



Tirana International Airport
Nënë Tereza



EXTRACT FROM
TIA ANNUAL
REPORT 2009

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2009 in a nutshell

11 March 2009 - From 11–15 March 2009, TIA participated at the International Tourism Fair Berlin 2009. The company considers this international media event a valuable instrument in promoting its potential and attracting international attention towards Albania, demonstrating the Airport's continuous engagement to promote Albania's economic and tourism development.

01 April 2009 - Tirana International Airport successfully tested an emergency situation. The exercise involved Albania's General Directorate of Civil Emergencies (Ministry of Interior), the Fire Department, First Aid Unit, hospitals, police and army and some 100 volunteers. Officials from the country's Civil Aviation Authority, local authorities, the Police Assistance Mission of the European Community to Albania (PAMECA) and the Organization for Security and Cooperation in Europe (OSCE) were also present during the exercise.

10 June 2009 - TIA expanded its aircraft portfolio with the arrival of an Airbus 310-300 full freighter operated by Turkish Airlines. The Airbus ships cargo between Turkey, Italy and Albania.

14 June 2009 - A new route was put into operation between the capital city of Albania and the largest city in the United States. During summer Scanderbeg Air was using a B767-200 aircraft for the service operated by Sky King Inc.

20 August 2009 - TIA successfully tested its new expanded terminal. All security measures and airport procedures ran smoothly, and the Phase B terminal extension drew approval of passengers ahead of the inauguration ceremony that took place the following month.

9 September 2009 – The inauguration of the extension of the new terminal marked the end of Phase B of the Airport's modernization and development. The extension was inaugurated at a gala ceremony attended by nearly 300 guests, including Prime Minister Professor Dr. Sali Berisha, state senior officials, Dr. Peter Noé (Board Member of HOCHTIEF AG), Dr. Reinhard Kalenda (TIA Chairman) and representatives of Company shareholders, business partners and employees.

Traffic Highlights

Statistics	Traffic Development		
	Year 2009	Year 2008	Δ %
Passengers	1,394,688	1,267,041	10,1%
ATMs	10,032	9,597	4.5%
Cargo (tn)	1,836	2,096	(11.1%)

The year 2009 indicated a very positive traffic development both in passenger numbers and aircraft movements. The 10.1% growth in passenger numbers showed a record, taking into account the challenging period the aviation industry was facing, affected by recent economic downturn. TIA was quoted as second best performing European airport by ana.aero, an airline network news and analysis web page, outperformed only by Riga with only 0.1% more in passenger growth. The year was mostly characterized with two peaks, one during the Easter



period and the other one in summer. Still the ethnic traffic and passengers visiting friends and relatives remain the key driver at TIA.

TIA offered 33 point to point destinations, with four new routes of Stuttgart, Liege, Naples and Zurich established in 2009. Apart from that, TIA offers very good connectivity via hub services in Rome, Munich, Vienna, Istanbul, Ljubljana and Budapest.

The Cargo Traffic, presented a decrease of 11,1% for the year 2009 compared to the 2008. The economic crisis and the drop in overall trading volumes are estimated to be the key factors. Turkish Airline introduced a dedicated cargo services in June, operating an A310 weekly to TIA.

Airport Development

In 2009 the development of Tirana International Airport continued as scheduled by the Management and in full accordance with the Concession Agreement, resulting in the timely completion and opening of the Phase B of the New Passenger Terminal on 09 September 2009. These works included design and construction of the building itself as well the procurement, installation and testing of Special Airport Systems and also further miscellaneous procurements like signage, seating, etc.

Successful completion of the respective Additional Obligations according to the Concession Agreement was reported to GoA through a Completion Certificate dated 19 August 2009, issued by the Qualified Engineer Obermeyer Planen+Beraten, Munich, Germany.

Next to the terminal works, another major project was the northern apron extension (ca 21,000 sqm) which was also successfully completed and put into operation in August 2009.

Besides these major two projects, the following projects were also handled and completed by TIA Construction in 2009:

- Upgrade of Airside Equipment Area
- Upgrade of Fire Rescue Station
- Upgrade of Gate A area
- Provision of non-hazardous and hazardous Waste Facilities
- Upgrade of ILS Area

Environmental, Health, Safety and Quality

During 2009, TIA continued to keep high standards of safety, security, quality and environmental performance. Tirana International Airport's Quality Policy and Environmental, Health and Safety Policy continue to be implemented through its Environmental and Quality Management System (EQMS), according to ISO 9001 and ISO 14001.

TIA has carried out regular monitoring of the environment (water, waste, air quality, noise, energy and wildlife) to check progress with the overall policy commitments to prevent or minimize environmental impacts in the airport vicinity and identify if and where corrective actions are needed. This was considered a very important issue as far as last year has seen an expansion of the Airport. In this regard special attention was paid early to proper implementation of a Construction Monitoring Programme for Environmental Protection. Even with the increase in air traffic movements, other operations and construction activities, the





measurements were found to be more than satisfactory, falling well within the standard limits. Such results were expected due to the preparation of an environmental assessment report prior to the start of Phase B construction. The mitigation measures foreseen in the report were applied strictly and the construction works were carried out in a sustainable way.

With the extension of the terminal, TIA had foreseen to meet the highest levels of quality of service to passengers, enabling to grow beyond present achievements. This is made possible through improving the level of service offered and customer satisfaction, provision of new handling facilities including an increased check-in area, additional gates and waiting area and a new smoking area.

TIA addressed the issue of operational safety as a top priority, providing that all personnel are aware of their individual involvement, role and responsibilities in the event of a potential accident and in any environmental impact. Relevant procedures and training have helped achieve this target. In April 2009 TIA successfully tested an emergency situation. The full-scale emergency exercise put TIA's respective response levels and other staff through stringent procedures which in response performed excellently.

Performance standards monitoring on an ongoing basis are undertaken by TIA to check that standards are met and continuous measurements of customer feedback and satisfaction is provided to identify carefully the customers' level of satisfaction. In addition, extensive market research is undertaken through a Customer Satisfaction Survey, the results of which showed that the quality of services and facilities offered by TIA remains in general "very good to excellent".

An overview of TIA performance and achievements is given in the published Fourth Environmental and Social Bulletin.

Financial Performance

With more than 20,000 Air Traffic Movements as well as nearly 1.4 million passengers having been processed through the airport, TIA reached a turnover of EUR 29 million in the financial year 2009.

The Financial statements of TIA for the year ended 31 December 2009 were prepared in accordance with IFRS and were audited by an independent external auditor. TIA has complied with all requested financial covenants throughout the year.

On the basis of the developments that took place in the year 2009 and the Company's consolidation in combination with the global economic recession, TIA foresees a stable development for 2010.

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