

BRUSSELS  
SOUTH  
CHARLEROI  
AIRPORT S.A.



# 2024

## A YEAR OF GROWTH

2024  
ACTIVITY  
REPORT



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# MESSAGE FROM THE CHAIRMAN OF THE BOARD AND THE CEO

**The year 2024 was an important year for B.S.C.A., marked by the symbolic milestone of reaching 10 million passengers and to renew the environmental permit.**

This year reminded us that, as operators of Charleroi Airport, we will benefit from exclusive rights over the airport site until 2041. Still, we also bear significant responsibilities, particularly regarding connectivity, socio-economic impact, and environmental commitments.

Connectivity is part of our daily lives: video conferencing, social networks, phone calls, travel, ...

Whether for professional, family or leisure reasons, we are all "interconnected".

This everyday reality nonetheless remains a constant challenge for B.S.C.A.

For years, we have been working to enable everyone to travel by plane throughout Europe and beyond at an affordable price.

For us, this means responding to a collective need, which resulted in the symbolic milestone of 10 million passengers transported per year and more than 130 direct destinations, including around 50 exclusive to Belgium.

This milestone of 10 million passengers reaffirms the importance of our airport as a vital public asset.

The airport's economic impact is also crucial. It is an activity of prime importance for the local, regional, and even national economies.

At our level, this represents nearly 4,650 direct and indirect jobs, of which 43% of direct jobs are held by employees living in the nine municipalities bordering the airport.

This social impact has driven our management decisions over the past five years. The airport now employs 707.5 full-time equivalents (2024 social report), ~14% (621.7 FTE) more than in 2019.

Let us also recall that, following a proposal by the Chairman, the Board of Directors decided, as early as 2021, to involve employees in the company's success. Thus, for 2024, €1.5M (CCT90) and €513K (bonus) will be distributed to employees in 2025 in addition to their fixed and variable remuneration.

Charleroi Airport also represents nearly €120 million per year in tourism-related benefits.

Therefore, we are fulfilling our mission as a key economic player in Wallonia and are proud of it.



2024

**1.5M€**

CCT90

**120M€**

per year in  
tourism-related benefits



## 0 \_ A MESSAGE FROM THE CHAIRMAN OF THE BOARD AND THE CEO

Finally, no economic activity can thrive without respect for the environment.

It is a great responsibility, and one to which we remain particularly attentive.

Year after year, we redouble our efforts to reduce our environmental impact, and this year, we made strong commitments by submitting the application to renew our environmental permit.

Simultaneously, at the same time, we commit to reducing our emissions each year by rethinking how we work and grow.

Biofuels, equipment electrification, PFAS-free firefighting foam, waste sorting, solar energy, ... these are just a few of the innovative initiatives being implemented as part of our responsible approach.

With the renewal of our environmental permit and the increase in passenger numbers, the future of the airport and the surrounding local economy is taking shape.

A future that will take shape at the end of 2025 with the start of work to extend the terminal, enabling us to equip ourselves with next-generation security equipment.

This project will allow us to offer better day-to-day travel and working conditions to all our passengers and the entire airport staff.

We want to thank all our passengers, airport staff and partners for their continued trust year after year.



Philippe  
**VERDONCK**  
CEO



Gilles  
**SAMYN**  
Chairman of the  
Board of Directors

1\_

# SHAREHOLDING STRUCTURE

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

## CLASS A

SOWAER  
(Société wallonne  
des Aéroports)

Number of shares held

**7,774**

% HOLDING

**35.9%**

SAMBRINVEST S.A.

Number of shares held

**2,966**

**13.7%**

IGRETEC

Number of shares held

**369**

**1.7%**

## CLASS B

SABCA S.A.

Number of shares held

**103**

% HOLDING

**0.48%**

## CLASS C

BELGIAN AIRPORT S.A.

Number of shares held

**10,473**

% HOLDING

**48.32%**

## TOTAL REGISTERED SHARES

**21,675**

Number of shares held

**100%**

% holding

## 2\_

# THE BOARD OF DIRECTORS

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

### CHAIRMAN



**Gilles SAMYN**

### VICE-CHAIRMEN



**Marc DENEVE**  
(class A)



**Bernard GUSTIN**  
(class C)

### DIRECTORS



**Alain BELOT**



**Vincent DEBRUYNE**



**Claude MELEN**



**Matteo TESTA**



**Stéphane BURTON**



**Grégoire DUPUIS**



**Massimo MEROLA**



**Nastasja WARTEL**



**Giovanni CURTOLO**



**Thierry HUBERT**



**Monica SCARPA**



**Margherita MARCHI**

### GOVERNMENT COMMISSIONERS



**Eric WATTELAR**



**Samuel SAELENS**

Mr **Giovanni CURTOLO**  
succeeded Ms  
**Margherita MARCHI**.

Mr **Samuel SAELENS**  
succeeded Mr  
**Eric WATTELAR**.

# 3\_

## THE MANAGEMENT TEAM

The Management team of Brussels South Charleroi Airport S.A. consists of the following directors:



**Philippe VERDONCK**  
Chief Executive Officer



**Hervé FRANSENS**  
Secretary General



**Julien PAUWELS**  
Chief Operating Officer



**Vanessa TURSI**  
Chief Financial Officer



**Camillo BOZZOLO**  
Chief Commercial Officer



**Stéphanie ALLARD**  
Interim HR Director



**Thomas FERCOT**  
IT Director

Until **18 September 2024**, Ms **Patricia VANGEEL** held the position of **RH Director**.

Ms **Stéphanie ALLARD** assumed the role of **Interim HR Director** on **12 November 2024**.

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# 2024 IN FIGURES



## TURNOVER

from 115,934,074€ in 2023  
to **126,859,889€** in **2024**,  
representing a

**9.42% increase**



## NET PROFIT

from 15,228,341€ in 2023  
to **21,411,568€** in **2024**,  
representing a

**40.6% increase**



## EBITDA

from 22,737,267€ in 2023  
to **28,636,560€** in **2024**,  
representing a

**25.95 % increase**



## INVESTMENTS

**3,879,929.12€**

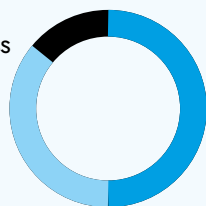


**10,501,460**  
passengers

a **2% increase** compared to 2023

**15%** business  
travel

**35%** family  
travel (Visiting  
friends & relatives)



**50%** leisure/  
holiday travel



**88%** Load factor



**Over 200 destinations**

(130 direct and 83 indirect)



Serving nearly **31 countries**



**825** direct employees

**6 airlines**

 **RYANAIR**

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

 **Wizz**  
wizzair.com

 **AIR CORSICA**

**PEGASUS**

**VOLOTEA** 

**AirArabia**  
العربية للطيران



## 5\_

## STABLE GROWTH

After a sharp drop in performance in 2020 and 2021 due to the COVID-19 pandemic and the ensuing economic crisis, Charleroi Airport embarked on a promising recovery as early as 2022. A positive momentum that was further confirmed in 2024.

Over the past twelve months, the airport welcomed 10,501,460 passengers, a 12% increase over 2023.

**B.S.C.A. surpassed the milestone of 10 million passengers — a significant achievement.**

In July 2024, the ACI Best Airport Awards were presented, which reward excellence and achievement across a range of airport operations. Among the three nominees in the 5–10 million passenger category, Charleroi Airport secured third place and received a “Highly Commended” distinction from the jury! This reflects the strategy’s success implemented by management and the daily commitment of B.S.C.A.’s staff and the entire airport community, who play a key role in its development and ongoing success.

Once again this year, Ryanair Group, Wizzair Group, and Pegasus Airlines posted the strongest growth at Charleroi Airport and across the entire European market. The table below highlights the strong 2024 growth of these three airlines, all of which are ranked among the 20 largest airlines in Europe.



## 5\_ STABLE GROWTH

Ranking	Airlines	Seat capacity 2023	Seat capacity 2024	Variance	Type
1	Ryanair	182,884,306	198,877,784	9%	Low-cost
2	EasyJet	95,086,180	99,904,447	5%	Low-cost
3	Turkish Airlines	85,129,943	69,363,039	-19%	
4	Lufthansa	61,836,687	62,846,482	2%	
	Wizzair Group	55,381,999	57,694,605	4%	Low-cost
5	British Airways	44,940,580	47,130,695	5%	
6	Aeroflot Russian Airlines	37,009,047	43,455,387	17%	
7	Vueling Airlines	40,295,748	41,381,872	3%	Low-cost
8	Pegasus Airlines	34,453,428	39,468,281	15%	Low-cost
9	Air France	39,870,044	39,261,968	-2%	
10	KLM Royal Dutch Airlines	31,992,900	34,467,272	8%	
11	Iberia Líneas Aéreas de España	31,375,963	33,527,166	7%	
12	Scandinavian Airlines	31,673,991	32,502,650	3%	
13	Wizzair Malta	16,882,249	29,515,885	75%	Low-cost
14	Wizzair	38,499,750	28,178,720	-27%	Low-cost
15	Eurowings	25,201,175	27,161,793	8%	Low-cost
16	Jet 2	19,257,903	21,898,196	14%	Low-cost
17	ITA Airways	19,102,844	21,527,088	13%	
18	Swiss International Air Lines	18,600,741	20,321,170	9%	
19	Aegean Airlines	15,739,432	17,884,540	14%	
20	Austrian Airlines	16,676,636	17,455,878	5%	
21	SunExpress	14,506,305	17,192,310	19%	Low-cost



## 5\_ STABLE GROWTH

Ryanair continues its growth in Charleroi, offering more than 120 routes across Europe and beyond.

2024 was also marked by two significant anniversaries: Pegasus Airlines celebrated 10 years of operations at Charleroi Airport with more than 30 international destinations via connecting flights, opening up a wide range of travel opportunities.



Wizzair Group, for its part, celebrated 20 years of operations at B.S.C.A. Over two decades, it has transported more than 11 million passengers to and from Charleroi.

Its network expanded in December 2024 with a new destination in Eastern Europe: Chişinău (Moldova), with two flights per week. This destination was reintroduced after having been served for four years, between December 2018 and December 2022.

Previously present a few years ago, the Moroccan airline Air Arabia rejoined the B.S.C.A. network in June 2024, launching a flagship route to Oujda (Morocco), with two weekly flights.

An inaugural flight was organised to mark the start of this new partnership, in the presence of His Excellency the Ambassador of the Kingdom of Morocco, the Walloon Minister for Airports, and the Consul of the Kingdom of Morocco.





## 5\_ STABLE GROWTH

The most **popular destination countries** for our passengers in 2024 were as follows:

### 1. Italy

### 2. Spain

### 3. France

### 4. Romania

### 5. Morocco

During the year 2024, **9 new destinations** were added to the direct flights offered from Brussels South Charleroi Airport, further strengthening Charleroi's position as the Belgian leader for European destinations:



1. Cork (Ireland)
2. Gothenburg (Sweden)
3. Sarajevo (Bosnia and Herzegovina)
4. Dubrovnik (Croatia)
5. Olbia (Sardinia, Italy)
6. Ponta Delgada (Azores, Portugal)
7. Reggio Calabria (Italy)



8. Chişinău (Moldova)



9. Oujda (Morocco)



## 6\_

# SUSTAINABLE DEVELOPMENT AT THE HEART OF THE AIRPORT'S STRATEGY

## 6.1 THE AIRPORT'S ENVIRONMENTAL STRATEGY

Through its environmental policy, B.S.C.A. aims:

In the medium term, to:

- ➔ **Reduce** its combined **Scope 1** (direct emissions) and **Scope 2** (emissions from purchased energy) emissions **by at least 90%**, representing a reduction of 1,800 tonnes;
- ➔ **Neutralise** remaining residual emissions through carbon offsetting projects;
- ➔ **Reduce** its overall CO<sub>2</sub> emissions by at least **25%** across **all scopes** (including Scope 3, which accounts for indirect emissions);

In the longer term, to:

- ➔ **Achieve net-zero CO<sub>2</sub> emissions**, with carbon offsetting projects for residual emissions;
- ➔ **Align** with the global transition of the aviation sector towards carbon neutrality.

In concrete terms, B.S.C.A. continues its efforts to reduce its environmental impact by focusing on the following areas:

## I. AIR

Since 2019, air quality has been monitored by ISSeP (Scientific Institute of Public Service) as part of ongoing monitoring around the Charleroi airport site. In the absence of a full-year report, which was not yet available at the time this annual report was drafted, the analyses **for the first half of 2024 indicate that:**

- While compliance with the binding values of European Directives 2004/107/EC and 2008/50/EC, transposed into Walloon law, can only be assessed based on a full year of data, a linear extrapolation over one year using the data from the first half of 2024 suggests that all limit and target values would be respected at both monitoring stations installed at each end of the runway for suspended particles (PM10 and PM2.5), carbon monoxide, nitrogen dioxide, benzene, and benzo[a]pyrene.
- Compared to the permanent stations in the Walloon air quality monitoring network, the measurements around the airport are similar to those observed in urban agglomeration stations such as Charleroi and Liège, and even slightly lower for nitrogen oxides.
- No hydrocarbons (fractions C5–C11 and C10–C40) were detected regarding hydrocarbon fallout. All results were below the quantification limits.
- Apart from some minor contributions to nitrogen monoxide levels, no contribution from airport activities or aircraft movements could be clearly identified for all these pollutants.

The air quality around Brussels South Charleroi Airport is satisfactory—comparable to, or even better than, that of city centres such as Charleroi or Namur. The Wallonair website (<https://www.wallonair.be>) lets you check air quality in real time.

As part of a partnership with one of the airlines operating on site and in preparation for the European mandate under the ReFuelEU legislation, B.S.C.A. carried out tests to integrate synthetic fuel into aircraft refuelling operations. Indeed, from 1 January 2025, ReFuelEU legislation requires fuel suppliers to include at least 2% synthetic kerosene in the fuel supplied to airports. Given that the ambitions for integrating this fuel type exceed the current mandate, the test was conducted to ensure that the entire supply chain would function smoothly.

As such, two trucks containing between 30% and 35% synthetic fuel (or “SAF”) were delivered to B.S.C.A. in November 2024.

Beyond reducing CO<sub>2</sub> emissions from air transport, this fuel's effect will also improve local air quality. These fuels emit significantly fewer non-CO<sub>2</sub> pollutants than their fossil-derived counterparts. Through the progressive integration and increasing share of this fuel type, the airport also aims to reduce its impact on air quality around its facilities.



## 6\_ SUSTAINABLE DEVELOPMENT AT THE HEART OF THE AIRPORT'S STRATEGY

### II. WATER

A 500 m<sup>3</sup> rainwater collection tank is in place to recover rainwater from Terminal T1. This water is redirected to the sanitary facilities in the same terminal.

The airport is currently investigating the possibility of extending rainwater harvesting and reinforcing the system for collecting aircraft de-icing fluids. A study is also being prepared to optimise the efficiency of wastewater treatment at the treatment plant and increase the volume of rainwater recovered and reused in the sanitary facilities.

### III. NOISE

B.S.C.A. is among the most restrictive airports in terms of managing noise from airport and aeronautical activities.

Indeed, by the Walloon Regional Policy Declaration, B.S.C.A. complies with various noise limitation measures at the source, such as:

- Limiting operating hours through a curfew from 11:00 p.m. to 6:30 a.m., including an annual quota count system per aircraft, calculated based on arrival time;
- Banning the use of the noisiest aircraft based on their acoustic classification as defined in Annexe 16 of the ICAO (International Civil Aviation Organisation) regulations;
- Limiting noise levels through the establishment of thresholds not to be exceeded (defined by the Walloon Government Decree of 21 March 2019), with fines imposed on the airline in the event of double exceedance recorded on two consecutive sound monitors for the same movement;
- Priority should be given to the most recent aircraft models for the «first wave» flights between 6:30 a.m. and 7:30 a.m. to limit noise impact during the most sensitive hours for residents (morning and evening).

Permanent noise monitoring is carried out by analysing levels using 17 sound meters installed throughout the airport. SOWAER conducts this monitoring, and the noise levels can be accessed transparently via an application developed by SOWAER, Diapason.

Anyone can track a flight, its origin, destination, position, and the noise it generates in relation to the sound meters on the ground at any time, with the ability to go back approximately one month in time. This information can be accessed directly on the SOWAER website (<https://ebci.aerovision.cloud/appmap>).

Statistics derived from this data are shared with supervisory authorities (such as the Walloon Public Service (SPW) or the Walloon Airport Nuisance Control Authority (ACNAW)) and with B.S.C.A.

SOWAER is also responsible for implementing measures to protect local residents based on a noise map defined by a decree of the Walloon Government. Depending on a residence's proximity to the airport site, its year of construction, and the noise zone it falls into, a resident may be eligible for different compensation measures, ranging from full property purchase to insulation of sleeping areas or soundproofing grants for their home.

In addition to these measures, B.S.C.A. acts on various aspects of noise emissions from its activities, notably through:

- The installation of a noise barrier wall to prevent echo effects for residents of Ransart;
- The implementation of 400 Hertz voltage converters to supply power to aircraft on the ground, which also helps reduce CO<sub>2</sub> emissions;
- Optimising aircraft descent profiles through CDO (Continuous Descent Operations) procedures can reduce ground-level noise perception and decrease fuel consumption.

B.S.C.A. will continue to participate in the Monitoring Committee meetings set up by the Walloon Region and in the triennial review work of the Noise Exposure Plan. It will also continue its cooperation with the Walloon Public Service (SPW) and the Walloon Airport Nuisance Control Authority (ACNAW) within the framework of the administrative sanctions mechanism in cases of noise regulation violations.

### IV. ENERGY

Efficient energy use involves investments in lighting, heating, air conditioning, and insulation of buildings and infrastructure. B.S.C.A. has committed to replacing all existing lighting with LED, as is already the case with its airfield lighting system. This system also has intelligent lighting management functionality, optimising energy use based on occupancy and natural light levels.

In addition, the airport is investing in renewable energy with:

- The installation of heat pumps providing both heating and cooling in terminals T1 and T2;
- The installation of over 1,500 solar panels on the roof of terminal T2;
- The continued implementation and completion of an energy accounting system;
- The continued use of 100% green electricity contracts for electricity supply and their extension to biogas supply;
- The development of a platform for monitoring energy consumption;
- The company is developing new photovoltaic panel installation projects as part of its strategic project, Enerport. The area dedicated to solar energy production will be significantly increased.

## 6\_ SUSTAINABLE DEVELOPMENT AT THE HEART OF THE AIRPORT'S STRATEGY

This final point is part of a project to make Charleroi Airport a Multi-energy Hub. This project, to be implemented in three phases, aims to make the airport a producer and supplier of several types of energy (electricity, hydrogen, biogas, etc.). During 2024, B.S.C.A. initiated the steps corresponding to phase 1 of the project, which aims to increase on-site solar production to maximise on-site self-consumption by airport infrastructure and initially minimise the reinjection of surplus energy into the grid.

A pre-selection phase was carried out at the end of summer 2024. The application analysis and the selection report will be completed in the first half of 2025, and the Special Terms of Reference will be issued to ensure that the installations are commissioned during 2027, given the scale of the potential work.

### V. SOIL AND SUBSOIL

In 2023 and 2024, an exploratory study was conducted as part of the renewal of the airport's environmental permit. Investigations included drilling, soil sampling and analysis, installation of piezometers, and analysis of groundwater and surface water samples to investigate PFAS contamination. These localised pollutions, described in detail in the exploratory study report, revealed PFAS contamination in specific airport zones. A characterisation study is needed to determine the extent of the pollution and assess the need for remediation through a risk assessment study. This study is planned for 2025.

As part of the airport's response to the PFAS crisis, B.S.C.A. has replaced all its firefighting foams—previously a primary source of PFAS-based pollutants—with PFAS-free foams approved by official airport management bodies. In addition, fire trucks and areas with higher concentrations of these pollutants were also decontaminated to eliminate any potential source of pollution.

### VI. WASTE

Charleroi Airport is required to implement a waste sorting and collection system in accordance with the Walloon Waste Code.

B.S.C.A. currently ensures the recycling of:

- Green waste, sent to a composting centre;
- Hazardous waste (batteries, used oils, printer cartridges) is redirected to specialised recycling centres;
- Cardboard waste from suppliers;
- PMC waste (plastics, metals and drink cartons) from occupants of private premises;
- IT equipment via an organisation responsible for its recovery;
- Energy recovery from residual waste.

To continue sorting and recycling waste, B.S.C.A. is committed to:

- Improving the sorting system and reinforcing awareness about waste management for all airport stakeholders (passengers, HORECA staff, airlines, concession holders, and B.S.C.A. personnel);
- Gradually reducing the volume of residual waste generated and treated at the airport site, while increasing the share of recycled waste;
- Continuing to comply with and enforce legislation as it evolves.

#### GREEN WEEK

In March 2024, awareness-raising actions were carried out among B.S.C.A. staff with a participative focus on waste management, namely:

- Cleaning the baggage sorting system of the airport;
- Cleaning and sorting waste from vehicles used for operations.

The Green Week ended with participation in the 10th edition of the Grand Nettoyage organised by the non-profit Be Wapp.

Thirty-five staff members from B.S.C.A. (including members of the eco-responsible volunteer team — see section 6.3), SOWAER and SSP, in collaboration with IGRETEC, mobilised to collect litter around the airport, in the car parks and across the Aéroport area.

Thanks to this mobilisation, 200 kg of waste was collected in a single afternoon.

This initiative demonstrated B.S.C.A.'s commitment to preserving its environment and the importance of collective action in keeping shared spaces clean and welcoming.



## 6\_ SUSTAINABLE DEVELOPMENT AT THE HEART OF THE AIRPORT'S STRATEGY

### FOD WALK

In June 2024, a FOD Walk was organised at Charleroi Airport in collaboration with SPW, B.S.C.A. Security S.A., and SOWAER.

Before the first wave of flights (scheduled from 6:30 a.m.), around forty employees from the airport and its partners walked along the taxiways, the runway and surrounding areas to collect FOD (Foreign Object Debris), thereby helping to prevent potential damage to aircraft and individuals.

Although FOD collection is carried out daily, the FOD Walk offered an opportunity to explore all corners of the airport site and share a convivial, safety-focused moment.

### TOGETHER AGAINST FOOD WASTE

In November 2024, B.S.C.A.'s team of environmentally responsible volunteers (see section 6.3) actively participated in the European Week for Waste Reduction, which took place from 16 to 24 November 2024.

This year, the focus was on food waste, which offered a great opportunity to highlight B.S.C.A.'s partners committed to this cause.

Several businesses, such as Atelier Schamp, Starbucks, and Charles' Brewing Company (SSP), stood out by partnering with the Too Good To Go app.

This platform enables businesses to sell their unsold yet perfectly edible food products at reduced prices, preventing them from being thrown away.

For users, it is an opportunity to enjoy quality meals at a lower cost while participating in an eco-responsible initiative.

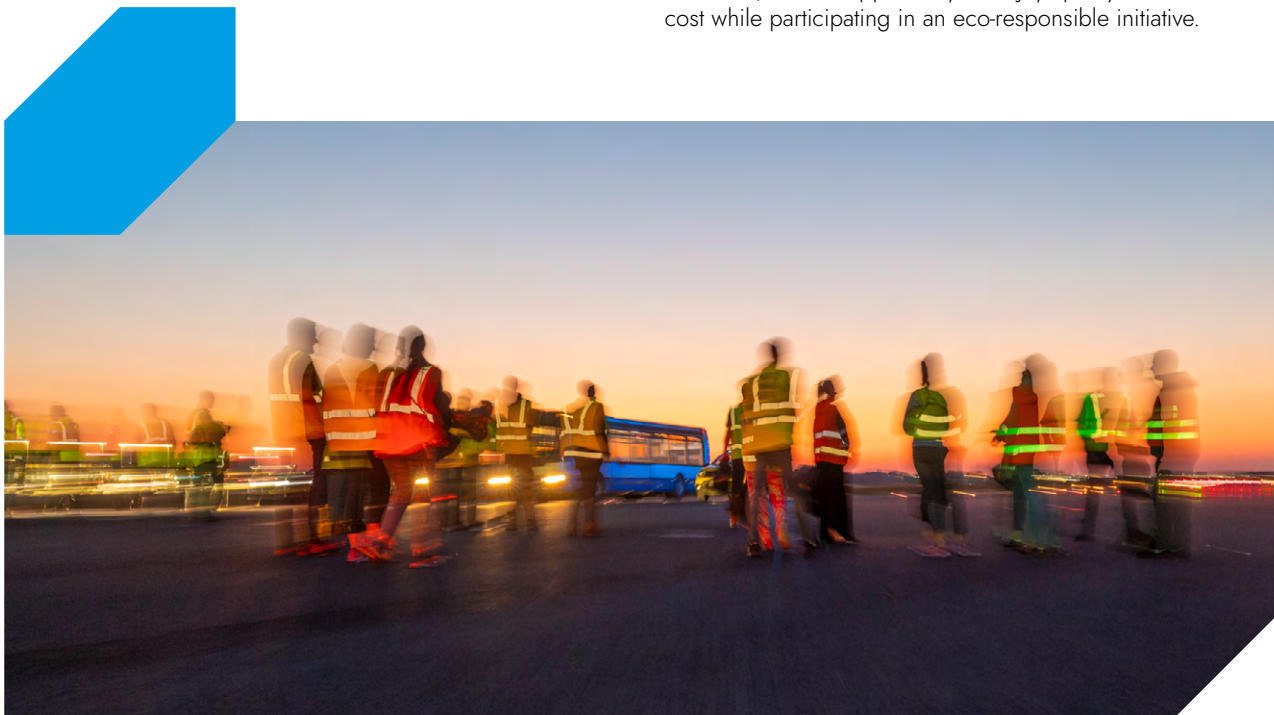


## VII. MOBILITY – NEW ROUTES WITH FLIBCO.COM

In April 2024, flibco.com expanded the number of routes to and from B.S.C.A. by launching a new international route connecting Charleroi Airport to Breda via Brussels and Antwerp.

Likewise, B.S.C.A. has also re-established connections to the cities of Liège and Maastricht thanks to the reopening of the international line to Maastricht in July 2024.

These routes strengthen flibco.com's international network, which already provides regular connections between the airport, Luxembourg, and Lille (France).





## 6\_ SUSTAINABLE DEVELOPMENT AT THE HEART OF THE AIRPORT'S STRATEGY

### VIII. BIODIVERSITY

B.S.C.A. is committed to integrating biodiversity conservation into its operations to comply with aviation safety standards and reduce the risk of bird strikes.

As part of its commitment to the environment, a partnership between B.S.C.A., SOWAER, the non-profit Terre@air and BeeOdiversity has led to the installation of four beehives in and around the airport area (in Jumet and Ransart).

The hives serve a key purpose: to collect pollen to analyse potential airborne pollutants, plant biodiversity, and the impact of airport activity on the environment.

The activation of the hives in Ransart, initially planned for April 2024, was delayed several times due to weather conditions but finally took place in July 2024.

During this event, the eco-responsible volunteer team (see section 6.3) and other staff volunteers had the opportunity to learn about the importance of bees for biodiversity and to be introduced to beekeeping.

Through these hives, B.S.C.A. aims to play an active and responsible role in reducing its environmental footprint.

Charleroi Airport aims to expand such initiatives to better identify and understand the diversity of mammals, insects (entomofauna), birds (avifauna), etc., on-site. To this end, many local partnerships and projects promoting biodiversity development

are currently under evaluation. Among these projects, a study is underway to plant several thousand square metres of vegetation, including many melliferous plants (highly nourishing for bees).



## 6 SUSTAINABLE DEVELOPMENT AT THE HEART OF THE AIRPORT'S STRATEGY

### 6.2 HUMAN AND SOCIAL ACTIONS

#### LAUNCH OF THE FIRST EDITION OF THE SUPPORT POLICY

As part of its support policy, B.S.C.A. is committed to being a responsible stakeholder alongside regional organisations, promoting its core values: commitment, trust, and respect.

In collaboration with Well'Air, the airport launched a call for projects in May 2024 to provide regional financial support to community organisations carrying out tangible projects in sustainable development, health, youth, culture, and sport. For this first 2024 edition, the focus was placed on the first three pillars.

A jury organised a pre-selection process based on eligibility criteria aligned with the Sustainable Development Goals (SDGs) of the UNITAR certification and with B.S.C.A.'s values.

The selected candidates then presented their projects to the jury.

Six regional association<sup>1</sup> active in sustainable development, health, and youth support were selected to receive financial backing from B.S.C.A., representing a total of €50,000 distributed among the selected projects. The airport also committed to supporting them in implementing their initiatives.

#### HUMANITARIAN PROJECTS

In line with its support policy, B.S.C.A. also supports humanitarian projects.

The airport values supporting associations aligned with its values. That is why, every six months, donation boxes in terminals T1 and T2 are dedicated to a different association.

In 2024, Charleroi Airport was proud to support:

- The association MAKE-A-WISH BELGIUM SOUTH helps fulfil the wishes of seriously ill children;
- Les Restos du Cœur de Belgique will help provide meals to those in need.

Furthermore, thanks to coins found, lost, or left behind in the airport terminals, nearly €4,600 (amounting to 34 kg of coins) was donated to Télévie as part of the "Opération Pièces Rouges" initiative led by Bel RTL. This initiative aims to fund research in the fight against cancer.

Art and culture also hold an essential place within the airport, art exhibitions are regularly organised in various areas, helping to highlight the work of talented regional artists (see section 10.3).

#### WINTER CLOTHING COLLECTION

In December 2024, a winter clothing collection was organised at the Business Executive Aviation Terminal as part of a charitable initiative with twofold aims: to support people in need through a partnership with a charitable organisation and to reduce textile waste by giving a second life to clothing.

A total of 20 bags of clothing were collected and handed over to Fedasil (Federal Agency for the Reception of Asylum Seekers).

A simple gesture, but one with real environmental impact.



<sup>1</sup> These associations were: Terre at Air, Ajmo, Promusport, Echoline — Perinatal Support Service, Le Jardin du Soleil, and Maison Mieux-Être.



## 6 SUSTAINABLE DEVELOPMENT AT THE HEART OF THE AIRPORT'S STRATEGY

### 6.3 SUSTAINABLE COMMUNITIES

#### B.S.C.A.'S TEAM OF ENVIRONMENTALLY RESPONSIBLE VOLUNTEERS

Since October 2022, a group of committed and passionate employees has been meeting to propose various initiatives aimed at raising awareness of environmental issues among airport staff and all stakeholders working at the airport site.

Whether carried out collectively or individually, these actions aim to promote environmentally responsible behaviour and strengthen awareness of environmental concerns.

*To learn more about the goals and activities of B.S.C.A.'s team of environmentally responsible volunteers, scan the adjacent QR code to watch the presentation video.*



During 2024, concrete environmental actions were carried out to reduce waste, manage resources sustainably and preserve biodiversity – for example:

- Organisation of a litter pick-up day, initiated by the non-profit Be Wapp, around and in the car parks of Charleroi Airport (see section 6.1);
- Cleaning the baggage sorting room and operational vehicles (see section 6.1);
- Installation of beehives in Ransart and Jumet (see section 6.1);
- Implementation of a suggestion box to collect ideas and initiatives from B.S.C.A. staff on environmental matters;
- Installation of information panels, strategically placed throughout the airport, to promote energy and water conservation among airport staff and visitors;
- Replacement of water fountains using plastic bottles with models directly connected to the municipal water supply, resulting in an estimated 910 kg of CO<sub>2</sub> saved per year;
- Plastic bottles were replaced with carafes, and disposable cups with reusable tableware in meeting rooms.

The actions carried out by the team of eco-responsible volunteers were particularly praised as a key strength during the ISO 14001 follow-up audit (see section 6.4). The auditors commended the team's proactive commitment to implementing concrete environmental actions, particularly through awareness and communication projects.



## 6 SUSTAINABLE DEVELOPMENT AT THE HEART OF THE AIRPORT'S STRATEGY

### 6.4 CERTIFICATIONS

#### ISO 14001 CERTIFICATION

B.S.C.A. has been ISO 14001 certified since November 2023. In 2024, the first follow-up audit of the first cycle took place.



B.S.C.A. strives to fully comply with current environmental regulations and current and anticipated compliance obligations.

ISO 14001 is a recognised international standard that attests to an organisation's commitment to environmental preservation. It assesses and validates the environmental management system in place, thereby demonstrating a proactive commitment to minimise the ecological impact of operations.

It also enables the airport to self-assess in accordance with the principle of continuous improvement. An action plan was created in this context, including approximately ten initiatives directly linked to ISO 14001 certification out of roughly sixty.

#### AIRPORT CARBON ACCREDITATION

In June 2024, B.S.C.A. became the first Belgian airport to achieve level 4 of the Airport Carbon Accreditation, awarded by ACI (Airport Council International) Europe and ACI World – Airports Council International.

This international programme assesses and recognises airports' efforts to reduce their carbon footprint and greenhouse gas emissions. It is divided into seven levels, each representing an increasingly ambitious level of environmental performance.

Level 4 ACA – “Transformation” involves aligning the airport's carbon management ambitions with global climate goals, restructuring operations to achieve absolute emissions reductions, and strengthening stakeholder engagement.

Therefore, B.S.C.A. has set targets to reduce its total absolute emissions in line with international requirements to cap global warming at +1.5°C, as the Intergovernmental Panel on Climate Change (IPCC) recommended.

To achieve this, the airport has implemented several concrete initiatives that significantly reduce its carbon footprint. These include:

- Progressive electrification of airside vehicles;
- Optimisation of electricity use and heating/ventilation systems within its infrastructure;
- Improvement of the waste sorting system;
- Installation of photovoltaic panels wherever realistically possible on the airport site and maximisation of self-consumption;
- Staff awareness campaigns around everyday actions to reduce CO<sub>2</sub> emissions;
- A Stakeholder Partnership Plan between the airport and its partners (airlines, ground service providers, transport companies, etc.) to reduce greenhouse gas emissions collectively.

The airport is committed to going further. Over the coming years, additional initiatives and projects will be intensified to achieve Net Zero for direct emissions by 2030 and full carbon neutrality (Net Zero 2050) for its entire carbon footprint.



#### AKT CCI HAINAUT CERTIFICATION

In June 2024, B.S.C.A. was officially certified by AKT CCI Hainaut for its commitment to sustainable entrepreneurship, which aligns with the 17 Sustainable Development Goals (SDGs) established at the Rio Summit and later adopted by the United Nations General Assembly in 2015. These goals form the global action plan to eradicate poverty and put the planet on a sustainable development path by 2030.

The first certificate was awarded to B.S.C.A. in November 2023, and the second was granted in June 2024 following approval of its third-year action plan. This action plan is expected to be completed by mid-2025 to obtain the title of “SDG Pioneer.”

As part of this effort, and in 2024 alone, B.S.C.A. has:

- Collected 20 bags of clothing for the association Fedasil (SDG 1 – No poverty) (see section 6.2);
- Contacted the association Faim et Froid to gather data for 2024 on items, whether perishable or not, seized during passenger screening/inspections at the airport and donated to the association (SDG 2 – Zero hunger);
- Launched a call for projects to support initiatives that meet the criteria defined in B.S.C.A.'s partnership policy: “Act effectively in all areas of public interest by supporting young people in their life projects and associations and other organisations working in the social, educational, cultural, sporting, environmental and medical fields”. The focus areas were: sustainable development, health and youth support (SDG 3 – Good health and well-being) (see section 6.2);
- Contributed to the training programme of the Wallonie Aerotraining Network (WAN) by holding several training sessions on Sustainable Development for staff in training (SDG 4 – Quality education);
- Launched phase 1 of the Enerport project with the preselection of candidates and publication of the Special Terms of Reference (SDG 7 – Affordable and clean energy, SDG 9 – Industry, innovation and infrastructure);

## 6 SUSTAINABLE DEVELOPMENT AT THE HEART OF THE AIRPORT'S STRATEGY

- Participated in the Grand Nettoyage Day, initiated by Be Wapp, in collaboration with IGRETEC and with participation from partners (SDG 11 – Sustainable cities and communities) (see section 6.1);
- Communicated consistently across all channels, on the Sustainable Development actions carried out at B.S.C.A. (SDG 12 – Responsible consumption and production);
- Helped reduce single-use plastics by purchasing 1,500 reusable bottles for staff. Water bottles and disposable cups in meeting rooms were also replaced with carafes, glassware and mugs (SDG 12 – Responsible consumption and production);
- Significantly increased the share of latest-generation aircraft based at the airport, reaching an average of 28% in 2024, thus contributing to an improved quality of life in the region and for residents (SDG 12 – Responsible consumption and production);
- Awarded a contract for installing arcade terminals in Terminal 1 to raise funds to be donated to the association, The SeaCleaners SWISS. These terminals will be operational in 2025 (SDG 14 – Life below water).
- Begun a biodiversity improvement project on the site by planting 5,000 m<sup>2</sup> of melliferous and herbaceous plants (SDG 15 – Life on land).

UNITAR will issue the certificate to B.S.C.A. once the action plan has been completed and validated. The following steps will aim for the “SDG Champion” and “SDG Ambassador” titles by 2027 and 2030, respectively.



### ACI PUBLIC HEALTH & SAFETY READINESS ACCREDITATION (PHSRA)

In July 2024, as part of the ACI World – Airports Council International programme, B.S.C.A. received the ACI Public Health & Safety Readiness Accreditation (PHSRA).

This programme was designed to help airports assess the degree of alignment of their public health and safety measures and their preparedness to manage potential future public health and safety disruptions.

As such, the airport successfully demonstrated its adoption of proactive management practices to ensure a safe airport experience for all travellers, including readiness to handle future public health and safety disruptions.

This aligns with the health measures recommended in the ACI Aviation Business Restart and Recovery guidelines, the ICAO Council's Aviation Recovery Taskforce (CART) recommendations, and established industry best practices.



### 6.5 A FURTHER STEP TOWARDS A RESPONSIBLE AIRPORT

In August 2024, the management of Charleroi Airport signed a workplace health, safety and well-being policy.

This initiative demonstrates a strong and continuous commitment to ensuring a safe, healthy and pleasant working environment for all its employees.

In addition, in October 2024, the management of Charleroi Airport signed the Quality Policy as part of its implementation of a quality management system and continuous improvement approach.

This policy aims to drive continuous improvement in operational performance and greater customer satisfaction.



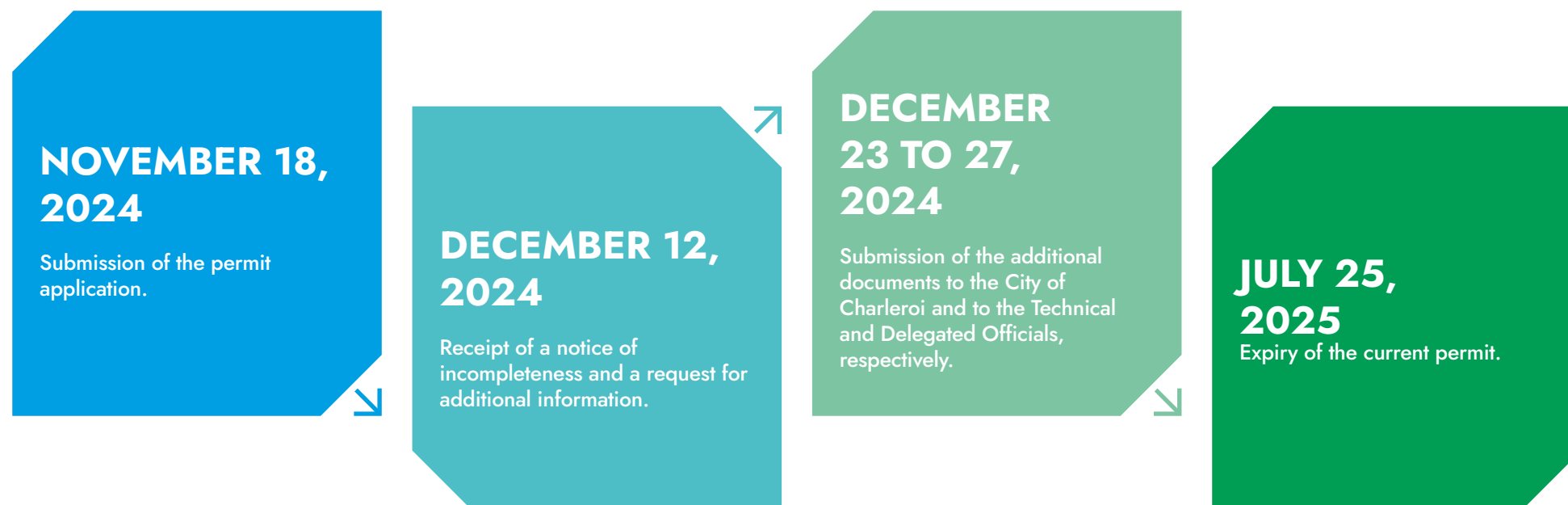
# 7\_

## RENEWAL OF B.S.C.A.'S ENVIRONMENTAL PERMIT

The renewal process was launched in 2023, with the current environmental permit set to expire in July 2025.

This entails a single permit application that combines the renewal of the environmental permit with a planning permission request for:

- The construction of a building to accommodate next-generation screening checkpoints;
- The modification and creation of an access road to one of the staff car parks;
- Regularisation of Terminal T2.





## 8\_

# EMPLOYMENT TRENDS AT B.S.C.A.

In 2024, B.S.C.A. experienced employment growth: **156** new employees joined the company, while **101** employees left.

The average workforce in 2024 totalled **825** employees.

As of 31 December 2024, **644.84** full-time equivalents (FTEs) were active at the airport (out of **724.39** FTEs under contract—this difference is primarily due to long-term sick leave, work-place accidents, career breaks, exclusions, and maternity leave).





## 9\_

# AN AIRPORT OPEN TO ALL AUDIENCES

## 9.1 AT THE HEART OF ENGAGEMENT

As the second-largest airport in Belgium in terms of passenger traffic, B.S.C.A. adopts a multichannel communication strategy to reach a wider audience and respond to travellers' expectations.

Press releases were issued nationally and internationally to inform the public about airport activities.

Press conferences were also held.

- Number of press releases: 21
- Number of press conferences: 2

To foster a strong relationship with both passengers and partners, B.S.C.A. actively reached out to the public and stakeholders by participating in a wide variety of events:

- 15/01/2024: New Year's Reception ABTO (Association of Belgian Travel Organisers), a B2B networking event for tourism professionals.
- 26/01/2024: Tourissima Lille is a B2C tourism fair bringing tour operators and airlines together.
- 01/02/2024: Brussels Travel Top, a B2B event for tourism professionals during the Brussels Holiday Fair (B2C).
- 14/05/2024: Avitour Workshop in Herve with Air Corsica, offering the chance to meet regional travel agents and share updates about Charleroi Airport's services and news.
- Two additional Avitour workshops were also held, respectively on 30/05/2024 in Genappe with Air Corsica, and on 19/06/2024 in Grimbergen.

- 10/10/2024: Les Lauriers Pagtour, an annual B2B event organised by French-speaking media outlet Pagtour, is designed to honour the most innovative and high-performing professionals in the Belgian travel industry.
- 15/11/2024: Belgian Travel Awards, a prestigious B2B event recognising outstanding, creative, and innovative contributors in the travel industry.
- November 2024: BTEXpo – Belgium Travel Expo, the largest B2B tourism and MICE fair in Belgium, held in Nivelles (18/11/2024) and Ghent (19/11/2024).
- 21/11/2024: ANTOR Workshop in Brussels, a B2B meeting platform for travel professionals, tourism boards from the Benelux, journalists and influencers from the sector.

Additionally, B.S.C.A., in partnership with the city's Tourist Office, organised two individual press trips to Lodz (Poland). Two journalists had the opportunity to explore this lesser-known destination.

Throughout the year, B.S.C.A. teams participated alongside other regional tourism stakeholders in the Maison du Tourisme de Charleroi's board meetings and general assemblies.



## 9\_ AN AIRPORT OPEN TO ALL AUDIENCES

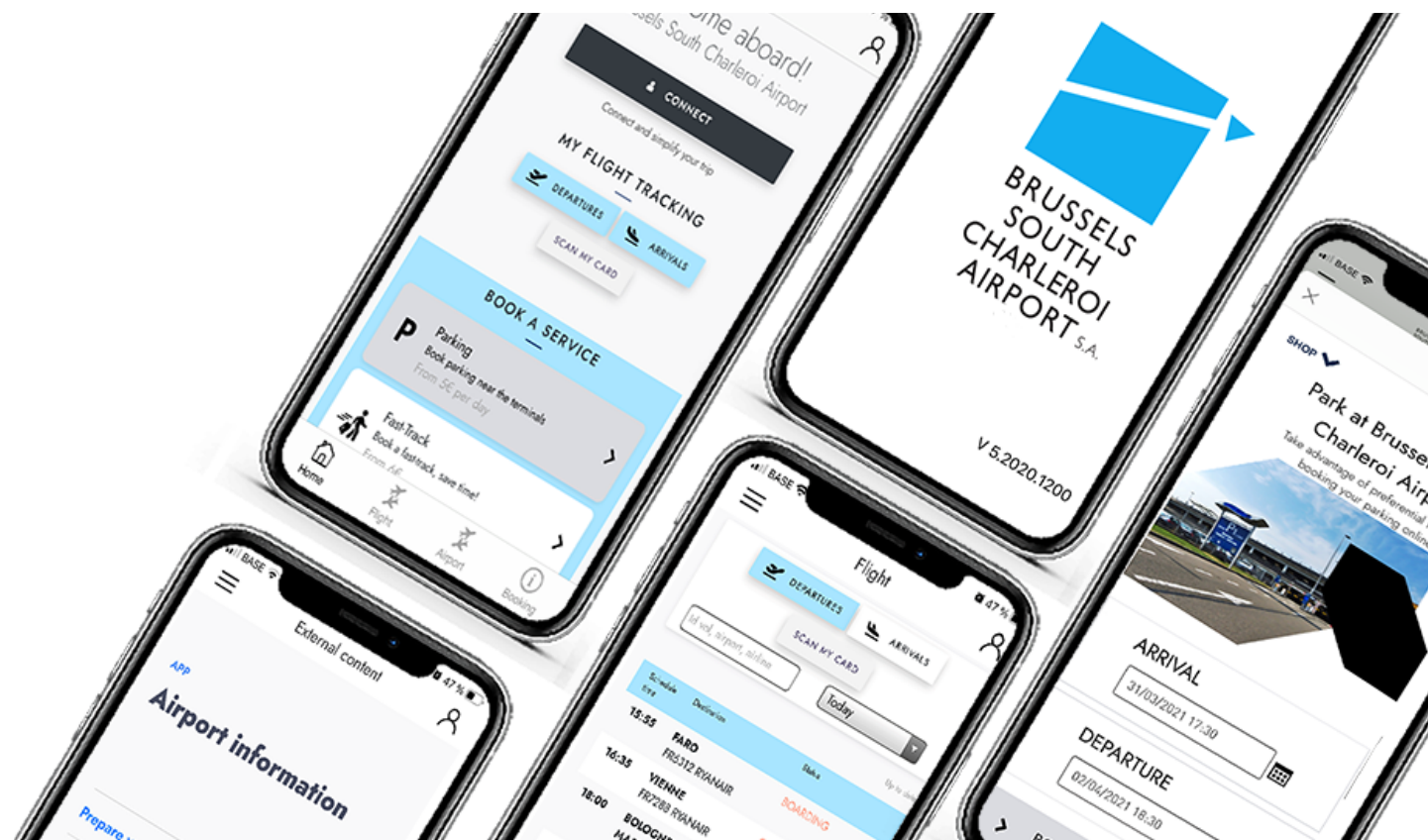
### 9.2 THE AIRPORT ON SOCIAL MEDIA

#### Number of followers as of 31 December 2024:

- Facebook : **47K**
- LinkedIn : **10K**
- Instagram : **34K**
- YouTube : **340**

#### Top 5 Facebook posts in 2024 by reach:

1. The video of Charlie, the B.S.C.A. mascot, returning a bag containing a stuffed toy to its happy owner in August 2024 – viewed nearly 665,915 times!
2. The video of a marshaller guiding an aircraft upon arrival at Charleroi Airport in low visibility conditions in November 2024.
3. The arrival of former Red Devil Eden Hazard at Charleroi Airport in December 2024.
4. The temporary closure of the runway for urgent repairs is scheduled for August 2024.
5. The participation of Sarah Chaari in the Paris Olympic Games, a taekwondo athlete and daughter of one of our community members, in August 2024.



## 9 AN AIRPORT OPEN TO ALL AUDIENCES

### 9.3 DATA PROTECTION

In 2024, the Data Protection Officer received 167 requests to exercise rights to data erasure and access to information.

An e-learning module on phishing awareness will be rolled out to optimise awareness and staff training in the first quarter of 2025.

A GDPR management software has been deployed to automate key tasks related to maintaining the Processing Register, impact assessments, and documented management of potential incidents.

In accordance with camera legislation, the declaration to the Federal Public Service (FPS) Interior was submitted in June 2024.

Ensuring a high standard of data confidentiality, integrity, and availability (CIA) is also crucial. That is why B.S.C.A. continuously seeks improvements in cybersecurity protection.

### EUROPEAN CYBERSECURITY MONTH

Every year in October, European Cybersecurity Day is marked across Europe by events that raise awareness among citizens, public bodies, and businesses about cybersecurity threats and encourage the adoption of best practices.

Aviation is a highly sensitive and security-critical sector exposed to cyberattacks.

As part of this initiative, B.S.C.A., together with SPW Mobility and Infrastructure and SOWAER, launched an awareness campaign targeting the airport community, with the following objectives:

- Learning to identify fraudulent emails;
- Report any suspicious emails to the IT department.





## 10\_

# TRAVELLING DIFFERENTLY: AN IMPROVED PASSENGER EXPERIENCE

## 10.1 INAUGURATION OF THE MOBILITY CENTRE AND THE PRINCESS ASTRID PLAZA

On 16 May 2024, Brussels South Charleroi Airport proudly inaugurated, in partnership with flibco.com, Fritapapa, and Schamp-La Cantine. These two new outdoor spaces greatly enhance the passenger experience: the Mobility Centre and the esplanade, commonly called The Plaza. This space offers a truly unique passenger experience in Europe.

The dual inauguration was honoured by the presence of Her Royal Highness Princess Astrid of Belgium, the Walloon Minister of Airports, the Governor of the Province of Hainaut, and the State Secretary, to mark this important milestone.

The new Mobility Centre by flibco.com offers a unique experience for travellers opting for shared mobility solutions to arrive at or leave the airport.

During the inauguration, the esplanade was named Plaza Princess Astrid. Since then, it has become The Place to Be, featuring brands such as Fritapapa, Oliviaa, and Schamp-La Cantine. Passengers and their companions can relax and unwind in a welcoming atmosphere offering a wide selection of food and beverage options.

The Mobility Centre, paired with the redesigned esplanade, is a testament to the airport's ongoing commitment to enhancing passengers' comfort, variety, and convenience.



## 10.2 #CHARLEROIXXL

Since July 2024, passengers have had the opportunity to commemorate their visit to the airport by taking a photo in front of the giant "C" sculpture, emblematic of the City of Charleroi.

This structure, located on Plaza Princess Astrid, was inaugurated by the City's Alderman for Tourism.

Brussels South Charleroi Airport was designated as a strategic site for the installation of one of these iconic "C" sculptures, along with other symbolic locations such as the Sporting de Charleroi stadium, the Bois du Cazier, and the Terril de la Blanchisserie. This initiative further enhances Charleroi's appeal as a tourist destination.



## 10\_ TRAVELLING DIFFERENTLY: AN IMPROVED PASSENGER EXPERIENCE

### 10.3 WHAT'S NEW IN THE TERMINAL?

#### NEW RETAIL OUTLETS IN TERMINAL T1

In June 2024, a new Panos outlet opened at the exit of the Duty Free area (airside), where passengers can enjoy sandwiches, pastries, and drinks before their flight.

Since April 2024, passengers have been able to enjoy Poké Bowls at the new "Pokawa" food outlet, located airside opposite "The Speakeasy".

In November 2024, a brand-new "Airport Bar" opened at Gate 25 (airside), giving travellers a pleasant break before boarding.

A new bar called "Triple Karmeliet" awaits passengers at the Food Court. It offers a variety of refreshments in a relaxed and inviting setting.





# 10\_ TRAVELLING DIFFERENTLY: AN IMPROVED PASSENGER EXPERIENCE

## THE BUSINESS EXECUTIVE AVIATION TERMINAL GETS A MAKEOVER

The façade, roof, and cooling system of the former passenger terminal at Brussels South Charleroi Airport, now dedicated to business aviation, have undergone complete renovation launched by SOWAER.

The main objective was to significantly improve the building's energy efficiency and aesthetics while integrating sustainable features into a building over 30 years old.



## B.S.C.A.'S GOT TALENT

To celebrate the Fête de la Musique (on 21 June), Charleroi Airport launched a call on its social media channels inviting talented individuals — music groups, choirs, solo singers, DJs, or dance groups — to share their passion on the Plaza Princess Astrid with passengers.

Despite unpredictable weather, travellers and airport staff enjoyed vibrant and engaging performances across various musical styles.

Some passengers even joined in and stepped onto the stage set up for the occasion!

## A CALL TO ARTISTS

B.S.C.A. takes pride in promoting local and regional artistic talent within the airport.

Throughout 2024, the walls of The Lounge in Terminal T1, the Business Executive Aviation Terminal, the departure hall, and the Plaza Princess Astrid showcased new artworks for passengers to admire before boarding.

Paintings, sculptures, drawings... All artistic disciplines are welcome to exhibit in different airport areas.



## THE B19 BUSINESS CLUB ARRIVES IN CHARLEROI

Throughout 2024, Brussels South Charleroi Airport had the pleasure of hosting the B19 business club team and its members, primarily at the Business Executive Aviation Terminal.

Events included conferences, business speed dating, afterworks, and the B19 Young Talent Awards by Belfius. Charleroi Airport is proud to foster professional networking opportunities in the region by welcoming the B19 Charleroi events.



## 10\_ TRAVELLING DIFFERENTLY: AN IMPROVED PASSENGER EXPERIENCE

### 10.4 PASSENGER ASSISTANCE

B.S.C.A. is fully committed to providing attentive support to passengers who require it, doing everything possible to ensure excellent, high-quality service.

In 2024, the airport welcomed over 68,000 passengers with reduced mobility (PRM) and 340 unaccompanied minors (departures and arrivals combined).

B.S.C.A. staff are proud to assist passengers in need of support throughout their journey at the airport (depending on the agreed type of assistance), starting from:

- Either the P1 or Express parking lots.
- Or the pre-check building;
- Or the PRM Corner located at the end of the Plaza Princesse Astrid, across from Terminal 1 (operational since December 2022), if passengers are departing from Terminal 1;



- Or the PRM Corner adjacent to the Terminal 2 check-in counters, if passengers are departing from T2.

In accordance with European regulation 1107/2006, Charleroi Airport has implemented a quality charter for the care of persons with reduced mobility.

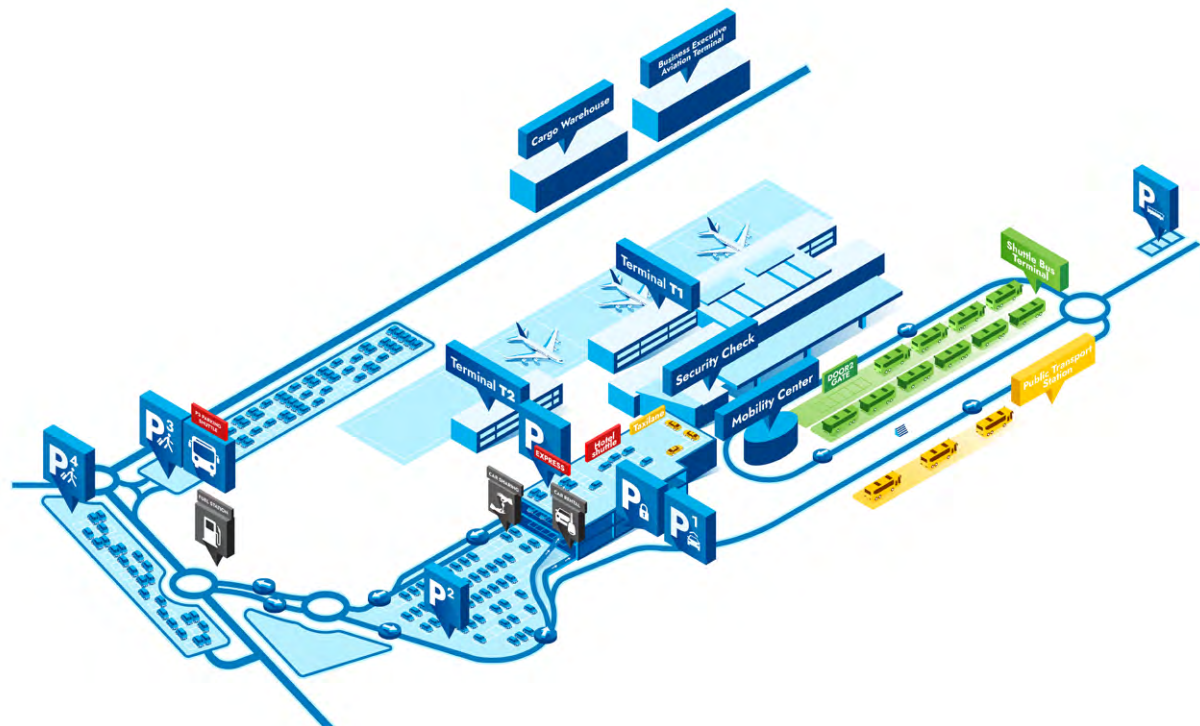
This charter and the accompanying methodology are regularly presented to the Users' Committee, due to meet in October 2025.

The Users' Committee includes associations representing people with disabilities, such as the Belgian Disability Forum ASBL, and public institutions (the Walloon Advisory Council for People with Disabilities (CCWPSH), AVIQ, and the Federal Public Service for Social Affairs).

### 10.5 FOCUS ON OUR CAR PARKS

In 2024, the airport parking infrastructure proved highly popular with passengers, as evidenced by record occupancy rates between April and September 2024.

Charleroi Airport provides nearly 9,000 parking spaces near the terminals, spread across all car park zones.





# 11\_

## FOCUS ON AN EMERGENCY RESPONSE EXERCISE

In December 2024, B.S.C.A. organised an emergency response exercise on the airport site in collaboration with the SPW (Public Service of Wallonia), the Belgian Federal Police, the City of Charleroi, Skeyes, the 112 emergency services, and medical rescue teams.

The exercise simulated a small aircraft crash under realistic conditions, resulting in multiple injuries and two fatalities.

One hundred sixty airport staff members and external service personnel were mobilised, including around forty role-players.

This exercise, held every two years, is mandatory and serves to test the airport's emergency procedures, the collaboration between all emergency services, operational teams, and the relevant authorities, thereby ensuring everyone's safety at all times.

It is important to note that Charleroi Airport firefighters undergo training throughout the year to ensure the safety of passengers, staff, and infrastructure at all times and to remain fully operational in case of an accident.



# 12\_

## WHO IS CHARLIE?

You may have encountered him — that big, ever-smiling rabbit who moonlights as a pilot...

Meet Charlie, the mascot of Brussels South Charleroi Airport!

A loyal representative of the airport's values, Charlie is always ready for a selfie or a hug, whether on the Plaza Princesse Astrid or inside the terminal!

But why a rabbit?

The rabbit naturally became B.S.C.A.'s totem animal due to the large number of them living on the airport site.

He was the perfect mascot to embody an airport as committed and responsible as Charleroi Airport!





# 2024

## A YEAR OF GROWTH

ACTIVITY REPORT

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BRUSSELS  
SOUTH  
CHARLEROI  
AIRPORT S.A.



## THANK YOU.

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