



The Journey CONTINUES


**BELGRADE
AIRPORT**

POWERED BY **VINCI** 
AIRPORTS

VINCI Airports

About VINCI Airports

The world's leading private airport operator, VINCI Airports operates more than 70 airports in 13 countries. Thanks to its expertise as a global integrator, VINCI Airports develops, finances, builds and manages airports by providing its investment capacity and its know-how in optimizing operational performance, modernizing infrastructure and managing their operations and environmental transition. VINCI Airports is the first airport operator to have committed to an international environmental strategy in 2016, to achieve the goal of net zero emissions across its entire network by 2050.



For more information: www.vinci-airports.com

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Belgrade Airport, Belgrade Nikola Tesla Airport operator



On March 22, 2018, VINCI Airports signed the agreement with the Government of the Republic of Serbia for 25-year concession for Nikola Tesla Airport. The agreement includes financing, development through construction and reconstruction, maintenance and management of the airport infrastructure. The concessionaire took over the operational management of the airport on December 22, 2018.

Belgrade Airport Ltd manages Belgrade Nikola Tesla Airport during the concession period, applying international experience and good practice of its parent company VINCI Airports. The entire project of airport modernization, reconstruction and expansion aims to significantly improve capacity, comfort, efficiency and user experience, in order to strengthen Belgrade Nikola Tesla Airport position as the leading airport in Southeast Europe.



Introduction François Berisot

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INTRODUCTION
François Berisot
CEO
Belgrade Airport



In 2023, Belgrade Nikola Tesla Airport registered a record-high traffic volume, with nearly 8 million passengers handled, or 42% more compared to 2022, and the number of destinations increased from 71 in 2019 to 115. Although the Airport capacity was largely expanded during 2023, works on the modernisation and expansion are still in progress, representing an additional operating challenge in the circumstances of such historic traffic volume increase.

This was also the year when we proudly witnessed immense changes and growth of our Airport, as the key projects contributed to improved passenger comfort and more efficient operations of the Airport were completed.

Let's first take a look at the beginning of the year first, when the new section of the central building terminal was opened, covering more than 11,000 m² and built to upgrade processes in the arrival and departure zones and improve passenger experience, as they now have a larger and more convenient space at their disposal, with redesigned interior and outer part of the terminal. Also, several important and crucial enhancements were performed, such as additional and new check-in desks, now located on the ground floor of the new terminal, as well as changes in the departure procedure, with the passport control on the first floor now performed before the security control and boarding, representing another innovative approach in the passenger flow management technology.

In the middle of the year, the reconstructed system of access roads and parking lots was opened in front of the terminal building, as an adequate response to the future needs of the Airport and traffic growth. In front of the terminal, the new Kiss & Fly zone was put in operation, for a short free-of-charge stop

up to 5 minutes for departing passengers. Two new parking lots (P1 and P2) with a total of 510 parking spaces were constructed across the Airport building, while special parking spaces are available for passengers with reduced mobility at P2, in the immediate vicinity of the terminal building. The new P3 parking lot with 93 parking spaces was opened as well, available via *online* booking exclusively, with a discount for bookings in a promo period. All parking lots boast with the latest equipment for surveillance, access control, payment and LED lighting systems.

Last year, works on the modernisation of the Pier A terminal section were also completed as gates A6 to A10 were refurbished. In addition to expanded capacity, the open-space concept was introduced at these gates, and the plan is to add commercial facilities to this zone as well.

In mid-2023, the new, second runway was opened, where traffic will be redirected during works on the reconstruction of the main runway, enabling flawless traffic during the works. The main runway will be totally refurbished for the first time since the airport was opened in 1962, and it is expected to be reopened for traffic in the last quarter of 2024. After that, the newly constructed runway will remain in use as a parallel taxiway, as well as an alternative runway, if needed. After the reconstruction of the main runway, the entire system of runways and maneuvering areas will be expanded with several rapid exit taxiways.

Upon the completed works on the reconstruction, expansion and redesign of the new commercial zone in the departure section of the terminal, passengers will be able to enjoy the original and comfortable space, an addition to their experience during their stay at our Airport. The future "Design by mood" concept developed by the VINCI Group aims to provide passengers with the opportunity to choose among areas for entertainment, relaxation, education and active content, in accordance with their mood, and enjoy the vast commercial offering and local products. The new commercial zone is expected to be completed by end-2024.

Part of the modernisation works includes modernisation of equipment, and the first out of five new baggage reclaim carousels matching the requirements for handling wide-body aircraft was opened at the end of the last year. With its capacity, the new

carousel allows simultaneous replacement of the existing luggage conveyor belts, without compromising passenger comfort and traffic regularity.

All the above adequately illustrates the efforts we have been investing in constant enhancement of experience of passengers and airlines present at our Airport. We are confident that efficient and professional cooperation across the entire airport community, as well as dedication of all interested parties, will contribute to the continuation of providing the highest-quality service to our passengers, confirming that our Airport is a symbol of comfort, efficiency, innovation and sustainable development, thanks to commitment and hard work of all of us.

See you at BEG and have a safe trip!



Number of passengers reached record-high nearly 8 million



Works on Modernisation and Expansion

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Investment projects

Most of the works on the modernisation and expansion of the Airport was completed in 2023. At the beginning of the year, the newly built section of the central terminal building was put into operation, with a new and increased number of check-in desks and a new location for the centralised security screening, passport and customs control, and then a modernised access roads system was opened, with the Kiss & Fly zone for a short stop, as well as three new parking lots in front of the airport building.

A new runway was opened, simultaneously with the launch of works on the renovation of the old runway, and the reconstruction of the terminal section of Pier A with renovated gates and an additional floor was completed as well, while at the end of the year works on modernising the equipment and space in the baggage reclaim area began. A wastewater treatment plant was built, a system for monitoring aircraft noise was established by installing noise monitoring units on the territory of several municipalities, LED lighting using solar energy was installed in the area in front of the terminal. A system for collecting rainwater from the roofs of the new part of the terminal building and using it for sanitary purposes was put into operation as well.

The complete modernisation, along with works on the modernisation of the commercial zone, currently in progress, further strengthens our capacities, enabling us to readily welcome a larger number of passengers and realise an increased volume of air operations. We are determined to successfully realise the innovations, improvements and challenges that lie ahead of us and to provide our passengers, partners and associates with high service quality.



THE NEW CENTRAL PART OF THE TERMINAL OPENED

In early April, the newly built part of the central terminal building, covering more than 11,000 m², was put into operation, enhancing the process of arrivals and departures and improving user experience in terms of the size and comfort of the space. The expanded terminal also brought two important novelties introducing new 100 and 200 check-in area desks, now located on the ground floor of the newly built part of the terminal, as well as changes in the departing procedure, as now passport control and then security one is performed on the first floor, prior boarding representing another innovative approach in the passenger flow management technology.

The new space was designed in accordance with VINCI Airports standards in terms of materials, colour palettes, equipment, signage systems and other architectural and interior elements. The large glass facade with the name of the airport and the traditional motifs of the Pirot carpet is a reflection of the "Sense of place" concept of VINCI Airports, illustrating a specific local atmosphere through a special design. Completion of all key works will enable Belgrade Airport to reach a total service capacity of 15 million passengers per year by the end of the concession.



New, second runway opened

Comprehensive works on the reconstruction of the existing runway are integral part of the project of the Airport modernisation and reconstruction. In June, a new, second runway was opened, enabling flawless traffic during works on the detailed reconstruction of the existing runway, for the first time since the construction of the Airport in 1962.

The new, second runway, whose construction began in March 2020, is 3,500 m long, or 100 m longer than the existing one, with a total area of about 210,000 m². The runway was designed in accordance with the latest standards in terms of load capacity and materials used, enabling servicing of all aircraft categories and equipped with a low-visibility landing system.

The project also includes construction of additional manoeuvring areas and 4 new taxiways, while the existing 3 taxiway were reconstructed. The end of works on the new runway is expected in the last quarter of 2024, after which the newly built runway will remain in use as a parallel taxiway and as an alternative runway, if needed.

After the completion of the reconstruction of the main runway, the entire system of runways and manoeuvring areas will be expanded with several rapid exit taxiways for quick exit from the runway. All this will lead to an increase in the capacity of Nikola Tesla Airport, i.e. an optimal number of landings and take-offs per hour, as well as their faster and more efficient service, ensuring the required operational flexibility.



New system of roads and parking lots

Simultaneously with the opening of the new, central part of the terminal, a reconstructed system of access roads and new parking lots was opened in front of the airport building, whose capacity will meet future needs of the Airport and traffic increase.

Works on the reconstruction of access roads have completely reconfigured, upgraded and improved the access roads system, aimed at significantly more convenient access to the central airport building. A new Kiss & Fly zone has been opened in front of the terminal, intended for a short stop for departing passengers, extending along the road next to the terminal building and allowing direct access to the airport building for passenger and taxi vehicles. Also, in front of the building, as well as at the arrivals level, there is a public bus stop and a tourist bus stop, whereas a taxi station is again located at the arrivals level.

Parking P1, which allows airport visitors the shortest route from their vehicle to the terminal building, has 120 parking spaces; Parking P2 has 370 parking spaces, including those for passengers with reduced mobility, while Parking P3 has around 90 spaces, exclusively available at online booking, with a discount in a promo period. All the parking lots are equipped with the latest equipment for surveillance, access control, payment and LED lighting.

Passengers still have at disposal the existing parking lots: Garage near the terminal with 500 parking spaces; Parking P7 in the cargo terminal zone with nearly 200 parking spaces, and Tesla Parking with about 780 spaces and the first three hours of free-of-charge, connected with the terminal by a free shuttle bus transport.



The reconstructed part of the terminal on Pier A was put into operation

The modernised and expanded part of the terminal on the A side was put into operation, increasing the capacity, comfort and efficiency of our Airport and improving the level of service for passengers and Airport users. Gates in section from A6 to A10 got a modern look, and in addition to the increased capacity, the so-called *open-space* concept of waiting gates was applied in this section.

With the addition of the second floor and the construction of the roof corridor in this part of the building as well, and thanks to the construction of the centralized security screening of passengers in the previous period, the separation of incoming and outgoing passengers was enabled, while passengers are directed to the passport control, i.e. the transfer zone, through the unique roof corridor.

The plan for this part of the building is to offer additional HoReCa and commercial space.



The first of five new carousels opened

The phase of works which includes the modernization of the equipment as well as the baggage reclaim area, began with the opening of the first out of five new carousels that meet the requirements for handling wide-body aircraft.

With its capacity, the new carousel enables the simultaneous replacement of the existing carousels without affecting passenger comfort and traffic regularity.

Belgrade Airport will increase its handling capacities to match the traffic volume projected for 2030, including more carousels, longer baggage reclaim conveyor belts available to passengers and more spacious baggage reclaim area with supporting services.

New departure zone with an exclusive concept

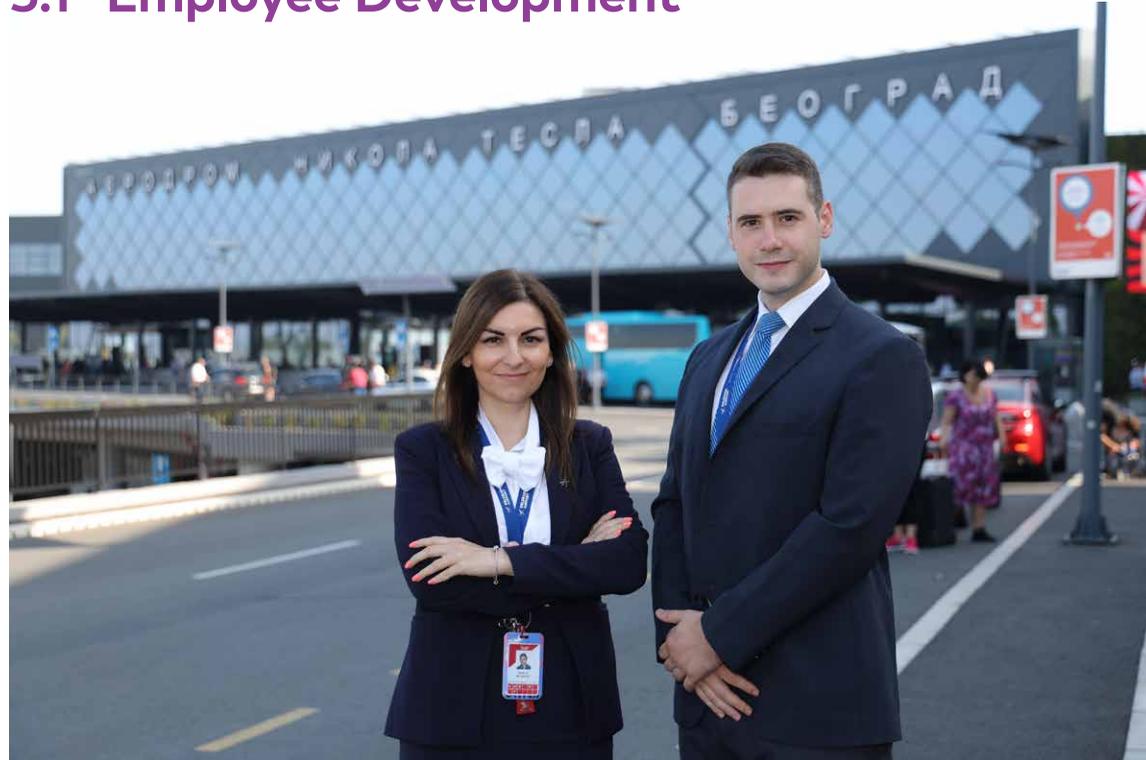
Works on a new central zone for departing passengers commenced, including a new central free shop and areas for entertainment, education, relaxation and rest of passengers. The new central zone will provide a diverse commercial offering, representing a combination of local flavours and renowned global brands.



Overview of the Most significant Activities

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5.1 Employee Development



New performance bonus process for all employees introduced

A new performance bonus process for all employees at operational and administrative positions was introduced in 2023, after the successful implementation of the performance bonus process for the management.

Taking into account the needs of the company and the best practice in the market, a process of evaluating the performance of employees was created, which is important for several reasons:

- It emphasises the activities, conducts, standards assessed as strategically important by the company;
- It clearly states what is expected from the employee, and therefore their commitment increases;
- It ensures that at least once a year, the manager conducts a formal, 1-on-1 conversation with their employee and reviews their performance in the course of the year;
- Above all, evaluation represents a component of development: employees who excel in their field are recognised and proposed for promotion, but employees who have room for improvement are also referred to trainings, mentoring, etc.;
- Evaluations of employees' work will also serve as a basis for rewarding



Refer a friend program

At end-February 2023, the internal reward program "Refer a friend" began, which lasted until the required number of candidates was filled, and which was initiated due to the summer season and the expected increase in the volume of air traffic.

The goal was for the employees to provide additional support in recommending candidates for jobs in ground handling, and for that they were rewarded during the year.



BENEFITS FOR EMPLOYEES

- Voluntary health insurance
- New Year's celebration
- Interest-free loan
- Financial assistance for school supplies for employees' children in primary and secondary school



Human Rights Campaign

A corporate campaign was launched - training of all VINCI employees on the subject of human rights protection. Human rights are always a current topic and one of the key values of the VINCI Group.

This is precisely why this topic was launched through an *online* module on the VINCI Airports Academy platform, titled **Human Rights in Concession Projects**.

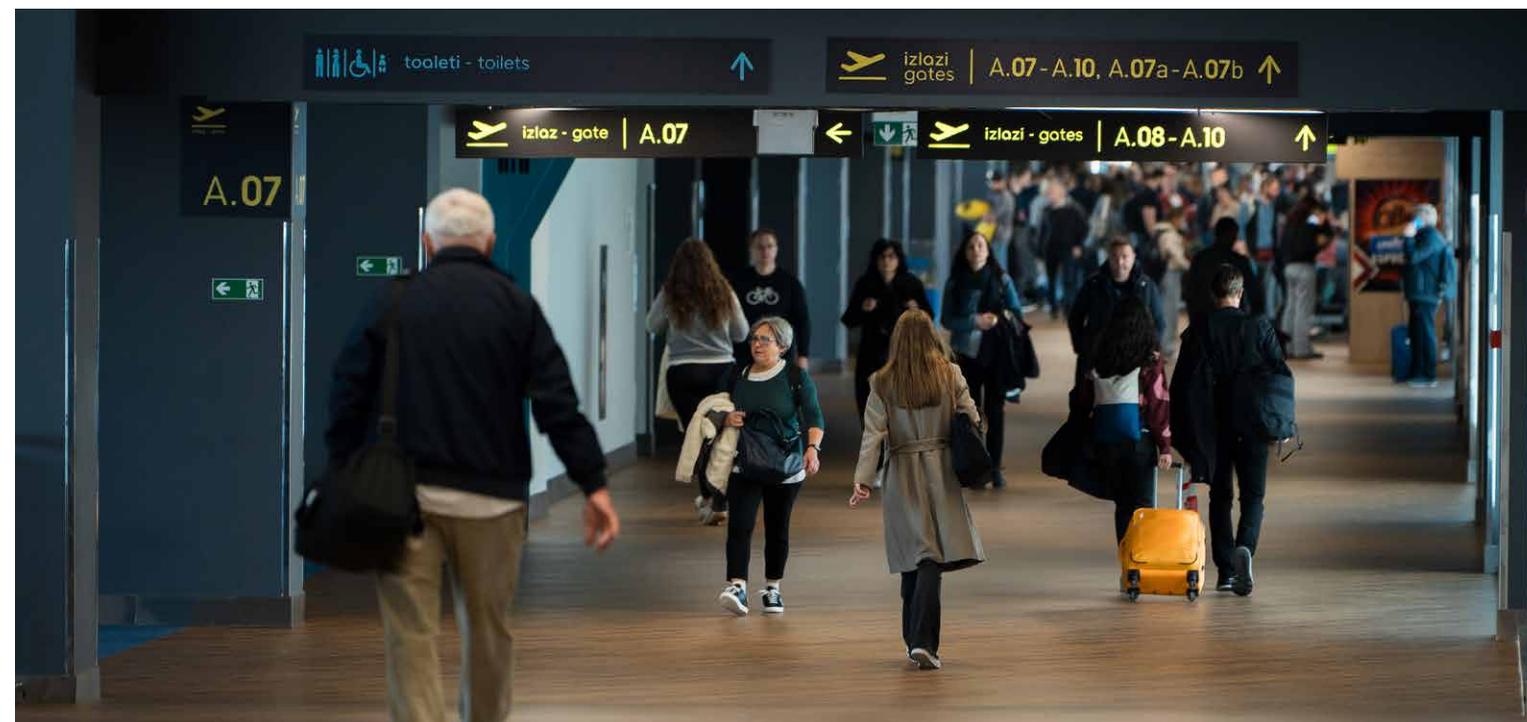
The objective of the module was to:

- Identify the main risks of human rights violations in concession projects
- Understand the concessionaire's responsibilities
- Understand how the concessionaire should perform their role.



Number of Employees

On 31/12/2023, Belgrade Airport d.o.o. Beograd had 1,770 employees. The age structure indicates that more than 54% of employees are between the age of 20 and 40, 30% between 31 and 40, and 24% between the age of 20 and 30. Out of the total number of employees and engaged individuals, 66% are male and 34% are female, similarly to the management structure, where nearly a third, or 32%, are women.



The VINCI Group shareholders on preferential terms

In 2023, the VINCI Group offered its employees in the member companies of the VINCI network the opportunity to become shareholders of the Group on preferential terms. The subscription of VINCI shares through the joint investment fund for employees, Castor International, created the opportunity to invest in the Group and to achieve long-term profit associated with business success.



How we communicated internally

The new, improved BEG Internal Portal was created with the aim of bringing together important information, data and tools on an easily accessible and transparent platform and at the end of the year it was put into operation and presented to the employees.

The new Internal Portal contains updated versions of materials that were also on the previous version of the portal, such as flight schedules, application tools (Fitek, SAP and Planet), procedures, rulebooks, directories, weather forecasts.

There is also a lot of new, useful information and materials available, such as the most frequently used forms, corporate photos, the brand centre with the rules for applying graphic standards, the latest news from the Airport within the internal e-newsletter #OurBEG.

During the year, Suggestion Boxes were also active, through which employees, anonymously or with their name, left their questions and suggestions for improving the working environment and all other subjects of their interest. The monthly edition of the internal e-newsletter regularly informed all employees about the latest information and developments. Through posters, screensavers on official computers, employees had numerous opportunities to get informed about current topics.



Pre-seasonal get-together #BEGTeam 2023

Now the traditional pre-seasonal get-together of employees in the eve of the summer season was organised at Tesla Parking on May 30. Colleagues had the opportunity to get together and exchange their impressions and opinions in an informal atmosphere, as well as to engage in entertaining sports team games. Guests of the event were children from the "Zvezda" Centre for Social Integration and Children and Youth – a civil organisation promoting foster parenting and providing assistance to children without parental care. Together with the children, employees participated in candle decoration, thus helping activities and functioning of the Association.



5.2 Environmental Quality and Protection

Quality day 2023

For the first time, Quality Day was organised at Belgrade Airport with the aim of marking recognition the Airport received as a part of ACI ASQ program. On that day, colleagues from the Quality department teamed with passengers, thanks to whose votes the Airport was awarded, and informed them about the recognitions awarded by the Airport Council International.

Belgrade Nikola Tesla Airport was awarded in as many as three categories:

- Best Airport by Size and Region
- Airport with the most Dedicated Staff
- Most Enjoyable Airport



ISO standards recertification and certification

In 2023, Belgrade Airport completed the recertification process according to ISO 9001:2015 - Quality Management System, ISO 14001:2015 - Environmental Protection Management System, and ISO 45001:2018 - Occupational Health and Safety Management System.

Regular supervisory checks of ISO 50001:2018 - Energy Management System, ISO 27001:2013 - Information Security Management System, and ISO 20000-1:2018 Service Management System were performed. With this, the Integrated Management System (IMS) was implemented, unifying all the above mentioned business systems into one comprehensive process management system within the company.

Certification according to the above mentioned standards, along with regular supervisory checks of the standards, confirmed the commitment of the company and all employees to the high level of service quality we provide, information security, energy efficiency, continuous improvement of environmental protection and commitment to providing a safe and efficient working environment.

The certification was performed by Bureau Veritas (French certification company), which has an international permit for ISO certification, and which also certifies airports from the VINCI Airports network in France.



ENVIRONMENT DAY

VINCI Concessions Environment Day

This year again, Environment Day was organised at Belgrade Airport, simultaneously with all other VINCI Group airports. The novelty was that for the first time we had young guests - pupils from "Vuk Karadžić" Elementary School from Surčin, who spent several interesting hours at our Airport, where they participated in a workshop on proper waste disposal, "How to recycle?", and the installation of an "Hotel for insects" in the new park near C access point. The attention of passengers was on the workshop on Tesla Square, "Let's protect biodiversity for a sustainable future!", where they could hear information about the biodiversity goals of VINCI Airports and BEG, participate in a quiz, receive gifts, with support of representatives of the Society for the Protection and Study of Birds of Serbia. Colleagues in the "Invasive species - ragweed" workshop, wearing protective shoes and clothes, removed ragweed on the part of the platform with greenery.



5.3 Occupational Safety and Health

VINCI Safety Week

The safety of all of us, a safe working environment for every employee, as well as for our contractors and all other associates and partners, with a constant effort to minimise and reduce the number and severity of accidents and injuries at work, reaching the goal of "0 accidents at work" – are our goals not only in the week dedicated to safety and health at work, but every day, 365 days a year. "Together we care" was the slogan of VINCI Concessions Safety Week, which took place from May 22nd to 26th, 2023, at our Airport, as well as in all member companies of the VINCI Group.

The informative, educational and interactive program of Safety Week 2023 was focused on positive change, innovation in the area of safety, individual conduct that contributes to collective safety and collective conducts that contribute to individual safety, with a focus on "third parties", contractors and subcontractors, tenants and associates we share the workspace and thus safety risks and factors with.

ZAJEDNO NEDELJA BEZBEDNOSTI 2023. BRINEMO
OD 22. DO 26. MAJA 2023.

NEDELJA BEZBEDNOSTI 2023. SAVE THE DATE
OD 22. DO 26. MAJA 2023.

Celokupna mreža VINCI Concessions biće angažovana u promovisanju inicijativa koje obezbeđuju bezbednost svih.

Radujemo se da vas vidimo na konferencijama i radionicama koje ćemo organizovati.



5.4 Corporate Social Responsibility

Cap for Handicap

The Cap for handicap Association aims to improve the quality of life of people with disabilities by providing adequate orthopaedic equipment, as well as to raise awareness about environmental issues through direct action towards circular economy. In line with these goals, boxes for collecting plastic caps have been deployed in the passenger terminal building and employee premises for several years now. In 2023, more than 100 kilogram of plastic caps was collected.



Do something drastic to make waste fantastic

For the second year in a row, in cooperation with the French-Serbian Chamber of Commerce, Belgrade Airport participated in a CSR campaign for 4th graders of primary schools in Serbia, called "Do something drastic to make waste fantastic". Pupils from 100 schools in Serbia took part in making constructions from waste on the topic of the Olympic Games. Works of 22 creative children from across the country were shortlisted. Belgrade Airport Award was granted to "Šamu Mihalj" Primary School from Bečež for the construction titled OLYMPIA '24.



Business race and tree planting

In cooperation with the Serbia Business Run Association, the BEG running team participated in the Belgrade Business Race, gathering representatives of nearly 400 companies from Serbia, including around 20 of our colleagues. As the goal of the organiser was to hold the first sports plastic-free event, more than 7,200 cans and 6,000 PET bottles were recycled. This year again, the race supported the CSR campaign of reforestation of Serbia. Our team planted 20 trees in Zrenjanin, the location selection due to the lack of trees in this part of Vojvodina.



NURDOR New Year's Greeting Cards

As in 2022, in order to help NURDOR National Association of Parents of Children with Cancer, New Year's greeting cards were procured in 2023 as well.



Sports competition in shooting three pointers at Terminal 1

On November 28, the Nikola Tesla Airport Futsal Club organised a sports competition in shooting three pointers at Terminal 1, aimed at raising funds for colleague Željko Stanojević from the Security department and his further medical treatment.



Corporate volunteering – preparation of preserves

Belgrade Airport employees volunteered at the "Here is a hand" Association of Parents of Children with Developmental Disabilities. This is the second year for the BEG team to engage and help. In 4 hours of intense preparations and processing of peppers for ajvar (rinsing, frying and peeling), 100 kilograms of red pepper was prepared for further processing and preparation for ajvar. This association uses all funds from the sales of ajvar for improving lives of children with developmental disabilities. We are glad that we had the opportunity to help this year again.



The most significant events

6

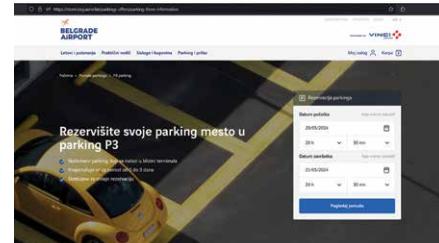


HISTORIC RECORD FOR OUR AIRPORT!

At the end of the year, Belgrade Airport welcomed its seven millionth passenger. On the occasion, the seven millionth passenger was awarded a voucher for the destination of choice, and the lucky winner was Mrs. Aleksandra Kandić, who received two return tickets of the national carrier Air Serbia when checking in for a flight to Lisbon. The voucher was awarded by Francois Berisot, Belgrade Airport CEO and Milan Malović, Air Serbia COO. With record-high 7.95 million passengers registered in 2023, the previous record of 6.2 million in the pre-pandemic year of 2019, was surpassed.

New service for passengers at store.beg.aero

In order to improve its services, Belgrade Airport enabled booking of (one or more) parking spaces at the official airport parking lots at store.beg.aero, as well as on its website, depending on the number of available spaces on the day of booking. With a 20 percent discount on *online* booking, the purchase can be made for most parking lots. A parking space can be booked at least 4 hours before the planned arrival, and at most 2 months in advance. It is possible to make a reservation for a daily ticket at Tesla Parking (P11) and Parking Lot P7, and to buy a daily ticket, as well as a ticket for more than 2 hours of use in the garage. In order to book and buy a parking space, passengers need to create a user account, and the time of use can be changed no later than 4 hours before arriving at the parking lot. Payment can be made with payment cards that support *online* payment. In the first phase, online purchase of places in several parking lots was enabled, while sales of other services, such as priority pass for passengers, is planned in the upcoming period.

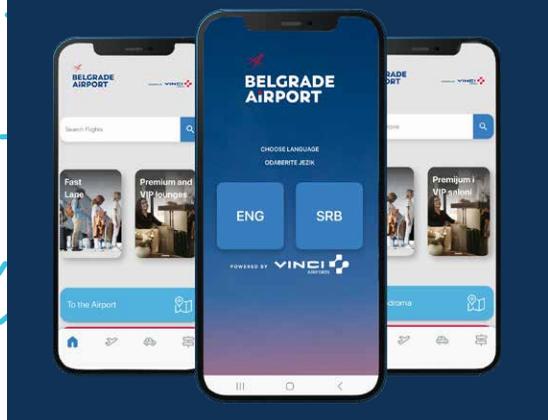


ORAT tests successfully held

In anticipation of the opening of the new building in the central part of the terminal, ORAT tests were held. The aim of the tests is to examine the operational functionality of the new part of the terminal and functioning of operational services and systems through the passenger handling process. More than 100 employees, supported by colleagues from airlines and companies operating at our Airport, took the role of passengers in several ORAT tests, with a task to go through the boarding procedure. Each “passenger” was assigned a travelling destination. A participant had to follow the signals and instructions and complete all the airport procedures before boarding the plane. Following the passenger flow, the employees underwent the check-in procedure, baggage handover, as well as the necessary security checks. During the test, various situations and challenges that might occur during the process of passenger and baggage handling were simulated. The employees who acted as passengers performed the task entrusted to them with great commitment and dedication. The simulation showed the impressive readiness of the new part of the terminal for integration into the existing airport system, as well as the highly trained staff’s readiness to work with new equipment in a new environment.

Important recognition for the BEG mobile application

Our mobile application is recognised as one of the Top50 best things online in the mobile application category. The expert selection jury of PC Press magazine recognised the importance of Belgrade Airport’s application for all airport users. In the coming period, we expect an improved version of the application in order to make the journey of our passengers more efficient and comfortable. At an official ceremony, our Airport was presented with a symbolic recognition, representing a reward for the success achieved in a short period of time. The free bilingual application is available for Android and iOS operating systems.



VINCI AIRPORTS Convention (Insights 2023)

Belgrade was selected to host the business convention, organised in June with the Insights 2023 slogan and gathering more than 160 representatives of top management from airports in the VINCI Airports Group worldwide in the aim of exchanging the best practice and experience. During the three-day visit, guests had the opportunity to tour the Airport during breaks between presentations and workshops and learn about the progress of the modernisation project. The best of culture and landmarks Belgrade has to offer was presented to them.





Implementation of new brand standards at our airport

The VINCI Group improved its visual identity by introducing new graphic standards that have been in effect since the end of the year.

The refreshed design, accompanied by new colours and other elements, refers to the overall visual identity of Nikola Tesla Airport. The changes also refer to the logo of the Belgrade Airport company, after which the implementation of the refreshed logo in all digital and printed materials, as well as other markings at the Terminal, began.

Here to help

The introduction of new destinations and the increased traffic volume led to the largest number of passengers at our Airport, especially during the summer season. The record-high season in the number of passengers and air operations in the history of our Airport this summer was also welcomed by 15 new colleagues in the Operational department in the customer care service. The colleagues working since July 10 on providing additional information to passengers at the terminal are recognisable by their blue vests marked HERE TO HELP. At any given time, three or four colleagues are on the shift, deployed in Terminal 1, the connecting area, the Processor and arrivals. In addition to the support provided by colleagues in blue vests, a service was formed in July to help colleagues from Lost&Found. This service operates every day from 7 a.m. to 10 p.m., with two colleagues per shift.



Connecting airports from the VINCI Group

In 2023, Belgrade Airport introduced routes to two new destinations in Portugal, to airports from the VINCI Group. From April 15, Air Serbia introduced a direct flight to Lisbon. The flight to one of the sunniest cities in Europe operates twice a week, on Tuesdays and Saturdays. At the end of the year, the national carrier introduced a flight to Porto. Direct flights between the two VINCI Group airports operate on Mondays and Fridays.



New zones for PRM passengers

In order to improve comfort, especially for passengers with reduced mobility, new zones for PRM passengers were opened at the terminal. The new zones, located near the checkin islands 100 and 400 and at the entrance of Terminal 1, are intended for persons with reduced mobility who, after checking in for the flight, wait for a ground agent to help them board the flight. The zone is marked with signs according to VINCI standards, following the example of other airports in the Group.



With Air Serbia directly to Chicago

After slightly more than 30 years, the route between Belgrade and Chicago was resumed. Thanks to the national carrier, Air Serbia, after New York, passengers will have the opportunity to fly to another city in the USA, with the largest Serbian diaspora in the world. On the occasion of resuming flights for the "Windy City", a ceremonial send-off was held at Belgrade Nikola Tesla Airport, attended by representatives of Air Serbia and the Belgrade Airport, in addition to the highest government officials of Serbia. The Serbian national airline will fly to Chicago three times a week - on Wednesdays, Saturdays and Mondays. Flights are operated by Airbus A330-200 aircraft from the airline's wide-body fleet.



10th anniversary of Air Serbia

The national airline marked the jubilee with a ceremony marking the tenth anniversary. In the year of marking the record of 3.5 million transported passengers and in the anticipation of the four millionth passenger since the beginning of the year, Air Serbia celebrated 10 years of operation. At the celebration of the anniversary of the national carrier, the impressive results of 310,000 flights and 25 million passengers since the national airline entered a new era of business operations under a new visual identity and name. The number of destinations in the network doubled and it now flies to more than 80 scheduled and charter destinations in Europe, the Mediterranean, North America, Asia and Africa. Three intercontinental destinations were also introduced - New York, Tianjin and Chicago. The company's fleet was renewed and it currently consists of two wide-body Airbus A330-200, 13 narrow-body aircraft from the Airbus A320 family, as well as seven ATR aircraft for regional flights. New cabin and ground staff uniforms were also presented at the ceremony, which are now decorated with details with national motifs.



The Most Important Traffic Indicators

7

TYPE OF TRAFFIC	HANDLED IN 2023
DOMESTIC AIR TRAFFIC	
ATM	951
Passengers	9.886
Cargo and mail (kg)	275
INTERNATIONAL TRAFFIC - DOMESTIC CARRIERS	
ATM	48.730
Passengers	4.086.463
Cargo and mail (kg)	5.756.381
INTERNATIONAL TRAFFIC - FOREIGN CARRIERS	
ATM	33.629
Passengers	3.850.435
Cargo and mail (kg)	9.477.597
IN TOTAL	
ATM	83.310
Passengers	7.946.784
Cargo and mail (kg)	15.234.253

In 2023, 27 airlines offered routes to 115 airports in scheduled and charter passenger traffic.

NEW DESTINATIONS IN 2023

Chicago, Porto, Varna, Florence, Krakow, Marseille, Naples, Marsa Matrouh (Air Serbia), Kuwait (Jazeera Airways), Riga (Air Baltic), Izmir (Air Serbia, AnadoluJet), Bergamo (Wizz Air)



NEW AIRLINES IN 2023: AIR BALTIC, BRITISH AIRWAYS, JAZEERA AIRWAYS.

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