



# Activity

REPORT  
2024

  
**BELGRADE**  
**AIRPORT**

POWERED BY **VINCI**   
AIRPORTS

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# VINCI Airports



## About VINCI Airports

VINCI Airports, as the leading private airport operator in the world, manages the development and operation of more than 70 airports located in 14 countries. VINCI Airports draws on its expertise as a comprehensive integrator to develop, finance, build and operate airports, leveraging its investment capability and know-how to optimise operational performance and modernise infrastructure while bringing about their environmental transition. In 2016, VINCI Airports became the first airport operator to commit to an international environmental strategy, setting itself the aim of reaching zero net direct emissions across the network by 2050.

More info: [www.vinci-airports.com](http://www.vinci-airports.com)





# Belgrade Airport, Operator of Belgrade Nikola Tesla Airport

Belgrade Nikola Tesla Airport is located 18 km from the center of the capital and is the central and largest airport in Serbia, which is ideally located - at the crossroads between East and West. In 1962 it 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 a 25-year 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 duration of 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 position as the leading airport in the Southeast Europe.



## SUPERVISORY BOARD

### EMMANUEL MENANTEAU

Chairman of the Supervisory Board and Area Director for the USA, Northern and Eastern Europe, and South-East Asia at VINCI Airports

### RÉMI MAUMON DE LONGEVIALLE

Member of the Supervisory Board and Chief Executive Officer of VINCI Airports

### GUILLAUME DUBOIS

Member of the Supervisory Board and Chief Technical Officer at VINCI Airports

## COMPANY MANAGEMENT

### CHIVOINE REM

Chief Executive Officer

### BRUNO DESVEAUX

Chief Operating Officer

### PIERRE-ANTOINE HERMANGE

Chief Financial Officer

### SENKA JELENKOVIĆ

Chief Administrative Officer

### MIODRAG MIRKOVIĆ

Chief Commercial Officer

### DENIS FONTANEL

Chief Technical Officer



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# *Introduction* *Chivoine Rem,* *Chief Executive Officer*





**In 2024, Belgrade Nikola Tesla Airport registered a record-high traffic volume, with nearly 8.4 million passengers handled, crossing for the first time in the history of Belgrade Airport the threshold of 8 million passengers handled in a single year. These record-high traffic levels keep reinforcing the positioning of Belgrade Airport as a key air transport infrastructure in the Balkans region, and as a reference hub in south-east Europe.**

With more than 110 destinations served on regular basis, including now multiple direct routes to both the US and China, and four new airlines operating at the airport, the connectivity of Serbia through Belgrade Nikola Tesla Airport reached a new record level as well.

These trends of rapid increase in traffic growth and connectivity further validate the relevance of the investments made since the concession of Belgrade Airport was awarded to VINCI Airports to expand and renovate the airport. From that perspective, significant milestones have been reached in 2024.



On November 28th the reconstructed main runway of the airport was put into operation after a major comprehensive reconditioning since its initial commissioning 60 years ago was completed. The renovation of the main runway required building an entirely new runway – which was quite a unique project in Europe – to ensure continuous traffic and full continuity of service to passengers and operating carriers. On top of the overhaul of the main runway, four Rapid Exit Taxiways were built, which will improve the operational capacities of the runway, with increased potential air traffic movements per hour.

This milestone regarding the main runway of Belgrade Nikola Tesla Airport complements the expansion of terminal capacity by 40,000 sq meters, and the addition of 12 gates and 11 aircraft parking stands realized in the previous years.

As of May 2024, the new duty-free zone enabled us to expand the commercial offer available to our passengers, while the introduction of the automatic passport control by Serbian Authorities at the end of 2024 system has further improved the comfort and quality of passenger service.





As a reward of all those efforts to keep transforming the passenger experience at Belgrade Airport, the airport was elected best airport by size in Europe for the third time in a row, as we won four awards under the ACI ASQ service quality program for the year 2023.

With the support and effort of all employees, we will continue forging a successful airport, synonymous with innovation, quality and commitment. VINCI Airports will continue to invest in the development and modernization of Belgrade Nikola Tesla Airport, focusing on sustainability and passenger experience, setting the solid foundations for future growth of air traffic in Serbia and the region.

We remain confident that efficient and professional co-operation across the entire airport community, as well as dedication of all interested parties, will contribute to the continuation of providing the highest-quality service to our passengers, confirming that our Airport is a symbol of comfort, efficiency, innovation and sustainable development.

**SEE YOU AT BEG  
AND HAVE A SAFE TRIP!**







# Passenger Experience

## Completion of the important works

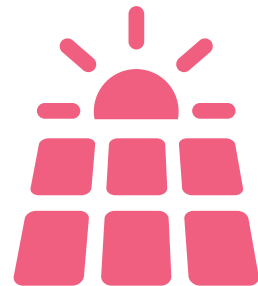
At the end of August, the Presidents of France and Serbia, Emmanuel Macron and Aleksandar Vučić, together with Nicolas Notebaert, Chief Executive Officer of VINCI Concessions and Chairman of VINCI Airports, formally marked the completion of the key expansion and modernization works at Belgrade Nikola Tesla Airport. Both presidents expressed their satisfaction, acknowledging that all major objectives had been successfully met and that the concessionaire, VINCI Airports, had effectively delivered on an ambitious transformation project.

The expansion and reconstruction works began in 2019, with the aim of supporting significant traffic growth and ensuring increased capacity and enhanced passenger comfort.



### The World's First Airport with Electric Vehicle Solar Chargers

Belgrade Nikola Tesla Airport is the first airport in the world to offer passengers free electric vehicle solar chargers, made possible through a partnership with BEAM Global. In mid-November, five off-grid ARC™ solar charging stations with a total of ten chargers were installed at the Premium Car park P1, enabling passengers to charge their vehicles using renewable energy sources. This initiative enhances the Airport's green infrastructure and environmental responsibility. As part of VINCI Airports, Belgrade Airport is committed to reducing its carbon footprint and achieving net-zero CO<sub>2</sub> emissions by 2050. In addition to solar energy, investments are also being made in green premises, recycling, and biodiversity. Each station is capable of charging two vehicles simultaneously, which is essential for high-traffic areas such as airports. Belgrade Airport continues to implement sustainable solutions in line with VINCI Airports' global environmental strategy.







## Main runway back in operation following comprehensive reconstruction

In November, after 60 years, the first comprehensive reconstruction of the main runway at Nikola Tesla Airport was completed. The runway modernization has enabled handling of all categories of aircraft, accompanied by an upgraded landing system for operations under low-visibility conditions. The reconstruction of the 3,400-meter runway delivers a higher level of technical capability, operational reliability, and safety. Concurrently, the inserted runway, inaugurated in 2023, continues to serve as a parallel taxiway and remains available as an operational alternative in the event of a main runway closure. The construction of four Rapid Exit Taxiways has been completed, which will allow for an increased number of take-offs and landings per hour.



## Inauguration flights to Guangzhou



Air Serbia has launched a direct route between Belgrade and Guangzhou, China. This is Serbian national carrier's second route to China, with plans underway to introduce flights to another destination in the Far East.

As of September 25, the new airline China Southern Airlines also commenced flights between Belgrade and Guangzhou with flights operating twice weekly.

## New Retail Shops



In May, a new main duty-free shop was opened, tripling the size of the previous space featuring a significantly enhanced assortment and range of products. This shop is part of the future central departures zone, which will feature areas dedicated to entertainment, education, relaxation, and passenger comfort. The new retail facility has introduced a more diverse commercial offering for passengers.

## Automatic Passport Reading



At the end of December, an automatic passport reading system was implemented, significantly improving the efficiency and security of border control procedures and enabling faster and more convenient passenger experience.







# Events

## Chivoine Rem appointed as new Chief Executive Officer of Belgrade Airport

VINCI Airports appointed Chivoine Rem as the new Chief Executive Officer of Belgrade Airport while his predecessor, François Berisot, has been appointed CEO of Budapest Airport. Chivoine Rem, a graduate engineer of the École Polytechnique in Paris, brings extensive international experience from both the public and private sectors. He previously served as CEO of the Rennes and Dinard Airports in France, which are part of the VINCI Airports network. Mr. Rem joined the company in 2019, initially leading international projects at VINCI Highways, followed by his role at Toulon-Hyères Airport in southern France. He also held positions within the Government of France, working in the areas of public debt markets, investment, and finance. As Chief Executive Officer of Belgrade Airport, Rem will lead the continued implementation of the airport's comprehensive modernization program, with the strategic objective of reaching 15 million passengers by the end of the concession period and reinforcing the airport's role as a principal hub in Southeast Europe.

## Belgrade Airport in the spotlight at leading aviation summits

Belgrade Airport played a prominent role at two prestigious aviation events—the Southeast Europe Aviation Summit (SEAS) and the CAPA World Aviation Summit 2024—reaffirming its position as the largest regional aviation centre and a leader in sustainable development.

At the SEAS Summit, key outcomes of the airport's transformation, future development plans, and the commitment to environmental protection were presented. At the CAPA 2024 Summit, held on November 21 and 22, VINCI Airports and Belgrade Airport were represented by Emmanuel Menanteau, Chairman of the Supervisory Board of Belgrade Airport and Area Director for the USA, Northern and Eastern Europe, and South-east Asia at VINCI Airports. Participating in a panel dedicated to the future of airport groups, Mr Menanteau engaged in discussions with distinguished guests on the importance of airport modernization for the development of cities and airlines. Participants agreed that the development of Belgrade Airport has directly contributed to the growth of the national airline and Serbia's tourism sector. One of the key topics was sustainability—an area in which VINCI Airports is widely recognized as a leader in setting and upholding environmental standards.





## Record breaking eight-millionth passenger

A historic milestone was reached on December 11, when Belgrade Airport welcomed its eight-millionth passenger. The milestone passenger was Igor Zagoruychenko, traveling on an Air Serbia flight to Athens.

Mr Zagoruychenko was greeted at check-in by Chief Executive Officer Chivoine Rem, who presented him with valuable gifts: a voucher for a free round-trip Air Serbia flight, a €100 duty-free shopping voucher, and a voucher for priority lane access valid for one year. "Today marks a significant milestone in the history of Belgrade Airport – the welcoming of our eight-millionth passenger. This record-breaking achievement reflects VINCI Airports' strong commitment to positioning Belgrade as a key air traffic hub in the region. This success would not have been possible without the extensive expansion works undertaken since 2019 and, most importantly, without the continued trust of our passengers. We thank our passengers for placing their trust in Belgrade Airport," stated Mr Rem, Chief Executive Officer.



## Ground Handling Services Transferred to Menzies Aviation

In March, ground handling services were officially transferred to Menzies Aviation. The scope of services provided by Menzies Aviation includes passenger handling, ramp handling and baggage, de-icing and passenger services as well as PRM and air cargo services..

All employees previously engaged within the Ground Handling organizational unit of Belgrade Airport signed new employment contracts with Menzies Aviation, now acting as their new employer.

In 2023, Menzies Aviation signed an agreement with Air Serbia to provide passenger and technical ground handling services, effective from February 2024.

After this transaction, all ground handling services provided to airlines at Belgrade Nikola Tesla Airport are now operated by external companies, in line with the organization of most comparable airports in Europe.





## Cooperation with the French-Serbian Chamber of Commerce

Belgrade Airport has continued its cooperation with the French-Serbian Chamber of Commerce through active participation in events and initiatives. This year, we once again took part in French Week, held from November 20th to 27th under the slogan “The Lights of Paris on the Streets of Belgrade.” This event aims to promote French business in Serbia. We also participated in the Gala Dinner marking the 15th anniversary of the Chamber, titled “Welcome to the Future,” as well as in the conference “Decentralization and Cooperation with Serbian Cities.”



## Belgrade Airport awarded for gender sensitivity

Belgrade Airport was awarded first place in the competition for the most gender-sensitive company, organized by the Association of Business Women of Serbia. The award ceremony took place in early November, under the title “Flower of Success for the Woman Warrior” and the award was handed to Senka Jelenković, Chief Administrative Officer.

This award represents recognition for a six-year modernization and reorganization process implemented by the company in line with VINCI Airports’ Positive Mobility concept. In the traditionally male-dominated aviation industry, Belgrade Airport actively supports gender equality—with 43% of managerial positions held by women—and promotes the inclusion of women entrepreneurs within its supplier network.





# Activities

## 1. Employee Development

### Human Resources Updates



Focusing on employee development through the “Together We Grow” program, Belgrade Airport has, for the first time, conducted an Employee Satisfaction Survey.

A new Employee Wellbeing Program – “Program Plus” was also introduced. This initiative places a strong emphasis on employee satisfaction and overall wellbeing and aligns with the VINCI Concessions strategy, which encompasses six key areas: physical, mental, and emotional wellbeing, healthy nutrition, financial stability, and workplace satisfaction. As part of Program Plus, a variety of educational, sports, and recreational activities were implemented, including bowling, yoga sessions, lectures on proper nutrition, and workshops on fostering harmonious relationships.



### NUMBER OF EMPLOYEES AT BELGRADE AIRPORT

# 903

**As of December 31, 2024,  
the company employed a  
total of 903 staff members.**



### CASTOR INTERNATIONAL Program

The implementation of the CASTOR INTERNATIONAL Program continued, through which the VINCI Group offers employees across its global network the opportunity to become company shareholders under preferential conditions. By subscribing to VINCI shares through the employee investment fund CASTOR INTERNATIONAL, employees are given the opportunity to acquire shares and thereby participate in the company’s long-term financial success, directly linked to the overall performance of the VINCI Group.



### Training and Development

The company has provided employees with access to various educational programs, including VINCI Academy courses, skills-specific training, and technical education programs. Internship programs, including those within dual education frameworks and for university students, are regularly organized and implemented. The total number of training hours saw a 4.2-fold increase, growing from 7,500 hours in 2019 to over 31,614 hours by December 31, 2024.

## Pre-season Gathering and New Year's Celebration

For the third year in a row, the Pre-season Gathering brought together all employees, once again blending entertainment with a meaningful charitable initiative. Funds were raised, in collaboration with the NURDOR organization, to purchase toys for children with cancer undergoing treatment in hospital haematology-oncology departments.

A significant number of employees took part in the first joint New Year's celebration, which also served as a platform for another socially responsible initiative. A Christmas tree was adorned with ornaments handcrafted by beneficiaries of the Association for the Care of Children Without Parental Care "Zvezda," in support of the Association's meaningful work. After the celebration, the tree was planted near the airport terminal, marking a symbolic and sustainable gesture.



## 2. Quality and Environmental Protection

### Belgrade Airport Wins Four Prestigious Awards for Passenger Experience

Belgrade Airport has, for the first time, received four prestigious awards from the Airport Council International (ACI). As part of the Airport Service Quality (ASQ) program, Belgrade Airport was recognized with the following accolades:

- Best airport by size and region - 5 to 15 million passengers per year in Europe
- Airport with the most dedicated staff,
- Most enjoyable airport in Europe,
- Cleanest airport in Europe.



### Recertification and Certification According to ISO Standards

At the beginning of 2024, Belgrade Airport was certified under the following ISO standards: ISO 9001:2015 – Airport management and ground handling of passengers, baggage, cargo, and mail, ISO 14001:2015 – Airport management and ground handling of passengers, baggage, cargo, and mail, ISO 45001:2018 – Airport management and ground handling of passengers, baggage, cargo, and mail.

With these certifications, the company has successfully implemented an Integrated Management System (IMS), consolidating all certified business systems into a single, comprehensive process management system. The certification was carried out by Bureau Veritas, a French certification body authorized for international ISO certification and also responsible for certifying airports in France within the VINCI Airports network.



## Belgrade Airport Achieves Level 3 in Airport Carbon Accreditation Program

Belgrade Nikola Tesla Airport has implemented various energy efficiency measures, including: Transition from fuel oil to natural gas via a modern trigeneration plant, Installation of a 1 MWp photovoltaic power plant, Replacement of 95% of lighting systems with LED technology, and Deployment of solar-powered lighting systems in the parking areas.

Belgrade Airport has reached Level 3 in the Airport Carbon Accreditation (ACA) program administered by the Airports Council International (ACI).

This accreditation, awarded in February, validates the airport's efforts in reducing CO<sub>2</sub> emissions and highlights the effectiveness of its environmental sustainability strategy.

Level 3, which includes emissions from aircraft operations, was achieved in under two years following the airport's Level 2 certification. The airport has implemented various energy efficiency measures, including: Replacement of 95% of lighting systems with LED technology, Transition from

fuel oil to natural gas via a modern trigeneration plant. Installation of a 1 MWp photovoltaic power plant, and deployment of solar-powered lighting systems in the parking areas.



## VINCI Environment Day 2024

To mark World Cleanup Day and VINCI Environment Day on September 22, Belgrade Airport organized two large-scale waste removal operations.

The airport initiated and coordinated the cleanup of an illegal landfill site located in the wider urban area of Surčin, where more than 500 cubic meters of bulky waste were removed. During another cleanup near the airport, employees collected over 800 kilograms of waste.

Belgrade Airport was awarded the special recognition “Most Replicable Solution” at the regional VINCI Environmental Awards for the innovative Aio-LOOP technology implemented in the newly constructed sanitary waste water treatment plant.

The award was shared with colleagues from VINCI Construction, who participated in the construction of the facility and the implementation of the technology. As part of VINCI Environment Day activities, the airport also organized: An educational lecture titled “The Harmful Effects of Pesticides on Food, Impact on Health and the Environment, and Tips for Reducing Exposure”, a presentation of achievements and goals in the field of sustainable development and a panel discussion on the topic of food waste recycling.



## First Greenhouse Gas Emission Permit Issued to Belgrade Airport



The Ministry of Environmental Protection of the Republic of Serbia has issued Belgrade Airport the country's first Greenhouse Gas (GHG) Emission Permit. These permits represent a key milestone in establishing a system for monitoring, reporting, and verifying GHG emissions, with the long-term goal of reducing industrial emissions and accelerating the de-carbonization of the economy—a cornerstone of the Green Agenda. Additionally, Serbia has adopted a Climate Change Adaptation Program and developed a Digital Climate Atlas, serving as a valuable tool for planning and implementing climate change adaptation measures.





### 3. Socially responsible business

#### Together for a Better Tomorrow: Employee Commitment to Corporate Social Responsibility Initiatives

For the third consecutive year, employees of Belgrade Airport actively participated in the corporate social responsibility initiative organized by the French-Serbian Chamber of Commerce titled “Do Something Drastic, Make Trash Fantastic.” This initiative aims to raise environmental awareness among fourth-grade primary school students across Serbia.



A corporate volunteering activity focused on preparing winter food preserves was also organized, in collaboration with the Parents' Association “Evo Ruka.” This association is dedicated to fostering an inclusive society and establishing a sustainable support system and safe environment for children with developmental disabilities and their families. In cooperation with the Serbia Business Run association, employees participated in the Belgrade Business Run, which supported sustainable development through a national reforestation campaign. As part of this initiative, the BEG team planted 20 trees on Fruška Gora. Throughout the year, continuous support

was provided to various socially responsible initiatives. Assistance was extended to the association “**NURDOR**” through the purchase of New Year greeting cards, as well as to the organization responsible for publishing the magazine **LiceUlice**. As part of ongoing environmental and social engagement, plastic bottle caps were collected and donated



to the association “**Čep za hendikep**,” while empty cigarette packs were delivered to the association “**Naša kuća**,” which employs persons with disabilities and reuses the packaging for the production of high-quality paper.

Furthermore, winter clothing, food, and hygiene products were gathered and donated to the association “**Astra**,” which offers essential support to individuals facing homelessness. These activities reflect the ongoing commitment of Belgrade Airport's employees to community engagement and inclusive, sustainable development.

### 4. Occupational Health and Safety

#### VINCI Safety Week 2024 – Anticipate and Prevent

The final week of May was devoted to promoting occupational health and safety through a series of employee-focused initiatives and activities. Activities included: First aid training, Specialized training for working at heights, a basketball tournament and a three-point shooting competition, promoting awareness of physical well-being and an interactive lecture on mental health.



# The most important traffic indicators

In 2024, 33 airlines operated from Belgrade airport to 135 destinations, 5 of which were long-haul.

TYPE OF AIR TRAFFIC	2024.	2023.	%
<b>DOMESTIC AND INTERNATIONAL AIR TRAFFIC - DOMESTIC CARRIERS</b>			
Air operations	49.364	49.681	-1%
Passengers	4.338.602	4.096.349	6%
Cargo and mail (kg)	6.598.796	5.756.656	15%
<b>INTERNATIONAL AIR TRAFFIC - FOREIGN CARRIERS</b>			
Air operations	36.758	33.629	9%
Passengers	4.029.329	3.850.435	5%
Cargo and mail (kg)	11.786.460	9.477.597	24%
<b>TOTAL</b>			
Air operations	86.122	83.310	3%
Passengers	8.367.931	7.946.784	5%
Cargo and mail (kg)	18.385.256	15.234.253	21%

## NEW SCHEDULED ROUTES INCLUDE:



Mostar, Air Serbia



Tel Aviv, Sun D'or



Nice, Air Serbia



Guangzhou, China Southern | Air Serbia

## NEW CHARTER ROUTES:

- MERSA MATRUH – AIR SERBIA
- HERAKLION – SKY EXPRESS

## NEW AIRLINES:

- SKY EXPRESS
- SUN D'OR
- CHINA SOUTHERN
- AJET



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