

To the airport
of **tomorrow.**



ACTIVITY REPORT | **2019**





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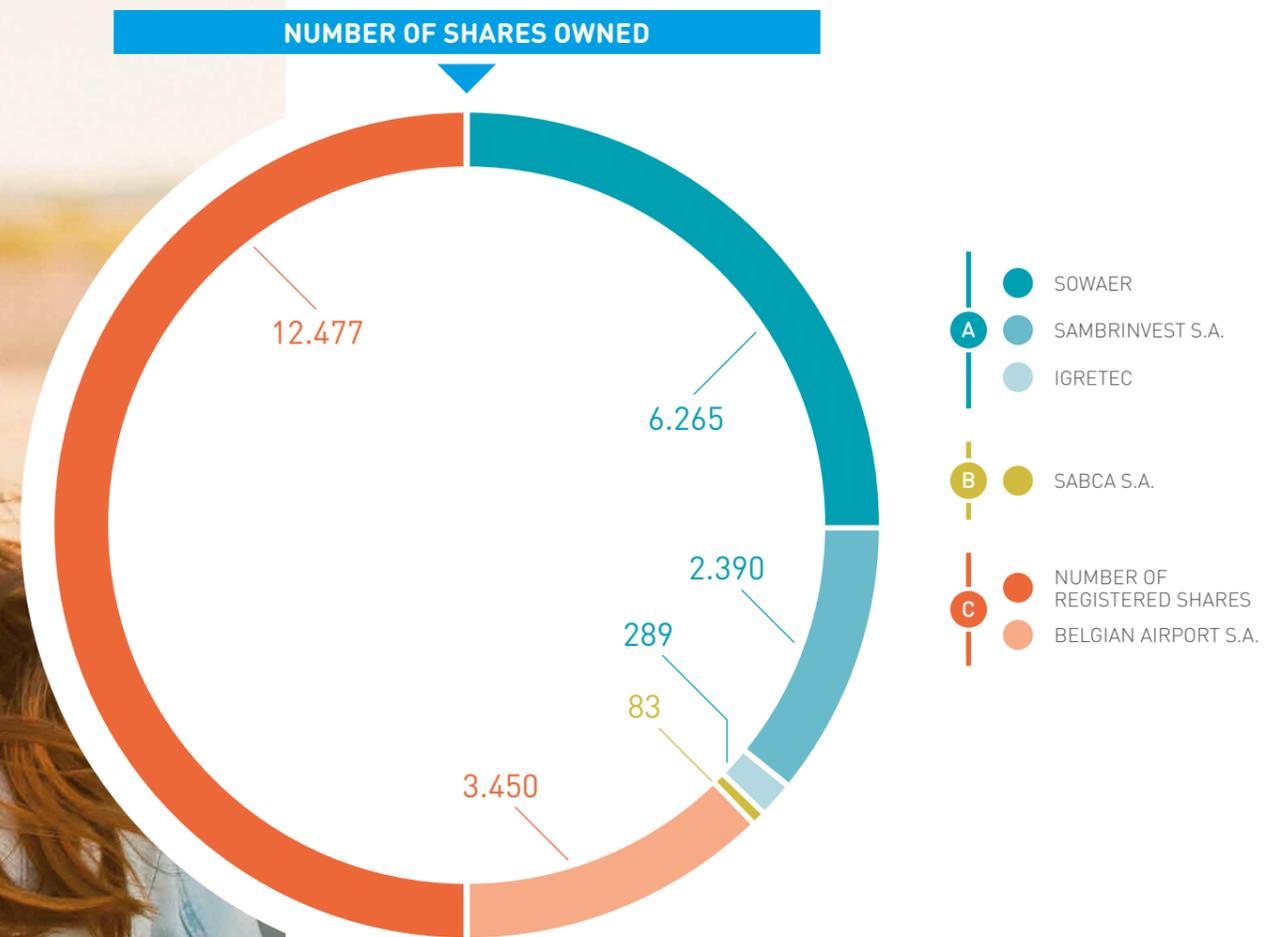
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01. SHAREHOLDING

In 2019, Brussels South Charleroi Airport S.A.'s shareholding was made up as follows:





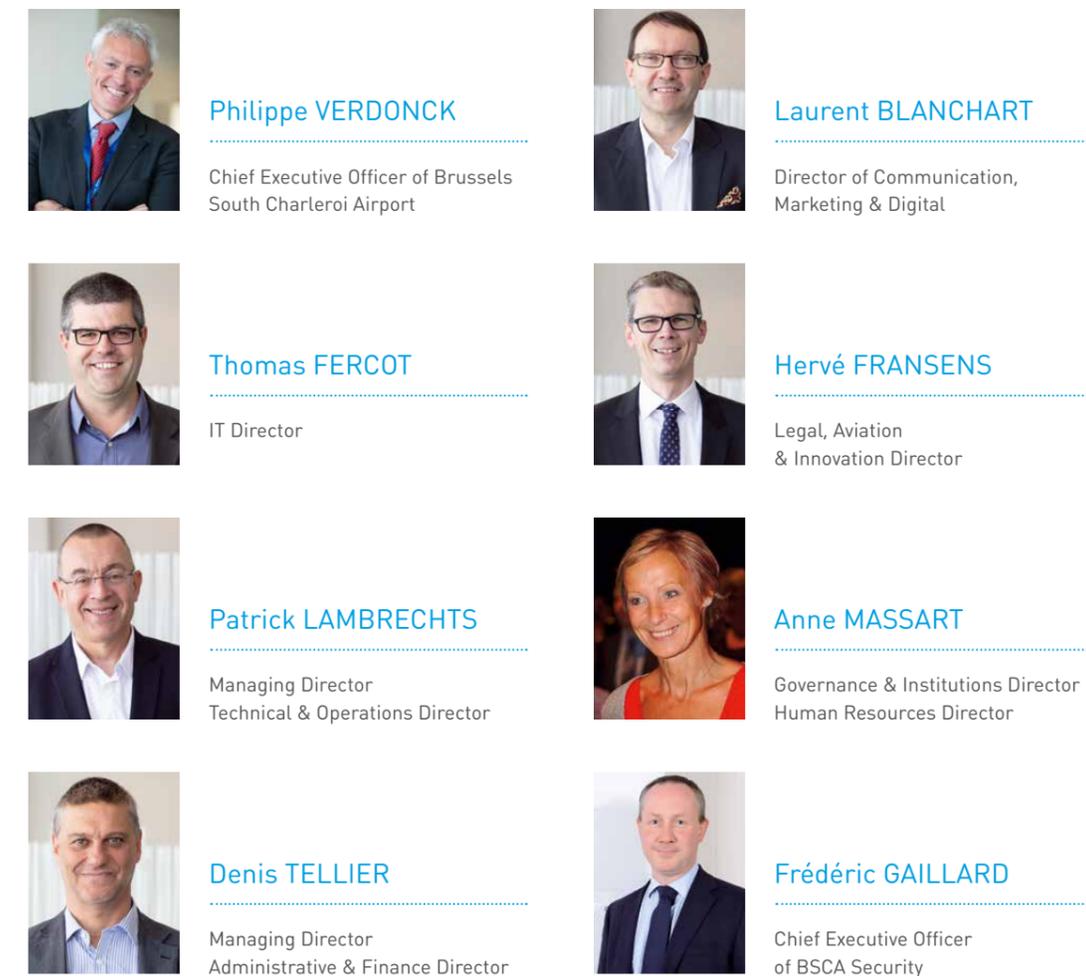
02. BOARD OF DIRECTORS

In 2019, Brussels South Charleroi Airport's Board of Directors was made up as follows:



03. MANAGEMENT TEAM

In 2019, Brussels South Charleroi Airport's Management was made up of the following Directors:



On 19 September 2019, the Walloon Government ordered the appointment of Mr Laurent LEVEQUE as Chief of Staff for the Vice-President and Minister of Employment, Training, Health, Social Affairs, Equal Opportunities and Women's Rights. By virtue of the articles of association of Brussels South Charleroi Airport and the Walloon Decree on the status of the Public Administrator, which establishes that there is a conflict between the roles of member of staff for a Government Vice-President and that of Chairman of Brussels South Charleroi Airport, at its meeting on 26 September 2019, the Board of Directors duly noted that Mr Laurent LEVEQUE is unable to fulfil the role of Chairman of BSCA.

Mr Laurent LEVEQUE remained in the role of Director on Brussels South Charleroi Airport's Board of Directors.

In his capacity as Vice-Chairman, Mr Michaël VAN DEN KERKHOVE is now the Acting Chairman of Brussels South Charleroi Airport's Board of Directors.



Appointed by the Board of Directors on 28 February 2019, Mr Philippe VERDONCK took on the role of Chief Executive Officer of the company Brussels South Charleroi Airport on 2 May 2019.



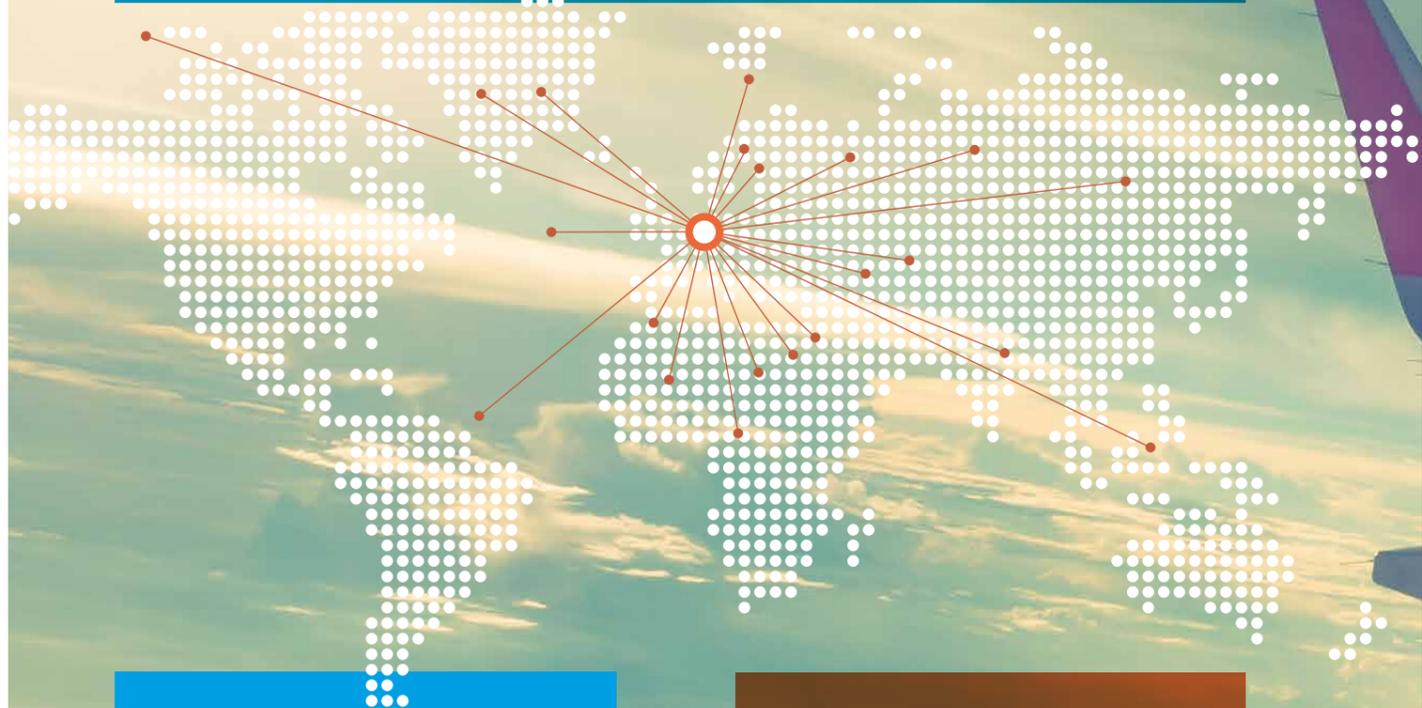
04. 2019 IN A FEW FIGURES

8.224.196
PASSENGERS

+2%

GROWTH

203 DESTINATIONS



70

COUNTRIES COVERED

622

DIRECT EMPLOYEES

In 2019, **83%**

of passengers said that they would choose Brussels South Charleroi Airport for a journey in the future



9
AIRLINES



Belavia





05. 2019, A YEAR FULL OF NEWS

Brussels South Charleroi Airport welcomed more than 8.2 million passengers, so an increase of 2% compared with the 2018 results.

A new record in the history of passenger traffic recorded at the airport.

→ In 2019, the airlines making use of BSCA's tarmac continued to grow with the launch of new routes.

6

lines were launched and are now available from Brussels South Charleroi Airport

<p>Béziers (France)</p> 	<p>Vienna (Austria)</p> 
<p>Tel Aviv (Israel)</p> 	<p>Pointe-à-Pitre (Guadeloupe)</p> 
<p>Kutaisi (Georgia)</p> 	<p>Fort-de-France (Martinique)</p> 



→ On 27 October 2019, a new airline came to Brussels South Charleroi Airport.

Laudamotion introduced a new route to Vienna.

Austria's capital is connected to Brussels-Charleroi thanks to 6 flights a week. This means that Austria has joined the countries available direct from Brussels South Charleroi Airport.



→ The countries attracting the most travellers from Brussels South Charleroi Airport in 2019 were, in order:

- Italy
- Spain
- France
- Morocco
- Romania



05.1 Brussels South Charleroi Airport is now a transit hub!

Big news in April 2019! Brussels South Charleroi Airport has become a hub and now offers its passengers transit opportunities.

On 11 April 2019, the airline Ryanair launched a connection service via Brussels-Charleroi, departing from 15 cities in its network, including Alicante, Budapest, Milan-Bergamo and Prague.

Connecting passengers can now arrive and depart, without leaving a new transit area designed specifically for this purpose.

Thanks to this new option for connecting travellers, their experience is much simpler, with new opportunities for travelling in Europe via Brussels-Charleroi.





06. TIME TO HEAD TO THE TERMINAL NOW!

Brussels South Charleroi Airport continues to grow.

In order to welcome rising numbers of passengers, a number of projects designed to adapt the facilities began in 2018. These continued in 2019.

The traveller experience is a real priority for the airport

→ The extension work on a new retail area to replace the old administrative offices began in 2018, and the first phase was completed in 2019.

→ Located in the international zone, the area dedicated to catering increased from 400 square metres to 1,000 square metres, with the addition of an outdoor terrace covering 370 square metres.

→ For this area to be built, a third floor was created, including space for two escalators, two staircases and a lift.

→ The terminal's Duty Free area also experienced its fair share of work. By incorporating the old catering area, the space dedicated to duty free shopping was extended from 300 square metres to between 900 and 1,200 square metres.

→ The extension of the commercial areas also meant that new offices could be built for the Police, customs, Brussels South Charleroi Airport and BSCA Security in the public part of the airport.



06.1 What's the latest news about car parks?

On 1 February 2019, Brussels South Charleroi Airport took over the operational management of its car parks.

These currently include 7,860 spaces, divided between six car parks.

→ Previously under a concession arrangement, the airport is now the exclusive operator of its official car parks. This means that Brussels South Charleroi Airport can pursue its goal of getting closer to its customers, by looking after the technical, commercial and after-sales management inherent in running car parks.

→ As a car park operator, Brussels South Charleroi Airport implemented a number of new digital tools making booking incredibly quick and easy.



P4 Foot & Fly

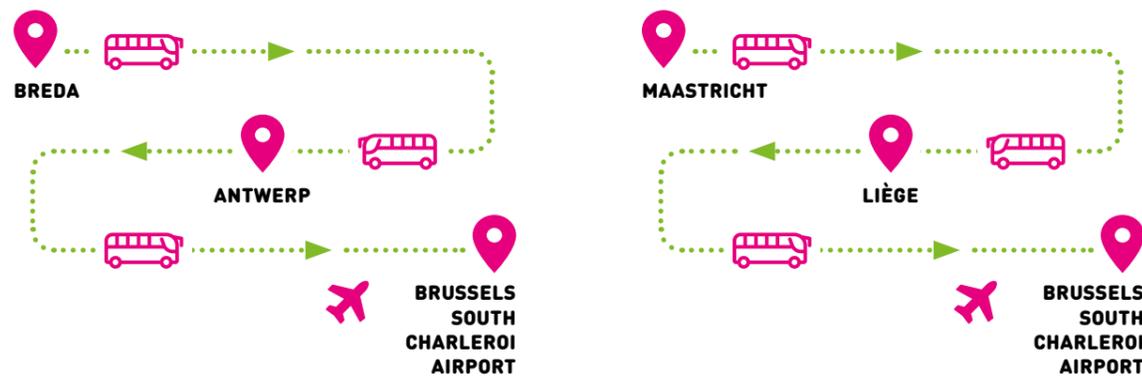


06.2 New mobility solutions connecting people to the airport...

In June 2019 Brussels South Charleroi Airport renewed its partnership with Flibco.com for 12 years as the shuttle bus company introduced two new routes to the airport.

flibco.com

→ Launched on 2 July 2019, the new lines are:



These two additional routes extend the Flibco.com network, which already offers frequent connections between the airport and Brussels, Ghent, Bruges, Lille, Namur, Marche, Arlon and Luxembourg.

→ Another mobility solution to/from the airport was also launched. In November 2019, Flibco.com also launched a new way to get to Brussels South Charleroi Airport.

The goal of Door2Gate, a shared mobility solution, is to take travellers from their home to the airport in a more personal way.

door2gate
by flibco.com



06.3 Shops and Services available within the terminal

2019 saw the end of the work on the new HoReCa outlets. Located in the international zone, the **Food Court**, which was opened in June 2019, houses the majority of the food outlets available on one floor in terminal 1.

Four new names managed by the SSP group were introduced

- Burger King
- Mamma Napoli
- Panos
- Camden Food...

So four new outlets for hungry travellers to choose from.



MAMMA NAPOLI

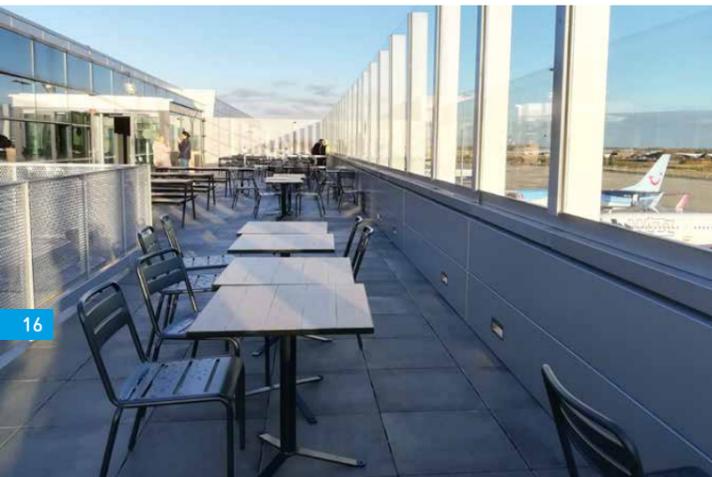
CAMDEN FOOD





→ Alongside the opening of the Food Court and its retail outlets, Brussels South Charleroi Airport opened two new areas for passengers.

They are now able to take the time to relax in the airport's new lounge, as well as on the terrace, which enjoys views of the runway. These two new areas are designed to make the traveller experience more enjoyable and respond to the demands of the airport's customers.



2

NEW AREAS
ARE DESIGNED
TO MAKE
THE TRAVELLER

→ With a surface area of 200 square metres, the new lounge at Brussels South Charleroi Airport, **The Lounge**, features everything you need to prepare for a business trip.

High-speed Internet, a relaxation area and food options offered by SSP: everything is designed to guarantee an enjoyable experience for travellers. This new lounge is also open to anyone else who would like to make the most of these facilities.



07. A RUNWAY 3200 METRES LONG... CLEARED FOR TAKEOFF!

→ After the official announcement was made in May 2018, it was a year later, so May 2019, that the extension work for the Brussels South Charleroi Airport runway began.

→ The Brussels-Charleroi airport runway will go from **2,550 metres to 3,200 metres**.

→ The range of aeroplanes will be significantly increased, which will help the airport's growth.

→ The SOWAER is coordinating the project, which will extend the runway to 3,200 metres, bringing it up to intercontinental standards.

→ The **work is due** to come to an end in **October 2021**.

2.550 M → 3.200 M





As Belgium's second airport in terms of passenger traffic, Brussels South Charleroi Airport is looking at multi-channel communication in order to be accessible for everyone.

08. BRUSSELS SOUTH CHARLEROI AIRPORT, a transparent airport for everyone

→ **When it comes to the press**, Brussels South Charleroi Airport received a lot of attention in 2019.

→ **The events mentioned above** put the airport under the spotlight on multiple occasions.

→ **Press releases were distributed, both nationally and internationally**, to spread the word about what the airport has been doing to as many people as possible.

→ **Alongside these, many press conferences were held** in order to nurture a close relationship with the airport's public.

MONTH	PRESS RELEASES	PRESS CONFERENCES
JANUARY	2	1
FEBRUARY	4	
MARCH	2	
APRIL	3	
MAY	5	3
JUNE	3	2
JULY	2	1
AUGUST	1	
SEPTEMBER	4	
OCTOBER	9	2
NOVEMBER	2	2
DECEMBER	0	
	37	11





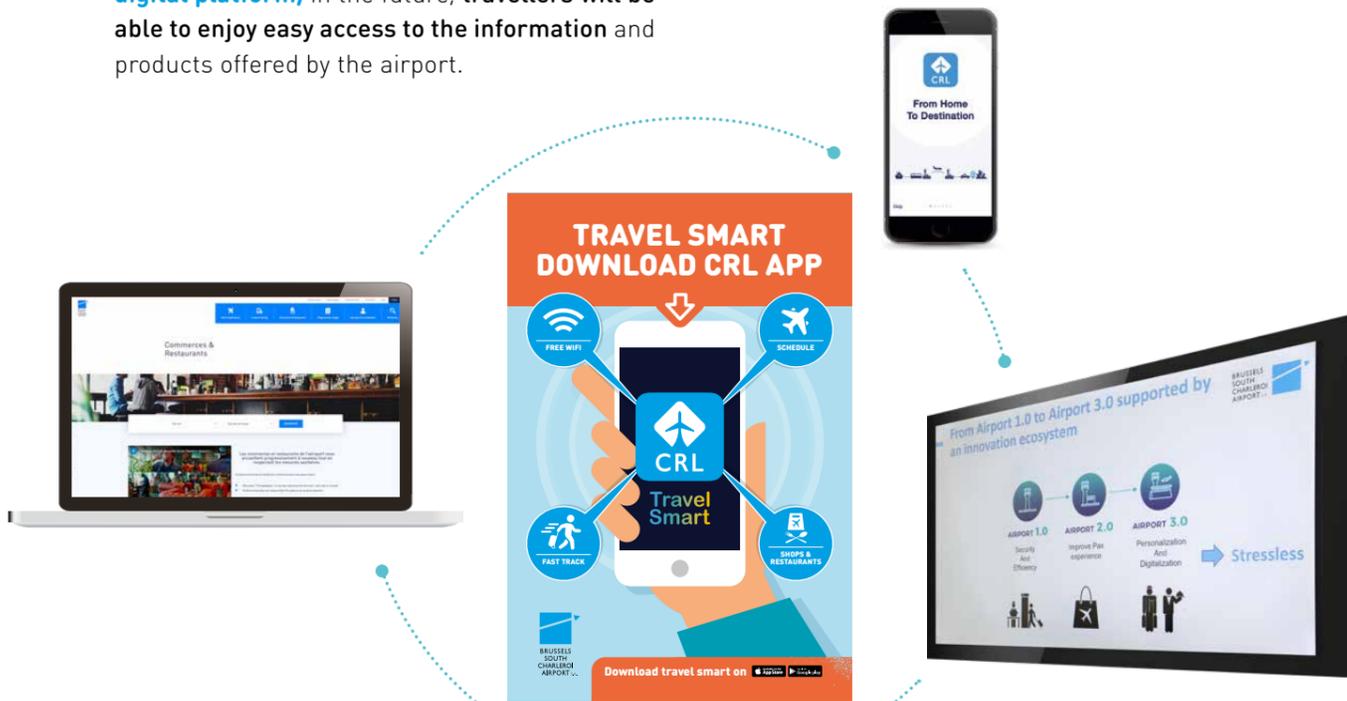
08.1 Launch of Brussels South Charleroi Airport's new digital platform

In 2018, Brussels South Charleroi embarked on a new journey, stepping into the 3.0 era to become an airport of the future.

In May 2019, BSCA announced the official launch of its brand new digital platform, designed to simplify the passenger experience thanks to new channels.

Using Brussels South Charleroi Airport's new digital platform, in the future, travellers will be able to enjoy easy access to the information and products offered by the airport.

In addition to the mobile app launched in 2018, there is now a new website, as well as an e-commerce platform, where passengers can easily and quickly buy services associated with air travel.



Thanks to the airport's different partners specialising in digital technology, Brussels South Charleroi Airport successfully took up the challenge of developing a series of tools aimed at travellers to customise their relationship with the airport. Future passengers can therefore now easily plan each stage of their journey from their home to the aeroplane and arrive at their destination with complete peace of mind.

08.1.1 Consolidation of the partnership between Telenet and Brussels South Charleroi Airport

In October 2018, Telenet and Brussels South Charleroi Airport signed a strategic partnership relating to the Internet of Things.

Optimising the WiFi network, implementing a smart parking system, managing traffic and analysing traveller location data were announced as the ambitious targets pursued by the partner companies.

A year after the strategic partnership was signed, the first promising, concrete results are starting to become clear. As the WiFi network has been made much stronger, Telenet and Brussels South Charleroi Airport have launched Smart Parking and Crowd Monitoring.





Smart Parking: Smart, connected parking

Telenet installed smart sensors connected to a camera and its fibre network, on an initial batch of 500 spaces in the P1 car park.



→ In practical terms, as well as receiving information about their flight and their journey from their home to the airport, passengers can enter their vehicle number plate when they book their space.

Thanks to different smart systems, the number plate entered is recognised when they arrive, which will automatically open the barriers.

Passengers are then guided to an empty space, without needing to open their window once.

This clever, innovative system also allows travellers to check their vehicles while they are parked at the airport, thanks to a video-surveillance system.

→ When they get back, the system also helps travellers find their car by guiding them to it.

→ They are then able to leave the car park the same way they arrived, without having to queue up at the payment terminals, or worry about finding their ticket to put into the exit terminals.

Managing traffic and analysing location data

Using WiFi and Bluetooth data collected securely by Telenet, passengers are directed and accompanied through the different stages of their journey through the terminal.

→ From the moment they arrive at the airport until they step on to the plane, via the check-in desks, security and the shopping areas, travellers are guided and sent useful messages to facilitate their journey, including offering them discounts in the airport's shops.

→ This service can be customised, according to the passenger's location, offering them the chance to make the most of the facilities available without getting anxious about their departure.



08.2 Maintaining a close relationship with travellers

To stay in touch with passengers, Brussels South Charleroi Airport went out and about to meet members of the public at different trade shows:



LILLE



BRUSSELS

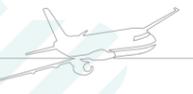


LIÈGE



ANTWERP





08.3 Brussels South Charleroi Airport is a key player in the region



In November 2019, Brussels South Charleroi Airport worked with Charleroi Métropole to develop tourism in the region in which it is based.



→ A partnership with Ryanair to promote tourism in Charleroi Métropole was also established.

→ The airline produced and released a new promotional video about Charleroi Métropole, encouraging tourism in Charleroi and its geographical sphere of influence.

→ This video, accompanied by a series of articles and a press trip with bloggers from the United Kingdom and Ireland, was produced within the context of Ryanair's travel guide series, Try Somewhere New, and the development of Charleroi Métropole's tourism strategy.



→ This work fits in with Brussels South Charleroi Airport's strategy and its desire to grow in an ecosystem in which everyone has the chance to realise their potential, whilst contributing their knowledge of their respective sector, in everyone's best interests.

→ By reinforcing Brussels South Charleroi Airport's roots in its region, the airport acts as the nerve centre for tourism-related mobility, and hopes to continue this work in order to help more travellers of different nationalities explore Charleroi Métropole, thanks to the impressive network offered by the airlines working at Brussels-Charleroi airport.

→ As a transit hub, the airport is keen to become a key player from which travellers can explore Charleroi Métropole, a region that boasts many impressive attractions in terms of culture and tourism.

→ Thanks to partnerships with the tourist information offices that are working hard to promote the region, passengers can choose from a range of options, depending on how much time they have.





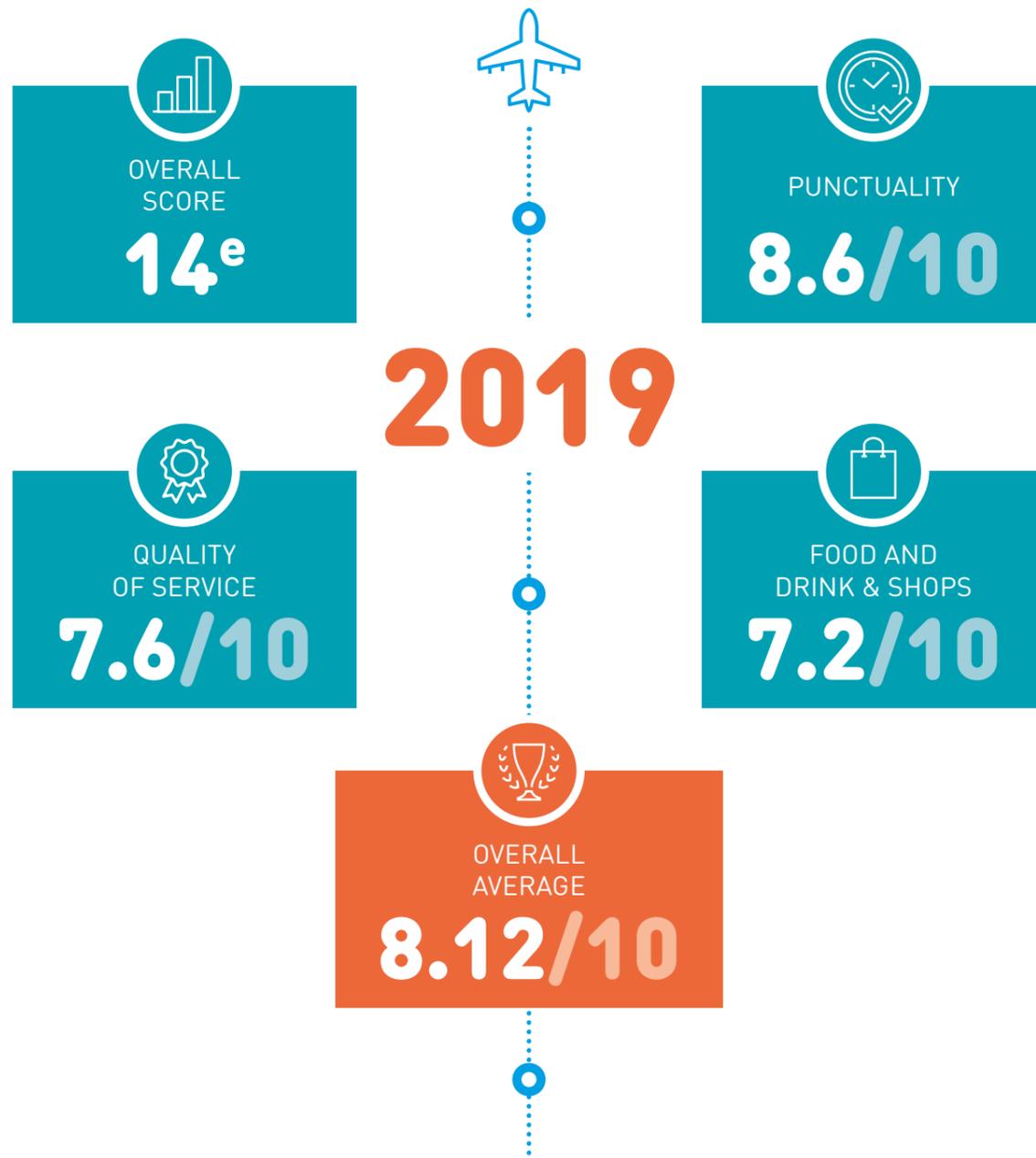
09. BRUSSELS SOUTH CHARLEROI AIRPORT RECOGNISED FOR ALL ITS HARD WORK!

Every year AirHelp, a company specialising in airline passenger rights, ranks the best airports all around the world.

→ Based on three criteria, more than 40,000 people in over 40 countries shared their views on the services offered by the 132 airports that were rated.

→ From 1 January to 31 December 2018, 132 airports around the globe were scored on the basis of their punctuality and passenger experience (quality of service, food&drink and shops).

→ Overall, Brussels South Charleroi Airport was given a score of 8.12/10, putting it 14th in the airport world rankings drawn up by AirHelp Score 2019, behind airports like Hamad International Airport (Doha), Tokyo International Airport and Singapore Changi Airport.



10. HUMAN BEINGS, RIGHT AT THE HEART OF THE AIRPORT'S STRATEGY

In 2019, the number of jobs at Brussels South Charleroi Airport went up:

**27
NEW
EMPLOYEES**

joined the company's staff

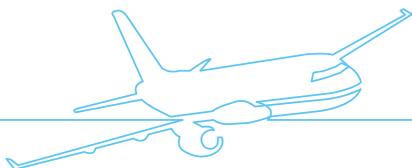
The average number of employees for 2019 was

**621.7
PEOPLE**

In total, as at 31 December 2019, the airport recorded

603.06

full-time equivalents



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