



2025

A YEAR OF BALANCE

ACTIVITY
REPORT 2025

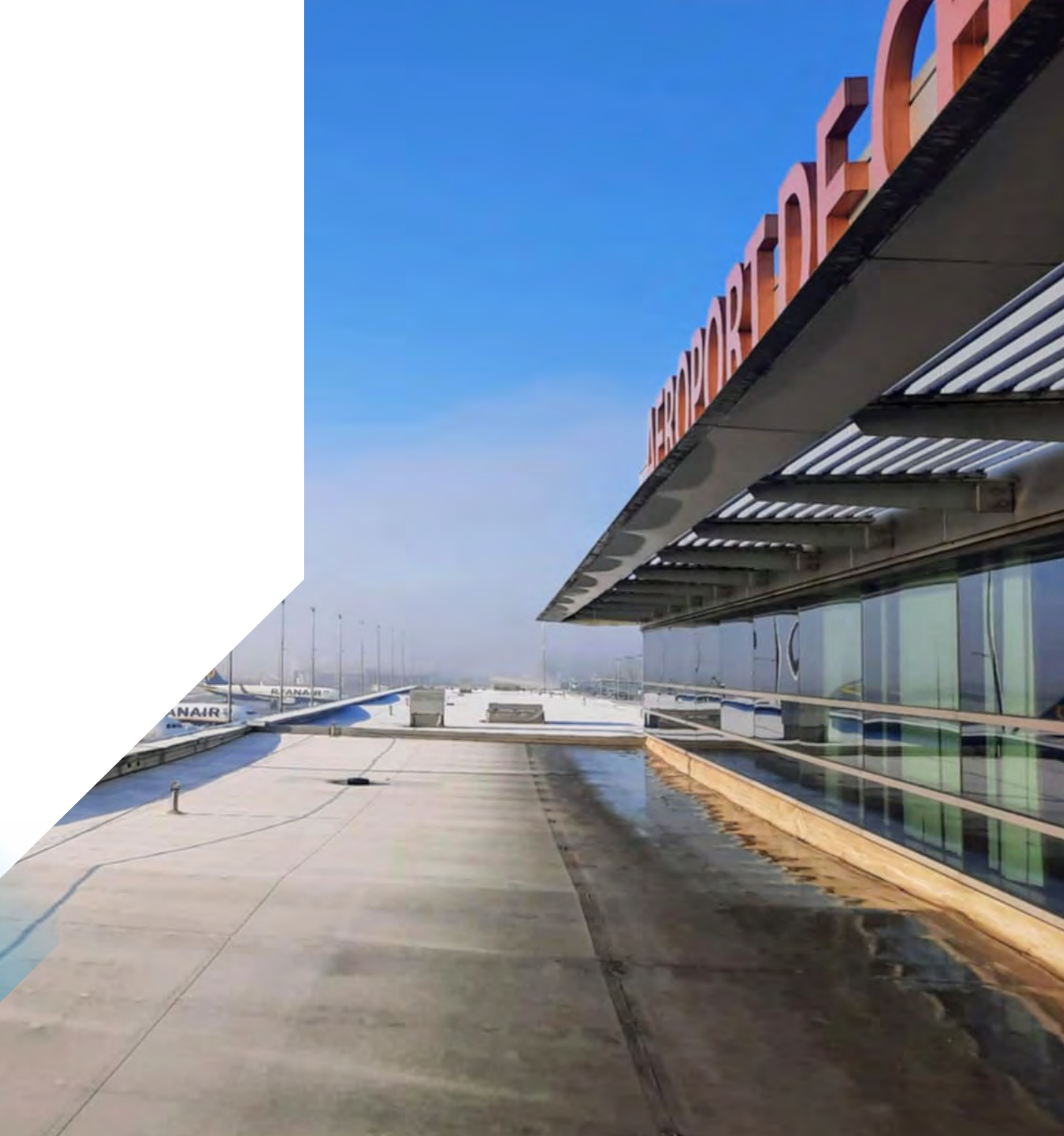


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A WORD FROM THE CHAIRMAN OF THE BOARD OF DIRECTORS AND THE CEO

2025 was a year of challenges and growth. After surpassing the 10-million-passenger milestone in 2024, Brussels South Charleroi Airport had to live up to its ambitions and continue its growth responsibly.

2025 was marked by the granting of our single permit. After more than two years of proceedings, this major achievement is the result of a collective commitment: from our teams, our partners, the authorities, and all stakeholders who each contributed, at their own level, to bringing this structuring project to fruition.

Thanks to this collective mobilisation, the airport can continue its activities within a balanced, clarified and strengthened framework, driven by environmental responsibility and sustainable development.

The renewal of our permit is a decisive milestone for Brussels South Charleroi Airport. It confirms the strategic importance of our activities for Wallonia and demonstrates the region's ability to unite around a shared vision, reconciling economic development with environmental requirements.

This collective success enables the airport to consolidate its role as a key regional economic driver. More than 3,400 jobs are generated directly on the airport site. Overall, more than 20,750 direct, indirect, and induced jobs now depend on airport activity — a determining impact on local employment, social inclusion, and the economic vitality of the region, for the benefit of the entire community.

In 2025, Brussels South Charleroi Airport also achieved Level 4+ Airport Carbon Accreditation, awarded by ACI Europe to BSCA in recognition of its carbon strategy, the active commitment of its partners, and the offsetting of its residual emissions.

With 11.2 million passengers, 2025 was a demanding and eventful year for our operational teams. We experienced periods of intense pressure, during which the passenger experience was put to the test. However, the strength of our airport lies in its ability to rise to these challenges by deploying both human and technical resources to ensure that our passengers can travel comfortably and safely, despite the heavy traffic typically experienced during holiday periods. The first positive effects became noticeable from September onwards and during the autumn holidays. Thanks to the commitment and professionalism of our employees and partners, the passenger experience has improved.

BSCA is a true ecosystem. A strong community. It is also a human-scale airport that we strive to make warm and welcoming. This is our daily challenge: ensuring that everyone feels at home here, whether employees or passengers, and encouraging them to continue choosing us. To achieve this, we build on our strengths, including our extensive network of 130 destinations (around fifty of which are exclusive to Belgium), our accessibility, and the competitive fares offered by our airlines. The airport also features numerous food and beverage outlets catering to all tastes, as well as a vast Duty Free area. Our airport also offers a pleasant Plaza accessible to everyone before or after their flight, as well as a terrace overlooking the runway.

The year 2025 and the beginning of 2026 also marked a complete renewal of the Executive Committee, starting with the appointment of a new CEO, Christophe SEGAERT, in June 2025, a COO, Nicolas CHARLUTEAU, and a CFO, Jan-Willem DE GROOT, in September, followed by a CIO, Patrick VAN EST, and a Secretary General & Chief Legal Officer, Céline SEGGAI, in January 2026, and finally our HR Director, Nathalie DEGROOTE, in March 2026.



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However, the months ahead are expected to be challenging. At the end of 2025, the announcement of the increase in the federal embarkation tax payable by airlines (fortunately for the Region, the Walloon government cancelled the municipal tax introduced by the City of Charleroi) calls into question numerous investments, particularly those aimed at improving the passenger experience, but also the airport's socio-economic role as one of the top 10 largest employers in the Charleroi region. Should it be confirmed — or even only partially adjusted — this measure would have a lasting impact on the airport's future and growth.

In the meantime, we will continue doing everything possible to warmly welcome all our passengers and provide a pleasant working environment for all our employees. Charleroi Airport plays a key social role in democratising access to travel through low-cost aviation, offering audiences who are often excluded the opportunity to escape and enjoy the benefits of global openness.

We would like to thank our passengers for their continued trust, as well as our employees and partners who contribute to the airport's success every day. Our airport. Your airport.



Christophe SEGART
CEO



Gilles SAMYN
Chairman of
the Board of Directors

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SHAREHOLDING STRUCTURE

The shareholding structure of Brussels South Charleroi Airport S.A. is composed as follows:

SHAREHOLDERS	NUMBER OF SHARES HELD	% SHAREHOLDING
SOWAER (Société wallonne des Aéroports)	7,774	35.87%
SAMBRINVEST S.A.	2,966	13.68%
IGRETEC	359	1.66%
SABCA S.A.	103	0.48%
BELGIAN AIRPORT S.A.	10,473	48.32%
Number of registered shares	21,675	100%



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THE BOARD OF DIRECTORS

The Board of Directors of Brussels South Charleroi Airport S.A. is composed as follows:

Chairman:



**Gilles
SAMYN**

Board Members:



**Alain
BELOT**



**Stéphane
BURTON**



**Giovanni
CURTOLO**

Government Commissioner:



**Samuel
SAELENS**

Vice-Chairmen:



**Marc
DENEVE**



**Vincent
DEBRUYNE**



**Virginie
DUFRASNE**



**Grégoire
DUPUIS**



**Thierry
HUBERT**



**Massimo
MEROLA**



**Monica
SCARPA**



**Matteo
TESTA**



**Nastasja
WARTEL**

Mr **Thierry HUBERT** succeeded
Mr **Bernard GUSTIN** as Vice-Chairman.

Ms **Virginie DUFRASNE** succeeded
Ms **Claude MELEN** as Board Member.

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THE MANAGEMENT TEAM

In 2025, the management team of Brussels South Charleroi Airport S.A. underwent major changes. Following the arrival of the new CEO, Christophe SEGAERT, in June, several new directors joined the team, resulting in an almost entirely renewed Executive Committee. This new committee was introduced during an internal event entitled "Heading for the Future", which brought together around 200 BSCA employees in October 2025. The event reflected the company's new corporate culture, promoting transparency, dialogue and openness. It will be held twice a year to present each department's projects and challenges.

As of 1 January 2026, the management team of Brussels South Charleroi Airport S.A. is composed of the following Directors:



Christophe SEGAERT
Chief Executive Officer



Céline SEGGAÏ
Secretary General & Chief
Legal Officer



Nicolas CHARLUTEAU
Chief Operations Officer



Jan-Willem DE GROOT
Chief Financial Officer



Camillo BOZZOLO
Chief Commercial Officer



Didier LORENT
Chief Human Resources
Officer a.i. from 1 September
2015 to 15 April 2026



Nathalie DEGROOTE
Chief Human Resources
Officer as of 16 March 2026



Patrick VAN EST
Chief Information Officer

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2025

KEY FIGURES

Revenue:

from 126,859,889€
in 2024

to 139,196,859€
in 2025,

representing an increase of
+9.7%

EBITDA:

from 28,636,560€
in 2024

to 25,165,339€
in 2025,

representing a decrease of
-12.1%

Net profit:

from 21,411,568€
in 2024

to 16,609,981€
in 2025,

representing a decrease of
-22.4%

Investments:

11,305,985€

More than **200** destinations
(130 direct destinations
+ 90 indirect destinations), including
59 exclusive destinations
from Belgium.

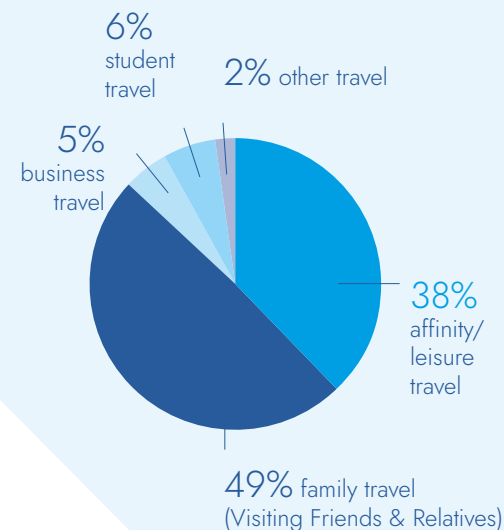
879
direct employees

88%
load factor

31
countries
served

11,256,026

passengers, representing a growth of
+7% compared with 2024



5 airlines

1 **RYANAIR**

including **BUZZ** **Laudamotion** **MALTA AIR**

2 **WIZZ**
wizzair.com

3 **PEGASUS**

4 **AIR CORSICA**

5 **VOLOTEA**

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DYNAMIC GROWTH IN AN UNCERTAIN ENVIRONMENT

In 2025, Brussels South Charleroi Airport experienced balanced growth, thanks to the trust of both its passengers and its partners, particularly the airlines operating there.

In 2025, Brussels South Charleroi Airport welcomed **11,256,026 passengers**, representing a **7%** increase compared with 2024, despite seven interprofessional strikes that affected around 180,000 passengers (in total) who were prevented from departing or arriving at our airport.

At Brussels South Charleroi Airport, aircraft load factors average around **88%**.

Our passengers chose Charleroi Airport to reunite with their families, go on holiday or attend professional meetings abroad.

The **most popular** destination countries among our passengers in 2025 were the following:

1. Italy

2. Spain

3. France

4. Romania

5. Morocco

During 2025, **8** new destinations were added to the direct flight network operated from Brussels South Charleroi Airport, further strengthening Charleroi's position as Belgium's leading airport for European destinations. Around fifty destinations are also exclusive to Charleroi Airport.

Accordingly, **Ryanair** strengthened its offering from Charleroi Airport by adding four new destinations: Salerno (Italy) from 31 March 2025, Katowice (Poland) from 1 April 2025, Volos (Greece) from 2 May 2025 and Newcastle (England) from 26 October 2025. In total, no fewer than 115 routes are now operated from Charleroi.

For its part, **Wizz Air**, which has been operating at Charleroi Airport for more than 20 years, introduced two new Romanian destinations in 2025. Bucharest Băneasa has been served since 26 October 2025, and Suceava since 16 December 2025.

Pegasus, which already offers numerous daily connections to Istanbul (Turkey), added Antalya (Turkey) from Charleroi Airport as of 4 April 2025. It should be noted that the Pegasus network offers access to numerous destinations in Egypt and the United Arab Emirates via a stopover in Istanbul, thereby providing an even broader range of travel options for passengers departing from Charleroi Airport.

Volotea, which already operated flights to Nice (France) during the summer season, expanded its French network on 21 February 2025 to include Bordeaux, with two weekly flights. The inaugural flight was welcomed at Charleroi Airport with a photo session attended by the crew and passengers.

Air Corsica continues to offer four destinations in Corsica — Ajaccio, Bastia, Figari and Calvi — during the summer season. A small novelty in 2025: the Corsican airline extended its flights to Bastia and Ajaccio throughout autumn and part of the winter season (until early January 2026).

New destinations



Ryanair

1. Salerno (Italy)
2. Katowice (Poland)
3. Volos (Greece)
4. Newcastle (England)

Wizzair

5. Bucharest Băneasa (Romania)
6. Suceava (Romania)

Pegasus

7. Antalya (Turkey)

Volotea

8. Bordeaux (France)

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THE RENEWAL OF BSCA'S ENVIRONMENTAL PERMIT

Brussels South Charleroi Airport obtained its single permit from the Walloon Government on 22 July 2025 for a period of 20 years. A permit that strikes a balance between economic, social and environmental considerations.

This decision confirms the airport's strategic role in Wallonia. It constitutes a major milestone for the airport, which will now be able to continue its activities within a clarified and strengthened framework, while pursuing a policy of environmental responsibility and sustainable development.

This permit is the culmination of a lengthy consultation and assessment process launched in 2023, including a **comprehensive environmental impact assessment** and a broad **public consultation**. It is also the result of significant collective work carried out both internally and with external partners.

Brussels South Charleroi Airport welcomes the authorities' recognition of the work accomplished and is working to implement the new operational framework, particularly regarding the **management of late returns** and the **reduction of noise pollution**.

The objective is to enable the airport to continue its development and implement its Master Plan while **complying with environmental standards and** limiting disturbances as much as possible. BSCA is also committed to doing everything necessary to comply, within the imposed deadlines, with all permit conditions, in consultation with the relevant institutions and under the technical officer's supervision.

The renewal of the single permit also enables the airport to consolidate its role as a **key regional economic driver**. More than 3,400 jobs are generated directly on the airport site. Overall, more than 20,750 direct, indirect and induced jobs now depend on airport activity — a determining impact on local employment, social inclusion and the economic vitality of the region.

Brussels South Charleroi Airport reaffirms its commitment to continuing to evolve within an environmentally responsible framework and to supporting technological innovations in the sector to progressively reduce the noise and environmental footprint of its operations.

It should be noted that, as of 31 December, Brussels South Charleroi Airport had received 5 appeals before the Council of State. The Auditor of the Council of State must still issue a report on the decision's legality.



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SUSTAINABLE DEVELOPMENT, A CORNERSTONE OF THE AIRPORT'S STRATEGY

7.1 The airport's environmental strategy

Faced with today's environmental challenges, we fully integrate environmental considerations into the core of our activities. Our objective is to minimise our environmental impact while maintaining our commitment to sustainable development across the entire airport site. We recognise our role in protecting the environment and preserving the quality of life for future generations.

We are committed to:

- ✓ Complying with all applicable environmental regulations and our compliance obligations;
- ✓ Integrating environmental criteria into all our processes and strategic decisions;
- ✓ Training, raising awareness among and informing all our staff, suppliers, passengers and partners;
- ✓ Promoting environmental innovation;
- ✓ Considering environmental impact throughout the life cycle of our infrastructure, services and activities.

To achieve this, BSCA has developed 8 major focus areas:

-  Reducing CO₂ emissions, other pollutants and particulate matter
-  Effectively treating rainwater and wastewater
-  Reducing energy consumption and promoting green energy
-  Remediating contaminated soil
-  Reducing, processing and recycling waste
-  Limiting noise impacts on local residents
-  Promoting biodiversity on and around the site
-  Encouraging alternatives to fossil fuels

Through its environmental policy, BSCA is committed, in the medium term (2030 horizon), to:

- ✓ Reducing its direct emissions by at least 90%;
- ✓ Offsetting remaining residual emissions through carbon offsetting projects;
- ✓ Reducing its total CO₂ emissions (direct and indirect) by at least 25%.

In the longer term (2050 outlook), we strive to:

- ✓ Contribute to reducing our total emissions to net zero grams of CO₂ through carbon offsetting projects for residual emissions (Net Zero 2050);
- ✓ Promote and support the global evolution of the aviation sector towards CO₂ neutrality;
- ✓ Support our partners in achieving this neutrality.

ACTIONS CARRIED OUT DURING 2025

Press conference on operational tests involving sustainable aviation fuel

Wizz Air, Airbus, Moeve and Brussels South Charleroi Airport held a joint press conference on 16 January 2025 to announce the successful operational tests using sustainable aviation fuel (SAF). This marks a crucial milestone towards the decarbonisation of aviation following the implementation of the European ReFuel EU Aviation legislation, which imposes a minimum SAF blend requirement on flights departing from European Union airports as of 1 January 2025. Charleroi Airport is demonstrating leadership by developing infrastructure and partnerships that enable the large-scale increase in SAF use.

BSCA is pleased to have been selected by Wizz Air for these tests. The integration of SAF into aviation fuel is now a reality that every airline operating from a European airport must incorporate into its operations. At Charleroi Airport, we want to encourage its use to meet the European mandate. This is why, in addition to working on a financial incentive for airlines, BSCA has partnered with SOWAER and the Walloon Government to facilitate the potential deployment of a SAF production unit in Wallonia — an important step towards a sustainable future for the aviation sector.



2025 Major Cleanup Day

In March 2025, BSCA once again took part in the Walloon Major Cleanup initiative, organised by Be WaPP, alongside IGRETEC and SSP France Belgium Luxembourg. Equipped with gloves, high-visibility vests and litter pickers, around 20 colleagues walked the airport grounds to collect as much waste as possible and help keep our region clean. This year, around 1 tonne of waste was collected.

This initiative is led by a team of eco-responsible volunteer employees whose mission is to promote awareness-raising activities and environmental consciousness, both within the company and among all stakeholders working on the airport site.

Throughout the year, this committed team undertakes a range of collective and individual actions to encourage environmentally responsible behaviour and to strengthen awareness of environmental issues.

Distribution of personalised reusable bottles to BSCA employees

As part of our commitment to a more sustainable future (UNITAR's "SDG Pioneer" certification and the initiatives led by the internal team of eco-responsible volunteers), personalised reusable bottles featuring each BSCA employee's first and last name were distributed. Water fountains have been installed throughout the site for employees to refill. This initiative aims to drastically reduce the daily use of plastic bottles.

¹ This certification, awarded by the United Nations Institute for Training and Research (UNITAR) and supported by the Chamber of Commerce and Industry (CCI Hainaut), highlights concrete initiatives that promote sustainable development and social inclusion, in line with the 17 Sustainable Development Goals (SDGs) defined by the United Nations (UN).



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Installation of healthy snack vending machines

Since May 2025, healthy snacks have been available to staff through 15 snack vending machines to encourage healthier habits. This initiative is part of the actions implemented in connection with UNITAR's "SDG Pioneer" certification.



Installation of waste sorting bins

Since September 2025, new waste-sorting stations with clear signage have been installed in the T1/T2 terminals and office areas. These replace the previous stations and include four separate bins:

- Organic waste;
- Paper and cardboard;
- PMC;
- Residual waste.



Air quality monitoring campaign in work areas located near aircraft

As part of the health monitoring programme for employees working airside, our Prevention Unit carried out a new air-quality monitoring campaign in work areas near aircraft.

The purpose of this initiative is to assess employees' exposure to fine particles, Volatile Organic Compounds (VOCs) and Polycyclic Aromatic Hydrocarbons (PAHs), and to ensure that measured concentrations remain within occupational exposure limits.

The teams affected by this campaign mainly included airside staff and refuelling operators, who are among the most exposed workers.

Following analysis of the results, we found that all measured concentrations were below the occupational exposure limits for all compounds analysed.

SUSTAINABLE COMMUNITIES

Charleroi Airport already stands out for its ISO 14001 certification, participation in the Airport Carbon Accreditation (ACA) programme, recognition for its efforts in support of the 17 Sustainable Development Goals (SDGs), and active involvement in upcoming regulatory initiatives, such as the CSRD (Corporate Sustainability Reporting Directive) and European legislation on greenwashing.

In September, Brussels South Charleroi Airport achieved Level 4+ Airport Carbon Accreditation, joining the world's 76 most advanced airports for carbon management. This recognition is not an end in itself but an important milestone on the path to net zero.

The airport is committed to reducing its own emissions and supporting airlines and partners in their energy transition, particularly through the use of SAF, hydrogen, and other alternative solutions.



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7.2 Human and social initiatives

SECOND EDITION OF THE SUPPORT POLICY

At Brussels South Charleroi Airport, it is important to support local and regional organisations carrying out projects that promote values aligned with our own, namely trust, respect and commitment. This is how the support policy was launched last year.

Following a successful first edition, which secured financial support for 6 projects, the airport launched a new edition based on 3 strategic pillars: sport, culture, and youth support.

A pre-selection process was organised, with particular emphasis on eligibility criteria aligned with the sustainable development objectives of UNITAR's "SDG Pioneer" certification.

The pre-selected projects were then presented to a jury composed of professionals from the relevant sectors.

In total, ten organisations active in sport, culture and youth support were selected to benefit from BSCA's financial support, with €50,000 distributed among the various projects. The airport also committed to monitoring the progress of the projects in which it strongly believes.

THE SELECTED PROJECTS:

Charleroi Volley: The association aims to promote physical education in general and volleyball and beach volleyball in particular.

Atelier M: The Freebike project aims to encourage sport and soft mobility among young people in Charleroi by providing access to bicycles and helmets.

Debjarun: The Debjarun Academy aims to promote sport, particularly athletics, by offering comprehensive support to runners.

Marchienne Babel: The project aims to mobilise local residents around the "Zabattoirs" site, located along the Eau d'Heure river, and to raise awareness of the nuisance and pollution affecting the area.

Circomédie: The project aims to prepare and organise an event that brings together several artistic disciplines, staged collectively on the site of the former Soleilmont Abbey.

Three youth centres (Maison de Jeunes de Couillet, Centre de Loisirs Actifs L'Eveil, and Maison de Jeunes Case Départ) to enable young people to participate in a cultural outing.

Alternative 21 — Projet Fracasse: Fracasse is an inclusive music workshop that enables young people with intellectual disabilities or autism, as well as other participants, to awaken their creativity, desire to create, and need for self-expression.

Opération Papa Noël / Pôle Nord: The main mission is to bring joy to children at Christmas by mobilising the public, mainly through sponsorship initiatives.



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HUMANITARIAN PROJECTS

In line with its support policy, BSCA supports humanitarian projects.

The airport places great importance on supporting associations that align with its values. To this end, donation boxes are available at Terminals T1 and T2.

In 2025, Charleroi Airport was proud to support the non-profit organisation "Les 4 pattes en détresse". The association's mission is to rescue elderly cats and dogs, animals with disabilities, sick animals, or those considered unadoptable, and to offer them a dignified and happy end of life.

As art and culture also play an essential role at the airport, exhibitions are regularly organised across various spaces to showcase talented artists from the region.

Throughout 2025, the walls of The Lounge area in Terminal T1 and the Business Executive Aviation Terminal featured new artworks for passengers to admire before boarding. Artists Lau VAGO, Veronica BARCELLONA, Fabrizio PROSPERI, Aurore VANHEMELEN, Herman DELBOSQUE, Cédric BRION x François GRIMOIN (Maria LO CIGNO), Muriel GÉRARD, Gilles BAEYENS and Vilson BIÇAKU unveiled their works.

Paintings, sculptures, drawings... Every artistic discipline is welcome in showcasing talent throughout the airport's various spaces.



RUN & WALK

In October 2025, BSCA organised its first Run & Walk event in and around the Domaine du Bois Lombut, which was exceptionally opened to the public for the occasion.

This event, centred on sport, well-being and togetherness, brought the airport community together for a friendly activity accessible to all levels.

Runners could choose one, two or three 4-km loops, while walkers were accompanied by Viscount Louis LE HARDY DE BEAULIEU on a narrated 2-km walk.

This event also aligns with the airport's commitment to a more sustainable future, in line with UNITAR's "SDG Pioneer" certification and the promotion of the United Nations' 17 Sustainable Development Goals (SDGs).



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EMPLOYMENT TRENDS WITHIN BSCA

In 2025, employment at BSCA increased by 141 employees.

The average number of employees in 2025 was **879**.

Overall, as of 31 December 2025, **702** active full-time equivalents were recorded at the airport (**780** full-time equivalents under contract — the difference attributable to occupational accidents, long-term illnesses, career breaks, exemptions from work and maternity leave).



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AN AIRPORT OPEN TO EVERYONE

9.1 At the heart of interactions

With 11.2 million passengers welcomed annually, BSCA places great importance on multichannel communication to reach a wider audience and meet the expectations of all passengers, stakeholders and aviation enthusiasts.

From a press perspective, in addition to the many requests and questions handled by the communications department, BSCA distributed around 10 press releases to a large database of journalists in Belgium to indirectly inform the general public about the airport's activities and latest news.

Three press conferences were also organised, including one dedicated to SAF in collaboration with Wizz Air, ACI Europe, Airbus and Moeve (see section 6.1).

To maintain close relationships with passengers and partners, create new collaborations, and explore new technologies, BSCA met with the public and its partners and took part in a wide range of events to promote the airport and its activities, discover innovations useful to our business, and exchange ideas with other airports.



Here is a non-exhaustive list:

- 16/01/2025: **New Year's Reception ABTO** (Association of Belgian Travel Organisers), a B2B networking event bringing together professionals from the sector;
- 24/01/2025: **Tourissima Lille**, a B2C holiday fair bringing together tourism operators and airlines;
- 03-05/02/2025: **Connect Aviation** (Girona, Spain), a B2B speed networking event with airlines;
- 19/03/2025: **AYA Energy - Unlock the power of batteries in your energy strategy**;
- 20-21/03/2025: **ACI Communication Forum** (Athens, Greece), an event bringing together communications professionals from European airports to exchange best practices;
- 24-27/03/2025: **Belgian Travel Congress** Congress in Montenegro, the annual congress for Belgian tourism professionals, organised by UPAV and VVR, bringing together experts, travel agencies and travel decision-makers around inspiring conferences, workshops and B2B networking sessions;
- 08-10/04/2025: **Routes Europe** (Seville, Spain), a B2B speed networking event with airlines;
- 08-09/04/2025: **Passenger Terminal Expo** (Madrid, Spain), a trade fair for meeting suppliers from the sector;
- 05-06/06/2025: **UAF Meeting** (Le Touquet, France), featuring a BSCA intervention during the panel: "What benefit can regional eFuel projects offer to you and the region?";
- 16-17/10/2025: **ACI Communication Forum** (Madrid, Spain), an event bringing together communications professionals from European airports to exchange best practices;
- 25-28/10/2025: **Airport Council International-World Annual General Assembly** (ACI-WAGA) (Toronto, Canada), the world's largest gathering of airport executives discussing the topics shaping the evolution of the airport industry;
- 17/11/2025: **Workshop BT EXPO** — Belgium Travel Expo (Nivelles), Belgium's largest B2B trade fair for tourism and MICE professionals;
- 9/12/2025: **Intysify's Green Talk - Managing ESG Risks**.

9.2 The airport on social media

Charleroi Airport maintains a strong social media presence, sharing travel tips, destination ideas, activities, services and practical information to guide passengers and attract new ones.

The aviation sector continues to inspire people, and we take pride in sharing stunning photos taken both on and off the runway. We also highlight our partnerships and environmental initiatives.

Number of subscribers/followers as at 31.12.2025:

- Facebook: **52,669**
- LinkedIn: **11,873**
- Instagram: **33,338**

Top 5 Facebook posts in 2025 by reach:

1. Bomb alert on the runway/runway closure and interruption of operations on 13 May 2025
2. Construction works affecting access to the airport on 31 July 2025
3. Call for applications/return of items confiscated by security on 1 May 2025
4. "One profession, one minute" with Loïc, airport firefighter, on 4 May 2025
5. Sunday photo by a G4S agent, a stunning sunrise captured from the runway on 23 March 2025



9.3 Data protection

In 2025, the Data Protection Officer received **177** requests to exercise the rights of access to information and erasure.

Between October and December 2025, an internal **awareness campaign** on the General Data Protection Regulation (GDPR) was launched.

The objective was to help all airport employees better understand the principles of the GDPR, adopt the right reflexes in their daily work, and strengthen their collective responsibility for personal data protection and IT security.

The programme included weekly accessible content (videos, quizzes, infographics), practical advice tailored to each department, useful reminders to avoid the most common mistakes, and a playful approach to testing knowledge.

Another IT security campaign is scheduled for 2026.

In accordance with the Camera Surveillance Act, the **declaration to the FPS (Federal Public Service) Home Affairs** was completed in June 2025.

It is also essential to guarantee a high level of confidentiality, integrity and data availability. This is why BSCA is constantly seeking improvements in cybercrime protection.

To date, **1.5 million** passengers are registered in the airport's contact database via a passenger contact data management platform – the Data Management Platform (DMP). This enables BSCA to target and build strong relationships with its passengers through monthly newsletters and a loyalty programme.

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LOOKING BACK AT 2025

10.1 Awareness campaign against aggression towards staff

In 2025, Brussels South Charleroi Airport recorded 55 cases of physical and/or verbal aggression against its staff, as well as many others directed at employees of its partners.

In response to the rise in incivility and violence, the airport launched a 2025 awareness campaign for passengers, reminding them of the importance of showing respect towards the employees and partners who ensure the smooth day-to-day operation of the airport and do everything possible to guarantee a seamless, safe and pleasant journey for all.

Through the message “We Work for you”, the campaign takes the form of posters displayed at key locations throughout the terminal and goodies distributed to passengers and airport employees.

This campaign also reflects a broader ambition: to highlight frontline work, prevent psychosocial risks and foster a respectful environment throughout the airport.

Alongside the campaign, the airport organises **conflict management training sessions** for its staff so they can respond appropriately to aggression and has implemented moral support through a specialised team in such situations.

10.2 What's new in the terminal?

DEPLOYMENT OF THE E-GATES AND THE EUROPEAN ENTRY/EXIT SYSTEM (EES)

In 2025, Brussels South Charleroi Airport, in collaboration with its internal partners, introduced several services to make life easier for passengers.

As such, **E-Gates**, automated border control gates, were brought into service in June 2025 for extra-Schengen border checks. Supervised by police officers, the E-Gates, which open in response to passenger traffic, help streamline flows and provide an alternative to manual checks.

At passport control, the new European **Entry/Exit System (EES)** has been gradually deployed since 12 October 2025 at the external borders of the European Union, including at Brussels South Charleroi Airport. This innovative system aims to strengthen security, improve passenger flow management, and progressively replace manual passport stamping with digital registration of entries and exits within the Schengen Area. It enables automatic verification of compliance with entry and stay conditions and immediate detection of irregularities (overstays, entry bans, etc.).

Thanks to this new technology, border checks are faster and more efficient while maintaining a high level of security. The system is being rolled out progressively over six months, with full implementation expected by 10 April 2026.



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100% DIGITAL FOR RYANAIR

A major new development has also been introduced on the check-in side. Since 12 November 2025, Ryanair has switched to **100% digital boarding passes**.

In practical terms, during check-in, all passengers now receive a digital boarding pass via the Ryanair mobile application. Once at the airport, travellers are invited to present their digital boarding pass directly from the Ryanair mobile application at baggage drop-off, security screening and the boarding gate. This helps reduce paper consumption.



NEW RETAIL OUTLETS WITHIN TERMINAL T1

In April 2025, *"L'Oliviera"*, located on the Princess Astrid Plaza, was replaced by *"Chicken Fly"*, a new concept developed by our partner Fritapapa and offering a wide range of chicken-based dishes. This further enhances the catering offer on the terrace and meets the needs and preferences of passengers and their companions.



In June 2025, airport staff and passengers could enjoy a temporary photobooth opposite *"The Speakeasy"* — an opportunity to create memories at BSCA.



Since September 2025, works have been underway on the Plaza to open a new **Convenience store** (local/travel convenience store), scheduled for spring 2026. It will replace the Louis Delhaize store currently located in the terminal.

Covering 250 m² of retail space, the outlet will offer passengers, companions and staff a wide range of convenience-store products: takeaway meals, pastries, sweet and savoury snacks, beverages, fresh products, travel essentials and everyday services.

Also in September, a new retail outlet showcasing local expertise and flavours opened: *"By Naturalis"*. Located at the entrance of Terminal T1, the shop offers a selection of local products, perfect as gifts or personal treats.



In November 2025, the *"Belgian Waffle"* food truck set up on the Plaza, offering Liège waffles for a 100% Belgian gourmet break.



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BSCA CELEBRATES CARNIVAL

During the carnival holidays, costumed stilt walkers entertained passengers and their companions throughout Terminal T1 and the Princess Astrid Plaza, creating a festive and friendly atmosphere.



INTERNATIONAL WOMEN'S RIGHTS DAY AT BSCA

As part of International Women's Rights Day (8 March), BSCA wished to highlight this important cause.

In partnership with the associations **Solidarité Femmes et refuge pour femmes victimes de violences**, **Maison Plurielle ASBL**, and **L'Eglantier ASBL**, a poster campaign was launched across the airport offices to inform employees and raise awareness.

CAMILLE LOU AT CHARLEROI AIRPORT

To mark the release of the film "Natacha (Almost) Air Hostess" in April 2025, the production team arrived at Terminal T1 in March to film promotional sequences.

Camille LOU, the lead actress, was joined by Thomas DERMINE, Mayor of Charleroi, the birthplace of the Natacha comic strip.

Between public announcements and check-in recordings, our favourite "almost" air hostess delighted our passengers.



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FILMING AND VISITS IN OUR TERMINALS

Whether for a clothing brand photoshoot, a promotional capsule for our partner Poppy, or even a hidden-camera feature by François l'Embrouille (François DAMIENS), BSCA has established itself as an ideal location for all kinds of filming and photo shoots.

Several productions were also organised, notably with Télésambre, the local television channel, to highlight our staff, particularly the Duty Managers and PRM agents.

In addition, Charleroi Airport opened its doors behind the scenes to students from various schools (a Spanish-language school, a secondary school, and the IFAPME Wallonie Picarde Centre) for immersive visits alongside staff members.

This was a valuable opportunity to exchange ideas, share our experience, and address the realities of the airport environment in a practical way.



MAGIC IN THE AIR

BSCA is not just an airport; it is a place where memories are made.

In April 2025, a 22-year-old Belgian First Officer with Wizz Air made her first landing in Belgium. On the Charleroi tarmac, a surprise awaited her: her parents were waiting to welcome her after her flight.



In August 2025, in collaboration with EAPC (European Aircraft Private Club), a child celebrating his 10th birthday and passionate about aviation had the opportunity to explore the inner workings of a private jet alongside a pilot.



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DJ SET ON THE PRINCESS ASTRID PLAZA

In August 2025, to create a summery and festive atmosphere, passengers and their companions enjoyed a musical ambience on the Princess Astrid Plaza, hosted by two DJs, Leyna (aka DJ Ta-Leb) and Marco (aka DJ KOALAX).



LIVE RADIO IN TERMINAL T1

On 26 September 2025, BSCA had the pleasure of welcoming the entire **15/19 Radio Contact team**, live from the departures hall at Terminal T1.

In collaboration with our airport, a daily contest ran throughout the broadcast week, offering participants the chance to win five weekend trips for two to Milan (Italy).

The team was approached by numerous passengers and airport staff and gladly posed for photos.

Thanks to the contest, one of the winning listeners even experienced their first flight from Charleroi Airport.

BSCA'S GOT TALENT

Charleroi Airport launched the second edition of BSCA's Got Talent, an event showcasing **volunteer musical talent** to celebrate the Fête de la Musique (21 June) with passengers and staff.

In bright sunshine, bands and singers delivered a dynamic performance on the Princess Astrid Plaza, spanning a variety of musical styles. A DJ brought the day to a perfect close behind the decks.



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10.3 Focus on our car parks

In September, Brussels South Charleroi Airport introduced a new car park to better accommodate passengers: **Car Park P5**, opposite the Q8 petrol station at the airport access roundabout, about a ten-minute walk from the terminal.

This addition increased the number of available parking spaces by more than 900, spread over 21,000 m².

The airport now offers **nearly 10,000 parking spaces** for vehicles, distributed across its seven official car parks.

This new development forms part of our overall strategy to continuously improve our services and infrastructure. It enables us to expand our parking options, complementing an already extensive offer tailored to travellers' needs, while also helping to combat illegal parking, which causes significant disturbances.



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10.4 Charlie's outings

Throughout 2025, Charlie, **BSCA's mascot**, hopped out of his burrow to delight visitors of all ages.



Welcoming Santa Claus in Terminal T1, with small gifts and sweets for children



Easter egg distribution in Terminal T1



Distribution of colouring pencils and colouring sheets during the autumn holidays in Terminal T1



Entertainment featuring giant soap bubbles in the play area located opposite Terminal T1



A surprise visit to a primary school class at École des Coquelicots in Goutroux, following their participation in a contest launched on our social media channels. On the programme: an afternoon dedicated to the airport, including an interactive quiz, fascinating discussions and plenty of wonderful surprises for the pupils.

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10.5 A journey through time

As Brussels South Charleroi Airport approaches its 35th anniversary, these before-and-after photos illustrate its transformation.

From the earliest infrastructure to today's facilities, they reflect continuous modernisation driven by innovation, operational performance and improvements to the passenger experience.

Beyond the visible developments, the history of our airport is above all a collective one, driven by the commitment of the teams who work every day to ensure its smooth operation

*A story focused
on the future, a true
success story that
continues to evolve.*





CONCLUSION

The year 2025 confirmed Brussels South Charleroi Airport's ability to strengthen its position as a key player in mobility in Wallonia and across Europe. Despite a demanding economic and environmental context, the airport continued to grow while reinforcing its commitments to sustainability, service quality and innovation. Building on these results, the airport looks to the future with confidence, determined to pursue its development responsibly and to meet the expectations of its employees, passengers, partners and local residents.

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