



# 2019 Annual Report



Company Name:  
**ALBCONTROL SH.A**

Address:  
**P.O Box 8172  
Rinas, Tirana,  
Albania**

Telephone:  
**+355 44 542 101**

Fax:  
**+355 42 375 805**

Email:  
**albcontrol@albcontrol.al**

Website:  
**www.albcontrol.al**



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36,000

Size (km<sup>2</sup>) of Controlled  
Airspace



216,727

Total Number of Flights

13%

Percentage of International  
Departures and Arrivals

87%

Percentage of Overflights

1,051

Peak of the Day (August 2019)



FIGURES











**Mina Kusta**  
Director General

The preparation of 2019 Annual Report was accompanied with an extraordinary situation in aviation, coming to a point of minimum operations following the worldwide measures applied to stop the spreading of the COVID-19. The impact seems to be enormous and the collaboration of all the stakeholders would be required to address and overcome the challenges of the aviation industry ahead.

Meanwhile the year 2019 was very prosperous for Albcontrol, achieving all important objectives for a safe traffic management, while marking a significant increase of the “en route” traffic with 6.83 % and the terminal one with 11.53% compared with previous year, without producing any minute of delay, and the reported customer satisfaction remained high.

During 2019, the key performance indicator targets concerning safety were significantly exceeded. A Canso/ Eurocontrol survey conducted in 2019 showed that the Safety Management System at Albcontrol is fully compliant with the standards required by ICAO Annex.

All relevant systems along with the backup systems were reported functional and available 100% of the time, ensuring the continuity of services with integrity and great reliability. During this year we had significant operational-technical improvements such as implementation of RNAV SID procedures, implementation of the integrated WEB Briefing system (electronic Air Traffic Service Reporting Office), Implementation of EU regulation 2015/340 laying down technical requirements and administrative procedures relating to air traffic controllers’ licenses and certificates pursuant to Regulation, and capacity was further increased with the reduction of the Separation Minima by 30%, while keeping the safety KPI at targeted levels.

The process of recruitment for 10 new Air Traffic Controllers was successfully finalized, following the FEAST test selection process held in close collaboration with Eurocontrol, and the basic training started immediately for this group composed of 5 new ATCO-s for area and 5 new ATCO-s for terminal services.

## Providing the best possible services!

The year 2019 brought the finalization of the efforts for starting the operations of Air Albania, Albania’s national flag carrier, where ALBCONTROL is co-founder jointly with two other big companies. Our participation consisted in contribution in kind of priorly state owned assets, and making use of the existing expertise in the field. Our efforts as minor shareholder will always be to increase the quality in services offered to all passengers. Nevertheless, no dividend is expected in the near future from the company due to the challenges and difficulties of the airline industry during these times.

In addition to success, this year has had its difficulties, as Albania was struck by a high-magnitude earthquake in the early morning of November 26, rocked the city of Durrës, the capital of Albania, and the surrounding areas where our company operates. The earthquake caused fatalities and significant damages to houses and other facilities, leaving hundreds of families homeless on New Year’s Eve. This time again, within the framework of social responsibility and in solidarity with those affected by this tragedy, Albcontrol decided to support with a donation in order to help rebuild the affected areas.

In addition to providing the best possible services, which would not be possible without the dedication and the efforts of all of our employees to whom I am very thankful, ALBCONTROL will remain focused on safety, capacity and cost effectiveness while addressing the challenges ahead.





# COMPANY PROFILE

## HISTORY

ALBCONTROL manages the Albanian airspace (FIR) in accordance with national and international standards of air navigation services. Albcontrol is 100% state owned joint stock Company, property of the Ministry of Economic Development Trade, Tourism and Entrepreneurship, established as a state-owned enterprise since 1992. Since 2003 ALBCONTROL is a member of EUROCONTROL. In 2009 ALBCONTROL joins CANSO and starting from January 2016 it is a full member of CANSO Region Europe.

## VISION

Being responsive to the dynamic of the requirements of customers' needs, we are determined - based on safety and investments, to be an important growing factor in the international level of Air Navigation Service Providers.

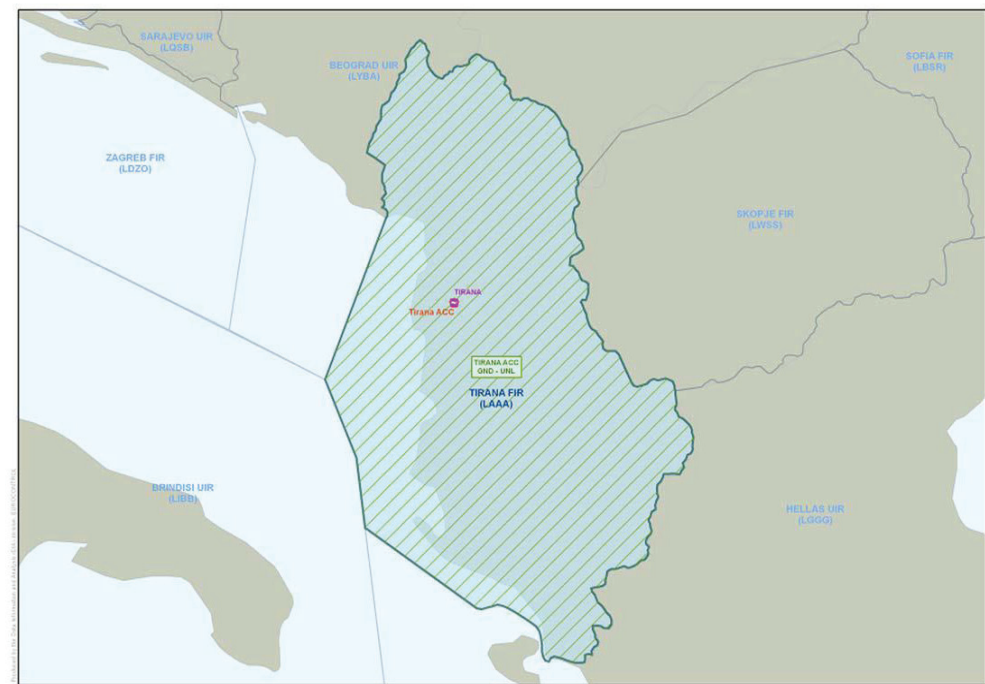
## MISSION

Albcontrol's mission is to provide air navigation services in the Albanian (FIR) in compliance with the international standards of instead of regarding safety, quality, and environmental care, and to be customer oriented. ALBCONTROL uses its human resources, as well as operational, technical and financial assets to successfully accomplish its mission, to reduce delays in operation in order to increase air traffic capacity. Cooperation with neighboring ACCs and partners in the field of air navigation is a significant process to successfully achieve our mission.



MAIN ACTIVITIES  
OF ALBCONTROL

- AIR TRAFFIC MANAGEMENT
- AERONAUTICAL INFORMATION SERVICE
- NAVIGATION
- SURVEILLANCE
- METEOROLOGICAL SERVICES



36,000 km<sup>2</sup>  
Controlled Airspace

MAJOR  
CUSTOMERS

Major En-Route Customers 2019

- TURKISH AIRLINES
- AEGEAN AIRLINES
- BRITISH AIRWAYS
- AIR FRANCE
- RYANAIR
- EASYJET UK LIMITED
- LUFTHANSA
- SAUDIA
- ETHIOPIAN AIRLINES

Major Terminal Customers 2019

- BLUE PANORAMA LI
- ERNEST SPA
- ALBAWINGS
- ALITALIA SAI SPA AS
- AIR ALBANIA
- AUSTRIAN AIRLINES
- ADRIA AIRWAYS
- AEGEAN AIRLINES
- LUFTHANSA
- PEGASUS TURKEY



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PARTNERS AND  
SUPPLIERS

A. E. DISTRIBUTION  
4 A – M  
TRAINING MANAGEMENT  
CONSULTING - TMC  
C & M ALBANIA  
FREQUENTIS AG  
INFOSOFT SYSTEMS  
R & T  
FBS  
TIA AIRPORT  
ACAA

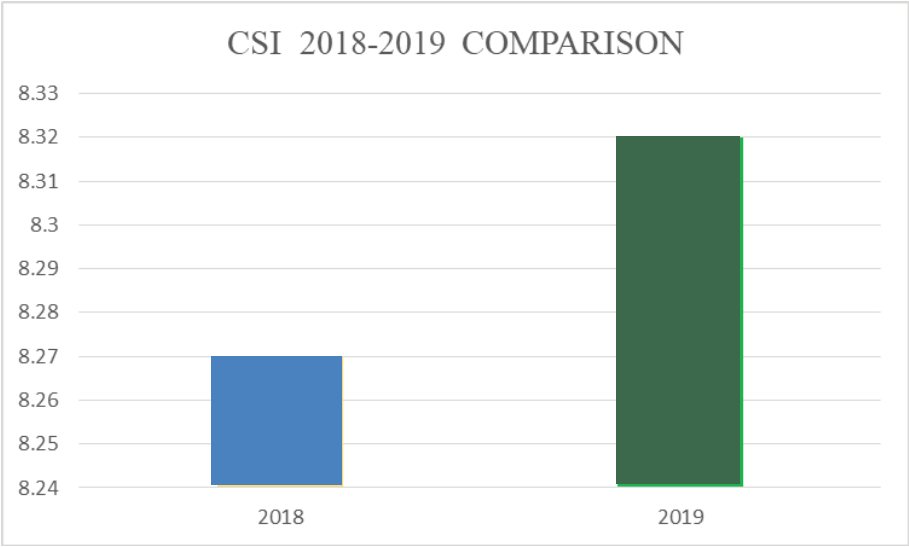
CONSULTATION  
WITH USERS- IMS

In order to ensure the optimal provision of air navigation services, ALBCONTROL obtains, every year, a large quantity of quality feedback, through a detailed Customer Satisfaction Questionnaire from various airlines. This process enables ALBCONTROL to continuously improve its services and adequately meet customer expectations. Always focusing on the safety, efficiency and cost effectiveness of the services of air navigation, ALBCONTROL uses the Customer Satisfaction data to react proactively, to refine investments plans, and to improve operations & quality of service. This is done in order to remain responsive to evolving customer needs as they may change or develop. For 2019 the CSI indicator for AIS, ATS, and MET had an average value from 8.27 to 8.32. This indicates a consistent use of the appropriate global performance of ALBCONTROL.

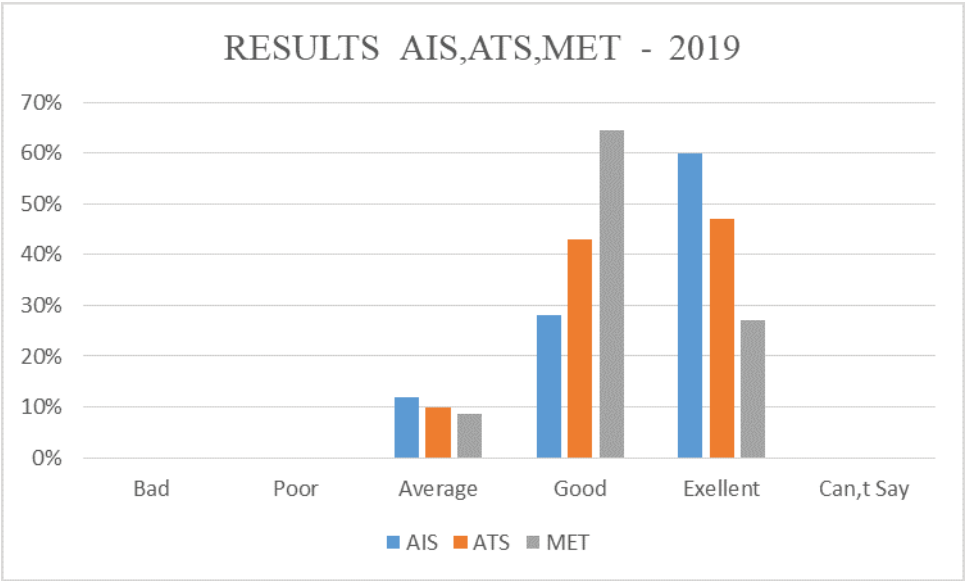
Customer Satisfaction Indicator

AIS + ATS + MET		CUSTOMER SATISFACTION INDICATOR
YEAR	SCORE	
2014	2383	7.5 / 10
2015	2649	8 / 10
2016	2575	8 / 10
2017	2576	8 / 10
2018	2941	8.27 / 10
2019	2980	8.32 / 10

# DEVELOPMENT TREND OF CLIENT SATISFACTION INDICATOR



## Performance Escalation



## International Partnership

### ICAO

ICAO (International Civil Aviation Organization), is a UN specialized agency, created in 1944 upon the signing of the Convention on International Civil Aviation (Chicago Convention). Albania is a member since 1991.

### ECAC

Albania is a member of ECAC (European Civil Aviation Occupation Conference) since 1998. Its mission is to promote the continued development of a safe, efficient and sustainable European air transport system.

### EUROCONTROL

EUROCONTROL is a pan-European, civil-military organisation dedicated to supporting European aviation based in Brussels. It is an intergovernmental Organization with 41 Member States, committed to building, together with its partners, a Single European Sky. Albania is a member since 2002.

### ECCA

The European Common Aviation Area agreement is an agreement, signed on 9 June 2006, between the partners from South-Eastern Europe: Albania, Bosnia and Herzegovina, North Macedonia, Montenegro, Serbia, Kosovo (This designation is without prejudice to positions on status, and is in line with UNSCR1244 and the ICJ Opinion on the Kosovo Declaration of Independence) on the one side and the European Union, Norway and Iceland on the other side.

### BLUE MED

The BLUEMED Functional Airspace Block was established with the signing of the State Level Agreement in Cyprus on 12 October 2012 by representatives of the Member States of Cyprus, Greece, Italy and Malta. Albania has joined this initiative as a non-EU associated member in 2008.

### CANSO

The Civil Air Navigation Services Organisation is a representative body of companies that provide air traffic control. Its aim is to share knowledge and develop best practices for secure and seamless airspace. Albania became a full member in 2009.



# SUPERVISORY BOARD

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## **GENCI GJONÇAJ**

Chairman of the Supervisory Board

## **MIRLINDA KARCANAJ**

Member of the Supervisory Board

## **VIOLA HAXHIADEMI**

Member of the Supervisory Board

## **BELINDA IKONOMI**

Member of the Supervisory Board

## **ALBANA KOCIU**

Member of the Supervisory Board

## **Admir ABRIA**

Member of the Supervisory Board

Director General is nominated by the  
Supervisory Board of ALBCONTROL.

# ORGANIZATIONAL STRUCTURE

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**Supervisory Board**





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PERFORMANCE  
INDICATORS

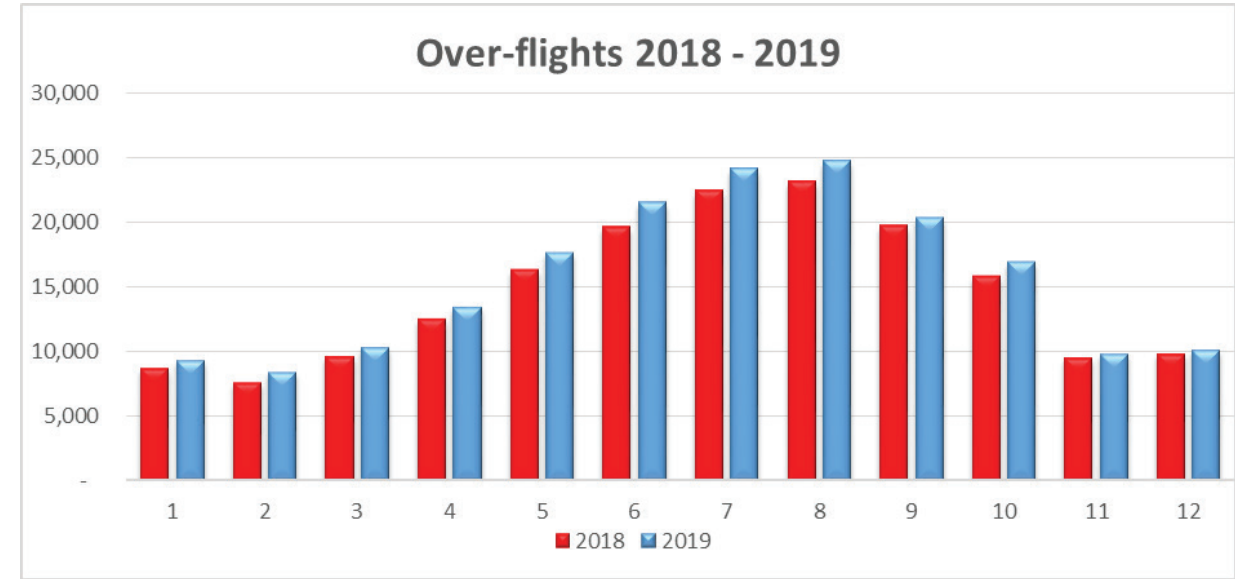
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## En-Route Flights 2018-2019

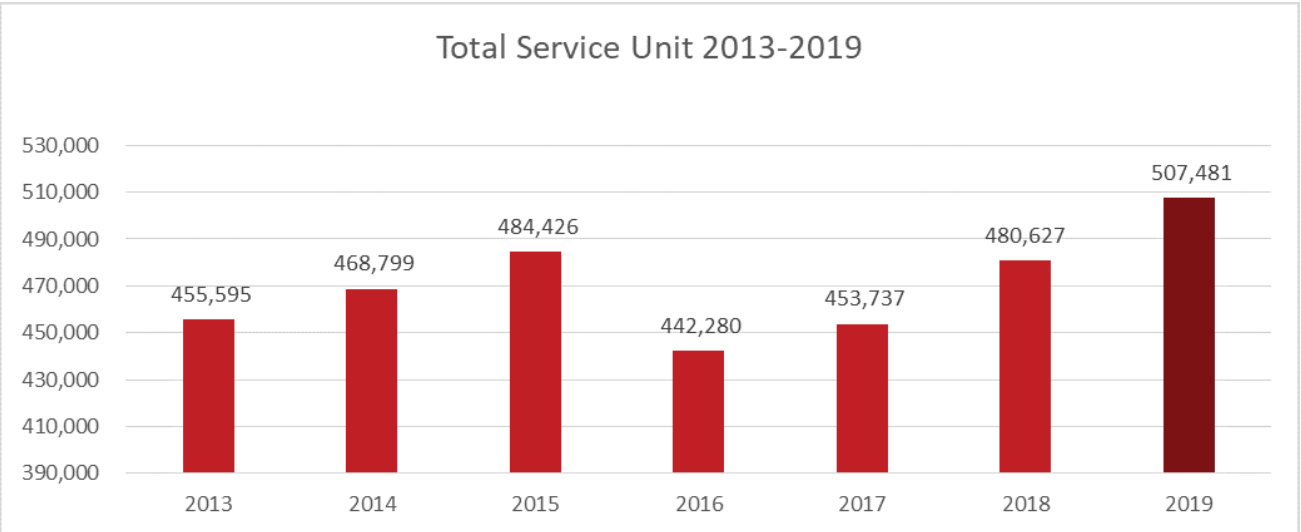
During 2019, the number of civil over-flights increased by 6.83% compared with 2018, or 11,955 overflights more, mainly due to the increased number of over-flights from Europe – Europe, and Europe – Africa.

- 2018
- 2019



## “En Route” Service Unit 2019

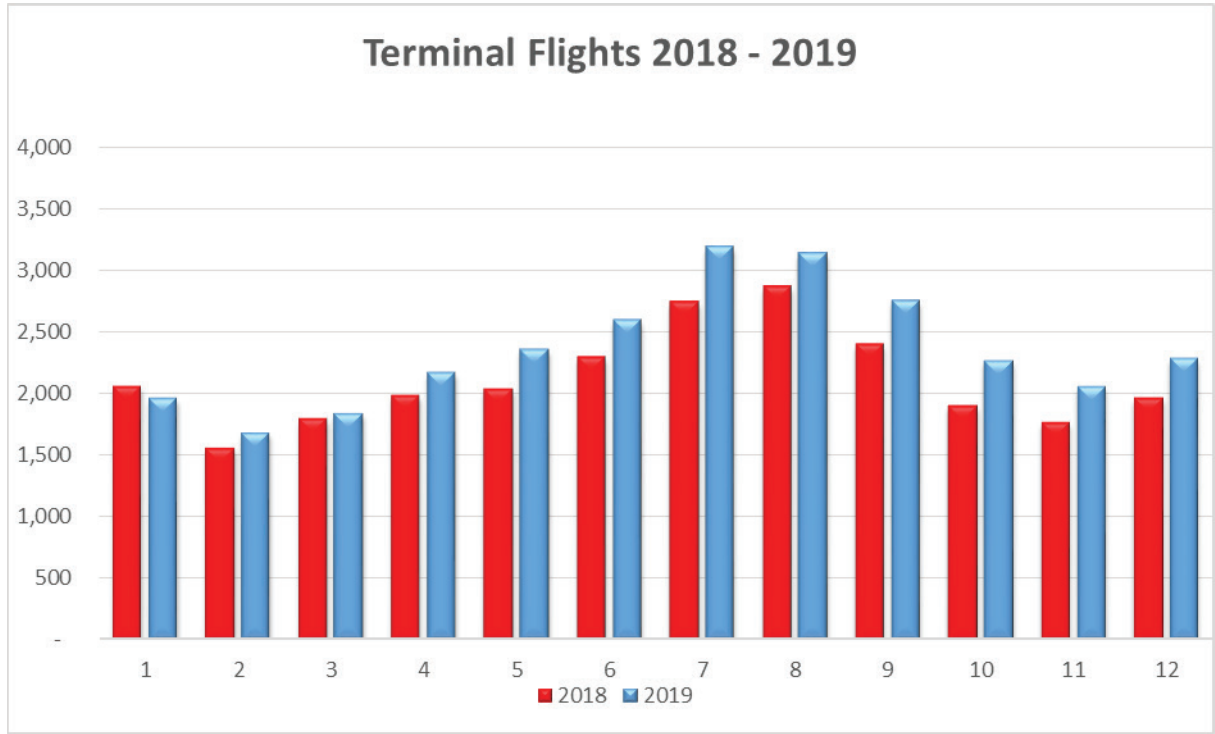
Figures of Total Service Unit for 2019 show the same picture when compared to the number of movements. This is due to the increase of the total number of civil flights with 6.83%. 2019 Total Service Unit increased by 5.59% compared to 2018. The value of the total Service Unit was 507,481 of which 504,789 Chargeable Service Units.



Terminal

2019  
2018

Terminal Flights increased by 11.53 % during 2019 reaching the total number of 28,294 flights, or 2,926 more flights. During 2019 the new airline “Air Albania” introduced new destination to Rome, Milan and Bologna. From 1st of April 2019 SWISS Airlines started a new route between Switzerland and Albania.



Top Users, “en-route” Flights:

- + TURKISH AIRLINES
- + AEGEAN AIRLINES
- + BRITISH AIRWAYS
- + AIR FRANCE
- + RYANAIR
- +EASYJET UK LIMITED
- +LUFTHANSA
- +EGYPTAIR
- +SAUDIA
- +ETHIOPIAN AIRLINES

Top Terminal Users at “Mother Teresa” Airport:

- BLUE PANORAMA LI
- ERNEST SPA
- ALBAWINGS
- ALITALIA SAI SPA AS
- AIR ALBANIA
- AUSTRIAN AIRLINES
- ADRIA AIRWAYS
- LUFTHANSA
- AEGEAN AIRLINES
- PEGASUS TURKEY

## Charges for air navigation services provided by ALBCONTROL

In 2019, both charges for “en-route” as well as for terminal navigation services at “Mother Teresa” Airport, were set in accordance with the rules of the International Civil Organization (ICAO) and Commission Regulation EC Regulation No. 1794/2006, which has been applied by Albania since 2008, amended in (EC) No.1191/2010. Pursuant to the Regulation of the European Commission No, 391/2013, during 2019 Albania continued to apply the principle of the full cost recovery method. The “en-route” navigation charges in 2019 were in compliance with “The principles for establishing the cost-base for route facility charges and the calculation of the unit rates”, issued by EUROCONTROL. ALBCONTROL has been consistently applying a customer 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 2019 took place in Brussels, at the Enlarged Committee for Route Charges Sessions, in November Session in accordance with the EUROCONTROL Principles. The Unit Rates were then approved by the enlarged Commission.

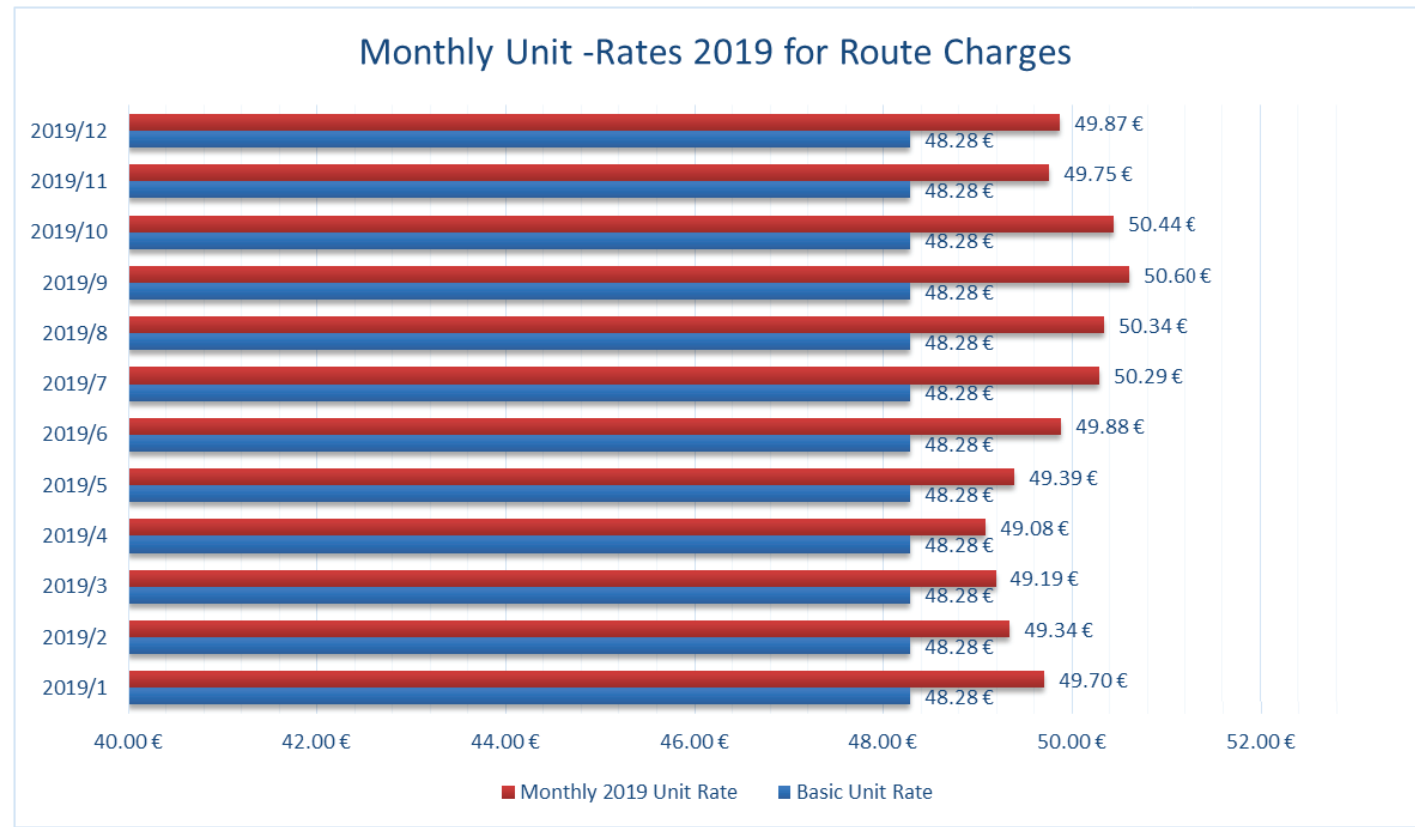


## Charges for “En-route” Navigation Services

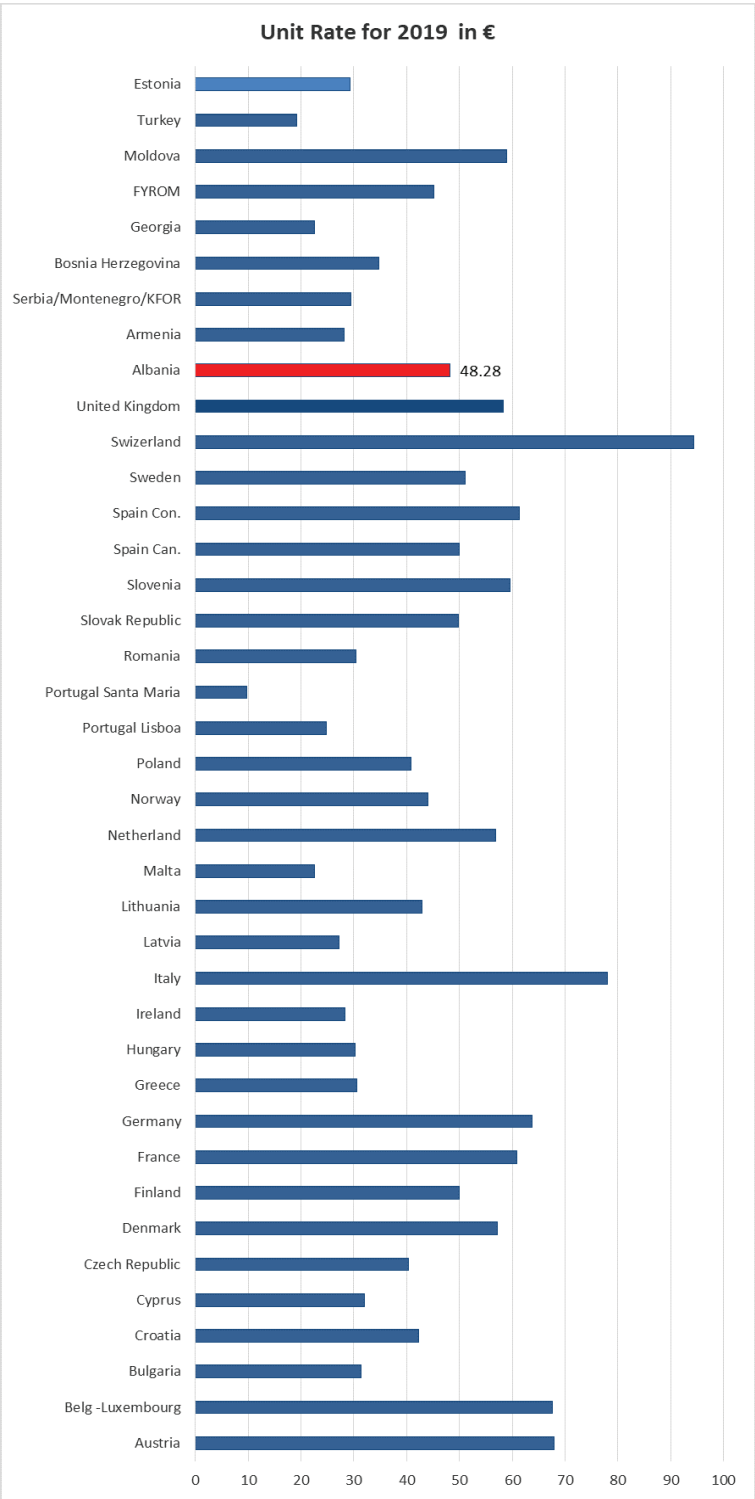
Since 2003 the “en-route” service charges are applied based on the rules established in the Multilateral Agreement Relating to Route Charges and EUROCONTROL principles. Consequently, the billing, collection, and recovery of charges for “en-route” navigation services are managed by the Central Route Charges 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 2019 was set at 6,090 ALL = 48.28 € per Service Unit. The cost base was calculated in Albanian ALL. Compared to the 2018 basic unit rate, the 2019 rate (in €) represented a year-on-year decrease of 1.4%. 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. The chart below shows the developments of monthly charges for “en-route” navigation services against the basic reference rate announced for 2019, depending on the exchange rate movements.



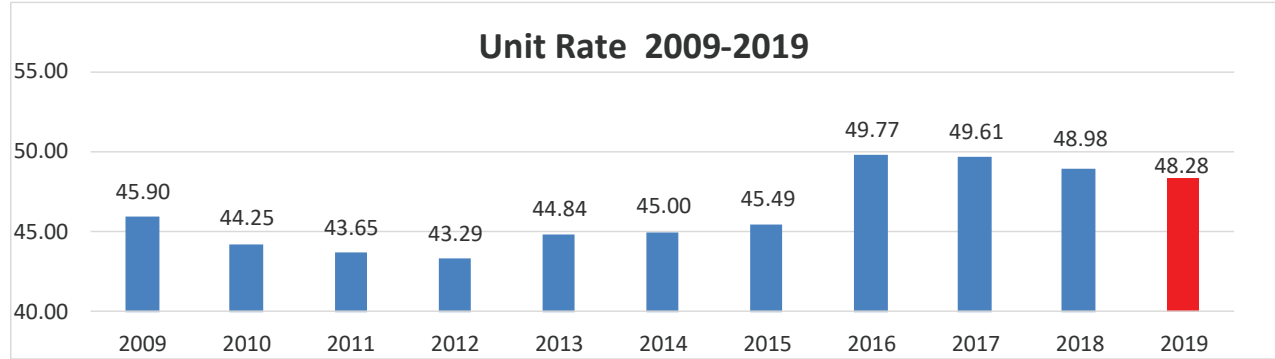
Developments of  
Monthly Unit Rates 2019:



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



Unit Rate values during the last 10 years in Albania have been stable:



In 2019, the exempted from charges for “en-route” navigation service flight categories are as the following:

- Flights carried out exclusively under VFR rules;
- Flights of aircraft the MTOW of which up to 2 (two) tones;
- Flights of national importance;
- Military flights;
- Flight carried out to check and test ground navigation equipments;
- Flight carried out by customs and police bodies.



## Charges for Terminal Navigation Service

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 International Airport (LATI). 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 basic unit rate of charge applicable from 1 January 2019 was EUR 227.82.

The interest rate on late payment of terminal charges applicable from 1 January 2019 was 9.68% per annum.

The following flights are exempted from the payment of the terminal charges:

- + 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 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 & IMS  
IN ALBCONTROL

SAFETY & IMS  
IN ALBCONTROL

ALBCONTROL Sh.a. has developed, put into operation and maintained an Integrated Management System, which include Safety Management System (SMS), Quality Management System (QMS), Environmental Management System (EMS), Security Management System (physical and Information security), Occupational Health and Safety Management System (OHSAS) and IT Service Management System, in order to demonstrate to its interested parties, the ability of the ALBCONTROL to provide products and services that meet third parties’ requirements and in accordance with SES Requirements, International Standards (ISO) and other national and International requirements.



Safety management  
System

Safety is Albcontrol’s highest priority and we are committed to its continuous improvement. This chapter reflects the progress, achievements and challenges we faced during this year with the major goal of providing a safe service. To ensure that this goal will be continuously achieved Albcontrol has to ensure that its Safety Management System is correctly implemented and is effective. The process of measuring the effectiveness of the implementation of the safety management system (SMS) in Albcontrol is based in the methodology of CANSO/ EUROCONTROL and the survey conducted by these organizations during 2019 shows that Albcontrol have a very positive progress in terms of implementation and efficiency of the safety management system. This report conclude that “Overall, Albcontrol maintains a high level of Maturity in all Study Areas with the minimum Maturity Level of C (Managed) being exceeded, as all Study Areas are scored at Level D. The SMS framework exceeds the required regulatory standard and is aligned with the SMS requirements of ICAO Annex19. In addition, SMS processes and/or requirements are formally documented and consistently applied”.

Results

	2017	2018	2019
Lowest response to any question	C	B	D
Number of questions at the lowest response Level	1	2	33
Number of Questions at Each Level	2017	2018	2019
Level A (Informal Arrangements)	0	0	0
Level B (Defined)	0	2	0
Level C (Managed)	1	1	0
Level D (Assured)	32	30	33
Level E (Optimised)	0	0	0

Albcontrol general results Survey 2019



Safety Monitoring & Safety Targets

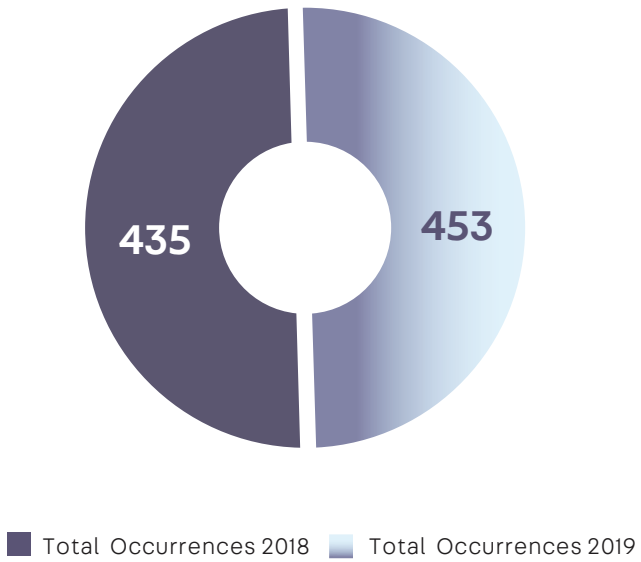
MEASURE	PURPOSE	FORMULA	ACHIVEMENT 2019	TARGET 2019	ACHIVEMENT 2018	ACHIVEMENT 2017	ACHIVEMENT 2016	PERFORMANCE AREAS	WHO MEASURE
Safety	Total nr. of Occurence Reports	Measured in Annual Basis	453	310	434	303	325	Safety	Safety Directory
Safety	Runway Incursion	Measured in Annual Basis	0	1	0	1	1	Safety	Safety Directory
Safety	Seperation Minima Infrigement	Measured in Annual Basis	9	6	11	5	6	Safety	Safety Directory
Safety	Availability in all communication	Measured in Annual Basis	99.99%	99.99%	99.99%	100%	100%	Safety	Safety Directory
Safety	Availability of surveillance	Measured in Annual Basis	99.99%	99.99%	100%	99.99%	100%	Safety	Safety Directory
Safety	Airspace Infrigement Level	Measured in Annual Basis	0	3	1	4	2	Safety	Safety Directory

ALBCONTROL has achieved 2019 Key Performance Indicators as determined in the Strategic Business Plan of the company.

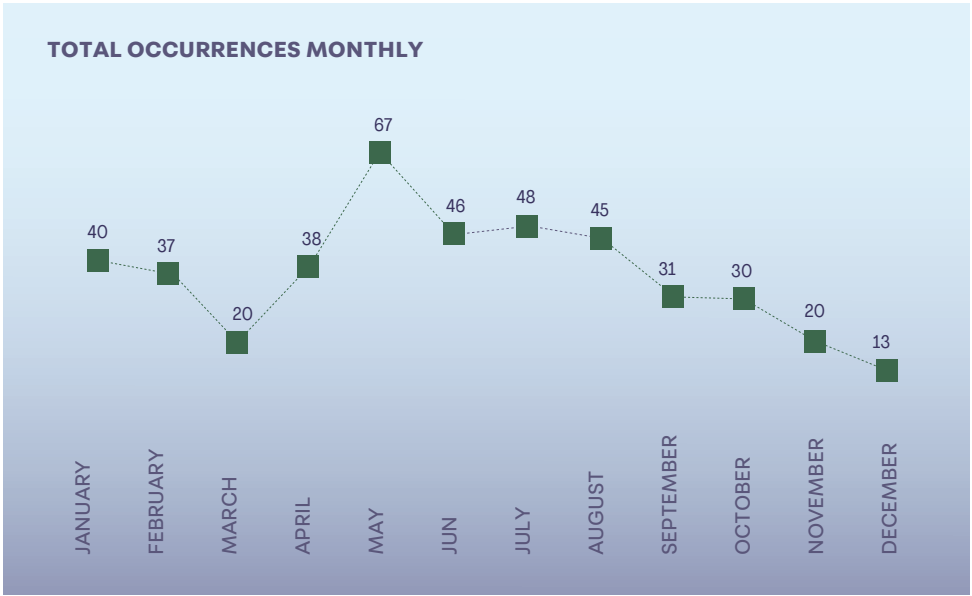
Reporting during 2019 and 5 Top Risks

During 2019 the total number of important reported occurrences was 98, of which 89 were operational related events and 9 were engineering and technical related events and malfunctions. Appropriate recommendations have been issued for each event and their implementation has been monitored. The main problems are reports on bird strikes, aircraft technical problems, movements and laser beam. Reports of bird strikes have made a relative change compared to 2018, also due to the measures taken by TIA.

Total number of all occurrences in 2019 compared to 2018

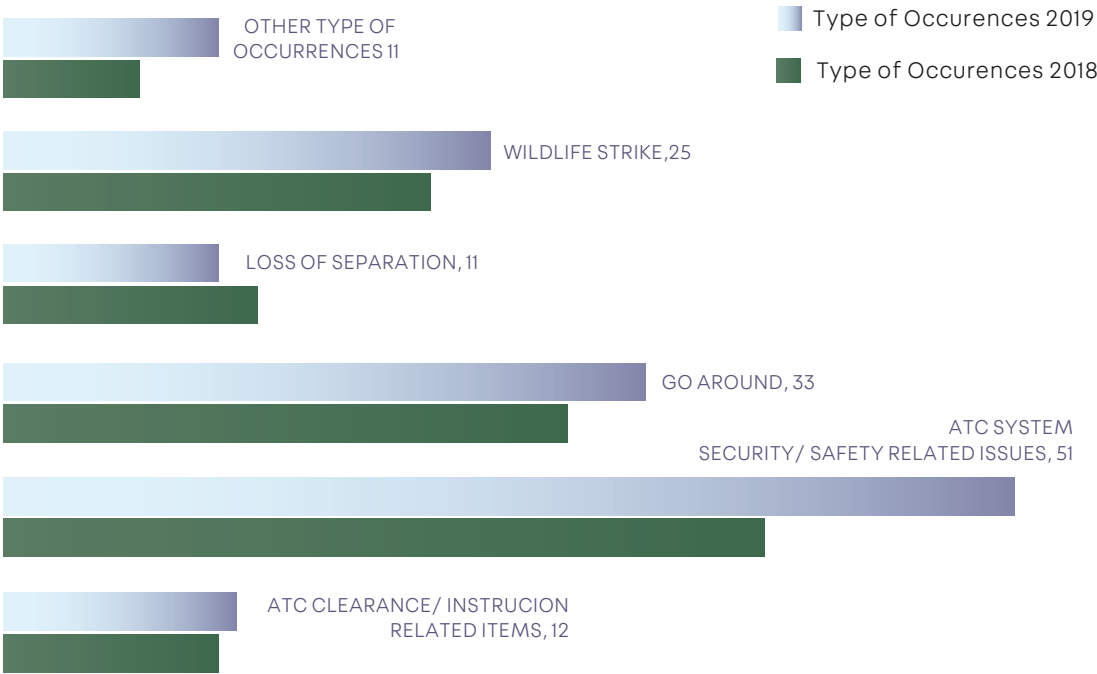


Total number of all occurrences distributed per month

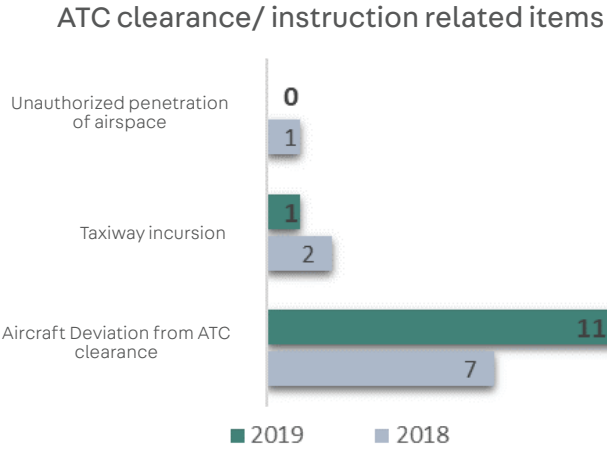


In the charts above are illustrated all Operacional and ATM Specific Occurrences. As it is shown the number of ocurrences is slightly higher than the previous year but not necceseraly indicating that there have been more problems, just the number of reporting has been considerably increased.

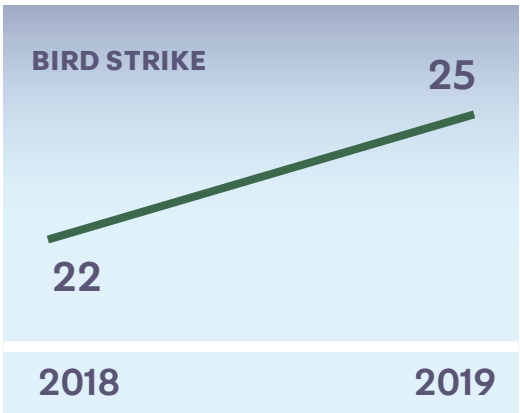
Some types of Operational and Safety Occurrences



ATC clearance/instruction related items

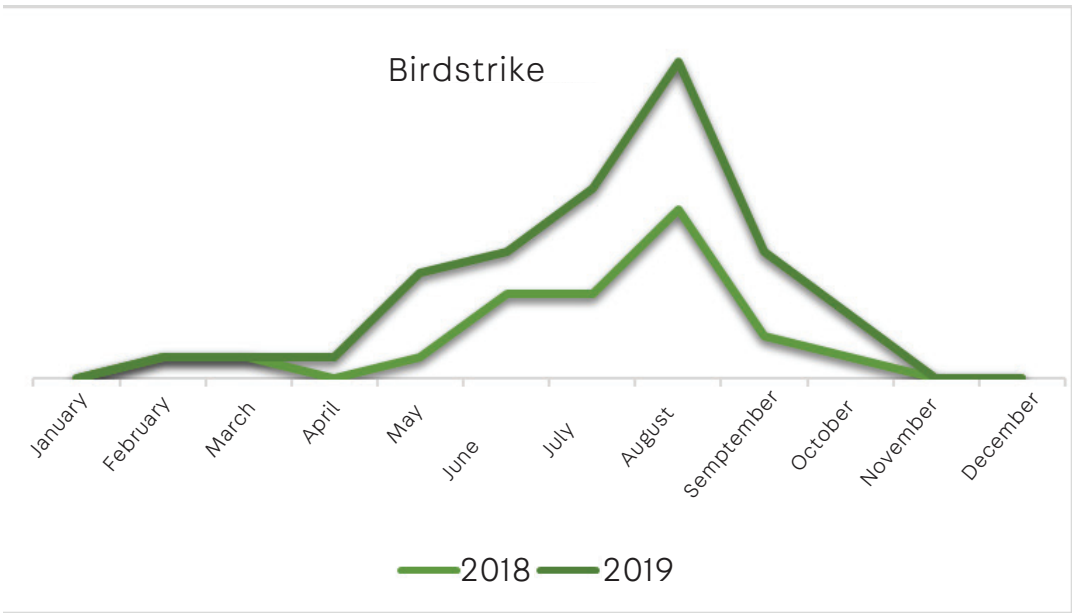


Bird strikes



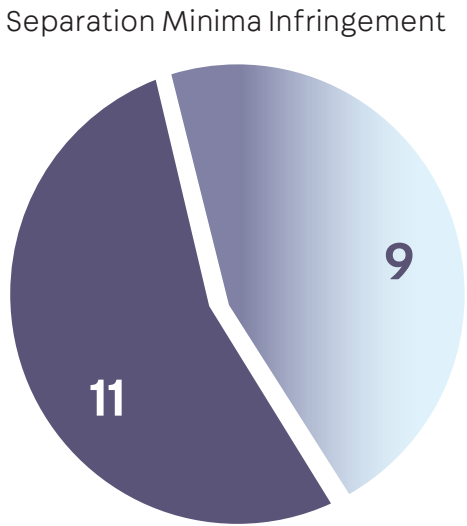
The total number from previous year has increased. But in terms of traffic is at the same levels given that the traffic has increased by 10% in 2019 compared to 2018.

The graph below shows the biggest problems from mid-spring to mid-fall. The peak is always in August when the heat is highest but also reaches the maximum level of traffic operating in LATI. It has been an issue discussed with the Runway Safety Team to take measures to remove the birds from the area around the runway.



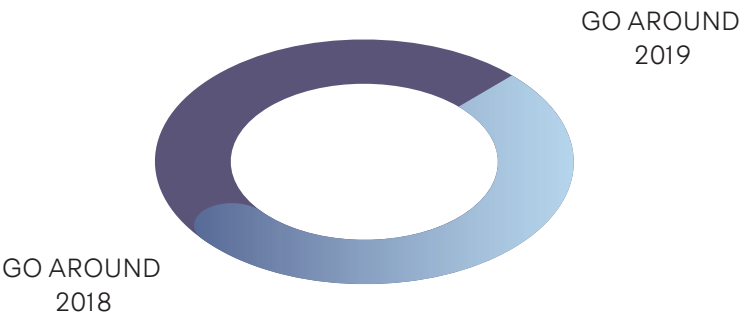
Separation Minima Infringement

There were 20% fewer separation minima infringements in 2019 compared to 2018 despite a 10% increase in traffic.



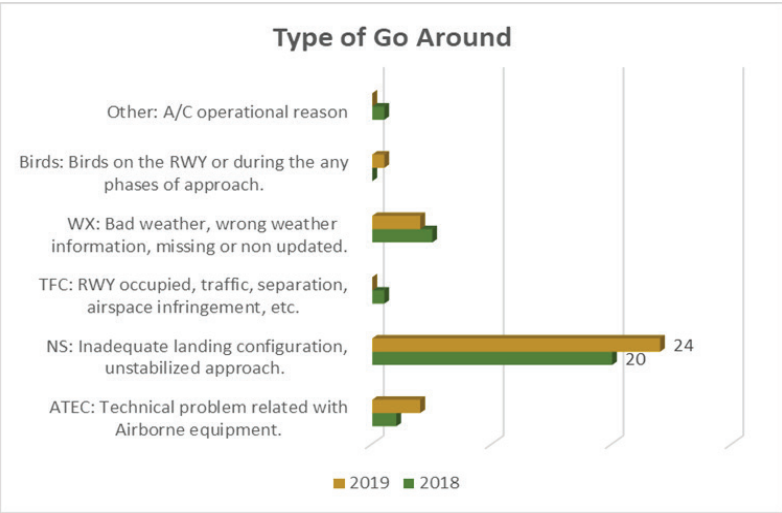
Go Around

Numbers of Go Around have increased in 2019, as compared to 2018.

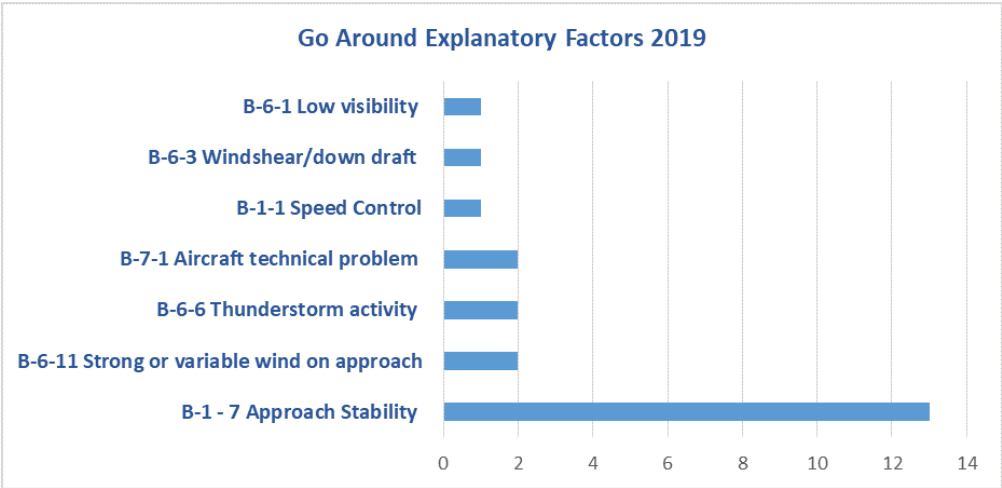


The Go Around types are presented below as a comparison between two years. Unstabilized approach has the highest number, where in 2019 again the number is higher compared to 2018.

Types of Go Around

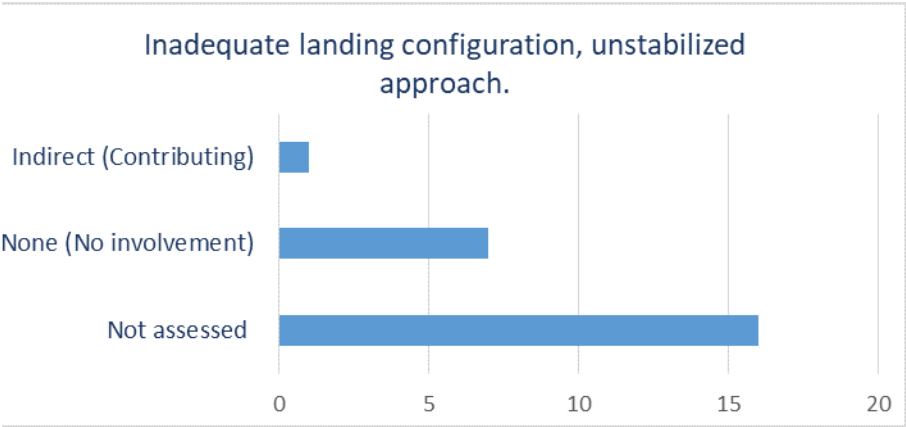


The contributing factors to the Go Around Unstabilized App are as follows:



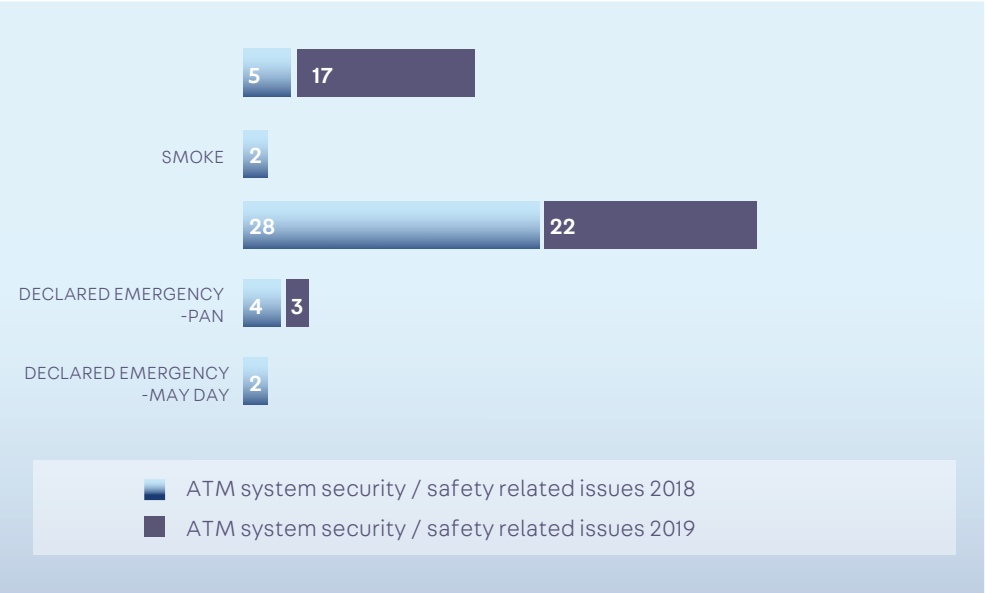
The chart below shows the ATM Ground Contribution. During the evaluation of the event by the Safety Directorate, the determination of this contribution is made. We see that the largest number have not been assessed, which means that from the data there are no details about who caused the Unstabilized App. Based on this number, the decision of the SC has been to evaluate all these events in more detail, to see realistically how many of these have contributed factor actions of ATCO.

The Directorate of Safety has started this assessment for all these reports and at the end a more detailed analysis will be done to see the needs for intervention in e.g. Procedure, Phraseology etc.



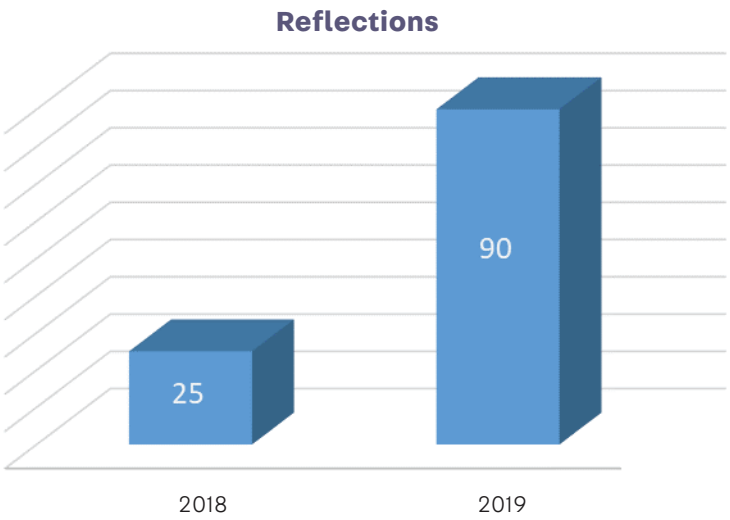
ATM system security / safety related issues

The events below are categorized as the main types of security problems in Tokai. The chart below shows the comparison between the two years.



Reflections

The graph below shows the reflections during 2018 and 2019



This was one of the main technical problems during 2019. Despite the activities carried out during this year which have been numerous, this risk is still present in the system and requires priority intervention during 2020.

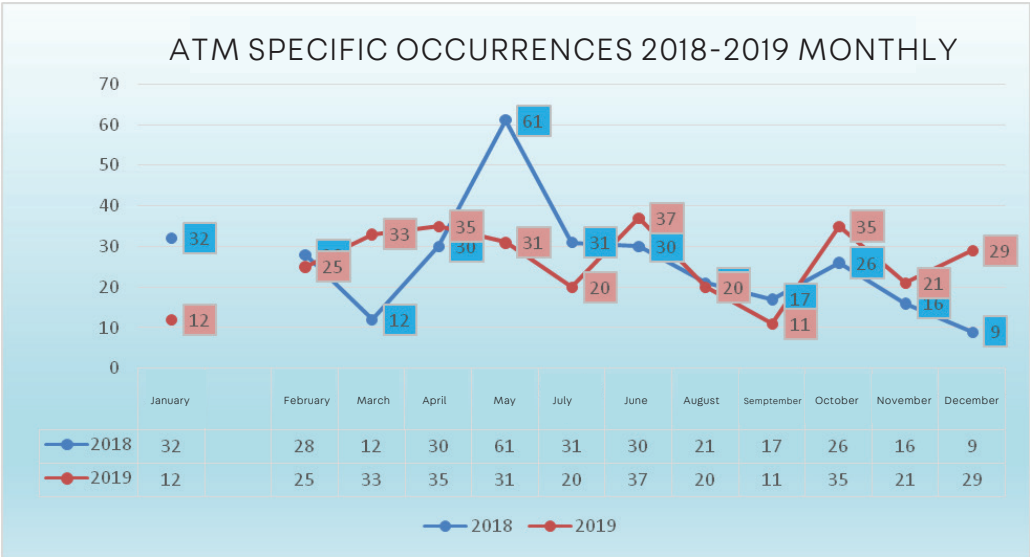
RAT ATM Ground Contribution for OPS Occurrence

		=31	18-30	10-17	0-9	Not enough information	ATM Specific	TOTAL
		Serious	Major	Significant	No safety effect	Not determined	No Ground Contribution	
		A	B	C	E	D	N	
		0	1	10	49	0	184	
>= 32	1	0	1	1	1	0	0	
24-31	2	0	0	2	5	0	0	
17-23	3	0	0	3	1	0	0	
11-16	4	0	0	3	16	0	57	
0-10	5	0	0	1	9	0	125	
		0	0	0	17	0	2	

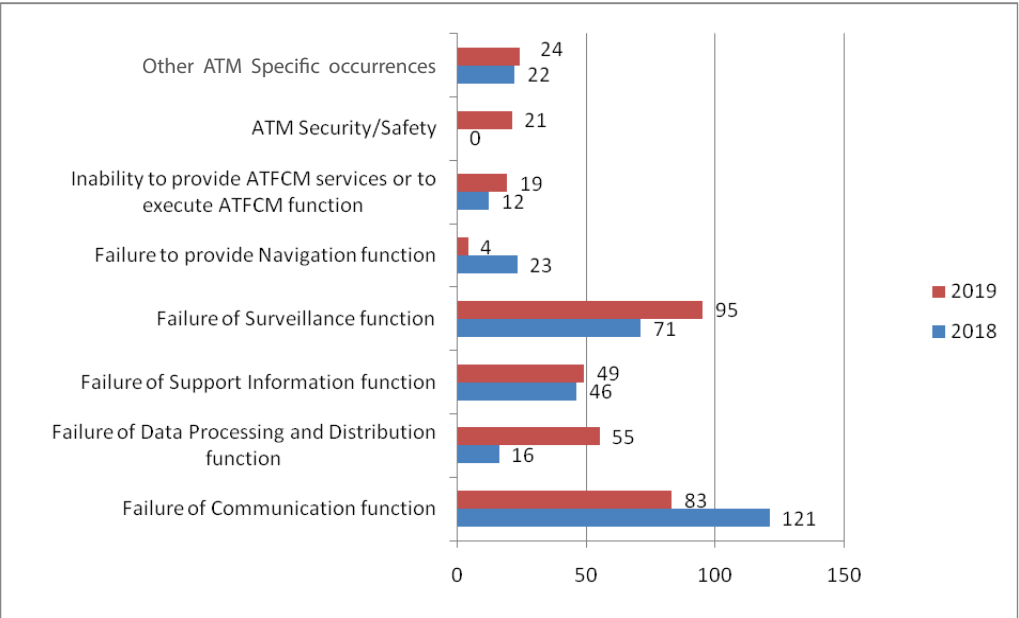
Based on the above tables, it is noted that the contribution in the events mainly those with greater risk has been shared between ATM and the pilots. As the table above determines the services that Albcontrol provides have contributed to 60 of these events.

Technical Occurrences

During 2019 there were 314 reports of technical occurrences in the ATM service out of 312 reports during 2018. All these reported occurrences were analyzed by the safety division and evaluated by the RAT methodology of EUROCONTROL and the following data were extracted from TOKAI system.



Tokai data only for Technical occurrences divided by type





Top 5 risks

NO.	Top 5 risks
RISK 1	Separation Minima Infringement and Inadequate Separation
Description	Separation Minima Infringement, there have been 9 separation losses reported during 2019. More than 11 were reported in 2018. Despite the severity being low (C1, the most significant incident) action is still needed for reducing the number as it was above the KPI set for 2019;
Action Plan	Submission of Safety Notice for SMI 2018 to ATCO to review the contributing factors and their avoid- ance during 2019. Discussion in pre-season meetings with controllers on issues that have contributed to SMI, especially better coordination with neighboring ANSPs. Refresher trainings in 2019 included SMI cases.
	Continuous monitoring through NOSS or similar survey methods. All safety notices and recommendations of investigations have been transmitted to DTL to be included as part of the theoretical and practical refresh of the controllers. ATSIN will be sent to OPS and controllers will be involved in meetings, briefing sessions and informa- tive emails will be sent to them. All ATSIN, TOI, and Safety Notices will be sent via E-briefing which will allow all ATCOs to read them as easily.
Date of completion	May 2019
Comments	Measures have been taken for the development of all the above mentioned activities, except: NOSS could not be completed due to the inability of instructors to arrive from Austrocontrol as a result of an illness. E-briefing is installed but still not functional due to administrative problems.The reduction of the minimum allocations has led to a reduction of these events, as the data shows. Their number after the implementation of this reduction has been reduced compared to the same period a year ago.

RISK 2	Reflection
Description	The reflections have been serious risks during 2018, which reduce ATCO's trust in the system, increases the workload and can lead to serious consequences. Despite the fact that the technical division has reliable indications of the source of the problem, they have not been able to eliminate it during this year. Actions are needed to resolve this issue and eliminate the risk ASAP.
Action Plan	Immediate elimination of the source of this hazards. Continuous monitoring of the system and problems with radar sources.  A draft contract for radar maintenance has been prepared with the manufacturer. Awaiting for comments.  Refresher trainings in 2019 included SMI cases.
Date of completion	May 2019
Comments	A large antenna near the TRN radar that was suspected of creating reflections has been removed. There are still reflections. Even though a new contract has been signed for the maintainance of this radar, there have not been any improvements or conclusions. We are continuously working to eliminate this risk.

RISK 3	Problems with CWP HMI
Description	During 2019, a significant number of problematic events were reported in the CWP HMI, mainly with the resumption of the position. This is a significant failure that can create dangerous situations especially in busy traffic. This Skyline system failure has been reported in system output and has not yet been isolated and removed as a risk from the system. Several actions have been taken to provide more data to the system provider in order to identify the source of the failure and we expect a solution from the implementation of Build 9.4 in June.
Action Plan	Ongoing work with the system manufacturer to identify the source of the problem. It is difficult to recreate the problem during testing. A new script has been created in CWP 11 (the most widely used) and the recorded data has been sent to Leidos for analysis.
Date of completion	May 2019
Comments	After performing the update in the Skyline system (Build 9.3 and Build 9.4) there is a significant improvement in this aspect as the number of system reboots are suddenly reduced to the minimum (only one case after the launch of the build in June 2019) and for this reason it can be concluded that this risk has been eliminated.

RISK 4	Ground/Ground communication failure
Description	Failure of communication, especially terrestrial, has been a significant problem during 2018. The most notable failure has been the MFC line with Brindisi ATCC. These risks have increased the workload on ATCOs and negatively impacted service delivery. This issue should be a priority for the technical division during 2020.
Action Plan	Continuous monitoring and analysis of any problems related to this risk.  Contacting ENAV for improvements in COM (Q-SIG) lines, Letter to ENAV CEO proposing the Q-SIG protocol.
Date of completion	May 2019
Comments	There is a very significant reduction of this hazard. During 2019 we have reported 78 cases of interruptions of G / G comm compared to 121 in the same period of the previous year. This is an important intervention, especially in communications with Brindisi. However, there is room for improvement in this regard and should continue to be a priority of the technical division, although the vast majority are related to third parties.

RISK 5	ATIS/AVIBIT, synchronization loss, sensor problems METEO MOR18, PRW18, RVR18;
Description	Weather information provided to ATCOs and AOs. At least 54 event reports were received during 2018 with weather sensor problems for both RWY 17 and 35, AWOS / ATIS etc, despite the fact that some improvements have been made to visibility sensors, including equipment reliability and staff training.
Action Plan	Upgrade AWOS SW, Upgrade ATIS SW, more training for MET staff.
Date of completion	May 2019
Comments	This hazard is considered a priority and an updated and much safer version is installed (AWOS7). Relevant testing and training has been performed. It is important that upon completion of the implementation of safety requirements this system becomes the primary METEO data system as soon as possible.

QUALITY MANAGEMENT SYSTEM

During 2019,in regard to Integrated Management System and Time of Services and Costs Efficiency, ALBCONTROL was dedicated to maintaining and constantly enhancing the quality of customer services.

Key accomplishments during 2019 SYSTEM

In the process of concluding the preparations for the certification of Quality Management System (QMS) and 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. Firstly of the essence of the new versions of the standards in question to enable taking the concrete steps to promote and reflect in practice the relevant requirements in reference to all services provided by ALBCONTROL. In this context, an important step was the improvement of IMC documentation of ALBCONTROL, focusing mainly on updating existing procedures and instructions, as well as developing new documentation in full compliance with the standards and requirements for which will be performed. Based on the literature recommendations as well as ongoing collaboration and consultation with the TMC contractor, it was possible to identify the procedures to be undertaken and to identify the procedures or instructions that would need to be updated.

ENVIRONMENT

ALBCONTROL fulfilled an Integrated Management System related to the environment in accordance with ISO14001: 2004.

In accordance with SESAR 2020, ALBCONTROL aims to reduce CO2 emissions and to have a positive impact on air quality, noise level, water quality and waste.

During 2019, ALBCONTROL continued the implementation of its environment action plan by separating waste and storing electronic devices and batteries. Environmental policies and procedures were also updated accordingly.

1	ENVKPI#1	CUSTOMER	Environment	Horizontal flight efficiency of actual trajectory (KEA)	Provision of services without great impact to the environment	As Above	Reference values: ● 2015: 2,70 ● 2016: 2,70 ● 2017: 2,62 ● 2018: 2,54 ● 2019: 2,45	
1	ENVKPI#2	CUSTOMER	Environment	Optimizing Environmental Performance	As Above	Total nr of claims from inhabitants nearby airport area per year	Only for monitoring	

# OPERATION

## AIR TRAFFIC MANAGEMENT

ACC/APP sector consists of 40 active air traffic controllers, 5 flight dates assistants (FDA) and 2 FMP controllers. Of these 40 controllers, 9 of them are also supervisors and 4 are instructors. 22 controllers have APP rating and 18 have Area rating. In the beginning of June, controllers were appointed to administrative positions. In total the number of controllers holding administrative positions is 13. In the TWR sector there are 18 controllers and 2 assistants of which 7 are supervisors and 1 is an instructor. Normally, the selection of 1 instructor is required, but based on the implementation of the new Competence Scheme, it is required to increase the number of assessors.

## PERFORMANCE

For 2019 air traffic, taking into account IFR landings and takeoffs, reached 28.109 while VFR and military flights reached 1.234. Compared to 2018 there is an increase of about 10%.

## FLOW MANAGEMENT PLANNING

During 2019, the FMP sector has monitored and managed the traffic flow, improved the aerial structure of the Albanian space, updated the RAD restrictions and informed the NM regarding the ENV.

The following are some of the activities of the FMP sector during 2019:

- + Traffic monitoring in ACC sectors throughout the first shift from Monday to Friday. However during July-August 2019 FMP controllers worked in two shifts throughout the week to better cover traffic monitoring in the sector and coordination with the shift supervisor.
- + RAD maintenance as was the case for allowing traffic to the Ionian Islands from AKIKA. RAD APP7 has been added for FUA. Contacts have been made with ENV in NM regarding FPL that they did not plan properly.
- + The required adaptations have been made in the SkyLine system for which the documents have been prepared and the necessary tests have been done.
- + Statistics were kept which were part of the monthly reports and ad-hoc reports at the request of superiors.
- + It became possible through the "Ops Performance Adjustment office" to delete the delays created due to the activation of TSA in January 2019.
- + Activation in the activity of VOLCEX 2019.
- + Coordination with NM for B2B installation for LARA.
- + Submit case-by-case weekly reports to South East Axis.



## ATM DEVELOPMENT AND STRATEGY DIRECTORATE

During 2019 the ATM Development and Strategy Directorate was involved in the following activities and projects.

### + Competence Scheme for Air Traffic Controllers

The ATM Development and Strategy Directorate provided its expertise in amending the Competency Scheme for ATCO, unit training plans and Description of Training Objectives and Operating Methods for ACC / APP / TWR.

The new Competence Scheme for ATCO, valid from 21.11.2019, was amended to comply with the requirements of MEI Order no. 91, dated 21.02.2019 on the approval of the regulation on requirements and procedures related to licenses and certificates for ATCO.

### + SERA

The ATM Development and Strategy Directorate assisted the CAA in translating and approximating the European Union regulation, SERA, into Albanian legislation.

## LSSIP Reporting

The annual meeting between the representatives of the divisions and directorates of Albcontrol took place on December 21-22 to report on the progress achieved in relation to the objectives of the European ATM Master Plan for 2019. This reporting is done through the LSSIP reporting method. Once the progress achieved for each objective was noted, the document was sent to the CAA for evaluation and to be placed in the database designated for that purpose.

## CCAMS

CCAMS tests were developed in collaboration with Eurocontrol. Recommendations for system changes will be sent to Leidos. It is pending as a project until the amendment of the contract for the maintenance of the system between Albcontrol and Leidos.

## Aeronautical Information Service (AIS)

AIS is responsible for the collection, processing, storing and distribution of up-to-date aeronautical information and data by issuing AIP Amendments and Supplements, NOTAM and AIC; the acceptance, filing and distribution of flight plans, and the provision of AFTN messages and other flight safety-related services for airspace users.

## Aeronautical Publications Unit (APU)

The aeronautical publications sector has carried out certain tasks and projects related to the publication of aeronautical information and meeting the requirements of users of aeronautical information. One of the main projects was the completion of the second phase of 1: 500 000 aeronautical map production for the entire territory of Albania.

## International NOTAM Office (INO)

International NOTAM Office (INO)  
The INO Sector has compiled and transmitted in time 139 NOTAMS according to the requests made by the authorized sources for the notification of the air operators regarding the outage of ILS, DVOR / DME, radars or ATIS system, activation of TSA1 or space limitation, due to the development of military or sports activities as well as the blocking of TWY W in the framework of the development of missions or military exercises.  
ATS units have been notified without delay of NOTAM and aeronautical data issued by other countries affecting flights in Tirana FIR. In addition, monitoring of FPL has been one of the INO priorities in order to prevent the entry of aircraft in our airspace without permission.

## ATS Reporting Office (ARO)

ARO has continued with the verification, acceptance and transmission of flight plans and associated messages. ARO staff has paid particular attention to the preparation of VFR flight plans to ensure the relevant information for pilots before take-off.  
The number of VFR flights increased reaching the peak from May to October.



## DEVELOPMENT AND INVESTMENT

### Systems

### GENERAL

The Technical Division provides the aviation meteorology service, the required infrastructure of CNS systems and data processing to the units that perform the Air Traffic service in the area in which Albcontrol performs its activity. These activities are performed by the Technical Division by managing its human resources, determining the KPI for the services in question in terms of availability, reliability, integrity and continuity, monitoring them and taking the necessary measures for these KPIs to be implemented.  
The scope of work of the Technical Division is related to the maintenance of operational systems and equipment throughout their life cycle through installation, commissioning, maintenance, repair, improvement, operation and monitoring, change, calibration and decommissioning. The scope of work of the Technical Division is realized through the preparation of technical specifications, training of ATSEP and MET staff, creation and updating of procedures, as well as close contacts with manufacturers of systems / equipment in operation. Maintenance of stations where equipment and operating systems are installed as well as energy sources, air conditioning and technical facilities are a critical part of the required infrastructure which is also included in the activity of the Technical Division.  
IT infrastructure is another activity performed by the Technical Division. This infrastructure is at the service of all Albcontrol staff and is being extended extensively and very quickly in the operational part of Air Navigation.

### DATA PROCESSING

The Automated Air Traffic Control System is the most critical part of the systems maintained and developed by the Technical Division. This system enables the receipt, processing and display of flight data on work screens in the operating room. It automatically processes and coordinates the flight status along the part of it that is in the airspace of the Republic of Albania. The Skyline system is the system used by the Operational Division that receives aeronautical information and radars, processes, displays the control positions and dynamically updates the aircraft position.



Skyline has been reliable, accessible and with integrity. With the improvements made the system has been available 100% of the time and has not presented any problems. A contract has been signed with the manufacturer for the development and implementation of the MLAT system which will greatly improve the quality of surveillance and will enable the increase of traffic capacity in the territory of the Republic of Albania.

The AWOS system is a system used at the Airport and serves to measure current weather conditions. This data serves to inform pilots in rising and falling observed weather conditions and assist forecasters for a reliable short-term and medium-term forecast. During 2019 the current weather monitoring system (AWOS) was upgraded to version 7 reflecting all the new ICAO requirements as well as resolving the reported issues that have accompanied the operation of version 3 of the system.

The system is expected to become operational during 2020 after the training of ACC, TWR and METEO personnel and after the update of procedures and LoA between OPS and METEO. The problems that will be encountered during the transition period will be addressed to the manufacturer who based on the terms of the contract will solve them within a year through an improved version of the software. Sensors that provide data to

COMMUNICATION

Albcontrol has a complex communication system which consists in providing Ground - Land and Air - Air communications. Ground-to-ground communication consists of voice communications between air traffic control units inside and outside Albcontrol as well as voice communications of different units inside Albcontrol. Data communication consists of the exchange of OLDI data, Radar, Flight Plans, meteorological information and other operational data. Data transmission and voice communication use a dual Fiber Optic system. Ground - Air system consists of radios operating on approved frequencies VHF and UHF in 5 stations (Kruja Mountain, Albcontrol operational center, Albcontrol reserve center, Glave and Kukes).

The implementation of the Pan - European New PENS project has proved to be very useful and efficient. Based on the infrastructure provided through this project, tests have begun for the transition from old technologies to new ones or from analog communication protocols to digital ones. In the framework of this project, the aeronautical data tests from AFTN to AMHS through Greece have been completed and are expected to become operational during 2020. Also with BEO, tests have been done to pass from the X25 protocol to the FMTP of OLDI messages which have resulted in successful and have been certified by both parties. Switching to the FMTP protocol of OLDI messages will have a very positive impact on reducing problems. Operational tests between the two ACCs are scheduled to take place in the first quarter of 2020.

The implementation of New PENS will enable us to review the service contracts with Albtelecom while significantly reducing costs.

The performance of the Communication System is given in the table below:

NO	SERVICE	AVAILABILITY	AVAILABILITY KPI	KPI STATUS	CONTINUITY	EXTERNAL
11	MFC BE01	99.8%	99.5%	●	00.0%	0.8%
2	MFC BE02	99.8%	99.5%	●	100.0%	0.3%
3	Qsig BEO	99.7%	99.5%	●	100.0%	0.3%
4	MFC SKJ	99.4%	99.5%	●	100.0%	0.0%
5	MFC ATH	99.8%	99.5%	●	100.0%	0.8%
6	MFC BUD	99.4%	99.5%	●	100.0%	0.1%
7	MFC BUD	99.6%	99.5%	●	100.0%	0.1%
8	Qsig BUD	99.9%	99.5%	●	100.0%	0.1%
9	MFC MNE	100.7%	99.5%	●	100.0%	0.3%
10	LB KRK	100.0%	99.5%	●	100.0%	0.0%
11	LB PRT	99.9%	99.5%	●	100.0%	0.0%
12	A-G Voice	100.0%	99.5%	●	100.0%	0.0%
13	OLDI ATH	99.9%	99.5%	●	100.0%	0.9%
14	OLDI BEO	99.8%	99.5%	●	100.0%	1.1%
15	OLDI SKJ	99.8%	99.5%	●	100.0%	0.8%
16	OLDI BRD	99.6%	99.5%	●	100.0%	0.5%
17	RAD SKJ	99.7%	99.5%	●	100.0%	0.0%
18	RAD KRK	99.8%	99.5%	●	100.0%	0.0%
19	AFTN ROMA	99.9%	99.5%	●	100.0%	0.0%
20	AFTN ATH	99.9%	99.5%	●	100.0%	0.0%

## NAVIGATION

The navigation system in Albcontrol consists of ILS 17 (Localiser, Glide Path and DME), DVOR and DME. On the basis of these systems, landing and take-off procedures have been built for aircrafts operating at Mother Teresa Airport. The ILS device has had a 99.98% availability in relation to Localizer, 99.89% in relation to Glide path and 100% in relation to DME (ILS). The DVOR device has had a 100% availability in operation and 99.97% in monitoring. The DME device had the same performance. The good performance of the equipment is confirmed by the inspection flights carried out during 2019.

Maintenance of navigation systems is done in accordance with the requirements of maintenance manuals designed according to ICAO standards and in coordination with the Operational Division. The performance of the navigation systems has been confirmed both by ground check measurements and by air through control flights. Both flotations have confirmed that Albcontrol navigation systems comply with Annex 10 standards and can be used according to publications made to support operational procedures.

During 2018-2019 the problem of DVOR monitoring has been solved with the addition of the Near Field Antenna in the north and the replacement of the Field Detectors with the support of the manufacturer.

## SURVEILLANCE

The Surveillance System is composed of two MSSR radars owned, maintained and operated by Albcontrol, as well as, two other MSSR radars from neighboring ANSP, based on a Radar Data Sharing Agreement. From the beginning of 2017 MSSR Porto Romano has been used by SMATSA (Serbian ANSP) to improve radar coverage in their area of interest.

The Technical Division has set up a well-structured and organized system for centralized monitoring of operating systems. This system has at its center a well-trained staff of engineers for monitoring each system who are supported by a technological platform that gathers all the systems and in real time presents their status. This way of organizing has enabled the detection of the problem even when it is at invisible levels and has also reduced the Isolation Time of the problem which occupies about 60% of its repair time. The system aims to record defects, monitor their repair time and store data to be used in similar cases.

During 2019, 245 reports were registered compared to 270 registered in 2018 with a decrease of 10%. Of which 86% of the reports were made by the Technical Division which means that only 14% of the problems had an operational impact. These data confirm that the backup systems in Albcontrol are efficient and ensure the continuity of services.

## MET

The Meteorological Service is part of the Technical Division and is certified in accordance with the Regulations in force. The implementation of the system for visualization of the weather, the provision of numerical maps as well as the satellite data have significantly improved the products of this service and have enabled the fulfillment of those standards (SIGMET, visualized AIRMET) that have not been possible due to lack of necessary infrastructure.

The Directorate of Meteorology has successfully implemented the competency scheme enabling compliance with WMO and ICAO requirements (BIM-M).





# TRAININGS STATISTICS 2019

All year long external and in-house trainings

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+	ATS Refresher Training	- 72 participants
+	OJTI -REF	- 4 participants
+	CCA -REF	- 4 participants
+	OJTI Course	- 1 participant
+	APS/RAD Unit Endorsement Course	- 7 participants
+	Changes in CAS	- 72 participants
+	Changes in the method of operation	- 72 participants
+	AIXM 5.1 Basic	- 2 participants
+	AWOS 7.0 Training	- 4 participants
+	OJTI Training on changes in the Training Manual and CAS	- 72 participants
+	Familiarization of candidates for ATCO (theoretical part) phase A	- 10 participants
+	ATSEP Basic + QLF DAT	- 1 participant
+	SMC Refresher SUR	- 16 participants
+	SMC Refresher NAV	- 19 participants
+	ASS Training	- 2 participants
+	SYNOP training	- 6 participants
+	GAREX system training	- 1 participant
+	General Security Awareness Training (GSAT)	- 51 participants

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APT-ARM  
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ASM-OPS  
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HUM-TRM-A,F  
HUM-TTI  
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IM-AIM  
IM-SWIM  
LEX-AUDIT  
LEX-BR 1139  
LEX-BR 1139  
LEX-COMP-ATCO  
LEX-COMP-ATSEP  
LEX-COST  
LEX-INTRO 373  
LEX-PERF  
NMO-FMP 2-C  
SAF-CHG-AC1  
SAF-CHG-INTRO  
SAF-HFA  
SAF-INV  
SAF-SMS-A  
SAF-TOOLS  
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Training and Licensing Directory

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ATC-ACAS  
ATC-I-BASIC-ACFT  
ATC-I-BASIC-FIS  
ATC-I-BASIC-MET  
ATC-R-ALCL  
ATC-R-HDVR  
ATC-R-HYDF  
ATC-R-LVLB  
ATC-R-MACH  
ATC-R-STAP  
ATC-UNINC  
COM-AMC  
GEN-ATM-INTRO  
GEN-ATM-INTRO  
HUM-FAT-ATC  
HUM-FAT-MGT  
HUM-STRESS  
LEX-SES-E  
NAV-PBN-AWR  
NAV-PRNAV-RNAV1  
NMO-ATFCM-BASIC  
NMO-ATFCM-FE  
NMO-ATFCM-MSG-E  
NMO-ATFCM-MSG-TWR-E  
NMO-CCAMS-CONT  
NMO-FMP-1  
NMO-FPL-INTRO  
SAF-CHG-BASIC  
SAF-NETS  
TOOLS-N-HRA

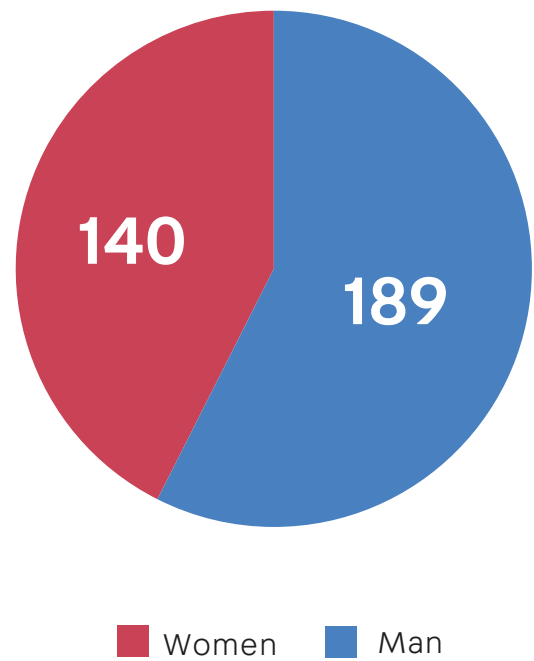
According to the database of the Competence and Licensing Unit and that of the Internal Training Sector, in the framework of the implementation of the Annual Training Plan 2019, as well as the procedures of ISO Standards for “ALBCONTROL” JSC, during 2019, for the employees of ALBCONTROL.

**++ TRAINING CERTIFICATES ISSUED 653**

**++ TOTAL NUMBER OF TRAININGS DAYS 1521**

**EMPLOYEES STRUCTURE BY GENDER IN 2019**

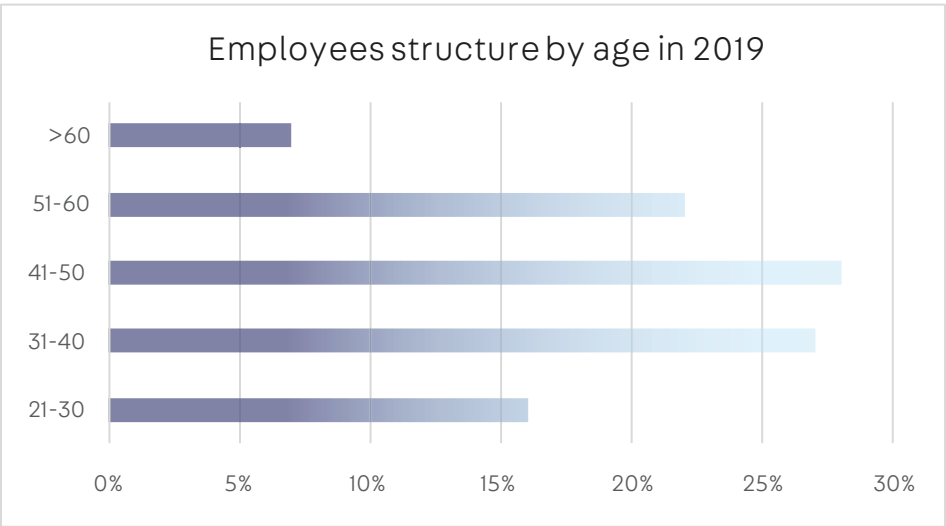
Employees structure by gender in 2019



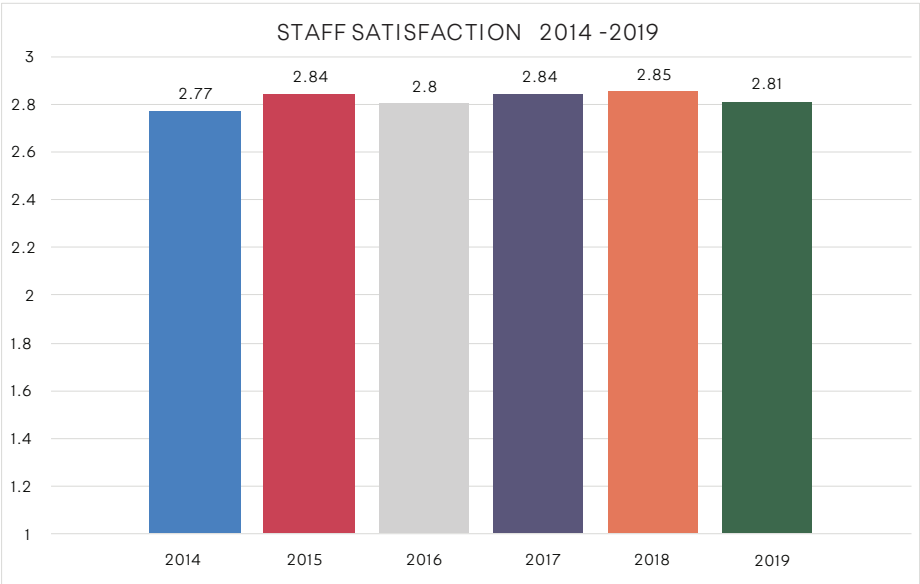
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**EMPLOYEES STRUCTURE BY AGE IN 2019**



**STAFF SATISFACTION THROUGH YEARS**



# SIGNIFICANT EVENTS AND SOCIAL COMMITMENT

## AIR ALBANIA

Air Albania, the flagship carrier for Albania is one of Albcontrol's main achievements during 2019. Even though it was first announced by Prime Minister Edi Rama in 2017, it commenced operations on April 2019 after completing the carrier certifications process and receiving the air operator's certificate from the Albanian Civil Aviation Authority on March 26th, 2019. The airline is owned by Turkish Airlines (49%), MDN Investment (41%) and Albcontrol (10%).

### ALBCONTROL in solidarity with those affected by the November earthquake

On the early morning of November 26th, a high-intensity earthquake rocked the city of Durrës, the capital of Albania, and the surrounding areas where our company operates. The earthquake it also caused casualties, significant damage to homes and other facilities, leaving hundreds of families homeless on New Year's Eve.

This time again, within the framework of social responsibility and in solidarity with those affected by this tragedy, we decided to donate the amount allocated for the supplementary employee bonus for the second half of the year, as well as the fund for the end-of-year celebration in the specific public bank accounts on which the Government of Albania put in disposition, in order to support and help rebuild the affected areas. Such difficult moments bring us closer to those in need, reminding us of how fragile we are individually and how strong we become together, therefore we hope that our contribution will ease the pain of the unfortunate families.



## “ALBCONTROL” FINANCES FRENCH HOSPITAL EMERGENCY ROOM RECONSTRUCTION

ALBCONTROL JSC., following a tradition of several years of cooperation has responded to the request of the General Directorate of TUHC for support in the reconstruction of the Emergency Room at the French Hospital.

ALBCONTROL evaluated its financial capabilities and through the social responsibility fund, with the decision of the Supervisory Council of the company, decided to finance the reconstruction of emergency facilities in the French Hospital.

The purpose of this reconstruction is to create an emergency room with contemporary conditions, which mainly improves the quality of medical service for the citizens, but also gives the staff of this hospital the opportunity to practice their profession in more comfortable conditions.

ALBCONTROL will continue to set an example by helping out those in need.

### Donate Blood – Save a Life

This year too ALBCONTROL teamed up with RED Cross and became part of two charity campaigns, blood donation for children with Thalassemia and also fundraising for 200 children in the community. Raising awareness for these two important causes has now become a tradition for ALBCONTROL, that has been part of this campaign for a few years now.

The activity took place on June 3rd, under the influence of an encouraging environment, where in a close collaboration with Red Cross, our staff members donated blood voluntarily.

The established atmosphere showed once again Albcontrol’s commitment to support and contribute in activities that focus on humanism and social responsibility.





# FINANCE AND INVESTEMENT



# INDEPENDENT AUDITOR'S REPORT & FINANCIAL STATEMENTS

for the year ended 31 December 2019

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To:

Ministry of Finance and Economy  
(Sole shareholder)

Supervisory Council of ALBCONTROL sh.a.

Administrator of ALBCONTROL sh.a.

## Opinion with Reserve

We have audited the financial statements of ALBCONTROL sh.a. (The Company) that include the statement of financial position as at 31 December 2019, the statement of comprehensive income and income, the statement of changes in equity and the statement of cash flows for the year ended on that date, and the notes to the financial statements, including a summary of the most important accounting policies.

In our opinion, with the exception of the effects of the matters described in the Basis for Outstanding Opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the Company as of 31 December 2019, and the financial performance and cash flows for the year ending on this date, in accordance with International Financial Reporting Standards.

## The basis for the reserved opinion

The long-term material assets (LTMA), amounted to ALL 4.766.527 thousand, as it is showed in the statement of balance sheet closed on December 31, 2019. The Company has chosen the revaluation method to measure the value of the long-term material assets LTMA 16 " Long-term material assets" requires that if a Company chooses a revaluation method for measuring assets at fair value, revaluation of assets should be carried out on a regular basis so that the carrying amount does not materially change from the value that would result if the evaluation of LTMA at the reporting date would be at fair value. The most recent LTMA revaluation of the Company dates back on 2009. We are not able to judge the fair value of the assets presented in these financial statements.

During 2019, the company has completed the process of revaluation of AAm by licensed experts and the submitted reports are in the process of approval by the supervisory board and the shareholder, as a result the results of the revaluation have not yet been accounted for. The managerial depreciation rates used by the company should be reviewed, especially the rates used for machinery and equipment and computer equipment, to better adjust the rate to actual consumption and changes in technology.

As described in note number 11 of the financial statements, the balance of trade receivables at 31 December 2019 is ALL 410,790 thousand (year 2018: 366.362 thousand), out of which ALL 55,743 thousand have been created for more than one year. The Company has not created any provision for these receivable accounts. Based on the information we received, we are not able to estimate the effect that any possible correction from further depreciation of receivables account would have on the company's financial statements. The amount of depreciation to the extent of their recoverable amount would decrease the value of its assets and equity to the same extent.

**Main issues of auditing**

The main issues of audit are those issues that in our professional judgment were the most important in the audit of current financial statements. These issues have been addressed in the context of auditing the financial statements as a whole and forming our opinion about them, so for these issues we do not give a specific opinion.

**Other issues**

The effects of COVID-19 caused in the activity of the company "Albcontrol" sh.a and in the international arena are large. As an audit group we have discussed and evaluated with the management for the solvency of the company "Albcontrol " sh.a. Measures are being taken by the management of the company "Abcontrol" sh.a to mitigate the financial effects caused by COVID-19. The opinion has not been modified for this purpose.

**Responsibilities of management and persons in charge of governance related to the Financial Statements**

Management is responsible for the preparation and fair presentation of financial statements in accordance with IFRS, and for such internal controls that Governance deems necessary to enable the preparation of financial statements that do not contain material misstatement, whether due to fraud or error. In preparing the financial statements, Management is responsible for assessing the Company's ability to continue its business on the basis of the continuity principle, explanatory notes, as well as issues related to the continuity of the Company's activity, using the basic principles of continuity, unless the Directory intends to liquidate the activity or terminate the operational activity, or there is no other realistic alternative but the above. Parties charged with governance are responsible for overseeing the financial reporting process of the Company.

Auditor’s Responsibilities for Audit of Financial Statements

Our objectives are to provide reasonable assurance as to whether the whole financial statements are free of material misstatements due to fraud or error and to issue an audit report that includes our opinion. Reasonable security is a high level assurance but it is not a guarantee that an audit carried out according to ISAs will always identify a material anomaly when it exists. Anomalies may arise as a result of error or fraud and are considered material if, individually or collectively, is expected to reasonably affect the economic decisions of users taken based on these financial statements.

As part of the audit in accordance with SNA, we exercise our professional judgment and scepticism throughout the audit period. We also:

- + Identify and assess the risk of material misstatement in the financial statements as a result of fraud or error, plan and implement appropriate procedures for mitigating these risks, as well as obtain sufficient and appropriate evidence to establish basis for our opinion. The risk of not discovering an anomaly as a result of fraud is higher than the risk of failure to find an anomaly as a result of the mistake, because fraud may include withholding of information, falsification of information, deliberate misappropriation, misinterpretation or violation of internal control.
- + Obtain an understanding of those internal controls relevant to the audit process with the purpose of drafting audit procedures accordingly to the circumstances, but not to express an opinion on the effectiveness of internal controls.
- + Assess the appropriateness of the accounting policies used and the reasonableness of the accounting estimates performed as well as the presentation in the relevant explanatory notes made by Management.
- + Assess the appropriateness of the principle of continuity, based on the evidence obtained during the audit, on the existence of a material insecurity on the Company’s ability to continue its activity. If a material uncertainty exists, we must draw attention to the relevant explanatory note, through our audit report, or if the explanatory notes are not appropriate we must modify our opinion. Our findings are provided on the basis of audit evidence obtained by the date of the audit report. However, events or conditions in the future may cause disruption of Society’s ability to follow up.
- + Assess the presentation, structure and content of financial statements and disclosures and in case they represent transactions and events.

We communicate to the persons in charge of the governance of the Company, apart from other issues, the planned audit object and timing, the main audit findings, including any relevant internal control deficiencies identified during our audit.

Tirana on , 21.07.2020

Legal Auditors

Sherife Hoxha    Lejla Shahu    Maja Maqellari    Aida Maloku



FINANCIAL AND INVESTMENT  
Financial statements for 2019

Statement of Financial Position				
Divided into short-term and long-term				
NO.	DESCRIPTION	NOTES	Period 31.12.2019	Period 31.12.2018
ASSETS				
Long term				
01	Long-term material actives	6	4,766,527,236	5,211,626,313
02	Long-term invested material actives		0	0
03	Good name		0	0
04	Other long-term financial actives		0	0
05	Participatory investments	7	29,532,152	13,202,918
06	Investments in (joint-ventures)		0	0
07	Deferred tax assets		0	0
03	Application for long-term financial lease		0	0
04	Long-term lending		0	0
05	Biological assets		0	0
06	Other long-term financial assets	8	3,198,345	3,886,745
07	Other assets (AAM for lending)	9	243,502,271	0
Total long-term actives			5,042,760,004	5,228,715,976

The financial statements should be read alongside the notes, which are an integral part of these financial statements.

SHORT TERM ASSETS				
01	Inventory and short-term biological assets	10	17,719,288	16,211,747
02	Trade receivables and other receivables	11	410,790,461	366,362,868
03	Requirements related to construction contracts		0	0
04	Other short terms actives	12	203,752,801	328,709,096
05	Prepaid profit tax		0	0
06	Cash and equivalents	13	362,532,952	710,313,885
07	Other assets (VAT to be reimbursed, advance, debtor, pending account, etc.)	14	633,886,329	422,477,902
			1,628,681,831	1,844,075,498
Assets classified as held for sale and included in disposal groups classified as held for sale in accordance with IFRS 5			0	0
Total short-term actives			1,628,681,831	1,844,075,498
TOTAL OF ACTIVITIES			6,671,441,835	7,072,791,474

The financial statements should be read alongside the notes, which are an integral part of these financial statements.



LIABILITIES AND CAPITAL

Capital and Reserves				
01	Subsidiary capital and capital premium	5,953,141,000	5,692,374,918	
02	Other reserves (R.Revaluation, R.Legal, R.Other	441,642,007	441,641,377	
03	Profit/(loss) carried	(96,320,393)	0	
04	Exercise result (...)	(237,465,063)	(96,320,393)	
05	Amounts recognized directly in equity in respect of assets held for sale	0	0	
06	Total capital belonging to the owners of the services entity	6,060,997,551	6,037,695,902	
07	Non-controlling interests	0	0	
TOTAL OF CAPITALS		15	6,060,997,551	6,037,695,902

OBLIGATIONS				
Long-term liabilities				
01	Borrowing	16	10,228,634	174,719,805
02	Other financial liabilities		0	0
03	Deferred tax liabilities / (rights)	17	0	9,514,538
03	Deferred income (from grants)	18	1,743,692	2,185,637
TOTAL LONG-TERM LIABILITIES			11,972,326	186,419,980

Short-term liabilities				
01	Trade payable accounts and other accounts payable	19	457,935,628	375,493,640
02	Liabilities to customers for construction contracts		0	0
03	Borrowing	20	0	328,982,357
04	Other financial liabilities	21	140,536,330	144,199,595
05	Current tax liabilities		0	0
06	Provisions		0	0
07	Provisions		0	0
			598,471,958	848,675,592
Liabilities included in disposal groups classified as held for sale in accordance with IFRS 5			0	0
Total of short term liabilities			598,471,958	848,675,592
Total			610,444,284	1,035,095,572
TOTAL LIABILITIES AND CAPITAL			6,671,441,835	7,072,791,474

The financial statements should be read alongside the notes, which are an integral part of these financial statements.

Financial statements of the year 2019 ALBCONTROL JSC  
J6190801111  
LEK  
Statement of movements in net capital

Performance Overview (by nature)

PERFORMANCE OVERVIEW (BY NATURE)		NOTES	Period 31.12.2019	Period 31.12.2018
Ongoing activities				
Revenues from exploitation activity				
+	Income from the main activity	22	3,558,365,118	3,547,086,944
+	Revenues from secondary activity 1	22	1,743,060	0
+	Revenues from secondary activity 2	22	2,667,119	0
+	Other income from the exploitation activity	23	965,461	2,607,648
+	Investment income		0	0
+	Other Incomes	26	12,822	4,706,270
+	Change in inventory of goods and production in process		00	
+	Raw materials and consumables	24	(72,683,356)	(80,766,103)
+	Depreciation and amortization costs	6	(1,130,636,979)	(1,042,130,994)
+	Staff costs	25	(1,333,396,117)	(1,388,889,405)
+	Financial income / expenses, net	28	(54,825,945)	(68,506,145)
+	Other expenses	27	(1,255,146,218)	(1,102,988,217)
+	The share of profit / (loss) from participations (subsidiary / branch)		0	0
+	The share of profit (loss) from joint ventures		0	0
+	Recognized profits from the sale of shares		0	0
Profit / loss before tax			(282,935,035)	(128,880,002)
Profit tax			0	0
Profit / (Loss) of the period from continuous activity			(282,935,035)	(128,880,002)

Interrupted activities				
Profit / (Loss) of the period from discontinued operations				
Profit / (Loss) of the period (A)		(282,935,035)	(118,882,422)	
Profit / (Loss) for:				
+	Owners of the parent entity	0	0	
+	Minority interests	0	0	
Earnings per share				
From continuous and interrupted activities				
+	Basic Earnings for Share	0	0	
+	Reduced Earnings Per Share	0	0	
From ongoing activities				
+	Basic Earnings per Share	0	0	
+	Reduced Earnings Per Share	0	0	
Profit / (Loss) of the period (A)		(282,935,035)	(128,880,002)	
Other comprehensive income		0	0	
Values that will not be subsequently reclassified to profits / losses				
+	Gains on revaluation of long terms actives	0	0	
+	The part of comprehensive income from participations	0	0	
+	Profit tax on values that will not be reclassified to profit / loss	0	0	
The amount/Total		0	0	
Values that can be subsequently reclassified to profit / loss				
+	Difference (+ 1-) from currency translation in foreign activities	0	0	
+	Difference (+ 1-) from revaluation 1 financial assets held for sale	0	0	
+	Gains / (Loss) from (Cash Flow Hedges)	0	0	
+	Others (effect of tax liabilities incurred by temporary differences, profit tax crediting)	17	45,469,972	32,559,609
+	Income tax on values that may subsequently be reclassified to profit / loss	0	0	
+	Total	45,469,972	32,559,609	
+	Total other comprehensive income for the post-tax period (B)	45,469,972	32,559,609	
+	Total comprehensive income for the post-tax period (A+B)	(237,465,063)	(96,320,393)	
Total inclusive income for:				
+	Owners of the parent entity	0	0	
+	Minority interests	0	0	

The financial statements should be read alongside the notes, which are an integral part of these financial statements.

Financial statements of the year 2019 ALBCONTROL JSC  
J6190801111  
LEK  
Statement of movements in net capital

	SUBSCRIBED CAPITAL	CAPITAL-RELATED RESERVE PREMIUM	OTHER RESERVES REVALUATION	OTHER RESERVES OTHER WAYS	OTHER RESERVES LEGAL	DIFFERENCE FROM CURRENCY TRANSLATION IN FOREIGN ACTIVITIES	PROFIT /UNDISTRIBUTED LOSS PERIOD FROM RESULTS CARRIED FORWARD	PROFIT /UNDISTRIBUTED LOSS PERIOD	TOTAL	NON-CONTROLLING INVENTORY	TOTAL
Financial position at the beginning 01.01.2019	5,679,172,000	0	123,958,777	102,610,086	171,686,359	0	0	48,206,840	6,125,634,062	0	6.125.634.062
The effect of changes in accounting policies											
Financial position re-declared at the beginning	5,679,172,000	0	123,958,777	102,610,086	171,686,359	0	0	48,206,840	6,125,634,062	0	6,125,634,062
Total comprehensive income for the period:										0	0
Profit / (loss) of the period								(96,320,393)	(96,320,393)	0	(96,320,393)
Other comprehensive income (transfer to results carried & reserves)								(48,206,840)	(48,206,840)	0	(48,206,840)
Current and deferred taxes recognized directly on equity									0		0
Total inclusive income for the period	0	0	0	0	0	0	0	(144,527,233)	(144,527,233)	0	(144,527,233)
Transactions for owners of an entity recognized directly in equity										0	0
Issuance of subscribed capital (Capital increase)	13,202,918			0					13,202,918		13,202,918
Dividends distributed (Unpaid)				(4,820,686)					(4,820,686)		(4,820,686)
Other determinations for the result of the period (obtaining the result of the previous year in the capital)				45,796,493	2,410,342				48.206,840		48.206,840
Total transactions for the owners of the entity	13,202,918	0	0	40,975,812	2,410,342	0	0	0	56,589,072	0	56,589,072
Financial position at the end of 31.12.2018 (previous year)	5,692,374,918	0	123,958,777	143,585,898	174,096,701	0	0	(96,320,393)	6,037,695,901	0	6,037,695,901

Financial statements of the year 2019 ALBCONTROL JSC  
J6190801111  
LEK  
Statement of movements in net capital

Total comprehensive income for the period:						0	0		0	0	0
Profit / (loss) of the period								(237,465,063)	(237,465,063)	0	(237,465,063)
Other comprehensive income (transfers to carrying portals & reserves)						0	0		0	0	0
Current and deferred taxes recognized directly on equity						0	0		0	0	0
Total comprehensive income for the period:	0	0	0	0	0	0	0	(237,465,063)	(237,465,063)	0	(237,465,063)
Transactions for owners of an entity recognized directly in equity									0	0	0
Issuance of subscribed capital (Capital increase)	260,766,082	0	0	631	0			0	260,766,713		260,766,713
Dividends distributed									0	0	0
Other determinations for the result of the period ((obtaining the of last year in capital)									0	0	0
Total transactions for the owners of the entity	260,766,082	0	0	631	0	0	0	0	260,766,713	0	260,766.713
Financial position at the end of 31.12.2019 (current year)	5,953,141,000	0	123,958,777	143,586,529	174,096,701	0	0	(333,785,456)	6,060,997,551	0	6.060.997.551

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



Cash flow statement (indirect method))  
For the year ended on December 31, 2019

CASH FLOWS FROM OPERATING ACTIVITIES	NOTES	Period 31.12.2019	Period 31.12.2018
Profit / (Loss) of the period		(237,465,063)	(128,880,002)
Adjustments for non-monetary income and expenses:			
+ Amortization		1,130,636,979	1,042,130,994
+ Depreciation		0	(4,706,270)
+ Learning from the use of fixed assets, net of capital gain		12,530,127	2,000
Describe		0	0
Describe		0	0

CASH FLOW INVOLVED IN INVESTMENT ACTIVITIES

+ Purchase of short and long terms assets	0	0
+ Sales of short and long terms assets	0	0
+ Additions / reductions in financial assets	0	0
+ Additions / reductions in AAM loan use	0	0
Describe	0	0
Describe	0	0

Change in operating assets and liabilities			
+ Decrease / (Increase) in inventory	(1,507,541)	2,187,927	
+ Decrease / (increase) in accounts receivable	(44,427,593)	8,506,344	
+ Decrease / (increase) in other accounts receivable	0	(155,460,052)	
+ Decrease / (Increase) in other short-term financial accounts	124,956,295	0	
+ Decrease / (Increase) in other accounts to be reimbursed	(211,408,427)	0	
+ Increase / (Decrease) in payables	(174,447,024)	111,766,391	
+ Increase / (Decrease) in other accounts payable	(250,203,634)	(24,791,730)	
+ Increase / (Decrease) in prepayments and deferred expenses	0	74,599,391	
Net cash from / used in the exploitation activity	348,664,119	925,354,993	
+ Profit tax paid during the period	0	0	

CASH FLOW FROM / USED IN THE INVESTMENT ACTIVITY

+ Purchase of short and long terms assets	(698,068,029)	(586,142,785)
+ Sale of short and long terms assets	(16,329,234)	0
+ Additions / reductions in financial assets	688,400	518,000
+ Additions / discounts on AAM Borrowing	(243,502,271)	0
Describe	0	0
Describe	0	0
Net cash from / used in the investment activity	(957,211,134)	(585,624,785)

CASH FLOW FROM / USED IN THE FINANCING ACTIVITY

+ (Repay) net income from long-term loans	260,766,082	(363,013,449)
+ Repay) net income from short-term loans	0	(29,475,672)
+ Dividends paid	0	(4,820,684)
+ Profit tax paid during the period	0	0
Describe	0	0
Describe	0	0
Net cash from / used in the financing activity	260,766,082	(397,309,805)
+ Net increase / (decrease) in cash and cash equivalents	(347,780,933)	(57,579,597)
+ Cash and cash equivalents in the beginning	710,313,885	767,893,482
+ The effect of exchange rate fluctuations	0	0
+ Cash and cash equivalents at the end	362,532,952	710,313,885

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

GLOSSARY

ACC	Area Control Center
ACAA	Albanian Civil Aviation Authority
AFTN	Aeronautical Fixed Telecommunications- Broadcast
AMHS	Aeronautical Message Handling System
AIS	Aeronautical Information Service
ANS	Air Navigation Service
ANSP	Air Navigation Service Provider
ATC	Air Traffic Control
ATCO	Air Traffic Controller
ATM	Air Traffic Management
ATSEP	Air Traffic Safety Electronics Personnel
APP	Approach
AWOS	Automated Weather Observing Organization
CANSO	Civil Air Navigation Services Organization
CEO	Chief Executive Officer
CNS	Communication, Navigation and Surveillance
CRCO	Central Route Charges Office
DME	Distance Measuring Equipment
DPC	Data Processing System
DPS	Data Processing Chain
EASA	European Aviation Safety Agency
ECAC	European Civil Aviation Conference
EMS	Environmental Management System
EUROCONTROL	European Agency for the Safety of Air Navigation
FAB	Functional Airspace Block
FIR	Flight Information Region
HVAC	Heating Ventilation and Air Conditioning
HUM	Human Resources
ICAO	International Civil Aviation Organization
IDS	Information Display System
IFR	Instrumental Flight Rules
ILS	Instrumental Landing System
IMS	Integrated Management System
ISAL	Infrastructure and Safety ALBCONTROL
ISO	International Organization for Standardization
KPI	Key Performance Indicators
LSSIP	Local Single Sky Implementation Plan
LoA	Letter of Agreements
MET	Meteorological

MET	Meteorological
MEDTE	Ministry of Economic Development, Trade and Entrepreneurship
MSAW	Minimum Safe Altitude Warning
MSSR	Monopulse Secondary Surveillance Radar
MTDC	Medium- Term Conflict Detection
NAV	Navigation
New-PENS	New Pan-European Network Service
OLDI	On-Line Data Interchange
OPS	Operational
SAR	Search and Rescue
SES	Single European Sky
SESAR	Single European Sky ATM Research
SMATSA	Serbia and Montenegro Air Traffic Service Agency
SMC	System Monitoring Control
SMS	Safety Management System
STCA	Short Term Conflict Alert
SWAL	Software Assurance Level
RAT	Risk Analysis Tool
TWR	Tower
VCS	Voice Communication System
VRF	Visual Flight Rules
VHR	Very High Frequency
WAM	Wide Area Multilateration



[www.albcontrol.al](http://www.albcontrol.al)