



## **Stakeholder Engagement Plan for the Belgrade Airport Operation and Development Project**

for the year of 2024

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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 to upgrade and operate Nikola Tesla Airport, over a 26.5-year Concession period (the Project). The airport modernisation part of the Project comprises 21 subprojects, which were implemented by 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 requirements<sup>1</sup> in addition to the 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 following 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.

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<sup>1</sup> IFC:

[https://www.ifc.org/wps/wcm/connect/Topics\\_Ext\\_Content/IFC\\_External\\_Corporate\\_Site/Sustainability-At-IFC/Policies-Standards/Performance-Standards](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>

### 2.1 Company Information

In 1962, Belgrade Nikola Tesla Airport was opened for traffic at its current location. Since 2006, it has been named after Nikola Tesla. A new chapter in its long history begins in 2018 under the management of VINCI Airports. On March 22, 2018, VINCI Airports entered into an agreement with the Government of the Republic of Serbia for the concession of Nikola Tesla Airport. The concessionaire assumed operational management of the airport on December 22, 2018.

BELGRADE AIRPORT, as the concessionaire, operates Nikola Tesla Airport throughout the concession, applying the international expertise and best practices of its parent company, VINCI Airports. The comprehensive project of modernization, reconstruction, and expansion of the airport aims to significantly enhance capacity, comfort, efficiency, and the overall passenger experience, thereby reinforcing Belgrade Nikola Tesla Airport's position as the leading airport in Southeast Europe.

## SUPERVISORY BOARD

EMMANUEL MENANTEAU	RÉMI MAUMON DE LONGEVILLE	GUILLAUME DUBOIS
Chairman of the Supervisory Board and Area Director for USA, Northern and Eastern Europe, and South-East Asia at VINCI Airports	Member of the Supervisory Board and Chief Executive Officer of VINCI Airports	Member of the Supervisory Board and Chief Technical Officer of VINCI Airports

## COMPANY MANAGEMENT

CHIVOINE REM	BRUNO DESVEAUX	PIERRE-ANTOINE HERMANGE
Chief Executive Officer	Chief Operating Officer	Chief Financial Officer
SENKA JELENKOVIĆ	MIODRAG MIRKOVIĆ	DENIS FONTANEL
Chief Administrative Officer	Chief Commercial Officer	Chief Technical Officer

As of December 2024, BA has 903 employees, of whom 266 are women (approx. 29%). As of December 2024, BA has 21 employees engaged via staff Agencies, of whom 1 is a woman (approx. 5%), and 2 employees engaged via a Youth organization. There are no women engaged via a Youth organization.

## **2.2 Project Implementation**

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.

In line with the Concession Agreement, by the sixth anniversary of the concession, which occurred in 2024, BA can proudly outline that it has fully delivered the following, providing sometimes more and ahead of what was the commitment:

**New Inserted runway (BCIR) and new taxiways, which include new construction and reconstruction of the area of 410,267.36 m<sup>2</sup>, as follows:**

- = 379,683.02 m<sup>2</sup> 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 and concrete gutters on the inserted runway, with a total area of 239,619.51 m<sup>2</sup>,
  - 4 new rapid exit taxiways (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 and concrete gutters as part of the area covered by reinforced shoulders, total area of 47,520.38 m<sup>2</sup>,
  - 4 new taxiways (D2, D4, D5 and D6) - short taxiway 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) and new taxiway Y – a short taxiway connection between taxiway A and taxiway F, all with asphalt pavement and shoulders reinforced with a layer of crushed stone and covered with humus and concrete gutters as part of the area covered by reinforced shoulders, with a total area of 20,543.13 m<sup>2</sup>,
  - 2 new safety areas at the end of the Inserted runway (RESA), dimensions 240x150m, total area about 72,000m<sup>2</sup>
- = 30,584.34 m<sup>2</sup> of reconstructed and expanded areas, of which:
  - Partial reconstruction and expansion 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 9,716.66 m<sup>2</sup>,

- Partial reconstruction and expansion 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 7,779.49 m<sup>2</sup>,
- Partial reconstruction and expansion 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 13,088.19 m<sup>2</sup>,
- = 7,894.81 m<sup>2</sup> 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 m<sup>3</sup>, which is located on the western side in the immediate vicinity of RESA,
  - A new open retention with a use volume of 7,500 m<sup>3</sup>, 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 Airport Ground Lighting (AGL) with LED lights on the Inserted runway and associated taxiways, with associated electrical and telecommunication installations and respective airport monitoring and control system (AMS).
- = New navigation equipment for the instrument landing system on the Inserted runway, with associated power and telecommunication installations
- = New Meteorological equipment for 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 markings on the Inserted runway and associated taxiways.
- = Additional signs, AGL and marking upgrades as product of requested operational enhancement implemented by November 2023.

**Construction of the New Inserted runway (BCIR) and new taxiways has enabled a full reconstruction of the main runway 12L-30R, without an interruption of the traffic operations.**

The reconstruction works on the main runway, 3,400 meters long, are part of a broader modernization project at Belgrade Airport, which includes the construction and commissioning of four rapid exit taxiways in the next phase, which will create conditions for further improvement of operational capacities,





*Figure 1 BCIR*

**Apron E** and the accompanying new asphalt service road have a total area of 24,645.00 sqm, the capacity is three new aircraft stands for code letter C aircraft (or one code letter E aircraft and one code letter C aircraft). After additional operational optimization, Apron E has been certified to accommodate one more C code aircraft, so today it is a four C code configuration (or one C code and one E code) configuration.

**Upgrade of Apron B** – extension of the apron for the area of 6,164.00 sqm and asphalt service road of 4,555.00 sqm, so that the Apron can accommodate 8 code C and 1 code E aircraft (or 10 code C aircraft). After additional operational optimization, Apron B has been certified to accommodate one more code E aircraft, so today it is 6 code C and 2 E code (or 8 C code and 1 E code or 10 C code) configuration.



*Figure 2 Apron E and B*

**Extension of Apron C** – Apron C and Taxiway F have been extended in the Phase 1 for 26,944.81 sqm in total, out of which is 11,741.62 sqm of the concrete pavement and 11,477.66 sqm of the asphalt pavement. Taxiway F has been additionally extended in Phase 2.1 for 9,330.79 sqm, out of which there are 8,162.56 sqm of asphalt pavement. The Apron can now accommodate 4 additional C code aircraft (or 1 E code and 2 C code aircraft).



*Figure 3 Extension of Apron C*

**The Extension of the de-icing pad and Relocation of de-icing facilities** have been successfully performed.

**Landside access, parking & terminal forecourt reconfiguration** and enhancement to improve airport accessibility, implement the best-in-class practice, and provide optimal customer experience have been done with the following car parks, which have been put into operation:

**Remote car park** – located east of the existing cargo terminal and has a total surface area of 36,400.00 sqm – over 1,500 new parking positions.

**Contact Car Park** in front of the terminal with a total of 609 parking positions, including 121 premium parking slots and modern parking.





*Figure 4 Landside Contact Car Park*

In order to reduce the impact on the environment in terms of emissions of greenhouse gases, water and waste, in accordance with the global policy of VINCI Airports, the SPV constructed **Wastewater Treatment Plant** with approximate capacity of 750 m<sup>3</sup>/day, as well as **Solid Waste Treatment Plant** on both land- and airside, **Photovoltaic Plant** of 1 MWp and **Heating Plant** eco-friendly system powered by natural gas and utilizing a tri-generation system with **gas connection** within the Airport boundaries. Old jet fuel tanks have been demolished within the **Environmental enhancements to ANT fuel farm** and supply system.



*Figure 7 Photovoltaic Plant*

With the reconstruction and extension of the Terminal Building, the area of the Terminal has been increased from 54,315 m<sup>2</sup> to 93,651 m<sup>2</sup>, and the number of gates has been increased from 19 to 31.

Through the project BA has delivered passenger segregation (departure/arrival / transfer), centralized passenger security screening (Centralized Passenger Security Screening - CPSS), seamless control of passengers in transfer (Transfer Security Screening Facilities TSSF), improved the control of the passage from the public to the restrictive zone of the facility by abolishing certain access points by introducing a new control point for the passage of personnel (this point also serves as an additional passage and passport control for passengers with disabilities), control of entry/amount of goods and garbage, access control roof, expanded capacity and ground for development of the improved the quality of commercial content in order to increase income the airport.

Extension and reconstruction aimed to expand the areas intended for commercial contents, primarily DFS (Duty Free Shop), which led to the relocation of the area intended for security control, as well as for passport control, in the newly extended part of the Terminal. By the end of 2025, it is planned to fully furnish and commission the planned commercial spaces in the extended and reconstructed terminal.



*Figure 8 Phase 1.4*



*Figure 9 Phase 1.3*

Next period until 2030 includes further Terminal Building Pier and Apron Enhancements as well as the car park expansion, which projects shall be finally confirmed after the approval of the updated Master Plan.





Figure 10 Phase 2.2

All the facilities/buildings at the airport complex are supported by the newly constructed line infrastructure/utilities.



Source: BELGRADE AIRPORT

BA 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) was 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.

Belgrade Airport continues its collaboration with expert consultants in the area of noise protection and greenhouse gas emissions (Envisa and Envirosuite) throughout 2024, to provide support in establishing a balanced approach to aircraft noise management and managing its carbon footprint in the direction of reduction in line with corporate goals. Furthermore, in order to plan further decarbonisation initiatives, BA was supported by Pink Strategies.

## **2.3 Expected Benefits from the Project**

The Project is expected to yield the following benefits:

- Improve the operational performance of the airport:
  - Traffic capacity increase from 27 movements (arrivals and departures) per hour at present, to enable 40-43 movements 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 flights by 2043.
  - Increase the terminal area from 52,100 m<sup>2</sup> to 101,500 m<sup>2</sup>, to allow for an increase in the number of passengers.
- Increase the efficiency of airport operation and maintenance by applying international good practices 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 that goes beyond the requirements of national legislation.



### 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 Manifesto<sup>2</sup> 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)<sup>3</sup> 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 RS<sup>4</sup>.

In the implementation of projects, engagement activities are undertaken under the Law on Planning and Construction of the RS<sup>5</sup> 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 Development of Spatial and Urban Planning Document<sup>6</sup>.

Serbian laws and bylaws in the area of environmental protection, including the main Environmental Protection Law<sup>7</sup>, require the public to be informed about and involved in all matters concerning the environment. Public disclosure and consultation procedures are organised in connection with the development of project environmental impact assessments (EIAs) as per the Rules for Disclosure of Information, Presentations and Public Consultations Regarding EIAs<sup>8</sup>.

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

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

<sup>3</sup> Official Gazette of the RS 98/2006

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

<sup>5</sup> 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

<sup>6</sup> Official Gazette of the RS 64/2015.

<sup>7</sup> Official Gazette of the RS 135/04, 36/09, 72/09, 43/11, 14/16, 76/18, 95/18, 94/24

<sup>8</sup> Official Gazette of the RS 69/05

• 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 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.

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;
- 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 concerns those undertaken directly by BA, in relation to the airport's current and planned operations.

### **4.1 Plan of Detailed Regulation**

The PDR was developed as decided by the City of Belgrade Assembly in July 2016, in line with Serbian legislation. The document was developed to define the purpose, capacity, and content of the airport complex in line with technological needs, and to determine 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.

The draft PDR was published by the City of Belgrade Secretariat for Urbanism and Construction and interested stakeholders could have submitted comments and questions. 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.

Although BA is not in charge of PDR implementation, it receives requests from the stakeholders from the local community through a 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, is continuously undertaken by BA for any topics relevant to the local community and the public in general.

#### **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 on several occasions. The BA Social Team, together with consultants, held a meeting on 16<sup>th</sup> March 2020 with the Mayor of Surčin and local communities. The key issue raised was the inability of a significant number of households to legalise their homes which are located in the green zone.

After receiving several inquiries in relation to the airports' plans for the acquisition of additional land, and from the group of inhabitants whose homes were located in the green zone, BA decided to organise a meeting on 25<sup>th</sup> June 2020 for local communities, to address the key questions and concerns from the inhabitants.

The Chief Technical Officer presented BA's development plans, explained the individual components of the Project and the difference between the Project and what is foreseen and planned by the authorities in the future. A special emphasis was placed on differentiating between what is under the direct authority of BA and what requires collaboration with other relevant stakeholders. BA initiated the establishment of an Environmental Advisory Committee (see also section 4.3.6 of this SEP) to facilitate mitigating some of the key environmental and social impacts of airport operations, which are not under the sole responsibility of BA.

Questions raised during the meeting were in relation to: housing concerns of members of surrounding communities (some related to zones near the current airport, but others associated with facilities which are not under BA's authority, such as the construction of the second runway, the railway, etc.

Apart from these questions, several participants asked about BA's plans to acquire additional land, and one participant asked about BA's plans for reducing fuel emissions from airplanes flying above the local communities, which is also an issue that will have to be dealt with by the Environmental Advisory Committee, as it will require inputs and decisions from various stakeholders.

The first ESAC – Environmental and Social Advisory Committee (see 4.3.6) kick-off meeting was held on the 11<sup>th</sup> 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 have 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.

#### **4.2.2 Environmental and Social Impact Assessment of the Project – Non-Technical Summary**

A Non-Technical Summary (NTS) of the ESIA (in Serbian and English) has been prepared and is published on the BA website:

[https://beg.aero/eng/corporate/environment\\_and\\_social](https://beg.aero/eng/corporate/environment_and_social)

The NTS is delivered by email to key relevant stakeholders listed 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

e-mail: [zainteresovane.strane@beg.aero](mailto: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.

#### **4.2.3 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, on 21<sup>st</sup> November 2019. The Ministry issued a decision on approval of the EIA on 20th March 2020.

EIA for the Construction of a Temporary Inserted Runway subproject was developed and publicly disclosed in April through the daily newspaper “Politika”. A Consent to the Study was given on 26th May 2021.

In line with the law, all 29 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.

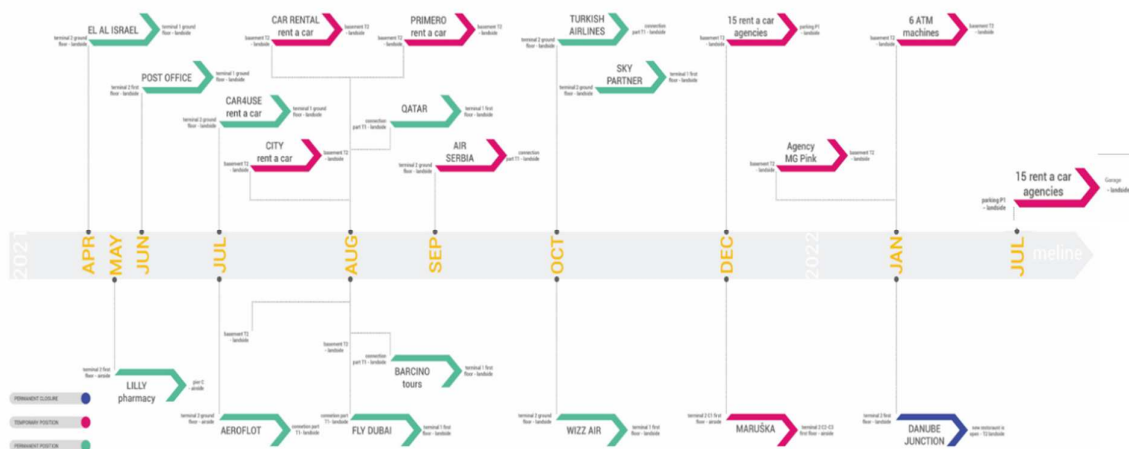
#### 4.2.4 Engagement for Addressing Land Use Issues

Before the beginning of the construction of the remote Tesla 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.

#### 4.2.5 Engagement with Businesses Operating at BA

BA Commercial Department has ongoing engagement with businesses operating at the Airport, in relation to their rental contracts and all other issues related to their operation.

During 2021 and 2022, a significant number of businesses have been relocated, either to a temporary or a permanent location, following a timely announcement, consulting and mutual agreement on such relocations. Detailed list of all tenants relocated during the reconstruction works, is presented on the graph below:



In 2024, Belgrade Airport opened a new duty-free shop as of 1<sup>st</sup> of May. The new main duty-free shop is spread over 2800 sqm. Together with the main duty-free shop, 11 additional satellite shops will be opened, two already in operation,

Victoria's Secret and Hugo BOSS / POLO. The rest of the units will be open in Q2 2025.

Moreover, in Q4 2024, construction works on the new F&B units started, six units in total, two at air-side and four at the land side of the airport. The plan is to finish construction works between Q2 and Q3 2025. The same status is for Duty paid land-side operation, construction works are ongoing.

In parallel with already ongoing, above-mentioned activities, Belgrade Airport is preparing further development of the commercial offer. RFP-s for the Business lounge, Rest Cabins have been finalized, and a new operator of those services has been chosen.

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

#### **4.2.6 Noise-related Engagement**

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 sustainable 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.

Following 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.

In previous years, 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 an Action Plan. For completing Phase 1, 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 to aircraft noise management guidance from ICAO and start to explore each stakeholder's role in the implementation, highlighting the importance of collaboration among all stakeholders to manage aircraft noise.

On the other hand, from 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 2023, BA made significant progress in installing noise monitoring units and expanding the noise monitoring network. Seven additional microphones were purchased, and more than 20 potential locations for installation were assessed. After fulfilling the necessary conditions, four new microphones were installed at Bezanijska Kosa, Ledine, and Novi Beograd.

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

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

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. In 2023, the noise modelling study was updated and a New-routes study, including the data of the population from the last census, was developed and presented to the stakeholders. During 2023, the Environmental and Social Advisory Committee held meetings, 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: 4.2.7. 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.

Since the obligation to create the Strategic Noise Map with an Action Plan was transferred to the airport operator in 2023, BA hired an expert consortium for this task aimed at protecting from noise in the environment.

An effective noise management system implies determined roles and responsibilities to fully define the process of further processing complaints. In the course of 2022, numerous meetings were held for this purpose with the Civil Aviation Directorate and the Serbia and Montenegro Air Traffic Service Agency - SMATSA. Furthermore, 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.

In September 2023, Belgrade Airport also participated in a joint meeting with representatives of the CAD, SMATSA, Air Serbia, and the Ministry of Environmental Protection, the Ministry of Construction, Transport and Infrastructure, where the topic was the definition of potential measures due to the increased number of noise complaints from the local community. The result of the meeting was the formation of a workgroup, in which Belgrade Airport has its representatives. The outcome was the official decision of the CAD in November to schedule take-offs of jet aircraft over TWY D1 (TWY D2 in case of unforeseen circumstances), which are mandatory between 06:00-07:00 local time from Monday to Friday, and between 06:00-08:00 local time on Saturdays and Sundays.

With the introduction of the procedural changes, there was a reduction in the number of aircraft noise-related inquiries from the Bežanijska Kosa area. During 2024, one additional workgroup meeting took place. The agenda covered analysing the results of implemented noise reduction measures and presenting the environmental noise impact study. Belgrade Airport proposed improvement measures for the current situation. Furthermore, changes to the SID and STAR procedures for Nikola Tesla Belgrade Airport were considered and discussed to reduce the impact of aircraft noise on the environment.

Under the Law on Environmental Noise Protection ("Official Gazette of the RS", No. 96/2021), a strategic noise map must be developed for major airports, and it is prepared by legal entities that are the operators or concessionaires of major airports. The strategic noise map serves as the basis for developing action plans for environmental noise protection and informing the public about environmental noise levels and their harmful effects. Environmental noise protection action plans must be adopted no later than one year after adopting the strategic noise maps. Belgrade Airport signed a contract in March 2023 for the development of a strategic noise map with an environmental noise protection action plan with a consortium established between the Traffic Institute CIP and the Faculty of Transport and Traffic Engineering at the University of Belgrade.

- The project defines 10 key phases for the implementation of the Strategic Noise Map and the Environmental Noise Protection Action Plan: Defining the area for which the Strategic Noise Map should be developed;
- Defining the specifications of input data;
- Collecting and compiling data sets;
- Creating an acoustic model and calculating noise indicators;
- Verification of strategic noise maps;

- Processing and analysing results in accordance with legal regulations, creating a conflict map;
- Adoption of the Strategic Noise Map;
- Preparing data for reporting and informing the public, as well as engaging stakeholders in aircraft noise management;
- Developing the Environmental Noise Protection Action Plan, which, in addition to necessary measures, will define stakeholders/participants in implementation, approximate deadlines, and financial estimates for execution;
- Adoption of the Environmental Noise Protection Action Plan.

During 2024, eight phases of this project were successfully completed through active collaboration with external stakeholders such as SMATSA, JAT Tehnika, PUC Infostan Technologies, the Post of Serbia, and the Republic Hydrometeorological Institute of Serbia.

In accordance with the legally defined deadline, by June 30, 2024, 8 phases of the Strategic Noise Map development were completed, and the competent authority of Belgrade Airport adopted the Map.

Following its adoption, the Strategic Noise Map was published on the Belgrade Airport website (<https://beg.aero/cir/corporate/environment-and-social>) and subsequently submitted to the Environmental Protection Agency. The agency then published the results of the Strategic Noise Map on its website at <https://sepa.gov.rs/buka/>.

Throughout 2024, closer cooperation was established with the City of Belgrade regarding aircraft noise issues. During this collaboration, the City was presented with the results of the Strategic Noise Map, with a particular focus on the impact of aircraft noise on urban expansion and spatial planning.

Since, as per the Law on Environmental Noise Protection ("Official Gazette of the RS", No. 96/2021), one of the entities obligated to develop a Strategic Noise Map is the City of Belgrade, upon the City's request, Belgrade Airport provided the necessary data for the development of Belgrade's Strategic Noise Map, including data on air traffic - radar flight paths for take-off and landing for each aircraft type - Flight schedule data for 2023.

Belgrade Airport continued collecting complaints through various channels of the grievance mechanism (WebTrak, customer care, and the email address [zainteresovanestrane@beg.aero](mailto:zainteresovanestrane@beg.aero)) and analysed the locations from which complaints are received to identify the new location most affected by aircraft noise levels. In 2024, through available communication methods with stakeholders, especially the local community BA received and processed 119 inquiries related to aircraft noise, submitted by 10 individual complainants.

The expansion of the NMT network was carried out during 2024 with the installation of one additional device for continuous aircraft noise monitoring.

#### **4.2.7 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. Further, 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 the 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 BA must 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, Transportation 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.

At the first meeting, held on March 20th, 2023, Belgrade Airport introduced two focal points regarding the noise monitoring at the Belgrade Airport and its surroundings. It was announced that the public-available online application 'Web Trak', will be significantly promoted on social media. 'Web Trak' is used for detailed tracking of aircraft movements and offers the opportunity to local community representatives and other stakeholders to report noise caused by aircraft flights that take off or land at Belgrade Airport. The other focal point presented was the announcement of the noise-and-track-keeping systems (microphones) expansion.

The second ESAC meeting was held on October 2nd, 2023. The chairman candidate recommended by the Belgrade Airport for the chairman of the Committee was officially elected for this position as all the present members agreed on the suggestion. The chairman is the independent representative of the local community, as he is the director of the local Public Utility company "Surčin". Additionally, Ted Eliff, on behalf of ENVISA, a consultancy in charge of noise management studies, presented two studies - a noise modelling study and a study of potential new aircraft routes, as a possible solution and proposed measures to reduce the impact of increased aircraft noise levels in the community.

The first meeting of 2024 of the Environmental and Social Advisory Committee was held on April 19, 2024, with the participation of representatives from the following organizations: PUC Surčin, AD Nikola Tesla Airport, Ministry of Finance, Civil Aviation Directorate, Serbia and Montenegro Air Traffic Services – SMATSA, Air Serbia, Municipality of Novi Beograd, and Belgrade Airport d.o.o.

The topics covered included:

- Presentation of activities for improving environmental and social protection
- Aircraft noise management and presentation of measures implemented by the working group and the Civil Aviation Directorate
- Presentation of the decarbonization project

- Corporate social responsibility initiative – A call for a joint project to improve small-scale local community infrastructure, such as the reconstruction of a children's playground, health center, paediatric clinic, or similar

The second ESAC meeting was held on June 17, 2024, with representatives from the following organizations:

PUC Surčin, Ministry of Environmental Protection, Ministry of Finance, Faculty of Transport and Traffic Engineering at the University of Belgrade, AD Nikola Tesla Airport, CIP Transport Institute, Serbia and Montenegro Air Traffic Services – SMATSA, Environmental Protection Agency, Civil Aviation Directorate, and Belgrade Airport d.o.o.

The meeting focused on the presentation of the "Strategic Noise Map," developed by a consortium working on the project for the preparation of the strategic noise map and the environmental noise protection action plan. The consortium consists of the Faculty of Transport and Traffic Engineering at the University of Belgrade and the CIP Transport Institute. After the meeting, the strategic noise map was distributed to all ESAC members for review and comments before its adoption by the competent authority at BA.

The third and final ESAC meeting of 2024 was held with the participation of representatives from relevant stakeholders: PUC Surčin, Ministry of Environmental Protection, Air Serbia, Faculty of Transport and Traffic Engineering at the University of Belgrade, CIP Transport Institute, Serbia and Montenegro Air Traffic Services – SMATSA, AD Nikola Tesla Airport, City of Belgrade, Municipality of New Belgrade, Civil Aviation Directorate, and Belgrade Airport d.o.o (BA). The meeting, held on December 18, 2024, focused on presenting proposed measures for the "Environmental Noise Protection Action Plan" and the "Conflict Noise Map." Active discussions took place regarding the proposed measures, which could potentially be included in the Noise Action plan.

#### **4.2.8 Corporate Socially Responsible Engagement Activities**

In 2021, 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 the 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 2024, we discontinued cooperation with the Smart Collective due to the small volume of support and cooperation with this association, and, therefore, the benefits for the company.

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. BAG Theatre (Boljevački amaterski glumci-Boljevac Actors Amateurs) was selected and performed three times, a play "Do not bet on Englishmen" (Ne igraj na Engleze) and a play "Blacksmiths" (Kovači) in May 2022.

In 2022, 2023, and 2024, 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 environment for children with disabilities and their families.

As a part of its program of community-oriented activities, Belgrade Airport significantly developed a segment of Corporate Social Responsibility in 2023. Participation in corporate social responsibility activities together with its employees strengthens the employees' sense of belonging and care for the community, and Belgrade Airport reaches out to the wider social community beyond the borders of neighboring municipalities.

In the course of 2023, the company participated in several activities in the areas of environmental protection, education, as well as support for vulnerable groups, some of which it initiated itself, while also joining the activities of other organizations.

In 2023, Belgrade Airport established cooperation with the humanitarian organization Liceulice (Face of the Street), which deals with the social inclusion of people without permanent accommodation, people who are difficult to employ and other vulnerable groups. By subscribing for a six-month period to the monthly editions of the magazine published by this charity organization, we provided support to those who have the hardest time finding employment and are on the margins of society.

In addition to buying magazines, Belgrade Airport has enabled Liceulice sellers to sell their magazines in the public area of the airport.



Belgrade Airport supported the work of the Association for birds' protection and research Serbia (Birds Life Serbia) by purchasing a significant number of different gifts, which were distributed to the airport's passengers during the celebration of the Environment Day in September 2023.

Also, a gallery with a real-size model of the Imperial Eagle is currently being installed at the Terminal building, where the story of this special eagle and the Association will be spread among the passengers. This endangered eagle species is on the official emblem and flag of Serbia, which adds additional cultural and historical value.

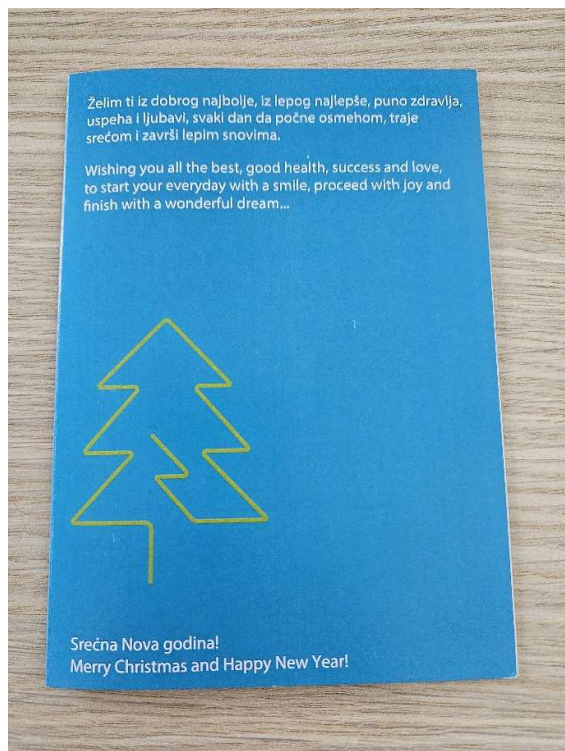


On two occasions in 2024, Belgrade Airport enabled the local "Zemun" Hospital to set up a voluntary blood donation station. At the airport office where the station was set up, employees voluntarily donated blood.

Belgrade Airport joined the 'Youth with disabilities Forum' in 2023, which is a civil society organization focused on improving the quality of life and social position of persons with disabilities. The project included a 'Tailor-made job' campaign, which resulted in hiring a total of four people with various disabilities.

Ahead of the winter season, in 2021, 2022, 2023, and 2024, BELGRADE Airport ordered NURDOR holiday cards instead of printing holiday cards for its friends and partners, thus supporting the 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.

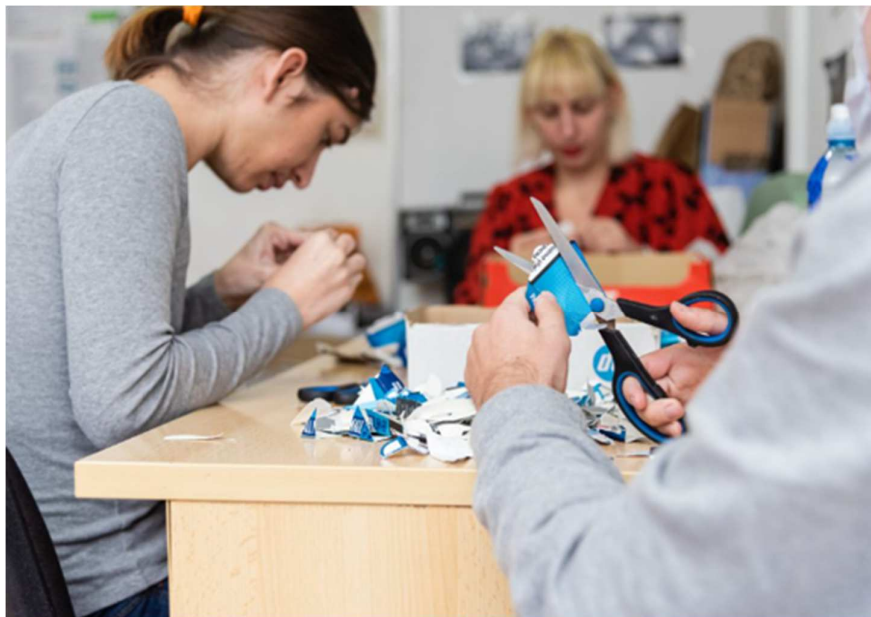




In the period from September until December 2024, BELGRADE AIRPORT supported the activity “Do something drastic to make waste fantastic” initiated by the French-Serbian Chamber of Commerce (CCIFS) under the patronage of the Ministry of Education, Science and Technological Development. The aim of the 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 4<sup>th</sup> graders made constructions from waste that they collected themselves, either an artistic construction or a construction that has a use value. Pupils from over 100 Serbian schools participated in making constructions from waste on the theme "Welcome to the Future". Pupils of the fourth grade of elementary schools were engaged in making constructions from waste using recycled materials with the aim of reminding the importance of environmental protection. The Belgrade Airport prize was awarded to the elementary school “Nikola Tesla” from Kljajićevo.

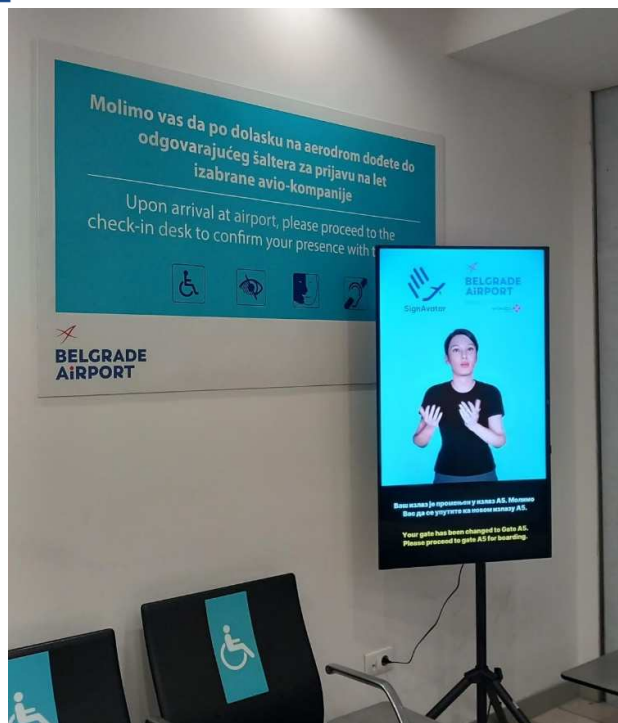
In 2024, BELGRADE AIRPORT initiated a cooperation with Our House. Our House is a social entrepreneurship that empowers people with disabilities. They are using recycled cigarette cardboards in order to create paper products, which they later sell for fundraising purposes. Belgrade Airport placed 25 recycling boxes in various buildings and offices, and donated funds as additional support to this social entrepreneurship.



In November 2024, BELGRADE AIRPORT donated 42 tons of fuel oil from its excess stock to two hospital centers that use this fuel for heating. With this donation, BELGRADE AIRPORT supported the hospital's needs for the following heating season and provided support to the health care system.



During the season peak in 2024, using the airport's space, we displayed multiple screens that show information in sign language. The message was pre-filmed, and it was a welcoming note with basic information about the Belgrade Airport. The purpose of this inclusive pilot project was to provide more comfort in traveling for people with hearing impairment.



#### 4.2.9 Stakeholders Joining Our Employees

In September 2023, Nikola Tesla Airport marked 2023 VINCI Environment Day through several events. Workshops were dedicated to preserving biodiversity, recycling, removing ragweed, and setting up a hotel for insects in the new park near C access point. The novelty of this and year was that for the first time we had young guests - pupils from the elementary school "Vuk Karadžić" from Surčin, who spent very interesting few hours at our airport, where they participated in workshops dedicated to the proper disposal of waste **at the "Green Wall" in front of Terminal 2 - How to recycle?** and the installation of a **"Hotel for insects"**.



Our Pre-season get-together of employees ahead of the summer season at our airport was held on May 30 at the Tesla parking lot. Colleagues who come to the



event have an opportunity to play sports, team games, and, in addition to join their efforts with the children from the Center for Social Integration of Children and Youth, "Zvezda" in decorating candles prepared by the protégés of this Centre. Zvezda is a citizens' association that, apart from promoting foster care and assistance to children without parental care, puts special focus on support to social categories of young people who, once they turn 18 are no longer entitled to public support. Lacking support and without permanent income, these vulnerable young people are prone to criminal offences, thus, support for their socialization is still substantial.

In 2024, BELGRADE AIRPORT supported the socially responsible and sports campaign "Race for Forests". 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, 20 employees showed real team spirit with the help of the fans, and enviable results were recorded. After the sports part of the campaign, the socially responsible segment followed where employees planted trees in Fruska Gora. BEG team planted 20 trees that BELGRADE AIRPORT donated as a contribution to reforestation of Serbia.



#### **4.2.10 Airport Carbon Accreditation (ACA) Programme**

At the beginning of 2024, Belgrade Airport launched the certification process for Level 3, which primarily implies, in addition to the capital investments, the involvement and cooperation of stakeholders at the Airport location, which contribute to the production of Scope 3 GHG emissions. During the certification process, activities were carried out related to:

- Data on the airport organization

- Written evidence of the airport's carbon policy signed at the highest level that is publicly available, and the airport's internal policy if available.
- Management of airport tenants and airlines
- Management of data used to calculate greenhouse gas (GHG) emissions, as well as their sampling during verification
- Provision of accounting documents, delivery notes, scale cards, meter readings, procurement records, etc.
- Analysis of GHG sources excluded from reporting (for technical or other reasons)
- Documentation demonstrating the accuracy of the data and calculations used (calibration records, internal verification processes, internal audits)
- Emission factors with references
- Assumptions made for the calculations
- ACA online report for Belgrade Airport
- List of emission sources 1, 2 and 3 of Belgrade Airport
- Distribution of emission sources and operational responsibilities
- Carbon footprint calculations and documentation for Scopes 1, 2 (including reporting of “site-based” emissions from Scope 2 and optionally “market-based” emissions from Scope 2) as well as Scope 3 emissions
- Defined roles and responsibilities in the carbon footprint management process in Belgrade Airport
- Carbon footprint reports footprint for previous years
- Carbon Management Plan
- Stakeholder Engagement Plan
- Formulation of the carbon reduction target
- Demonstration of Scope 1 and 2 emission reductions compared to the three-year average

#### **4.2.11 Other Engagement Activities**

BELGRADE AIRPORT participated in various environmental and other industry conferences to promote the Project development achievements.

Besides specific engagement activities and events, BA also implements 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 and any works at airport complex through the social and other 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.

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/sustainable-development>.

## **5 IDENTIFIED STAKEHOLDERS AND ENGAGEMENT ACTIVITIES**

A preliminary stakeholder identification exercise, which also provides an indication of each stakeholder's likely sensitivity, interest, and influence on the Project, was carried out and 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 table enclosed to this document as Appendix 2 enlists the main external stakeholder groups that BA engages with, 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 Engagement Programme from 2025**

Until the end of 2024, Belgrade Airport delivered all the projects it undertook to complete in the first years of the Concession. Since the company is entering a new phase of the Concession from 2025, its operation, as well as the stakeholder engagement, will principally focus on three pillars: Passenger Satisfaction, Business and Operational Performance, and Sustainability.

Activities listed above that have not been completed during 2024 will continue in the years that follow, particularly engagement in relation to noise management and regular operation of the Environmental and Social Advisory Committee.

#### **6.1.1 Land Acquisition Planning**

One of the key activities planned in the next few years is the 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.

#### **6.1.2 Airport Collaborative Decision Making**

Even though not formally engaged in the programme of Airport Collaborative Decision Making (A-CDM), so far BA has implemented collaborative decision-making practice with all stakeholders relevant for safe and effective airport operations.

At the beginning of 2025, BA, together with Air Serbia, SMATSA, and all the ground handling service providers operating at the Airport complex, commenced the formal introduction of the process of collaborative decision-making, aiming to reduce delays, improve the predictability of events during the progress of flight, and optimise the utilisation of resources, thus increasing the capacity at the Airport. From early March, aircraft operators/handling agents communicate the estimated time when an aircraft will be ready for start-up/push-back (TOBT), as part of the A-CDM. As support, BA has weekly Teams meetings of the working group with VINCI headquarters included. In mid-March, Memoranda of Understanding were concluded with all involved stakeholders to enable the work of the Steering Committee and other relevant working groups.



### **6.1.3 Collaborative Environment Management**

The CEM Specification formalises collaboration amongst the core operational stakeholders at and around airports. The objective is to minimise the environmental impact of their combined operations by setting out generic, high-level requirements and recommended practices necessary to either establish CEM working arrangements or, flexibly adapt existing ones in a pragmatic protocol to suit local needs and capabilities. During March 2024, training sessions at BA were organized. The CEM training aimed to provide the participants first with an introduction and then an understanding of the CEM process and collaborative environmental management, which implements best practices and strategies for effectively solving environmental challenges with the participation of all relevant stakeholders.

The training consisted of three sessions, covering the following topics:

- Collaborative Environmental Management – general overview of the CEM framework - online training
- Aircraft Noise Management
- Airport Carbon Footprint Management

### **6.1.4 Airport Carbon Accreditation Programme**

ACA level 3 activities planned for 2025.

Level 3 recertification

### **6.1.5 Customer Experience Committee**

Belgrade Airport, as a customer-oriented company, has recently upgraded the process of engagement of all relevant stakeholders who are actively involved in the process of servicing passengers, including Airport shops, Border Police, Customs, and Ground Handling companies operating at the airport.

During the ACI ASQ Awards celebration titled 'Thank you day' workshops were organized for all aforementioned stakeholders with the goal of sharing best industry practice in the field of customer satisfaction management.

In the future, Belgrade Airport will provide additional effort in engaging all the stakeholders relevant to our customer satisfaction in order to fully achieve our customer satisfaction goals. The Customer Experience committee will be formed to include all relevant stakeholders.

Belgrade Airport incorporated bi-weekly meetings with three major Ground Handling companies providing handling for commercial aviation. As in March 2024, Belgrade Airport left the ground handling market for passenger and baggage

handling, it endeavours to ensure good cooperation with ground handling companies.

Internally, Belgrade Airport organizes Customer Satisfaction Meetings with representatives of each organization unit to cover all operational topics where there is identified room for improvement.

Belgrade Airport also organizes monthly meetings with two subcontractors, Samsic (airport cleaning) and Menzies Aviation (Passenger with Reduced Mobility handling), in order to monitor the agreed Service Level in each contract.

#### **6.1.6 Corporate Social Responsibility Activities**

BELGRADE AIRPORT will continue to empower the local community by supporting vulnerable groups of people, charity organizations, education and health systems, as well as promoting biodiversity protection and developing the small local infrastructure.

The support will be provided in the form of corporate volunteering, funding and donations, social entrepreneurship, and usage of commercial space for advertising free of charge, among other CSR channels as well.

The highlighted projects in the plan for the upcoming months include:

Supporting the Homeless - Belgrade Airport has recognized the issue of homelessness within its premises and, as a socially responsible company, has taken the pioneering initiative to support this vulnerable group. In collaboration with organizations specializing in services for the homeless, including ADRA and the local Red Cross, BA developed and placed information boards providing essential details about social institutions and a map with relevant addresses as the first phase of the project.

- Recycling the cigarettes packs for a charity organization that employs adult people with disabilities – Project started in February 2024 will be continued during the 2025. Twenty-five boxes for collecting used cigarette packs are placed around the Belgrade Airport's premises. Charity organization that empowers adults with disabilities "Our House" is recycling this type of paper for fundraising purposes.
- BelHospice sports day – Activity expected in May 2025. Participating in the fundraising charity sports day for elderly people in a late stage of terminal disease

## **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,  
e-mail: [zainteresovane.strane@beg.aero](mailto: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](mailto:srdjan.kostic@vinci-terna-jv.com)

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 2023, BA received a total of 25 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 received in 2020 was from a local business claiming that the Galovica Channel had 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 2021 and 2022, BA received a total of nine information requests, of which eight were registered as grievances. The 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.

During 2023, BA received to its official grievance e-mail address ([zainteresovanestrane@beg.aero](mailto:zainteresovanestrane@beg.aero)) a total of three e-mails, of which one was registered as grievance and two as inquiries. The inquiries received were regarding the private parcels' statuses. The first inquiry was regarding the official zoning around the BA, and the possibility of potential construction in the 'green zone', where the parcel officially belongs. The second inquiry was about the future railway plans around the Airport area and if the future railway will go through this particular parcel. In both cases we referred the shareholders to the relevant institutions. The only complaint received in 2023 was about the alleged non-ethical behavior of an Animal Control Department employee. Per the complaint, the employee allegedly purposely ran over a bird (a pheasant) near the runway. The complaint was investigated internally in detail, and the conclusion was that the employee picked up the already-dead bird from the ground and drove it back to the premises in his pick-up truck, as per procedure.

In May 2023, Belgrade Airport promoted the online live application for noise reporting named WebTrak. After the promotion on social media and on the official website, the community started to use this tool to report the flights that are potentially breaching the noise limit of urban area. During the season peak, BA received multiple complaints about the increased noise in the neighboring area of Bezanijska kosa. Since the WebTrak was linked to the NMT (microphones) placed in this area, we had the precise metric about the noise levels of reported flights. BA presented this metrics at the meeting with the CAD and SMATSA, and other relevant stakeholders such as the Ministry of Environmental Protection, Ministry of Construction, Transport and Infrastructure and Air Serbia. The final outcome of this meeting and later-formed work group was the official resolution from the CAD and the prohibition of operations from 6 AM to 7 AM on workdays, and from 6 AM to 8 AM on weekends. The total number of complaints in 2023 was 73 noise complaints from 22 individuals.

## **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:

- Sustainable Development
- Airport Development Director
- 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 Director 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.

Organisational unit Sustainable Development, whose members are in charge of social issues, quality, health and safety as well as environmental matters, are directly focused on engagement with local communities, 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 to Quality, Corporate Compliance and Sustainable Development Manager, who reports to the Sustainable Development Director and falls within the CAO's scope. Coordinating preparation of ESAC meetings is also within the scope of work of this position. Sustainable Development Team, oversees the QHSE performance of the main contractor, implementing construction works - VINCI Terna, while the CSR Specialist reviews their grievance management. Sustainable Development Environment team 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 Director is focused on master planning of the Airport and related to this topic 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 the implementation of the employment aspects of the 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 the coordination of all relevant units on updating and reporting on SEP implementation has been delegated to the Concession Agreement Reporting Coordinator, 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"> <li>• Engagement directly with local communities and associated engagement with relevant local authorities, i.e. the municipalities of Surčin and New Belgrade</li> <li>• Engagement with NGOs' and charity organisations' representatives</li> <li>• Environmental and Social Advisory Committee</li> <li>• BA Request / external grievance management</li> <li>• Monitoring grievance management performance of VINCI TERNA</li> <li>• Coordination in implementing and reporting on the Action Plan on Human Rights</li> <li>• Support to ENV team on noise matters</li> <li>• Support to other departments when local community/authority engagement is foreseen</li> </ul>
QHSE, reporting to CAO	<ul style="list-style-type: none"> <li>• Lead on health &amp; safety and environmental issues and Balanced Approach to Noise Management</li> <li>• EIA public hearings (for relevant subprojects)</li> <li>• Engagement with public companies and utilities</li> <li>• Engagement with NGOs, civil society (if any show an interest in the project)</li> <li>• Engagement with public authorities in charge of environmental topics</li> <li>• Implementation of the Action Plan on Human Rights</li> </ul>
Airport Development Director	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Support to CSR Specialist in engagement with local authorities, as needed</li> </ul>
Communications	<ul style="list-style-type: none"> <li>• Internal, external and digital communication with various stakeholders (general public, passengers, media, employees), including the management of the BA website and BA social media networks</li> <li>• Support the implementation of the Social Policy</li> </ul>
Human Resources	<ul style="list-style-type: none"> <li>• Internal stakeholder engagement (employees, Unions)</li> <li>• Implementation of the Action Plan on Human Rights</li> <li>• Assistance as needed on other topics</li> </ul>

Legal Affairs	<ul style="list-style-type: none"> <li>• Lead for Land Acquisition Planning; compensation for any affected land and assets</li> <li>• Internal Grievance Mechanism</li> <li>• Overall responsibility for updating and disseminating SEP implementation.</li> <li>• Assistance as needed on other topics</li> </ul>
Commercial and Marketing Affairs	<ul style="list-style-type: none"> <li>• Lead for Livelihood Restoration Review and Planning</li> </ul>

## **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).

### **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, then the one for 2023 and is 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**

Reference No:	
Name and Surname:	
Contact Information:	
Please mark how you would like to be contacted (mail, phone, e-mail)	
Date of Incident / Grievance	





**BELGRADE**  
**AiRPORT**

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

e-mail: [zainteresovane.strane@beg.aero](mailto: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"> <li>· Air and water pollution,</li> <li>· Legalisation of structures nearest to the airport</li> <li>· Future construction of a wastewater treatment plan and a separator and sedimentation tank</li> <li>· 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.</li> </ul>
As of 12.2019.	"Cap for handicap" association, BA CSR team	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.
06.02.2020.	Local authorities	Mayor of Surčin	Local communities Radio Far, Ledine	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"> <li>· 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.</li> <li>· 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.</li> </ul>
As of February 2020	BA CSR team and Commercial team, 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

Date	Stakeholder type	Participants	Concerned settlement / location	Main issues discussed / outcomes
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"> <li>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.</li> <li>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.</li> </ul>
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"> <li>BA's development plans, difference between the Project and the PDR.</li> <li>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.</li> <li>Information about the communication channels available to stakeholders to contact BA and how requests and/or grievances will be managed.</li> <li>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.</li> </ul>
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"> <li>BA's potential support for addressing legalisation of homes, located in the green zone, defined by the PDR.</li> <li>Positive feedback on the planned establishment of the Environmental Advisory Committee and recommendation for potential members of the committee.</li> <li>Information about local communities Radio Far and New Surčin (history, population data, infrastructure in settlements, local needs, etc.).</li> <li>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.</li> <li>Invitation to BA to share information to be disseminated further to settlement residents.</li> </ul>
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"> <li>BA's development plans, difference between the Project and the PDR.</li> <li>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.</li> <li>Information about local community Ledine (history, population data, infrastructure in settlements, local needs, etc.).</li> <li>BA's plans to support local community initiatives. Positive feedback from municipality and local community.</li> </ul>

Date	Stakeholder type	Participants	Concerned settlement / location	Main issues discussed / outcomes
06.08.2020.	Local communities	1 individual, woman BA social team and consultants	Municipality New Belgrade, resident of Ledine settlement	As above and in addition: <ul style="list-style-type: none"> <li>Existing noise from aircraft operations and concerns regarding potential future increased noise.</li> <li>Hope that this can be addressed through the work of the Environmental Advisory Committee.</li> <li>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).</li> <li>Invitation to BA to share information to be disseminated further to settlement residents.</li> </ul>
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"> <li>Continued conversations from above; visit to the affected area.</li> </ul>
22.04.2021.	Local communities	N/A BA employees	LC Surcin	<ul style="list-style-type: none"> <li>Cleaning the waste dump nearby the road towards Surcin.</li> </ul>
22.09.2021.	Employees	BA employees	N/A	<ul style="list-style-type: none"> <li>CLIMATE COLLAGE workshop: which gives to participants full picture of climate change phenomena by linking together its causes and consequences</li> <li>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</li> </ul>
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.
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

Date	Stakeholder type	Participants	Concerned settlement / location	Main issues discussed / outcomes
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	4 <sup>th</sup> 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
22.09.2022.	Employees	BA employees Passengers	N/A	<ul style="list-style-type: none"> <li>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</li> <li>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.</li> <li>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.</li> <li>Workshop 4 PLANTING LAVANDER: Sustainable management of biodiversity was explained to the participants during the workshop</li> </ul>
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	Preparation of Ajvar, a traditional winter delight to support the action for gathering funds for the support programs for families with children with disabilities.

Date	Stakeholder type	Participants	Concerned settlement / location	Main issues discussed / outcomes
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"> <li>· 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</li> </ul>
23.12.2022.	Authorities	Ministry of Environmental Protection (MoEP) BA ENV team	N/A	<ul style="list-style-type: none"> <li>· 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</li> <li>· 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</li> <li>· 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</li> </ul>
2023, 2024	Charity organization	BA, Passangers, NGO		BA established cooperation with the humanitarian organization Liceulice (Face of the Street), which deals with the social inclusion of people without permanent accommodation, people who are difficult to employ and other vulnerable groups. By subscribing for a six-month period to the monthly editions of the magazine published by this charity organization, we provided support to those who have the hardest time finding employment and are on the margins of society. In addition to buying magazines, BA has enabled Liceulice sellers to sell their magazines in the public area of the airport.
9.2023. and 2024	Charity organization	BA, Passangers, NGO Bird Life Serbia		Belgrade Airport supported the work of the Association for birds' protection and research Serbia (Birds Life Serbia) by purchasing a significant number of different gifts, which were distributed to the airport's passengers during the celebration of the Environment Day in September 2023.
2023	Charity organization, Vulnerable Group	BA Employees		Belgrade Airport joined the 'Youth with disabilities Forum' in 2023, which is a civil society organization focused on improving the quality of life and social position of persons with disabilities. The project included a 'Tailor-made job' campaign, which resulted in hiring a total of four people with various disabilities.
10.2023. and 2024.	Charity organization, Vulnerable Group	BA Employees	LC Zemun polje, CM Zemun	Corporate Volunteering - Just like in 2022, BA participated in preparation of Ajvar, a traditional winter delight to support the action for fundraising to support the programs for families with children with disabilities.
16.03.2023 and 01.11.2023.	Local Hospital	BA Employees, Local Hospital		On two occasions in 2023, Belgrade Airport enabled the local "Zemun" Hospital to set up a voluntary blood donation station. At the airport office where the station was set up, employees voluntarily donated blood, for the first time since the global pandemic.



Date	Stakeholder type	Participants	Concerned settlement / location	Main issues discussed / outcomes
22.09.2023.	Employees and passengers	Employees, passengers, elementary school pupils, NGO	N/A	At our airport, the Environmental Day was celebrated through 4 interesting workshops, and the focus was on the topic of the Biodiversity Protection. That day was devoted to knowledge that we can use to preserve and protect the environment. Together with passengers we participated in a workshop on plant and animal life at the airport, and we taught children from the "Vuk Karadžić" elementary school in Surčin about the proper sorting of waste. To remind us of VINCI goals in the field of environmental protection, we heard the experiences of colleagues in this area from other airports from the VINCI Airports Group.
15.09.2023.	Authorities	CAD, SMATSA, Air Serbia, and the Ministry of Environmental Protection, Ministry of Construction, Transport and Infrastructure	N/A	In September 2023, Belgrade Airport also participated in a joint meeting with representatives of the CAD, SMATSA, Air Serbia, and the Ministry of Environmental Protection, Ministry of Construction, Transport and Infrastructure, where the topic was the definition of potential measurements due to increased number of noise complaints from the local community. The result of the meeting was the formation of the work group, in which Belgrade Airport has its representatives. The outcome was the official decision of CAD in November to schedule take-offs of jet aircraft over TWY D1 (TWY D2 in case of unforeseen circumstances), which are mandatory between 06:00-07:00 local time from Monday to Friday, and between 06:00-08:00 local time on Saturdays and Sundays. The work of the work group is anticipated to continue throughout 2024.
4.10.2023.	Local School, Charity Organization	BA Employees, Local School	LC Šabac	BA organized visit of the public area of the Airport's Terminal Building for a primary school for children with special needs. The initiative was implemented in order to familiarize students with the basics of the terminal building, passenger check-in, as well as the operation of the airport itself.
9-12.2023. and 2024.	BA, French-Serbian Chamber of Commerce (CCIFS), Ministry of Education, Science and Technological Development	Elementary Schools		In the period from September until December in 2023 and 2024, BELGRADE AIRPORT supported the activity "Do something drastic to make waste 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.
12.2023. and 2024	Local Community	BA Employees		BA supported the socially responsible and sports campaign "Race for Forests". 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, 20 employees showed real team spirit with the help of the fans, and enviable results were recorded. After the sports part of the campaign, the socially responsible segment followed where employees planted trees in Zrenjanin and Fruska Gora. BEG team planted 20 trees that were donated by BELGRADE AIRPORT as contribution to reforestation of Serbia.

**Appendix 2**  
**External Stakeholders**

Stakeholders / Contact Details	Type and Method of Communication[1]	Timing	Responsibility for implementation	Main topics of interest and for discussion
Residents (households) and businesses in the vicinity of the airport, belonging to three settlements:  Surčin settlement Radiofar settlement Ledine settlement  Representatives of local community councils.	BA website  EIA public hearings (for relevant subprojects)  Request and grievance mechanism  Public consultation meetings  Focus group meetings	Ongoing  For each subproject separately  Ongoing  Before the end of 2020 Quarterly, starting in October 2020	BA CSR Specialist with support from other BA departments (Communications Department)	Disclosure of the ESIA Non-Technical Summary, response to information requests, questions, grievances.      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.
Formal and informal households residing in airport safety protection zones (noise, crash locations and aircraft safety)  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.	Focus group meetings  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.	As needed (depending on outcome of public consultation mtgs)  Ongoing  During first half of 2021 and after, as needed	BA CSR Specialist   BA Sustainable Development team and noise consultants with support from the BA CSR Specialist	Same as above with a particular focus on health and safety issues, including noise management measures. Concerns in relation to legalisation to be brought up before the Environmental and Social Advisory Committee.  Noise modelling and monitoring, as well as noise mitigation measures.
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 Sustainable Development team and noise consultants	

Stakeholders / Contact Details	Type and Method of Communication[1]	Timing	Responsibility for implementation	Main topics of interest and for discussion
<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 2027. 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)</p> <p>Project grievance mechanism</p> <p>Land Acquisition Plan development phase:</p> <ul style="list-style-type: none"> <li>· A presentation of the detailed project footprint and affected land and assets.</li> <li>· Applicable national legislation</li> <li>· LAP Entitlements matrix</li> <li>· LAP grievance mechanism</li> </ul>
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 Airport Development Director, other BA departments as needed.	<ul style="list-style-type: none"> <li>· Feedback from the municipality on the ESIA NTS</li> <li>· Particular focus on noise impacts; participation in the consultations for the development of balanced approach to noise measures.</li> <li>· BA Social Investment Plan – participation of the municipality and its role</li> <li>· Participation in the work of the Environmental Advisory Committee</li> <li>· Other topics with different departments as project implementation progresses.</li> </ul>
Novi Beograd 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"> <li>· Feedback from the municipality on the ESIA NTS</li> <li>· Noise impacts; participation in the consultations for the development of balanced approach to noise measures.</li> <li>· BA Social Investment Plan – participation of the municipality and its role</li> <li>· Participation in the work of the Environmental Advisory Committee</li> </ul>
General public in the City of Belgrade	BA website Media Request and grievance mechanism	Ongoing throughout Project implementation	BA Communications Department; Grievance Manager other BA departments as needed.	<p>Expected Project benefits</p> <p>Project implementation timelines</p> <p>Project implementation progress</p>

Stakeholders / Contact Details	Type and Method of Communication[1]	Timing	Responsibility for implementation	Main topics of interest and for discussion
Businesses operating at Belgrade airport: · 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 Airport Development Director	· 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	Ongoing	BA Communications Department, other BA departments as needed	· New routes and airlines · 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)
Belgrade airport passengers	Service Quality Questionnaire Request and grievance mechanism	Quarterly Ongoing	Airport Experience team	· Satisfaction and experience · Grievance mechanism
Non-governmental, civil society and other interested organisations[3]	Official correspondence and meetings. Request and grievance mechanism		BA Sustainable Development team and BA CSR Specialist with support from other BA departments and consultants	· 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	· Communication of the Project and benefits. · Future plans · Communication of the 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 Airport Development Director with support from other BA departments	<ul style="list-style-type: none"> <li>· Participation in the consultations for the development of balanced approach to noise measures</li> <li>· Participation in the work of the Environmental Advisor</li> <li>· Committee Participation in consultations about public transportation system and other relevant topics under the authority of the City Government</li> <li>· Overall weekly updates on the progress of the ongoing construction projects by BA Stakeholder Manager</li> <li>· Participation in negotiating on the status of the airport regarding communal services and charges of PUC "Gradska Čistoća"</li> </ul>
Public companies and utilities	Official correspondence and meetings.	Prior to and during construction	BA Sustainable Development team and BA CSR Specialist BA Airport Development Director	<ul style="list-style-type: none"> <li>· Subprojects involving construction and reconstruction of utilities (i.e. heating plant, solid waste management, waste water treatment plant)</li> <li>· Cooperation with the airport in order to achieve the goals of the VINCI Group related to waste management</li> </ul>
Civil Aviation Directorate of the Republic of Serbia	Official correspondence and regular meetings	Ongoing	BA Airport Development Director, BA CSR Specialist, Sustainable Development Team	<ul style="list-style-type: none"> <li>· Participation in the consultations for the development of a balanced approach to noise measures</li> <li>· Participation in the work of the Environmental Advisory Committee</li> <li>· Participation in Airport Stakeholder Group</li> </ul>
Serbia and Montenegro Air Traffic Services SMATSA LLC	Official correspondence and regular meetings	Ongoing	BA Airport Development Director, BA CSR Specialist, Sustainable Development Team	Same as above.
Serbian national airline AIRSERBIA Other airline companies operating at Belgrade airport	Official correspondence and regular meetings	Ongoing	BA Airport Development Director, BA CSR Specialist, Sustainable Development Team	<ul style="list-style-type: none"> <li>· Participation in the consultations for the development of balanced approach to noise measures</li> <li>· Participation in the work of the Environmental Advisory Committee</li> <li>· Participation in Airport Stakeholder Group (meeting weekly with the Stakeholder Manager)</li> <li>· Participation in GHG emission calculation and collaboration with the airport with the aim of achieving the VINCI group goal</li> </ul>

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 Airport Development Director BA Sustainable Development team	<ul style="list-style-type: none"> <li>· Planning, preparation and approval of Project documentation</li> <li>· Environmental and other permits for Subprojects</li> <li>· Environmental monitoring</li> <li>· Balanced approach to noise</li> <li>· Participation in the work of the Environmental Advisory Committee</li> </ul>
The Grantor <ul style="list-style-type: none"> <li>· Government of the Republic of Serbia, represented by the Ministry of Finance</li> <li>· JSC Airport Nikola Tesla</li> </ul>	Official correspondence and meetings  Progress reports	Prior to and throughout project implementation	BA Senior Management  BA Airport Development Director  BA Sustainable Development team	<ul style="list-style-type: none"> <li>· Planning, preparation and approval of Project documentation and implementation of the Project</li> <li>· Key role in the work of the Environmental Advisory Committee</li> <li>· Negotiating on the Belgrade Airport interest with the City of Belgrade, public companies and utilities, and relevant ministries</li> </ul>
International Finance Institutions (Lenders): <ul style="list-style-type: none"> <li>· IFC</li> <li>· EBRD</li> <li>· Proparco</li> <li>· KfW</li> </ul> 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"> <li>· Submission of draft and final E&amp;S documents and plans</li> <li>· ESAP implementation updates and reports</li> <li>· Monitoring visits</li> </ul>

[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 2027 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