

# To the airport of **tomorrow.**





# 01.

04 SHAREHOLDING

# 02.

06 BOARD OF DIRECTORS

# 07.

14 A LONGER RUNWAY FOR NEW HORIZONS

# 08.

15 SABENA AEROSPACE AND BRUSSELS SOUTH CHARLEROI AIRPORT

# 03.

07 MANAGEMENT TEAM

# 04.

08 2018 IN A FEW FIGURES

# 09.

16 BRUSSELS SOUTH CHARLEROI AIRPORT, AN AIRPORT FOR EVERYONE

18 | 9.1. A new app for the benefit of passengers

19 | 9.2. The transition towards the airport of the future : airport 3.0.

20 | 9.3. Maintaining a close relationship with travellers

# 10.

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

# 05.

10 2018, A RECORD YEAR...

# 06.

12 ... AND IN THE TERMINAL ?

13 | 6.1. Commercial management

13 | 6.2. What's happening with the car parks ?

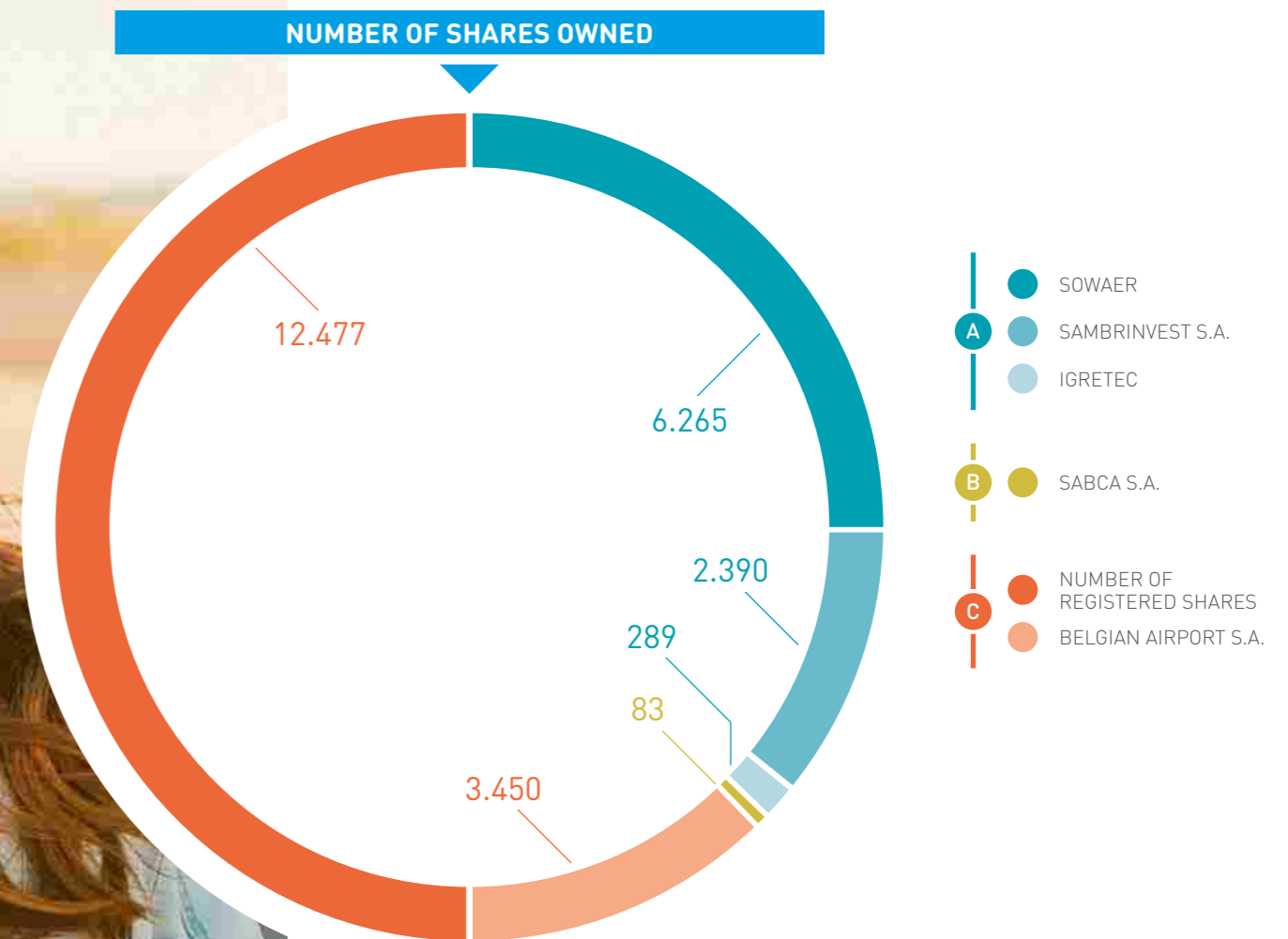
# 11.

22 2018, A YEAR OF MANY CHALLENGES



# 01. SHAREHOLDING

Following on from the Walloon Governmental Decree of 15 December 2016, giving SOWAER, replacing SOGEPA, the task of managing shareholdings purchased by it on behalf of the Walloon Region in the share capital of Brussels South Charleroi Airport, BSCA's shareholding in 2018 is as follows :





## 02. BOARD OF DIRECTORS

In 2018, Brussels South Charleroi Airport's Board of Directors was made up as follows:

### CHAIRMAN



Laurent  
LEVEQUE

### VICE-CHAIRMAN



Michaël  
VAN DEN  
KERKHOVEN

### DIRECTORS



Jean-Jacques  
CLOQUET



Benoit  
ALLEMEERSCH



Bart  
LINTERMANS



Anne-Sophie  
CHARLES



Amaury  
DE SAINT MARTIN



Delphine  
MAURY



Dominique  
DEMONTE



Marc  
DENEVE



Anne  
PRIGNON



Antonio  
DI SANTO



Dominique  
HAUSMAN



Pierre  
ROMBAUX



Jean-Marie  
HOSLET



Thierry  
HUBERT



Monica  
SCARPA



Philippe  
SUINEN



Matteo  
TESTA

### GOVERNMENT OBSERVERS



Mathieu  
PERIN



Frédéric  
JACQUET

## 03. MANAGEMENT TEAM

In 2018, Brussels South Charleroi Airport's Management was made up of the following Directors:



Jean-Jacques  
CLOQUET

Chief Executive Officer de Brussels  
South Charleroi Airport



Amaury  
CAPRASSE

Strategic Support  
to the Chief Executive Officer



Laurent  
BLANCHART

Director of Communication,  
Marketing & Digital



Thomas  
FERCOT

IT Director



Hervé  
FRANSENS

Legal, Aviation  
& Innovation Director



Frédéric  
GAILLARD

Security Director



Patrick  
LAMBRECHTS

Managing Director  
Technical & Operations Director



Anne  
MASSART

Governance & Institutions Director  
Human Resources Director



Denis  
TELLIER

Managing Director  
Administrative & Finance Director





# 04. 2018 IN A FEW FIGURES

**8.029.680**  
PASSENGERS

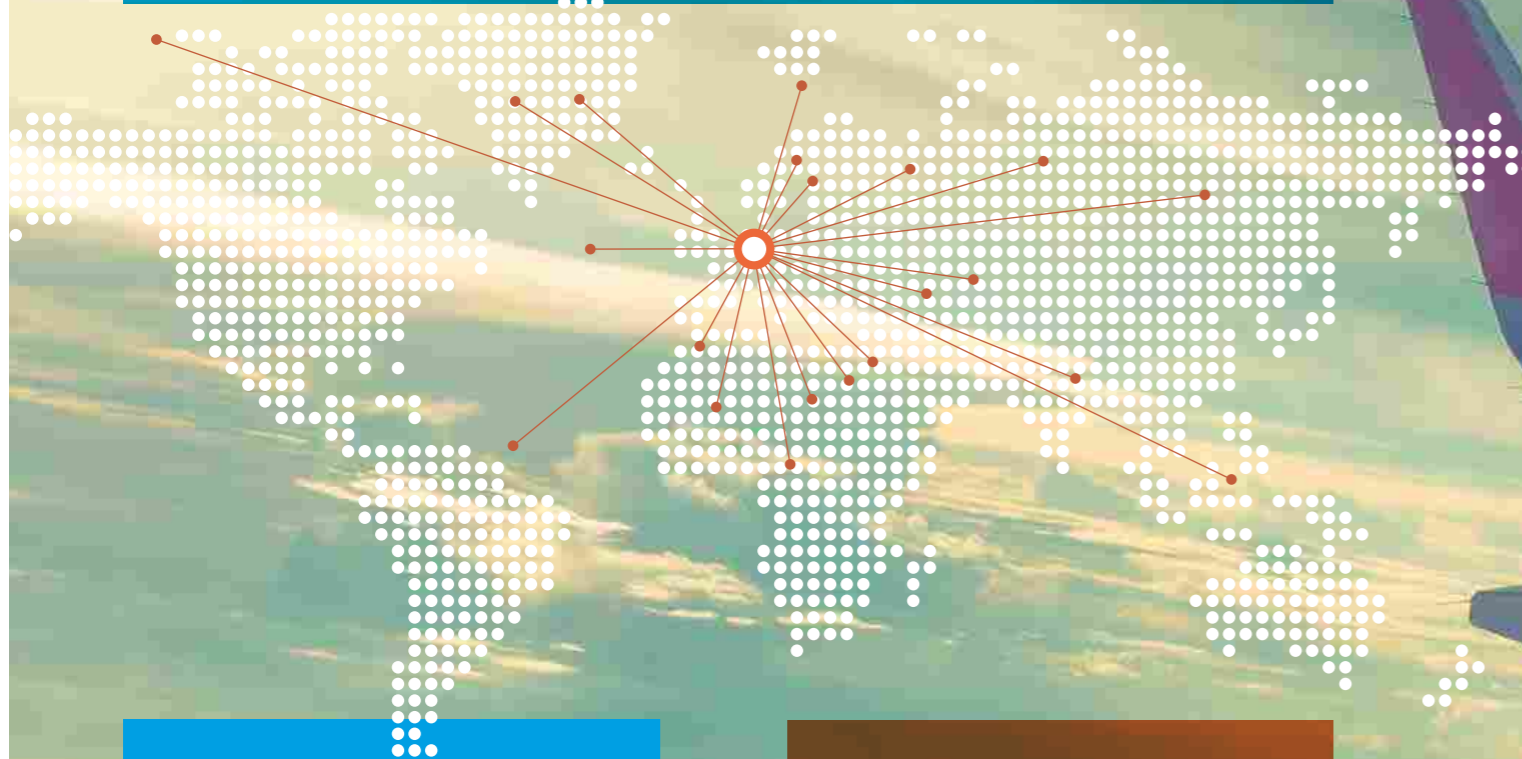
**+4%**

GROWTH

**88.79%**

LOAD FACTOR

## 182 DESTINATIONS



**73.4 M€**  
Turnover

**+5.3%**

**49**  
COUNTRIES COVERED

**662**  
DIRECT EMPLOYEES

**8.8 M€**  
INVESTMENTS

**6.9 M€**  
EBITDA

**-243 K€**  
NET LOSS

# 8

AIRLINES



Belavia





# 05. 2018, A RECORD YEAR...

Brussels South Charleroi Airport welcomed more than 8 million passengers, so an increase of 4% compared with the 2017 results.  
**A new record in the history of passenger traffic recorded at the airport.**

→ **In 2018, traffic remained healthy**

Each of the airlines operating from the Brussels South Charleroi Airport tarmac has experienced growth in terms of flight frequency.

→ **A new international route to China** was launched: Brussels South Charleroi Airport – Hong Kong.

→ **Connections between Tunisia and Brussels South Charleroi Airport have been resumed.**

Two routes run by Belgian airline TUI fly have returned to the destinations available directly from Brussels South Charleroi Airport:

- Djerba
- Enfidha

→ **Air Algérie, the country's national airline, chose Brussels South Charleroi Airport** as a new starting point on 18 December 2018. Since then, the airport has been connected to Algiers, the country's capital, with two flights a week.

→ **Lastly, a new chapter has begun for Brussels South Charleroi Airport**, which is now open to the whole world. In June 2018, long-haul activities began with the creation of a new Belgian airline to choose Brussels South Charleroi Airport as its main hub, Air Belgium

→ **The countries attracting the most travellers** from Brussels South Charleroi Airport in 2018 were, in order:

- Italy
- Spain
- France
- Morocco
- Poland



**8**  
 new destinations have been added to the network offered from Brussels South Charleroi Airport

**Calvi**  
 (Corsica - France)

**Malte**  
 (Malta)

**Palerme**  
 (Sicily - Italy)

**Banja Luka**  
 (Bosnie Herzégovine)

**Chisinau**  
 (Moldova)

**Craiova**  
 (Romania)

**Sibiu**  
 (Romania)

**Iasi**  
 (Romania)





# 06. ...AND IN THE TERMINAL?

## 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.

→ As a living environment in its own right, passenger comfort, as well as their experience of Brussels South Charleroi Airport's facilities, have been revamped.

→ The extension work for a new retail area to replace the old administrative offices has started, and the first phase is due to finish in June 2019.

→ Located in the international zone, the area dedicated to catering will increase 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 has had to be created, including space for two escalators, two staircases and a lift.

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



## 06.1 Commercial management

→ Following on from the call for tenders launched by Brussels South Charleroi Airport in 2017, the SSP group was awarded the **trade concessions for passenger catering** both on the city side (public area) and the international side.

→ The first outlet opened in December 2018, with the arrival of **Starbucks** in the terminal (arrivals zone).

→ Eleven more outlets will follow, distributed around the airport, with prestigious names including **Burger King** and **Panos**.



STARBUCKS™



## 06.2 What's happening with the car parks?

→ In January 2018, Brussels South Charleroi Airport welcomed the arrival of a new car park: the **P4 Foot & Fly car park**. This increased the number of parking spaces by 982.

→ The airport now has six official car parks, with a capacity of more than 7,800 spaces.



P4 Foot & Fly



## 07. A LONGER RUNWAY FOR NEW HORIZONS

**In May 2018, the official announcement was made!**

→ Brussels South Charleroi Airport's runway will be increased from **2,550 metres to 3,200 metres.**

→ Thanks to this new runway, the range of airplanes will be significantly increased, which will help the airport's growth.

→ On 9 April 2018, the planning application was deemed successful and complete.

→ Work will begin in **May 2019** and should last **30 months.**

## 08. SABENA AÉROSPACE AND BRUSSELS SOUTH CHARLEROI AIRPORT

**A consolidating Walloon known-how when it comes to aviation:**

→ **Sabena Aerospace and Brussels South Charleroi Airport** have presented their partnership and their ambitions for the future

→ **A brand new maintenance station has been opened** to consolidate the services offered to airlines based on the site.

→ The opening of Sabena Aerospace's brand new maintenance station marks **the beginning of a long-term partnership for the two companies.**

2.550 M → 3.200 M



Designed to create new jobs, multiple maintenance and repair services can now be offered for all types of airplane on Brussels South Charleroi Airport's tarmac.





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 to everyone.

# 09. BRUSSELS SOUTH CHARLEROI AIRPORT, AN AIRPORT FOR EVERYONE

→ A number of tools are used to achieve this, including a **brand new channel for the airport: digital.**

→ When it comes to the **press**, Brussels South Charleroi Airport received a lot of attention in 2018.

→ 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, as well as a wide range of different events, in order to nurture a **close relationship with the airport's public.**



MONTH	PRESS RELEASES	PRESS CONFERENCES	EVENTS
JANUARY	2	X	X
FEBRUARY	2	X	X
MARCH	3	1	X
APRIL	2	X	1
MAY	2	1	X
JUNE	2	1	X
JULY	5	X	1
AUGUST	1	X	X
SEPTEMBER	2	1	X
OCTOBER	3	2	X
NOVEMBER	4	X	X
DECEMBER	1	1	X
	29	7	2



## 09.1 A new app for the benefit of passengers

**In June 2018, a new communication tool was launched, in partnership with an American-Korean start-up.** Brussels South Charleroi Airport launched its brand new mobile app.



**Travel Smart**

The goal is to keep passengers informed from their home to the boarding gate. Thanks to BSCA's mobile app, passengers can receive information in real time about the status of their flight, as well as benefiting from special offers available at the airport.

## 09.2 The transition towards the airport of the future : airport 3.0.

**2018 is a key year for Brussels South Charleroi Airport,** particularly in terms of its transformation from airport 1.0 to **airport 3.0.**

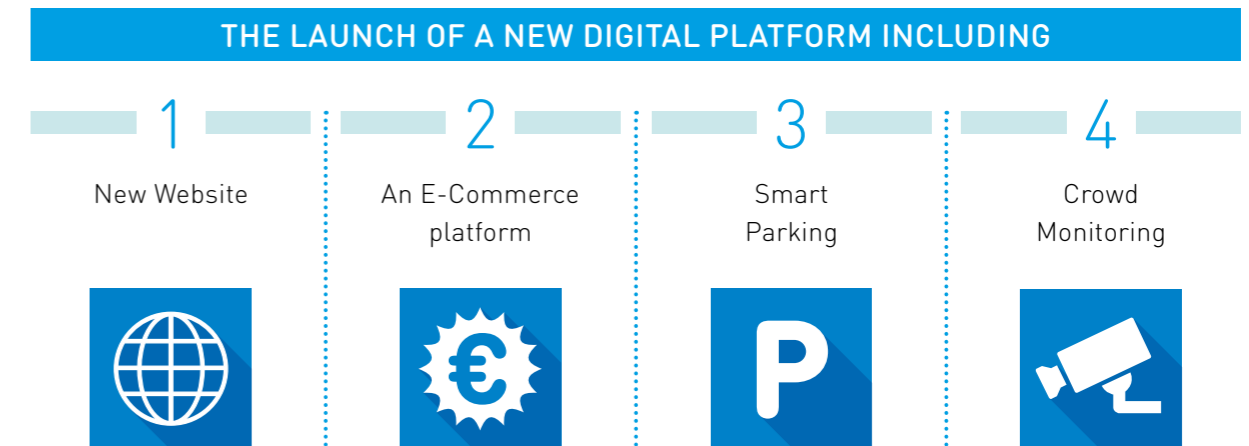
→ The airport's digital development is now based on an ecosystem, so a collection of partners, that can help the airport spread its wings when it comes to digital technology.

→ Complementary relationships with different digital partners and stakeholders will help create synergies in which everyone can share their skills and know-how to achieve win-win situations that always have the passenger's best interests at heart.

→ An innovation partnership with Telenet was also signed in October 2018 in order to work on different projects designed to support passengers using digital tools



The first steps taken due to be finalised in 2019 are :





## 09.3 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:

- Vakanz (Luxembourg)
- Charleroi
- Lille
- Brussels
- Ghent



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



In 2018, the number of jobs at Brussels South Charleroi Airport went up:

**55  
NEW  
EMPLOYEES**

joined the company's staff.



The average number of employees for 2018 was

**667,08  
PEOPLE**

In total, as at 31 December 2018, the airport recorded

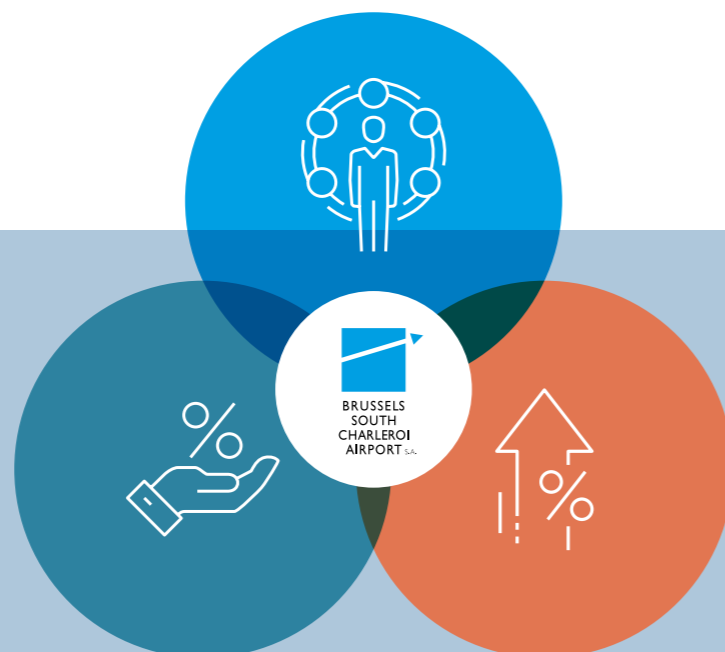
**571.29  
full-time  
equivalents.**



# 11. 2018, A YEAR OF MANY CHALLENGES

Brussels South Charleroi Airport looks forward to reaching its target for the future and continuing to grow.

With this in mind, it is important for a dynamic airport to prepare for the future, by making the necessary investments for safeguarding jobs and business.



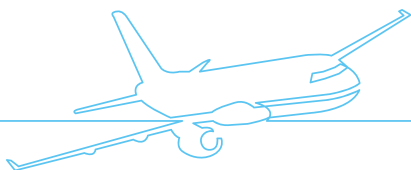
In 2018, Brussels South Charleroi Airport's turnover rose by **69.7M€ to 73.4M€** so an increase of **+ 5.3%**

For its part, the EBITDA went up by **+ 50%** from **4.6M€ to 6.9M€**

## 2018

Despite this, the net profit became a net loss, falling from : **1 M€ to -243K€**

During the course of 2018, BSCA mainly invested in equipment and infrastructure, in order to safeguard its growth and future development. **8.8 M€** had to be invested in order to pursue the goals set by Brussels South Charleroi Airport. Short, medium and long-term corrective measures should help improve the situation.



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