

Annual Report

Markopoulo - Attica
February 2022

2021

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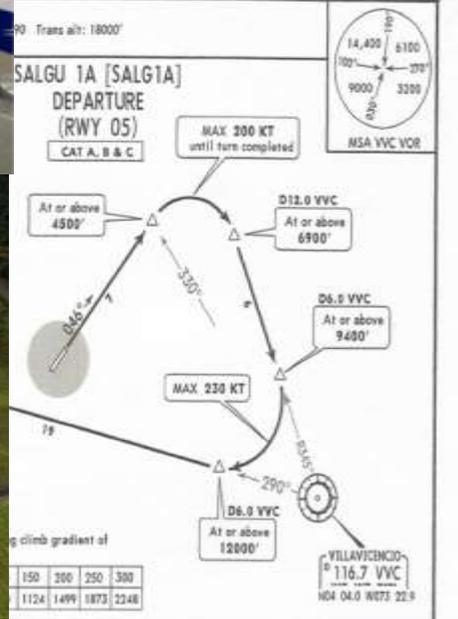
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01

Introduction

Foreword - About H.S.C.A.- Responsibilities - Capacity Parameters - Coordinated/Schedules Facilitated Airports



Foreword

During the year 2021, the high vaccination rates along with the European Union's Covid-19 Digital Certificate and subsequently the easing of travel restrictions, allowed a slow but gradual recovery in tourism. Initial estimates referred to rates 20% below those of 2019, creating promising expectations regarding the overall picture for the tourist season.

However, the appearance of the Omicron variants (sublineages BA.1 and BA.2) at the end of the year, in parallel with the increase in infection rates, reinstated a series of restrictions which interrupted the expected recovery.

Despite the above, during the period **January - November 2021**, air traffic in Greece demonstrated an outstanding **96.8% increase**, welcoming more than **14.3 million travelers**. Especially during July and August, main tourist areas recorded numbers **similar** and, in many cases, **higher** compared to that of **2019**.

Facing this escalating challenge of the global restart of tourism, Hellenic Slot Coordination Authority managed to handle the demand for slots at Greek Airports by implementing strategic planning towards and aiming for the efficient use of airport capacity as well as the optimal allocation of slots.

Hellenic Slot Coordination Authority, being consistent with Law 4233/14, art. 2 par. 1/ (j) and its obligation to issue an annual report of its completed tasks and projects, presents this Annual Report for the year 2021, which depicts the coordinated effort by both H.S.C.A. and its partners towards the full recovery of tourism in Greece and thus gradual return of airlines operations.



About H.S.C.A.

Hellenic Slot Coordination Authority (H.S.C.A.), as a non-profit Private Law Legal Entity, was established by Law 4233/2014, as amended by Law 4850/2021 art. 69 (Government Gazette A 208 - 05.11.2021) as in effect today, replacing the previous Hellenic Slot Coordination Authority (Law 3534/2007), which operated as a Public Law Legal Entity. H.S.C.A. is the official and national airport slot coordinator of Greece, according to the relevant national and European legislation.

The mission of H.S.C.A. is the distribution of airport slots of coordinated and schedules facilitated Greek airports to air carriers and other aircraft operators, in accordance with the relevant national and European legislation, abiding by the principles of neutrality, objectivity, transparency, non-discrimination and effectiveness, at all stages of the process, always aiming for the efficient use of airport capacity.



Responsibilities of the Authority

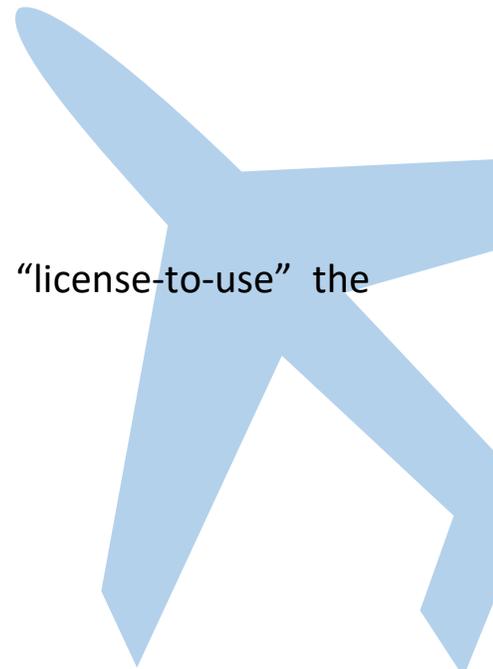
- Performs the duties of coordinator and schedules facilitator at all coordinated and schedules facilitated Greek airports.
- Monitors the compliance of the flights carried out by the air carriers and aircraft operators according to the slots/schedules that have been allocated/proposed.
- Represents Greece as its National Flight Coordinator/Facilitator at the European Union and in any other competent international organisation, as well as in all international events.
- Cooperates on matters of its competence with corresponding authorities, associations, international organisations and the European Commission.
- Cooperates with the European Commission and other Slot Coordinators operating within the European Union for the development of joint and harmonised actions and procedures.
- Collects, processes and evaluates information related to its mission.

Capacity Parameters

According to Regulation 95/1993/EEC, the available slots/schedules at the twenty (20) coordinated and schedules facilitated Greek airports, are allocated for -and during- the Summer Season by taking into account the following capacity parameters:

- Runway movements
- Aircraft parking stands,
- Terminal capacity
- Airport operating hours

Slots are distributed by H.S.C.A. to the air carriers as “license-to-use” the airport infrastructure for the requested scheduling period.



Coordinated/Schedules Facilitated Airports

As presented on IATA's website (www.iata.org)

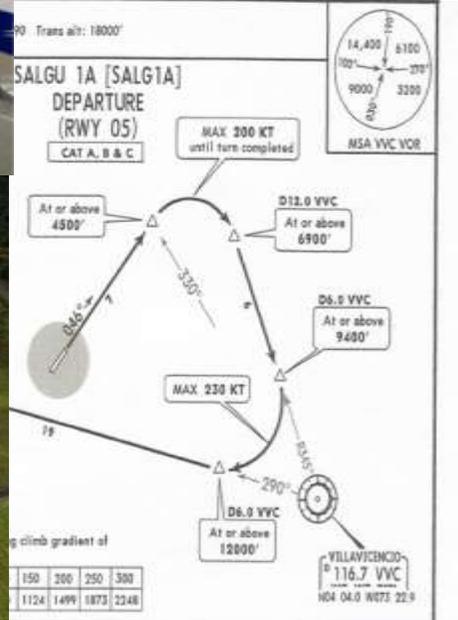
City (Airport)	Code	Summer Level	Winter Level
Chania	CHQ	Level 3	Level 1
Chios	JKH	Level 3	Level 1
Corfu	CFU	Level 3	Level 1
Heraklion	HER	Level 3	Level 1
Kalamata	KLX	Level 3	Level 1
Karpathos	AOK	Level 3	Level 1
Kefallinia	EFL	Level 3	Level 1
Kithira	KIT	Level 3	Level 1
Kos	KGS	Level 3	Level 1
Lemnos	LXS	Level 2	Level 1

City (Airport)	Code	Summer Level	Winter Level
Mykonos	JMK	Level 3	Level 1
Patras	GPA	Level 3	Level 1
Paros	PAS	Level 3	Level 1
Rhodes	RHO	Level 3	Level 1
Sitia	JSH	Level 3	Level 1
Skiathos	JSI	Level 2	Level 1
Thessaloniki	SKG	Level 2	Level 1
Santorini	JTR	Level 3	Level 1
Volos	VOL	Level 3	Level 1
Zakynthos	ZTH	Level 3	Level 1

02

Administrative

Composition of the Board of Directors - Personnel



Members of the Board of Directors

as defined by **Ministerial Decision** 247457/13-9-2021 [Government Gazette 787/**ΥΟΔΔ**/18-9-2021]



Dr. Nicholas Lymouris
Chairman of the Board of Directors

Nicoletta Papadavid- Patera
Executive Vice President

Zacharenia Andreadaki
Member

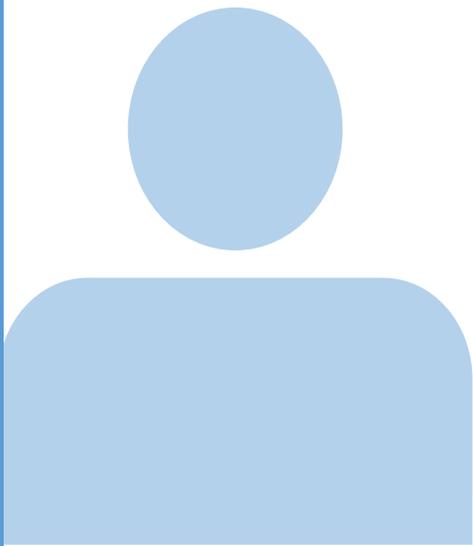
Konstantinos Manousos
Member

Charalambos Valaouras
Member

Personnel

H.S.C.A, pursuant to the provisions of art. 51 par. 15 of Law 4568/2018, performs its duties with permanent staff covering the positions indicated by the organisational chart.

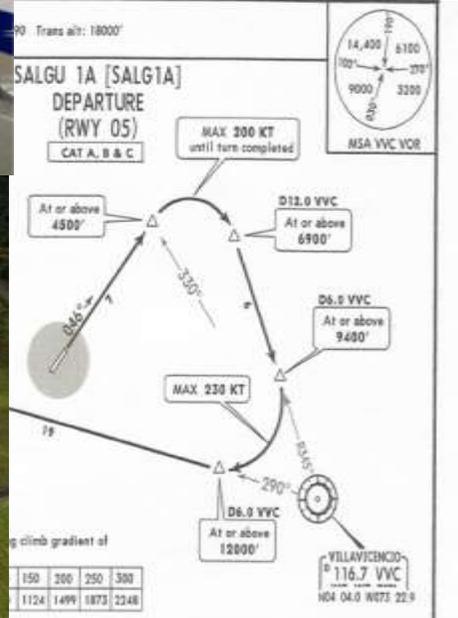
The staffing of H.S.C.A with under this structured ensures the seamless carrying out of the slot coordination procedures, given the fact that those positions are covered by specialized employees with thorough knowledge and proven experience in the field of airport slot coordination.



03

Financial

Obligations – Slot Fees



Obligations of H.S.C.A.

- The financial budget for the year 2021 was composed and submitted on time.
- For the period before January 29 2014 (Law 4233/2014), Slot Fees should have been collected by the former legal entity, in collaboration with the Hellenic Civil Aviation Authority. After the abolition of this procedure (according to Law 4233/2014) and while outstanding debts were already pending due to unpaid fees, H.S.C.A. undertook the task to collect those fees as well as issuing new invoices for the current periods. H.S.C.A., as a successor scheme, continues to claim any outstanding debts, having developed a coordinated plan for searching and claiming such debts through its partners.
- H.S.C.A. signed a contract with specialised external partners, for the issuance of Slot Fee Invoices for 2021.
- The collection and processing of the billing data is standardly completed quarterly, as defined by the relevant law.



- Regarding the Slot Coordination and Scheduling Fees for 2021, H.S.C.A. issued 321 Debit Notes with total value of €556,679.60, which were sent to the debtors in parts and since then, the collection process is being monitored.
- Until the 31st December 2021, H.S.C.A. collected 83.55% of the Slot Coordination and Scheduling Fees of all previous years as well as the current one, up to that time point.
- On the 31st December 2021 the amount in the Authority's bank account at the National Bank of Greece was €217,108.58.
- On the 31st July 2021 2021 the amount in the Authority's bank account at the National Bank of Greece was € 279,326.41.

2021 Slot Fees accounting data



€556,679,60
Total Pricing



83.55%
Collectability



199
Companies

20



321
Issued Invoices



■ 1st Semester ■ 2nd Semester
■ 3rd Semester ■ 4th Semester

Collections 2020



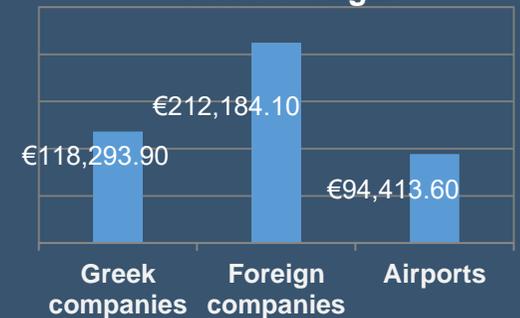
■ 1st Semester ■ 2nd Semester
■ 3rd Semester ■ 4th Semester

Collections 2021

Aviation classification in fee payments



Slot fees origin



Slot Coordination and Scheduling Fees

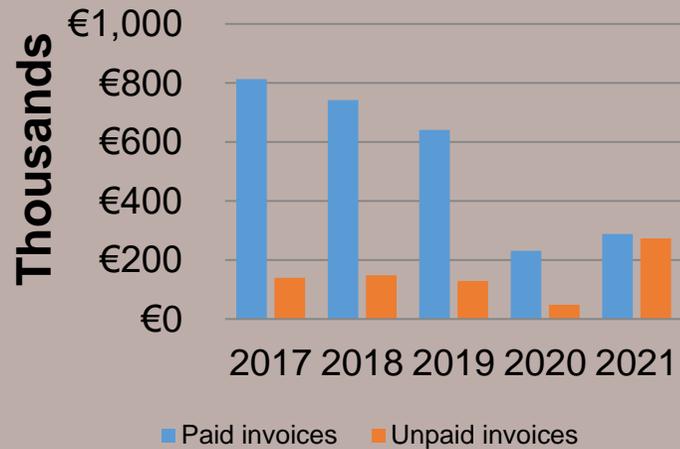
With the pandemic still affecting the Greek (and global) tourism industry, 2021 was expected to be a year of gradual recovery. The opening of the Greek market on May 15, brought Greece to the top of travelers' preferences, a fact that had a direct impact on the H.S.C.A.'s revenues, which may have been tested in the first year of the pandemic (2020). However, the overall invoiced amount for 2021 reached €556,679.60, an amount corresponding to 66.27% of 2019 (€839,952.60).

The Slot Fees Department was called upon to manage many difficult cases of companies that found themselves in a dire financial situation, while at the same time it had to maintain and strengthen communication/feedback. Thus, through ongoing teleconferences, consultations and correspondence, the efficient cooperation that was built in the previous years and was threatened by the pandemic and its effects, was preserved to the greatest extent possible.

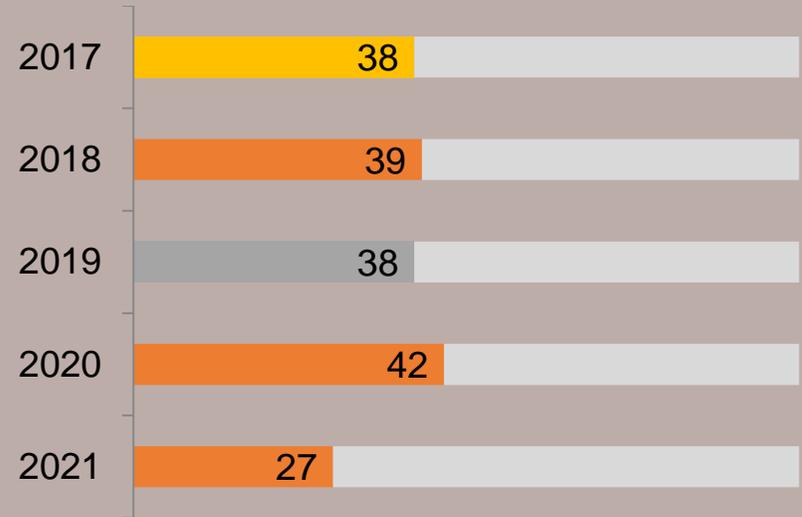


Tables and Graphs

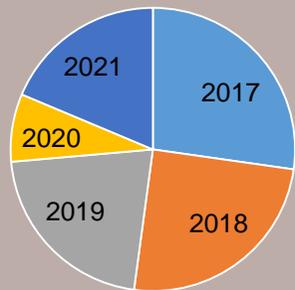
Paid – Unpaid invoices



Average payment in days



Invoicing



Unpaid

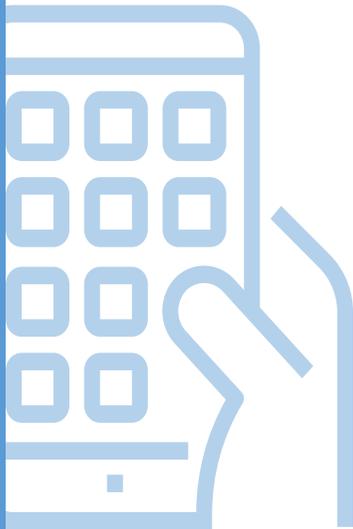


€7,034,607.60
Total Invoicing

From the tables and charts on pages 20 and 22 it is implied that the rate of collectability per year is maintained, the cash flow rate has recovered, but also the trend of the average payment in days is decreasing. Alongside, the high collectability rate among all years, shows the efficiency of the debt collection process.

Always with a view to the maximum possible utilisation of the existing know-how as well as the modern technological tools, new actions were implemented, such as the integration of the above tables on the Authority's website, from where in dashboard format and via the "Insight" software, this information can be accessible to anyone with the necessary high-encryption code.

Through the above strategy, H.S.C.A. has created a solid base, so that 2021 can constitute the beginning of a new course that will initially lead to the stabilisation and subsequently to the improvement of these financial results.



04

Operational

Facilities - Software & Hardware - Covid 19 - Public and International Relations - Operational Work - Website - Transparency & Neutrality - Research and Development





Facilities

H.S.C.A.'s premises (400 square meters area) provide almost three times the capacity of its previous offices at Athens International Airport. However, operating costs are proportionally much lower. It is easily accessible via the Attica Road, it complies with all safety rules, while thanks to the bioclimatic design and the energy efficiency materials used for its construction, it allows energy savings and operation with respect for the environment. H.S.C.A.'s offices contribute to the efficiency of the employees, in order for them to offer even better and higher quality services.

Software & Hardware

Since September 2014, H.S.C.A. utilizes “SCORE” software of the Danish Prolog Development Center, the most widely used software for airport slot coordination globally. The rental contract was renewed for another year until 31/12/2021. In case of purchase of the above software, there is an offer from PDC with favorable financial terms, due to the previous long-term rental of the software.

Throughout 2021 there has been continuous and increasing utilisation of this contemporary software, both in the more precise slot coordination and in monitoring the air carriers' compliance with the approved slots (Slot Monitoring) in collaboration with other stakeholders as well as Eurocontrol. Additionally, the use of the Online Coordination System (OCS) by the users themselves (airlines), significantly facilitated air carriers and airport managers, confirming H.S.C.A.'s compliance with the principle of transparency. |

H.S.C.A. with its partners - coordinators, continued to work closely with the programmers of the manufacturer of SCORE software aiming at its improvement and adaptation to the needs of the Authority and the special conditions of the Greek regional airports. H.S.C.A.'s partners in matters of technical support, successfully dealt with the – of limited frequency – problems that occurred.



Covid 19–Public and International Relations

H.S.C.A. carries out its work strictly following all deadlines and best practices of the international aviation industry.

The Authority participated in the formation of Covid Recovery Strategy which determined historic precedence of flight series, in accordance with the revision of European Regulation 95/93, due to the impact of the pandemic on the aviation industry. Regarding its proposal upon the revision of the European Regulation concerning the percentage of slot utilisation in order to determine historic rights, H.S.C.A. cooperated with the rest of the EU.A.C.A members. In addition, due to Greece's participation in the aviation working group for the amendment of Regulation 95/93, H.S.C.A. collaborated with the Greek attaché to the EU.

H.S.C.A. also cooperated with European coordinators concerning up-to-date information about the travel restrictions to and from our country due to the pandemic, the recovery period, as well as for the issue of justified cancellations of slots and the determination of historical rights (Justified Non Utilisation of Slots).



Covid 19 – Public and International Relations

H.S.C.A. also participated:

- in four strategic working groups of the European Airport Coordinators Association (EU.A.C.A) regarding the study, consultation and implementation of common and harmonised practices and applications in airport coordination procedures.
- in teleconferences with aviation industry bodies (IATA, airport managers, airlines, ground handling service providers) to resolve airport coordination issues.
- in the Flight Plan Suspension project which was continued successfully for the fifth consecutive year in collaboration with EUROCONTROL, a project which endured from July 1st to October 30st 2021.
- in the plenary meetings of the European Airport Coordinators Association (EU.ACA), which take place four times a year.



Covid 19 – Public and International Relations

H.S.C.A. presented flight data to the Slot Performance Committee, but also data on the horizon of flight cancellations to air traffic forecasting agencies. Alongside, it conducted airport parameters and capacity analyses, as well as presentation of the relevant results to stakeholders, such as the elimination testing of the 20 minutes fixed sub-constraint (R20 abolition), concerning the airports of *Fraport Greece* responsibility.

Finally, in June 2021 H.S.C.A. participated in the SC 148 IATA Slot Conference (held online due to the restrictive measures) for the coordination of the Winter Season 2021/2022, as well as in the IATA SC 149 Slot Conference in Rome, for the Summer Season of 2022.

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Operational Projects

1. H.S.C.A. worked closely throughout the year, with Fraport Greece as well as with the Civil Aviation Authority and other stakeholders, for relevant matters of its competence.
2. For this purpose, H.S.C.A. coordinators participated in numerous meetings which were crucial in making targeted decisions, in terms of adaptation to the new circumstances and parameters in all the coordinated and schedules facilitated Greek airports.
3. General and Business Aviation Rules and Guidelines were amended and re-published following several meetings with the interested parties.
4. H.S.C.A. enhanced the use of the Online Coordination System (O.C.S.), continuing to provide support and guidance to all users, thus further improving its services during out-of-working-hours requests.



Website

H.S.C.A.'s website (www.hsca.gr) was created in 2012 and was renewed in December 2021. Offering categorized – detailed presentation of the Authority as well as all latest announcements and necessary documents, it combines aesthetics and functionality. It is also automatically adaptable to mobile phones and tablets.

Key features of the website are:

- Modern design, based on the latest web design standards (HTML-JavaScript-Block Based Coding)
- Fully customizable image/Responsive (Adjust viewing depending on the device -tablets,PC, mobile phone)
- Direct interface links (visiting other websites, sending messages, direct calls from a mobile phone, etc.)
- Multilingual Support (ability to navigate directly to another language and the ability to add any language in the future, without machine translation)
- Privacy Compliance (GDPR)

Transparency - Neutrality

Pursuant to the core principle of transparency, H.S.C.A. cooperated with the European Airport Coordinators Association (EU.A.C.A.), and sent its slot/scheduling data to EU.A.C.A.'s common database, on a daily basis. The access (view only) to the above shared database, is used by airlines, airports and Eurocontrol, in order to compare and evaluate the allocated airport slots of air carriers as well as to ensure transparency.

H.S.C.A. also sends the respective approved slots to all coordinated and schedules facilitated Greek airports on a daily basis, for their information and planning ahead actions. At the same time, it has provided access to the database of the approved slots via OCS, to the air carriers-users of this service and to Eurocontrol (view only). The same access has been obtained by the managing bodies of the Greek airports.

Via OCS, air carriers can have an overview of the slots/schedules database of each coordinated/schedules facilitated airport in real time, but also process their requests for individual (ad hoc) slots and receive the necessary approval on the spot.



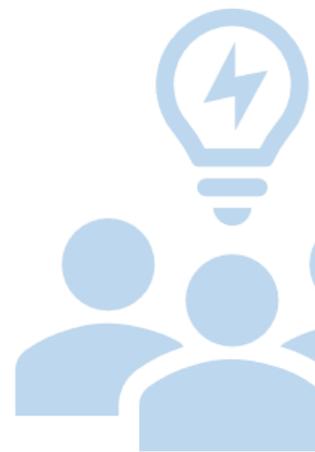
Research and development

H.S.C.A. responded to the invitation of the **Ministry of Economy & Development** to submit proposals in the priority sector of "Transportation and Supply Chain". The main objective of this project was to combine research and innovation with entrepreneurship, as well as to strengthen the competitiveness, productivity and extroversion of businesses towards international markets, with the aim of transitioning to quality innovative entrepreneurship. Specifically, the objective of intervention II "*Business Partnerships with Research Organizations*» is the collaboration between businesses and research organizations. A total of 2.912 proposals were submitted.

The submitted project, «*Available Airport Slots Management and Display Platform*» (Acronym: Slot Hub, Project code: T2EDK-02208) was approved for funding in the year 2021.

Together with H.S.C.A., the following participated in the project:

- 1)The University of Piraeus / Laboratory of Local & Regional Development,
- 2) The private company OMEGA TECHNOLOGY,
- 3) The private company SYNERGY VALUE.



Research and development

The purpose of the above project is to address problems arising from the continuous increase in air traffic, combined with limited airport infrastructure. These problems include issues of delays, issues of suboptimal airport infrastructure utilization and security issues.

The SlotHub project aspires to offer a holistic approach to the problem, through the development of an online platform which:

- (a) will detect slot discrepancies that occur intentionally and not due to operational factors during the day of operation
- (b) will be able to propose alternative solutions in cases of discrepancies described in paragraph (a) and
- (c) through innovative interfaces, the platform will create an interactive preview environment of the available time slots.

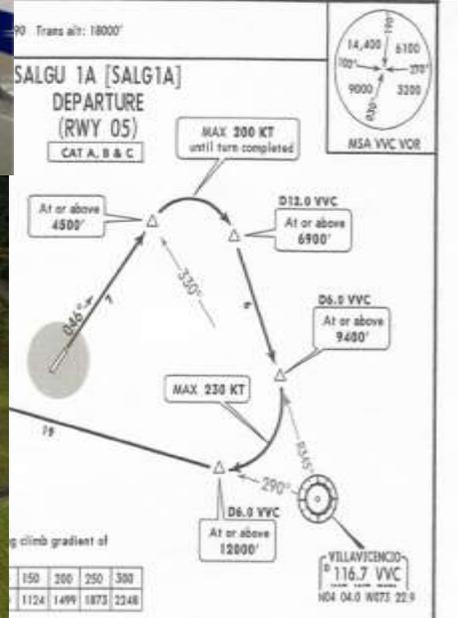
Research-wise the project innovates with the use of machine learning algorithms, while it also utilizes new technologies in the field of augmented reality. The expected results of the project are economic, social and environmental.



05

Movement Statistics

Generally – Initial Demand – 31/1 – End of Season



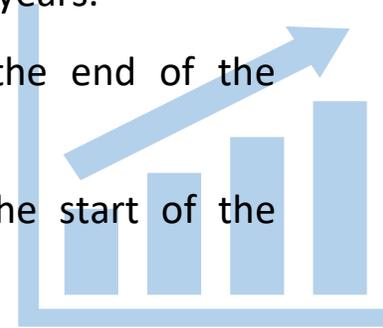
Generally

H.S.C.A., in addition to its operational work, provided information of the scheduled flights to state and private bodies, such as the Ministry of Infrastructure Transport and Networks, the Greek National Tourism Organisation, the National Bank of Greece, the Association of Greek Tourism Enterprises etc.

There are several waypoints during the slot coordination process through which H.S.C.A. compares and produces statistical reports regarding the planned schedule data.

Important comparisons:

- The overview of the initial slots demand in October of each year for the following scheduling summer season, compared to the previous years.
- The database of scheduled flights on 31/1 of each year (Historics Baseline Date) following slot returns of the scheduling summer period by the air carriers, compared to the previous years.
- The overall picture of the scheduled flights at the end of the summer period, compared to the previous years.
- The overall picture of the scheduled flights at the start of the summer period, compared to the previous years.



Initial demand

Code	Airport	Total MovementsS21	Total MovementsS20	Difference%
AOK	Karpathos	3896	3568	9.19%
CFU	Corfu	43702	31560	38.47%
CHQ	Chania	28727	26756	7.37%
EFL	Kefallinia	11094	10368	7.00%
GPA	Araxos	1460	1446	0.97%
HER	Heraklion	63394	62821	0.91%
JKH	Chios	3062	4408	-30.54%
JMK	Mykonos	27074	17660	53.31%
JSH	Sitia	914	926	-1.30%
JSI	Skiathos	8988	7134	25.99%
JTR	Santorini	29562	20151	46.70%
KGS	Kos	31288	27224	14.93%
KIT	Kithira	910	868	4.84%
KLX	Kalamata	5736	4666	22.93%
LXS	Lemnos	2336	1362	71.51%
PAS	Paros	4860	3938	23.41%
RHO	Rhodes	57868	50424	14.76%
SKG	Thessaloniki	45146	47271	-4.50%
VOL	Volos	1082	446	142.60%
ZTH	Zakynthos	15344	14256	7.63%
Totals		386,443	337.253	22,81%

31/1 (Baseline)

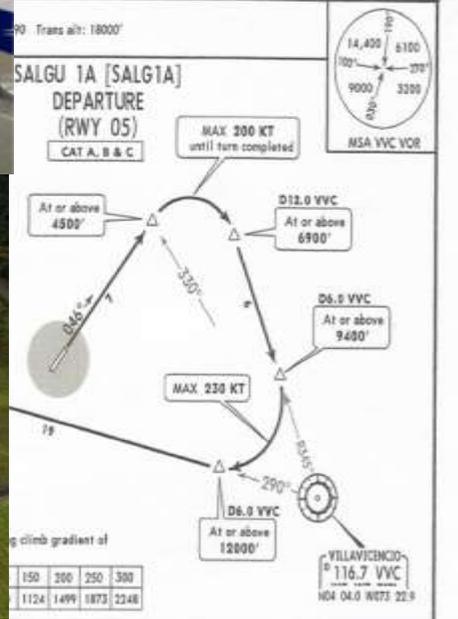
Code	Airport	Total MovementsS21	Total MovementsS20	Difference%
AOK	Karpathos	3594	3196	12.45%
CFU	Corfu	43124	26471	62.91%
CHQ	Chania	28529	21189	34.64%
EFL	Kefallinia	11134	8006	39.07%
GPA	Araxos	1270	1278	-0.63%
HER	Heraklion	63536	58624	8.38%
JKH	Chios	3062	3946	-22.40%
JMK	Mykonos	27034	15542	73.94%
JSH	Sitia	914	926	-1.30%
JSI	Skiathos	9264	5566	66.44%
JTR	Santorini	29386	18950	55.07%
KGS	Kos	30186	23198	30.12%
KIT	Kithira	862	868	-0.69%
KLX	Kalamata	5670	3400	66.76%
LXS	Lemnos	2384	1862	28.03%
PAS	Paros	4860	3962	22.67%
RHO	Rhodes	56540	43991	28.53%
SKG	Thessaloniki	46306	42293	9.49%
VOL	Volos	1098	496	121.37%
ZTH	Zakynthos	15458	13624	13.46%
Totals		384.211	297,388	32,42%

End of Summer Period

Code	Airport	Total MovementsS21	Total MovementsS20	Difference%
AOK	Karpathos	2284	1476	54.74%
CFU	Corfu	19561	9276	110.88%
CHQ	Chania	14102	5532	154.92%
EFL	Kefallinia	4183	2687	55.68%
GPA	Araxos	784	397	97.48%
HER	Heraklion	37566	17927	109.55%
JKH	Chios	2400	1858	29.17%
JMK	Mykonos	15430	6645	132.20%
JSH	Sitia	626	446	40.36%
JSI	Skiathos	2356	1343	75.43%
JTR	Santorini	14344	5526	159.57%
KGS	Kos	12787	6486	97.15%
KIT	Kithira	628	419	49.88%
KLX	Kalamata	2485	1241	100.24%
LXS	Lemnos	1758	1350	30.22%
PAS	Paros	3812	2065	84.60%
RHO	Rhodes	26137	12087	116.24%
SKG	Thessaloniki	24469	13591	80.04%
VOL	Volos	293	98	198.98%
ZTH	Zakynthos	8938	4416	102.40%
Totals		194,943	94,866	93,99%

06

Conclusion



The summer 2021 scheduling period was completed with encouraging indicators, given the unexpected changes, verifying and presuming that Greece has established itself in the world as a top touristic destination among others, despite the difficult circumstances. Our country has emerged as one of the safest and most desirable summer holiday destinations, recording one of the lowest casualty rates compared to 2019 across Europe.

Having taken into account the above mentioned and in combination with the increasing demand for slots in Greek airports as well as with the prolongation of the touristic season in Greece, it is estimated that the year 2021 established a solid and strong basis for an even higher increase in air traffic in the coming years.

It is therefore deemed necessary to utilise this year's experience, as well as to evaluate actions, in order to gain powerful tools in terms of the coordinated effort made for the gradual return and further increase of air traffic levels.



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