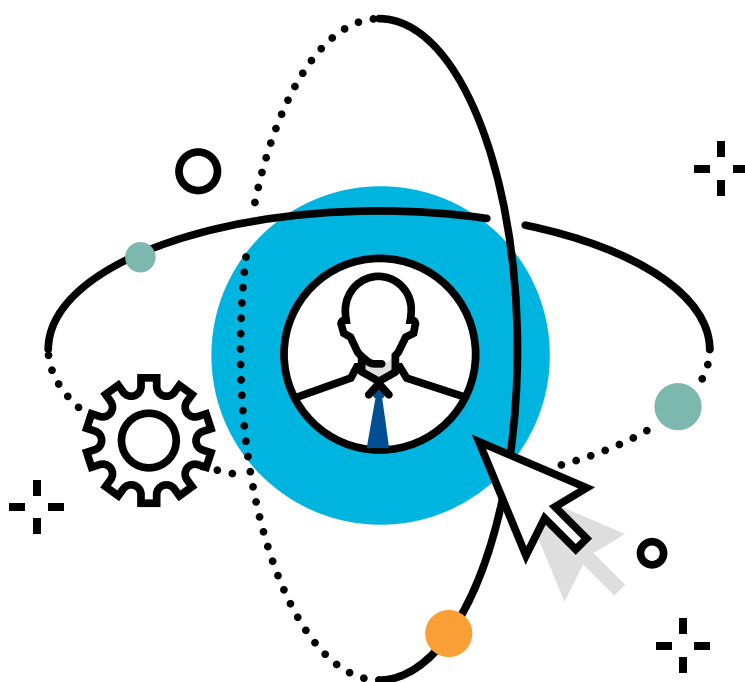
The fields such as occupational health and safety, safety and ensuring the best possible work conditions, professional trainings and career advancement are the basis for the professional development of employees that BELGRADE AIRPORT is building supported by the parent company.

We are committed to employee trainings by continuously providing possibility for education in accordance with the latest requirements and novelties in the industry, as well as with the modern technologies. Emphasis on expanding knowledge, innovating existing practices and a constant commitment to learning and following trends in very different and numerous areas in which our employees are experts, are key elements for the good functioning of the company.

Thus, one of the important innovations during 2020 was to enable the on-line use of VINCI Airports Academy platform with open access for all employees. The goal is to provide opportunities for additional education of employees, review previous knowledge and adjust work practices and standards to VINCI Group, at the same time, joining the team of employees of VINCI Group, who place education high on the ladder of personal and professional development.

Being aware of the importance of continuing education and investing in expanding the potential and opportunities of each employee, we promoted on-line training on VINCI Airports Academy platform among employees, especially in the year when a significant number of employees worked from home. By accessing VINCI Group's educational platform, all employees have the opportunity to attend on-line trainings, in any selected period, in various fields that expand their expertise and present the basic postulates and business standards of the parent company. The trainings cover various areas such as environmental protection, health and safety at work, human rights, as well as information regarding getting familiar with the activities, development plans, strategic commitments and values of the parent VINCI Group.

In 2020, the Training Centre for Professional development of Belgrade Nikola Tesla Airport organized trainings in several different areas, such as the provision of ground handling services, control of the manoeuvring areas, rescue and fire protection, aviation security, air safety, transport of dangerous cargo. During the year, as many as 4,000 trainings were conducted, with some of the colleagues attending several different trainings, depending on the specific requirements of certain jobs.

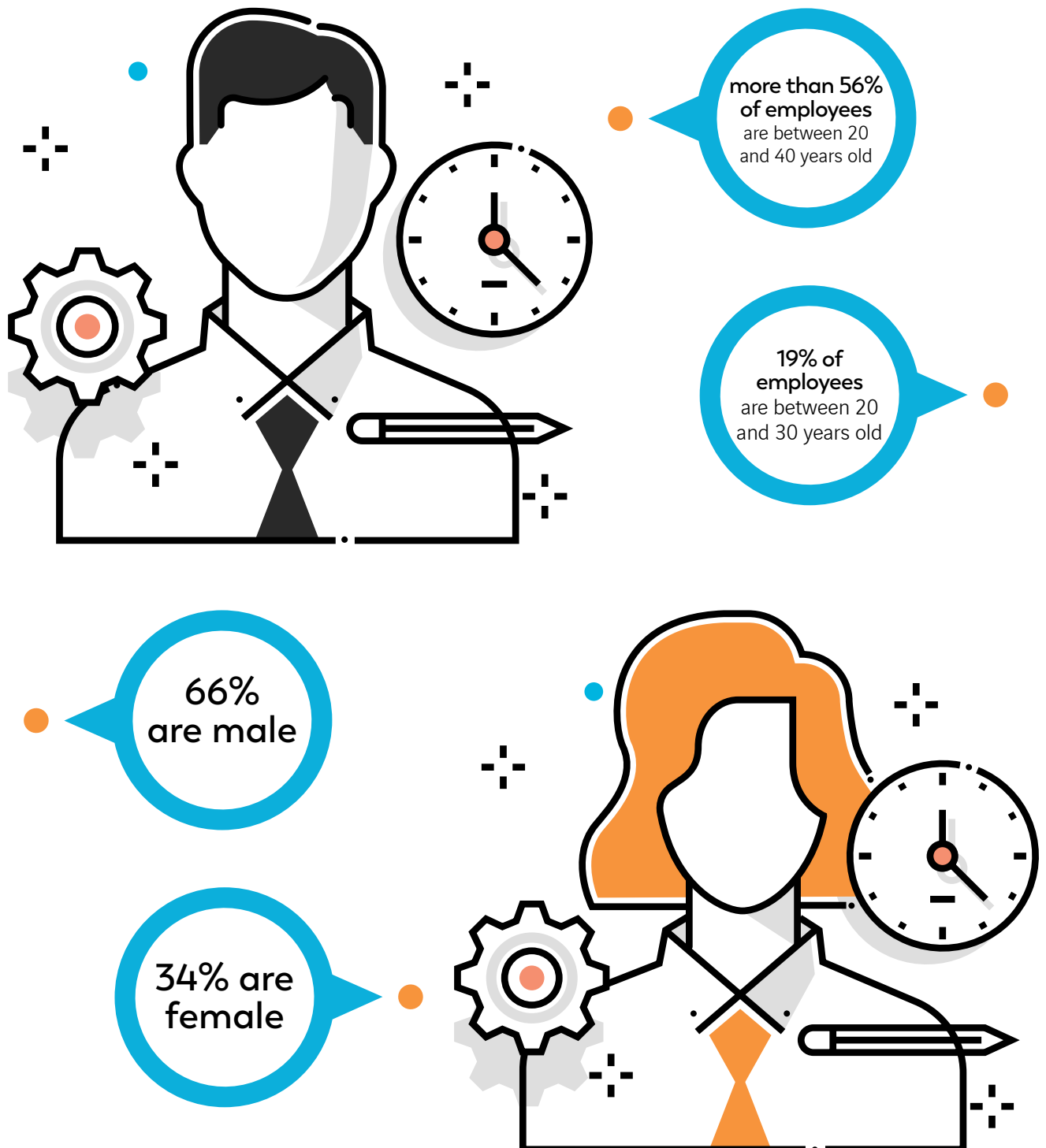


Number of employees:

As of 31/12/2020 there were 1,554 employees in the company BELGRADE AIRPORT d.o.o. Beograd.

The age structure shows that more than 56% of employees are between 20 and 40 years old, i.e. that the largest number of employees is between 31 and 40 years old, 37%, while 19% of employees are between 20 and 30 years old. Among the total number of employees and engaged persons, 66% are male, while 34% are female.

It is similar when only the management staff is observed, in which almost a third are female 30%



Internal Grievance Mechanism

In 2020, the Procedure on the Internal Grievance Mechanism was updated and boxes for complaints were set up in employees' workplaces, as another way of communication with employees.

All employees in the company, persons engaged outside the employment relationship, volunteers, persons undergoing professional training, as well as all third parties employed by contractors hired by BELGRADE AIRPORT d.o.o. have the right to make a complaint.



What is a grievance?

Grievance refer to all daily work related challenges that employees may face over the course of their career at BELGRADE AIRPORT d.o.o. Beograd. Grievance may refer to a wide range of issues, such as matters related to work conditions, in compliance with work processes and procedures, working atmosphere and all the matters you find important and that can affect the quality of your performance.

Who can file a grievance?

The internal grievance mechanism applies to **all employees, to all persons engaged outside employment, to volunteers, to persons engaged in a professional development process, and to all third parties** employed by the contractor who are engaged by BELGRADE AIRPORT d.o.o. Beograd.



How a grievance is filed?

- The first step in resolving any issue you encounter is to voice your concern **to the other party** (person/s involved in the issue) in an informal discussion.
- If your attempt to settle the matter in this way fails, you should proceed to file a formal grievance with your **immediate superior**. Your superior is obliged to obtain all relevant information on the matter and, together with you, draft a report.
- If the issue concerns your direct superior, grievance should be filed with the **HR Director or the Grievance Manager**.
- If your grievance was not addressed in the previous step, the Grievance Manager is the next person to reach out at: **zalbe@beg.aero**, or by dropping your grievance in **the boxes for grievances** or in person. Your grievances may also be filed **anonymously**. The Grievance Manager will propose steps to resolve the issue, and if found necessary, he/she will organize a meeting with parties in question and draft a report.
- If your grievance remains unsettled after the process with the Grievance Manager, you may appeal to the appointed **Grievance Committee**. The procedure before the Grievance Committee represents the third and last step of the grievance mechanism in our company. A decision of the Committee is a final internal level of the process.

At any stage of the process, you may be accompanied at the meetings by a trade union representative.

Your rights are prescribed by the laws of the Republic of Serbia and can be protected before the competent courts.

You can find more information in **the Procedure of Internal Grievance Mechanism**, on the internal portal or if you approach your immediate superior.

Grievance Manager at BELGRADE AIRPORT d.o.o. Beograd:

Durdica Horvat, Deputy of Human Resources Director for legal and employment issues and legal representation

Human Resources Director: Jelena Lukić

Quality, Safety and Environmental protection

Airport Service Quality

BELGRADE AIRPORT has been a member of the Airport Service Quality Program (ASQ) within the Airport Council International (ACI) since the last quarter of 2019. The ASQ Program, participated by 400 airports in 95 countries, is the leading indicator of passenger satisfaction and represents the voice of passengers worldwide. Although 2020 was a challenging year, due to the unforeseeable consequences of the pandemic, BELGRADE AIRPORT remained committed to providing the highest level of service to passengers. Efforts to achieve this goal bore fruit at the end of the year, when BELGRADE AIRPORT was granted the prestigious Airport Service Quality Award in the following categories:

- **Best Airport by Size and Region (5 to 15 million passengers per year in Europe)**
- **Best hygiene measures by Region (Europe).** The award for hygiene measures is new in the program and Belgrade Airport was granted the award together with several other European airports. Belgrade Airport is one of the seven airports from the VINCI Airports network, which was awarded by passengers for an exceptional experience in 2020, and which were awarded within the Service Quality Program.



Airport Health Accreditation

Airport Council International recently granted Belgrade Nikola Tesla Airport the Airport Health Accreditation (AHA), to reward the exceptionally thorough sanitary measures put in place at the airport in order to counter the COVID-19 pandemic.

The corpus of health measures set up at Belgrade Nikola Tesla Airport is part of a bigger sanitary measures campaign organized by VINCI Airports throughout its whole 45 airports network, "Protecting Each Other", itself based on COVID-19 health recommendations issued by the World Health Organization, the International Civil Aviation Organization (ICAO) and local health regulations. This accreditation complements the other health accreditations obtained by VINCI Airports on its international network.



ISO Standards Recertification and Certification

In 2020, BELGRADE AIRPORT was successfully recertified, in accordance with the standards ISO 9001: 2015, ISO 14001: 2015 and at the same time it was certified for the first time according to the standard ISO 45001: 2018, which confirms the commitment to a high level of business, continuous improvement of environmental protection and the commitment to providing safe and efficient work environment.



VINCI Environmental Day

The VINCI Environmental Day, established for September 22, was marked at Nikola Tesla Airport by organizing a series of interesting, interactive and educational events.

The day of environmental protection was opened with a presentation with Francois Berisot, Chief Executive Officer, Filip Radović, Director of the Agency for Environmental Protection and representatives of the Environmental Team participating. Workshops were held for employees on the following topics: circular economy, preservation of the natural environment and climate change. The aim of the workshops was to discuss and select the best ideas from the above areas, which can be implemented at our airport. Nicolas Brousse, the Chief Technical Officer, and representatives of the teams presented to a significant number of employees about the works on the modernization of the airport on the construction site of C concourse gates.



PROTECT
by VINCI CONCESSIONS



Find out more on:
protect.vinci-concessions.com
Or contact us on:
protect@vinci-concessions.com

You want to help to develop the positive mobility?

Participate in the "Protect" challenge by proposing ideas or submitting existing initiatives in one of the following categories: **Climate change**, **Circular economy**, **Preservation of natural environments**. This challenge is open to all; the best ideas will be trialed, implemented and enter the VINCI Environment Awards.

VINCI
CONCESSIONS

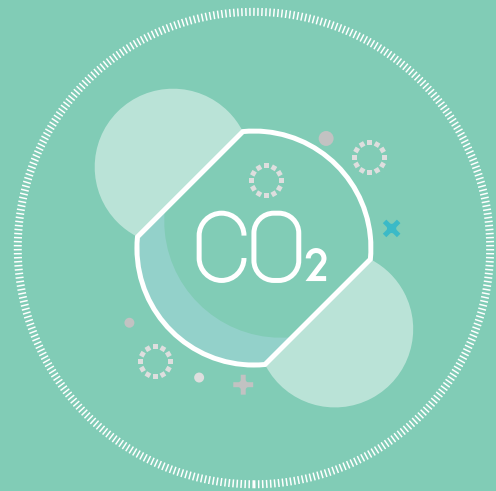
Airport Carbon Accreditation program

Belgrade Nikola Tesla Airport joined the Airport Carbon Accreditation Program (ACA) of the Airport Council International (ACI) and obtained a Level 1 certificate on November 23, 2020, recognizing the efforts of our airport to reduce the emissions carbon dioxide.

This certification is the result of a new environmental strategy developed at Belgrade Airport that is adjusted with VINCI's goals.

Environment protection policy developed at BELGRADE AIRPORT is in line with VINCI Airports' obligations to halve water consumption per passenger, reduce pesticide use and waste production to zero, and halve gross carbon dioxide (CO₂) emissions by 2030, as well as to reach zero net emissions by 2050.

As part of the electricity saving project, 95% of the lighting in the passenger area of the terminal building was replaced with LED bulbs. The environmental impact assessment, which was done before the start of the works on the modernization of the airport, is part of the responsible policy of our company. In respect of employee education, a training system has been established for employees, as well as for new employees. Within the project "Management of hazardous substances and response plan in case of spills", an action plan was implemented by which employees were trained to handle hazardous substances.





HEALTH AND SAFETY

Considering the specifics caused by the pandemic, safety and health at work in 2020 were the absolute priority of the management of BELGRADE AIRPORT, in order to protect the health of our employees and enable the performance of regular operational activities.

The Risk Assessment Act was amended and the Plan for the implementation of measures to prevent the spread of COVID-19 infectious diseases was adopted. A COVID Committee had been established, which has been making operational decisions and coordinating the activities related to the procurement and distribution of personal protective equipment (protective masks, gloves, visors, goggles, hand sanitizers, disinfection barriers, posters, etc), the application of special sanitary measures within the business premises of the Airport, then measures to improve infrastructure and passenger control (installation of plexiglass at workplaces where passengers and employees are significantly exposed to the virus, adequate information shared through public address system at the Terminal, installation of thermal imaging cameras, disinfection based on epidemiological risks and situations), and operational activities of daily supervision over the implementation of the prescribed protective COVID measures.

These preventive measures have enabled timely and adequate protection of employees, passengers and third parties. In addition to the above, the daily control of the application of occupational health and safety measures has enabled the activities on the reconstruction of the airport infrastructure to take place at the planned pace and in a safe manner.





VINCI Airports Safety week

From November 2 to 6, Health and Safety Week was held at the airport. For the first time in 2020, all companies that are part of VINCI Concessions: VINCI Highways, VINCI Airports and VINCI Railways celebrated Health and Safety Week in the same period under the common slogan "Safe together". The aim of this week's activities was to emphasise how crucial it is for all of us to apply all measures and procedures related to health and safety during daily activities, as well as the importance of abiding by corona virus prevention measures.

The common goal of all companies operating within VINCI Concessions is zero injuries at work.

Numerous interactive activities were organised that week at Belgrade Nikola Tesla Airport. After the opening of the HS Week, when Nicolas Notebaert, CEO of VINCI Concessions, addressed the employees via video message, Francois Berisot, Chief Executive Officer, as well as representatives of the HS team also addressed the employees. In the space at the apron between the parking stands C7 - C10, an activity of driving a vehicle with the simultaneous use of a mobile phone was organized for interested employees, in order to point out the danger of performing these two actions at the same time. Workshops were held on the following topics: Discussion on the topics of real accidents, 7 mistakes and My reason to stay safe. At the construction site near C concourse gate, in the presence of Nicolas Brousse, Chief Technical Officer and representatives of VTC-JV and HSE Group, a tour of the construction site was organized for the employees who applied, with all protection measures abided by, with the aim of informing employees about the importance of personal protection during their stay on construction sites.



BELGRADE
AIRPORT

by VINCI

Socially responsible business operations



Fund raising for those who need it most

The cap for handicap - in 2020, passengers and employees collected 95 kilograms of plastic caps for the Association "The cap for handicap".

Divac Foundation's fund-raising boxes are located in the terminal building. The purpose is to raise money for charity to build homes for people in need.

UNICEF ATM has been set up 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.

Thanks to the cooperation established between the humanitarian organization **Caritas Serbia** and BELGRADE AIRPORT, passengers at Nikola Tesla Airport have been able to donate financial contributions to this humanitarian organization since the beginning of the year. All collected money will be dedicated for those who need it the most.

Voluntary blood donation - at the beginning of 2020, in cooperation with KBC Zemun, a regular action of voluntary blood donation of the airport employees was organized, which was then, during the year, suspended due to the impossibility of its further organization due to the pandemic.





The most significant events in 2020

Since the state of emergency had been declared on March 15, all commercial flights from Belgrade Nikola Tesla Airport were suspended from March 19. Nikola Tesla Airport remained open 24/7 for all humanitarian flights, as well as flights with special permits from the Government of the Republic of Serbia.

During that period, aircraft that transported medical aid intended for the citizens of our country, which primarily referred to the delivery of protective medical equipment, were continuously accepted and dispatched. Later over the year, several aircraft operations related to the transport of vaccines were performed. On those occasions, representatives of state institutions and the highest state bodies were coming to the airport to welcome these flights.

Belgrade Nikola Tesla Airport was reopened for commercial traffic on May 18.

The first commercial flight of Air Serbia following the state of emergency

On the occasion of the first commercial flight of Air Serbia after the lifting of the state of emergency, which departed for Zurich, on May 21, the Minister of Construction, Transport and Infrastructure Mrs. Zorana Mihajlović visited Nikola Tesla Airport, welcomed by the Chief Executive Officers of Belgrade Airport, Francois Berisot and Air Serbia, Duncan Naysmith.

Installed thermal imaging camera at arrivals

At the end of January, a state-of-the-art thermal imaging camera was installed in the terminal, on arrivals, before the passport control, with the aim of detecting increased body temperatures of the passengers entering the Republic of Serbia via Nikola Tesla Airport, in order to prevent the spread of COVID 19 virus. If it is identified that a passenger has increased body temperature, according to the procedure established by the Sanitary inspection of the Ministry of Health of the Republic of Serbia at the airport, such a passenger goes to quarantine and then in cooperation with the competent health institutions, his further condition is monitored.



Deputy Prime Minister and Minister of Construction, Transport and Infrastructure Zorana Mihajlović took a tour of the works

On May 8, the Deputy Prime Minister and Minister of Construction, Transport and Infrastructure Zorana Mihajlović toured the works on modernization and expansion of Belgrade Nikola Tesla Airport and pointed out that projects worth 60 million Euro are currently being implemented, including a new tower for SMATSA.

Together with the representatives of the airport, she visited the works on the extension of the C concourse gate and the construction of E apron, whose value is around five billion dinars.



Public meeting with local communities

Following the relaxation of corona virus prevention measures related to public gatherings in Serbia, BELGRADE AIRPORT organised a meeting with the population of local communities on June 25 to present plans for the renovation and development of Nikola Tesla Airport, focusing on key issues and topics relevant for the local population.

Chief Technical Officer, Nicolas Brousse presented development plans and explained in more detail individual parts of the project, especially the project of the inserted runway, expansion of the part of the terminal - C concourse gate and the new space inside the terminal, which will be used for security and check-in services, as well as additional commercial space. Environmental aspects were one of the main topics, emphasising the importance of this topic for VINCI group, as well as the Concessionaire's determination to commit to improving the practices currently applied in Belgrade.

The boundaries of the Concession site were indicated, which enabled the mapping of the Project and to show its location in relation to the wider area envisaged by the Detailed Regulation Plan, i.e. In relation to the plans of state bodies in the future. Special emphasis was placed on the need to separate what is under the direct jurisdiction of BELGRADE AIRPORT and what requires cooperation with other relevant stakeholders, including, as the most important, the Grantor, i.e. the Government of the Republic of Serbia.

Renovated premises of the Ministry of Interior in the Terminal

Premises used for the duty shift of the Border police station Belgrade at Nikola Tesla Airport had been renovated and returned to operation on August 7. BELGRADE AIRPORT renovated the premises of 147 square metres and the Ministry of Interior provided them with the state-of-art equipment and devices. Such improvement of the offices and the environment contributed to better work of employees and strengthened coordination and cooperation between the competent services on daily basis.

Terminal evacuation exercise

On August 21, competent services of BELGRADE AIRPORT d.o.o. Beograd carried out a fire-fighting evacuation exercise in the terminal building of Nikola Tesla Airport in Belgrade, in order to check the readiness of staff in emergencies. The exercise was held in the morning in the part of Terminal 2, the transit area, C4 / 3 gate, in order to mitigate possible disturbances to passengers, air carriers and other customers to a minimum extent. The continuous functioning of the Airport was ensured during the exercise. Regular performance of such exercises is necessary in order to train our staff for a prompt and efficient reaction in case of any incident or emergency, and fire evacuation exercises were performed with all prescribed prevention measures applied.



New infrastructure of Belgrade Nikola Tesla Airport has passed the strictest tests

For the first time in the history of Nikola Tesla Airport, on October 26, a test of the operational readiness of the new infrastructure capacities, ORAT (Operational Readiness and Airport Transfer), was conducted and successfully performed. After the completion of construction and equipping the new waiting room for access to airport remote stands (bus gates), BELGRADE AIRPORT organised a series of functional and operational tests, which confirm the compliance of the newly built parts of the terminal building with standard operating procedures (SOP). In these terms, ORAT is used as a standard practice at airports worldwide before commencing the use of any newly built part of the airport infrastructure.



Within this exercise, new infrastructure capacities were tested at the functional and operational level and the processes corresponding to the real conditions that accompany acceptance and dispatching of passengers on the flight were simulated. A real-time simulation was performed from the check-in process to boarding the plane, which includes check-in of passengers at the counter, entering the transit area and passing through X-ray screening. Then 3 scenarios were tested: dispatch of passengers on the flight by bus, dispatch of passengers on the flight via newly formed pedestrian corridors (directly to the aircraft at the stand), via apron, and within the third scenario, the behaviour of the entire system in fire conditions in the passenger waiting room was simulated in emergency circumstances.



New Minister of Construction, Transport and Infrastructure toured the works at the airport

On November 26, the Minister of Construction, Transport and Infrastructure, Tomislav Momirović, visited the construction site of new facilities at Belgrade airport and the representatives of the BELGRADE AIRPORT briefed him on the works dynamics and the future appearance of Belgrade airport.

In the presence of representatives of JSC Airport Nikola Tesla Belgrade, the Civil Aviation Directorate of the Republic of Serbia, Air Traffic Control of Serbia and Montenegro, the Chief Executive Officer Francois Berisot and Chief Technical Officer Nicolas Brousse presented plans and goals for modernization, expansion of the airport and the works in progress.

Chairman of the Supervisory Board Emmanuel Menanteau visiting Tatjana Matić, Minister of Trade, Tourism and Telecommunications

In mid-December, the Minister of Trade, Tourism and Telecommunications, Tatjana Matić and the Chairman of the Supervisory Board and Director for United States, Northern and Eastern Europe and South-East Asia, Emmanuel Menanteau, talked about joint campaigns to attract tourists to Serbia after the pandemic crisis.

Mrs. Matić also said that Serbia's priority would be to attract tourists from the region and Europe, while Mr. Menanteau said that he believed that Serbia is a tourist destination of the future and predicted that the renovation and expansion of the airport could be completed by 2023, which will attract new tourists.

The most important air traffic indicators for 2020

Traffic type	2020 Realisation
DOMESTIC AIR TRAFFIC	
ATMs	472
Passengers	20
Cargo and mail (kg)	1,410
INTERNATIONAL AIR TRAFFIC - DOMESTIC AIRLINES	
ATMs	17,797
Passengers	865,121
Cargo and mail (kg)	4,281,414
INTERNATIONAL AIR TRAFFIC - FOREIGN AIRLINES	
ATMs	15,353
Passengers	1,038,399
Cargo and mail (kg)	13,471,106
TOTAL	
Avio - operacije	33,622
Passengers	1,903,540
Cargo and mail (kg)	17,753,931



New routes commenced in 2020 are as follows:
Oslo (Air Serbia), Tel Aviv (El Al) and Kyiv (Windrose Airlines)
New airlines commenced operations in 2020 are as follows:
El Al Israel Airlines and Windrose Airlines

On November 1, El Al Israel Airlines commenced direct flights between Tel Aviv and Belgrade.

Ukrainian airline Windrose Airlines began direct flights between Kyiv and Belgrade on December 7. The first flight of this airline in Belgrade was greeted with a traditional greeting - a water salute .

The airline Wizz Air celebrated a significant jubilee on January 22 at Nikola Tesla Airport, a total of 5 million passengers transported in Serbia. As part of the celebration of this jubilee, the airline Wizz Air awarded the lucky 5 millionth passenger who travelled from Luton in the UK to Belgrade, with a voucher for the flights of this airline. In mid-June, this airline added a new aircraft, Airbus A321 to its base at Nikola Tesla Airport.

