Albcontrol
AIR NAVIGATION SERVICES

ANNUAL REPORT 2024 –

AIR NAVIGATION SERVICES OF ALBANIA

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2024 FIGURES

Total Number of Flights	**373,338 (+22 %)**
International Departures and Arrivals	**68,290 (+34.7%)**
Overflights	**303,567 (+19.7%)**
Exempted	**1,481 (-13.5%)**
Peak of the Day	**1,684 flights (3 August 2024)**
Size of Controlled Airspace	**36,000 km^2**

COMPANY PROFILE

HISTORY

ALBCONTROL is in charge of the public service of managing and controlling the airspace of Albania in full compliance with the national and international regulations of the air navigation services. Our company is a 100% state - owned joint stock company, property of the Ministry of Economy, Culture and Innovation, established since 1992.
ALBCONTROL is a member of EUROCONTROL since 2003. In 2009 ALBCONTROL joined CANSO and starting from January 2016, it is a full member of CANSO Region Europe.

VISION

The vision of ALBCONTROL is to be a modern company on the application of future aviation technologies to respond in a timely manner to the dynamic growth of air traffic, as well as to the requirements of the Single European Sky.

MISSION

The mission of ALBCONTROL is to guarantee safe and quality air navigation services for all users of Albania's airspace.

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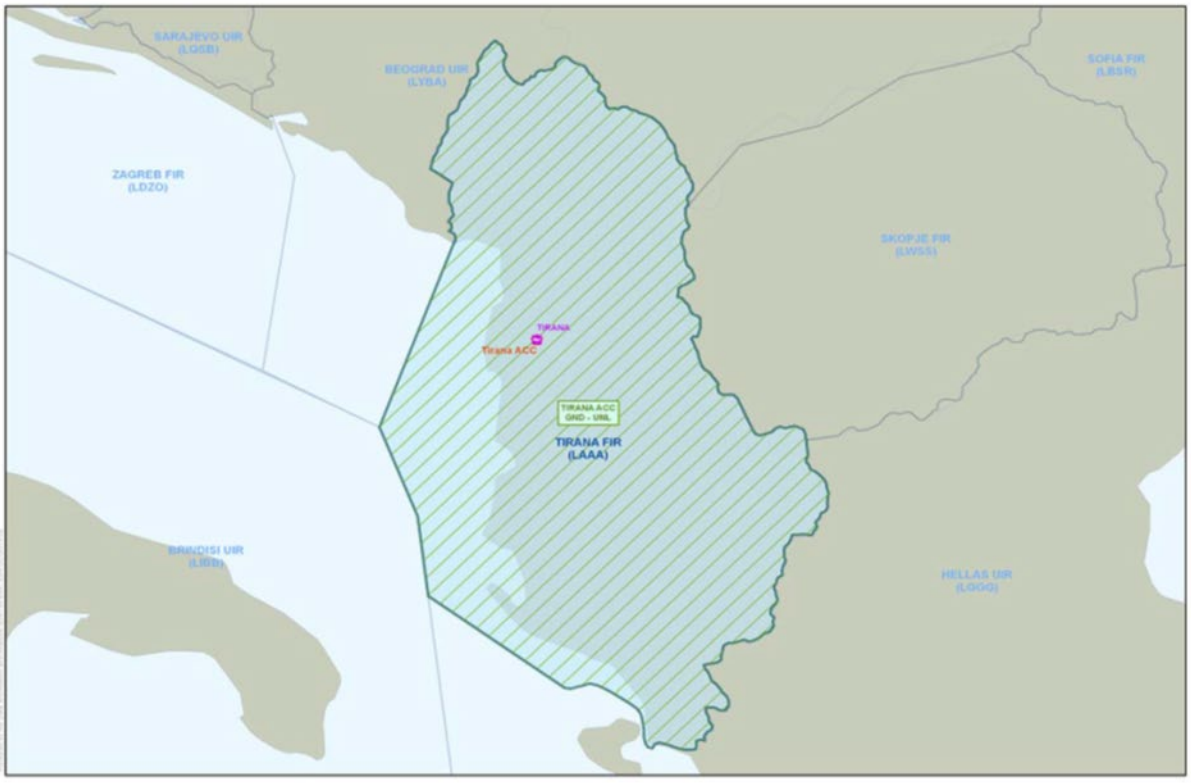
MAIN ACTIVITIES OF ALBCONTROL

- Air traffic management (ATM)
- Communication, navigation and surveillance services (CNS)
- Aeronautical information services (AIS)
- Flight procedure design service (FPD)
- Meteorological services for air navigation (MET)

36,000 km^2 Controlled Airspace



MAJOR AIR SPACE USERS 2024

Major En-Route Air Space Users

TURKISH AIRLINES THY
AEGEAN AIRLINES
RYANAIR
EASYJET UK LIMITED
WIZZ AIR MALTA
EGYPTAIR
LUFTHANSA
EMIRATES INTL
BRITISH AIRWAYS BA
JET2.COM
TUI AIRWAYS LIMITED
AIR FRANCE
SAUDIA

Major Terminal Air Space Users

WIZZ AIR MALTA
RYANAIR
AIR ALBANIA
RYANAIR UK LIMITED
WIZZ AIR UK LTD
LUFTHANSA
AUSTRIAN AIRLINES
PEGASUS TURKEY
AEGEAN AIRLINES
ITALIA TRASPORTO
LOT POLISH AIRLINES
WIZZ AIR HUNGARY LTD
BRITISH AIRWAYS BAAIR SERBIA
AEGEAN
PEGASUS AIRLINES

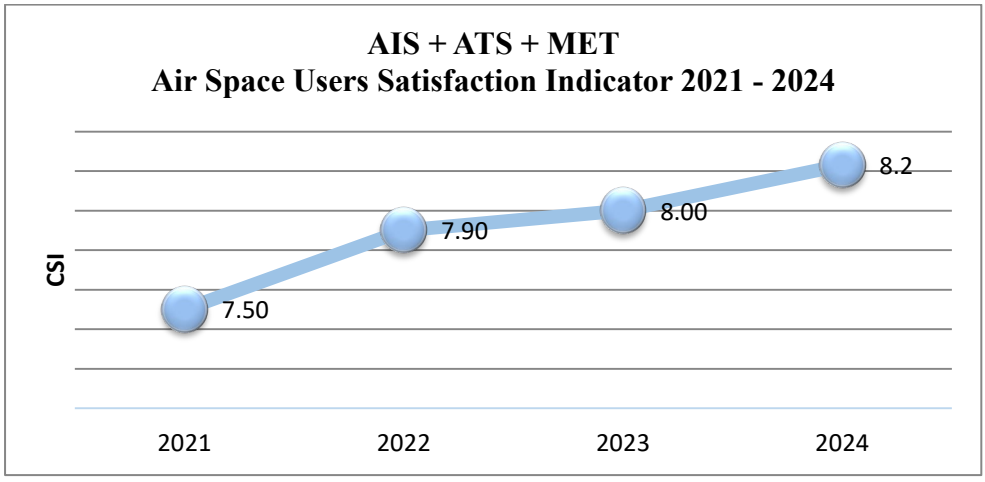
AIR SPACE USERS SATISFACTION

CONSULTATION WITH USERS - IMS

In order to ensure the optimal delivery of provisions of the air navigations services, ALBCONTROL obtains, every year, a large quantity of quality feedback, through a detailed Air Space Users Satisfaction Questionnaire from various airlines. This process enables ALBCONTROL to continuously improve services and adequately meet Air Space Users expectations.
Always focusing on the safety, efficiency and cost effectiveness of the services of air navigation, ALBCONTROL uses the Air Space Users Satisfaction data to react proactively, to refine investments plans, and to improve operations and quality of service. This is done in order to be responsive to the Air Space Users needs as they may change or develop.

AIS + ATS + MET

Year	Air Space Users Satisfaction Indicator
2021	**7.5 / 10**
2022	**7.9 / 10**
2023	**8 / 10**
2024	**8.2 / 10**



INTERNATIONAL PARTNERSHIP

	The ICAO (The International Civil Aviation Organization), is a UN specialized agency, created in 1944 upon the signing of the Convention on International Civil Aviation (The Chicago Convention). Albania is a member since 1991.
	Albania has been a member of the ECAC (The European Civil Aviation Occupation Conference) since 1998. Its mission is the promotion of the continued development of a safe, efficient and sustainable European air transport system.
	EUROCONTROL (The European Organization for the Safety of Air Navigation) based in Brussels, is an intergovernmental Organization with 41 Member States, committed to building, together with its partners, a Single European Sky. Albania is member since 2002.
ECAA	Signed in 2006 the ECAA (The European Common Aviation Area), is an agreement with partners from South-Eastern and Northern Europe: Albania, Bosnia and Herzegovina, Croatia, the Former Yugoslav Republic of Macedonia, Montenegro, Serbia, Kosovo under UNSCR 1244, Norway and Iceland.
	Albania joined CANSO in 2009. The Mission of CANSO is to bring the world's air navigation service providers, leading industry innovators and air traffic management specialists together to share knowledge, develop best practice and shape the future for secure and seamless airspace. Starting from January 2016 Albania is a full member of CANSO Europe Region.

SUPERVISORY BOARD

Genci Gjonçaj – Chairman of the Board

Viola Haxhiademi – Member of the Board

Ornela Cikuli – Member of the Board

Kamela Banushi – Member of the Board

Lira Pipa – Member of the Board

Idlir Gjata – Member of the Board

ORGANIZATIONAL STRUCTURE

Supervisory Board

- **Internal Audit**
- **Coordinator of the Network of Anti - Corruption Coordinators**
- **Director General**

1. **Economic Development Directorate**
2. **Training and Licensing Directorate**
3. **Directorate of Relation with Third Parties**
4. **DG Cabinet**

5. **Operational Division**

   ATM Directorate
   Aeronautical Information Service Directorate

6. **Technology Division**

   CNS Directorate **(**Communication, Navigation, Surveillance)
   SMC Directorate (System Monitor Control)
   IT Directorate
   METEO Directorate
   Maintenance Site and Power Supply Directorate

7. **Safety, Quality & Security Division**

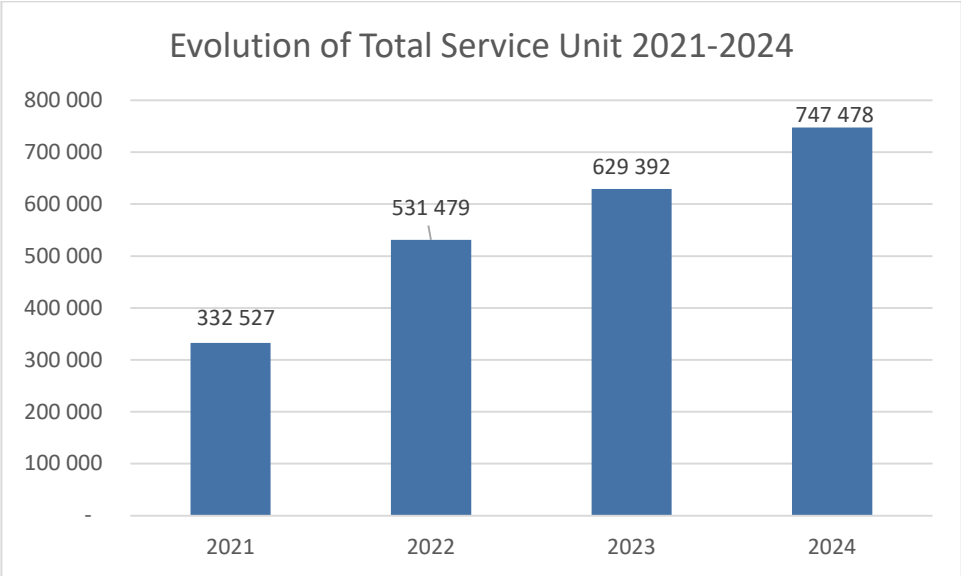
   Safety Directorate
   Quality and Standards Directorate
   Security Directorate

8. **Administrative Division**

   Human Resources Directorate
   Legal Directorate
   Support and Security Services Directorate
   Financial and Accounting Unit
   Procurement Unit
   Competing Data Unit

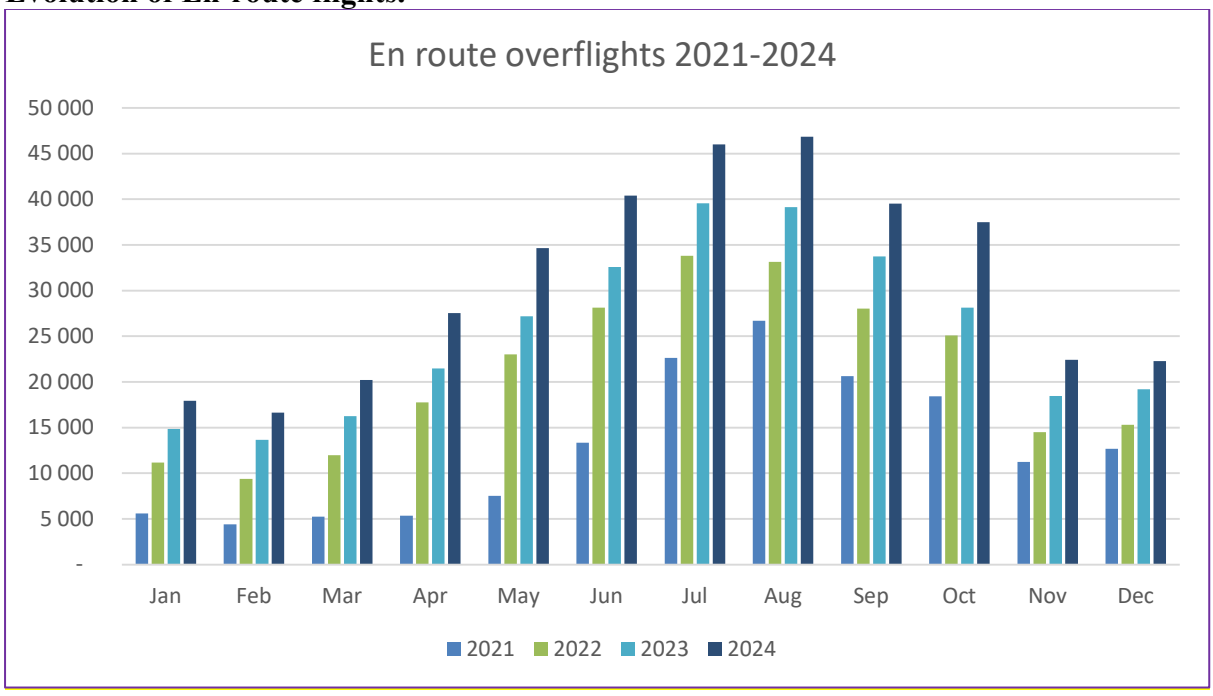
PERFORMANCE INDICATORS

"En-Route" traffic and Service Unit 2024.



We are pleased to note that 2024 was a successful year, and this fact is substantiated by the data on traffic growth in the airspace under our responsibility in the period considered. The pandemic had a significant effect on air traffic operations in the previous 2 years (2020-2021), but the recovery was visible during 2022-2024. The total number of Service Unit of 747.478 was way above our expectations and forecasts available. Service Unit growth was 19% when compared to 2023 and 41% higher than 2022 data.

Evolution of En-route flights.



Traffic growth was 22% when compared to 2023, and 48% up on 2022 traffic.
The volume of traffic has been stable during the year, it should be noted that Albania has seasonal volatility traffic with the peak during summer season, highest especially in July-August.

Terminal Flights.

During 2024 Terminal flights increased significantly by 35% compared to the same period of the previous year. When in comparison with 2022, terminal flights increased by 77%.
It should be noted the exponential increase in the number of terminal flights performed by our traditional users that perform for more than 30 years in Albania, along with the new ones.

Charges for air navigation services provided by ALBCONTROL.

In 2024, both charges for "en-route" as well as for terminal navigation services at "Mother Teresa" and "Kukës" International Airports, were set in accordance with the rules of EUROCONTROL, Law No. 96/2020 "Albanian Air Code" and Commission Implementing Regulation (EU) 2019/317.
During 2024 Albania continued to apply the principle of the full cost recovery method.
The "en-route" and "terminal" navigation charges in 2024 were in compliance with "The principles for establishing the cost-base for en-route charges and the calculation of the unit rates", issued by EUROCONTROL.

ALBCONTROL has been consistently applying an air space user oriented policy in setting charges for air navigation services. Prior to their final approval, the charges are consulted with air space users-organizations, representing the interest of users of air navigation services.

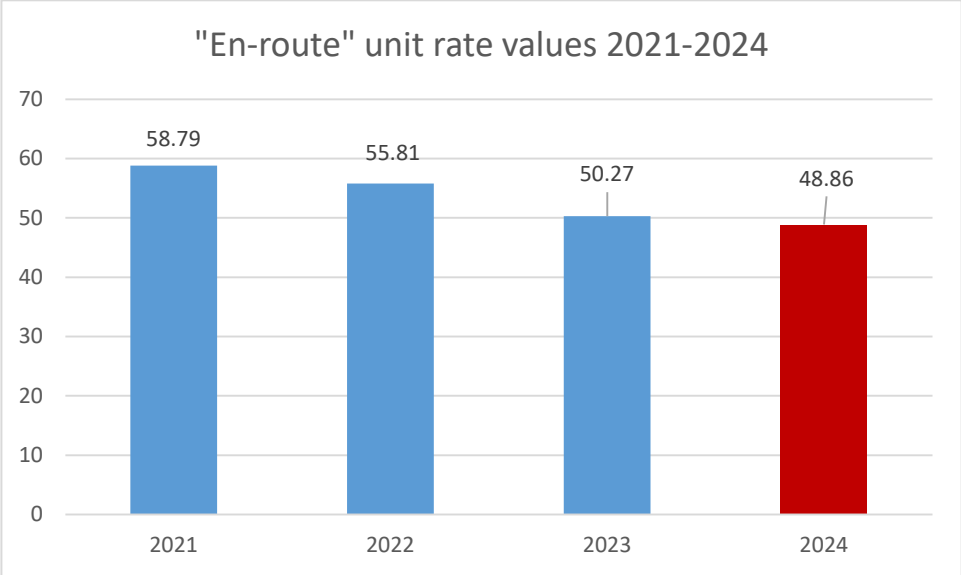
Consultations concerning the charges for "en-route" navigation service in 2024 have been held in November Session in accordance with the EUROCONTROL Principles. The Unit Rates were then approved by the Enlarged Commission.

Charges for "En-route" Navigation Services.

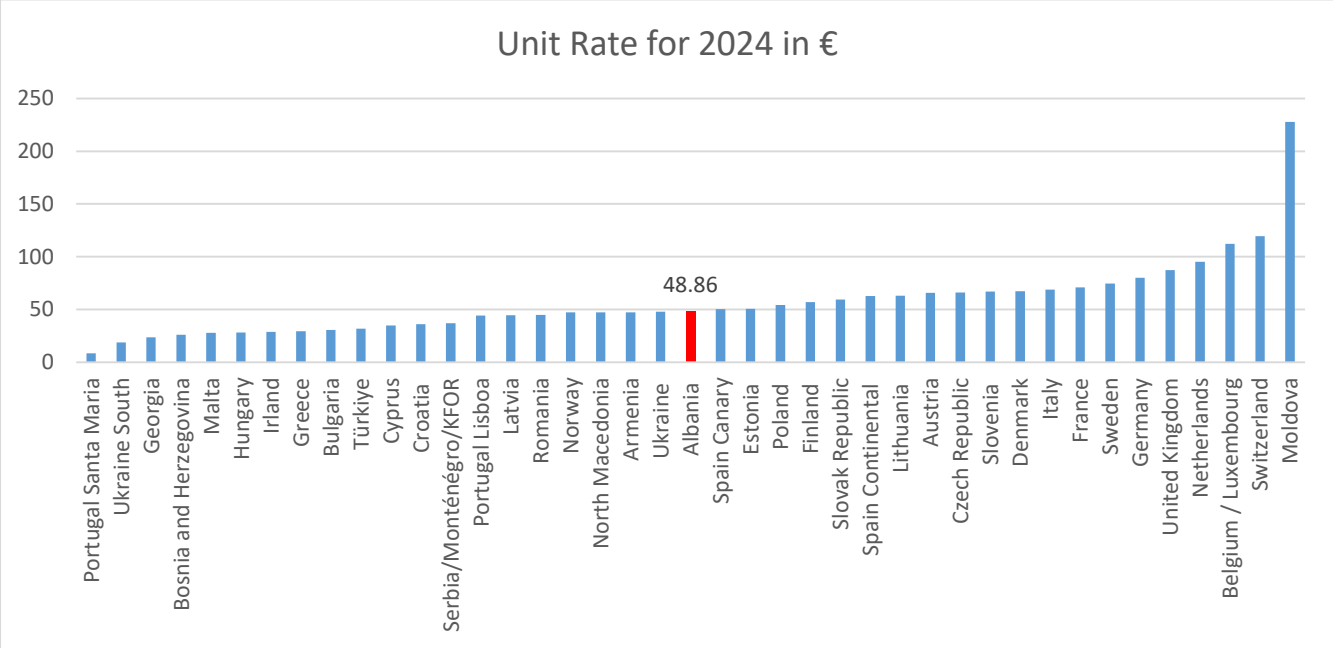
Since 2003, the "en-route" service charges are applied based on the rules established in the Multilateral Agreement Relating to Route Charges and EUROCONTROL principles. Consequently, the billing, collection, and recovery of charges for "en-route" navigation services are managed by the Central Route Charges Office (CRCO). The basis for calculation of the "en-route" navigation charges is the rate for Service Unit. The Service Unit is defined as the number of kilometers flown in airspace for the Albania Republic divided by 100, multiplied by the square root of one fiftieth of the maximum take-off weights of the aircraft (MTOW) in tons.
The basic unit rate for "en-route" navigation services in 2024 was set at 5,196ALL = 48.86€ per Service Unit. The cost base was calculated in Albanian ALL. Compared to the 2023 basic unit rate, the 2024 rate (in €) represented a year-on-year decrease of 2.8%.
However the basic rate converted to the Euro, which is valid for a period of one year, is used for reference only, as the actual rates paid by users of services for a single calendar month depend on Euro/ALL exchange rate fluctuations during the year.

"En-Route" Unit rate.

The following chart shows 2021-2024 "en-route" unit rates for Albania. During 2024 traffic continues to increase and chargeable service units have seen a significant growth this year. The increased confidence to travel is likely to have been a factor, along with the effects of the invasion of Ukraine, increasing our overflights. The Unit Rate for 2024 is €48.86 per chargeable service unit (CSU). This represents a reduction of 2.8% in Euro and in national currency is a reduction of 11.2%, compared to the previous year. However, with inflation at 6.5% the reduction is even greater in real terms. It should also be noted that the unit rate in national currency is now lower than in 2019 - Pre Covid.



The chart below provides an overview of basic unit rates for "en-route" navigation services charges by EUROCONTROL member states:



Charges for Terminal Navigation Services.

From 1 January 2016 EUROCONTROL is entrusted with the collection of terminal charges on behalf of ALBCONTROL. The terminal charge is levied for each IFR flight departing from "Tirana" and Kukës" International Airports.
The terminal charge R is calculated in accordance with the following formula:

$$R = t \times N$$

where "**t**" is the unit rate of charge and "N" the number of service units corresponding to terminal air navigation services made available.
The unit rate "**t**" is calculated by dividing the forecast number of total terminal service units for the relevant year into the corresponding cost-base for terminal services.
For a given departing flight, the number of service units in respect of terminal charges, designated "**N**", is obtained by dividing by fifty the Maximum Take-off Weight (MTOW), expressed in metric tons, which is used for calculating the EUROCONTROL route charge for the flight concerned, to the power of 0.7.

The terminal unit rates of charge applicable from 1 January 2024:

Zone 1	Zone 2
Tirana International Airport (LATI)	Kukës International Airport (LAKU)
EUR 218.33	**EUR 109.16**

The rate of interest on late payment of terminal charges applicable from 1 January 2024 was 13.26% per annum.
Terminal charges are not subject to Value Added Tax (VAT).

Exempted Flights.

The following flights are exempted from the payment of the terminal and "en-route" charge:

- Flights performed by aircraft of which the maximum take-off weight authorized is less than 2 (two) metric tons;
- Flights performed exclusively for the transport, on official mission, of the reigning Monarch and his/her immediate family, Heads of State, Heads of Government, and Government Ministers. In all cases, this must be substantiated by the appropriate status indicator or remark on the flight plan;
- Search and rescue flights authorized by the appropriate competent body;
- Military flights performed by military aircraft of any State;
- Flights performed exclusively for the purpose of checking or testing equipment used or intended to be used as ground aids to air navigation, excluding positioning flights by the aircraft concerned;
- Flights performed exclusively under VFR;
- Humanitarian flights authorized by the appropriate competent body.

SAFETY AND INTEGRATED MANAGEMENT SYSTEM

Safety Management System.

At ALBCONTROL, ensuring the safety and efficiency of air traffic in Albanian controlled airspace is our top priority. We achieve this through a robust Safety Management System (SMS), regular risk assessments, and strict adherence to international aviation safety standards and regulations. In 2024, ALBCONTROL managed increased traffic volumes while maintaining high safety standards. En-route traffic rose by 19.8% and arrivals and departures by 34.5% compared to 2023. Despite these challenges, we continued to deliver safe, reliable, and efficient services for our Air Space Users. Safety is embedded in all aspects of our air traffic management, ensuring the well-being of our services and people while driving continuous improvement. This section provides an overview of our 2024 safety performance, key data, and insights into our progress, achievements, and areas for growth.

Safety Performance.

Our safety performance directly impacts the overall safety of air traffic operations. ALBCONTROL maintains a comprehensive Safety Management System (SMS) and employs a range of strategies to enhance safety. These include clear safety policies, defined responsibilities, a strong safety culture, and robust risk management and mitigation processes. Our safety performance is measured by our effectiveness in managing safety risks and ensuring compliance with national and international aviation standards, including EU Regulation 2019/317 on performance and charging in the Single European Sky.

Safety Performance Indicators.

Safe air traffic management is a fundamental responsibility of an air navigation service provider. The safety performance of ALBCONTROL plays a vital role in ensuring the safety of air traffic operations. A robust Safety Management System (SMS) supports this, underpinned by clear policies, defined responsibilities, a strong safety culture, and proactive risk management. For 2024, safety performance indicators were established in line with EU Regulation 2019/317 on the Single European Sky (SES).

These indicators include:

- Leading indicators to assess SMS maturity and proactive safety efforts;
- Performance monitoring indicators to evaluate actual safety outcomes over time.

This approach ensures high safety standards are maintained, continuous improvement is driven, and alignment with international best practices is achieved.

Safety Key Performance Indicators.

Since ALBCONTROL does not have a dedicated system or process to independently assess the maturity of its Safety Management System (SMS), this indicator is based on the annual survey conducted by CANSO and EUROCONTROL. The survey aims to assess the maturity of ANSP SMSs across Europe and beyond. The process includes:

- Completion of a detailed questionnaire aligned with regulatory requirements and best practices;
- Evaluation by CANSO and EUROCONTROL experts, who review safety processes and practices;
- Submission of supporting evidence to validate assessments and ensure compliance;
- Dedicated interviews with ALBCONTROL staff to verify and deepen the analysis of SMS implementation.

For 2024, ALBCONTROL completed the questionnaire in June-July, and the interviews took place in August. The results were compiled into a detailed report prepared by CANSO, presented via Power BI with dedicated access for ALBCONTROL, along with a tailored organization-specific report. These results are shown in the tables below.

Study Areas

Study Areas	Area Name	1	2	3	Maturity Level
SA1	A Positive and Proactive Safety Culture	D	D	D	**D**
SA2	Safety Policy	D			**D**
SA3	Safety Accountabilities	D			**D**
SA4	SMS Documentation	D			**D**
SA5	Safety Interfaces	D	D		**D**
SA6	Safety Risk Management	C	D		**C**
SA7	Fatigue-related Risk Management	D			**D**
SA8	Safety Reporting, Investigation and Improvement	D	D		**D**
SA9	Coordination of Emergency Response Plan	D			**D**
SA10	Safety Surveys and SMS Audits	D	D		**D**
SA11	Change Management	D			**D**
SA12	Training and Education	D	C		**C**
SA13	Safety Communication	D	D	C	**C**

Transversal Study Areas

Study Area	Study Area Name	Maturity Level
SA14	Human Performance	D
SA15	Safety Performance Monitoring	C
SA16	Continuous Improvement	D

Figure 1: Maturity Level by Assessed Area

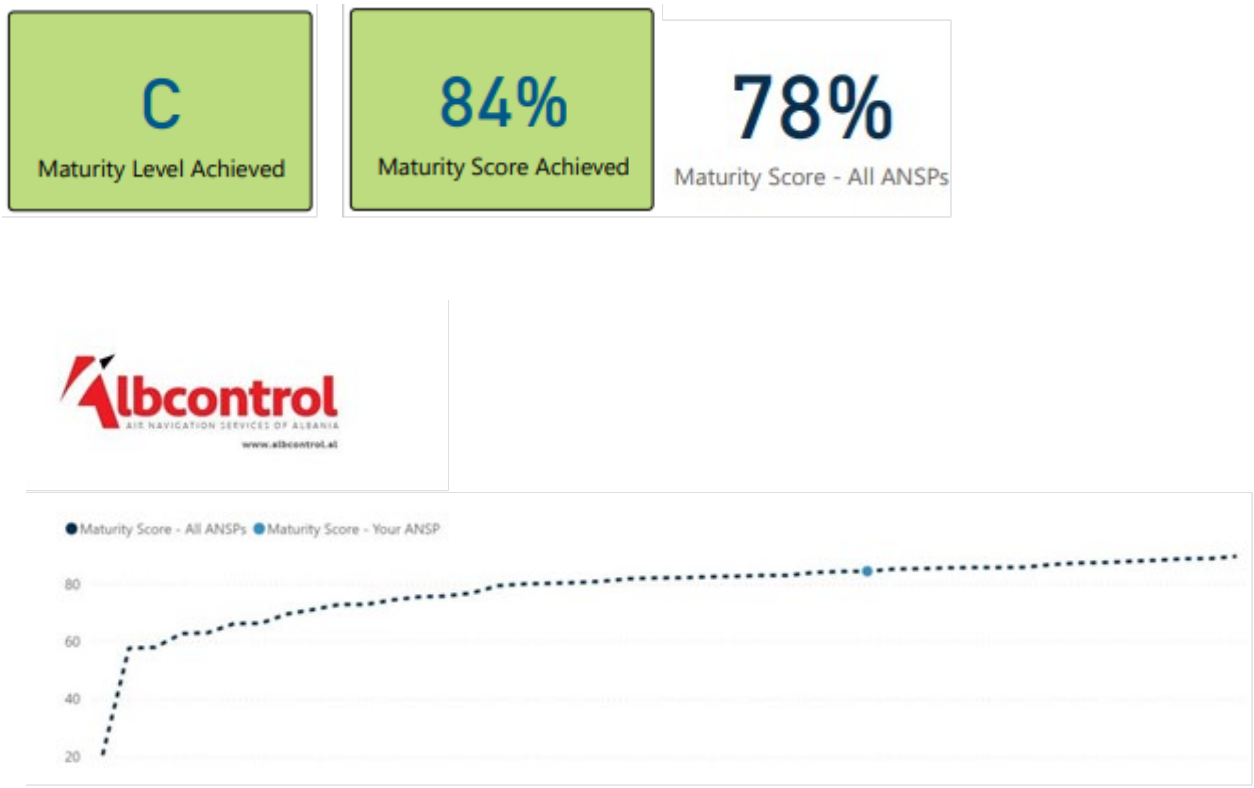


Figure 2: Overall Achieved Maturity Level

The survey results shown in Figure 1 indicate that, although the overall rating has been categorized as Level C, the majority of assessed areas—12 out of 16—have achieved Level D, which is the highest level required by the regulation. However, as the overall score is determined by the lowest level achieved in any assessed area, the presence of four areas rated at Level C has influenced the final assessment.

Regarding the implementation of the Safety Management System (SMS) standard, ALBCONTROL has successfully achieved a compliance level of 84%, which is above the 78% average reported by the 41 ANSPs that participated in the survey. This demonstrates that ALBCONTROL's SMS structure is well-defined and effectively implemented.

Objectives	Year					
	2020 (kpi /**actual value**)	2021 (kpi /**actual value**)	2022 (kpi /**actual value**)	2023 (kpi /**actual value**)	2024 (KPI)	2024 (kpi /**actual value**)
Safety policy and objectives	C/ **D**	D/ **D**	D/C	C/C	C	C/D
Safety risk management	C/ **D**	C/ **D**	C/D	D/C	D	D/C
Safety assurance	C/ **D**	C/ **D**	D/C	D/D	D	D/D
Safety promotion	C/ **D**	C/ **D**	D/C	C/C	C	C/C
Safety culture	C/ **D**	C/ **D**	C/D	D/D	D	D/D

Figure 3: Safety Key Performance Indicators (SKPI) Over the Years and 2024 Achievement

The 2024 data reveals several interesting trends across the areas assessed in the survey. For "Safety Policy and Objectives," the result improved from Level C to Level D, reflecting stronger commitment to safety policy development and clearer definition of objectives.

For "Safety Risk Management," there was a decline, with the result dropping from Level D to Level C, indicating the need for improvements in risk management processes.

In "Safety Assurance," the result remained at Level D, demonstrating consistency in safety assurance practices.

For "Safety Promotion," the result remained at Level C, suggesting that while safety promotion activities are effective, there is room for further development.

The "Safety Culture" area achieved Level D, reflecting a positive attitude towards the development of a strong safety culture within the organization.

The Safety Culture area achieved Level D, reflecting the solid commitment and positive attitude toward continuously strengthening safety culture within the organization.

The table below presents the Safety Areas (SAs) that did not yet achieve Level D. The comments provided by CANSO and EUROCONTROL assessors outline the key actions that will help ALBCONTROL progress further in these areas. While specific challenges remain in the full implementation of certain processes, ongoing initiatives and targeted improvements are expected to support steady advancement toward full maturity.

Objectives	Sub objectives based in CANSO/EUROCONTROL Survey	Results for each sub- objectives 2024	Comments
Safety Risk Management	SA 6: Safety Risk Management	C	ALBCONTROL has implemented NOSS and demonstrates progress in safety risk management. Further improvement can be achieved by balancing the current focus on errors and negative behaviors with greater attention to positive ones and system resilience. Useful references include the CANSO NOM Toolbox and "Transitioning to Safety-II Concepts in Safety Management Systems." A more system-oriented approach in investigations—considering factors such as staffing, training, system alerts, controller intentions, and operational demand—would help reinforce a holistic understanding of safety performance. Consistent investigation and reporting methods also support trend identification and evaluation of safety controls' effectiveness.
	SA 15: Safety Performance Monitoring	C	

Primary Indicators.

Primary Safety Indicators are linked to regulatory requirements and focus on the most critical aspects of safety, such as maintaining aircraft separation and preventing accidents. By measuring these essential factors, ALBCONTROL ensures full compliance with the required safety standards.

a) Runway Incursion.

The Runway Incursion Key Performance Indicator (KPI) measures the frequency or severity of incidents in which an aircraft, vehicle, or person enters a runway without proper authorization, thereby posing a potential risk to flight operations. "The rate of runway incursions at an airport is calculated as the total number of runway incursions with any contribution from air traffic services or CNS (Communication, Navigation, and Surveillance) services that had a safety impact and occurred at that airport, divided by the total number of IFR (Instrument Flight Rules) and VFR (Visual Flight Rules) movements at that airport".

Year	Landings/Take Offs	Runway Incursion	Rate/10.000
2015	21676	0	**0,00**
2016	23037	1	**0,43**
2017	25262	1	**0,40**
2018	26189	0	**0,00**
2019	29143	0	**0,00**
2020	15526	0	**0,00**
2021	27544	0	**0,00**
2022	38950	0	**0,00**
2023	51050	0	**0,00**
2024 KPI	-	-	**0.14**
2024 result	**68,578**	1	**0.14**

The year 2024 proved to be challenging, marked by a significant increase in air traffic. The workload increase was particularly noticeable due to the rehabilitation works on runway 17 at the beginning of the year, the management of the displaced threshold during this period, and the commencement of extension and rehabilitation works on runway 35 during the last months of the year, which are still ongoing.

In this context, achieving such a performance regarding the Runway Incursion KPI is a positive outcome.

b) Separation Minima Infringement.

The **Separation Minima Infringement (SMI)** KPI measures the frequency of incidents where the required minimum separation distance between two or more aircraft is violated. These infringements are critical as they increase the risk of airborne collisions and pose significant safety hazards during operations.
"The rate of separation minima infringements within the airspace where the air navigation service provider provides air traffic services, calculated as the total number of separation minima infringements with any contribution from air traffic services or CNS (Communication, Navigation, and Surveillance) services with a safety impact, divided by the total number of controlled flight hours within that airspace."

The table below presents the number of SMI events occurring exclusively between IFR (Instrument Flight Rules) flights, compared to the total number of IFR/IFR flights.

Year	IFR	Controlled IFR flight's hours	LOS IFR-IFR (A,B or C)	Rate/100000 flights
2015	200570	40114	4	9,97
2016	185681	37136	2	5,39
2017	191533	38307	2	5,22
2018	201640	40328	5	12,40
2019	216727	43345	5	11,54
2020	102437	20487	0	0,00
2021	155544	31109	1	3,21
2022	250024	50005	11	4.39
2023	254886	52676	4	1,56
KPI 2024	-	-	-	**4.6**
2024 result	373338	74668	10	**2.8**

Secondary Performance Indicators.

Secondary indicators are not directly linked to regulatory requirements but serve as supportive tools for continuous monitoring of safety performance. They help identify trends and enable deeper analysis of reported events, contributing to the ongoing improvement of operational safety, including addressing minor issues.

a) Events Classified by Risk Level.

An important aspect of safety monitoring is the classification of events based on their risk level. Regarding this, the following results have been observed.

Year	Occurrence severity A	Occurrence severity B	Occurrence severity C
2019	0	1	95
2020	0	0	108
2021	0	0	103
2022	0	5	120
2023	1	1	177
2024 (KPI)	1	2	-
2024 Result	0	1	210

From one event with risk level A and two with risk level B, which were set as KPIs, only one event with risk level B was recorded, successfully meeting the target set in accordance with the KPIs.

In the table above, in addition to events with risk levels A and B, events assessed as risk level C are also included. Although no KPIs are assigned to these events, their monitoring remains important, as they generally fall within the yellow zone in the RAT tool. This zone represents events requiring observation, unlike the red zone, which demands mitigation measures.

Risk level C events include Separation Minima Infringements (SMIs) and technical incidents related to communication (OLDI/Voice). An increase in these events indicates a rise in occurrences classified as risk level C.

b) ALBCONTROL SKPI Business Plan.

An essential part of ALBCONTROL's safety performance monitoring is the continuous follow-up of the Safety KPIs defined in the Business Plan. The data collected for 2024 indicates steady progress in maintaining a high level of operational safety and system reliability. Both communication and surveillance availability remained at 100%, reflecting the robustness of the technical infrastructure and safety oversight of ALBCONTROL.

Regarding Airspace Infringement events, there have been some variations compared to previous years and the 2024 KPI targets. While a few occurrences were recorded mainly involving unmanned aerial vehicles and isolated coordination issues they were all managed safely and without any impact on flight operations. These cases highlight the effectiveness of the reporting and monitoring systems in ALBCONTROL, as well as the proactive role of controllers and pilots in promptly identifying and communicating safety-related situations. The lessons learned from these events are being used to further refine coordination procedures, strengthen the detection and reporting of unauthorized activities, and reinforce vigilance across operational units, thereby contributing to the organization's ongoing safety enhancement efforts.

Year	Occurence severity A	Occurence severity B	Runway incursion 1[1]	Separation Minima Infringement	Availability of com voice Air/Ground	Availability of surveillance	Airspace infringement level
Result 2024	**0**	**1**	**0.14 (1)**	**3.2 (12)**	**100%**	**100%**	**5**
Target 2024	**1**	**2**	**0.14**	**4.6**	**99.99%**	**99.99%**	**1**
2023	1	1	0	1.56	100%	100%	1
2022	0	5	0	11	100%	100%	1
2021	0	0	0	1	100%	100%	0

QUALITY MANAGEMENT SYSTEM

During 2024, in regard to the Integrated Management System and the Time of Services and Costs Efficiency, ALBCONTROL was dedicated to maintain and constantly enhance the quality of the services to the costumer.

General achievements.

The year 2024 marked a distinct milestone in the work of the Directorate of Quality and Standards, crowning sustained institutional effort with the timely completion of certification and compliance processes to Regulation (EU) 2017/373 (SES) and to ISO 9001:2015, ISO 14001:2015, ISO 45001:2018, ISO/IEC 27001:2013, and ISO/IEC 20000-1:2011. This achievement attests to the organizational maturity and methodical discipline with which ALBCONTROL has embraced the Integrated Management System (IMS).

Throughout the year, IMS governance was consolidated by updating policies, cascading measurable objectives, and assigning clear process ownership across all management and operational-technical structures (ATM, CNS, MET, AIS, FPD and corporate services). Risk-based thinking was deepened through integrated risk and opportunity registers that connect safety, environmental, occupational health and safety, information security, and IT service management considerations.

The internal audit program was executed in full-from risk-based planning and evidence-driven verification to the timely closure of findings-extending, where appropriate, to oversight of suppliers and service providers. Document and records control was further digitalized, strengthening traceability, version integrity, and accessibility.

Competence and awareness remained a priority. Targeted trainings and refreshers on QMS, EMS, OH&S requirements were delivered at all levels, complemented by focused guidance for process owners and audit teams. Environmental performance was reinforced by identifying significant aspects, improving waste segregation and energy-efficiency practices, and monitoring compliance obligations in line with ISO 14001. In parallel, occupational health and safety controls were enhanced through updated hazard identification and risk assessments, near-miss reporting, and emergency preparedness exercises aligned with ISO 45001.

Information security measures were consolidated through reviewed policies, refined access controls, risk treatment plans, and incident-management drills consistent with ISO/IEC 27001. On the IT service side, the ISO/IEC 20000-1 framework underpinned clearer service catalogues, disciplined change and release management, and more rigorous service-level monitoring.

Performance management matured through a sharper KPI set, periodic data reviews, and evidence-based Management Review decisions that prioritized corrective and preventive actions with measurable outcomes. Taken together, these advances heightened the alignment between ALBCONTROL's internal organization and the effectiveness of its monitoring and assurance work, strengthening a culture of continual improvement and ensuring the IMS remains practical, embedded in day-to-day operations, and responsive to regulatory expectations and stakeholder needs.

Key accomplishments during 2024.

In order to conclude the preparations for the certification of the Quality Management System (QMS) and the Environmental Management System (EMS) referring to ISO 9001: 2015 and ISO 14001: 2015 standards respectively, the Quality and Standards Directorate conducted a full study and a gradual comprehensive preparation process. This process was done firstly for the changes brought by the new versions of the standards in question, in order to take the concrete steps to promote and reflect in practice the relevant requirements in reference to all the services provided by ALBCONTROL. In this context, an important step was the improvement of the IMS documentation of ALBCONTROL, focusing mainly on updating the existing procedures and instructions.

The development of the new documentation in full compliance with the standards and requirements will be performed based on the literature recommendations as well as the ongoing collaboration and consultation with the contractor. It was also possible to identify the procedures to be undertaken and to identify the procedures or instructions that would need to be updated in the near future.

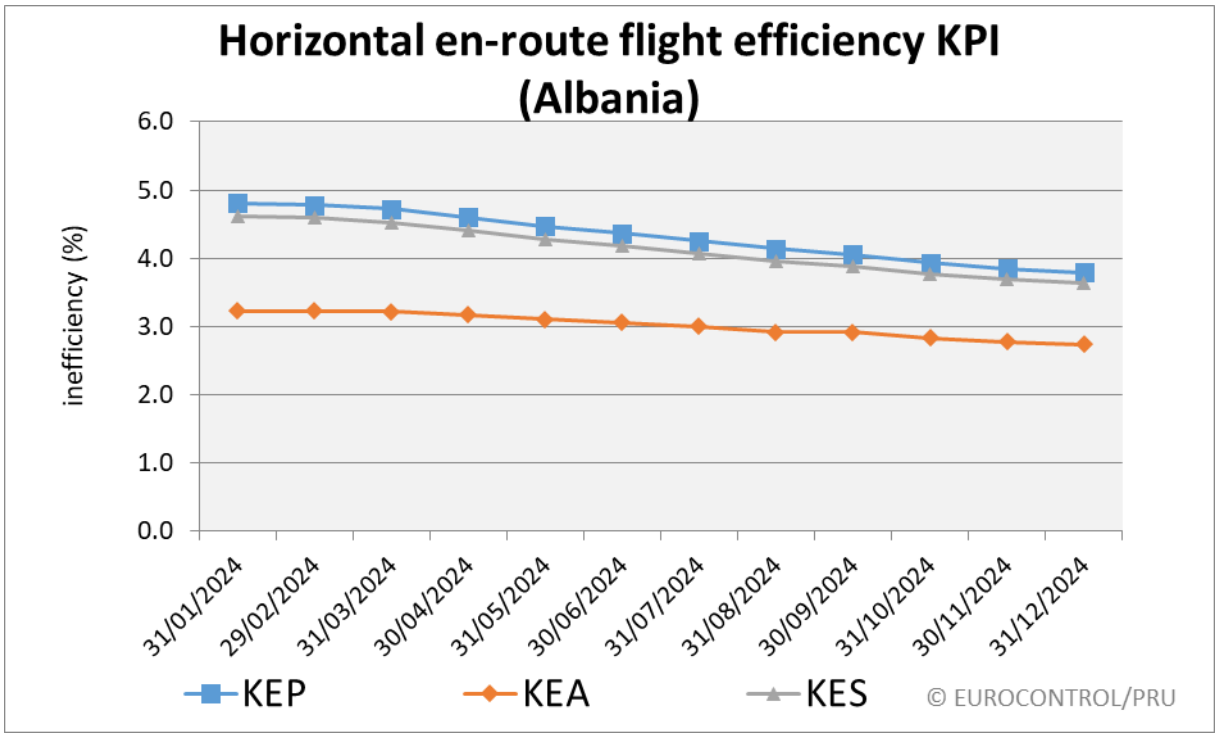
ENVIRONMENT

ALBCONTROL fulfilled an Integrated Management System related to the environment in accordance with ISO14001: 2015. In accordance with the SESAR 2020, ALBCONTROL aims to reduce CO_2 emissions and to have a positive impact on the air quality, noise level, water quality and wastes.

During 2024, ALBCONTROL continued its environment action plan program implementation, such as the waste separation, storage of the electronic devices and batteries. The Environmental policies and procedures were also updated accordingly.

Key Performance Indicator for Environment

No	KPI Code	Perspective	**Key Performance Area (KPA)**	**Measure**	Purpose	KPI Formula	KPI Target	Comments
1	ENVKPI#1	Air Space Users	**Environment**	**Horizontal flight efficiency of actual trajectory (KEA) (Key performance Environment indicator based on Actual trajectory)**	Provision of the services without great impact in the environment	As above	Reference values: • 2015: 1.91 • 2016: 2.01 • 2017: 2.00 • 2018: 1.95 • 2019: 2.12 • 2020: 2.02 • 2021: 1.98 • 2022: 2.91 • 2023: 3.29 • 2024: 3.01	
2	ENVKPI#2	Air Space Users	**Environment**	**Optimizing the Environmental Performance**	As Above	Total no. of claims per year, from the inhabitants nearby the airport area	Only for monitoring	



KEA. Key performance Environment indicator based on Actual trajectory.	***3.01***
KEP. Key performance Environment indicator based on last filed flight Plan.	***4.48***
KES. Key performance Environment indicator based on shortest constrained route available for flight planning.	***4.35***

(These data are taken from EUROCONTROL in https://ansperformance.eu/data/)

INFORMATION SECURITY

Information Security.

During the year 2024, ALBCONTROL has followed and conducted the necessary measures to ensure the conformity to the standards ISO27001 and ISO20001 related to the information security. ALBCONTROL has implemented and updated the documentation based on the standards and also carried out the controls and checks to maintain the conformity of each unit and system.

An external audit was conducted in 2024 as scheduled for every year. The recommendations and findings pointed out by the external audit, were followed up and mitigated. ALBCONTROL has conducted a risk assessment process for every unit. This risk assessment is conducted once a year, or when a major change happens in a unit. When a new system is introduced in ALBCONTROL and before the implementation, a risk assessment is conducted by the Information Security Officer, whose insights are collected and documented during the whole implementation process.

The information security officer, in close collaboration with the IT Directorate aims to maintain the conformity for the information security of all the ALBCONTROL's systems and equipment.

On 1 February 2024, in cooperation with the National Authority for Cyber Security (AKSK), a vulnerability scan was carried out on all systems with public IP addresses, and the recommendations arising from this testing were addressed within the specified deadlines with the utmost commitment and in cooperation with the respective technical directorates. Also, the CSIRT group (*Computer Security Incident Response Team*) has increased security measures for IT recovery as well as critical systems.

KPI for IS for 2024

No	Measure	Purpose	Formula	Target	YEAR 2022	YEAR 2023	YEAR 2024	Performance areas	Source of data
1	IT Security	Reports/Requests of usb access	Maximum Level of risk	1	9	11	6	IT Security	Information Security Risk Analyze
3	IT Security	Virus detection from Antivirus	Maximum Level of risk	500	98	9	9	IT Security	Information Security Risk Analyze
4	IT Security	Email service disconnection	Maximum Level of risk	0	1	0	**0**	IT Security	Information Security Risk Analyze
5	IT Security	Risk Assessment	Maximum Level of risk	0	5	2	3	IT Security	Information Security Risk Analyze
6	IT Security	Information Security Incidents	Maximum Level of risk	0	1	1	2	IT Security	Information Security Risk Analyze
7	IT Security	Penetration Test	Maximum Level of risk	2	1	1	2	IT Security	Information Security Risk Analyze
8	IT Security	Training	Maximum Level of risk	3	3	5	2	IT Security	Information Security Risk Analyze

OPERATIONS

ATM DIRECTORATE.

1. Installation and Operational Deployment of the Upgraded Version of the Automated ATM System "SkyLine" Build 10.0.

During 2024, the Operational Division, based on the contract with the company "LEIDOS", completed the installation and operational deployment of the "Build 10.0" version of the Skyline system.

For the implementation of this version, the following tasks were carried out:

- Factory Acceptance Testing (FAT) and Site Acceptance Testing (SAT) in the TDU Laboratory;
- Operational evaluation of the new upgraded software version;
- Adaptation of the automated ATM system to the new features;
- Training of controllers on the new descriptions;
- Operational safety assessment;
- Installation of the new software version in the operational system;
- Preparation of Temporary Operational Instructions;
ement of operations in June 2024;
- Monitoring and reporting of post-deployment issues.

2. Preparation of Technical and Operational Requirements and Contract Signing for the New Automation System for Vlora Control Tower and the New Approach Sector for Vlora.

During 2024, based on operational requirements for the automation of Vlora Tower and the new Approach Sector, the Operational Division followed this project by implementing the following specific tasks:

- Development of the operational concept for Vlora operations;
- Preparation of technical and operational specifications for the new automation system;
- Contract signing;
- Establishment of a working group to monitor the contract and fulfill technical prerequisites for implementation.

3. Installation of the MLAT Surveillance System for Tirana TMA and Vlora TMA.

Another project monitored by this Division for implementation was the MLAT system, which involved the following tasks:

- Preparation of operational requirements for vertical and lateral coverage of spaces within Vlora and Tirana TMAs;
- Study of existing sites for antenna installation feasibility;
- Preparation of technical and operational specifications;
- Procurement and contract signing;
- Establishment of a working group to monitor the contract and fulfill technical prerequisites for implementation.

4. Implementation of the Centralized CCAMS Code System.

For the implementation of this system, the Operational Division completed the following tasks:

- Improvement of the SkyLine system application;
- Development of the operational concept;
- Adaptation of the SkyLine system;
- Testing with EUROCONTROL in TDU;
- Preparation of operational procedures;
- Signing of the Letter of Agreement (LoA) with EUROCONTROL;
- Training of controllers;
- Operational deployment and post-operational monitoring.

5. ATM Experts Sector.

During 2024, the ATM Experts Sector monitored and implemented the following tasks:

- Monitoring and operational deployment of the automated ATM system “SkyLine” Build 10.0;
- Monitoring the project for the automated ATM system for Vlora Tower and Vlora APP;
- Monitoring the MLAT surveillance system project for Tirana and Vlora TMAs;
- Monitoring the implementation of the centralized CCAMS code system;
- Review and update of Operational Manuals;
- Monitoring on-the-job training for new controllers;
- Update of Local Implementation Plan (LSSIP) objectives;
- Monitoring and analysis of "SkyLine" system issues during operations;
- Monitoring EUROCONTROL's FF-ICE program for e-FPL implementation;
- Participation in EUROCONTROL's “SSR Code Planning Group”;
- Collaboration with QKKSH for the national search and rescue plan;
- Monitoring EUROCONTROL's “Capacity planning and assessment” program;
- Addressing issues with TIA regarding runway and taxiway works;
- Collaboration with the Air Force on LoA;

- Monitoring EUROCONTROL's "U-Space airspace" program;
- Participation in audits;
- Daily monitoring of operational events and issues, analyzing their impact on operational procedures.

For all activities impacting operational procedures, this sector issued relevant TOIs to facilitate controllers work. Additionally, the sector participated in various meetings organized by EUROCONTROL.

6. ASM Sector.

The ASM Sector, during 2024, monitored all military and civilian activities requiring airspace reservations for various exercises (NATO and National Armed Forces) under the Flexible Use of Airspace (FUA) framework. This sector also held meetings with the Air Force regarding changes to the "ASM Handbook" and LoA with the Air Force, as part of civil-military relations. The AMC structure coordinated and disseminated necessary information on airspace restrictions, enabling more efficient flight routes and minimizing workload based on FUA rules.

Military activities conducted under FUA included:

- 9 Tango Scramble activities under the agreement between the Albanian State and Supreme Headquarters Allied Powers Europe (SHAPE) for patrolling Albanian airspace;
- 29 "Low Level Exercise" activities under cooperation between USAF and the Albanian State;
- 9 patrol activities under cooperation between FRONTEX and the Albanian State for managing EU external borders and cross-border crime;
- 19 training and aerial photography activities by the Albanian Armed Forces to enhance operational capabilities and maintain combat readiness.

7. FMP Sector.

During 2024, the FMP Sector monitored and implemented the following tasks:

- Coordination with SECSI FRA and FRAIT partners for cross-border operations with Italy and participation in online meetings, as well as testing with ACC BRD for OLDI message exchange with LAT/LONG and REV;
- Internal coordination for updating our AIP publications with those of SECSI FRA partners and relevant reports;
- Coordination and testing for OLDI with Corfu and REV with Athens;
- RAD update following the merger of SECSI FRA with FRAIT;
- Coordination with neighbors and LG for cross-border RAD;
- Coordination with neighbors on OLDI message issues;
- Coordination with the relevant ALBCONTROL office on key performance areas;
- Coordination with NM for B2B certificate renewal;

- Coordination with NM for Build 10 deployment day and sector adjustments;
- Sectorization declarations in NM before the Summer season opening;
- Monitoring CCAMS tests;
- Monitoring the AFTM audit by the Austrian specialist;
- Preparation of a procedure for capacity review;
- Coordination with TWR for "slot tolerance window" compliance; monthly submissions;
- Coordination with the AUSTROCONTROL delegate for capacities and submission of requested data;
- Coordination with XBW in NM for ALBCONTROL's engagement in EUMETNET and signing of the relevant contract;
- Creation of a 50 NM zone of interest around our airspace to secure FPL for flights deviating into our airspace during adverse weather conditions;
- Update of the FMP Manual and preparation of the “Methodological Instruction for Managing Adverse Weather Conditions”;
- Participation in online meetings for Southeast Axis, RNDSG, ODSG, RMG, CAPAN, XBW, and submission of relevant reports;
- Participation in the Build 10 working group, monitoring all meetings and FAT/SAT processes until operational deployment;
- Application in ICARD and coordination with ICAO for new points and replacement of current VFR points;
- Participation in airport capacity meetings;
- Coordination with NM on FSA, AFP messages from our system;
- Contacts with air operators for cases of non-compliance with publications or incorrect planning;
- Participation in multilateral meetings to explain ALBCONTROL's capacity assessment process;
- Submission of presentations and dashboards to superiors on Summer 2024 events regarding delays, sectorizations, etc.

Under the PAM group, three adaptations were made, including the merger of SECSI FRA with FRAIT. One adaptation involved flights to/from BKPR via ARBER and KUKAD points, with associated flows added and RAD updated. For each adaptation, the FMP Sector prepared proposals, tested them in TDU, and followed the deployment process.

8. Review of Operational Manuals and LoAs.

- Update of the “Tirana APP Surveillance Procedures” Manual reflecting changes for RNP APCH procedures and RNAV 1 STARs, Speed limitation in TMA, Altimeter setting procedures;
- Update of the “Tirana Aerodrome Control Procedures” Manual reflecting changes for TWR controller duties, GND controller duties, ODD phraseology, Altimeter setting;
- Update of the “Tirana ACC Surveillance Procedures” Manual reflecting changes for Military aircraft status, Flights with dangerous goods, Emergency landing of heavy and super heavy aircraft in LATI;

- Update of the "Instruction for Maintaining and Updating Manuals of Operations" reflecting changes for Objectives, Responsibilities, Legal and administrative basis;
- Update of the "AFIS for Kukës" Manual reflecting changes for VFR reporting points;
- Update of the PBN Transition Plan, SECSI FRAIT operations, SID/STAR table, Surveillance and communication infrastructures;
- Preparation of "CCAMS Concept of Operations" procedures, Change from ORCAM to CCAMS operations;
- Preparation of the "Methodological Instruction for Regulating Air Traffic Flows in Adverse Weather Conditions", Initial document for flow regulation methodology;
- Update of the MET-OPS LoA reflecting changes for Desired operational accuracy for observations and forecasts, Special reports;
- Coordination conditions between Tirana ACC and neighboring facilities, Review of coordination conditions between Tirana ACC and neighboring centers, including LoAs with BRD, BEO, SKJ. For the LoA with SKJ, the delegation of airspace for ATS services over Lake Ohrid was refreshed.

AIS DIRECTORATE

Service Provision.

During 2024, the following aeronautical information products were published:

1. AIP AMDT 001/2024, effective 5 January 2024, included:

- Changes to the base cost unit for en-route and terminal charges, applicable from 1 January 2024;
- Changes to the interest rate for delayed payments of en-route and terminal charges, applicable from 1 January 2024.

2. AIC A 001/2024 with the checklist of valid aeronautical information circulars (AIC).

3. AIRAC AIP AMDT 001/2024, effective 22 February 2024, included:

- Changes to the bearing strength (PCN) of the runway (LATI AD 2.12);
- Changes to procedures for takeoff from runway intersections (LATI AD 2.20.6);
- Update of the Aerodrome Chart - ICAO (LATI AD 2.24-1);
- Presentation of deviation and action acceptance documents, special conditions, and equivalent safety level of operations (LATI AD 2.23.1).

4. AIRAC AIP AMDT 002/2024, effective 21 March 2024, included:

- Introduction of cross-border FRA operations between SESCI FRA and FRAIT (ENR 1.10.6);
- Changes to the FRA relevance of significant points GOKEL and PAPIZ (ENR 4.4);
- Update of the SESCI FRA Index Chart (ENR 6.2-1);

- Update of information on aeronautical information services and charts (GEN 3.1 and GEN 3.2).

5. AIRAC AIP SUP 001/2024, effective 21 March 2024, notified operators of rehabilitation works on TWY C at LATI.

6. AIRAC AIP AMDT 003/2024, effective 13 June 2024, included:

- Operational deployment of TWY F (LATI AD 2.8);
- Expansion of the runway turn pad on one side of runway 17 (LATI AD 2.24-1);
- Changes to aircraft parking allocations (LATI AD 2.24-3);
- Installation of LED lights on the first 600m of runway 17 (LATI AD 2.14);
- Adjustment of PAPI angle for runway 35 to 3.5 degrees (LATI AD 2.14);
- Restoration of PAPI lights for runway 17 to the visual landing point direction (LATI AD 2.24-1);
- Update of aerodrome charts: Aerodrome Chart (LATI AD 2.24-1), Aircraft Parking/Docking Chart (LATI AD 2.24-3), and Aerodrome Ground Movement Chart (LATI AD 2.24-5);
- Update of instrument approach charts: IAC VOR RWY 35 (LATI AD 2.24-29) and IAC RNP RWY 35 (LATI AD 2.24-33);
- Update of DAAD.001 discrepancy regarding blast pads at both runway ends (LATI AD 2.23).

7. AIRAC AIP AMDT 004/2024, effective 11 July 2024, included a complete reissue of AIP Albania after a 10-year period, with editorial changes and updates to subsection titles, pages, and references in compliance with regulatory requirements.

8. AIRAC AIP AMDT 005/2024, effective 5 September 2024, included:

- Update of the ENR 3.2 table - Area Navigation Routes (ENR 3.2);
- Update of information on "removal of disabled aircraft from runway" (LAKU AD 2.20.5).

9. AIRAC AIP AMDT 006/2024, effective 3 October 2024, included:

- Changes to the Minimum Eye Height over Threshold (MEHT) for runway 17 (LATI AD 2.14);
- Presentation of MEHT information for both runways on the aerodrome chart (LATI AD 2.24-1);
- Update of MEHT information on the visual approach chart (LATI AD 2.24-35);
- Notification that approach lights for runway 17 are LED (LATI AD 2.14);
- Update of information on meteorological services at public aerodromes (GEN 3.5).

10. AIRAC AIP SUP 003/2024, effective 3 October 2024, replaced NOTAM A0251/24, notifying the outage of the ILS 17 DME equipment.

11. AIRAC AIP AMDT 007/2024, effective 28 November 2024, included:

- Presentation of the Austrian border with dashed lines to symbolize cross-border FRA operations (ENR 6.2-1);
- Addition of FRA (I) relevance for significant points on the Austrian border (ENR 6.2-1);
- Update of the SESCI FRA Index Chart (ENR 6.2-1);
- Update of information on FIS and ALRS services in uncontrolled airspace (ENR 1.6 and ENR 2.1);
- Update of information on SSR code assignments (ENR 1.6);
- Update of information on national regulations affecting air navigation (GEN 1.6);
- Update of the list of differences from ICAO Standards and Procedures (GEN 1.7);
- Update of DAAD.004 discrepancy regarding buildings in operational areas (LATI AD 2.23).

12. AIRAC AIP SUP 004/2024, effective 28 November 2024, notified operators of rehabilitation works and runway extension at LATI.

A list of valid NOTAMs was sent electronically at the beginning of each month to users of aeronautical products.
ATM requests for the preparation of charts for areas of operational activities, such as military exercises, were fulfilled on time and with the required quality.
Continuous communication was maintained with the EAD Service Desk to resolve issues arising from EAD application usage.

For updating aeronautical data and information published on the AIS website, collaboration was maintained with the IT Directorate, which technically maintains the website.
During the year, several subscribers opted to use the online version of published products via the EAD system and the AIS website.
The INO Sector compiled and transmitted 397 NOTAMs on time, based on authorized sources, to notify operators of ILS, DVOR/DME, radar, or ATIS system outages, activation of TSA1, or airspace restrictions due to military or sports activities, taxiway blockages, etc.
Coordination with air navigation and airport service directorates for NOTAM issuance was efficient and in line with approved procedures.
The ASM Sector was promptly notified of NOTAMs or publications from other states affecting flight operations in Tirana FIR.

FPL monitoring was a key focus, requiring close coordination with the AAC authorization sector and ACC/TWR supervisors to prevent unauthorized flights or discrepancies in call signs, aircraft types, or schedules.
Daily distribution of flight permits for aircraft operating at "Mother Teresa" International Airport was coordinated with the AAC authorization sector. The charter aircraft database recorded 2,251 entries during the year.

The INO Sector reported all AFTN system outages due to technical issues. Internet service remained stable during this period.
The ARO Sector continued compiling and transmitting flight plans and pre-flight information for regular, charter, VIP, and VFR flights. VFR flight plan monitoring showed almost all plans were entered into the SkyLine system.
Coordination between tower controllers and ARO specialists for flight planning was effective. Procedures for reporting forced landings or technical issues functioned well, minimizing potential delays.

Service Quality.

The AIS Directorate was committed to meeting aeronautical information user requirements and continuously improving service quality through ISO 9001:2015 standards.
Periodic EAD reports showed no issues regarding data accuracy, integrity, or operational impact.
No user complaints were reported regarding published aeronautical information or service quality.
Audits by AAC or Quality Austria revealed no significant operational findings. Identified findings and recommendations were fully addressed within approved deadlines.

Projects.

Projects planned in the 2024 business plan were implemented as follows:

- Successful completion of the project for preparing and publishing the new edition of AIP Albania;
- Timely signing of contracts for annual maintenance of the Integrated Web Briefing application and EAD applications;
- The project for Airspace Structure Creation and RNP/ILS Flight Procedure Design for Vlora Airport, including obstacle measurements, survey, and flight validation, proceeded as planned;
- The project for purchasing the Flight Procedure Design and Airspace Management program was announced;
- The project for purchasing equipment for aeronautical obstacle geodetic measurements was not completed as planned;

In 2024, the transition to the new R16 version of the EAD application package was completed. In collaboration with the IT Directorate, workstation computers were updated according to EAD service provider recommendations.

TECHNOLOGY DIVISION

The Division of Technology ensures the required infrastructure, CNS, ATM, and MET systems/equipment for the units that provide Air Traffic Services within the area of responsibility where ALBCONTROL operates, and also offers meteorology services. These activities are performed by the Division of Technology through managing its own human resources, setting KPIs for these services related to availability, reliability, integrity, and continuity, monitoring them, and taking necessary actions to achieve these KPIs.
The work scope of the Division of Technology involves the maintenance of operational systems and equipment throughout their entire lifecycle, including installation, commissioning, maintenance, repair, improvement, operation and monitoring, modification, calibration, and decommissioning. Objectives are achieved through drafting technical specifications, training ATSEP and MET staff, creating and updating procedures, and keeping close communication with manufacturers of the systems and equipment in use. Maintenance of the stations where the operational equipment and systems are installed, as well as power sources, conditioning of work environments, and technical areas, is a critical part of the required infrastructure, which is also included in the activities of the Division of Technology.
IT infrastructure and services is another activity carried out by the Division of Technology. This infrastructure supports all ALBCONTROL staff and is also extensively extended to the operational part in providing B2B services.

CNS AND SMC DIRECTORATE

1. **SMC Directorate.**

- **Objective**.

The main objective of the SMC Directorate is to ensure, through continuous monitoring and necessary interventions in case of problems (level A task), the availability of systems and services under the supervision of this Directorate without any interruption. It is the primary interface with air traffic services. Monitoring the operation and performance of navigational systems is an important part that can help in preventing, degrading, and losing service.

The SMC Directorate consists of 2 sectors:
1. Monitoring;
2. Maintenance.

Each sector has its own area of responsibility within the Directorate.

- **Working Method in Monitoring.**

The SMC Directorate uses SOPs described in the SMC Directorate Operating Manual and Safety protocols to ensure safe and efficient work.
The Monitoring Sector covers a continuous 24-hour service organized into three 8-hour shifts, excluding a 15-minute overlap for shift handover. The same applies to Laboratory technicians and electrical technicians.
The Director of the SMC Directorate, the Head of the Monitoring Sector, the Head of the Maintenance Sector, the Laboratory Eng., and the Electrical Maintenance Eng. work every day from 08:00 to 16:00 local time, while remote site technicians cover a schedule from 08:00 to 17:00.

Personnel on duty are required to sign and report everything during their shifts in the daily logbook (e.g., internet status, equipment and systems, distributed reports, etc.).
The Maintenance Sector manages, maintains, and ensures the technical readiness of power equipment, air conditioning, and the fire system in the operational building and its facilities, the Administration (contingency building), Mount Kruja, Porto Romano, Airfield sites (DVOR, LOC, GS, and MET gardens), and NDB Arrameras to guarantee the normal operation of the implemented systems.
The preferred method of operation is continuous monitoring using automated equipment or sensors where possible, due to the fact that continuous monitoring provides assurance that all systems/equipment are functioning as designed within tolerance.
Visual inspection for monitoring purposes is used when systems/equipment are not critical, do not have monitoring and control capabilities, are functioning in a degraded state, or have lost monitoring capabilities.

For some problematic, specific cases, some monitoring functions are followed by external service providers. This is achieved through SLAs which are reviewed and updated regularly. However, when this method is in effect, the rules and procedures for how to monitor, record, and report problems are based on agreed KPIs.
During 2024, staff were asked to use the database or other available software to improve reporting processes and the transparency of actions, aiming to increase accountability.
We have addressed all outstanding issues with concrete plans, especially those dependent on maintenance contracts such as the BMS systems and the purchase of UPS and Batteries. Revisions were made to the specifications of the maintenance contracts, clearly identifying how much work is done by our own qualified and valued staff over the years, also aiming to increase the cost-effectiveness of these maintenances and enable faster response.

- **Systems/Services in Use.**

All CNS/ATM/MET systems/equipment have monitoring and control capabilities:

- Air Navigation Equipment Monitoring Systems;
- Service Desk System
- CMS System.

Monitoring of specific systems is done from a dedicated Monitoring and Control post.
The Service Desk system is a software platform that enables the reporting of any technical event that occurs during a shift. This system also serves as a data database for the nature of technical issues that have appeared, their duration, the frequency of the problem occurrence, the response time of the responsible staff, and other analyses of the performance of systems and human resources in the Technology Division.
The integrated CMS system monitoring control platform enables centralized monitoring of the equipment in use by ALBCONTROL, regardless of their technology or function.
Monitoring of specific systems for each sector is done as follows:
Communication Systems, Navigation Systems, Surveillance Systems, Air Traffic Management System – ATM System, AWOS/ATIS System and Meteorological Services – MET, Support Systems.

- **Staff and Training.**

The personnel of the SMC Directorate must always have the appropriate education and training in accordance with regulatory requirements for continuous education and training to update/improve their professional knowledge and skills. Continuous education and training can take many forms, including coaching (OJT), self-study, etc.
The ATSEP staff of SMC need the appropriate training to be competent and to maintain this competence.

The staff of the SMC Directorate must have all the necessary conditions to improve themselves by being offered various trainings, access to scientific literature, access to international rules and recommendations, especially ICAO Annex 10, EASA European Regulation 373/2017, and other documents directly or indirectly related to the service that this Directorate provides.
During 2024, refresher trainings were conducted according to the ATSEP competency scheme. Based on this document, service schedules were organized for one SMC shift per month for all ATSEP SMC personnel working without shifts.

- **Reporting and Data Collection.**

Based on Service Desk statistics, we are able to reflect more simply on the performance of equipment and take administrative steps to reduce the repair time of defects. By dividing according to the respective domains, we can extract statistics on which services have had the most problems, and based on these statistics, take the appropriate measures. Below are graphical representations of the domain divisions with the number of reported defects for each service or equipment.

Based on the data presented for Technical Occurrences (TO) recorded by SMC engineers for the years 2023 and 2024, below you will find a detailed analysis of trends, nature, and distribution by priorities:

1. Trend Summary

Total number of TOs:

- 2023: 280 technical occurrences recorded;
- 2024: 385 technical occurrences, showing an increase of 37.5% compared to 2023.

Reporting Distribution:

- Reported by SMC: 240 in 2023 versus 323 in 2024 (+34.6%);
- Reported by OPS: 37 in 2023 versus 62 in 2024 (+67.6%).

2. Nature of Technical Occurrences by Domain.

Domain	Number of TO 2023	Number of TO 2024	Change %
SKYLINE	17	57	+235%
COM	156	188	+20.5%
SUR	19	14	-26.3%
NAV	26	10	-61.5%
AWOS/ATIS	21	35	+66.7%
IT	7	8	+14.3%
Non OPS	20	31	+55%
SMC	4	18	+350
CFMU	1	0	-100%
Eumetsat	7	19	+171.4%

3. Distribution by Priority.

Priority	Number in 2023	Number in 2024	Change %
High	15	27	+80%
Medium	48	101	+110.4%
Low	170	257	+51.2%

Significant Increase in the Total Number of Technical Events.

- In 2023, 233 events with categorized priority were reported.
- In 2024, this number increased to 385 events, representing a 65% increase.

This increase is related to technological changes, the increasing complexity of systems, and improved monitoring and reporting by SMC engineers.

High Priority – 80% Increase.

- In 2023, there were 15 high-priority cases.
- In 2024, the number is 27, a significant increase.

Medium Priority – 110% Increase.

- In 2023, there were 48 medium-priority cases.
- In 2024, this number is 101, a doubling.

Low Priority – 51% Increase.

- In 2023, there were 170 low-priority cases.
- In 2024, the number increased to 257.

4. Achievements for 2024.

Objectives:

- Ensuring the stability of systems, minimizing downtime, ensuring a safe and reliable infrastructure for air traffic services;
- Improving the overall performance of monitored systems;
- Aligning KPIs with the goal of ensuring that SMC operates at the highest level of efficiency and safety for air navigation services;
- Clarifying the roles and responsibilities of staff;
- Improving documentation and reporting: Ensuring complete and accurate documentation for all monitoring activities, including incident analysis and recommendations for improvement;
- Improving alarm response: Reducing the response time to alarms and incidents through; improving procedures and training for SMC staff to ensure a rapid and effective response;
- Improving inter-sectoral coordination;
- Increasing staff competence.

Among the most important achievements of the year that just ended, highlights can be:

- The selection of SMC staff at Vlora airport through a very high-quality recruitment process and internal engagement to familiarize this staff as well as possible with the processes and systems operated in aviation;
- Technical support for the transfer of the MET Office to the operational building and the updating of monitoring procedures;
- Finalization of the most important working document of the Directorate, reworked in a new version (edition 5), delivered on 27.05.2024 for approval "Operating Manual for Monitoring and Control of Systems" and approved in October 2025;

- Monitoring the work in VIA has been another challenge successfully realized by the specialists of the Directorate who have optimized in accordance with aviation standards the technical solutions of the operating and continuous monitoring method of fulfilling these standards, becoming a support team in the realization of this project;
- Daily monitoring of shift reports, open TOs, actions taken by our staff to restore systems to normal, response time, and documentation of the process has been carried out. Daily monitoring has been very important to understand the most frequent problems, the response of our staff, the needs for specialized maintenance, and the needs for immediate intervention to ensure the proper functioning of the systems we monitor.
- Detailed monthly plans have been drawn up down to daily activities with deadlines and responsible persons. The reporting of every technical activity is now done with a detailed report in full engineering or technical form.
- Work has begun to update (in coordination with CNS) all electrical and data schemes for the installed systems. (an update of the power supply to the racks of operational systems has been carried out for the equipment room);
- All works on the runway in TIA have been carefully monitored to not affect our installed technical infrastructure.

METEO DIRECTORATE.

I. Provision of Basic Service.

During the period January – December, the METEO Directorate has fulfilled its obligations for the provision of Aeronautical Meteorological Service to users, complete and on time, for the function of the safest, most regular, and efficient operations.
The basic service is divided into three main parts:

- Observation, Forecasting, Warnings;
- Pilot Reports, and Pre-flight Information;
- Climatology.

- **Observation Forecasting and Warnings.**

Specifically, the products compiled and published by the METEO Directorate for the two Airports LATI and LAKU are: METAR, MET REPORT, and SPECIAL, TAF and its amendments, Aerodrome Warning, Windshear Warning. Also the 7-Day Forecast for Rinas Airport, a forecast that is updated every day, as well as information for air temperature ≤ 5 degrees Celsius, for the Approach Sector, is compiled and sent by email.

Regarding FIR information, for dangerous weather phenomena observed or forecast that could negatively affect flight, AIRMET and SIGMET information for TIRANA FIR has been regularly prepared and published according to the synoptic situation. This information is not part of routine information or messages but is prepared and published whenever it is identified or forecast. According to KPI data published on the intranet, the corresponding figures for the METEO Directorate products for 2024 are as follows:

Observation reports for LATI.

LATI	Sent
METAR+TREND	17567
KPI	99.99%
MET REPORT and SPECIAL +TREND	21087
KPI	99.99%

Observation reports for LAKU.

LAKU	Sent
METAR (+AUTO)	17568
KPI	100%
MET REPORT and SPECIAL (+AUTO)	21087
KPI	100%

Forecast and Warning Reports and Bulletins.

REPORT	Sent
TAF LATI + AMD	1493
KPI	100%
TAF LAKU + AMD+CNL+NIL	1838
KPI	100%
AIRMET	1578
KPI	100%
SIGMET	316
KPI	100%
AERODROM WARNING LATI+CNL	214
KPI	100%
AERODROME WARNING LAKU + CNL	32
KPI	100%
7 DAY FORECAST	366

- **Significant Chart for Low-Level Flights.**

For low-level flights (SFC/FL150), the Significant Chart for Low Levels, which is accompanied by charts for wind and air temperature at 2,000, 5,000, 10,000, and 15,000 feet, is compiled and published on the ALBCONTROL website. This chart is published 4 times a day and amended if the specified criteria are met.

- **Pilot Reports.**

Pilot reports that have been forwarded to the METEO Directorate by Air Traffic Units have been used as a very important supplementary data and, where appropriate, have been reflected in the local MET REPORT or SPECIAL reports or have been used as a source of information for the preparation of AIRMET and SIGMET information.

- **Pre-flight Information.**

Pre-flight information, after the relocation of the METEO Directorate's Operational Office, has been provided to users upon their request by email. Requests arrive directly in the Operational Office's email from operators or through the ARO Office. According to the procedure, the information is prepared in IBL and then sent by email directly to the operator or to the ARO Office, which then prints it and offers it to the operator.

- **Climatology.**

Climatological information has been collected and presented in tabular and graphical data form according to ICAO Annex 3 requirements. This information is available on the intranet and has been made available to users upon request and based on the established internal rules. For 2024, climatological information has been provided upon request to the Kukës Airport Authority and the Civil Aviation Authority.

II. Other Activities

- **Cross Border Convection Forecast (CBCF).**

Since 2022, the METEO Directorate contributes to the Aviation Support Program organized by EUMETNET, specifically in the Cross Border Convection Forecast (CBCF) module. This module consists of preparing the forecast for convective developments in the summer season for TIRANA FIR in cooperation with neighboring centers that perform the forecast for their respective FIR. The forecast is requested by the EUROCONTROL NM, organized by EUMETNET, and carried out on the European EuFoCS platform. During 2024, the period of activity, at the request of the user, had a longer time span, May 1 – October 16, 2024.
In addition to the EUROCONTROL NM, the information published in this module is also used by Air Traffic Managers of participating ANSPs for the organization of sectors in function of the most efficient traffic management. This activity in the METEO Directorate is accompanied by the preparation of TOIs or relevant instructions in accordance with the guidelines set by the

CBCF Expert Team, to clearly define the forecast execution hours, cooperation with neighbors, publication of information, and its amendment if necessary.
The Air Traffic Units in Albcontrol have seen with particular interest the forecast for TIRANA FIR and neighboring FIRs, in connection with convective activity situations, to anticipate unplanned traffic diverted into our FIR due to these situations. The requested information has been provided, in a similar way to the CBCF information, but we are still in the process (MET – OPS) of defining the most concise way of providing it.

Training for Observer Students in LATI and LAVL.
During the period February – July, basic training for Aeronautical Meteorology, on-the-job training, and then the Competency Assessment for 1 Observer, part of the Observation Sector in LATI, was conducted.
During the period October – December, basic training for Aeronautical Meteorology for 7 Observer Students of LAVL was conducted. Currently, basic training has been completed, and on-the-job training is being conducted.

Relocation of the METEO office.
In July, the relocation of the METEO Directorate's Operational Office from the TIA premises to the ALBCONTROL Operational Building premises was realized. This relocation was carried out to improve the conditions of observation and monitoring of the runway and the surrounding area. For this purpose, a Safety Assessment was carried out, a TOI was prepared for the moment of transition, and the staff was preliminarily familiarized with the new premises. The transition was successfully realized; all meteorological information was distributed to the respective destinations on time and without delays.

IT DIRECTORATE

The activity of the IT Directorate during 2024 has continued with the periodic maintenance of IT services according to procedures and with scheduling on the Service Desk Platform, daily reports which are verified and completed by IT Specialists, which consist of monitoring and rapid correction of defects and anomalies in the computer network and in the daily work of end-users in full compliance with the dynamics of functional-organizational changes in ALBCONTROL, as well as an increased attention to monitoring and preventive measures in accordance with the Akcesk requirements against cyber attacks.
Some of the main goals of the IT Directorate for 2024 have been the protection of information and network security, the realization of objectives and tasks assigned by internal and external audits, and the monitoring of contracts in implementation.

Detailed Activities.

In the Technical Services Sector:

- Control and maintenance of the camera system (CCTV), as well as intervention in case of irregular functioning of these systems;
- Continuous scanning of PCs and servers;

- Fixing any defect or anomaly in the computer system, problems with e-mail, passwords, user blocking, telephony which are raised by employees by means of mails in the "Service Desk" system or by means of telephone calls;
- Information has been updated according to the requirements of the respective sectors on the company's website: www.Albcontrol.al.

In the IT Assistance Sector:

- Performing the relevant configurations in Active Directory, Exchange, and Voip according to the requirements from HR for new employees, changes in positions, as well as the departure of employees;
- Performing Security Updates Exchange server 2016 as well as creating rules for the security of information exchange;
- Performing and verifying Backups in the HCI Infrastructure;
- Maintenance of the Service Desk platform;
- Control and configurations in CUCM;
- Control of the replication of virtual machines in the VMware Platform in both clusters;
- Monitoring of the network and applications through the Orion Sem and IPS platforms;
- Configuring VPNs according to the requirements of third-party operators, since for security reasons VPNs are closed after each intervention;
- Implementation of AKCESK recommendations on increasing Security;
- Monitoring and preparation of monthly reports for active contracts.

From the stimulation of preventive actions we distinguish:

- All employees have been advised to be vigilant and report immediately any suspicious event, also to be careful of unknown e-mails and the materials/links that these e-mails contain, as they are one of the main sources that lead to infection with malware, e-mails that are in JUNK not to be opened without the advice of the IT Directorate;
- Continuous monitoring of network traffic as well as the SYMANTEC Antivirus for any anomaly;
- Avoiding the compromise of the internal IT network from internal attacks by blocking access to USB/CD/DVD ports;
- Turning off the PC (Shutdown) after official hours. Also, the IT Directorate reminds through e-mails the employees who do not turn off their personal computers after official hours.

Realized Objectives 2024.

Infrastructure investments.

- The installation and configuration of the physical infrastructure consisting of 6 x DellPowerEdge R650 Servers has been carried out, which are connected to the network with redundant connections in the two existing ToR switches (2 ports in each server, two in each ToR switch). On these hardware, the technological environment with VMware vSphere 8.0 virtualized server layer has been configured, which creates a joint Cluster environment with hardware resources CPU, RAM Network, and Storage with the expected capacity from the project requirements;
- Configuration of PowerProtect DD3300 backup appliance;
- Deploy PowerProtect Data Manager VM, adding infrastructure, configuring backups;
- Migration of production virtual machines from the old infrastructure to the new one.
- Upgrade of OS from Windows Server 2012 to Windows Server 2022 of AD and performing all relevant configurations;
- Upgrade of OS and migration of data from Windows Server 2016 to Windows Server 2022 for the virtual machine that offers the Service Desk service;
- Redesign of the Web page;
- Monitoring of active contracts.

HUMAN RESOURCES POLICY

The role of the Human Resources Directorate is to properly manage activities that include workforce planning, hiring (recruitment and selection), induction and orientation, promotion and completion. The overall objective here is to ascertain the growth, development and individual effectiveness which indirectly contribute to organizational development.
The Directorate of Human Resources undertakes a series of procedures and administers them to achieve its objectives and the best possible performance of employees, such as:

1. Recruitment, Selection and Appointment.

All the employees of ALBCONTROL are recruited based on merit, the equal opportunity and non-discrimination principles and according to the norms set out in the "Human Resources Manual"; Regulation for the recruitment of METEO personnel; Regulation for the recruitment of Air Traffic Controller; Regulation for the recruitment for AIS personnel.

2. Staff Satisfaction Questionnaire.

Following the policy of care and better assistance of the Human Resources Department in the important importance of more work of human potential, with the aim of motivating and improving work performance in the structures of ALBCONTROL, the process of completing the Satisfaction Level Questionnaire was carried out.
This questionnaire was based on 10 questions on the level of job satisfaction, questions related to motivation, working conditions, pay, job security, decision-making, opportunities for professional growth, managerial guidance, superior support, work objectives, etc.
In this process, 158 employees expressed their opinions.
An increase in the level of job satisfaction was evidenced from 2.77 for the year 2024 to 2.67 which was in 2023.

SIGNIFICANT EVENTS AND SOCIAL RESPONSIBILITY COMMITMENT

Donate Blood – Save a Life

Like every year, ALBCONTROL responded positively to the call of the Albanian Red Cross to donate blood for children suffering from thalassemia.
Once again, the staff of ALBCONTROL showed great empathy in helping children in need.
This activity took place on the 20 November 2024 in ALBCONTROL premises.
Our company is committed to social responsibility and it is fully engaged in overcoming common challenges, and we consider helping the people in need, especially children, a very important matter.

EXTERNAL AND INTERNAL TRAININGS FOR 2024

Training Courses for all the ALBCONTROL employees:

- Safety Awareness Management Systems;
- Quality Awareness Management Systems;
- General Security Awareness Training;
- Training based on requirements of the new ISO 27001:2022 Standard;
- Qualification Program "QEH&S Representative (quality, environment, health and safety)" – ISM – Integrated Systems Manager;
- Qualification Program "QEH&S Representative (quality, environment, health and safety)" – ESM – Environmental Systems Manager;
- Qualification Program "QEH&S Representative (quality, environment, health and safety)" – OHSSM – Occupational Health & Safety System Manager;
- Qualification Program "QEH&S Representative (quality, environment, health and safety)" – QSM – Quality Systems Manager;
- Qualification Program "QEH&S Manager (quality, environment, health and safety)" – QMA & QMLA – Quality Management (Lead) Auditor;
- Security Culture for all employees;
- Training/Coaching on the use of the tools and methodologies for sector capacity planning;
- Training on Just Culture.

Training courses for all the Operational Division employees:

- HUM - CCA REFRESH (Controller Competency Assessment - Refresher);
- HUM - OJTI - REF [Practical Training Instructor Skills for OJTI and STDI (Simulator Training Device Instructor) - Refresher];
- HUM - OJTI (Practical Training Instructor Skills for OJTI and STDI (Simulator Training Device Instructor);
- Emergency / unusual situation training;
- Training for displaced threshold;
- Transitional training (Phase A & B);
- OJT for ATCS – TWR [On The Job Training Air Traffic Controllers for Tower];
- OJT for ATCS – ACC [On The Job Training Air Traffic Controllers for Area Control Center];
- Training and testing for english language KTA [Kontrollorët e Trafikut Ajror (Air Traffic Controllers)].

Training courses for the Technology Division employees:

- COM - AMHS - OPS [Communications ATS (Air Traffic Services) Message Handling Service];
- COM - VOIP (Communications Voice Over IP);
- LEX - SES (Legislation Europea – Single European Sky);
- NAV- PBN (Navigation – Performance-Based Navigation) ;
- ADS - MLAT (Automatic Dependent Surveillance – Multilateration);
- SUR - EMIT (SURVEILLANCE - European Monitoring of Interrogators and Transponders);
- SUR - SASS - C (SURVEILLANCE - Analysis Support System);
- SUR - VERIF - INTRO (SURVEILLANCE - system verifier);

- ATSEP OJTI Course (Air Traffic Safety Electronics Personnel On the Job Training);
- SUR PREDICT Course (SURVEILLANCE PREDICTION);
- ATSEP QUAL Course (Air Traffic Safety Electronics Personnel Qualification).

Training courses for Security Staff employees:

- Guarding and Patrolling Basic Course;
- Guarding and Patrolling Refresher Course;
- X-Ray Basic Course;
- X-Ray Refreshment Course;
- Sec. Supervisor Refreshment Course;
- Sec. Manager Refreshment Course.

FINANCIAL AND INVESTMENT

Statement of Financial Position of ALBCONTROL JSC
As of 31 December 2024
In ALL

	Notes	December 31, 2024	December 31, 2023
Assets			
Non-Current Assets			
Fixed Assets	5	3,326,026,014	3,432,941,616
Non-Current Assets invested	6	243,502,271	243,502,271
Other Non-Current Financial assets	7	-	324,525
Investments in participation	8	29,532,152	29,532,152
Non-Current deferred expenses	9	10,050,000	15,950,000
Total Non-Current Assets		**3,609,110,437**	**3,722,250,564**
Current Assets			
Inventories	10	16,139,127	29,230,627
Net receivables	11	14,777,619,890	10,385,744,284
Other Current assets	12	142,814,386	116,913,927
Prepayments and deferred expenses	13	85,082,003	106,596,944
Cash and cash register and in the bank	15	1,535,820,519	4,065,377,912
Deferred tax	14	51,566,854	34,370,651
Total Current assets		**16,609,042,778**	**14,738,234,346**
Total Assets		**20,218,153,215**	**18,460,484,910**
EQUITY			
Share capital		5,957,429,000	5,957,429,000
Revaluation reserve		414,317,214	414,333,314
Legal reserve		176,360,680	174,926,174
Other reserves		186,602,328	159,346,722
Retained Earnings		338,961,237	338,945,137
Gain exercise		19,420,957	28,690,112
Total Equity	15	**7,093,091,416**	**7,073,670,459**
LIABILITIES			
Non-Current Liabilities			
Long-term loans	16	7,421,200,000	5,421,200,000
Other current liabilities	19	19,777,581	-
Deferred tax	30	-	-
Deferred income grants and other obligations	17	682,118	857,640
Total Non-Current Liabilities		**7,441,659,699**	**5,422,057,640**
Current Liabilities			
Accounts payable	18	1,506,695,929	1,264,769,876
Short-term loans	16/1	-	2,000,000,000
Profit tax	28	5,587,951	9,982,923
Other current liabilities	19/1	305,292,862	94,409,506
Pending account, income to receive	20	3,865,825,358	2,595,594,507
Total Current Liabilities		**5,683,402,100**	**5,964,756,811**
Total of Liabilities		**13,125,061,799**	**11,386,814,451**
Total Equity and Liabilities		**20,218,153,215**	**18,460,484,910**

The Financial Statements should be read in conjunction with the notes, which are an integral part of these financial statements.

Financial Statements for 2024
ALBCONTROL JSC, J61908011H
Statement of Financial Performance (by nature)
In ALL

	Notes	For the year ended December 31, 2024	For the year ended December 31, 2023
Incomes	21	3,561,225,264	3,272,030,966
Other incomes	22	8,131,321	1,371,089
Raw and consumable materials	23	(80,202,379)	(53,651,644)
Staff costs	24	(1,475,052,920)	(1,007,208,195)
Depreciation of accounts receivable	25	-	(914,362)
Depreciation costs	5	(552,967,956)	(650,292,304)
Other expenses	26	(845,623,120)	(798,448,830)
Operating profit[1]		**762,886,720**	**762,886,720**
Financial income	27	976,828,505	19,642,180
Financial expenses	27	(1,584,526,010)	(782,528,900)
Net financial expenses		**(607,697,505)**	**(762,886,720)**
Profit before tax		**0**	**0**
Income tax expense	28	**19,420,957**	**28,690,112**
Deferred taxes		17,196,203	38,673,035
Profit tax expenses		(5,587,951)	(9,982,923)
Net profit for the period from ongoing operations		**19,420,957**	**28,690,112**
Discontinuous operations			
Net profit for the period from ongoing operations		19,420,957	28,690,112
Net profit for the period		**19,420,957**	**28,690,112**
Comprehensive income		-	-
Total comprehensive income		**19,420,957**	**28,690,112**

[1] profit / loss for ALBCONTROL has to be understood as "over recovery" / "under recovery" as defined in the adjustment mechanism of EUROCONTROL Principles.

Financial Statements for 2024
ALBCONTROL JSC, J61908011H
Statement of Changes in Equity
In ALL

	Share capital	Revaluation reserve	Other reserves	Legal reserve	Retained earnings	Total
Financial position on January 1, 2023	**5,963,417,000**	**421,282,255**	**143,587,209**	**174,096,701**	**348,585,653**	**7,050,968,818**
Result for the period					28,690,112	28,690,112
Capital increase		-			-	-
Transfer to legal reserve	(5,988,000)	(6,948,941)	15,759,513	829,473	(9,640,516)	(5,988,471)
Financial position as of December 31, 2023	**5,957,429,000**	**414,333,314**	**159,346,722**	**174,926,174**	**367,635,249**	**7,073,670,459**
Result for the period					19,420,957	19,420,957
Asset revaluation		-			-	-
Transfer to legal reserve		(16,100)	27,255,606	1,434,506	(28,674,012)	-
Financial position as of December 31,2024	**5,957,429,000**	**414,317,214**	**186,602,328**	**176,360,680**	**358,382,194**	**7,093,091,416**

The Financial Statements should be read in conjunction with the notes, which are an integral part of these financial statements.

Financial Statements for 2024
ALBCONTROL JSC, J61908011H
Cash Flow Statement (Indirect method)
In ALL

	Notes	For the year ended December 31, 2024	For the year ended December 31, 2023
Cash flows from operating activities			
Net profit for the period		19,420,957	28,690,112
Adjustments for non-monetary items:			
Amortization		552,967,956	650,292,304
Change in working capital			
Decrease / (increase) in inventory		13,091,500	(17,910,355)
Decrease / (increase) in accounts receivable		9,316,831,693	(3,636,968,176)
Decrease / (increase) in other accounts receivable		1,270,230,851	1,129,594,507
Decrease / (increase) in other short-terms accounts receivable		(13,734,607,758)	(17,196,207)
Decrease / (increase) in other accounts of financial receivables		175,522	725,772
Increase / (decrease) in accounts payable		241,926,053	143,496,278
Increase / (decrease) in other accounts payable		242,629,760	9,420,193
Decrease / (increase) in prepayments e deferred expenses		4,318,738	(91,744,987)
Cash generated from operational activities		**(2,073,014,727)**	**(1,801,600,559)**
Investment activities			
Purchase of long term actives and not material		(446,052,354)	(264,913,764)
Addition / (reduction) in financial actives		324,525	
Additional Paid-in Capital		-	(5,988,471)
Cash generated from investment activity		**(445,727,829)**	**(270,902,235)**
Financing activities			
Net income / (repayment) on loans		-	5,000,000,000
Reserve revaluation		(10,814,837)	(8,650,794)
Cash generated by financing activity		**(10,814,837)**	**4,991,349,206**
Net change in cash		(2,529,557,393)	2,918,846,412
Cash at the beginning of the period		4,065,377,912	1,146,531,500
Cash at the end of the period	**14**	**1,535,820,519**	**4,065,377,912**

The Financial Statements should be read in conjunction with the notes, which are an integral part of these financial statements.

ABBREVIATION AND GLOSSARY

AIS	Aeronautical Information Service
ALL	Albanian Lek (Albanian Currency)
ANS	Air Navigation Service
ANSP	Air Navigation Service Provider
ATM	Air Traffic Management
ATS	Air Traffic Services
ATSEP	Air Traffic Safety Electronics Personnel
CAA	Albanian Civil Aviation Authority
CANSO	Civil Air Navigation Services Organization
CNS	Communication, Navigation and Surveillance
CONOPS	Concept of Operations
CRCO	Central Route Charges Office
CSIRT	Computer Security Incident Response Team
DME	Distance Measuring Equipment
ECAA	European Common Aviation Area
ECAC	European Civil Aviation Conference
EMS	Environmental Management System
EU	European Union
EUROCONTROL	European Agency for the Safety of Air Navigation
FDP	Flight Data Processing
FIR	Flight Information Region
HUM	Human Factor
HR	Human Resources
HVAC	Heating ,Ventilation and Air Conditioning
ICAO	International Civil Aviation Organization
IFR	Instrumental Flight Rules

ILS	Instrumental Landing System
IMS	Integrated Management System
ISO	International Organization for Standardization
KPI	Key Performance Indicators
LoA	Letter of Agreements
MET	Meteorological Services
MTOW	Maximum Take - off Weight
NAV	Navigation
New - PENS	New - Pan European Network Service
NOTAM	Notice to Air Missions
OJT	On-the-Job-Training
OJTI	On-the-Job-Training-Instructor
OLDI	On Line Data Interchange
OPS	Operational Services
QMS	Quality Management System
SAR	Search and Rescue
SC	Safety Committee
SES	Single European Sky
SESAR	Single European Sky ATM Research
SKPI	Safety Key Performance Indicators
SMC	System Monitoring and Control
SMI	Separation Minima Infringement
SMS	Safety Management System
SWAL	Software Assurance Level
TWR	Aerodrome Control Tower
VAT	Value Added Tax
VCS	Voice Communication System

Albcontrol
AIR NAVIGATION SERVICES