



Tirana International Airport  
Nënë Tereza



EXTRACT FROM  
TIA ANNUAL  
REPORT 2010

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## **2010 in a nutshell**

### **February 2010**

Committed to its social responsibilities, TIA supports families ravaged by a flood in Northern Albania, donating EUR 10,000.

### **February 2010**

TIA has a new Chairman of its Administrative Council. Mr. Linkweiler is the successor of Dr. Reinhard Kalenda who held this position since the start of the Concession in 2005. Besides being the new Chairman of TIA's Administrative Council, Mr. Linkweiler is managing director of TIA's shareholder HOCHTIEF AirPort and also a member of the boards of Budapest Airport and Sydney Airport Corporation.

### **March 2010**

TIA's record achievements and huge potential for growth were presented to a global audience at Europe's leading travel trade show ITB in Berlin.

### **April 2010**

On 23<sup>rd</sup> of April 2010, Tirana International Airport celebrates the fifth anniversary. The Concession Agreement between TIA and the Albanian Government was signed on 23<sup>rd</sup> of April 2005, starting a company that turned into a solid investment and now is demonstrating both strength and success.

### **June 2010**

TIA organizes a clean-up activity outside the Concession Area in the vicinity of the Airport on the occasion of the World Environment Day in cooperation with Rinas School.

### **August 2010**

The Albanian government starts the works for the construction of new premises including a new control tower for the National Air Traffic Agency (NATA).

### **August 2010**

On 26<sup>th</sup> of August 2010, TIA honored the 100<sup>th</sup> birthday of the missionary and the great humanitarian "Nënë Tereza".

### **October 2010**

On 29<sup>th</sup> of October 2010 TIA is honored by the board of the foundation Caritas Albania with an Award of Gratitude.

### **December 2010**

15 December 2010 represents the first day of visa liberalization. Being well prepared for such challenge, TIA copes successfully with the greater demand, offering high standards of facilities, safety, security and comfort.

TIA dedicates the end of year celebrations to children and supports SOS Village Children.



## Traffic Highlights

| Statistics | Traffic Development |           |       |
|------------|---------------------|-----------|-------|
|            | Year 2010           | Year 2009 | Δ %   |
| Passengers | 1,536,822           | 1,394,688 | 10,2% |
| ATMs       | 10,384              | 10,032    | 3.5%  |
| Cargo (tn) | 1,946               | 1,836     | 4.5%  |

The year 2010 indicated a very positive traffic development both in passenger numbers and aircraft movements. The number of passengers presented an increase of 10.2% during 2010. The year was characterized by two downtrends in traffic development, one during the volcanic ash effect in April. The other happened right after the EU decision on visa liberalization in October and before such scheme actually entered into force: many Albanian travellers were waiting for the visa-free travel to actually enter into force. The summer season, however, indicated a positive traffic development, where a considerable number of Albanians living abroad were coming back home for holidays and visiting friends and relatives. The ethnic traffic remains a key driver at TIA.

TIA offered 33 point to point destinations, with three new routes of Venice, Iraklion, and Rhodes. Apart from that, TIA offered very good connectivity via hub services in Rome, Munich, Vienna, Istanbul, Ljubljana and Budapest. The key market remains Italy covering approximately 60% of the traffic to/from TIA. Belleair is the airline having the largest market share in TIA, with almost 44% of the market for the year 2010.

The Air Traffic Movements (ATM) indicated also a positive growth of 3.5% for the year 2010. The increased frequencies from the summer peak and the introduction of ItAli Airlines in June, contributed to an overall positive impact. The Cargo Traffic, presented an increase of 4.5% for the year 2010 compared to the 2009.

## Airport Development

In 2010 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 handover of the Masterplan 2010.

Based on the timely completion and the full attached set of the technical-legal documentation by TIA the Permits of Use for the following objects were granted:

- Rehabilitation of Refurbishment of the Old Terminal
- Construction of Waste Water Treatment Plant
- Expansion of Passenger Terminal Building
- Rehabilitation of Airside Equipment Area and Fire Rescue Station
- Extension of New Apron



The following construction projects were supervised:

- Construction of the New Air BP Fuel Farm on north-west side of the Concession Zone.
- Construction of new Air Control Center (ACC) Building and new Air Traffic Control Tower by ANTA (currently ongoing).
- Installation of Antennas by Lockheed Martin inside the Instrument Landing System (ILS) area on north-east side of the Concession Zone.

Furthermore, the new access road to the AirBP Fuel Farm has been completed by TIA.

### **Environmental, Health, Safety and Quality**

During 2010, TIA has continued to be focused on quality, environment, health and safety issues and social responsibility, undertaking and implementing a series of measures in the framework of the quality and environmental management system. Great attention was paid to the integration of environmental considerations in TIA's activities and to continuous monitoring of environmental parameters such as water, waste, air quality and noise.

In the framework of the implementation of TIA's waste management concept, specifically towards the "Reuse-Reduce-Recycle" concept, the waste separation at source was promoted in coordination with different stakeholders in order to optimize recycling as much as possible and reduce environmental impacts. Further important measures in this regard included the construction of a new waste collection site, purchase of a hazardous waste container and a trash compactor collecting TIA's recyclable waste.

On the occasion of the World Environment Day, TIA performed an environmental initiative, organizing a clean-up campaign outside the airport fence in the vicinity of the airport in coordination with community members and pupils from Rinas School accompanied by their teachers. TIA was supported in such initiative by its contractors which collaborated for a better environment outside the Concession Area.

The customer focus remains a strategic issue for TIA. Therefore, quality and performance standards monitoring is carried out by TIA on a regular basis to assess the level of service offered and to verify that compliance with the level of service required has been achieved. In this regard, significant improvements have been undertaken by TIA having a positive impact on the performance standards and quality of services. TIA conducted for the first time a Customer Satisfaction Survey at the cargo terminal and a quantitative research at the drop-off area at the passenger terminal. The overall level of customer satisfaction was that the quality of services and facilities offered by TIA remained in general "satisfied to very satisfied".

A more detailed overview of TIA's performance and achievements is published in the Environmental and Social Bulletin available at TIA Offices or through TIA's website [www.tirana-airport.com](http://www.tirana-airport.com).





## **Financial Performance**

Due to the increased traffic having reached more than one and a half million passengers, TIA reached a turnover of EUR 30 million in the financial year 2010.

Throughout the year TIA has complied with all required financial covenants.

Similarly to the previous years, the financial statements of TIA for the year ended 31 December 2010 prepared in accordance with IFRS were audited by an independent auditor who issued an un-qualified opinion for 2010.

On the basis of the developments that took place in the year 2010 and especially the visa liberalization process by mid December, TIA foresees a stable development for 2011.

Tirana, 13.04.2011

