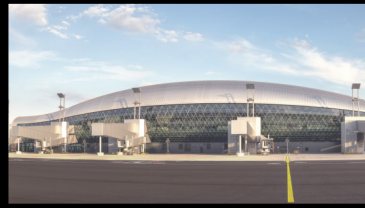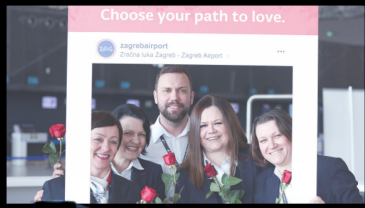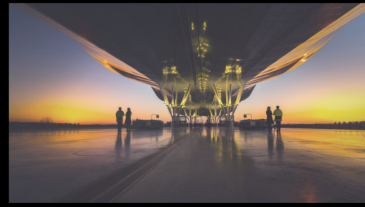# ZAC ZAGREB AIRPORT

2022 Sustainability Report

Word of CEO

Dear esteemed readers,

I am honoured to introduce the very first Zagreb Airport Sustainability Report, a significant milestone in our journey towards a more responsible and sustainable future. At Zagreb Airport, we understand that our actions today have a profound impact on tomorrow, and we are committed to making that impact a positive one.

Our mission "to host global airline companies at our airport, provide services to the best extent, and create value through a user-oriented approach for all of our stakeholders and shareholders", is the driving force behind our sustainability efforts. We believe that by aligning our operations with the needs and expectations of our diverse stakeholders, we can deliver on our promise of responsible and sustainable growth.

Furthermore, our vision, "to be a leading innovative airport in the region, with a strong focus on customer satisfaction, service excellence, and continuous education of our employees, while offering high-quality facilities", underscores our commitment to excellence in every aspect of our business. Sustainability is not just a goal; it's an integral part of our innovative approach, ensuring that we provide top-notch services and facilities while minimizing our environmental impact.

In this inaugural report, we take you through our efforts and achievements in the realm of sustainability, a journey that aligns seamlessly with our core values, mission, and vision. We believe that as a vital transportation hub, it is our responsibility to play a pivotal role in preserving our environment, supporting our communities, and ensuring the well-being of our employees and passengers.

As we navigate the challenges of the modern world, we have adopted a comprehensive approach to sustainability that encompasses environmental conservation, economic stability, social responsibility, and good governance. Our commitment extends beyond mere compliance; it is an integral part of who we are and what we stand for.

This report not only reflects our commitment but also serves as a transparent account of our performance in various aspects of sustainability. We aim to build trust, foster collaboration, and invite feedback from all our stakeholders, as we believe that together we can create lasting positive change.

Our journey has just begun, and we are excited about the possibilities that lie ahead. We look forward to your continued support, engagement, and partnership as we work together to make Zagreb Airport a shining example of sustainability and responsible business practices.

Thank you for joining us on this transformative journey.

Sincerely,

Hüseyin Bahadır Bedir
PRESIDENT & CEO, ZAGREB AIRPORT

About Sustainability Report

This first Sustainability Report of International Zagreb Airport Jsc. has been prepared for a reporting period from 1st January 2022 to 31st December 2022.

Even though Zagreb Airport is not legally required to report on sustainability, the Board decided to transparently present sustainability impacts, risks and opportunities with the aim to increase transparency and facilitate sustainable development. When creating the report, European Sustainability Reporting Standards (ESRS) and the requirements of the shareholders were followed. In the coming period, Zagreb Airport will work towards full compliance.

Information regarding the sustainability matters of Zagreb Airport has been collected by the Working Group for sustainability reporting covering multiple departments.

The report was prepared in PDF format, and published on the corporate website. Stakeholders are invited to read the report and share their comments and suggestions via the following e-mail address:
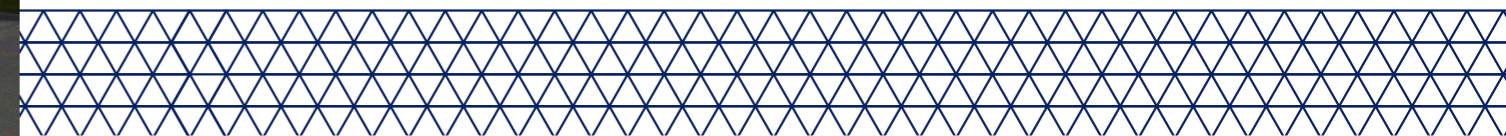
feedback@zag.aero

Contents

1. About Zagreb Airport

About Zagreb Airport

International Zagreb Airport Jsc. (cro. *Međunarodna zračna luka Zagreb d.d. - MZLZ*), as a concessionaire of Zagreb's Franjo Tuđman Airport, took over the management and project of building a new terminal in December 2013 under a 30-year public-private partnership concession agreement with the Republic of Croatia.

International Zagreb Airport is a company registered in Croatia, in which all the shares are held by one shareholder, i.e., company ZAIC - A LIMITED. ZAIC-A LIMITED is a company formed as a special purpose vehicle with 6 shareholders bringing international expertise in the airport development, operation, construction, project management, and structured finance.

The opening of a new passenger terminal at Zagreb Airport in March 2017 announced a new phase of airport operations from a technological and organizational point of view. At its peak capacity, the terminal can accommodate up to 5 million passengers.

Over the past years, the airport has managed to attract a number of new airlines, some of which are among the largest airlines in the world. This has increased competitiveness and ensured a better offer of network flights to passengers.

GROUPE ADP

PARKUS INTERNATIONAL

TAV Airports

IFC International Finance Corporation WORLD BANK GROUP

Marguerite

VIADVKT

Mission

To host global airline companies at our airport, provide services to the best extent, and create value through user-oriented approach for all of our stakeholders and shareholders.

Vision

To be a leading innovative airport in the region, with strong focus on customer satisfaction, service excellence, and continuous education of our employees, while offering high-quality facilities.

[1] In this report, Zagreb Airport and MZLZ will be used interchangeably representing Zagreb Airport Jsc.

Fact and figures

5.000.000

CAPACITY OF
THE PASSENGER
TERMINAL

65.000 m²

PASSENGER
TERMINAL

2.000 m²

COMMERCIAL AREA

1.400

PARKING SPACES

8

PASSENGER
BOARDING BRIDGES

30

CHECK-IN
COUNTERS

18

PASSPORT CONTROL
COUNTERS

4 km

BAGGAGE BELTS -
MODERN AUTOMATIC
BAGGAGE HANDLING
SYSTEM

9

RESTAURANTS AND
BARS

11

SHOPS

Traffic figures

Passengers		Cargo		Aircraft movements	
2022	**3.124.605**	2022	**11.528**	2022	**42.310**
2021	**1.404.478**	2021	**10.834**	2021	**29.605**
2020	**924.823**	2020	**9.848**	2020	**21.510**
2019	**3.435.531**	2019	**12.684**	2019	**45.061**
2018	**3.336.310**	2018	**13.675**	2018	**43.688**
2017	**3.092.047**	2017	**11.718**	2017	**41.585**

1.1 Governance

Composition and diversity of the members of the company's administrative, management and supervisory bodies

At Zagreb Airport, there are three members of the management board and five members of the supervisory board. 100% of members are male.

The Zagreb Airport management board has created a Committee of executives as a part of its internal organizational structure comprised of directors and managers who report directly to the management board. The Committee of executives consists of 10 members, of which 70% are men and 30% are women. The Committee of executives serves as a valuable support to management board in fulfilling their responsibilities. The Committee of executives convenes once a month to share and exchange information within the scope of their activities. During these meetings, they discuss and collaborate on various matters to enhance the company's operational efficiency and decision-making processes.

There are no independent board members. Indicator of the number of executive members is not applicable.

Hüseyin Bahadır BEDİR
PRESIDENT & CEO – ZAGREB AIRPORT

Hüseyin Bahadır Bedir has been the president and CEO of Zagreb Airport for five years. He has had several roles in the past related to airport operations, management, and ground handling services during his 24 years of experience in this field.

Before he became the president of management board and CEO of Zagreb Airport, he worked as COO and Board Member at the same airport, and prior to this position, he was the CEO of Ground Handling Company at Zagreb Airport.

In his previous roles, Hüseyin Bahadır Bedir has participated in projects such as refinancing, capacity optimization, improvement of operations and commercial offerings, revenue enhancement, outsourcing of various activities, management systems, workforce and resource management, etc.

Hüseyin is in the executive board of DEIK (Foreign Economic Relations Board of Türkiye) Türkiye-Croatia Business Council.

David GABELICA
BOARD MEMBER

David Gablica is the Board Member and Deputy CEO of International Zagreb Airport Jsc. Over a period of 25 years, he has acquired comprehensive experience in the management of Public Private Partnership (PPP) infrastructure projects (Zagreb International Airport, Istrian Y Motorway, Highway Jamaican 2000 toll road). Prior to his current position, he was a General Manager at BINA Istra (first Concession in Croatia). In addition to his role as MZLZ Board Member, he has various mandates in Supervisory Boards.

Nicolas Duthilleul
BOARD MEMBER

Nicolas Duthilleul joined Zagreb Airport in 2021 as a member of the Board and Chief Operations Officer. He was previously positioned in the Middle East as COO of Amman Airport in Jordan.

His Aviation background was built in more than 30 years of experience, first as a Commercial pilot, and then in various positions in Group ADP, a major player in the Airport industry, from operational responsibilities to security, as well as Crisis management.

The role of the administrative, management, and supervisory bodies

Zagreb Airport's management board is responsible for oversight of ESG impacts, risks and opportunities. The management board sets strategy and policies, the implementation of which is delegated to lower management levels. Impacts, risks and opportunities are managed at the processes level and the directors/managers supported by the Quality manager report directly to the management board.

Several departments are involved in the management of ESG impacts, risks and opportunities. This includes:

- **Human resources division** - manages impacts on its own workforce and related risks and opportunities.
- **Quality department** - manages environmental impacts (energy consumption and GHG emissions, pollution, waste, water and biodiversity).
- **Procurement department** - manages relationships with suppliers and risks stemming from the supply chain.
- **Corporative and internal communications department** - organizes and conducts engagement with the local community and general public.
- **Maintenance division** – manages energy efficiency and biodiversity.
- **Finance division** - manage financial risks related to Capex, Opex and Revenues.
- **Airport operations division** – manages optimization of operational activities.
- **Development department** – manages green projects.

Zagreb Airport recognizes that it is not enough to merely state commitment to sustainability. Robust controls and procedures must be in place to manage its impacts, mitigate risks, and seize opportunities. These sustainability commitments are deeply integrated into the organization through dedicated controls and procedures, sustainability policies, and international management standards (ISO 9001 Quality Management System, ISO 10002 Quality management - Customer satisfaction - Guidelines for complaints handling in organizations, and ISO 14001 Environmental Management System). The heads of various organizational units, which may include positions such as head, director, or manager depending on the specific unit's structure, are responsible for ensuring that sustainability considerations are integrated into the daily operations of Zagreb Airport. These organizational units encompass corporative and internal communications department, procurement, finance, airport operations, maintenance, development, human resources, quality, safety, security, routes development section, IT department, legal, and commercial. Top management reviews the Integrated Management System at planned intervals to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of Zagreb Airport.

The Zagreb Airport's management board is responsible for setting the overall strategic direction of the organization. The management board approves the overarching sustainability targets and ensures they are aligned with the organization's strategy, while heads of organizational units are accountable for achieving targets and integrating sustainability considerations into business decisions. Heads of organizational units play a crucial role in setting targets within their areas of responsibility. They define their organizational unit-specific targets that contribute to the overall organizational targets, monitor progress, and implement corrective actions as needed. Most importantly, they ensure that operational decisions align with sustainability and risk management goals. Heads of organizational units are responsible for reporting the progress and possible challenges to the management board. Management board reviews performance reports and evaluates progress towards targets during regular board meetings. Progress towards targets is measured with internally set KPIs, which encompass a range of environmental, social, and governance matters. Regular reviews, meetings, and performance evaluations allow management and supervisory bodies to assess progress, identify challenges, and adjust strategies as needed.

Zagreb Airport recognizes the importance of possessing and leveraging sustainability-related expertise to effectively oversee the organization's sustainability matters. Zagreb Airport's management board members and heads of organizational units possess direct sustainability-related expertise gained through their professional backgrounds, experiences, and education. This expertise enriches discussions and decisions on sustainability matters. Furthermore, as a part of Group Aéroports de Paris (ADP), Zagreb Airport has access to rich internal knowledge and experiences from peer airports within the ADP Group. The undertaking also maintains access to external experts, advisors, and consultants with specialized sustainability knowledge. These professionals contribute by providing insights, conducting assessments, and offering guidance on the best practices. By leveraging both internal and external resources, and aligning these skills with material impacts, risks, and opportunities, the organization enhances its ability to make informed decisions that contribute to long-term success and sustainable growth.

Schema: Zagreb Airport's organizational structure
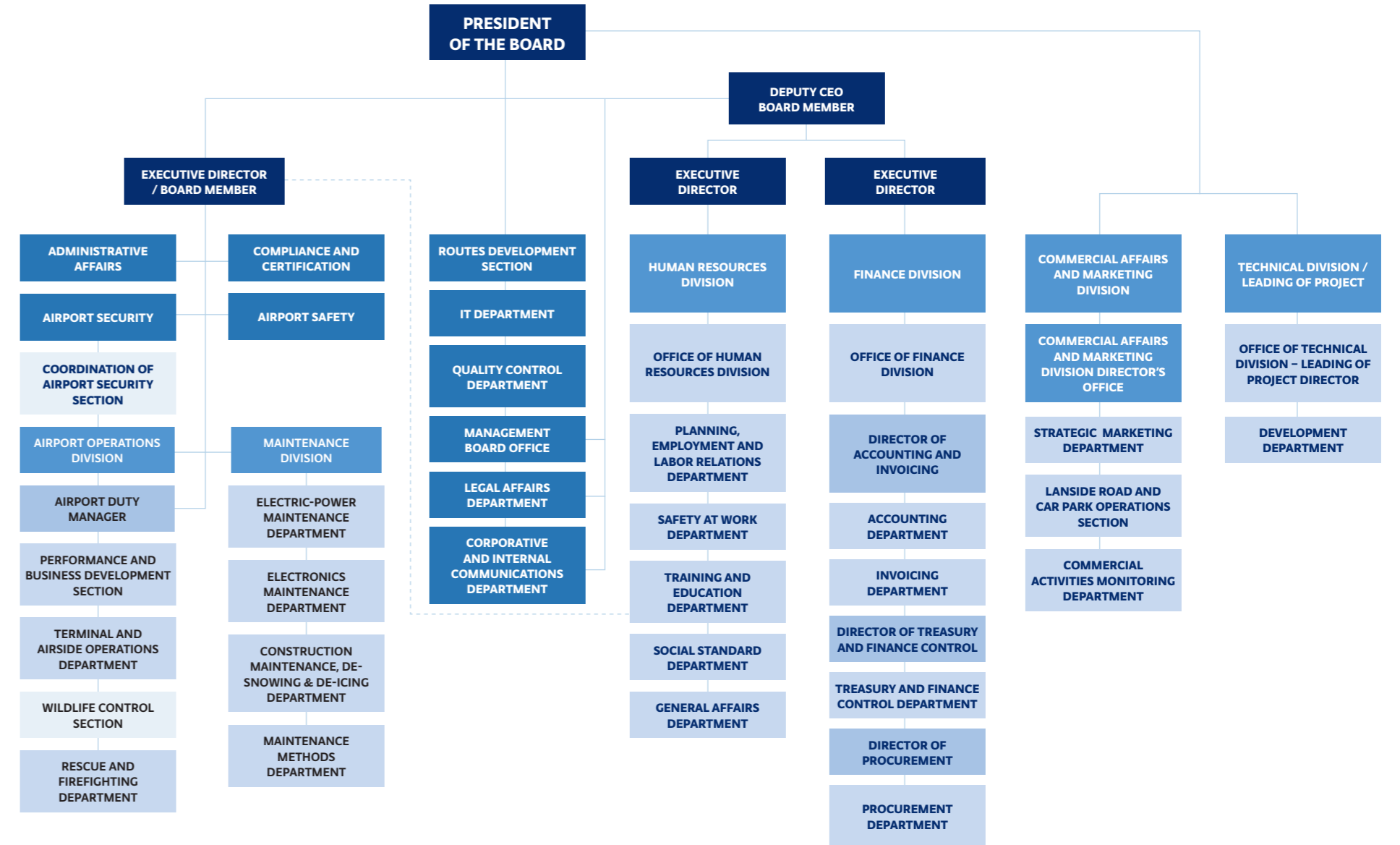
Provided information and sustainability matters addressed by the company's administrative, management, and supervisory bodies

The management board is regularly informed about material impacts, risks and opportunities by the heads of organizational units involved in day-to-day management. The Quality Manager reports directly to the President of the Board. This report covers annual assessments of impacts, planned and implemented actions, and progress metrics related to various environmental factors. These factors include energy consumption, carbon emissions, water usage and quality, waste generation and disposal, air and water pollution, soil pollution, as well as noise impacts. Some of the reports are published on the company's intranet portal and website. Executive director/HR department director directly informs the management board about the workforce related impacts, risks and opportunities, while the Head of Corporate and Internal Communication Department delivers information about the initiatives with the local community. Information in regards to the irregularities, unlawful behavior or behavior in contradiction to the Code of Ethics are reported directly to the ethics commissioner who reports to the management board in line with the procedure from the Code of Ethics. The airport has adopted the rulebook on reporting irregularities based on which a confidential person is responsible for receiving reports of irregularities, communicating with the informer, and conducting the protection procedure in connection with the report of irregularities.

Since taking over the management of Franjo Tuđman Airport, Zagreb Airport's management board has been responsible for the environment and stakeholders, taking into account their interests and adapting the strategy accordingly. In 2022, the management board adopted a new strategy for the period until 2025, which marks the beginning of the transformation of the airport into a carbon-free mobility hub. The management board is informed about the most significant impacts and receives information about the arising risks and opportunities. The management board consequently bases its strategic decisions on this information with the aim of achieving balance between economic, social and environmental goals.

In 2022, the management board addressed following sustainability matters:

a. **Carbon reduction strategy** - providing strategic directions and support to the staff responsible for the design of the decarbonization action plan.

b. **Employee satisfaction** - informed of the survey results, they addressed the possibilities for improvements giving input to the HR department regarding the development of the initiatives.

c. **Working conditions** - participated in the new collective agreement negotiations.

d. **Environmental impacts stemming from emissions, water consumption and waste** - the board receives regular reports in regards to relevant KPIs. As there

were no cases of non-compliance, these issues were not further addressed.

e. **Noise reduction plan** - participation in the design of measures and collaboration with other aviation stakeholders involved in the solution.

f. **Carbon reduction action plan** – providing actions related to the reduction of carbon emissions on a daily basis.

In 2022, the management board members and process owners participated in a Management review meeting that covers ESG topics such as: Objectives, results and adequacy of resources, Company strategic goals, External and internal issues (SWOT Analysis), Actions taken to address risks and opportunities, IMS Documentation Management, Status of NCs and Internal Audit performance, 2022 Process Performance, Product conformance, Performance of external providers, Opportunities for Improvement, Environmental objectives monitoring, Significant Environmental aspects and impacts, EMS Performance, Evaluations of Compliance with legal and other requirements, Environmental Action plan, Opportunities for Environmental Improvement, Complaints Handling and Customer satisfaction.

In the reporting period incentive schemes were not linked to sustainability matters.

Statement on due diligence

CORE ELEMENTS OF DUE DILIGENCE	LOCATION IN THE SUSTAINABILITY REPORT
a) Embedding due diligence in governance, strategy and business model	p. 16, p. 42-45
b) Engaging with affected stakeholders in all key steps of the due diligence	p. 16, p. 36-37, p. 38-41, p. 98-100, p. 111-113
c) Identifying and assessing adverse impacts	p. 38-45
d) Taking actions to address those adverse impacts	p. 22-25, p. 44-47, p. 59-62, p. 65-67, p. 69-72, p. 74, p .76, p. 94-97, p. 106-107
e) Tracking the effectiveness of these efforts and communicating	p. 56-58, p. 60-63, p. 69, p. 74, p. 79, p. 81, p. 83, p. 85-86, p. 106-109, p. 116, p. 123-124

Risk management and internal controls over sustainability reporting

Sustainability reporting begins with the commitment of the management board to sustainable and responsible business. Through strategic documents, mission, vision and policies, Zagreb Airport's management board communicates their determination to generate sustainable value for all stakeholders. The management board is responsible for oversight of sustainability matters as well as the sustainability reporting process.

Zagreb Airport identified the possibility of incomplete or inaccurate data as a risk related to sustainability reporting. In order to mitigate this risk, data for sustainability reporting has been collected throughout the year and delivered by respective organizational units responsible for managing impact. The Quality manager is responsible for consolidating data on the Zagreb Airport level and preparing reports to the stakeholders. Collected data has been reviewed by each organizational unit and the Quality manager ensuring four eyes principle.

The process of preparing sustainability reporting is managed by the Quality department and the Quality manager reports to the Board about the progress, challenges and identified risks on a monthly basis.
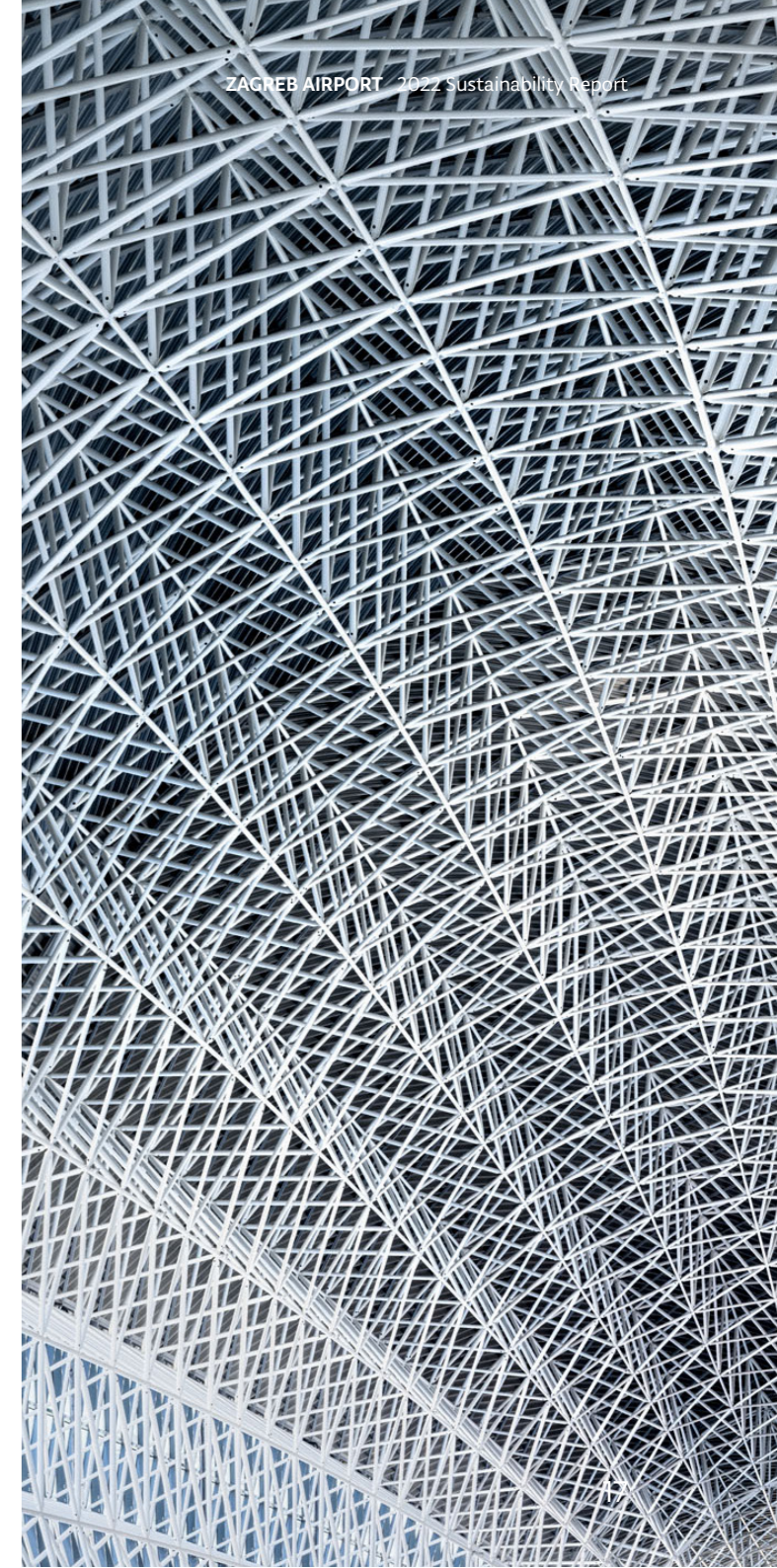
1.2 Strategy, business model and the value chain

On December 5, 2013, International Zagreb Airport Jsc., as the concessionaire, took over the management of Zagreb Airport and started the provision of airport services, i.e., the performance of all business activities taken over from Zagreb Airport Ltd. In accordance with the Concession Agreement, International Zagreb Airport jsc. is obliged to build a new passenger terminal (this obligation was successfully completed) and manage the existing terminal, as well as to ensure continued provision of all management and commercial airport services throughout the concession period.

Airport services, such as ground handling services, are subcontracted to the company HAVAS – Ground Handling Services Ltd. In relation to the commercial airport services, namely the food and beverage services are subcontracted to BTA Hrvatska d.o.o., retail shops and duty-free sales are subcontracted to SDA Hrvatska d.o.o., while advertising and publicity services are subcontracted to company IAAC Advertising.

Zagreb Airport is an international airport with 221 employees, offering airport infrastructure and services to 22 global airline companies and their passengers.

Destinations

DOMESTIC:
BWK – BRAČ
DBV – DUBROVNIK
LSZ – LOŠINJ
OSI – OSIJEK
PUY – PULA
SPU – SPLIT
ZAD – ZADAR

INTERNATIONAL:
AGP – MALAGA
AMS – AMSTERDAM
ARN – STOCKHOLM
ATH – ATHENS
BCN – BARCELONA
BDS – BRINDISI
BEG – BELGRADE
BGY – BERGHAMO
BRU – BRUSSELS
BSL – BASEL
BTS – BRATISLAVA
BVA – BEAUVAIS PARIS
CDG – PARIS
CFU – CORFU
CGN – COLOGNE
CPH – COPENHAGEN

CRL – CHARLEROI BRUSSELES
DOH – DOHA
DTM – DORTMUND
DUB – DUBLIN
DUS – DUSSELDORF
DXB – DUBAI
EIN – EINDHOVEN
FCO – ROME
FKB – KARLSRUHE / BADEN–BADEN
FMM – MEMMINGEN
FRA – FRANKFURT
GOT – GOTHENBURG
HAM – HAMBURG
HEL – HELSINKI
HHN – FRANKFURT – HAHN
ICN – SEOUL
IST – ISTANBUL
KBP – KYIV
KGS – KOS
LED – SAINT PETERSBURG
LHR – LONDON HEATHROW
LIS – LISABON
MAD – MADRID
MAN – MANCHESTER
MLA – MALTA
MMX – MALM–STURUP

MUC – MUNICH
MXP – MILANO
NAP – NAPLES
NRN – WEEZE
OMO – MOSTAR
OSL – OSLO
OTP – BUCHAREST
PFO – PAPHOS
PRG – PRAGUE
SJJ – SARAJEVO
SKG – THESSALONIKI
SKP – SKOPJE
SOF – SOFIA
STN – LONDON STANSTED
STR – STUTTGART
SVO – MOSCOW
TGD – PODGORICA
TLV – TELAVIV
TRF – TORP SANDEFJORD
TXL – BERLIN
VIE – VIENNA
WAW – WARSAW
YYZ – TORONTO
ZRH – ZURICH

Airlines operated 2017-2023

AEGEAN AIRLINES
AEROFLOT
AIR FRANCE
AIR SERBIA
AIR CANADA
AIR TRANSAT
AUSTRIAN AIRLINES
BRUSSELS AIRLINES
BRITISH AIRWAYS
CROATIA AIRLINES
CZECH AIRLINES
EL AL ISRAEL AIRLINES
EMIRATES
EUROWINGS FINNAIR
FLY DUBAI
IBERIA
KLM ROYAL DUTCH AIRLINES
KOREAN AIR
LOT POLISH AIRLINES
LUFTHANSA
NORDWIND
NORWEGIAN
QATAR AIRWAYS
RYANAIR
SUN D'OR
SWISS INTERNATIONAL AIR LINES
TAP PORTUGAL
TRADE AIR
TURKISH AIRLINES
VUELING
WINDROSE

Franjo Tuđman Airport

Zagreb Airport is named after Franjo Tuđman, the first President of Croatia. The airport occupies a total area extending over approximately 3.28 km² and it is located around 10 kilometers from Zagreb's city center. With 3 124 605 passengers in 2022, it is the largest and busiest airport in Croatia. It is the hub of the Croatian flag carrier Croatia Airlines and the main base of the Croatian Air Force.

The catchment area is 4 million passengers and 15 000 t of cargo within 2 hours of driving distance, with category for fire fighting CAT 9 and reference code of Franjo Tuđman Airport is 4E. There is one primary runway which is 3 252 m long. In 2022, Zagreb Airport served in total of 537 airlines and 525 destinations. There were in total 35 957 operations. The minimum connection time between flights at the Zagreb Airport is 40 minutes.

Traffic data

Table: Total number of arriving and departing passengers

Passengers	2021			2022		
	Domestic	International	Total	Domestic	International	Total
Arriving passengers	122,366	591,341	713,707	186,846	1,387,117	1,573,963
Departing passengers	110,915	579,856	690,771	169,846	1,380,796	1,550,642
Total passengers	233,281	1,171,197	1,404,478	356,692	2,767,913	3,124,605

Table: Total number of passengers by airport use

Year	Passengers	Origin and Destination	Transfer	Transit	Total
2021	11842	1,298,427	91,768	2441	1,404,478
2022	16,189	2,937,501	165,510	5,405	3,124,605

Table: Total amount of cargo

	2021	2022
The total amount of cargo tonnage arriving at the airport broken down by:	4,583,776	5,045,136
- cargo transported on all-cargo flight	3,464,422	3,668,330
- cargo transported on passenger flights (belly cargo)	1,119,354	1,376,806
The total amount of cargo tonnage departing at the airport, broken down by:	3,939,123	4,414,221
- cargo transported on all-cargo flight	2,785,092	2,935,538
- cargo transported on passenger flights (belly cargo)	1,154,031	1,478,683

Table: Total number of aircraft movements broken down by flight categories

Passengers	2021				2022			
	Day		Night		Day		Night	
	Domestic	International	Domestic	International	Domestic	International	Domestic	International
Total number of arriving aircraft movements broken down by the following flight categories:	3192	8986	315	2309	3148	13312	455	4238
- commercial passenger	2717	6445	214	1856	2707	10784	392	3671
- commercial cargo	0	1029	0	227	0	1013	0	284
- general aviation	473	1418	99	205	425	1383	62	234
- state aviation	2	94	2	21	16	132	1	49
Total number of departing aircraft movements broken down by the following flight categories:	2533	10257	991	1022	2599	15073	1077	2408
- commercial passenger	1997	7743	939	514	2113	12493	1039	1902
- commercial cargo	0	916	0	383	0	948	0	360
- general aviation	529	1494	52	116	471	1469	38	127
- state aviation	7	104	0	9	15	163	0	19

Zagreb Airport's Sustainability strategy - "Airports for Trust"

As the aviation industry requires transformation, Zagreb Airport, as part of Group Aéroports de Paris (Group ADP), adopted a new strategy that will guide them towards a more sustainable and efficient airport model, in line with changing societal and environmental expectations.

Over the 2022–2025 period, the aim is to lay the foundations for long-term structural transformation, both in terms of environmental transition and the relationship with stakeholders, while preserving operational excellence.

The challenge of the strategy for 2022–2025 is to reconcile competitiveness and responsibility by providing concrete evidence of sustainability commitments in terms of:

- **Environmental concerns:** Zagreb Airport assumes its position in the necessary environmental transition of the air transport sector. The airport of the future will be sustainable, easy to access, and mindful of the environment and biodiversity.

- **Societal concerns:** the local community around the airport must first and foremost benefit from the Zagreb Airport's activities in terms of economic development and improvement of the living environment.

- **Social concerns:** the Zagreb Airport's responsibility is embodied on a daily basis in the attention paid to its employees, both in terms of professional development and in terms of actions in favor of equality and working conditions, ensuring the well-being of each employee.

- **Governance:** an undertaking can only develop sustainably by mobilizing and raising awareness of its entire ecosystem on corporate social responsibility, by introducing its various dimensions into its activities and into its relations with its external stakeholders: customers, suppliers, and civil society in a shared demand for exemplarity. To succeed in these various challenges, Zagreb Airport develops a CSR culture shared by all its employees. This is one of the guarantees of success of this sustainability strategy.

2025 Airports for Trust CSR strategy

ENVIRONMENTAL

1. Move towards zero environmental impact operations on our scope of responsibility
2. Actively participate in the aviation sector's environmental transition efforts and, when applicable, provide solutions airside
3. Promote the integration of each airport into a local resource system
4. Reduce the environmental footprint of airport planning and development projects

SOCIETAL

1. Improve the living conditions of local populations and the noise exposure reduction
2. Build a long-term relationship of trust with the territories and local stakeholders
3. Spread the benefits of the airport activity for local communities
4. Federate the airport community

SOCIAL

1. Support the evolution of organizations to adapt to new challenges
2. Support the professional development of all employees
3. Promote diversity
4. Guarantee health and safety at work

EXEMPLARY OPERATOR
(GOVERNANCE, ETHICS & RISKS, PURCHASING, INNOVATION)

1. Develop a shared CSR culture to better Integrate the financial and extra-financial dimensions into the strategic management
2. Ensure exemplary governance that meets the highest standards and manage risks to protect the Group and its employees.
3. Provide a memorable experience for all types of customers, by involving all stakeholders in our promise of responsibility and hospitality
4. Drive the transformation of Purchase by integrating the ecosystem of our suppliers

As a member of the international airport development and management group ADP, Zagreb Airport has adopted environmental and social strategic priorities shared by the other 23 airports in the network.
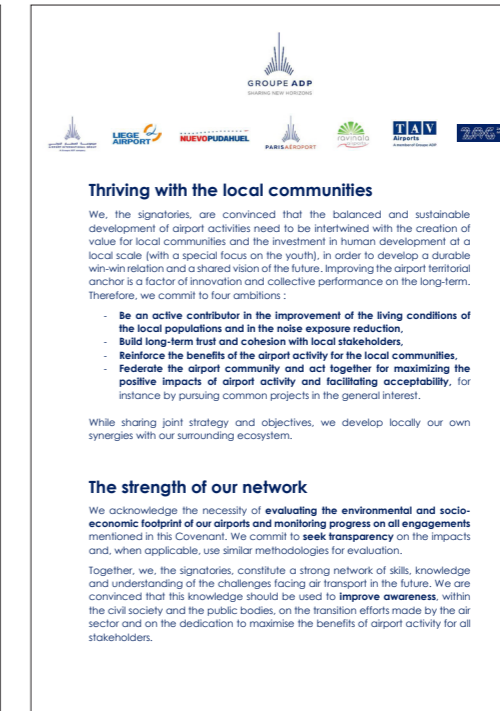
With these sustainability commitments, Zagreb Airport will make a positive contribution to the achievement of the following Sustainable Development Goals (SDGs).

Main sustainability challenges ahead - Carbon reduction plan

In the face of escalating climate change concerns, the aviation industry is tasked with the urgent responsibility to mitigate its environmental impact. With aviation contributing to around 2-3% of global human-caused greenhouse gas (GHG) emissions, the imperative for swift action has never been clearer. The industry's growth trajectory, while indicative of the global connectivity it facilitates, also underscores the need for transformational changes to ensure a sustainable future.

Aviation's intricate role in connecting people, cultures, and economies cannot be underestimated. However, its emissions, primarily from aircraft operations and stationary sources consumption, significantly contribute to the ongoing climate crisis. As societies rally for comprehensive climate action, the aviation sector faces a dual challenge: to maintain its vital role in global connectivity while dramatically reducing its carbon footprint.

As climate change has become one of the most urgent challenges of our time, all sectors, including the carbon intensive aviation industry, need to do their part and commit to reducing the impact on climate change. In line with the EU Green Deal and Destination 2050 – A route to net zero European aviation roadmap by Airports Council International (ACI EUROPE), Zagreb Airport's management recognizes the need and embraces the responsibility to develop and operate their infrastructure and services in a way that allows them to effectively contribute to the decarbonization efforts of the aviation industry with the end goal of eliminating negative impacts on global warming.

Toulouse Declaration

Zagreb Airport is proud to endorse the Toulouse Declaration on aviation decarbonisation reaffirming its commitment to becoming a net zero airport by 2050.

The Toulouse Declaration marks a historic milestone in the pursuit of sustainability within European aviation. It represents the inaugural collaborative effort, uniting both public and private sectors, to advance the ambitious objective of achieving net zero carbon dioxide (CO_2) emissions in European aviation by the year 2050. This pioneering initiative not only sets a precedent within Europe, but also serves as a groundbreaking global model by bringing together all relevant EU stakeholders to outline the fundamental principles and necessary actions for the decarbonization and transformation of the continent's aviation industry. By signing the Toulouse Declaration, Europe becomes the first region in the world to achieve an agreement between public bodies and private stakeholders on aviation decarbonization, reaffirming its commitment to transitioning to sustainable aviation.

The Toulouse Declaration has garnered significant support from various European airports and airport associations, aligning seamlessly with their commitment, articulated in the ACI EUROPE Resolution of June 2019. This resolution originally committed European airports to the audacious goal of achieving net zero CO_2 emissions by 2050 at the latest. 89 airport operators from a total of 311 airports have pledged their endorsement of the Toulouse Declaration, signifying their unwavering dedication to this crucial sustainability endeavor.

By signing The Toulouse Declaration the aviation stakeholders declare that they:

A. Strive to ensure environmentally, socially and economically sustainable and inclusive connectivity in Europe and worldwide.

B. Reaffirm their commitment to the decarbonisation of aviation by 2050.

C. Support a basket of measures with effective and ambitious interim milestones, to accelerate the transition of both the European as well as the international aviation sector to reach net zero carbon emissions by 2050, such as aircraft technology improvement, improvements in operations, the use of sustainable aviation fuels, market-based measures, carbon pricing, financial incentives, and support to foster environmental and climate innovation in the sector, a number of which are addressed in the Fit for 55 package.

D. Acknowledge the social dimension of the transition towards sustainable aviation and the importance of fostering social sustainability and just transition, including through adequate social dialogue conducted at all stages, as well as reskilling and upskilling of workers.

E. Welcome initiatives for a regular and constructive dialogue, in Europe and worldwide, on the decarbonisation of aviation between authorities, industry and civil society.

F. Call upon all partners worldwide to work together towards the adoption at the 41st ICAO Assembly of an ambitious long-term aspirational goal (LTAG) for international aviation of net zero carbon emissions by 2050.

G. Invite other countries and international organisations to join this declaration, engage in the development of sectoral roadmaps, and work together towards sustainability and decarbonisation of aviation worldwide.

Zagreb Airport is proud to endorse the Toulouse Declaration on aviation decarbonisation

ACI Europe Resolution

Zagreb Airport is committed to achieving net zero carbon emissions by 2050. This is shown by signing the ACI Europe Resolution, which is a formal document showing the commitment of the European airport community to reducing the negative impact of the aviation industry on climate change. The ACI Europe Resolution supports the objectives set by the Paris Agreement's central aim to strengthen the global response to the threat of climate change by keeping the global temperature rise this century below 2 degrees Celsius above pre-industrial levels and by pursuing efforts to limit the temperature increase to 1.5 degrees Celsius. Goals set by signatory airports are compatible with limiting global warming to 1.5°C in line with the Paris Agreement.

ACI EUROPE RESOLUTION

Adopted by the ACI EUROPE Board on 16 May 2019
Published at the 29TH Annual Congress & General Assembly on 26 June 2019

EUROPEAN AIRPORTS COMMITTING TO NET ZERO CARBON EMISSIONS BY 2050

2050 NET ZERO

The ACI EUROPE Board, acting on behalf of the European airport community represented by ACI EUROPE:

Noting and supporting the objectives set by the Paris Agreement's central aim to strengthen the global response to the threat of climate change by keeping global temperature rise this century below 2 degrees Celsius above pre-industrial levels and to pursue efforts to limit the temperature increase even further to 1.5 degrees Celsius;

Recalling:

- The June 2008 commitment of ACI EUROPE and its members to reduce carbon emissions from airport operations fully within their own control with the ultimate target to become carbon neutral;
- The launch in June 2009 of *Airport Carbon Accreditation* as the tool & standard for carbon management at airports, which has resulted in 147[1] European airports being certified under the programme to date – of which 43[2] airports at the carbon neutrality level;
- The December 2015 commitment of ACI EUROPE and its members to 100 carbon neutral airports in Europe by 2030 under *Airport Carbon Accreditation;*

Noting the latest scientific evidence that has emerged in relation to climate change as per the Special Report on Global Warming released by the UN IPCC (Intergovernmental Panel on Climate Change) on 8 October 2018;

Noting the above mentioned UN IPCC Special Report's finding that limiting global warming to 1.5 degrees Celsius is indispensable to limit the most catastrophic and irreversible consequences of global warming – and the consequential need for *"urgent and drastic action to limit global warming in line with the Paris Agreement"*, through *"unprecedented & deep emissions reductions in all sectors"* which require *"rapid and far-reaching transitions in land, energy, industry, buildings, transport and cities"* so that global emissions decline by –45% by 2030 and reach net zero by 2050;

[1] As of 26 June 2019
[2] As of 26 June 2019

Noting and supporting the strategic long-term vision set by the European Commission in its Communication: *"A Clean Planet for All"* adopted on 28 November 2018, which calls for a climate neutral economy for Europe by 2050, with a goal to reach net zero carbon emissions by that date, including through the decarbonisation of mobility;

Restating the critical need for Europe's airports to collectively address current and projected environmental impacts - both local and global - through the application of the principles of sustainability;

Recognising the need for European airports to develop and operate their infrastructure and services in a way that allows them to effectively contribute not only to the reduction of aviation's impact on global warming, but also to the full decarbonisation of air transport over time;

Resolves that:

1. **ACI EUROPE and its members, while reaffirming their support to the ATAG environmental goals as per the 2008 Aviation Industry Commitment to Action on Climate Change and acknowledging the progress made by ICAO with CORSIA to deliver carbon neutral growth for international aviation from 2020:**

    i) **Call on all aviation industry stakeholders globally to complement these goals with a joint ambition, vision and roadmap towards a net zero carbon emissions air transport system;**

    ii) **Call on Governments at ICAO to accept the latest evidence from the UN IPCC on climate change and, building on the ICAO basket of measures including CORSIA, to establish a work plan aimed at approving a long-term carbon emissions reduction target and related roadmap at the 2022 ICAO Assembly.**

2. **As part of the above-mentioned aviation industry ambition, vision and roadmap, ACI EUROPE and its members commit to net zero carbon emissions beyond the EU to accelerate, where necessary, a clean energy transition ensuring that airports across Europe can switch to zero carbon energy under competitive conditions.**

3. **ACI EUROPE and its members call on the EU and European Governments beyond the EU to accelerate, where necessary, a clean energy transition ensuring that airports across Europe can switch to zero carbon energy under competitive conditions.**

The present Resolution, while committing the entire European airport industry, is also undersigned by each of the following ACI EUROPE member airports - which therefore already individually commit to achieve net zero carbon emissions as per the above from operations fully within their own control by 2050 at the latest:

The present Resolution is also supported by:

CO_2 reduction targets

In order to move towards net zero emissions by 2050, Zagreb Airport has set ambitious targets for reducing internal CO_2 emissions while, at the same time, improving the level of quality of service and taking into account the growth in airport capacity.
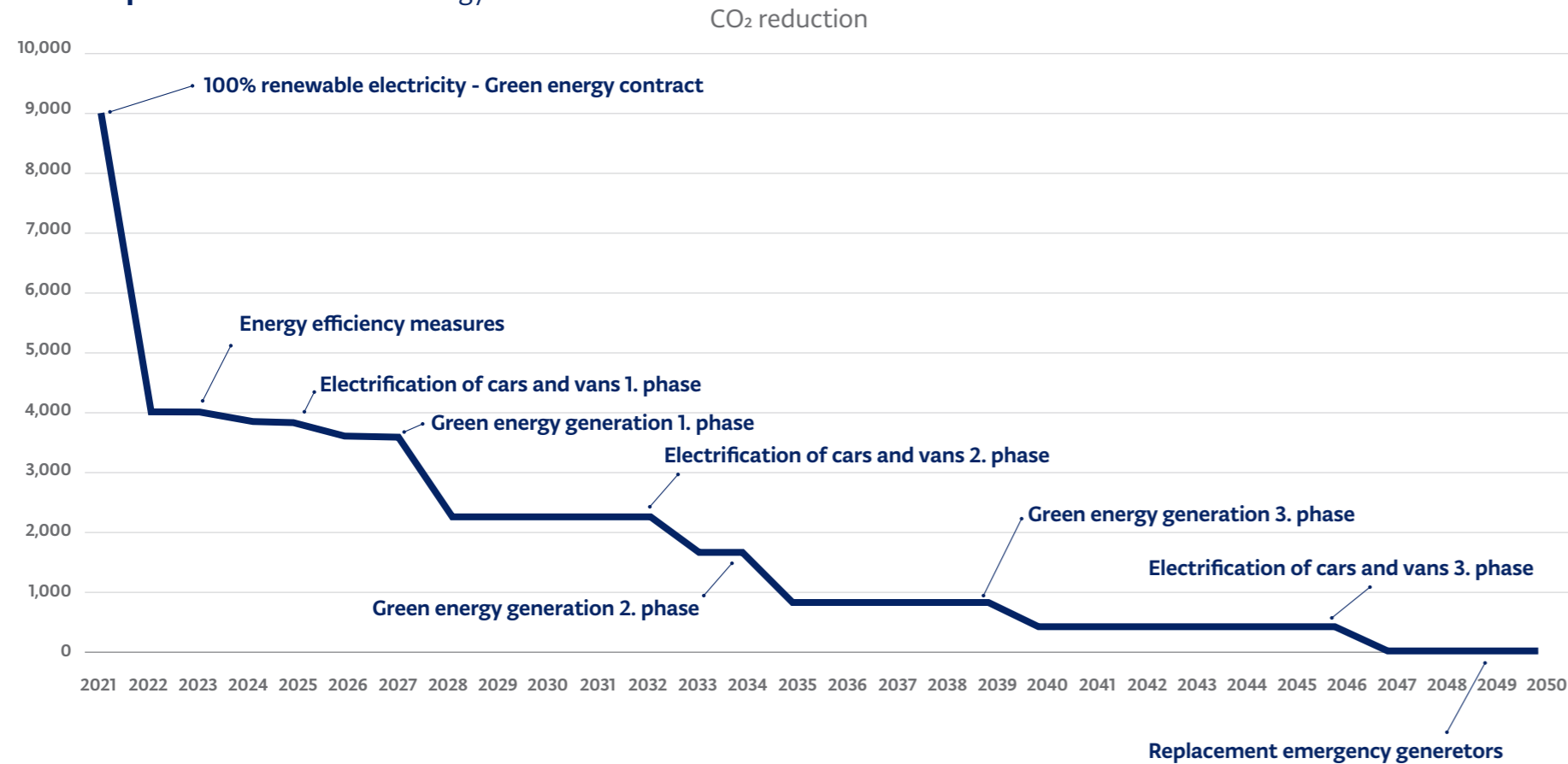
1. Zagreb Aiport's interim target is to reduce CO_2 emissions in scope 1 and scope 2, by 17% from 2022 values in the period from 2023 to 2026.

2. Until 2030, Zagreb Airport commits to reduce GHG emissions by 50% in respect to 2021 levels.

3. Zagreb Airport is committed to achieve net zero emissions by 2050.

Zagreb Airport has made a resolute commitment to achieving net zero carbon emissions by 2050. Through a Carbon reduction strategy, the airport aims to significantly reduce its carbon footprint while embracing sustainable practices and collaboration with other aviation stakeholders. This bold endeavor reflects the airport's dedication to a greener future and aligns with global efforts to combat climate change.

Graph 1: Carbon reduction strategy

CO₂ reduction

Graph labels:
- 100% renewable electricity - Green energy contract
- Energy efficiency measures
- Electrification of cars and vans 1. phase
- Green energy generation 1. phase
- Electrification of cars and vans 2. phase
- Green energy generation 3. phase
- Green energy generation 2. phase
- Electrification of cars and vans 3. phase
- Replacement emergency generetors

In order to achieve these ambitious goals, Zagreb Airport designed a robust carbon reduction strategy.

Electricity from renewable sources

In 2022, Zagreb Airport entered a green energy purchase agreement with HEP, which guarantees that all the electricity purchased and consumed by Zagreb Airport originates from renewable sources. As electricity makes a significant share in the energy consumption, this measure significantly contributed to reductions in emissions. Switching to green electricity resulted in a reduction of emissions by approximately 56% in 2022.

Due to the green energy purchase agreement, which results in zero emissions from electricity consumption, all measures related to electricity savings and/or the production of electricity from renewable sources will not contribute to the reduction of CO_2 emissions; however, they are important for cost savings and affect the company's image.

Improving energy efficiency

Energy efficiency measures can also contribute to CO_2 reductions. Zagreb Airport plans to improve the energy efficiency of boilers and the end-user side of the heating and cooling system. The estimations are that this could result in 1.5% reduction in relation to total emissions. Energy efficiency measures include replacement or refurbishment of the old equipment.

Electrification

Vehicles for ground operations and taxiing are significant sources of CO_2 emissions within the Airport ecosystem. Thus, their electrification is an important step towards carbon neutrality. The transition to electric vehicles is assumed in 3 phases (by years 2026, 2033 and 2047). In the first phase, approximately 50% of the vehicles would be replaced, 20% in the second and 30% remaining vehicles in the last phase. Accordingly, it also proportionally reduces CO_2 emissions (1st phase 2.65% of total CO_2 emission, 2nd phase 6.62% of total and 3rd phase 3.97% of total CO_2 emissions).

Renewable energy

In the long term, Zagreb Airport sees the potential for emissions reductions based on the production of heat energy from renewable sources. The dynamics of application of these measures, as well as the assumed amount of reduction, follows from further cost-effectiveness analysis to include heat distributor - RESALTA within contractual obligations. The estimated amount of CO_2 reduction in 1st phase is 50%, in 2nd phase 30% and 15% in 3rd phase.

Switching to hydrogen

Lastly, Zagreb Airport plans to replace its own emergency generators with hydrogen generators in 2049. Depending on the condition of existing generators and the commercialization of hydrogen as a fuel, this measure can be applied earlier.

The mitigation actions for the medium-term period (2023-2026) are elaborated more in detail in the climate change chapter of this report.

Net zero targets require airports to reduce their absolute emissions to the greatest extent possible and address any remaining emissions through investment in carbon removal and storage. In the transition period, while Zagreb Airport will not be able to completely remove GHG emissions, it will purchase carbon credits and participate in carbon removal projects, e.g. through planting trees in collaboration with the local community to compensate for the remaining emissions.

Investments supporting transition plan

In the 2023-2026 period, approximately 1,465,320.00* EUR of CAPEX and OPEX will be dedicated to supporting the implementation of the Carbon reduction plan.

Taxonomy alignment

With the goal of providing low-carbon airport infrastructure, Zagreb Airport will dedicate capital expenditures for measures that support the achievement of the Carbon reduction plan.

GHG locked-in emissions

For the reporting period, in scope 1 and scope 2, there are no assets that would significantly jeopardize the achievement of the undertaking's GHG emission reduction targets.

* Source: Carbon Footprint Manual 2023

Joint and collaborative actions required

Reaching net zero targets by 2050 in the aviation industry depends on improvements in air traffic management, aircrafts converting to renewable energy sources as fuel, and airports offering infrastructure to facilitate the air traffic of the future. Decarbonization of the sector relies on collaboration and each stakeholders' action to enable low emissions operations. Zagreb Airport is committed to doing its part in reducing emissions from ground operations and providing adequate infrastructure. In order to gather all stakeholders, Zagreb Airport regularly prepares the Stakeholder engagement plan with the aim of reducing CO_2 emissions.

Governance

Zagreb Airport's Carbon reduction plan is approved by the President of the Board. The management board is responsible for climate change matters and related decisions. Carbon management is fully integrated into Zagreb Airport's Integrated Management System.

Transition to a low-carbon economy is a strategic priority both to Zagreb Airport's management board, as well as to the shareholders. Thus, carbon reduction targets and an action plan are fully aligned with the corporate strategy and inform the Board's decisions.

The quality manager, as a management representative, is in charge of coordinating emission reduction activities, supporting employees in implementing Carbon Emission Reduction projects and reporting to the Board about achieved results. As decarbonization actions require large investments, the transition plan informs financial planning and resources needed for the implementation of planned measures are embedded in annual budgets.

Business model and the value chain

With the aim of continuous business development and high-quality operations, the Zagreb Airport's business model relies on strong partnerships with providers of airport services, skillful and dedicated workforce, and state-of-the-art technology. Zagreb Airport's business model is based on two pillars: airport operations and commercial services.

The airport operations pillar comprises the infrastructure and air traffic-related services, including:

- operation and maintenance of terminals, runway and aircraft stands, airside, and landside,
- route development,
- facility for air transport.

Zagreb Airport's core purpose is to provide infrastructure and assist passengers, handlers and airlines engaged in aviation activities, guaranteeing the safety, security, quality and punctuality of flights, through the use of the best available technologies. The aim is to ensure high-quality, safe, secure, and regular service with the lowest environmental impact and sustainable value for all stakeholders involved. The scope of ISO certification is management and operation of Zagreb Airport.

The commercial services pillar includes:

- retail shops and duty-free shops,
- advertising and publicity,
- hospitality, food & beverage services.

Zagreb Airport is focused on providing high-quality retail space and continuing to develop a product and merchandise blend to meet the retail expectations of passengers, as well as identifying appropriate retailers who can meet the airport's sustainability, operational, and financial objectives. Commercial activities are subcontracted to the specialized third-party operators:

- IAAC (International Airport Advertising Corporation) - providing advertising publicity services,
- SDA Hrvatska d.o.o. - providing passengers with a shopping experience and retail customer service,
- BTA Hrvatska d.o.o. - providing food and beverage service.

Service quality and customer satisfaction

To ensure high-quality service, Zagreb Airport has established a Quality Management System in line with the ISO 9001 requirements. Service quality is measured with the Airports Council International (ACI) Airport Service Quality (ASQ) methodology. ACI's globally recognized Airport Service Quality (ASQ) program provides member airports with tools and expertise to measure and improve passenger satisfaction, business performance, and airport service quality.

Zagreb Airport has been participating in the ACI ASQ Departures Survey program since the Concession Handover Date whereas within the Concession Agreement the survey was established as one of the essential monitoring tools of the airport Concession. Objective measurement and benchmarking are critical in driving performance in any business, especially in such a competitive and dynamic one as an airport. ASQ, besides being an obligation for Zagreb Airport deriving from the Concession Agreement, is the only worldwide program to survey passengers at the airport on their day of travel. The program measures passengers' views of 31 key performance satisfaction items covering each touchpoint of the passenger journey, five emotions to understand how passengers are feeling right after they went through the journey, two overall items (Overall Satisfaction and Overall Experience at the airport), 13 passenger profiling questions (Demographic and Behavioral) as well as two open-end questions. Data shows that 74% of the world's top 100 busiest airports are part of the ASQ network which delivers over 600,000 individual surveys per year in 42 languages in 84 countries.

In 2022, 291 airports were part of the ASQ Departures Main Program. In total, 468.876 passengers have completed the ASQ Survey, including 1.400 at ZAG.

The surveys are administered within the departure lounge of the airport, and these employ rigorous statistical methodology. At least 340 surveys are required to be completed within each quarter, with the surveys being staged over regular weekly cycles.

In 2021 the airport switched to the tablet version of the ASQ Departures Main Program fieldwork collection and management, with the new collection starting in Q1 2021. Besides that novelty, to cover the new reality that passengers are facing since the COVID-19 outbreak, ACI ASQ introduced a new set of health safety related questions for 2021 collection period. To be precise, while the key steps of the ASQ passenger journey remain the same, passengers have a new set of expectations regarding their health safety, thus new health safety related questions have been added to the ASQ tablet questionnaire collection version

of the survey – after the standard satisfaction questions so that the current, ongoing, benchmarking history would not be impacted and comparison with the data collection on paper would still be possible.

Zagreb Airport's strong commitment to service excellence has been reconfirmed two years in a row, when Franjo Tuđman Airport was **awarded the Airport Service Quality (ASQ) Award for the "Best Airport by Size and Region (2 to 5 million passengers per year in Europe)"**. Customers have spoken and recognized the efforts of Zagreb Airport's team in providing a superior customer experience. In 2022, selected by passengers and powered by the Airport community, ZAG has been awarded the **ACI ASQ 2022 Airport Service Quality Award for Best Airport of 2 to 5 million Passengers in Europe – Airport with the Most Dedicated Staff in Europe and Easiest Airport Journey in Europe.**

Likewise, in 2022 the airport earned jet another recognition in the **ACI World's Voice of the Customer initiative for the year 2021.** This initiative recognizes airports that continued to prioritize their customers and remained committed to ensuring their voice was heard during the COVID-19 pandemic in 2021.

ZAG Segments of the ACI ASQ 2022 Departures Passenger Satisfaction Survey ranking– the Consolidated Report:

- Overall Satisfaction – 4th Place Best in Class,
- Overall Experience – 2nd Place Best in Class,
- Emotional Score – 3rd Place Best in Class,
- Ease of Going Through Security Screening – 5th Best in Class – Europe out of 109 airports,
- Best in Class – Easiest Passenger Journey 2022, and
- Best in Class – Most Dedicated Staff 2022.
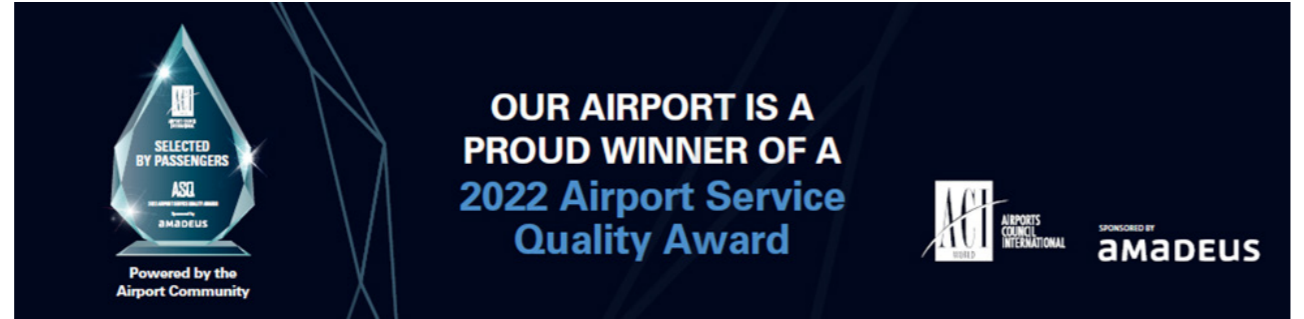
Zagreb Airport's previous years ACI ASQ Awards:

2017 The Most Improved Airport

2018 Best Airport in Europe by Size and Region (2-5 million passengers)

2019 Best Airport in Europe by Size and Region (2-5 million passengers)

2020 Best Airport in Europe by Size and Region (2-5 million passengers)

2021 Best Hygiene Measures by Region (Europe) and The Voice of Customer Recognition

Zagreb Airport re-certified third year in a row as a safe airport under COVID-19 pandemic conditions

Zagreb Airport aims to ensure a safe travel experience for all passengers and airport visitors, without negative impacts on health. During a challenging time of global pandemic, a robust set of safety measures in line with relevant recommendations and guidelines have been implemented. Zagreb Airport has been re-certified third year in a row as a safe airport under COVID-19 pandemic conditions emphasizing its commitment to prioritization of customer's health and safety.

Zagreb Airport is in compliance with statutory and regulatory requirements and international standards, and meeting their contractual obligations in regards to customer safety, security and satisfaction.

Security

Zagreb Airport complies with applicable laws and through collaboration with partners ensures that security is maintained at all points of the customer's journey. Tight security protocols, advanced screening technologies, and efficient personnel training are imperative to ensure passenger safety, prevent unauthorized access, and maintain the integrity of aviation operations.

Data security

Airports handle vast amounts of sensitive passenger and operational data, making them susceptible to data breaches and cyberattacks. Robust data protection protocols and constant vigilance, as well as cybersecurity measures, are needed to protect personal information, ensure seamless flight operations, and overall airport safety. Zagreb Airport ensures the operability of airport activities in line with EU NIS (EU) Directive 2016/1148. With the development of EU regulation, Zagreb Airport plans activities to align with the new NIS2 (EU) Directive 2022/2555. Zagreb Airport undertakes measures to prevent cyber security incidents and related risks. This includes regular trainings for personnel on cyber security.

Accessibility

Zagreb Airport offers a range of barrier-free facilities for travellers with reduced mobility, visual or hearing impairments, and other special needs. This includes PRM/Mobility Toilets in the Passenger Terminal, PRM Check-in, PRM Check-in for Visually Impaired and Hearing Loop. Zagreb Airport also offers mobility assistance for passengers with reduced mobility upon request. Upon arrival at the Zagreb Airport, PRM passengers can use one of many Help Points located throughout the Passenger Terminal to gain assistance or may go directly to their check-in desk and inform staff at check-in that they requested assistance, at which point Welcome Service will arrive to provide it.

Contingency planning

To continuously strengthen operational resilience, Zagreb Airport has in place emergency response plans. They regularly conduct tests which include employees and business partners to help ensure that appropriate actions would be taken in the event of a disruption or crisis. Zagreb Airport implements needed measures for preparedness and effective response in case of emergency situations in line with applicable regulation and international standards.

Feedback management

Zagreb Airport has implemented a feedback management system that administers and responds to inquiries, suggestions and complaints on a centralized basis and that ensures further processing within the company. The established management system is certified by ISO 10002 standard. Zagreb Airport sees customer feedback as an opportunity to improve service quality. Customers are encouraged to submit the feedback in writing via the following communication channels:

- Online feedback web form
- Feedback QR code in the passenger terminal
- E-mail: feedback@zag.aero
- Feedback Totem collection box (offline Feedback form) located in the passenger terminal
- To the address Međunarodna zračna luka Zagreb d.d., Rudolfa Fizira 1, HR-10410 Velika Gorica, Croatia.

Table: Complaints received by passengers

Years	2016	2017	2018	2019	2020	2021	2022
Annual number of complaints	306	976	910	905	241	399	1003
Annual number of passengers	2,776,087	3,092,047	3,336,310	3,345,531	924,823	1,404,478	3,124,605

Memberships

Zagreb Airport is a member of:

- Franco-Croatian Chamber of Commerce and Industry
- Croatian Chamber of Commerce
- Airports Council International
- ACI Environmental Strategy Committee
- EASA working group on new regulation
- Association of Airports in the Republic of Croatia

Prizes and awards

Zagreb Airport's vision is to ensure operating in a manner that is as energy-efficient, resource-saving and as environmentally friendly as possible. Zagreb Airport recognizes that strong environmental management is important in its vision for growth, thus being committed to sustainability. With that goal in mind, Zagreb Airport has implemented a range of measures towards maximizing energy, water, and waste efficiencies, as well as reducing noise. This dedication to environmentally sustainable operations has been repeatedly demonstrated by different certifications. Zagreb Airport is proudly certified by ISO 14001 and ACI ACA Optimisation level.

Numerous prizes and awards received over the years reaffirm Zagreb Airport's dedication to high-quality service and customer satisfaction. Zagreb Airport proudly owns ISO 9001 and ISO 10002 certificates that are external verification of its good practice. Furthermore, Zagreb Airport has received numerous awards for quality of airport service.

Timeline 2013–2022

- 2013: ACI ACA: Level 2
- 2014 (below): ACI ACA: Level 2
- 2015: ACI ACA: Level 2 • ISO 9001, ISO 14001, ISO 10002
- 2016 (below): ACI ACA: Level 2 • ISO 9001, ISO 14001, ISO 10002
- 2017: ACI ACA Level 2 • ISO 9001, ISO 14001, ISO 10002 • LEED Silver Award • The Most Improved Airport
- 2018 (below): ACI ACA Level 2 • ISO 9001, ISO 14001, ISO 10002 • Best Airport in Europe by Size and Region (2-5 million passengers)
- 2019: ACI ACA Level 2 • ISO 9001, ISO 14001, ISO 10002 • Best Airport in Europe by Size and Region (2-5 million passengers)
- 2020 (below): ACI ACA: Level 3 • ISO 9001, ISO 14001, ISO 10002 • 2020 Best Airport in Europe by Size and Region (2-5 million passengers)
- 2021: ACI ACA Level 3 • ISO 9001, ISO 14001, ISO 10002 • Best Hygiene Measures by Region (Europe) and The Voice of Customer Recognition
- 2022 (below): ACI ACA Level 3 • ISO 9001, ISO 14001, ISO 10002 • 2022 Airport Service Quality Award for Best Airport in Europe by Size and Region (2-5 million passengers) • Airport with the Most Dedicated Staff in Europe • Easiest Airport Journey • ACI World's Voice of the Customer initiative for year 2021

Economic value generated and distributed

Zagreb Airport shares the economic value generated with its stakeholders. The economic value generated corresponds to revenues from airport management, revenues from financial investments and sales of assets. Value distributed is the flow of value towards different stakeholders:

Suppliers - for materials, products and services purchased

Employees - in the form of wages and benefits

State - through taxes, duties and concession

Community - in the form of donations and sponsorships

Providers of capital - in the form of profit and interest.

In 2022 Zagreb Airport retained in total of 46,184,882.00 EUR.

	2013 (in EUR)	2014 (in EUR)	2015 (in EUR)	2016 (in EUR)	2017 (in EUR)	2018 (in EUR)	2019 (in EUR)	2020 (in EUR)	2021 (in EUR)	2022 (in EUR)
Direct eonomic value generated: revenues	2.678.612	58.186.608	58.994.492	62.440.242	76.090.384	81.872.188	87.538.390	39.311.700	31.273.210	79.600.106
Economic value distributed	11.036.448	118.107.159	164.944.010	162.470.516	70.007.695	67.667.504	88.401.103	41.278.507	28.653.681	33.415.224
• operating costs and capital investments	2.233.061	83.569.568	127.447.709	123.383.355	30.552.406	29.539.832	31.305.863	6.703.668	18.423.746	23.049.256
• employee wages and benefits	4.133.386	23.029.000	21.326.830	19.513.969	17.337.713	18.401.619	18.761.431	14.861.902	3.971.066	6.066.361
• payments to providers of capital	4.670.000	7.467.000	10.272.000	13.829.000	15.016.000	15.082.000	32.487.600	18.048.690	6.118.000	3.959.000
• payments to government	0	4.008.000	5.889.211	5.734.090	7.092.697	4.633.815	5.835.595	1.662.227	133.000	331.000
• community investments	0	33.591	8.260	10.102	8.879	10.238	10.615	2.019	7.869	9.607
Economic value retained (calculated as direct economic value generated less economic value distributed)	-8.357.836	-59.920.550	-105.949.518	-100.030.274	6.082.689	14.204.684	-862.713	-1.966.807	2.619.529	46.184.882

* The data refers to the period after the signing of the concession contract and includes changes in the ownership structure.

1.3 Stakeholders' interests and views

Zagreb Airport's sustainability performance is enhanced by listening to stakeholders and promoting stakeholder dialogue and involvement. Regular dialogue facilitates a better understanding of their interests, any changes in their views, and the challenges they face. These insights can be incorporated into the Zagreb Airport's approach.

Individuals responsible for communication with stakeholders gather their views and interests regarding sustainability-related impacts. These inputs are regularly communicated to the Board and inform the decision-making process.

The following table presents the stakeholder engagement and how the results impact the strategy and business model.

Key stakeholders	Form and frequency of engagement	Stakeholders' interests and views	Outcome and impact on strategy and business model
Employees and unions	• Intranet • Internal newsletters • Annual Social Climate Survey • Workers' Council • Occupational safety committee • Environment report • Environmental awareness booklets for staff	• Good working conditions • Secure employment • Adequate wages • Fair remuneration • Career development plans • Health and quality of life at workplace	In line with applicable regulations and taking into account the interests of employees and their representatives, Zagreb Airport ensures secure employment, decent working conditions as well as a safe and inclusive working environment. The human resources department is working on providing career development opportunities and offering adequate benefits to increase satisfaction and well-being.
Passengers, visitors	• ZAG Internet site • ASQ quarterly and annual report • Price list • PRM services • Satisfaction surveys on departure and arrival (passengers) • Dedicated phone number • Operational airline meeting	• Safety • Security • Comfortable and pleasant space • Cleanliness • Hospitality • Accuracy of information • Helpfulness of resources	The safety and security of airport users is the continuous priority of Zagreb Airport. The business model and strategy are focused on providing a timely, accurate, pleasant, safe and secure experience to passengers passing through Franjo Tuđman Airport.
Airlines		• Safety • Security • Quality of airport service • Availability of resources • Value for money • Timely execution	As primary users of Zagreb Airport's services, airlines' interests and inputs are guiding the development of airport operations with the aim to provide high-quality, safe and secure airport service for the best value for money.

Key stakeholders	Form and frequency of engagement	Stakeholders' interests and views	Outcome and impact on strategy and business model
Economic partners (service providers, suppliers, subcontractors)	• Daily follow-up • Environmental awareness booklets for staff • Market and consultations (tenders) - Prevention plans	• High level of support • Adequate location in respect to service provided • Coordination and effectiveness of response • Costs • Welcoming environment	Zagreb Airport is committed to fair practices with business partners which includes: equal access and opportunity for all, fair contract terms and timely payments in line with agreed terms and conditions.
Civil society (NGOs, community, local government)	• Internet site • Environment report (subject to become a Sustainability report) • Media (radio, television, newspaper) • Site guided tours • Airport Job Forums • Environmental committee	• Communication about the impacts • Environmental protection • Economic and social benefits for local partners	Environmental protection and community engagement are a strong focus of Zagreb Airport. Aware of the local community's interests, Zagreb Airport implements measures to reduce the impact of noise, strives to facilitate socio-economic development of local communities and supports projects and NGOs. Environmental impacts are managed through the Integrated Management System.
Financial partners (shareholders, owners, banks, investors)	• ZAIC A Limited Board of Director regular meetings as well as shareholders meetings in line with the Croatian law • Regular reports to the Lenders	• Economic and finance performance • Update on strategic companies projects	Focused on long-term sustainability, Zagreb Airport ensures profitability and high credit rating while at the same time maintaining high environmental and social performance. Aware of risks stemming from micro and macro environments, as well as from dependence on natural, human and social resources, Zagreb Airport engages in thorough risk management and development of adequate mitigation measures.
National government, EU institutions, public institutions	• Environmental report • Grantor report • Participation in local, regional, national and European working groups • Discussions with Ministries and government agencies	• Compliance in line with the applicable law, as well as compliance with concession agreement • Risk management • Economic and social collaboration	Zagreb Airport conducts all its activities in line with applicable legislation and contracts. As an important stakeholder of Zagreb as a tourist destination and transportation hub, Zagreb Airport tries to facilitate economic and social collaboration of local organizations with the aim of destination and mobility development.

1.4 Materiality assessment

Identification, Assessment and Management of Environmental and Social Impacts

Processes to identify, assess, prioritize, and monitor impacts cover Zagreb Airport's activities related to operating, developing, and managing Zagreb Airport in regards to its own operations and business relationships with owners and subcontractors.

Environmental and social impact identification and assessment

At the beginning of the concession period in 2012, before Zagreb Airport began with the construction of a new passenger terminal and expansion of Zagreb Airport, an Environmental Impact Assessment (EIA) study was conducted by external experts in line with the requirements of Croatian legislation. The primary goal of an EIA is to ensure that decision-makers have a thorough understanding of the potential impacts which allows them to make informed choices.

EIA was conducted in 2012 and began with the scoping phase which determined key stakeholders to be consulted, and outlined specific aspects of the environment to be assessed. Comprehensive data about the existing environmental conditions in the project area was collected. This includes information on air quality, water quality, soil quality, biodiversity, ecosystems, social demographics, and cultural heritage. Based on the proposed activities and existing baseline, various tools, like computer models and simulation, scenario analysis, and expert judg-

ment, were used to predict potential impacts that were then assessed in terms of their likelihood, scope, scale, and irremediable character of the impact. Significant impacts are those that may have substantial effects on the environment or community.

Consultations with stakeholders are crucial for identifying and assessing social impacts. Throughout the EIA process, affected communities (citizens of Petina and Mala Kosnica), interest groups, and relevant authorities were engaged to gather their opinions, concerns, and suggestions.[*] This input informed the assessment process, and their main concerns regarding negative impacts coming from air traffic informed the proposal of mitigation measures. Continuous engagement with stakeholders through various channels supplies information regarding their concerns about impacts and the possibility of arising risks. Stakeholder engagement is crucial for the materiality assessment process and is described in detail in the previous chapter.

Environmental Management and Monitoring Plan (EMMP)

Environmental Impact Assessment resulted in the Environmental and Social Action Plan that prescribed actions that needed to be developed and implemented to mitigate the most significant impacts. One of the proposed measures in regards to assessment and management of

environmental and social risks and impacts was the development of a comprehensive Environmental Management and Monitoring Plan (EMMP). In response, Zagreb Airport developed an EMMP which complies with acknowledged standards (International Finance Corporation, January 1, 2012) and presents the actual and potential environmental impacts of the project and outlines the strategies, actions, and protocols to be implemented during the project's lifecycle to manage and monitor environmental impacts.

The Environmental Management and Monitoring Plan (EMMP) is intended to be an overview document that guides environmental management and monitoring of all aspects of the Zagreb Airport operations. The EMMP lists all potential effects of each Zagreb Airport's activity and their associated mitigation measures identified in the Environmental Impact Assessment (EIA), the person(s) responsible for ensuring the full implementation of the action and monitoring the action, and the timing of the implementation of the action. The relevant Croatian legislation and regulations regarding Zagreb Airport, as well as the main European recommendations, acts, decrees, ordinances, and/or commission recommendations, are listed and monitored through this document.

EMMP includes energy consumption, air, water and soil quality, noise and light impacts, and waste management. EMMP is reviewed periodically and, in the case of major changes, to ensure that all the potential impacts have

been carefully examined and taken into account. The Quality Department has put in place a mechanism that ensures the ongoing monitoring of the successful implementation of EMMP.

Annual Environmental Action Plan

The Annual Environmental Action Plan is developed based on the: Annual review of the Concession Environmental Management & Monitoring Plan (EMMP), Annual review of the regulatory and statutory updates, Annual impact assessment review, Carbon footprint manual and Identified occurrences and audits findings. The Annual Environmental Action Plan lists actions that need to be implemented during the year in regards to environmental impacts and determines who is in charge of specific actions, needed resources, and a schedule.

Monitoring and review

Zagreb Airport regularly monitors the implementation of the plans and activities as defined in EMMP and EIA approval. An environmental monitoring system for air quality, noise, wastewater, storm water and waste quantity has been established. The Quality department documents monitoring results and identifies corrective actions in the revised EMMP and yearly environmental action plan.

Zagreb Airport has responsibility for the management of environmental, social, safety, security and occupational health aspects of operational activities. There is also a need for close coordination with agencies and service providers present at the airport for impacts over which the Zagreb Airport has no direct control. The Quality department liaises with other departments at the airport, as well as with regulatory agencies and other stakeholders in relation to environmental matters.

[*] Source: Environmental and Social Review Summary https://www.zagreb-airport.hr/UserDocsImages/dokumenti/Environmental-and-Social-Review-Summary.pdf?vel=565103

Integrated Management System

Zagreb Airport integrated environmental aspects in the Environmental Management System (EMS) as part of Integrated Management System (IMS) in order to ensure that the protection of the environment is permanently and efficiently given a high priority in the Zagreb Airport governance. Zagreb Airport is committed to implementing and continuously improving this environmental management and to proving that they meet all the requirements of the EMMP. Regular monitoring is conducted to assess the actual impacts against the predicted ones and to ensure ongoing compliance.

In line with the EMMP, the Maintenance division regularly monitors consumption of water, water quality, waste generation and removal, and energy consumption. The Quality department monitors air quality and noise levels. The Quality department is also responsible for reporting carbon management. The applicable EHS program training and refresher courses are held periodically, and the program is offered to workers, technical staff, and service providers. Zagreb Airport's training center has the primary responsibility for providing training for all project staff. The scope of training includes general environmental and social awareness and environmental impact assessments.

Zagreb Airport manages its environmental and social aspects in accordance with applicable Croatian laws and regulations, relevant international EHS (Environmental, Health and Safety) and best practice industry standards such as those of the International Civil Aviation Organization (ICAO).

Zagreb Airport is certified by the ISO 9001 Quality Management System, ISO 10002 Complaints Management System, and ISO 14001 Environmental Management System standards. Certificates are valid until October 5th, 2024. In addition, ACI Airport Carbon Accreditation: Renewal of Carbon footprint level 3 – Optimization certificate was obtained and is valid until July 7th, 2024.

Scheme: Zagreb Airport's processes as a part of Integrated Management System

Process
SYSTEM MANAGEMENT
Owner: President of the Board and CEO

Process
IMPROVEMENT
Owner: Quality Manager

Service realization

Process: AIRPORT OPERATOR Owner: Chief Operations Officer - Board Member

Sub-Process
SECURITY
Owner: Security Manager

Sub-Process
AIRPORT OPERATIONS
Owner: Airport Operation Director

Sub-Process
SAFETY
Owner: Safety Manager

Sub-Process
MAINTENANCE
Owner: Maintenance Director

Sub-Process
COMPLIANCE AND CERTIFICATION
Owner: Head of Compliance and Certification

Customers' requirements

Process
COMMERCIAL AND MARKETING
Owner: Commercial Director

Customers' Satisfaction

Process
COMMERCIAL AND MARKETING
Owner: Commercial Director

Resources management

Process
IT
Owner: IT Director

Process
FINANCE
Owner: Executive director – CFO

Process
PROCUREMENT
Owner: Executive director – CFO

Process
HUMAN RESOURCES
Owner: Executive director

Process
LEGAL
Owner: Legal Director

Process
DEVELOPMENT
Owner: Development Department Manager

Risk assessment and management system

Zagreb Airport regularly monitors the effectiveness of risk mitigation measures and the status of identified risks.

The goal of risk management is to minimize negative impacts while maximizing opportunities, ultimately enhancing the organization's ability to navigate uncertainties and achieve its goals.

Risk and opportunity management is a part of day-to-day activities in Zagreb Airport and engages relevant stakeholders, including employees, directors/managers, subject matter experts, and external partners, to ensure a comprehensive identification of risks.

The most relevant environmental risks are listed in the Environmental Management and Monitoring Plan (EMMP). Identified risks and opportunities are evaluated based on the potential impact on Zagreb Airport and likelihood of occurrence.

Based on the risk assessment, appropriate action plans are developed and responsibilities are assigned for mitigating and controlling risks. Zagreb Airport regularly monitors the effectiveness of risk mitigation measures and the status of identified risks. When opportunities arise, action plans for pursuing them are proposed. Outcomes of risk and opportunities assessments are regularly communicated to management board in order to support the decision making process.

1 IDENTIFY
2 ASSESS AND PRIORITIZATION
3 TREAT THROUGH RISK MITIGATION STRATEGIES
4 CHECK AND TRACK
5 REPORTING OF THE PROGRESS OF MEASURES
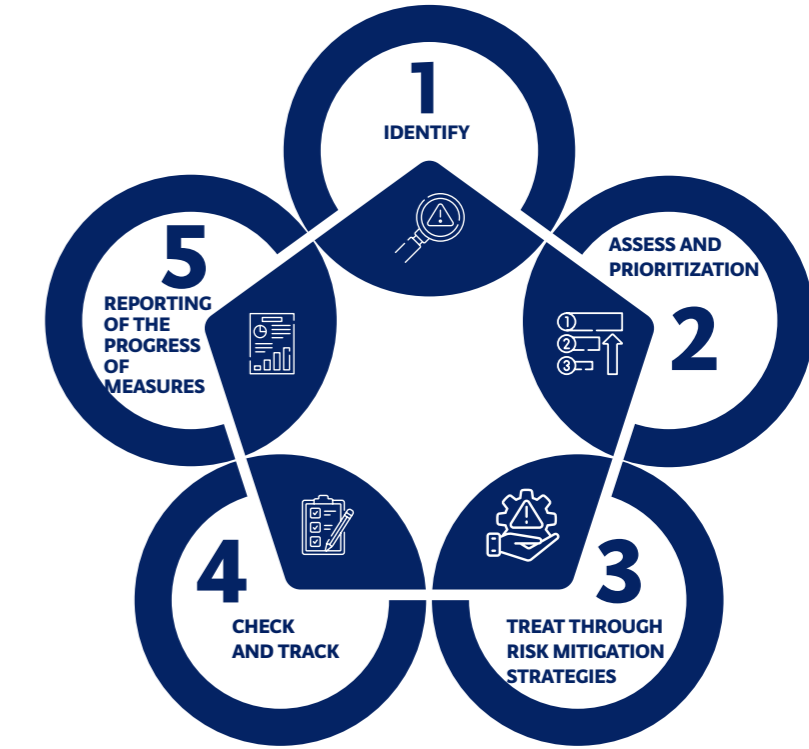
Sustainability matters

Assessment of ESG impacts, risks, and opportunities, taking into account the double materiality principle, results in a list of material sustainability matters, which are presented in the table below.

Material topic	Sustainability matter	Description of impacts, risks and opportunities	Zagreb Airport's strategy and business model
Climate change	Climate change mitigation	Zagreb Airport's operations negatively impact climate change through stationary sources (energy plant - boilers) and diffuse sources (aircraft operations during approach/takeoff, aircraft idling and the main roads (vehicles, passenger cars, employees, carriers and other persons use the airport and roads), aircraft electricity supply, electrical vehicles and equipment, Ground services and auxiliary Power Units - APU)	Zagreb Airport acknowledges its responsibility and undertakes measures to reduce emissions from own operations and collaborates with stakeholders in the value chain to find joint measures and to provide solutions so they can lower their emissions (eg. sustainable aviation fuels). In order to mitigate impact on climate change, Zagreb Airport developed a Carbon reduction plan and invests in mitigation measures.
	Climate change adaptation	Transition to a carbon neutral economy guided by the EU Green Deal will significantly impact the carbon intensive aviation industry. Decarbonization of this industry will require significant investments, but at the same time present an opportunity to increase resource efficiency.	Zagreb Airport has pledged to become carbon neutral by 2050 and to invest in decarbonization of its own operations and support the transition of other stakeholders in the aviation industry. Zagreb Airport invests in increasing energy efficiency and renewable energy to lower operating costs. They also work on the development of low-carbon infrastructure to support low-carbon aviation.
Pollution	Air, water and soil quality	Functioning of an airport and activities of various airport stakeholders are related to air, water and soil emissions.	Zagreb Airport maintains the role of monitoring of air, water and soil quality and works, in collaboration with other stakeholders, on pollution prevention and mitigation. Zagreb Airport develops a strong internal culture of environmental and social responsibility and through the integrated management system implements all necessary measures to prevent pollution, monitors emissions and designs corrective actions as needed.

Material topic	Sustainability matter	Description of impacts, risks and opportunities	Zagreb Airport's strategy and business model
Pollution	Noise	Landing and take-off of aircraft generate large amounts of noise which impact the quality of life of Zagreb Airport's neighboring communities.	Besides continuous monitoring and reporting of noise levels, Zagreb Airport organizes an environmental committee (which includes: ground handling, air traffic control, Croatian civil aviation agency, airline representatives, ministry representatives and others) whose purpose is to work on developing mitigation actions that aim to reduce the noise nuisance.
Water	Water consumption	Even though airport operations itself are not as water intensive as some other industries, airports are still significant consumers of water for drinking, cleaning and sanitation purposes due to the large amount of people present daily in the airport ecosystem.	Zagreb Airport consumes water from the public water grid and continuously monitors consumption. In order to reduce consumption of potable water from the public network, Zagreb Airport implemented a Pluvia system that collected rainwater which is used for toilet flushing.
Biodiversity	Impact on wildlife	The main impact of an airport on biodiversity is related to bird population as birds are threats to aircraft safety and can cause plane crashes which is why they need to be removed from airside.	MZLZ has a Wildlife plan in order to keep aviation safe and the Wildlife Control Section who uses different strategies to scare and remove birds and other animals in order to prevent strikes with aircraft. In case of strikes, dead animals are collected and removed according to Croatian law.
Circular economy	Waste	Airport and commercial activities result in generation of hazardous and non-hazardous waste. Inadequate waste management can put pressure on landfills, lead to environmental pollution and undermine circular economy efforts.	Zagreb Airport regularly controls disposal of waste, ensures watertight containers for waste for the purposes of the site, collects separated waste and delivers it to authorized collectors for disposal or recycling. Zagreb Airport records all streams of waste and trains staff in regards to proper waste management.
Own workforce	Decent working conditions	Zagreb Airport has an impact on its own workforce through security of employment, working time and adequate wages, guaranteeing freedom of association, consulting with workers and complying with collective agreement.	Zagreb Airport ensures decent working conditions by complying to applicable occupational laws and collective agreements. Zagreb Airport offers job security and competitive wages, and ensures fair working conditions for all employees.

Material topic	Sustainability matter	Description of impacts, risks and opportunities	Zagreb Airport's strategy and business model
Own workforce	Health and safety	If not managed properly, workplace safety hazards can negatively impact employee health and well-being. The primary workplace hazards at airports include: • dangers from moving aircraft, vehicles, and equipment, as well as risks associated with heavy lifting and repetitive motions; • exposure to jet fuel, de-icing chemicals, and other hazardous substances; • exposure to communicable diseases due to international travel; • aircraft noise and ground operations can lead to hearing damage and stress-related health issues; • repetitive tasks, awkward postures, and inadequate ergonomic design can lead to musculoskeletal disorders; • irregular hours, demanding workloads, and challenging interactions with passengers can contribute to stress and mental health concerns; • employees may be exposed to potential security threats, necessitating proper training and vigilant protocols. Injuries and ill health related to work-related hazards lead to lost days and possibly legal costs, fines and compensations.	Zagreb Airport established a strict and effective occupational health and safety management system which involves robust risk assessments, implementation of preventive measures and monitoring of work-related injuries. System is developed according to the statutory and regulatory requirements. Managing these hazards also requires comprehensive training.
	Equal opportunity	As an employer, the responsibility of Zagreb Airport is to ensure that all employees regardless of their gender, age, ethnicity, disability or other personal characteristics have equal opportunity and equal treatment.	Zagreb Airport promotes diversity and ensures fair treatment for all employees regardless of gender, race, or background. Equal pay, non-discrimination culture, and strict HR management protocols contribute to fostering an environment of equal opportunity within the airport workforce.
	Training and skills development	By investing in skills development of its own employees, Zagreb Airport has a positive impact on the career development of employees and ensures a competent workforce that can realize the company's strategy and action plans.	Zagreb Airport provides its own employees with internal trainings, which include an e-learning platform for education of operating personnel. Zagreb Airport also supports employees who express an initiative to participate in an external educational program.

Material topic	Sustainability matter	Description of impacts, risks and opportunities	Zagreb Airport's strategy and business model
Affected communities	Local economy	Airports can impact local economies positively by generating jobs, tourism, and business opportunities. They stimulate demand for hospitality, transportation, and retail sectors, contributing to economic growth.	Zagreb Airport creates jobs and offers opportunities for local suppliers. Additionally, local community benefits from demand for touristic services, including accommodation, transportation, food etc, generated by Zagreb Airport's passengers.
	Local employment and skills development	Both Zagreb Airport and the local community (Velika Gorica) can benefit from a joint partnership regarding education and training of locals that could find employment at Zagreb Airport.	Zagreb Airport participates in talent development of the local community by offering educational opportunities for airport jobs as well as internships for young graduates.
	Life and Fire Safety	Airport operations can result in emergency situations such as fire. In order to avoid negative impact, airports need to design emergency response plans and implement measures for preparedness and effective response. If local government agencies have little or no capacity to respond effectively, airports play an active role in preparing for and responding to emergencies associated with the operations.	Life and Fire Safety Master Plan has been developed for facilities, buildings and operations for which the public has access. Life and fire safety design is responsive to international life safety code and the Croatian life safety code. The design also complies with the Life and Fire Safety requirements of the IFC General EHS Guideline.*
	Societal actions	As part of the local community, Zagreb Airport can have a positive impact by supporting different initiatives and NGOs.	Zagreb Airport, in collaboration with different partners, engages in societal actions for the benefit of local community.
Business conduct	Management of relationships with suppliers	Airports impact suppliers by creating demand for various services and products, such as construction, technology, and maintenance. Positive relationships with suppliers can stimulate local economies, while fair procurement practices, timely payments, and collaboration foster sustainable partnerships and contribute to overall airport operations.	Zagreb Airport engages with suppliers through public procurement procedures ensuring fair treatment of all applicants. Zagreb Airport implements sustainability criteria in procurement and ensures fair contract terms and timely payments towards suppliers.
	Prevention and detection of corruption	Airports can be susceptible to corruption due to complex procurement processes and regulatory interactions. Lack of transparency in awarding contracts, customs procedures, and security enforcement can undermine public trust, compromise safety, and hinder fair competition.	Zagreb Airport implements stringent anti-corruption measures and oversight to mitigate corruption-related risks.

*Community Health, Safety and Security, ESAP, https://www.zagreb-airport.hr/UserDocsImages/dokumenti/ESAP-Zagreb-Airport.pdf?vel=31324

2. Environmental disclosures

2.1 Climate change

Identification and assessment of material climate-related impacts, risks, and opportunities

Climate-related impacts

The company's carbon footprint reflects its impact on climate change. Sources of emissions and carbon footprint have been identified and calculated in line with the Airport Carbon Accreditation, which is a voluntary global carbon management tool for airports. Carbon emissions are calculated based on the GHG Protocol and ICAO Doc 9889 (Airport Air Quality Manual).

Sources of direct emissions of Zagreb Airport include:

• mobile sources: company cars
• stationary sources: refrigerant leakage, emergency generators, boilers (outsourced)
• other: firefighting exercises - fire suppression CO_2

Source of indirect emissions in scope 2 is purchased electricity.

Sources of indirect emissions in scope 3 include:

• surface access emissions
• APU and engine testing
• 3rd party vehicles/ground support equipment
• employee business travel
• LTO cycle.

Climate-related physical risks

The impact of climate change on the Zagreb Airport was analyzed by applying the methodology described in the European Commission guidelines *"Non-paper Guidelines for Project Managers: Making vulnerable investments climate resilient"*. The analysis was carried out in 3 modules: sensitivity analysis, exposure evaluation and vulnerability assessment. Based on the vulnerability analysis considering the baseline/observed climatic conditions and future climatic conditions, it is concluded that there is no need for the implementation of additional impact reduction measures, nor for further risk assessment, analysis of alternatives, and implementation of additional adaptation measures. Climate change impacts were analyzed for a) Assets and processes at the location and b) Traffic connection.

The analysis was conducted based on the results of Reg-CM's simulation in 12.5 resolution for:

• Short-term period 2011-2040 and scenarios RCP4.5 and RCP8.5
• Long-term period 2041-2070 and scenarios RCP4.5 and RCP8.5

Representative Concentration Pathway* (RCP) 4.5 is a scenario of long-term, global emissions of greenhouse gases, short-lived species, and land-use-land-cover which stabilizes radiative forcing at 4.5 W/m2 (approximately 650 ppm CO_2-equivalent) in the year 2100 without ever exceeding that value. This scenario correlates to 1.8ºC average temperature increase in 2100 compared to the end of the 20th century.

The Representative Concentration Pathway (RCP) 8.5 corresponds to a high greenhouse gas emissions pathway. The greenhouse gas emissions and concentrations in this scenario increase considerably over time, leading to a radiative forcing of 8.5 W/m2 at the end of the century. This scenario correlates to 3.7ºC average temperature increase in 2100 compared to the end of the 20th century.

Climate-related transition risks and opportunities

Zagreb Airport is aware that the policy, legal, technological and market changes inherent to the transition to the low-carbon economy could have an impact on its business model and operations and therefore understands the need to analyze the related risks.

Zagreb Airport plans to include assessment of climate-related transition risks into the internal risk management procedures.

Regulatory risks and opportunities

EU climate policy continues to evolve in two directions, first objective is to mitigate GHG emissions from all climate intensive sectors and second objective is to prepare businesses for the adverse consequences of climate change. Airports are not as significant emitters of GHG emissions; however, as a part of the larger aviation system, they have an important role in promoting cooperation with key stakeholders to reduce emissions from major activities that the airport can guide or influence**.

Technology risks and opportunities

The low-carbon transition will drive the development and deployment of new technologies related to electrification and sustainable fuels.

Market risk

As the awareness of the consequences of climate change increases and consumers become more conscious of their own contribution to global warming, there is a risk of a shift in their behavior regarding the travel options.

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* Source: Thomson, A.M., Calvin, K.V., Smith, S.J. et al. RCP4.5: a pathway for stabilization of radiative forcing by 2100. Climatic Change 109, 77 (2011). https://doi.org/10.1007/s10584-011-0151-4

** Source: ACI ACA manual 13th issue

Policy commitment to emission reduction

MZLZ commitment to reduce CO₂ emissions

As a key player in Croatia, Zagreb Airport strives to be exemplary and ambitious in respecting the environment. The implementation of an Environmental Management System according to ISO 14001 as a part of the Integrated Management System, LEED passenger building certification and commitment to achieve net zero carbon emissions by 2050 clearly demonstrates Zagreb Airport's commitment to Sustainable Development.

Integrated Management System aims to:

- Systematically incorporate the environment into the activities
- Make Zagreb Airport a responsible player
- Prevent pollution
- Promote own values and pass on the best practice

Zagreb Airport takes the environmental aspect into consideration in all actions and performs activities with the utmost respect for the environment.

Airport Carbon Management Strategic Plan 2023–2026

It is a goal of Zagreb Airport, within the context of its strategic plan for the period 2023–2026, to become a benchmark in Europe for customer satisfaction, economic performance, sustainable development, and move towards zero emissions by 2050.

For this to happen, Zagreb Airport set the ambitious target of reducing internal CO₂ emissions while, at the same time, improving the level in quality of service and taking into account the growth in airport capacity.

The 3-year plan includes:

- Electricity consumption reduction
- Gas and oil consumption reduction
- Increasing the use of energy from renewable sources
- Control of electricity, water, gas, and oil consumption
- Implementation of the lifecycle plan - replacement of old equipment
- Stakeholders' education and information in order to highlight the importance of energy efficiency
- Investing in a sustainable fleet
- Emission offset projects

Policy on energy

As an employer, planner, and manager of infrastructures, Zagreb Airport impacts the environment of its various sites. The business is committed to combating climate change and limiting the effects of its activities, especially in terms of greenhouse gas emissions.

In energy terms, Zagreb Airport aims to bring consumption under control and to continue experiencing the implementation of renewable energy facilities, all the while taking into account the comfort and satisfaction of the customers. The company's actions will be organized within a specific management system. Zagreb Airport coordinates the actions to be undertaken and annually updates the commitments it has made.

Policy on transportation & air quality

Airport activities and air traffic emit greenhouse gases and local pollutants. For the airport manager, internal emissions are linked in large part to energy consumption and vehicles. The main indirect emissions are linked to air traffic and airport access routes.

In line with its Integrated Management System's policy and in order to limit its impact on the environment, Zagreb Airport commits to:

1. Implement regular Air Quality monitoring
2. Use soft mode of transport for employees and implement video-conferencing
3. Facilitate the reduction of aircraft emissions on the ground
4. Reduce the ground vehicles emission
5. Annually quantify the emissions of CO₂ and greenhouse gases
6. Maintain level 3 certification under the Airport Carbon Accreditation scheme

Carbon reduction policy is adopted by the Management Board and implemented in the operations through Integrated Management System. Carbon reduction activities are coordinated by the Quality department. The policy is published on the official website, notice boards, and intranet, which are available to all stakeholders.

Climate actions

Actions in the reporting period

In 2022, Zagreb Airport implemented following actions that contribute to the mitigation and adaptation to the climate change:

Electricity from 100% renewable sources

In January 2022, Zagreb Airport switched to purchasing electricity only from renewable sources. The supplier of electricity guarantees through contractual agreement to Zagreb Airport that the electricity used by the airport is 100% produced from renewable sources with an emission factor of 0g CO_2. The origin of electricity is proven by retiring a sufficient number of guarantees of the origin in the Registry of Guarantees of Origin managed by HROTE, in accordance with the valid methodology for determining the origin of electricity and the rules on the use of the register of the guarantees of the origin of electricity. Zagreb Airport holds energy attribute certificate Guarantees of Origin-GOs. This measure reduced CO_2 emissions by approximately 56% in scope 2 (according to ACI ACA methodology).

Low-carbon passenger transports

With the aim to reduce scope 3, indirect emissions, Zagreb Airport in 2022 started with the establishment of sustainability requirements for Rent a Car / Taxi / Car Sharing in order to promote low-carbon passenger transport.

Stakeholder engagement plan for climate action

Aware of the importance of collaboration with other aviation stakeholders, Zagreb Airports started with identification and categorization of stakeholders the airport can guide and those it can influence according to ACI Airport Carbon Accreditation. A revision of a Stakeholder Engagement Plan is done on a yearly basis.

Solar plant

Zagreb Airport plans to construct a solar plant of 3.6 MW power on airside whose total investment amounts to 4 mil EUR. In case that Zagreb Airport doesn't purchase electricity from renewable sources, the solar plant would contribute to annual reductions of approximately 543.9 t of CO_2. In 2022 Zagreb Airport began with preparation of competitive bidding documents for the contract.

Improving energy efficiency

In 2022 several projects were implemented with the aim to improve energy efficiency. This includes:

- First phase of reconstruction of RWY approach lights 22 (LED): Ends and Thresholds
- Construction works for two new UPS's (180kW) and generators in transformer stations TS-3 and TS-4
- Project design of replacing light system in technical base - ground floor - workshops and garages
- The replacement of the underground hot water pipeline from the boiler room campus to the substation in the board building was completed in August 2022.

Airport Carbon Accreditation independently assesses airports' efforts to manage and reduce emissions. In 2022 Zagreb Airport had maintained a level 3 certificate that confirms accreditation level of "Optimisation".

Airport Carbon Accreditation

Airport Carbon Accreditation is the only institutionally-endorsed, global carbon management certification programme for airports. It independently assesses and recognises the efforts of airports to manage and reduce their carbon emissions through 6 levels of certification: 'Mapping', 'Reduction', 'Optimisation', 'Neutrality', 'Transformation' and 'Transition'.

Airport Carbon Accreditation provides airports with a common framework which relies on internationally recognised methodologies for carbon management and goal-setting. The program is site-specific, providing the flexibility to accommodate national or local legal requirements, all the while ensuring that the methodology employed remains consistently robust.

By becoming Airport Carbon Accredited, an airport benefits in many ways, including:

- Achievement of real, verified emissions reductions
- Data collection and verification, which ensures that a clear understanding of emissions at the airport is developed, enabling the airport to identify priority areas for emissions reduction

- Enhanced dialogue between different airport departments on issues relating to CO_2 emissions
- Substantiated endorsement in the public domain of the airport's achievements
- Improved emissions performance and operational/cost efficiencies not only for the airport itself but also for third parties responsible for emissions sources at the airport
- Increased shareholder value, brand reputation and stakeholder support
- Alignment with the global climate goals

Zagreb Airport has been awarded a certificate by the Airport Council International (ACI), confirming a level 3 of management and reduction of CO_2 emissions in its daily airport operations. According to the classification of the global ACI ACA (Airport Carbon Accreditation) program, this level is referred to as "Optimization" and represents a significant step towards fulfilling Zagreb Airport's commitment to achieving zero CO_2 emissions by 2050. Franjo Tuđman Airport is the first airport in Croatia to reach ACI-ACA level 3, which is the result of an extensive program of various activities in recent years aimed at reducing carbon emissions.

Becoming Airport Carbon Accredited at the Optimisation level requires third-party engagement in carbon footprint reduction. Third parties include airlines and various service providers, such as independent ground handlers, catering companies, air traffic control and others working on the airport site. This level also includes engagement on surface access modes (such as road and rail), with authorities and with users. To achieve this level of accreditation, an airport has to:

- Fulfill all the requirements of Mapping and Reduction levels
- Widen the scope of its carbon footprint to include a range of scope 3 emissions
- Present evidence of engagement with third-party operators to reduce the above emissions
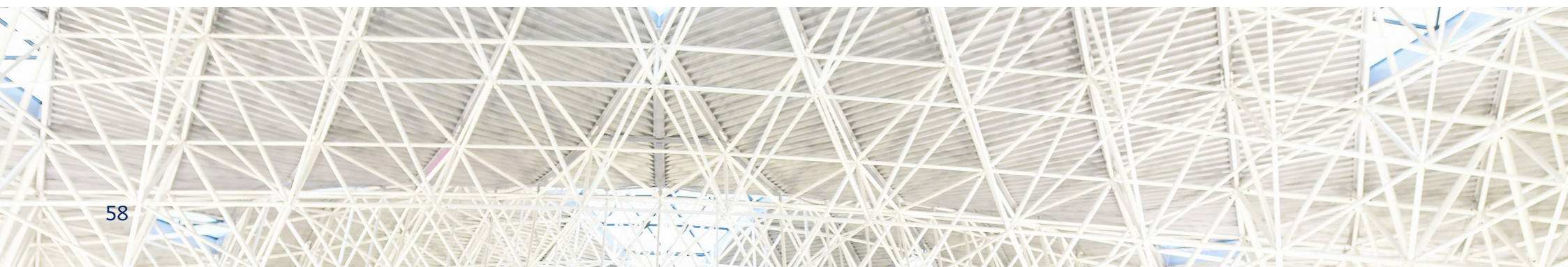
CERTIFICATE
of ACCREDITATION

8th July 2023 - 7th July 2024

This is to certify that *Airport Carbon Accreditation*, under the administration of WSP, confirms that the carbon management processes at

ZAGREB AIRPORT
implemented by Zagreb International Airport Jsc

have earned the accreditation level of **OPTIMISATION**, in recognition of the airport's exemplary work in reducing its CO_2 emissions and engaging other stakeholders to do the same, as part of the Global airport industry's response to the challenge of Climate Change.

www.airportCO2.org

Olivier Jankovec
*Director General
ACI EUROPE*

Giulio Corte
*Programme Director
WSP*

Actions for the future

In order to fulfill net zero commitments, Zagreb Airport has adopted Airport Carbon Management Strategic Plan 2023-2026.

The Carbon Management Plan contains measures to reduce emissions within scope 1 and scope 2. The plan will be updated at least every 3 years. In order to reduce emissions in line with set targets and policy commitments for 2023-2026 period, Zagreb Airport is planning to implement following actions:

Table: Energy saving actions for 2023-2026 period

Action	In charge	Resources, OPEX/CAPEX	Annual GHG reductions (t)
Renewal of hot water pipelines in a total of 1500 m.	Maintenance	N/A	8,5 t CO_2e
Reconstruction and modernization of heating substation in Technical base, including design.	Maintenance	60.000,00 EUR	12,2 t CO_2e
Fan-coil replacement in Annex East - HAVAS premises.	Maintenance	70.000,00 EUR	0,7 t CO_2e
Fan-coil replacement in Administrative building.	Maintenance	80.000,00 EUR	1,7 t CO_2e
Radiators replacement & thermostatic valves installation.	Maintenance	25.000,00 EUR	N/A
Enhanced maintenance and modifications of HS Cargo - regulation over outside temperature refurbishing.	Maintenance	6.000,00 EUR	N/A
Improvement of HVAC energy management through optimization works and control of production and distribution of heat energy in boiler rooms.	Maintenance	Regular monitoring and control of the system.	N/A
Improvement of HVAC energy management of heating/cooling energy consumption through Utility saving plan presented to users.	Maintenance	Regular PR campaigns.	N/A
Heat meters installation in substations: TPII, Catering, Cargo, Technical base, Old sorting plant.	Maintenance	60.000,00 EUR	N/A
Replacement of halogen into LED lights on landsite (car parks, internal road).	Maintenance	150.000,00 EUR	N/A
Two new UPS's (180 kW) in transformer stations TS-3 and TS-4.	Maintenance	197.320,00 EUR	N/A
Reconstruction of RWY approach lights 22 (LED), the first phase ends and Thresholds.	Maintenance	817.000,00 EUR	N/A

Sustainable aviation fuels

Sustainable aviation fuels (SAF) - are a safe, proven replacement for fossil jet fuel which have the potential to reduce greenhouse gas emissions by up to 80% compared with conventional jet fuel. SAF is produced from sustainable resources such as waste oils from a biological origin, agri residues, or non-fossil CO_2. SAFs are more expensive than traditional jet fuel. Estimates range from 2x for some waste-based sources to 6-10x for synthetic fuels using carbon capture*.

Airports are key enablers of wider use of sustainable aviation fuels. Zagreb Airport plans to collaborate with fuel delivery suppliers to be able to provide approximately 2.6% of Sustainable Aviation Fuels by 2026 and 4.6% by 2030. SAFs are a transitional solution for the aviation industry to reduce carbon emissions while the new technology and alternative sources of energy are still not widely available.

OLGA project - hOlistic Green Airport

OLGA - hOlistic Green Airport, an European H2020 project, coordinated by Groupe ADP, showcases environmental innovations and demonstrates their value and replicability.

A holistic approach to the environmental performance of an airport.

Ability of Group ADP to build a large consortium grouping the best aeronautical, industrial, academic, and start-up related skills.

- **30 innovations**
- **60 months (--> sept. 2026)**
- **25 M€ in subsidies**
- **57 partners and third parties**
- **4 airports: CDG, Malpensa, Zagreb, Cluj-Napoca**
- **10 countries**

hOListic Green Airport

HORIZON **2020**
LE PROGRAMME DE RECHERCHE ET D'INNOVATION DE L'UNION EUROPÉENNE

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* Carbon capture is a process that captures carbon dioxide emissions from sources like coal-fired power plants and either reuses or stores it so it will not enter the atmosphere.

Climate targets

In order to achieve policy objectives to reduce CO_2 emissions and move towards net zero operations, Zagreb Airport has set ambitious yet realistic goals for the period until 2030.

When setting targets, Zagreb Airport has set 2022 as the base year* and 1.997,20 tCO_2 (according to the ACI ACA methodology) as the baseline values. Targets will be reviewed on a 3-year basis. Zagreb Airport has set a challenging and realistic target for emission in absolute terms demonstrating annual improvement in scopes 1 and 2 emissions against a three-year rolling average.

- Zagreb Airport's medium-term target is to reduce CO_2 emissions in scope 1 and scope 2, by 17% from 2022 values in the period from 2023 and 2026.
- Zagreb Airport's long-term target is to reduce CO_2 emissions in scope 1 and scope 2, by 50% from 2021 values (7.263,10 tCO_2 according to ACI ACA methodology) until 2030.
- Zagreb Airport has committed to becoming net zero by 2050.

Additionally, Zagreb Airport commits to:

- Reduce energy consumption by 20% (electricity, heating and cooling) between 2023 and 2026.

Currently, there are no targets related to reductions of scope 3 emissions.

Scope of targets

The concession of Zagreb's Franjo Tuđman Airport includes financing, the design, and construction of the new airport. Operating the entire airport for close to 30 years, including the runway, passenger terminal, cargo terminal, parking lots and future property developments. Operational boundary defines scope of direct and indirect emissions for operations based on the company's established organizational boundary. Sources of emissions (activities/facilities) are categorized as Scope 1, 2 or 3:

- **Scope 1:** Direct GHG emissions that occur from sources that are owned and/or controlled by the airport, for example, emissions from combustion in owned or controlled boilers, vehicles, etc.
- **Scope 2:** Indirect GHG emissions from the generation of purchased electricity, steam, heat or cooling consumed by the airport. Scope 2 emissions physically occur at the facility where purchased electricity is generated.
- **Scope 3:** All other indirect emissions, which are a consequence of the activities of the airport but occur from sources not owned and/or controlled by the company (e.g., aircraft movements, etc.). Such sources can be located within or outside the airport premises (geographical boundary).

Methodology

Airport Carbon Accreditation* remains the only voluntary global carbon management standard for airports. By adopting Airport Carbon Accreditation as a tool and standard for collecting data, calculating and managing GHG emissions and setting targets, Zagreb Airport has aligned their carbon management with the global climate goals enshrined in the Paris Agreement. Airport Carbon Accreditation is the only global, airport-specific carbon standard which relies on internationally recognized methodologies. It provides airports with a common framework for active carbon management with measurable goalposts.

The programme is site-specific allowing flexibility to take account of national or local legal requirements, whilst ensuring that the methodology used is always robust. Airport Carbon Accreditation is owned and governed by ACI EUROPE and the programme is administered by WSP, the environmental consultancy tasked with enforcing the strict criteria of accreditation and safeguarding the independent character of the programme's framework.

In the period from 2023 to 2026 Zagreb Airport will implement many measures with the end goal of supporting the set targets. List of actions with expected GHG emission reductions is presented under "actions for the future".

* Unless otherwise indicated in text

* Source: https://www.airportcarbonaccreditation.org/

Energy consumption and mix

In 2022, Zagreb Airport consumed in total of 33.948,24 MWh of energy, of which 43.16% was from renewable sources, and 56.84% from fossil fuels. Energy consumption is presented in the table below.

In 2022, Zagreb Airport produced 32 MW from its own renewable source (photovoltaic panels).

* Net revenue in 2021 = 223 416 000 HRK (29 652 398.96 EUR)
** Net revenue in 2022 = 400 849 000 HRK (53 201 805.03 EUR)
Fixed conversion rate 1 EUR = 7,53450 HRK
*** Significant increase in renewable energy consumption is due to switch from electricity from nonrenewable sources to electricity from renewable sources guaranteed by HEP ZelEn certificate.

Table: Energy consumption and mix

	2021	2022	% N / N-1
(1) Fuel consumption from coal and coal products (MWh)	0,00	**0,00**	0,00
(2) Fuel consumption from crude oil and petroleum products (MWh)	749,80	**714,71**	-4,7%
(3) Fuel consumption from natural gas (MWh)	11.925,00	**9.269,00**	-22,3%
(4) Fuel consumption from other fossil sources (MWh)	0,00	**0,00**	0,0%
(5) Total consumption of purchased or acquired electricity, heat, steam, and cooling from fossil sources (MWh)	25.078,80	**9.312,10**	-62,9%
(6) Total fossil energy consumption (MWh) (calculated as the sum of lines 1 to 5)	37.753,60	**19.295,81**	-48,9%
Share of fossil sources in total energy consumption (%)	99,91%	**56,84%**	-43,11%
(7) Consumption from nuclear sources (MWh)	0,00	**0,00**	0%
(8) Fuel consumption for renewable sources, including biomass (also comprising industrial and municipal waste of biologic origin, biogas, renewable hydrogen, etc.) (MWh)	0,00	**0,00**	0%
(9) Consumption of purchased or acquired electricity, heat, steam, and cooling from renewable sources (MWh)	0,00	**14.620,40**	N/A
(10) The consumption of self-generated non-fuel renewable energy (MWh)	32,83	**32,03**	-0,02
(11) Total renewable energy consumption (MWh) (calculated as the sum of lines 8 to 10)	32,83	**14.652,43**	44535,3%***
Share of renewable sources in total energy consumption (%)	0,0869%	**43,1611%**	49581,8%***
Total energy consumption (MWh) (calculated as the sum of lines 6 and 11)	37.786,42	**33.948,24**	-10,2%
Energy intensity in MWh/EUR (Total energy consumption from activities in high climate impact sectors per net revenue from activities in high climate impact sectors)	0,00127*	**0,00064****	-49,9%

GHG emissions

Since the European Union Emissions Trading System (EU ETS) pertains to aviation activities of flights conducted by aircraft operators, i.e., airlines, the activities of MZLZ are not included in the aviation sector activities covered by the EU emissions trading system (EU ETS).

Scope 1

In 2022, Zagreb Airport emitted in total 1,997.20 t of CO_2e (according to the ACI ACA methodology) in scope 1 of which 90.88% was from stationary sources, and 9.12% from mobile sources. Zagreb Airport reduced emissions in scope 1 for 37.34% in respect to 2021 values.

Scope 2

In January 2022 Zagreb Airport switched to purchasing electricity only from renewable sources. The supplier of electricity guarantees through contractual agreement to Zagreb Airport that the electricity used by the airport is 100% produced from renewable sources with an emission factor of 0g CO_2, which is why emissions in scope 2 (indirect emissions from energy production) are 0 in 2022.

Scope 3

Significant sources of emissions in scope 3 category are: LTO (landing and take-off) cycle, APU (auxiliary power units) and engine testing, surface access emissions, airport staff business travel and GSE & company cars HAVAS. LTO (landing and take-off) cycle and APU (auxiliary power units) and engine testing are directly related to aircraft. These emissions have significantly increased in 2022 in respect to 2021, and the reason is the recovery of the aviation sector from the COVID-19 pandemic which negatively affected air travel. Surface access emissions which are related to traffic to and from the airport have also increased, mostly due to a larger number of passengers in 2022. Zagreb Airport managed to reduce the amount of emissions related to business travel of the staff by 16.7%.

Emissions under control of Zagreb Airport (scope 1 + scope 2) decreased by 78,59% (market-based method) in 2022 compared to 2021. This significant reduction is mostly the result of switching to electricity from renewable sources.

Graph: MZLZ emission CO_2 - Market based (scope 1 + scope 2)

Legend:
- total (scope 1 + scope 2)
- boilers
- electricity purchases
- GSE & company cars
- refrigerant leakage
- emergency generators
- firefighting exercise

y-axis: emissions CO_2
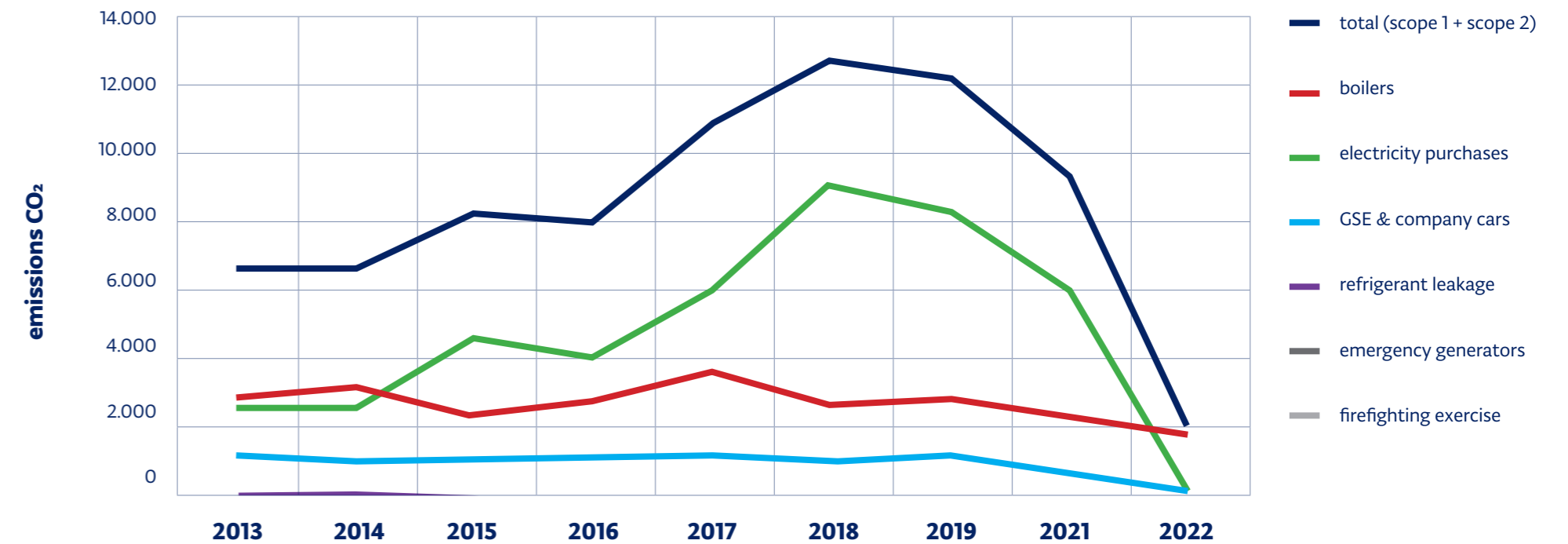
Table: The overview of the GHG emissions in 2022

	Retrospective			Milestones and target years		
	2021	2022	% N / N-1	2026*	2030**	(2050)
Scope 1 GHG emissions						
Gross scope 1 GHG emissions (tCO₂eq)	3.184,68	1.997,20	-37,29%	-17%	-50%	-100%
Percentage of scope 1 GHG emissions from regulated emission trading schemes (%)	0	0	0,00%			
Emissions from stationary sources	2.422,99	1.815,19	-25,08%			
Emissions from mobile sources	761,69	182,01	-76,10%			
Scope 2 GHG emissions						
Gross location-based scope 2 GHG emissions (tCO₂eq)	4.078,43	0	-100%			
Gross market-based scope 2 GHG emissions (tCO₂eq)	6.146,56	0	-100%			
Total scope 1+2 GHG emissions						
Total scope 1 + scope 2 emissions (location-based)	7.263,11	1.997,20	-72,50%			
Total scope 1 + scope 2 emissions (market-based)	9.331,24	1.997,20	-78,60%			
Significant scope 3 GHG emissions						
Total Gross indirect (scope 3) GHG emissions (tCO₂eq)	35.219,58	60.072,60	70,57%			
LTO cycle	27,545.82	45,474.40	65.09%			
APU (auxiliary power units) and engine testing	3.194,86	5.387,80	68,64%			
Surface access emissions	4.477,46	8.531,10	90,53%			
Airport company staff business travel	1,44	1,2	-16,67%			
GSE & company cars HAVAS	/	678,1	/			
Total GHG emissions						
Total GHG emissions (location-based) (tCO₂eq)	42.482,69	62.069,80	46,11%			
Total GHG emissions (market-based) (tCO₂eq)	44.550,82	62.069,80	39,32%			
GHG intensity per net revenue						
Total GHG emissions (location-based) per net revenue (tCO₂eq/Monetary unit)	0,00143269***	0,0011667****	-18,57%			
Total GHG emissions (market-based) per net revenue (tCO₂eq/Monetary unit)	0,00150244***	0,0011667****	-22,35%			

*In respect to 2022 value.
** In respect to 2021 value.
***Net revenue in 2021 = 223,416,000 HRK (29,652,398.96 EUR)
**** Net revenue in 2022 = 400,849,000 HRK (53,201,805.03 EUR)
Fixed conversion rate 1 EUR = 7,53450 HRK.

As a part of carbon footprint calculation methodology, Zagreb Airport used following data for the calculation of the carbon footprint:

- Energy consumption data
- Fuel consumption data
- kWh of electricity produced
- LTO cycle information
- Flight information (e.g. aircraft type, flight distance)
- Other data (private vehicles, public transportation, surface access, travel, de-icing, APUs)

Zagreb Airport calculated its carbon footprint using the worksheets provided by the ACI EUROPE.

2.2 Environmental Management System

Commitment of the management board to environmental protection is formally shown in the Integrated Management System policy which is publically available at Zagreb Airport's website and internally distributed via company intranet to all relevant stakeholders. Policy has been endorsed and approved by the Board. This Integrated Management System policy applies to all Zagreb Airport activities.

Zagreb Airport's Integrated Management System policy aims to:

• systematically incorporate the environment into its activities

• make it a responsible company

• prevent

• promote the values and pass on the best practice.

Zagreb Airport takes the environmental aspect into consideration in all actions and performs activities with the utmost respect for the environment. The Policy is applied through the commitment to continual improvement of the Integrated Management System by:

• Complying with the statutory, regulatory requirements and the international standards

• Origination, production, storage, handling, processing, transfer and distribution of aeronautical data and aeronautical information

• Meeting contractual obligations

• Implementing change management to ensure high levels of customer satisfaction

• Implementing Environmental Management System and continually improving its performance by focusing on carbon management strategy with aim to net zero carbon emissions by 2050 and pollution prevention

• Application of measures against the infectious diseases, if necessary

• Implementing cost efficient operational management and maximizing revenues

• Encouraging employees and airport community to report concerns relating to Quality, Environment, Complaint management, Safety, Security, and infectious diseases

• Involving all concerned stakeholders in the improvement actions

• Developing and operating a safe airport complying applicable aviation standards and following the best practices

• Establishing and reviewing objectives and implementing effectively the requirements of the Integrated Management System

• Continually monitoring the results and acting whenever needed

• Developing the skills and knowledge of the staff through training in accordance to perform their job in a qualitative, safe, secure, and environment-friendly way

Zagreb Airport has established an Integrated Management System (IMS) that complies with the standard requirements of ISO 9001:2015, ISO 14001:2015 and ISO 10002:2018. Integrated Management System includes systematic processes to minimize, manage, and monitor environmental impacts and risks that arise during operations.

Annual environmental management plan is developed based on the Zagreb Airport Environmental management and monitoring plan (applicable to 30 year concession period), regulatory and statutory requirements, Environmental Impact Assessment, airport carbon accreditation plan, and identified occurrences and audit findings. Annual environmental action plan defines all necessary actions needed to manage environmental impacts.

Zagreb Airport at least once per year holds an Environmental protection committee meeting that includes Croatian Air Navigation Services (Croatia Control), Ministries, Croatian Civil Aviation Agency, Representatives of the local community, fuel delivery suppliers and airline representatives with the aim to discuss improvements in regards to environmental protection.

Significant environmental aspects

Noise

Aircraft landing and take-off are the main source of noise emission. The most common types of aircraft operating at Zagreb Airport, making approx. 90% of all flights, include modern turbo propeller Bombardier de Haviland Canada DHC Dash 8 Q400 followed by Airbus A318-A321 Family, Canadair CL-600 Regional Jet CJR- 100 and CRJ-700 and Embraer EMB120, which belong to ICAO Cat B and C, respectively, with the rest including bigger ICAO Cat D and E Boeing757 and Boeing747, respectively.

As per current legislation in Croatia, the impacts of airport generated noise to the settlements and adequate response to mitigate it is under the responsibility of several stakeholders and third parties such as airline operators, as well as relevant public authorities e.g. Croatian Air Traffic Control (CATC) and Croatian Civil Aviation Authorities (CCAA) for take-off and landing protocol and associated noise mitigation measures as noise insulation scheme.

The Zagreb Airport has performed continuous noise monitoring and has identified a noise impact area in the immediate vicinity of the airport.

Noise monitoring

Noise monitoring at an airport involves the systematic measurement and analysis of noise levels to assess the impact on the local community. Noise monitoring stations are strategically placed around the airport perimeter and in nearby residential areas to capture accurate noise data. Noise monitoring Terminal (NMT) continuously records noise levels, capturing information about the intensity, duration, and frequency of sources of noise which include aircraft operations and ground activities. Collected noise data is analyzed to identify patterns, peak noise events, and trends. This analysis helps determine the times when noise impacts are most pronounced. The noise data is compared to regulatory standards and guidelines set by aviation authorities and local regulations to ensure compliance with permissible noise limits. Based on the analysis, airports can develop and refine noise mitigation strategies, such as adjusting flight paths, implementing operational restrictions, or investing in noise barriers.

Since 2006, Zagreb Airport has installed a system of noise monitoring, consisting of four (4) Noise monitoring Terminals (NMT), and one computer program: Environmental Noise Model (ENM), used to monitor and analyze data received from monitoring terminals. In 2014, MZLZ completed the upgrade of the system for noise monitoring. Thus, the noise monitoring system includes a connection to the radar of Croatia Control (Croatian air traffic control), which benefits speed and accuracy in processing flight operating data. In this way, MZLZ obtains accurate information on aircraft movements over districts in its immediate vicinity and allows for the automatic correlation of landing and take-off operations with noise levels on monitoring terminals.

Noise monitoring locations
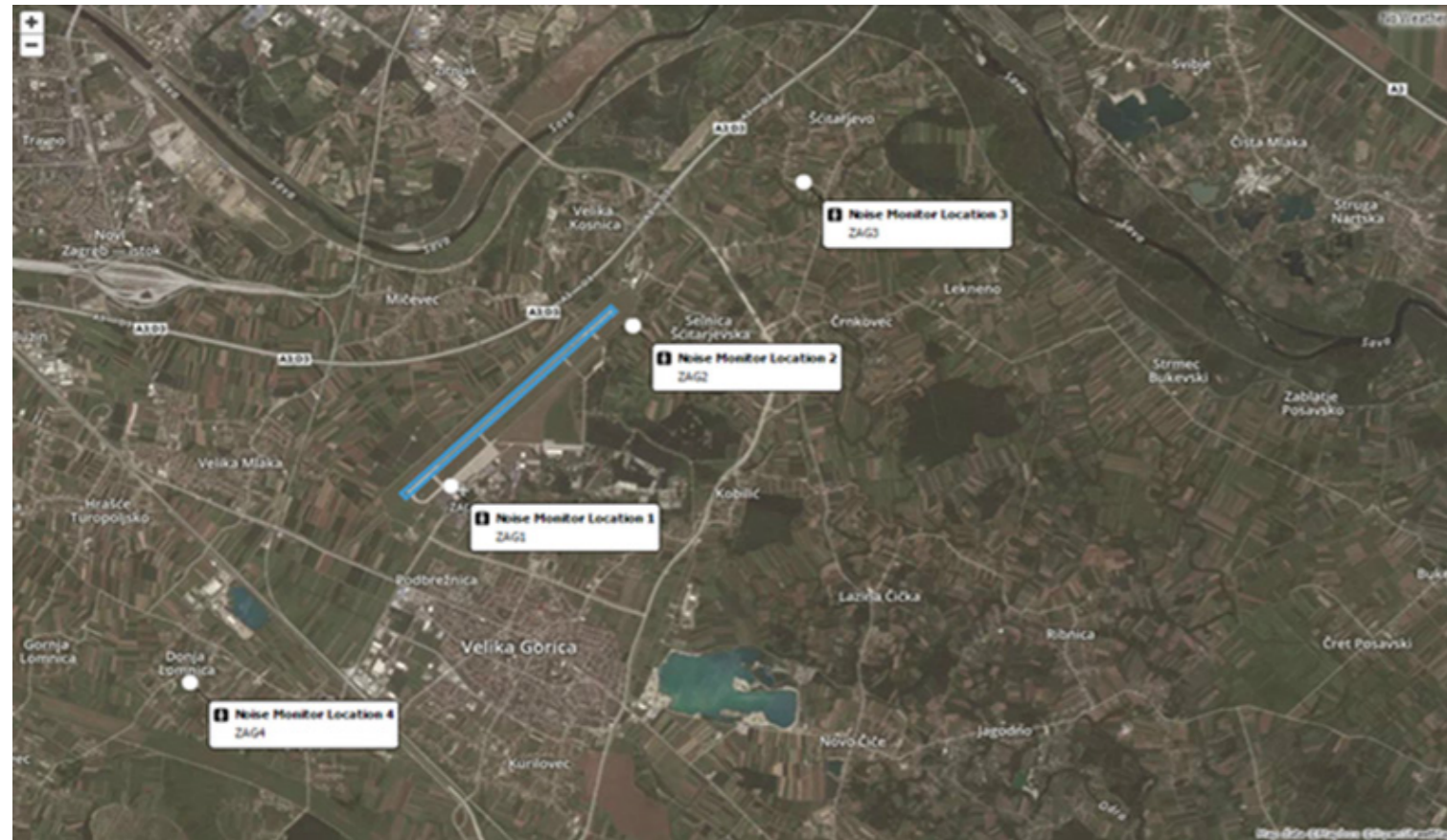
System of Noise Monitoring at Zagreb Airport has four fixed Noise Monitoring Terminals:

- NMT 1 is located near runway threshold 04,
- NMT 2 is located near runway threshold 22,
- NMT 3 is located in district of Obrezina,
- NMT 4 is located in district of Donja Lomnica.

System of Noise Monitoring at Zagreb Airport International also has one mobile station which monitors the level of noise every year from 1 June to 1 October. During this period MZLZ conducts testing of the minimum duration of fifteen days at every control point of emission according to yearly noise measuring plan:

- Measuring point 5: village Črnkovec,
- Measuring point 6: village Velika Kosnica,
- Measuring point 7: village Pleso,
- Measuring point 8: town Velika Gorica,
- Measuring point 9: village Selnica Šćitarjevska.

The noise levels measured on the runway thresholds location, where NMT 1 and NMT 2 were placed, varied from 57.6 dB (A) to 68.4 dB (A). The highest noise level was recorded in March and April as a result of the increased number of operations due to the seasonality of flight schedule and improved epidemiological situation with the COVID-19 pandemic.

The data obtained from the NTM 3 and NMT 4 stations placed in settlements Obrezina and Donja Lomnica varied from 51.8 dB(A) to 60.5 dB(A), indicating that the recorded noise was below the noise recorded at the airport.

Every five year, a noise chart is produced, which includes operations and characteristics for each type of aircraft.

In 2022, together with Air Traffic Control and experts from Bruel&Kjaer, Zagreb Airport was working on the improvement of the Noise Monitoring System with the aim to separate civil, military, and background noise.

External communication is on-going with local communities. Community input is gathered through feedback mechanisms, and environmental committee meetings to understand residents' experiences and concerns related to airport noise. Zagreb Airport publishes regular noise reports detailing noise monitoring results, trends, and the effectiveness of implemented measures.

Summaries of noise level measurements for previous years are published and available at:
https://www.zagreb-airport.hr/en/business/corporate/environment/129

Graph: Noise measuring results from Dec. 2021 - Dec. 2022

LDEN – LEVEL-DAY-EVENING-NIGHT (dB)	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
NMT 1 Threshold 04	66.6	65.1	66.6	68.4	67.6	66.4	66.2	62.4	65.2	64.1	66.3	66.0	62.8
NMT 2 Threshold 22	59.8	57.6	60.8	61.0	59.6	60.2	60.3	60.6	61.6	61.7	61.2	61.5	59.6
NMT 3 Obrezina	54.6	51.8	53.1	54.7	56.3	54.8	55.5	55.6	56.3	56.4	56.3	54.9	53.6
NMT 4 D. Lomnica	58.1	56.3	57.1	57.9	58.6	59.8	60.4	60.4	60.5	60.1	60.3	59.5	58.1
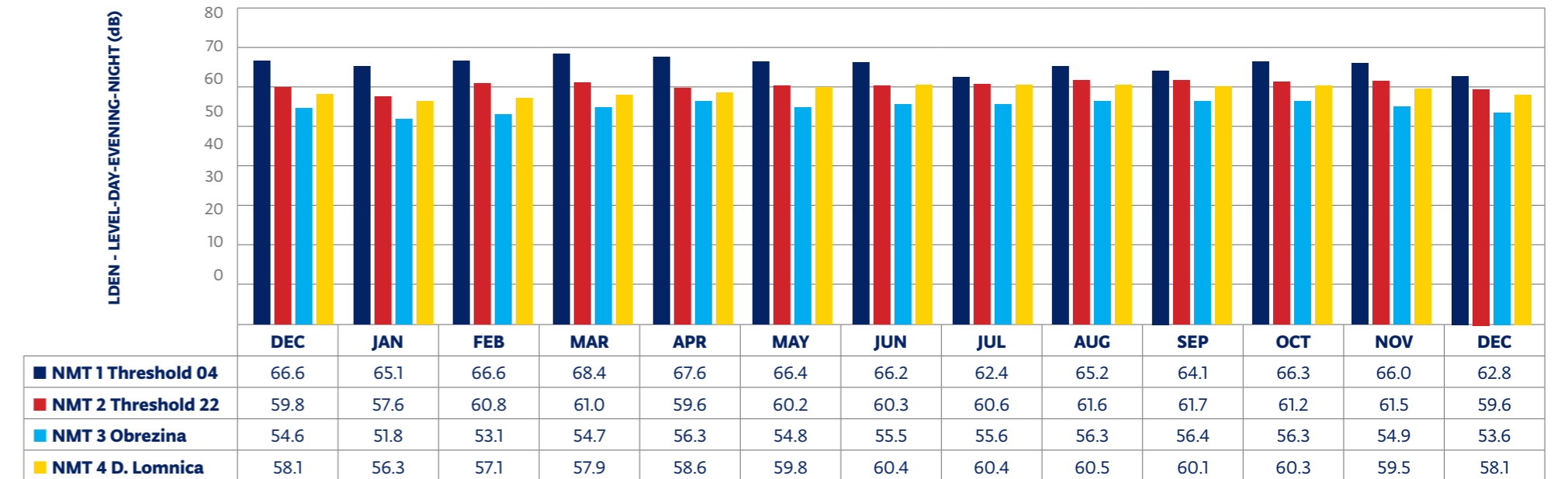
Noise mitigation measures

Zagreb Airport cannot take aircraft noise away and so it is inevitable that some noise will be experienced by people living in the vicinity of the airport or under flight paths.

Zagreb Airport commits to work on noise reduction wherever possible and this is why the following long-term objective for the management of aircraft noise has been set: "To limit aircraft noise impacts and gain the trust of our stakeholders that we are using the best practicable means to achieve this goal, and to continue this approach into the future, within the framework established by the government."

The following five key themes have been set for the coming years:

1. Reducing noise impacts wherever practicable. This includes:

    a. The quietest practicable aircraft operations

    b. Effective and credible noise mitigation schemes.

2. Engaging with communities affected by noise impacts to better understand their concerns and priorities, and reflecting them as far as possible in airport noise strategies and communication plans.

3. Influencing planning policy to minimize the number of noise-sensitive properties around our airports.

4. Organizing to continue to manage noise efficiently and effectively.

5. Continuing to build on the understanding of aircraft noise to further inform our priorities, strategies, and targets.

These themes establish a framework for the Zagreb Airport's Noise action plan and help inform the local community of its priorities.

In 2022, the Noise reduction plan was revised and published on the Zagreb Airport website. The airport has designed and implemented a robust set of measures to effectively address and mitigate the negative noise impacts experienced by the local community. These efforts are part of Zagreb Airport's commitment to ensuring the well-being and quality of life of neighboring communities.

Air quality

Air Emissions - main sources of air emissions in regards to airport operations include:

- Aircraft (main and auxiliary engines)
- Devices on the ground (tractors and cargo aircraft, fuel tanks, repair and other vehicles)
- The access vehicles at the main roads (vehicles of passengers, visitors, employees, carriers)
- Energy plant

Zagreb Airport ensures continuous measuring of air quality parameters at one station with parallel monitoring of weather parameters (temperature, pressure, relative moisture, wind direction, and speed).

Air quality monitoring

Zagreb Airport continuously monitors air quality at an air quality monitoring station in line with the terms forming part of the airport's environmental permit. The air quality reports are published on https://iszz.azo.hr/iskzl/postaja.html?id=279 where all stakeholders can access the information (in Croatian). Air quality parameters that need to be monitored are the following: carbon monoxide (CO), surface ozone, nitrogen oxides (NO_x) expressed as nitrogen dioxide (NO_2), suspended particulates PM10 and benzo(a)pyrene (BaP) in suspended particulates PM10.

Table: Most significant components of exhaust gases that are released during operation of the airport

Sources of pollutions	Carbon monoxide CO	Nitrogen oxides NOx	Suspended particulates PM10
Aircraft (main and auxiliary engines)	x	x	
Devices on the ground (tractors and cargo aircraft, fuel tanks, repair and other vehicles)	x	x	
Energy plant	x	x	
Main roads – road transportation (vehicles of passengers, visitors, employees, carriers)			x

The independent laboratory that carries out quality measurement delivers the original and validated data on air quality measurement and the report on the levels of contamination and the assessment of air quality to the competent regional, Zagreb and Velika Gorica authorities by March 31st of the current year for the previous calendar year.

The results of air quality measurement performed by an authorized, independent third party are evaluated for the period from 1st January 2022 to 31st December 2022. According to the measuring results, air quality for NO₂ and CO is ranked in the I category, while PM10 and O₃ are ranked in the II category.

Table: Air Quality Category at Zagreb Airport

Pollutant	First category	Second category
NO2	✓	
CO	✓	
O3		✓
PM10		✓

According to the existing law, Limit Value for O3 is 120 micrograms per cubic meter of Air and should not be exceeded more than 25 times during the year. Natural ozone formation and degradation are heavily dependent on the intensity of solar radiation and climate conditions.

Table: Limit value of air quality parameters

Pollutant	Time of averaging	Level of limit value (LV)	Frequency of annual exceeding in 2022
NO2	1 hour	200 ug/m3	LV should not be exceeded more than 18 times during the year
	1 year	40 ug/m3	—
CO	Maximum of daily 8-hour medium average	10 mg m3	—
PM10	24 hours	50ug/m3	LV should not be exceeded more than 35 times during the year
	1 year	40 ug/m3	—

For PM10, according to the existing Limit Value Act, 50 micrograms per Cubic meter of Air should not be exceeded more than 35 times during the year. With regard to exceeding the limit value of floating PM10, the main cause is the heating season from Velika Gorica and surrounding area.

STATISTIČKA OBRADA MJERNIH REZULTATA NA POSTAJI MEĐUNARODNA ZRAČNA LUKA ZAGREB ZA 2022. GODINU						
Statistički parametar / Onečišćujuća tvar	*NO₂ µg/m³	*CO mg/m³	*O₃ µg/m³	*CO 8h mg/m³	*O₃ 8h µg/m³	PM10 µg/m³
Minimalna satna vrijednost	-0,1	0,1	0,4	0,1	2,2	-
Maksimalna satna vrijednost	117,9	2,8	156,3	2,1	149,3	-
Median satnih vremena usrednjavanja	12,0	0,2	45,0	0,2	47,0	-
Srednja vrijednost satnih vremena usrednjavanja	17,7	0,4	51,4	0,4	51,5	-
Percentil 99,79 satnih vremena usrednjavanja	95,9	-	-	-	-	-
Minimalna 24 satna vrijednost	2,6	-	-	0,1	10,2	3,1
Maksimalna 24 satna vrijednost	45,9	-	-	2,1	149,3	113,9
Median 24 satnih vremena usrednjavanja	16,0	-	-	0,3	80,2	18,8
Srednja vrijednost 24 satnih vremena usrednjavanja	17,6	-	-	0,5	80,1	25,1
Percentil 93,2 24 satnih vremena usrednjavanja	-	-	-	-	129,8	-
Percentil 90,4 24 satnih vremena usrednjavanja	-	-	-	-	-	50,8
Valjanih rezultata satnih vremena usrednjavanja (%)	99,6	99,6	99,6	-	-	-
Valjanih rezultata 24 satnih vremena usrednjavana (%)	100,0	-	-	100,0	100,0	98,6
Broj prekoračenja satnog GV	0	-	-	-	-	-
Broj prekoračenja 24 satnog GV /CV	-	-	-	0	50	36
Trogodišnji prosiljek prekoračenja 24 satne CV (2020.-2022.)	-	-	-	-	35	-
Prekoračenje godišnje GV	NE	-	-			NE
Prekoračenje praga obavješćivanja	-	-	NE	-	-	-
Prekoračenje praga upozorenja	NE	-	NE	-	-	-
Pragovi procjene	< donjeg	-	-	< donjeg	> dugoročnog cilja	> gornjeg
Kategorija kvalitete zraka	prva	-	-	prva	druga	druga

*metode akreditirane prema HRN EN ISO/IEC 17025

Air emissions mitigation measures

Zagreb Airport is continuously exploring options to renew and replace ground service equipment and vehicles to show a firm commitment to reducing air pollution.

- Zagreb Airport participates in the Airport Council International Airport Carbon Accreditation programme and is certified for Level 3 (Optimisation). Airport Carbon Accreditation focuses on CO₂ emissions, as they comprise the large majority of airport emissions. Independent third-party verification by an approved verifier is an essential component of the programme. The aim of Airport Carbon Accreditation is to encourage and enable airports to implement the best practices in carbon management and achieve emissions reductions (scope 1, 2 and 3). Accreditation provides the opportunity for airports to gain public recognition for their achievements, promotes efficiency improvements, encourages knowledge transfer, raises an airport's profile and credibility, encourages standardization, and increases awareness and specialization*.

- In order to reduce air emissions from devices on the ground, Zagreb Airport will introduce the requirement for electrification of ground handling vehicles and the use of sustainable fuels. Furthermore, "no idling policy" for employees and stakeholders on airside will be introduced.

- In order to reduce emissions from aircraft, Zagreb Airport will collaborate with ATC to implement Single Engine Taxiing policy to reduce emissions from aircraft while within the borders of the Zagreb Airport.

- As Zagreb Airport is a mobility hub, there is a need to reduce emissions from the access vehicles at the main roads. Zagreb Airport plans to establish sustainability requirements for rent-a-car, taxi, and car sharing, and to integrate the criteria for 100% environmentally friendly vehicles in the tender for selecting taxi and rent-a-car vehicles. Additionally, Zagreb Airport aims to promote sustainable mobility through pricing in car parks and by introducing 6 charging stations for electric vehicles.

* Airport Carbon Accreditation Application Manual (Issue 13)

Water quality

At Zagreb Airport, there is sanitary wastewater, storm wastewater, and groundwater regulated by a Wastewater Discharge Permit.

Sanitary wastewater from the airport facilities is collected and transferred to the municipal sewage system of the city of Velika Gorica. Storm run-off water from the runway, taxiways and apron is collected and treated. Such treated water is then discharged into the Sava River or municipal sewage system, depending on the quality.

The frequency of sampling and testing the quality of wastewater must be in line with the ordinance on limit values for wastewater for discharge into surface waters and with the requirements defined in the water rights permit.

Groundwater monitoring is regulated by water permit, and the tests are performed at several locations in the vicinity of the airport.

Water quality monitoring

The airport is located in the vicinity of the water protection area, has a water permit and prescribed measures, dynamics, and locations for monitoring water quality. Samples of surface and groundwater are analyzed to determine water quality. The frequency of sampling and testing of quality of treated water must be in line with the Ordinance on limit values for wastewater for discharge into surface waters and in line with the requirements defined in the water rights permit. Periodic wastewater composition sampling and testing is performed by an authorized laboratory. The flow rate is measured at each of the discharge points. The testing includes the following: adequate flow, the content of dissolved oxygen, COD, BOD5, dry mass, suspended solids, visible waste solids, odour, colour and other indicators discharged as a result of a work process. Water emissions data are reported to Hrvatske vode and the national Register of environmental pollution.

For sanitary, stormwater and groundwater, testing dynamics is prescribed by Water Permit. Zagreb Airport conducts measuring of parameters of all three types of waters at control points. For sanitary and stormwater, in 2022, Zagreb Airport was in compliance with the threshold values.

Table below gives an overview of sampling and testing of sanitary and rainwater, and the results of compliance with the thresholds prescribed by Water permit.

Table: Wastewater discharge testing and results

Control points	Number of testings	Results for 2022
Western drain - Velika Gorica city (KO1)	2	In compliance with threshold values
Eastern drain - Velika Gorica city (KO2)	4	In compliance with threshold values
Rainwater eastern drain - Velika Gorica city (KO4)	4	In compliance with threshold values
West water treatment plant - Zagreb city (KO6)	4	In compliance with threshold values
Pumping station - Sava River (KO7)	6	In compliance with threshold values

Water quality mitigation measures

In order to prevent pollutants from entering the water bodies and to preserve high water quality, Zagreb Airport implements several measures:

- Zagreb Airport has developed an *Operational plan of intervention measures in a case of extraordinary and accidental water pollution*. The purpose of this document is to explain how intervention measures will be taken in case of extraordinary and sudden water pollution at the Location.

- Given the fact that the site is located in the area with high underground water table and where a number of water wells are used to supply the city with the potable water the risk of oil/fuel spill is significant; all supplies including fuels and oils, spare parts required for maintenance are stored in containers in areas with impervious floors and surrounded by containment bunds or in specially designed storage tanks. Containers/cisterns are routinely monitored to ensure that they are not leaking. In 2022 there were no major incidents related to spills.

- De-icing agents are substances used at airports to remove or prevent the accumulation of ice and snow on aircraft surfaces, runways, taxiways, and other critical areas during cold weather conditions. The buildup of ice and snow on aircraft surfaces can impact their aerodynamics and add weight, potentially compromising flight safety. Similarly, icy runways and taxiways can lead to reduced traction, making takeoffs, landings, and ground operations hazardous. Their use is thus unavoidable and Zagreb Airport undertakes all necessary measures to prevent pollution of water bodies. This includes:

  - Use of mechanical de-icing methods such as sweepers and plows complemented by chemical means.
  - Pre-treating pavement surfaces with such means prior to the occurrence of ice to allow for easy removal.
  - Use of biodegradable agents which are environmentally acceptable.
  - Substituting urea with less toxic, more biodegradable and lower biochemical oxygen demand (BOD) alternatives.

- The snow that is collected from the airport traffic areas is disposed of on foreseen, waterproof surfaces that are connected to the drainage system and to the system of stormwater treatment at Zagreb Airport. This measure is only limited to the snow that is collected by trucks dedicated to vacate the apron surface; snow that is blown away from runways and taxiways onto the grass shoulders is not concerned.

- Fire training is performed on impermeable surfaces surrounded by a retaining dyke to prevent foam, powder, or other environmentally hazardous fire extinguishing agents or polluted fire extinguishing water from polluting the water bodies or soil. Waters containing fire extinguishing agents and non-combusted flammable materials are treated prior to discharge to surface water.

- The application of the activities prescribed in the maintenance manual.

In 2022 in total 328,674.00 m³ of water was discharged, of which 99.62% was discharged to surface water and 0.37% to third party. All discharged water is primarily treated. Primary treatment aims to remove solid substances that settle or float on the water surface.

Table: Water discharge and treatment in the reporting period

	2021	2022
Total water discharge and a breakdown of this total by the following types of destination (m³)	322,241.00	328,674.00
Surface water (m³)	320,985.00	327,452.00
Groundwater (m³)	0	0
Seawater (m³)	0	0
Third-party water (Off-site water treatment), and the volume of this total sent for use to other organizations, if applicable (m³)	1,256.00	1,222.00
The number of occasions on which discharge limits were exceeded	2x times	0
A breakdown of total water discharge (m³) to all areas by level of treatment		
• Primary treatment, which aims to remove solid substances that settle or float on the water surface	322,241.00	328,674.00
• Secondary treatment, which aims to remove substances and materials that have remained in the water, or are dissolved or suspended in it	N/A	N/A
• Tertiary treatment, which aims to upgrade water to a higher level of quality before it is discharged. It includes processes that remove, for example, heavy metals, nitrogen, and phosphorus	N/A	N/A

Certain weather conditions require the use of de–icing and anti-icing agents which are used for clearing ice and snow of the aircraft before take–off for safety reasons. The quantity of de–icing agent used depends heavily on the prevailing weather conditions in the cold months of the year. The following tables contains the amounts of de-icing and anti-icing consumption.

Table: Total amount of de-icing and anti-icing fluid applied in the reporting period

	2021	2022
Total amount of de-icing and anti-icing fluid, in cubic meters, diluted to application concentration and applied to aircraft, broken down by:	70,267.00	69,348.00
de-icing fluid (Type-I) in m³	60,558.00	61,850.00
anti-icing fluid (Type-IV) in m³	9,709.00	7,498.00
Total amount, in metric tonnes, of de-icing and anti-icing material applied to airside operational surfaces:		
Nordway - KF (in tons)	144,5	147
Percentage of the aircraft de-icing and anti-icing and pavement de-icing material captured for treatment and/or recycling, or discharged without treatment		
Aircraft de-icing/ anti-icing captured for treatment and/or recycling	n/a	n/a
Aircraft de-icing/ anti-icing discharged	n/a	n/a
Pavement de-icing captured for treatment and/or recycling	n/a	n/a
Pavement de-icing discharged	n/a	n/a

Soil quality

Soil quality monitoring

Monitoring of the soil pollution by heavy metals (Cd, Cr, Cu, Hg, Ni, Pb i Zn), TOC and polycyclic aromatic hydrocarbons (PAHs), including agricultural land around the airport at locations indicated in the EIA Monitoring Program, is an integral part of the overall monitoring program in Zagreb Airport. Soil is sampled and analyzed every year, once a year at the beginning of September.

Soil mitigation measures

In order to avoid negative environmental impacts, Zagreb Airport regularly conducts and controls disposal of waste to avoid any temporary or permanent disposal of waste into the surrounding soil. Hazardous waste is stored in waterproof, properly marked containers (with hazardous waste label, type – key number and quantity).

Map of monitoring points (air, water and soil quality, and noise levels)

↑ zrak air (n) buka noise ⊡ tlo soil (n) podzemne vode groundwater

TARGETS

Ongoing targets related to prevention and monitoring of pollution within Zagreb Airport include:

- Ensure 100% monitoring of following Air quality parameters: carbon monoxide (CO), surface ozone, nitrogen oxides (NOx) expressed as nitrogen dioxide (NO₂), suspended particulates PM10 and benzo(a)pyrene (BaP) in suspended particulates PM10.

- Ensure that 100% of wastewater analyzes are in line with requirements prescribed by the wastewater discharge permit.

- Ensure that 100% of soil analyses are in line with requirements prescribed by EIA.

Water consumption

The drinking water at Zagreb Airport is supplied by the public operator and distributed throughout the airport, with consumption concentrated mainly in the terminals and the concession area. Zagreb Airport makes significant efforts in optimizing drinking water consumption with high-quality maintenance in focus, according to the principles of regulation and control of pressures and flow rates.

As part of EMS, Zagreb Airport has established real-time monitoring of water consumption, which allows the maintenance department to take prompt action in case of leakage. Water consumption is monitored through audits and reported through monthly maintenance reports.

The occupational safety department controls the quality of drinking water.

With the aim of high water efficiency, Zagreb Airport **installed water-saving equipment**, especially in the sanitary areas of its terminals. Passengers and visitors have an important role in reducing the quantity of consumed drinking water. Zagreb Airport is raising their awareness on the importance of water conservation through **visual labels**.

To reduce its internal consumption of drinking water, Zagreb Airport implemented a **Pluvia system for collection and treatment of rainwater**. Rainwater is collected from the rooftop which acts as the catchment area. The collected water is then directed with gutters to the storage tank. Before entering the tank, water is filtered to eliminate pollutants. Water from the Pluvia System is used for toilet flushing.

In the reporting period, there were no targets related to water consumption.

Table: Water consumption in 2021 and 2022

Water consumption	2021	2022	% N / N-1
Water inflows/withdrawals in m³	48.343,00	60.424,00	24,99%
- surface water	0,00	0,00	0,00%
- groundwater	2.583,00	2.797,00	8,28%
- seawater	0,00	0,00	0,00%
- produced water	0,00	0,00	0,00%
- third-party water	45.760,00	57.627,00	25,93%
Total water consumption* in m3;	54.772,00	69.125,00	26,20%
Total water consumption in m3 in areas at water risk, including areas of high-water stress;	0,00	0,00	0,00%
Total water recycled and reused in m3**	6.429,00	8.701,00	35,34%
Percentage of water recycled and reused by the company.	11,74	12,59	7,24%
Total water stored and changes in storage in m³	0,00	0,00	0,00%
Water intensity (total water consumption in its own operations in m3 per million EUR net revenue)	0,00185	0,00130	-29,66%

* water supply + artesian well + collecting rainwater
** provided data only for rainwater

Waste

Zagreb Airport uses a centralized waste management system and provides waste and recycling containers for airport tenants and airlines. Waste management for all types of waste is provided pursuant to valid legislation and subordinate regulations that regulate the management of individual categories of waste. Hazardous waste is collected separately, stored according to valid legislation, and handed over to the authorized collector for disposal.

Recycling stations

In order to be able to recover materials in recycling procedures, the crucial step is to properly separate and sort waste. Recycling stations are strategically placed at airport premises to encourage the separation of recyclable materials, such as paper, plastic, and glass, from municipal mixed waste. Waste bins are appropriately labeled for different types of waste. Passengers are encouraged to properly sort waste and informed about which materials belong in which container. Airport staff is trained on how to properly segregate waste to ensure that waste is sorted correctly and disposed of in an environmentally responsible manner. Recycling stations and awareness campaigns help Zagreb Airport to increase the rate of properly sorted waste which is then handed over to authorized parties for recycling.

Collection and external treatment

Zagreb Airport collects waste separately by type (non-hazardous waste and hazardous waste) and source. In 2022, a new press container with larger capacity was installed next to the passenger terminal (35 m3) due to the increased recycling rate.

Waste data is reported to the environmental pollution register according to the law on an annual basis. All waste is handed over to authorized collectors for external treatment which is followed by proper documentation. Contract with authorized collectors implies that the company is in possession of all necessary licences.

Educating and raising awareness

Committed to avoiding and reducing waste in operations, Zagreb Airport holds training sessions for employees throughout the year and organizes at least one environmental committee and training for stakeholders.

Procurement practices

Sustainability criteria will be integrated into Zagreb Airport's procurement process, giving preference to suppliers and vendors who offer eco-friendly and recyclable products. This approach promotes the use of sustainable materials and discourage the procurement of single-use or non-recyclable items.

There are several significant sources of waste at the airport: passenger terminal, BTA (food service area), offices, cargo shipping, maintenance, Ground handling (HAVAS), airplanes, construction works, tenants and retailers, rent-a-car, etc.

Total non-hazardous waste for 2022 amounts to 112.01t and includes: paper and cardboard packaging, plastic packaging, wooden packaging, glass packaging, bulk waste, plastic, used tyres, alkaline batteries and grease and oil mixture from oil/water separation.

Total hazardous waste for 2022 amounts to 6.18t and includes: packaging containing residues of or contaminated by dangerous substances, wastes containing mercury, lead batteries, non-chlorinated engine and gear lubricants, and discarded electrical and electronic equipment.

Waste data includes all tenants' waste. Total amount of waste* includes mixed municipal waste which is approximated.

Data about waste generation and disposal is collected by the maintenance division based on the documentation that follows the handover of the waste to the certified waste collector.

There are no waste-related targets in this reporting period.

Waste (in t)	2021	2022	% N / N-1
The total amount of waste generated (in t)	421.436,64	937.499,69	122,45%
Total amount of non-hazardous waste (in t)	83,27	112,01	34.95%
Total amount of hazardous waste (in t)	9,97	6,18	-38,01%
Mixed municipal waste* (in t)	421.343,40	937.381,50	122,47%

* Amounts of mixed municipal waste is approximated based on the number of annual passangers and approximation of the mixed municipal waste generated per passanger

Other environmental matters

Biodiversity

Aware of the need to promote the protection, conservation and sustainable use of biologically diverse ecosystems and habitats, Zagreb Airport in 2022 started preparing the document Biodiversity Strategy for Zagreb Airport. There is no comprehensive biodiversity policy at Zagreb Airport yet.

There was in total 16 wildlife strikes in 2022, which equals to 4 wildlife strikes per 10,000 aircraft movements. This is an increase from 2021, when there was in total 7 wildlife strikes or 2 wildlife strikes per 10,000 aircraft movements.

Herbicides Use and Management

Currently present at Zagreb Airport is Zero phytoproduct policy which aims to limit the use of phytosanitary products, more specifically use of herbicides. Regular maintenance of vegetation around the runway and taxi roads is necessary and it is usually done through the use of mechanical methods by the Maintenance department. Herbicides are used by manual methods for the reason of better control to prevent risks of soil, surface, and underground water contamination.

OLGA project

In 2022, Zagreb Airport participated in OLGA Work Package 4.3, which is focused on preserving biodiversity in the area around the airport. The work package aims to reverse the current biodiversity degradation by developing an IT tool for biodiversity management and improvement.

There were no goals related to biodiversity in 2022.

Actions

- Monitoring of chemical substance usage was introduced and included in the Integrated Management System's monthly report.
- Zagreb Airport plans to start with an assessment of biodiversity (plants and animals) currently present at MZLZ airport in order to be aware of biodiversity in the airport area. This will enable structuring the governance and evaluation of the biodiversity footprint. Then Zagreb Airport will be able to integrate biodiversity issues (invasive alien species, climate change, nutrient loading and pollution, habitat change, and overexploitation) into the decision-making process (development projects, purchasing, etc.).
- The purchasing department will play an important role in biodiversity conservation as one of the objectives of the Zagreb Airport is to reinforce purchasing policy by requiring the best environmental standards for contracts for which biodiversity is a material issue.

Sustainable construction

Zagreb Airport has been awarded a LEED Silver certificate. This means that the Zagreb Airport building has been constructed using more sustainable materials and is more energy efficient.

MZLZ includes a contract clause related to MZLZ's quality standards in every construction, by which each contractor confirms that it is aware that MZLZ is strictly committed to compliance with quality standards that are introduced, which include, amongst other things, ISO 14001. The clause also contains obligations for the contractors, including but not limited to complying with all applicable environmental regulations, raising awareness about good environmental practices (practices that help limit air pollution, prevent pollution risks, and improve waste management), etc.

2.3 EU Taxonomy Disclosures

The EU Taxonomy refers to a classification system for economic activities to be considered environmentally sustainable by determining if they are performed in a way that substantially contributes to one or more environmental objectives while also not significantly harming the other environmental objectives and complying with the Minimum Social Safeguards.

Companies have to report the percentage of taxonomy eligible and aligned turnover, capital expenditures and operational expenditures in their Sustainability report. EU Taxonomy was created with the aim to develop sustainable investments and facilitate the achievement of the objectives established by the European Green Deal.

Taxonomy disclosures have been prepared by Zagreb Airport in application of:

- **regulation (EU) 2020/852** of June 18, 2020 on the establishment of a framework to facilitate sustainable investments;
- **the delegated act of June 4, 2021** supplementing the Regulation with the technical screening criteria to determine the conditions under which an economic activity can be considered as contributing substantially to climate change mitigation or adaptation to it, and if this economic activity causes significant harm to any of the other environmental objectives;
- **the delegated act of July 6, 2021** presenting the mandatory qualitative and quantitative information and specifying the reporting method and format expected by the Taxonomy Regulation.

Eligibility analysis

Taxonomy eligible sustainable activities are those listed and described in the delegated act of June 4, 2021. "Eligibility" means that the activity has the potential to contribute to one of the six environmental objectives. Taxonomy Regulation delegated act was screened in order to determine which activities are applicable to the Zagreb Airport.

Based on the analysis, the only eligible activity in 2022 is "Low-carbon airport infrastructure" activity (6.17). The activity is defined as: *Construction, modernisation, maintenance and operation of infrastructure that is required for zero tailpipe CO$_2$ operation of aircraft or the airport's own operations, as well as for provision of fixed electrical ground power and preconditioned air to stationary aircraft.*

If it complies with technical screening criteria, low-carbon airport infrastructure is considered an enabling activity as referred to in Article 10(1) point (i), of Regulation (EU) 2020/852.

Alignment analysis

In addition to calculating the share of taxonomy-eligible and taxonomy-non-eligible activities, Zagreb Airport also examined taxonomy alignment in the reporting year. To this end, it firstly checked the technical screening criteria to determine whether a substantial contribution is made to the EU environmental objective in question. Secondly, it examined whether achievement of the other environmental objectives is significantly compromised ("Do No Significant Harm") and whether minimum criteria for social concerns are met ("minimum social safeguards").

- **Substantial contribution criteria to climate change mitigation (CCM)**

  In order to significantly contribute to CCM, Zagreb Airport has dedicated CapEx and OpEx investments according to technical screening criteria.

- **DNSH criteria**

  The Do No Significant Harm (DNSH) criteria have been validated in accordance with the technical screening criteria for the activity.

  Climate change adaptation: The physical climate risks that are material to the activity have been identified by performing a climate risk and vulnerability assessment. The outcomes of the assessment are provided in the chapter 2.1 Climate change.

  Water: In 2012, Zagreb Airport carried out an Environmental Impact Assessment in accordance with Directive 2011/92/EU of the European Parliament and of the Council which included an assessment of the impact on water in accordance with Directive 2000/60/EC. Impact on water is annually assessed by the Quality department in line with the applicable regulation.

  Circular economy: In 2022, there were no significant construction and demolition activities within management of the Zagreb Airport.

  Pollution prevention: Zagreb Airport takes measures to reduce noise, vibration, dust, and pollutant emissions when there are construction maintenance works.

  Biodiversity: An Environmental Impact Assessment (EIA) has been completed in accordance with Directive 2011/92/EU334. The required mitigation and compensation measures for protecting the environment are implemented.

  Based on the explanations provided above, Zagreb Airport complies with the Do No Significant Harm (DNSH) criteria.

- **Minimum social safeguards**

  Zagreb Airport complies with applicable national legislation and upholds the highest labor standards for the own workforce and guarantees the respect and protection of human rights to all stakeholders in its own operations and business relationships. Zagreb Airport has established mechanisms for preventing unlawful and unethical behavior.

Key performance indicators (KPI)

Taxonomy eligibility and alignment with climate change mitigation (CCM) is expressed with three KPIs: **Turnover**, **CAPEX** and **OPEX**.

Turnover

The eligible/taxonomy-aligned turnover is calculated as the part of the net turnover derived from products and services associated with the eligible economic activities/aligned to the taxonomy (numerator) divided by the net turnover (denominator) of the Zagreb Airport.

There was no taxonomy-aligned turnover in 2022. The accounting policies related to the calculation of turnover are stated in the annual financial report in Note 5.

Economic Activities (1)	Code (2)	Absolute turnover (3)	Proportion of Turnover (4)	Substantial Contribution Criteria							DNSH criteria ('Does Not Significantly Harm')							Minimum Safeguards (17)	Taxonomy aligned proportion of total turnover, year N (18)	Category (enabling activity) (20)	Category (transitional activity) (21)
				Climate Change Mitigation (5)	Climate Change Adaptation (6)	Water (7)	Pollution (8)	Circular Economy (9)	Biodiversity and ecosystems (10)	Climate Change Mitigation (11)	Climate Change Adaptation (12)	Water (13)	Pollution (14)	Circular Economy (15)	Biodiversity (16)					
Text		Millions, EUR	%	%	%	%	%	%	%	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	%	E	T
A. TAXONOMY-ELIGIBLE ACTIVITIES			100%																	
A.1. Environmentally sustainable activities (Taxonomy-aligned)																				
6.17. Low-carbon airport infrastructure			0%	0%	0%	0%	0%	0%	0%									0%		
Turnover of environmentally sustainable activities (Taxonomy-aligned) (A.1)		0,00	0%	0%	0%	0%	0%	0%	0%	Y	Y	Y	Y	Y	Y	Y	0%	0%	0%
A.2 Taxonomy-Eligible but not environmentally sustainable activities (not Taxonomy-aligned activities)																				
6.17. Low-carbon airport infrastructure		53.201.805,00	100%																	
Turnover of Taxonomy-eligible but not environmentally sustainable activities (not Taxonomy-aligned activities) (A.2)		53.201.805,00	100%																	
Total (A.1+A.2)		53.201.805,00	100%																	
B. TAXONOMY-NON-ELIGIBLE ACTIVITIES																				
Turnover of Taxonomy-non-eligible activities		0,00	0%																	
Total (A+B)		53.201.805,00	100%																	

CapEx

The KPI relating to capital expenditure aligned with the taxonomy (CapEx) was measured as the proportion of CapEx related to the eligible/aligned activities (numerator) with respect to the undertaking's total CapEx (denominator). The CapEx KPI denominator consists of increases in property, plant, and equipment and intangible assets that occurred during the year and were considered before amortization, depreciation, impairment losses, and revaluations, as well as increases in property, plant, and equipment and intangible assets derived from business combinations.

The aligned (numerator) portion of CapEx for 2022 includes:

- Purchase of electrical vehicles
- Installation of chargers for electric cars
- Preparatory documentation for a photovoltaic power plant
- Replacement of halogen and fluo lighting with efficient LED lighting
- Improvement of thermal protection of buildings (envelopes - replacement of windows)
- Early ice detection system

As of 2022, 5.54% of capital expenditures are considered taxonomy-aligned, for an amount of 28.374,82 EUR. The accounting policies related to the calculation of capital expenditures are stated in the annual financial report in Note 15 and 16.

Economic Activities (1)	Code (2)	Absolute CapEx (3)	Proportion of CapEx (4)	Substantial Contribution Criteria							DNSH criteria ('Does Not Significantly Harm')							Minimum Safeguards (17)	Taxonomy aligned proportion of total CapEx, year N (18)	Category (enabling activity) (20)	Category (transitional activity) (21)
				Climate Change Mitigation (5)	Climate Change Adaptation (6)	Water (7)	Pollution (8)	Circular Economy (9)	Biodiversity and ecosystems (10)	Climate Change Mitigation (11)	Climate Change Adaptation (12)	Water (13)	Pollution (14)	Circular Economy (15)	Biodiversity (16)					
Text		Millions, EUR	%	%	%	%	%	%	%	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	%	E	T
A. TAXONOMY-ELIGIBLE ACTIVITIES			100%																	
A.1. Environmentally sustainable activities (Taxonomy-aligned)																				
6.17. Low-carbon airport infrastructure CapEx (Type C)		28.375,88	5,54%	100%	0%	0%	0%	0%	0%		Y	Y	Y	Y	Y	Y	Y	5,54%	E	
CapEx of environmentally sustainable activities (Taxonomy-aligned) (A.1)		28.375,88	5,54%	100%	0%	0%	0%	0%	0%	Y	Y	Y	Y	Y	Y	Y	5,54%	5,54%	0%
A.2 Taxonomy-Eligible but not environmentally sustainable activities (not Taxonomy-aligned activities)																				
6.17. Low-carbon airport infrastructure		484.199,61	94,46%																	
CapEx of Taxonomy-eligible but not environmentally sustainable activities (not Taxonomy-aligned activities) (A.2)		484.199,61	94,46%																	
Total (A.1+A.2)		512.575,49	100%																	
B. TAXONOMY-NON-ELIGIBLE ACTIVITIES																				
Capex of Taxonomy-non-eligible activities		0	0%																	
Total (A+B)		512.575,49	100%																	

OpEx

The EU taxonomy's definition of the KPI operating expenditure is significantly narrower than the common definition from a financial management perspective. Based on the EU taxonomy's definition, operating expenditure comprises research and development costs, renovation costs, short-term rental costs, and costs for repair and maintenance. The KPI relating to operating expenditure aligned with the taxonomy (OpEx) was measured as the proportion of OpEx related to the eligible/aligned activities (numerator) with respect to the company's total OpEx (denominator).

The aligned portion of OpEx includes:

• Life Cycle costs (eg. Maintenance and repair costs, other direct expenses related to the daily maintenance of property, plant and equipment)

In 2022, 1.83 % of OpEx expenditures is considered taxonomy aligned with the amount 382.271,51 EUR. The accounting policies related to the calculation of operating expenditures are stated in the annual financial report in Note 7 and 8.

Economic Activities (1)	Code (2)	Absolute OpEx (3)	Proportion of OpEx (4)	Substantial Contribution Criteria						DNSH criteria ('Does Not Significantly Harm')							Minimum Safeguards (17)	Taxonomy aligned proportion of total OpEx, year N (18)	Category (enabling activity) (20)	Category (transitional activity) (21)
				Climate Change Mitigation (5)	Climate Change Adaptation (6)	"Water (7)"	Pollution (8)	Circular Economy (9)	Biodiversity and ecosystems (10)	Climate Change Mitigation (11)	Climate Change Adaptation (12)	Water (13)	Pollution (14)	Circular Economy (15)	Biodiversity (16)					
Text		Millions, EUR	%	%	%	%	%	%	%	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	%	E	T
A. TAXONOMY-ELIGIBLE ACTIVITIES			100%																
A.1. Environmentally sustainable activities (Taxonomy-aligned)																			
6.17. Low-carbon airport infrastructure OpEx (Type C)		382.271,51	1,83%	100%	0%	0%	0%	0%	0%		Y	Y	Y	Y	Y	Y	1,83%	E	
OpEx of environmentally sustainable activities (Taxonomy-aligned) (A.1)		**382.271,51**	**1,83%**	**100%**	**0%**	**0%**	**0%**	**0%**	**0%**	**Y**	**Y**	**Y**	**Y**	**Y**	**Y**	**Y**	**1,83%**	**1,83%**	**0%**
A.2 Taxonomy-Eligible but not environmentally sustainable activities (not Taxonomy-aligned activities)																			
6.17. Low-carbon airport infrastructure		20.535.373,95	98,17%																
OpEx of Taxonomy-eligible but not environmentally sustainable activities (not Taxonomy-aligned activities) (A.2)		**20.535.373,95**	**98,17%**																
Total (A.1+A.2)		**20.917.645,46**	**100%**																
B. TAXONOMY-NON-ELIGIBLE ACTIVITIES																			
OpEx of Taxonomy-non-eligible activities		**0**	**0%**																
Total (A+B)		**20.917.645,46**	**100%**																

3. Social disclosures

3.1 Own workforce

Employees are the cornerstone of the Zagreb Airport's long-term sustainability; therefore, their well-being is always a priority. Human resources management aims to ensure a highly satisfied and motivated workforce that is fully committed to providing high-quality services in a sustainable manner.

In the reporting period, workforce-related impacts, risks, and opportunities were addressed in relevant rulebooks, which are prepared in line with national legislation and international standards and endorsed by the Management Board. The fundamental objectives in regards to the own workforce are to:

- Guarantee health and safety at work
- Support the professional development of all employees
- Promote diversity and ensure equal opportunities for all
- Support the evolution of organization to adapt to new challenges

Human resources (further in the text HR) rules and procedures are in line with Croatian Labor Law, IFC Performance Standard 2 (Labor and Working Conditions), and EBRD (European Bank for Reconstruction and Development) Performance Requirements and apply to direct workers and contracted workers (workers engaged through third parties to perform work related to core business processes of the project for a substantial duration).

Rules and procedures are available to all employees at all levels of the organization through internal channels, and each employee can request information or explanations of their rights at any given moment, which will be provided by the HR department in a short time. The company's approach to its own workforce is fully supported by the management board and implemented by the human resources department.

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Employment and work conditions

Working conditions are regulated by an internal Work Regulations Act and Collective agreement. Zagreb Airport adheres to all applicable labor laws and international standards, and ensures adequate wages, working hours, and benefits. The freedom of association and collective bargaining is guaranteed.

Health and safety at work

Aware that operational activities could result in negative impacts on employees' health, Zagreb Airport established an internal occupational safety management system in line with relevant legislation. The aim is to ensure a safe and healthy work environment, taking into account the inherent risks of jobs related to airport operations, including physical, chemical, biological, and other hazards. Zagreb Airport takes steps to prevent accidents, injuries, and diseases arising from, associated with, or occurring in the course of work by minimizing work-related hazards. Occupational safety impacts and risks are regulated through the internal Rulebook on Occupational Safety, which is in line with national and EU legislation.

Growth opportunities

Zagreb Airport understands the importance of personal and professional growth opportunities for employees' career development, as well as for the success of the company. Internal education and training for skills development are provided in line with the Operational Manual for Training, which is prepared in line with national and EU regulations. Zagreb Airport also supports employees in participation at external educational programmes.

Non-discrimination and equal opportunities

With its internal working regulations and Code of Ethics, Zagreb Airport commits to basing employment relationships on the principles of equal opportunity and fair treatment. The airport does not discriminate based on personal characteristics such as racial and ethnic origin, colour, sex, sexual orientation, gender identity, disability, age, religion, or political opinion. This commitment extends to every aspect of the employment relationship, including recruitment and hiring, compensation (including wages and benefits), working conditions and terms of employment, access to training, job assignment, promotion, termination of employment or retirement, and disciplinary practices. The principles of non-discrimination apply to all workers. As an inclusive employer, there is a commitment to equal pay for work of equal value, as well as commitment to encourage women to take on leadership positions and to provide them with needed support in regards to work-life balance. All employees who are subject to or witnesses to discrimination have the right and duty to report such cases through established channels within the organization. Zagreb Airport is responsible for promptly investigating concerns and providing remedy to victims.

Approach to human and labor rights

Zagreb Airport is strongly against forced and child labor and employing trafficked persons, avoiding such practices by complying with all relevant regulations and ensuring high ethical values. Complying to the UN Guiding Principles on Business and Human Rights, ILO Declaration on Fundamental Principles and Rights at Work and the OECD

Guidelines for Multinational Enterprises, Zagreb Airport aims to protect workers, including vulnerable categories of workers such as women, migrant workers, workers engaged by third parties, and workers in the client's supply chain, from adverse impacts that could result from strategy or business model.

Zagreb Airport respects human and labor rights and ensures grievance mechanisms for employees and other workers at the Zagreb Airport site through which each individual can raise concerns regarding working conditions and employment terms and ensure remedy in cases of rights violations. Mechanism involves an appropriate level of management and addresses concerns promptly, using an understandable and transparent process that provides timely feedback to those concerned, without any retribution. The mechanism allows anonymous complaints to be raised and addressed.

Stakeholders

The contents of the HR rulebooks and internal regulations have been informed by dialogue with the workers' council. Zagreb Airport provides employees with documented information that is clear and understandable, regarding their rights under national labor and employment law and any applicable collective agreements, including their rights related to hours of work, wages, overtime, compensation, and benefits upon beginning the working relationship and when any material changes occur.

Engagement with own employees

Continuous engagement with employees, directly and indirectly through workers' representatives, is crucial for ensuring a highly satisfied and motivated workforce and avoiding risks stemming from unaddressed needs or complaints. Zagreb Airport's management board is responsible for developing channels and ensuring that engagement with employees happens in line with its predetermined form to fulfill its purpose.

There are several ways how Zagreb Airport engages with employees:

Collective bargaining - Zagreb Airport's management engages with the representatives of the union to negotiate working conditions and terms of employment. Collective bargaining helps balance the interests of both employees and employers by providing a structured platform for discussing and resolving matters such as wages, benefits, working hours, job security, and other employment-related issues.

Workers' council - Zagreb Airport consults the Workers' council, which represents the interests of all employees in regards to new hires and dismissals, changes in organization, technology, and working conditions. The Workers' council is regularly informed of economic performance, development plans and measures for improving working conditions.

General assembly - Through this channel, Zagreb Airport directly engages with employees and has access to their interests and views. General assembly is held at least twice a year.

Occupational safety committee - With the aim to maintain a safe and healthy work environment for employees, occupational safety committee meets regularly to discuss workplace hazards, the effectiveness of implemented measures, and to review data on occupational injuries. This committee consists of employees and management representatives, as well as an occupational health and safety expert. Employee representatives gather input from employees about safety concerns, near-misses, or possibilities for improvements. They also inform employees about the news, conclusions, and solutions regarding H&S practices. By fostering a culture of safety and addressing concerns, the committee ensures the well-being of all personnel and contributes to a more secure workplace. Through the occupational safety committee, employees are engaged in all stages of H&S management,

from identifying and assessing work-related hazards, developing and implementing safety measures, monitoring the effectiveness of solutions and reviewing the results.

Annual employee satisfaction surveys - In 2019, Zagreb Airport conducted its first employee satisfaction survey, which is intended to be repeated on an annual basis. Annual employee satisfaction surveys offer valuable insights into employee sentiments, aiding in understanding workplace dynamics, identifying areas for improvement, and boosting overall engagement. These surveys provide a platform for employees to voice concerns, leading to enhanced communication and problem-solving. Through data-driven feedback, organizations can refine work conditions and tailor initiatives to meet employees' needs, thereby fostering a more productive and satisfied workforce.

Annual assessment - from 2022 onwards, employees will be annually engaged in performance reviews where they receive feedback for their work and are given the opportunity to express their (dis)satisfaction with employment terms and benefits. Performance reviews also enable employees to express their wants related to personal and professional development and to propose benefits that would improve their satisfaction.

Team Building - occasionally Zagreb Airport organizes teambuilding activities with the aim to foster stronger interpersonal relationships, improve communication, and promote collaboration among employees. They break down barriers, boost morale, and create a positive work environment.

Internal information distribution channels - Zagreb Airport uses internal journals, newsletters, notice boards, and intranet to inform employees about important topics, point out the changes and communicate the opportunities related to job openings, training, activities etc.

Grievance mechanisms

All employees can raise concerns regarding working conditions at any time or express their needs to their superiors and the human resources department. They can also submit the complaint or the request in writing according to the established protocol by Zagreb Airport.

Employees are informed about the existence and functioning of the grievance mechanism upon the beginning of their employment. Information regarding reporting procedure is described in the Code of Ethics which is available to all employees on the intranet.

The procedure is as follows:

1. Employees submit their grievances in writing, following a predefined format. Submissions should include details such as the nature of the grievance, relevant dates and individuals involved. Their grievances are received by a designated officer appointed by Zagreb Airport. In every case, employees' privacy and confidentiality is respected throughout the process to ensure they feel safe raising concerns without fear of retaliation.

2. Once a grievance is received, it is thoroughly investigated. This involves collecting evidence, interviewing relevant parties, and reviewing relevant policies or documents. After the investigation, a decision is made regarding the validity of the grievance. If the grievance is found to be justified, appropriate actions are taken to address the issue. This could involve corrective measures, policy changes, training, or other actions.

3. Regular updates are provided to the employee (if the grievance is submited non-anonymously) throughout the process to keep them informed about the status of their grievance. In case the employee is dissatisfied with the initial resolution, a second review by a different party is provided.

If investigation outcomes imply that harm has occurred, a remedy is provided to the affected employee. The remedy can be provided in different forms such as apologies, restitution, rehabilitation, financial or non-financial compensation, and punitive sanctions (whether criminal or administrative, such as fines), as well as the prevention of harm through, for example, guarantees of non-repetition. The form of remedy is decided based on the outcomes of investigations that determine the severity and scope of adverse impacts.

Affected employees benefit from having the option of bringing their concerns to the attention of the company before the problems compound and escalate into major disputes or serious adverse impacts. For all parties, this can help build more robust and sustainable relationships.

The effectiveness of these channels from employees' points of view is investigated through annual employee surveys. The HR department also evaluates effectiveness by tracking the time from when the complaint has been submitted by employee to the point where the grievance is resolved.

In 2022 there were no grievances raised by employees in relation to working conditions or any type of discrimination or harassment.

STOP cards

There is a specific protocol for health and safety related complaints/inquiries. A STOP card enables employees to report concerns regarding work-related hazards that could negatively impact safety at work or situations that could lead to injuries.

Employees fill in the form called STOP card and submits the card in the predetermined mailbox. Employees can submit their cards anonymously. STOP cards are received and reviewed by Safety at work department and addressed appropriately (safety measures are proposed and implemented).

If needed, STOP cards are discussed at the occupational safety committee meeting.

Actions

Changes to the Collective Agreement

Collective Bargaining Agreement defines responsibilities of employees and the employer and specifies the terms and conditions of employment, including work safety conditions, benefits and remuneration. Working conditions are based on provisions of the Croatian Labor Law and the workplace is periodically monitored by the State Labor Inspectorate.

The 2022 dialogue between Zagreb Airport and the employee union aimed to negotiate new terms for the collective agreement. Through open discussions, both parties agreed on a fair wage adjustment that takes into account market trends, inflation, and the cost of living. This ensures that employees' compensation remains competitive and aligns with economic conditions. In response to changing work dynamics, the agreement includes provisions for flexible work arrangements, such as remote work options and flexible hours. These arrangements accommodate employees' personal needs while maintaining productivity and a healthy work-life balance.

In 2022 there were no collective dismissals as defined in the national labor code.

Health and safety management

In order to prevent negative impacts that airport operations could have on employees' health, Zagreb Airport has established a H&S management system to identify and assess occupational hazards, design and implement measures, monitor and evaluate the effectiveness of the actions. This aligns with the commitment to guarantee health and safety at work.

Health and safety management system of Zagreb Airport includes several roles whose responsibility is to help create and maintain a safe working environment:

- Employer's authorized person for safety at work - a person to whom the Employer transfers the performance of safety at work activities. The appointment of an authorized person is not a legal obligation, but it can support the Employer in organizing the safety at work system.

- Commissioner for safety at work - a person whose duty is to represent the interests of workers in all matters of safety at work.

- Safety at work expert - a person employed by the Employer to perform internal supervision over the implementation of safety at work, and providing professional assistance to the Employer, authorized persons and commissioners of workers.

- Safety at Work Committee - the committee's members are defined by the law as: the employer (or the employer's authorized person), a safety at work expert, an occupational medicine specialist, and a worker's commissioner for safety at work. The main role of the safety committee is to help ensure workplace safety by participating in the development, implementation, and monitoring of company health and safety policies and procedures. Safety committee also receives safety concerns from employees and helps investigate and resolve them.

Risk assessments

Every job position is screened for occupational hazards by the Safety expert who assesses H&S risks associated with various operational areas, facilities, and processes at the airport. "Risk assessment" is the basic and central document of the company establishing a system of safety at work. Based on the identified hazards and risk assessment, measures are prescribed for every position to minimize the likelihood of accidents.

H&S trainings

Every employee, as part of their onboarding, has to undergo H&S training specific to his or her job position. Training programs cover a wide range of topics, including emergency procedures, proper handling of equipment, use of personal protective equipment (PPE), and safe working practices. Continuous learning and training updates are the key components of a zero-injury culture. Safety at work training is provided in cases of changing job positions and the introduction of new technology, i.e., usually every 2 years. Trainings include:

- Safety at work basics,
- Jobs with special working conditions,
- First Aid,
- Fire Protection,
- Evacuation.

In 2022, a total of 203 workers were trained.

Strong safety culture

Zagreb Airport fosters a strong safety culture throughout the organization. This involves encouraging open communication about safety concerns, recognizing and rewarding safe behavior, and promoting a collective responsibility for maintaining a safe working environment. All employees are trained to identify hazards and instructed to stop the work where safety is at risk and report the hazard or any unsafe conditions or behaviors to the person in charge. Zagreb Airport introduced "3 minutes for safety" as a measure that instructs employees to take 3 minutes before each task to determine if the work environment is safe and if they have everything they need to perform the job in a safe manner.

In 2022, there was a safety awareness campaign for the Airport employees that emphasized the collective responsibility for a secure airport environment and reinforced the significance of every team member's role. The campaign highlighted crucial protocols for safe operations and encouraged reporting of potential threats.

Emergency preparedness

Another important element of occupational H&S is emergency preparedness. Evacuation plans are regularly reviewed and tested through drills and simulations. These preparedness exercises help ensure that all employees are familiar with the appropriate actions to take in the event of emergencies, such as fires, natural disasters, or medical incidents. This is especially important today when the world is aware how a virus can halt whole industries and affect so many lives.

Audits and corrective actions

A system for reporting and investigating incidents and near-misses allows those responsible for H&S to analyze the root causes and implement corrective actions to prevent similar incidents in the future. Occupational safety also includes regular inspections of worksites to identify and address potential safety hazards before they lead to accidents. The aim of such inspections is to early identify and eliminate safety hazards. In 2022, there were 87 H&S inspections/audits which resulted in 19 corrective actions.

Effectiveness of H&S system

The effectiveness of the H&S system in place is assessed with KPI related to workplace injuries and lost days due to workplace injury or ill health.

Physical and mental well-being

Among the array of initiatives aimed at promoting employee welfare, one initiative holds particular significance: the annual financing of comprehensive health check-ups for all staff members. This proactive approach to healthcare underscores the airport's dedication to preventive measures, aiming to preclude illnesses and ameliorate the adverse impact of chronic conditions. The provision of annual health examinations not only ensures early detection and management of potential health concerns but also fosters a culture of health consciousness within the workforce. Besides annual health check-ups, Zagreb Airport's employees that are exposed to work hazards take periodic, extraordinary, and control medical exams.

Zagreb Airport's employees have the benefit of a hot meal in the company's restaurant. Surveys and open communication channels enable the organization to receive feedback from employees, which allows it to remain responsive to the evolving needs of the workforce.

Zagreb Airport recognizes the importance of fostering a sense of community and family within the organization. As part of the commitment to this ethos, there is an annual "Employees' Children Day" in the passenger terminal. Through engaging activities, educational tours, and interactive workshops, Zagreb Airport aims to create a memorable experience for the children while promoting values of environmental consciousness.

Education and training

Zagreb Airport is a complex and highly regulated company, which places great demands on the skills of employees in all roles. In 2022, Zagreb Airport continued to invest in personal and professional growth of employees. This included internal trainings related to job specifics. There was in total 10.8 hours of internal training per employee. Additionally, Zagreb Airport gives the opportunity to each employee to participate in external programs which Zagreb Airport supports financially. A plan with annual education and training is developed at the beginning of the year in collaboration between the HR department, managers, and employees to find the optimal programs that will fill the skill gaps and benefit both the employees and the company.

One opportunity that Zagreb Airport recognized and pursued is the digitalization of the employee trainings. Zagreb Airport has embraced modern training methods by implementing an e-learning platform dedicated to enhancing the skills and knowledge of its employees. This approach is cost-efficient, as it reduces the need for traditional classroom setups and printed materials. Additionally, the platform is particularly beneficial for remote or shift-based staff, allowing them to engage in training regardless of their location or work hours. This platform offers flexibility, enabling employees to access training materials at their convenience, fitting around their operational responsibilities.

The interactive content engages learners through visual presentations, quizzes, and simulations, catering to various learning styles. The e-learning platform customizes learning paths based on individual roles, ensuring that training is directly applicable to each staff member's re-

sponsibilities. Progress tracking features enable both employees and supervisors to monitor learning achievements, promoting effective management of training initiatives. The platform is regularly updated to align with industry standards, regulations, and best practices, ensuring that training remains current. It also features assessments and quizzes to evaluate comprehension, with successful completion leading to certifications that validate acquired skills and support career growth. Feedback from users is actively encouraged, facilitating continuous improvement and ensuring training content's relevance and effectiveness.

Inclusiveness and non-discrimination

Zagreb Airport is an equal opportunity employer. Women, various ethnicities and nationalities, religious groups, and people with disabilities are represented amongst the workforce. Equal opportunity is guaranteed by the Croatian Labor Law.

To uphold the principles of inclusive and diverse work environment and to prevent negative impact on employees regarding discriminatory practices, Zagreb Airport has established strict procedures across various stages of employee management, including recruiting, rewarding, promoting, and retaining employees. Non-discrimination culture is fostered among employees by providing education on the Code of Ethics which covers diversity and inclusion principles.

Recruiting stage begins with job postings, where job descriptions play an important role in attracting diverse ap-

plicants. Every job opening is accompanied by a clear and unbiased job description that outlines the skills, qualifications, and responsibilities required for the role. Job descriptions don't include specifications regarding characteristics that could be a point of discrimination such as gender, age, language or nationality. Additionally, job postings are distributed throughout various channels to ensure diversity in the applicant pool. All applications are examined by experts. The recruitment team is trained to screen applications and conduct interviews without any bias based on gender, age, ethnicity, religion, or any other protected characteristic. The focus is solely on skills, qualifications, and experience relevant to the job.

Day-to-day employee management is guided by non-discriminatory policy, which includes an approach to rewarding and performance reviews. Employee compensation is determined based on objective performance metrics and achievements. All employees with similar roles and responsibilities have similar compensation packages, regardless of personal characteristics. This includes equal pay for work of equal value, especially relevant for reducing the negative position of women in regards to men. The criteria for determining compensation, benefits, and incentives are communicated clearly to all employees. Transparency in rewards ensures that everyone understands the rationale behind compensation decisions. Regular performance reviews are conducted to assess employees' progress and contributions. These reviews are conducted in a standardized manner to minimize bias and promote fairness. Performance interviews include those with direct superiors and the HR department, and feedback is based on quantitative data and recorded work situations.

Promotion decisions are based on an employee's demonstrated skills, experience, and performance. Favoritism or

discrimination based on personal characteristics is strictly prohibited. Clear and objective criteria for promotion eligibility are established and communicated to employees. This ensures that promotions are based on fair and consistent assessments. Zagreb Airport invests in employee development programs that provide the necessary skills and knowledge for advancement. All employees have equal access to these opportunities.

Zagreb Airport prioritizes creating an inclusive work environment where employees feel valued and respected. Rules are in place to support work-life balance, which is crucial for employee satisfaction and retention. Flexible work arrangements are offered to all employees. Employees are provided with clear career paths and growth opportunities within the organization. This encourages employees to stay and grow with the company.

Workforce-related risks

In order to maintain satisfied employees and thus avoid the risk of high turnover rates among the workforce which reflect in higher costs, Zagreb Airport offers a competitive salary as well as a package of benefits. This includes: Christmas bonus, Easter bonus and vacation allowance. Low satisfaction of employees can undermine a company's efforts to deliver high-quality service and to achieve results. To avoid this risk, Zagreb Airport conducts annual surveys of employee satisfaction and implements measures to improve their motivation and job satisfaction.

Workforce structure

Table: Employees by gender

Employees by gender	2021	2022
Gender	Number of employees (head count)	
Male	143	146
Female	77	75
Total employees	**220***	**221****

The number of employees is measured in head count and on the 31st of December. In 2022 there were no non-employees in own workforce.

There were in total 11 new hires, nine dismissals and nine voluntary departures in 2022. Turnover rate in 2022 was 8.14% which is lower than in 2021 when the turnover rate was 16.36%.

Table: Employee turnover

Employee turnover	2021		2022	
	Male	Female	Male	Female
Hires	7	4	9	2
Dismissal	13	6	5	4
Voluntary departures	12	5	6	3
Total number of employees	143	77	146	75
Turnover rate ***	17%	14%	8%	9%
New jobs created	0	0	0	0

* On 31st Dec 2021 there were 85 employees in MZLZ d.d., 11 in MZLZ Security and 124 in MOPE.

** On 1st July 2022 all entities were merged into MZLZ d.d. with 221 employees in total.

***Numerator includes voluntary departures as well as dismissals, while the denominator equals total number of employees as disclosed in S1-6.

In 2022, 98.64% of employees were permanently employed. All employees were employed full-time.

Table: Number of employees by contract type

Contract type	2021			2022		
	Female	Male	Total	Female	Male	Total
Number of employees	77	143	220	75	146	221
Number of permanent employees	75	140	215	74	144	218
Number of temporary employees	2	3	5	1	2	3
Number of non-guaranteed hours employees	N/A	N/A	N/A	N/A	N/A	N/A
Number of full-time employees	77	143	220	75	146	221
Number of part-time employees	0	0	0	0	0	0

Metrics

Collective bargaining coverage and social dialogue

In 2022, 100% of employees were covered by the Collective Agreement. There was only one bargaining agreement in force.

Diversity metrics

In the reporting period there were five women at the top management level, which makes 36% of top managers.

Indicator	2021	2022	% N / N-1
Number of women at the top management level	4	5	25%
Percentage of women at the top management level	29%	36%	25%
Percentage of employees in <30 years old group	7.27%	5.43%	-25.31%
Percentage of employees in 30-50 years old group	50.45%	51.58%	2.24%
Percentage of employees > 50 years old group	42.27%	42.98%	1.68%

In 2022 the unadjusted gender pay gap was 4.89%.

Social protection

In line with the provisions of the national legislation, all employees are covered by social protection against loss of income due to any of the following major life events: sickness, unemployment starting from when the own worker is working for the undertaking, employment injury and acquired disability, parental leave, and retirement.

Training and skills development metrics

In 2022, performance reviews were implemented at several levels on a trial basis. From 2023, performance reviews will become obligatory for all levels. In the reporting period, 73% of female and 74% male employees participated in regular performance and career development reviews. There was in total 2379h of education and training, which equals to 10.8 average number of training hours per employee.

Indicator	2021		2022	
	Women	Men	Women	Men
The percentage of employees that participated in regular performance and career development reviews	N/A	N/A	73%	74%
The average number of training hours per employee	N/A	N/A	N/A	N/A

N/A - data not available.

Health and safety metrics

In 2022, all members of the company's own workforce were covered by the occupational safety management system and there were two work-related accidents. There was one finger injury where the worker cut the little finger of his right hand while working and one foot injury which happened during the inspection of the fire engine and equipment, when the worker stepped out of the vehicle and injured his right foot. The following table presents the overview of H&S indicators.

Table: Overview of the health and safety indicators

Indicator	2021	2022
Total number of employees	220	221
Total man-hours worked - Annual	383.140	378.129
Percentage of own workforce covered by health and safety management system	100%	100%
Fatalities as a result of work-related injuries and work-related ill health	0	0
The number of recordable work-related accidents	0	2
The rate of recordable work-related accidents*	0,00	1,06
Cases of recordable work related ill health of employees	0	0
The number of days lost to work-related injuries and fatalities from work-related accidents, work-related ill health and fatalities from ill health	0	81
Lost time due to work-related injuries	0	676

* The rate of work-related injuries represent the number of respective cases per one million hours worked. A rate based on 1,000,000 hours worked indicates the number of work-related injuries per 500 full time people in the workforce over a 1-year timeframe.

3.2 Affected communities

Zagreb Airport is aware of the impact the airport's activities have on the quality of life of the local community, which is why their aim is to generate as much benefits for local community as possible. The presence of an airport can generate socio-economic benefits for communities. Aware of the opportunities, Zagreb Airport generates possibilities for cooperation.

Commitments in regards to local communities are:

- Promoting economic development and local employment
- Promoting civic commitment among employees and synergies on societal issues
- Improving living conditions by reducing noise exposure

Corporate and internal communication department in collaboration with Commercial department and Human resources department molds opportunities for collaboration with local communities and conducts stakeholder engagement. Societal projects are endorsed and approved by the Board. Quality department is responsible for monitoring and reporting noise levels.

There was no displacement and resettlement of people related to development and management of Zagreb Airport.

Stakeholder engagement

Engaging with the local community establishes a foundation of mutual trust, shared responsibility, and sustainable growth. The community is directly affected by the airport operations, and their input helps shape decisions that impact their daily lives. Effective engagement enables airports to understand local concerns, needs, and interests, allowing for responsive strategies that minimize negative impacts and maximize positive outcomes.

Collaboration with the community fosters a sense of ownership, turning them into partners in the airport's success. Additionally, transparent communication builds goodwill, prevents misinformation, and dispels fears. Engaging local stakeholders reduces conflicts and enhances the airport's social license to operate.

The engagement occurs mostly with the communities' legitimate representatives. Local community participated in the social dialogue regarding the development of the new terminal in 2012 in the form of public forum and focus groups. In the operating phase, Zagreb Airport continues to engage with local stakeholders and create opportunities for collaboration. Corporate and internal communication department in collaboration with Commercial department have operational responsibility for ensuring this engagement happens. Outcomes of stakeholder engagement are presented to the management board, which takes the community's feedback into consideration in strategic planning.

The following table presents the summary of engagement with affected communities in 2022.

Table: Engagement with affected communities in 2022

Stakeholders	Engagement form	Frequency	Topics discussed
City of Velika Gorica and other aviation partners	Meeting of the working group that gathers representatives of the aviation industry E-mail	Meeting on the annual basis Regular communication via email	Branding of Velika Gorica as city of aviation - discussion on activities planned and executed in 2022
Tourist Board City of Velika Gorica	Representatives of the airport in the assembly and council of the tourist board of Velika Gorica	5 times a year	Topics of discussion: destination tourism development strategy and tourism management
Education center Velika Gorica	Special visit to Education center VG	Twice a year	Gathering and participation in workshops with children and their teachers
Airport stakeholders (CTN, other airlines, BTA, SDA, IACC, forwarders, HAVAS – Grund Handling Services, Resalta, ATC, community representative)	Information disclosure	Annual basis (meeting on April 29th 2022)	Carbon Management Stakeholder Engagement Plan

Grievance mechanism

Zagreb Airport has established a grievance redress mechanism (GRM) to address concerns that the communities living in the vicinity of the airport may have in relation to the airport activities, their impacts, compensation and other mitigation measures. The main objective of the GRM is to provide a mechanism to mediate conflict and allow people who might have objections or concerns regarding the airport operations to raise them and see that they are adequately addressed. Zagreb Airport uses its website to publish information about impacts on local communities. This includes noise reports and air pollution reports. This sustainability report contains all relevant information regarding the Airport's impacts and will be publically available at the official website.

 Zagreb Airport has a documented grievance procedure to address grievances from the public within a defined timeframes. Information on how to raise a complaint is publicly available on the company website.

A complaint can be submitted in writing via any of the following communication channels:

• Online via B2C or B2B web form

• Feedback QR code in the passenger terminal

• E-mail: feedback@zag.aero or info@zag.aero

• Feedback Totem collection box (offline B2C Feedback form) located in the passenger terminal (Level 2; Departure Check-In area)

• To the address Međunarodna zračna luka Zagreb d.d., Rudolfa Fizira 1, HR-10410 Velika Gorica, Croatia.

Zagreb Airport commits to providing a response to a stakeholder as soon as possible and at the latest within the legal deadline of 15 days from the date of the receipt of feedback or a complaint.

According to the predetermined procedure, all noise-related complaints received from communities are presented by Zagreb Airport to the Environmental Protection Committee, where they are then addressed by relevant parties. CroControl designs flight operating procedures that can result in noise reduction, and Croatian Civil Aviation Agency (CCAA) approves them.

In 2022, Zagreb Airport received five complaints from affected communities. The following table provides an overview of raised concerns.

Complaint Category	No. of Complaints			Summary of issues and resolutions
	Closed	**Open**	**Overdue***	
Environmental impacts	0	0	0	-
Disturbance/nuisance	5	0	0	All 5 complaints referred on the noise impact vs local community over Zagreb and Velika Gorica area. The Director of the airport operations division confirmed the statement: the all activities, such as landing, taking off from/to FT Airport are operating in accordance with strictly prescribed procedure(s) approved by competent Authorities of the republic of Croatia (Cro Control, CCAA, Ministry of the Sea, transport and Infrastructure, Government of Republic of Croatia).

* Complaints which have been closed or are open but still unresolved outside of timeframe defined in the complaints procedure

The undertaking recognizes the significance of ensuring awareness, trust, and protection for the affected communities in the engagement processes. Local community is informed about the existence of grievance mechanisms on the official website.

Any individual raising concerns or needs through grievance structures is protected from any form of retaliation or negative consequences. Zagreb Airport's commitment to a safe and open environment encourages open dialogue without fear of repercussions.

Actions

1. Promoting economic development and local employment

Zagreb Airport makes a significant contribution to the local economy in various ways, serving as an important economic engine and catalyst for significant regional growth.

Employment and procurement opportunities

Zagreb Airport creates direct employment opportunities for a wide range of professionals, including operational and security personnel, maintenance staff, and administrative personnel. These jobs provide stable income and livelihoods for local residents. Zagreb Airport indirectly generates additional jobs across various sectors. A network of businesses present at the airport offers stable jobs in catering, retail, and transportation. Above job generation, the airport ecosystem is a large consumer of goods and services which offers significant business opportunities for local suppliers.

Tourism and Hospitality

Airports attract tourists and business travelers, boosting the local tourism industry. This leads to increased demand for accommodation, restaurants, transportation services, and other hospitality-related businesses. Additionally, proximity to airports can drive real estate development, including hotels, office complexes, and commercial cen-

ters. These developments can increase property values and attract businesses to the area.

Direct influence on positioning of Zagreb as a year-round destination as an attractive city break destination.

Connectivity

Zagreb Airport connects local residents to 6 domestic destinations and 59 international destinations, thus improving mobility. This increased connectivity opens doors to new markets, trade opportunities, tourism and exchange experiences.

Education and training

Zagreb Airport wants to hire locally, with the aim of building a competitive pool of talent and supporting locals in pursuing aviation-related jobs, Zagreb Airport collaborates with educational institutions in Velika Gorica and Zagreb on the programs that prepare individuals for airport jobs. This is beneficial both for the airport as it gains access to skilled labor and for the individuals that benefit from job opportunities. In 2022, Zagreb Airport continued to promote airport jobs on Open days of Faculties and secondary schools.

Zagreb Airport also collaborates with CroControl in regards to their program for air traffic controllers. In 2022, an airport visit was organised as a part of the education process for future air traffic controllers.

Velika Gorica - city of aviation

The City of Velika Gorica has launched an initiative of branding Velika Gorica as the City of Aviation considering that the largest concentration of aviation activities in the Republic of Croatia is located in the area of the City of Velika Gorica. Zagreb Airport signed the Statement of friendship together with other companies in 2016. Zagreb Airport continuously works on this project in cooperation with Velika Gorica.

As part of its collaboration with Velika Gorica on branding it as the city of aviation and in recognition of the role it has in generating employment opportunities for the local community, Zagreb Airport provides internship opportunities for students from local high schools and faculties. This facilitates their transition to the job market and encourages them to seek employment at the Airport. Zagreb Airport measures this positive impact on the local community with the number of local students (Zagreb area, including Velika Gorica) that completed the internships provided by Zagreb Airport.

2. Health, safety and security

Zagreb Airport actively collaborates with the local emergency services in preparations to respond effectively to emergency situations. Emergency preparedness and response activities, resources, and responsibilities are documented to relevant parties.

The Emergency Plan (EP) is implemented in accordance with the level of compliance with ICAO requirements. EP's main purpose is to enable rapid control of dangerous situations, reduction of danger and impact of danger, rescue and rehabilitation of exposed persons and prevention of damage to property and environment.

MZLZ airport terminal and other facilities are in accordance with the national life and fire safety code of Croatia and with one international life and fire safety code. In order to ensure the safety of all passengers, visitors, and employees, MZLZ has in place two separate documents: Emergency plan and Evacuation plan. During operations, the Company maintains proper life and fire safety conditions in all public facilities and periodically undergoes audits by the relevant government agencies.

3. Societal actions

In order to support various local humanitarian organization, Zagreb Airport formed a ZAG Corner, specially decorated area in the passenger terminal where passengers can learn more and support the noble cause of organizations such as Unicef, Red noses, VG legacy, SOS Children's Village Lekenik, etc.

ZAG Corner has another purpose, and that is the promotion of traditional children's choirs from the Velika Gorica region. During the festive season, Zagreb Airport organizes Festive season concerts in ZAG Christmas Corner.

ZAG Flybrary is another important societal initiative. In cooperation with libraries from Velika Gorica and Zagreb City, Zagreb Airport created an open library in the passenger terminal which enriches passengers' airport experience and promotes reading in public space.

Inciting employees to participate in societal actions:

- In 2022, Zagreb Airport organized Giving Tuesday which is a one-day event where employees donate toys for children from Center of Education in Velika Gorica.
- Furthermore, to engage employees in societal actions, Zagreb Airport organized thematic workshops that united employees and children from Center of Education VG.

- Zagreb Airport is proud of the ongoing collaboration with the Red Cross through the voluntary blood donation program. By organizing regular blood donations, Zagreb Airport provides employees with an opportunity to contribute to a critical and life-saving cause. This partnership not only aids in addressing the constant demand for blood, but also strengthens the corporate culture by fostering a sense of altruism among the workforce.
- Collaboration with Croatian League Against Cancer on promotion of Pink October (Pink ribbons for all employees).

4. Noise exposure

Exposure to noise related to airport operations also has an impact on local communities. Zagreb Airport commits to working on noise reduction wherever possible, and this is why the following long-term objective for the management of aircraft noise has been set: "To limit aircraft noise impacts and gain the trust of our stakeholders that we are using the best practicable means to achieve this goal, and to continue this approach into the future, within the framework established by government."

Noise monitoring system and mitigation measures are presented in the environmental chapter.

Metrics and targets

In 2022 Zagreb Airport has prepared the second strategic noise map which relates to the noise exposure status for the year 2021 and includes an assessment of noise exposure from major noise sources - air traffic, including population and residential units data for permanent housing for the year 2021. The following table presents the change of people residing in areas affected by noise between 2021 and 2016.

There were no targets related to the local community in the reporting period.

Indicator/dB (A)	2021 L_{den}	2016 L_{den}	Δ (2021-2016)	Indicator/dB (A)	2021 L_{night}	2016 L_{night}	Δ (2021-2016)
55-59	1200 (1182)	1300 (1271)	-100 (-89)	50-54	0 (44)	0 (46)	0 (-2)
60-64	200 (205)	200 (240)	0 (-35)	55-59	0 (0)	0 (3)	0 (-3)
65-69	0 (5)	0 (10)	0 (-5)	60-64	0 (0)	0 (1)	0 (-1)
(-170-74	0 (0)	0 (2)	0 (-2)	65-69	0 (0)	0 (3)	0 (-3)
≥75	0 (0)	0 (15)	0 (-15)	≥70	0 (0)	0 (11)	0 (-11)

4. Governance disclosures

4.1 Corporate culture

Zagreb Airport is committed to fostering the culture of integrity, inclusivity, and ethical conduct throughout all levels of the company. This encompasses efforts to create an environment that prioritizes well-being, security and safety of all stakeholders, promotes quality, environmental protection, sustainable practices, and encourages transparent communication. The corporate culture is established through missions, vision, and values which Zagreb Airport upholds in everyday operations. Corporate culture is reinforced by the management board through the policies and internal communication.

Zagreb Airport's values

Respect

We build trust by respecting each other, being honest and responsible towards all stakeholders, and following the corporate culture guidelines in our daily work.

Dynamism

We solve demanding tasks proactively and decisively, full of enthusiasm and energy, which helps us cope with our daily dynamic challenges.

Innovation

We are paving the way with new ideas and approaches that are based on innovative solutions and effective initiatives.

Customer satisfaction

We nurture quality relationships with clients and business partners, putting their needs and satisfaction at the top of our list of business priorities.

Teamwork

We work in teams and strive to achieve our goals together, relying on colleagues and associates with whom we have good understanding while consulting with each other.

Professionalism

We set and achieve high standards in work, constantly maintaining quality and productivity in meeting our set goals.

Corporate culture is developed and promoted through various internal initiatives, which include awareness campaigns and specific trainings in regards to ESG principles, integrated management systems, and ethical business conduct. These engagement activities underscore the importance of the values and their alignment with the Zagreb Airport's sustainability commitments.

In 2022, Zagreb Airport demonstrated its commitment to sustainability by providing in-house online training to employees, focusing on the Integrated Management System (IMS) and environmental protection. The initiative encompassed both online modules and onsite workshops, enabling employees to learn at their own pace. The training heightened awareness about IMS principles and sustainable practices, and empowering the workforce to actively contribute to environmental preservation. Trainings raised employees' awareness on Integrated Management System policy, and specifically Carbon reduction strategy. These efforts not only aligned with the airport's values, but also cultivated a sense of ownership and engagement, fostering a more environmentally conscious and responsible workforce. 97% of employees completed the IMS training.

To ensure accountability and continuous improvement, evaluation mechanisms are employed to assess the effectiveness of the corporate culture initiatives. Annual assessments within employee surveys and regular feedback mechanisms are utilized to gauge the impact of the efforts, and enable identification of areas for enhancement.

Code of Ethics

Zagreb Airport has the Code of Ethics which outlines principles that should govern the behaviors and decisions of individuals within Zagreb Airport. It sets the standard for ethical conduct, promoting integrity, accountability, and responsible actions, while fostering trust among stakeholders and ensuring alignment with the organization's values and mission.

Zagreb Airport's Code of Ethics provides a clear guidelines for employees that help them make right decisions and align their behavior with corporate values. Furthermore, an Ethics commissioner was appointed. Ethics commissioner is responsible for overseeing and enforcing the Code of Ethics, ensuring its consistent application. The Ethics Commissioner offers guidance to employees facing ethical dilemmas, investigates potential violations, and recommends appropriate actions to address misconduct. In the reporting period, there is no specific policy for training within the organisation on business conduct matters.

Zagreb Airport established clear reporting channels, including anonymous avenues, to encourage employees, partners, and community members to voice their concerns confidentially. These reports are diligently investigated, ensuring impartiality and thoroughness throughout the process. The channels for raising concerns for community members and employees have been presented in the previous chapters.

Internal irregularities reporting

In 2022, Zagreb Airport adopted a new Rulebook on the procedure for internal irregularities reporting, which guides employees through the process from identifying the misconduct to reporting and follow-up.

The Rulebook also provides instructions for the confidential person, who is appointed based on the Rulebook, to thoroughly and promptly investigate all complaints and report the outcomes to the management board, when applicable in line with the Rulebook.

The process of internal reporting of irregularities begins by submitting a report to the confidential person (in written or orally). The contact information of the confidential person and the procedure on how to raise concerns are disclosed in the Rulebook on the procedure for internal irregularities reporting. Upon receiving the report, confidential person is responsible to:

1. Acknowledge the receipt of the report within seven days from the day of receipt of the report.

2. Promptly take actions within their authority necessary for protecting the informer of the irregularity.

3. Undertake actions to investigate the irregularity and provide feedback to the informer about the report.

4. Inform and instruct the management board or specific department within the organization to resolve the irregularity or forward the report on irregularity to authorized bodies responsible for acting based on

the content of the report, if the irregularity is not resolved with the employer.

5. Inform the informer of the outcome of the investigation of the report in writing.

The confidential person is obliged to safeguard the identity of the informer and the information received in the report from unauthorized disclosure or sharing with others, unless contrary to specific law.

The Rulebook, in accordance with the applicable law, does not allow any kind of retaliation against anyone who raises concerns in good faith; retaliation, such as discrimination, dismissal, disciplinary action, harassment, etc., is strictly prohibited. Measures to protect against retaliation, in accordance with the applicable law include:

• Protection of identity and confidentiality

• Judicial protection

• Damage compensation

• Primary free legal aid in accordance with the law regulating the right to free legal aid

• Emotional support, and other protection provided by the relevant applicable law.

Corruption is among the greatest obstacles to sustainable economic and social development, as it distorts the rule of law and weakens the institutional foundation upon which the growth depends.

Zagreb Airport's Code of Ethics clearly states the types of behavior to which Zagreb Airport has a zero-tolerance approach, such as corruption, bribery, and extortion. Functions within the company that are most at risk in respect of corruption and bribery include top management and positions within the commercial and purchasing departments. Zagreb Airport implements IFC's guidelines which refer to anti-corruption to all major service agreements, as well as lease agreements. In 2022, there were no convictions or fines for violation of anti-corruption and anti-bribery laws.

4.2 Relationship with suppliers

Zagreb Airport is committed to fair procurement practices which includes:

- Equal access and opportunity for all suppliers
- Fair contract terms
- Timely payments in line with agreed terms and conditions

Aware of the extended responsibility for social and environmental impacts in the supply chain, Zagreb Airport commits to choosing suppliers with robust management of ESG impacts and reduced negative effects.

The Suppliers Selection Team sets a weighing factor for criteria that are most important to Zagreb Airport's strategies and narrows the field of potential suppliers to those that fit this profile. The predefined criteria shall include but will not be limited to:

- Price: Base prices, quantity discounts, price increases or decreases, and/or other price-related factors,
- Quality: Minimum defect rates, customer service representation, and/or other customer satisfaction and reliability factors,
- Environmental and health and safety factors,
- Time: on-time delivery, lead times, and/or other time-driven requirements,
- Reputation for high-quality and reliability,
- Availability of after-sales support, maintenance and complaint management,
- Meet essential requirements,

- Adequate previous references and track history as well as satisfactory experience with the client,
- Provide technical support and provide training centres for staff and technicians (for items that require such service).

At the end of each fiscal year, evaluation and rating of suppliers is performed, for 50 suppliers with highest annual turnover, and for suppliers with highest impact on core business, selected by discretion of Process owners. Evaluation of suppliers' assessment include: compliance with specification, competence/technical support, Delivery time/Responsiveness, safety, Environment, Administration/Invoicing and Disputes.

Zagreb Airport expects their suppliers to respect human rights, protect the environment and overall conduct business in line with national and international principles and guidelines, such as the. Requirements for subcontractors on environmental protection are described through quality standards and form an integral part of the contract.

Table: Payment practices

Indicator	2021	2022	% N / N-1
The average time the company takes to pay an invoice from the date when the contractual or statutory term of payment starts to be calculated, in number of days	30	30	0%
A description of the standard payment terms in number of days by main category of suppliers	30	30	0%
The percentage of payments aligned with standard payment terms	95	98	3%
The number of legal proceedings currently outstanding for late payments	0	0	0

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ESRS G1 BUSINESS CONDUCT	DR related to ESRS 2 GOV-1 – The role of the administrative, supervisory and management bodies	14
	DR related to ESRS 2 IRO-1 – Description of the processes to identify and assess material impacts, risks and opportunities	42-45
	DR G1-1– Corporate culture and Business conduct policies and corporate culture	126-129
	DR G1-2 – Management of relationships with suppliers	130
	DR G1-3 – Prevention and detection of corruption and bribery	128-129
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Annex 2: EU Legislation

Disclosure Requirement and related datapoint	SFDR reference	Pillar 3 reference	Benchmark Regulation reference	EU Climate Law reference	Page
ESRS 2 GOV-1 Board's gender diversity paragraph 21 (d)	Indicator number 13 of Table #1 of Annex 1		Commission Delegated Regulation (EU) 2020/1816, Annex II		12
ESRS 2 GOV-1 Percentage of board members who are independent paragraph 21 (e)			Delegated Regulation (EU) 2020/1816, Annex II		12
ESRS 2 GOV-4 Statement on due diligence paragraph 30	Indicator number 10 Table #3 of Annex 1				17
ESRS 2 SBM-1 Involvement in activities related to fossil fuel activities paragraph 40 (d) i	Indicators number 4 Table #1 of Annex 1	Article 449a Regulation (EU) No 575/2013; Commission Implementing Regulation (EU) 2022/245328T a ble 1: Qualitative information on Environmental risk and Table 2: Qualitative information on Social risk	Delegated Regulation (EU) 2020/1816, Annex II		
ESRS 2 SBM-1 Involvement in activities related to chemical production paragraph 40 (d) ii	Indicator number 9 Table #2 of Annex 1		Delegated Regulation (EU) 2020/1816, Annex II		MZLZ is not involved in activities from paragraph 40 (d).
ESRS 2 SBM-1 Involvement in activities related to controversial weapons paragraph 40 (d) iii	Indicator number 14 Table #1 of Annex 1		Delegated Regulation (EU) 2020/1818, Article 12(1) Delegated Regulation (EU) 2020/1816, Annex II		
ESRS 2 SBM-1 Involvement in activities related to cultivation and production of tobacco paragraph 40 (d) iv			Delegated Regulation (EU) 2020/1818, Article 12(1) Delegated Regulation (EU) 2020/1816, Annex II		
ESRS E1-1Transition plan to reach climate neutrality by 2050 paragraph 14				Regulation (EU) 2021/1119, Article 2(1)	24-30

Disclosure Requirement and related datapoint	SFDR reference	Pillar 3 reference	Benchmark Regulation reference	EU Climate Law reference	Page
ESRS E1-1 Undertakings excluded from Paris-aligned Benchmarks paragraph 16 (g)		Article 449a Regulation (EU) No 575/2013; Commission Implementing Regulation (EU) 2022/2453 Template 1: Banking book- Climate Change transition risk: Credit quality of exposures by sector, emissions and residual maturity	Delegated Regulation (EU) 2020/1818, Article12.1 (d) to (g), and Article 12.2		NA
ESRS E1-4 GHG emission reduction targets paragraph 34	Indicator number 4 Table #2 of Annex 1	Article 449a Regulation (EU) No 575/2013; Commission Implementing Regulation (EU) 2022/2453 Template 3: Banking book – Climate change transition risk: alignment metrics	Delegated Regulation (EU) 2020/1818, Article 6		62-63
ESRS E1-5 Energy consumption from fossil sources disaggregated by sources (only high climate impact sectors) paragraph 38	Indicator number 5 Table #1 and Indicator n. 5 Table #2 of Annex 1				64
ESRS E1-5 Energy consumption and mix paragraph 37	Indicator number 5 Table #1 of Annex 1				64
ESRS E1-5 Energy intensity associated with activities in high climate impact sectors paragraphs 40 to 43	Indicator number 6 Table #1 of Annex 1				64
ESRS E1-6 Gross Scope 1, 2, 3 and Total GHG emissions paragraph 44	Indicators number 1 and 2 Table #1 of Annex 1	Article 449a; Regulation (EU) No 575/2013; Commission Implementing Regulation (EU) 2022/2453 Template 1: Banking book – Climate change transition risk: Credit quality of exposures by sector, emissions and residual maturity	Delegated Regulation (EU) 2020/1818, Article 5(1), 6 and 8(1)		68

Disclosure Requirement and related datapoint	SFDR reference	Pillar 3 reference	Benchmark Regulation reference	EU Climate Law reference	Page
ESRS E1-6 Gross GHG emissions intensity paragraphs 53 to 55	Indicators number 3 Table #1 of Annex 1	Article 449a Regulation (EU) No 575/2013; Commission Implementing Regulation (EU) 2022/2453 Template 3: Banking book – Climate change transition risk: alignment metrics	Delegated Regulation (EU) 2020/1818, Article 8(1)		68
ESRS E1-7 GHG removals and carbon credits paragraph 56				Regulation (EU) 2021/1119, Article 2(1)	NM
ESRS E1-9 Exposure of the benchmark portfolio to climate-related physical risks paragraph 66			Delegated Regulation (EU) 2020/1818, Annex II Delegated Regulation (EU) 2020/1816, Annex II		NA
ESRS E1-9 Disaggregation of monetary amounts by acute and chronic physical risk paragraph 66 (a) ESRS E1-9 Location of significant assets at material physical risk paragraph 66 (c).		Article 449a Regulation (EU) No 575/2013; Commission Implementing Regulation (EU) 2022/2453 paragraphs 46 and 47; Template 5: Banking book - Climate change physical risk: Exposures subject to physical risk.			NA
ESRS E1-9 Breakdown of the carrying value of its real estate assets by energy-efficiency classes paragraph 67 (c).		Article 449a Regulation (EU) No 575/2013; Commission Implementing Regulation (EU) 2022/2453 paragraph 34; Template 2:Banking book -Climate change transition risk: Loans collateralised by immovable property - Energy efficiency of the collateral			NA
ESRS E1-9 Degree of exposure of the portfolio to climate-related opportunities paragraph 69			Delegated Regulation (EU) 2020/1818, Annex II		NA
ESRS E2-4 Amount of each pollutant listed in Annex II of the E-PRTR Regulation (European Pollutant Release and Transfer Register) emitted to air, water and soil, paragraph 28	Indicator number 8 Table #1 of Annex 1 Indicator number 2 Table #2 of Annex 1 Indicator number 1 Table #2 of Annex 1 Indicator number 3 Table #2 of Annex 1				NM

Disclosure Requirement and related datapoint	SFDR reference	Pillar 3 reference	Benchmark Regulation reference	EU Climate Law reference	Page
ESRS E3-1 Water and marine resources paragraph 9	Indicator number 7 Table #2 of Annex 1				70-71
ESRS E3-1 Dedicated policy paragraph 13	Indicator number 8 Table 2 of Annex 1				70-71
ESRS E3-1 Sustainable oceans and seas paragraph 14	Indicator number 12 Table #2 of Annex 1				NM
ESRS E3-4 Total water recycled and reused paragraph 28 (c)	Indicator number 6.2 Table #2 of Annex 1				89
ESRS E3-4 Total water consumption in m3 per net revenue on own operations paragraph 29	Indicator number 6.1 Table #2 of Annex 1				89
ESRS 2- IRO 1 - E4 paragraph 16 (a) i	Indicator number 7 Table #1 of Annex 1				NM
ESRS 2- IRO 1 - E4 paragraph 16 (b)	Indicator number 10 Table #2 of Annex 1				NM
ESRS 2- IRO 1 - E4 paragraph 16 (c)	Indicator number 14 Table #2 of Annex 1				NM
ESRS E4-2 Sustainable land / agriculture practices or policies paragraph 24 (b)	Indicator number 11 Table #2 of Annex 1				NM
ESRS E4-2 Sustainable oceans / seas practices or policies paragraph 24 (c)	Indicator number 12 Table #2 of Annex 1				NM
ESRS E4-2 Policies to address deforestation paragraph 24 (d)	Indicator number 15 Table #2 of Annex 1				NM
ESRS E5-5 Non-recycled waste paragraph 37 (d)	Indicator number 13 Table #2 of Annex 1				149
ESRS E5-5 Hazardous waste and radioactive waste paragraph 39	Indicator number 9 Table #1 of Annex 1				91

Disclosure Requirement and related datapoint	SFDR reference	Pillar 3 reference	Benchmark Regulation reference	EU Climate Law reference	Page
ESRS 2-SBM3 - S1 Risk of incidents of forced labor paragraph 14 (f)	Indicator number 13 Table #3 of Annex I				NM
ESRS 2-SBM3 - S1 Risk of incidents of child labor paragraph 14 (g)	Indicator number 12 Table #3 of Annex I				NM
ESRS S1-1 Human rights policy commitments paragraph 20	Indicator number 9 Table #3 and Indicator number 11 Table #1 of Annex I				102-103
ESRS S1-1 Due diligence policies on issues addressed by the fundamental International Labor Organisation Conventions 1 to 8, paragraph 21			Delegated Regulation (EU) 2020/1816, Annex II		102-103
ESRS S1-1 processes and measures for preventing trafficking in human beings paragraph 22	Indicator number 11 Table #3 of Annex I				102-103
ESRS S1-1 workplace accident prevention policy or management system paragraph 23	Indicator number 1 Table #3 of Annex I				103
ESRS S1-3 grievance/ complaints handling mechanisms paragraph 32 (c)	Indicator number 5 Table #3 of Annex I				106
ESRS S1-14 Number of fatalities and number and rate of work-related accidents paragraph 88 (b) and (c)	Indicator number 2 Table #3 of Annex I		Delegated Regulation (EU) 2020/1816, Annex II		115
ESRS S1-14 Number of days lost to injuries, accidents, fatalities or illness paragraph 88 (e)	Indicator number 3 Table #3 of Annex I				115

Disclosure Requirement and related datapoint	SFDR reference	Pillar 3 reference	Benchmark Regulation reference	EU Climate Law reference	Page
ESRS S1-16 Unadjusted gender pay gap paragraph 97 (a)	Indicator number 12 Table #1 of Annex I		Delegated Regulation (EU) 2020/1816, Annex II		114
ESRS S1-16 Excessive CEO pay ratio paragraph 97 (b)	Indicator number 8 Table #3 of Annex I				NA
ESRS S1-17 Incidents of discrimination paragraph 103 (a)	Indicator number 7 Table #3 of Annex I				106
ESRS S1-17 Non-respect of UNGPs on Business and Human Rights and OECD paragraph 104 (a)	Indicator number 10 Table #1 and Indicator n. 14 Table #3 of Annex I		Delegated Regulation (EU) 2020/1816, Annex II Delegated Regulation (EU) 2020/1818 Art 12 (1)		106
ESRS 2- SBM3 – S2 Significant risk of child labor or forced labor in the value chain paragraph 11 (b)	Indicators number 12 and n. 13 Table #3 of Annex I				NM
ESRS S2-1 Human rights policy commitments paragraph 17	Indicator number 9 Table #3 and Indicator n. 11 Table #1 of Annex 1				NM
ESRS S2-1 Policies related to value chain workers paragraph 18	Indicator number 11 and n. 4 Table #3 of Annex 1				NM
ESRS S2-1Non- respect of UNGPs on Business and Human Rights principles and OECD guidelines paragraph 19	Indicator number10 Table #1 of Annex 1		Delegated Regulation (EU) 2020/1816, Annex II Delegated Regulation (EU) 2020/1818, Art 12 (1)		NM
ESRS S2-1 Due diligence policies on issues addressed by the fundamental International Labor Organisation Conventions 1 to 8, paragraph 19			Delegated Regulation (EU) 2020/1816, Annex II		NM
ESRS S2-4 Human rights issues and incidents connected to its upstream and downstream value chain paragraph 36	Indicator number 14 Table #3 of Annex 1				NM

Disclosure Requirement and related datapoint	SFDR reference	Pillar 3 reference	Benchmark Regulation reference	EU Climate Law reference	Page
ESRS S3-1 Human rights policy commitments paragraph 16	Indicator number 9 Table #3 of Annex 1 and Indicator number 11 Table #1 of Annex 1				NA
ESRS S3-1 non-respect of UNGPs on Business and Human Rights, ILO principles and OECD guidelines paragraph 17	Indicator number 10 Table #1 Annex 1		Delegated Regulation (EU) 2020/1816, Annex II Delegated Regulation (EU) 2020/1818, Art 12 (1)		NA
ESRS S3-4 Human rights issues and incidents paragraph 36	Indicator number 14 Table #3 of Annex 1				118
ESRS S4-1 Policies related to consumers and end-users paragraph 16	Indicator number 9 Table #3 and Indicator number 11 Table #1 of Annex 1				NM
ESRS S4-1 Non-respect of UNGPs on Business and Human Rights and OECD guidelines paragraph 17	Indicator number 10 Table #1 of Annex 1		Delegated Regulation (EU) 2020/1816, Annex II Delegated Regulation (EU) 2020/1818, Art 12 (1)		NM
ESRS S4-4 Human rights issues and incidents paragraph 35	Indicator number 14 Table #3 of Annex 1				NM
ESRS G1-1 United Nations Convention against Corruption paragraph 10 (b)	Indicator number 15 Table #3 of Annex 1				129
ESRS G1-1 Protection of whistle-blowers paragraph 10 (d)	Indicator number 6 Table #3 of Annex 1				128
ESRS G1-4 Fines for violation of anti-corruption and anti-bribery laws paragraph 24 (a)	Indicator number 17 Table #3 of Annex 1		Delegated Regulation (EU) 2020/1816, Annex II)		129
ESRS G1-4 Standards of anti-corruption and anti-bribery paragraph 24 (b)	Indicator number 16 Table #3 of Annex 1				129

NM = Not material
NA = Not available

Annex 3: Environmental KPIs

EBRD	IFC	ZAIC	ADP	GRI	G4AO	SFDR	ESRS	Indicator	Unit	Page	2021	2022	ΔN-1 Value
								Energy consumption and mix					
				302-1-a-i		Indicator number 5 Table #1 and Indicator n. 5 Table #2 of Annex 1	E1-5, DR 38a	(1) Fuel consumption from coal and coal products (MWh)	MWh	64	0	0	0
				302-1-a-ii			E1-5, DR 38b	(2) Fuel consumption from crude oil and petroleum products (MWh)	MWh	64	749.80	714.71	-4.70%
				302-1-a-iii			E1-5, DR 38c	(3) Fuel consumption from natural gas (MWh)	MWh	64	11,925.00	9,269.00	-22.30%
				302-1-a-iv			E1-5, DR 38d	(4) Fuel consumption from other fossil sources (MWh)	MWh	64	0	0	0
							E1-5, DR 38e	(5) Total consumption of purchased or acquired electricity, heat, steam, and cooling from fossil sources (MWh);	MWh	64	25,078.80	9,312.10	-62.90%
						Indicator number 5 Table #1 of Annex 1	E1-5, DR 37a	(6) Total fossil energy consumption (MWh) (calculated as the sum of lines 1 to 5)	MWh	64	37,753.60	19,295.81	-48.90%
								Share of fossil sources in total energy consumption (%)	Percentage	64	99.91%	56.84%	-43.11%
			ENE_01a					Non-renewable energy purchase excluding mobility	MWh final	142	N/A	8379.2	N/A
			ENE_01a1					Non-renewable electricity purchase	MWh elec	142	N/A	0	N/A
			ENE_01a2					Non-renewable natural gas purchase for heat production only (boilers)	MWh HHV (MWh PCS)	142	N/A	9270	N/A
			ENE_01a3					Non-renewable natural gas purchase for cogeneration or trigeneration	MWh HHV (MWh PCS)	142	N/A	0	N/A
			ENE_01a4					Non-renewable original fuel oil purchase excluding mobility	L	142	N/A	2796	N/A
			ENE_01a5					Butane - propane purchase	Tonnes	142	N/A	0	N/A
			ENE_01b					Non-renewable energy purchase for mobility	MWh final	142	N/A	3216.03	N/A
			ENE_01b1					Non-renewable diesel purchase for mobility	MWh final	142	N/A	317826	N/A
			ENE_01b2					Non-renewable diesel purchase for mobile backup systems	L	142	N/A	1228.57	N/A
			ENE_01b3					Non-renewable original petrol purchase for mobility	L	142	N/A	4207	N/A
			ENE_01b4					Non-renewable gasoline for work and maintenance offroad	L	142	N/A	0	N/A
			ENE_01b5					Liquefied petrol gas (LPG) purchase for mobility	L	142	N/A	0	N/A
			ENE_01b6					Non-renewable natural gas purchase for mobility (NGV liquid)	Tonnes	142	N/A	0	N/A
			ENE_01b7					Non-renewable ethanol purchase for mobility	Tonnes	142	N/A	0	N/A
						Indicator number 5 Table #1 of Annex 1	E1-5, DR 37b	(7) Consumption from nuclear sources (MWh)	MWh	64	0	0	0
								Share of consumption from nuclear sources in total consumption (%)	%	64	0	0	0
							E1-5, DR 37c-i	(8) Fuel consumption for renewable sources, including biomass (also comprising industrial and municipal waste of biologic origin, biogas, renewable hydrogen, etc.) (MWh)	MWh	64	0	0	0
							E1-5, DR 37c-ii	(9) Consumption of purchased or acquired electricity, heat, steam, and cooling from renewable sources (MWh)	Mwh	64	0	14,620.40	N/A
			ENE_02					Purchase of renewable energy	MWh of final energy	142	N/A	14620	N/A
			ENE_02a					Purchase of electricity from renewable sources via Guarantees of Origin	MWh elec	142	N/A	14620	N/A
			ENE_02b					Purchase of electricity from renewable sources via Corporate PPA	MWh elec	142	N/A	0	N/A
			ENE_02c					Purchase of biomass (woodchip)	Tonnes	142	N/A	0	N/A
			ENE_02d					Purchase of fatal heat 0 CO2	MWh th	142	N/A	0	N/A
			ENE_02e					Purchase of other renewable energy	MWh th	142	N/A	0	N/A
							E1-5, DR 37c-iii	(10) The consumption of self-generated non-fuel renewable energy (MWh)	MWh	64	32,83	32,03	-0.02%
			ENE_03				E1-5, DR 39	Energy production from renewable sources	MWh of final energy	64	N/A	52	N/A
			ENE_03a					Electricity production by photovoltaic modules	MWh elec	64	N/A	32	N/A
			ENE_03b					Biomass heat production	MWh th	143	N/A	0	N/A
			ENE_03c					Geothermal heat production	MWh th	143	N/A	0	N/A
			ENE_03d					Solar thermal heat production	MWh th	143	N/A	20	N/A
			ENE_03e					Production of electric energy from other renewable sources	MWh elec	143	N/A	0	N/A
			ENE_03f					Production of thermal energy from other renewable sources	MWh th	143	N/A	0	N/A
ID 35				302-1-b		Indicator number 5 Table #1 of Annex 1	E1-5, DR 37c	(11) Total renewable energy consumption (MWh) (calculated as the sum of lines 8 to 10)	MWh	64	32.83	14,652.43	44535.30%
ID 37	ENE_09							Share of renewable sources in total energy consumption (%)	%	64	0.09%	43.16%	49581.80%
ID 36								Share of non-renewable energy consumption	%	64	99,91%	56,84%	-43,10%
ID 34	ENE_01			302-1-d		Indicator number 5 Table #1 of Annex 1	E1-5, DR 37	Total energy consumption (MWh) (calculated as the sum of lines 6, and 11)	MWh	64	37,786.43	33,948.24	-10.02%
ID 42.125								Total electricity consumption for space heating, cooling, lighting etc.	Kilowatt-hour	143	N/A	N/A	N/A
							E1-5, DR 39	Own non-renewable energy production	MWh	143	N/A	N/A	N/A
			ENE_06					Total electricity production	MWh elec	143	N/A	32	N/A
			ENE_06a					Electricity production by cogeneration or trigeneration	MWh elec	143	N/A	0	N/A
			ENE_07					Total heat production	MWh th	143	N/A	8395	N/A
			ENE_07a					Heat production by cogeneration or trigeneration	MWh th	143	N/A	0	N/A
			ENE_07b					Heat production by gas boilers	MWh th	143	N/A	8333	N/A
			ENE_07c					Heat production by fuel oil boilers	MWh th	143	N/A	42	N/A
			ENE_07d					Heat production by heat pumps	MWh th	143	N/A	0	N/A
			ENE_07e					Heat production by other systems	MWh th	143	N/A	N/A	N/A
			ENE_08					Total cold production	MWh th	143	N/A	4	N/A
			ENE_08a					Cold production from chillers	MWh th	143	N/A	4	N/A
			ENE_08b					Cold production from heat pumps	MWh th	143	N/A	0	N/A
			ENE_08c					Cold production from absorption groups (trigeneration)	MWh th	143	N/A	0	N/A
			ENE_08d					Cold production from free cooling systems	MWh th	143	N/A	0	N/A
			ENE_08e					Cold production from other systems	MWh th	143	N/A	N/A	N/A
			ENE_04					Internal energy consumption (MWh)	MWh	143	N/A	24933.23	N/A
			ENE_04a					Energy sold to third parties by metering	MWh of final energy	143	N/A	1334	N/A
			ENE_04a1					Electricity sold to third parties by metering	MWh elec	143	N/A	716	N/A
			ENE_04a2					Electricity sold to third parties by lump sum	MWh elec	143	N/A	716	N/A
			ENE_04a3					Heat sold to third parties by metering	MWh th	143	N/A	618	N/A
			ENE_04a4					Heat sold to third parties lump sum	MWh th	143	N/A	2364	N/A
			ENE_04a5					Cold sold to third parties by metering	MWh th	143	N/A	0	N/A
			ENE_04a6					Cold sold to third parties lump sum	MWh th	143	N/A	0	N/A
			ENE_05	302-3-a		Indicator number 6 Table #1 of Annex 1	E1-5, DR 40	Energy intensity in MWh/EUR (Total energy consumption from activities in high climate impact sectors per net revenue from activities in high climate impact sectors)	MWh/EUR	64	0.0012700	0.0006400	-49.90%
ID 38								Energy consumption intensity	GWh per M€ turnover	143	0.86	N/A	N/A
ID 40								Share of investments in energy inefficient real estate assets	%	143	0	0	0.0000000
ID 42.115								Total network heat consumption for space heating	Kilowatt-hour	143	N/A	8,333.00	N/A
ID 42.123								Total of natural gas consumption for space heating	m3	143	N/A	9.269,00	N/A
ID 42.124								Total of biomass consumption for space heating	kg	144	N/A	N/A	N/A

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		ID 42.125						Total electricity consumption for space heating, cooling, lighting etc.	Kilowatt-hour	144	N/A	N/A	N/A
		ID 42.131						Total fuel oil consumption for space heating and vehicles	liters	144	N/A	N/A	N/A
			ENE_10					Number of implemented industrial and territorial ecology projects with exchange of energy with one or more third parties (energy sale or purchase) (give details in comments)	Nb	144	N/A	0	N/A
								GHG Emissions					
								Scope 1 GHG emissions (tCO2eq)					
		ID 26 ID 42.1.	AIR_02	305-1-a		Indicators number 1 and 2 Table #1 of Annex 1	E1-6, DR 44a	Gross Scope 1 GHG emissions (tCO2eq)	Tons of CO2eq	68	3,184.68	1,997.20	-37.29%
								Percentage of Scope 1GHG emissions from regulated emission trading schemes (%)	Tons of CO2eq	68	0	0	0%
			AIR_02a					Emissions from stationary sources	tonnes of CO2	68	2,422.99	1,815.19	-25.08%
			AIR_02b					Emissions from mobile sources	tonnes of CO2	68	761.69	182.01	-76.10%
		ID 27 ID 42.2.				Indicators number 1 and 2 Table #1 of Annex 1	E1-6, DR 44b	**Scope 2 GHG emissions**					
			AIR_03_LB	305-2-a				Gross location-based Scope 2 GHG emissions (tCO2eq)	Tons of CO2eq	68	4,078.43	0	-100%
			AIR_03_MB	305-2-b				Gross market-based Scope 2 GHG emissions (tCO2eq)	Tons of CO2eq	68	6,146.56	0	-100%
			AIR_FE_MB					CO2 Emissions Factor Market Based	gCO2/kWh	144	N/A	0	N/A
			AIR_FE_LB					CO2 Emissions Factor Location Based	gCO2/kWh	144	N/A	0	N/A
								Total scope 1+2 GHG emissions (tCO2eq)					
			AIR_01_LB					Total scope 1 + scope 2 emissions (location-based)	Tons of CO2eq	68	7,263.11	1,997.20	-72.50%
			AIR_01_MB					Total scope 1 + scope 2 emissions (market-based)	Tons of CO2eq	68	9,331.24	1,997.20	-78.60%
			AIR_01_MB					2010 Total CO2 emissions (scope 1&2-MB) - reference year	Tons of CO2eq	144	N/A	N/A	N/A
			no code					Absolute reduction of CO2 emissions (scopes 1&2-MB) in 2025 vs 2010	%	144	N/A	N/A	N/A
			AIR_04					Total emissions avoided (LB)	Tons of CO2eq	144	N/A	10.24	N/A
			AIR_04					Total emissions avoided (MB)	Tons of CO2eq	144	N/A	N/A	N/A
			AIR_FE_EVIT					CO2 Emissions Factor Avoided Emissions	gCO2/kWh	144	N/A	374.87	N/A
		ID 28	AIR_05	305-3-a		Indicators number 1 and 2 Table #1 of Annex 1	E1-6, DR 44c	**Scope 3 GHG emissions (tCO2eq)**	Tons of CO2eq	68	35,219.58	60,072.60	70.57%
								LTO cycle	Tons of CO2eq	68	27,545.82	45,474.40	65.09%
								APU (auxiliary power units) and engine testing	Tons of CO2eq	68	3,194.86	5,387.80	68.64%
								Surface access emissions	Tons of CO2eq	68	4,477.46	8,531.10	90.53%
								GSE & company cars HAVAS	tonnes of CO2eq	68	/	678.1	/
			AIR_05a					Upstream Total Scope 3	tonnes of CO2eq	144	N/A	N/A	N/A
			AIR_05a1					Upstream emissions -Purchased goods and services	tonnes of CO2eq	145	N/A	N/A	N/A

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			AIR_05a2					Upstream emissions -Capital goods	tonnes of CO2eq	145	N/A	N/A	N/A
			AIR_05a3					Upstream emissions -Fuel & energy-related activities	tonnes of CO2eq	145	N/A	N/A	N/A
			AIR_05a4					Upstream Transportation and Distribution	tonnes of CO2eq	145	N/A	N/A	N/A
			AIR_05a5					Waste generated in operations	tonnes of CO2eq	145	N/A	N/A	N/A
			AIR_05a6					Airport company staff business travel	tonnes of CO2eq	68	1.44	1.2	-16.67%
			AIR_05a7					Employee commuting	tonnes of CO2eq	145	N/A	N/A	N/A
			AIR_05a8					Downstream transportation and distribution	tonnes of CO2eq	145	N/A	N/A	N/A
			AIR_05b					Downstream Total Scope 3	tonnes of CO2eq	145	N/A	N/A	N/A
			AIR_05b1					Downstream emissions - Downstream transportation and distribution	tonnes of CO2eq	145	N/A	N/A	N/A
			AIR_05b2					Downstream emissions - Use of sold products	tonnes of CO2eq	145	N/A	N/A	N/A
			AIR_05b3					Downstream emissions - End-of-life treatment of sold Products	tonnes of CO2eq	145	N/A	N/A	N/A
			AIR_05b4					Downstream emissions - Downstream leased assets	tonnes of CO2eq	145	N/A	N/A	N/A
			AIR_05b5					Downstream emissions - Franchises	tonnes of CO2eq	145	N/A	N/A	N/A
			AIR_05b6					Downstream emissions - Investments	tonnes of CO2eq	145	N/A	N/A	N/A
			AIR_06					NOx emissions from power plants	tonnes of NOx	145	N/A	2	N/A
		ID 29						Total GHG emissions					
			AIR _01_LB			Indicators number 1 and 2 Table #1 of Annex 1	E1-6, DR 44d	Total GHG emissions (location-based) (tCO2eq)	Tons of CO2eq	68	42,482.69 t CO2e	62,069.80 CO2e	46.11%
			AIR _01_MB					Total GHG emissions (market-based) (tCO2eq)	Tons of CO2eq	68	44,550.82 t CO2e	62,069.80 CO2e	39.32%
		ID 31						GHG Intensity	tCO2eq/M€ of revenue	145	1545.13	N/A	N/A
				305-4-a		Indicators number 3 Table #1 of Annex 1	E1-6, DR 53-55	Total GHG emissions (location-based) per net revenue (tCO2eq/EUR)	tCO2eq/EUR	68	0.00143269	0.0011667	-18.57%
								Total GHG emissions (market-based) per net revenue (tCO2eq/EUR)	tCO2eq/EUR	68	0.00150243	0.0011667	-22.35%
		ID 30						GHG Footprint	tCO2eq/M€ invested	145	2515.64	N/A	N/A
		ID 32						Temperature	°C	145	N/A	N/A	N/A
		ID 33						GHG reduction initiatives	YES/NO	57-61	Yes	Yes	Identical
			AIR_02a1					Scope 1 Emissions - Non-renewable natural gas purchase for heat production only (boilers)	tonnes of CO2	145	N/A	N/A	N/A
			ENE_01a2_FE					Emission factor - Non-renewable natural gas purchase for heat production only (boilers)	gCO2/MWh LCV	145	N/A	N/A	N/A
			AIR_02a2					Emissions - Non-renewable natural gas purchase for heat production only (boilers)	tonnes of CO2	145	N/A	N/A	N/A
			ENE_01a3_FE					Emission factor - Non-renewable natural gas purchase for cogeneration or trigeneration	gCO2/MWh LCV	145	N/A	N/A	N/A
			AIR_02a3					Scope 1 Emissions - Non-renewable natural gas purchase for cogeneration or trigeneration	tonnes of CO2	145	N/A	N/A	N/A
			ENE_01a4_FE					Emission factor - Non-renewable original fuel oil purchase excluding mobility	gCO2/L	146	N/A	N/A	N/A

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			AIR_02a4					Scope 1 Emissions - Non-renewable original fuel oil purchase excluding mobility	tonnes of CO2	146	N/A	N/A	N/A
			ENE_01a5_FE					Emission factor - Butane - propane purchase	gCO2/kg	146	N/A	N/A	N/A
			AIR_02b					CO2 Emissions from mobile sources scope 1	tonnes of CO2	146	N/A	182.01	N/A
			AIR_02b1					Emissions Scope 1 - Non-renewable diesel purchase for mobility	tonnes of CO2	146	N/A	N/A	N/A
			ENE_01b1_FE					Facteur d'émissions - Non-renewable diesel purchase for mobility	gCO2/L	146	N/A	N/A	N/A
			AIR_02b2					Emissions Scope 1 - Non-renewable diesel purchase for mobile backup systems	tonnes of CO2	146	N/A	N/A	N/A
			ENE_01b2_FE					Facteur d'émissions - Non-renewable diesel purchase for mobile backup systems	gCO2/L	146	N/A	N/A	N/A
			AIR_02b3					Emissions Scope 1 - Non-renewable original petrol purchase for mobility	tonnes of CO2	146	N/A	N/A	N/A
			ENE_01b3_FE					Facteur d'émissions - Non-renewable original petrol purchase for mobility	gCO2/L	146	N/A	N/A	N/A
			AIR_02b4					Emissions Scope 1 - Non-renewable gasoline for work and maintenance offroad	tonnes of CO2	146	N/A	N/A	N/A
			ENE_01b4_FE					Facteur d'émissions - Non-renewable gasoline for work and maintenance offroad	gCO2/L	146	N/A	N/A	N/A
			AIR_02b5					Emissions Scope 1 - Liquefied petrol gas (LPG) purchase for mobility	tonnes of CO2	146	N/A	N/A	N/A
			ENE_01b5_FE					Facteur d'émissions - Liquefied petrol gas (LPG) purchase for mobility	gCO2/L	146	N/A	N/A	N/A
			AIR_02b6					Emissions Scope 1 - Non-renewable natural gas purchase for mobility (NGV liquid)	tonnes of CO2	146	N/A	N/A	N/A
			ENE_01b6_FE					Facteur d'émissions - Non-renewable natural gas purchase for mobility (NGV liquid)	gCO2/L	146	N/A	N/A	N/A
			AIR_02b7					Emissions Scope 1 - Non-renewable ethanol purchase for mobility	tonnes of CO2	146	N/A	N/A	N/A
			ENE_01b7_FE					Facteur d'émissions - Non-renewable ethanol purchase for mobility	gCO2/L	146	N/A	N/A	N/A
			AIR_04					Emissions avoided from REN	tonnes of CO2	146	N/A	10.24	N/A
			AIR_FE_EVIT					CO2 Emissions Factor Avoided Emissions	gCO2/kWh	146	N/A	374.87	N/A
			AIR_07					Percentage of carbon free light vehicles (of the airport operator) (carbon free= electrical / bioCNG / low-carbon hydrogen)	%	146	N/A	10.71	N/A
			AIR_07a					Total number of light vehicles (of the airport operator)	Nb	146	N/A	28	N/A
			AIR_07b					Number of carbonfree light vehicles (of the airport operator)	Nb	146	N/A	3	N/A
			AIR_08					Percentage of carbon free GSEs and vehicles for ground handling	%	146	N/A	6.0	N/A
			AIR_08a					Total number of GSEs and vehicles for ground handling (excluding airport operator's fleet)	Nb	146	N/A	150.0	N/A
			AIR_08b					Total number of carbon free GSEs and vehicles for ground handling (excluding airport operator's fleet)	Nb	146	N/A	9.0	N/A
			AIR_09a1					% of passengers accessing to the airport platform with public transports, carsharing, active modes (by foot, by bike …)	%	146	N/A	17.0	N/A
			AIR_09b1					% of employees accessing to the airport platform with public transports, train, plane, carsharing, active mode (by foot, by bike …)	%	146	N/A	5.0	N/A
			AIR_10					Quantity of sustainable aviation fuel delivered at the airport	Tonnes	146	N/A	0.0	N/A
			AIR_11					Studies / projects / work on the preparation for the introduction of hydrogen, electric or hybrid aircraft realized during the year	Yes/No	146	N/A	KO	N/A
			AIR_12					Establishment of a public follow-up of air quality (measure and/or inventory of emissions)	Yes/No	147	N/A	OK	N/A

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			BRU_01					Establishment of a public follow-up of noise generation on and around the platforms	Yes/No	147	N/A	KO	N/A
					AO7			Number and percentage of people residing in areas affected by noise	Number	122	Please see the table at the respective page.		N/A
	PS3							Please provide a scaled facility map showing the precise locations of all monitoring points.	Text	86	Please see the map at the respective page.		N/A
PR3	PS3							Reference values of pollution parameters	Text	80	Please see the results at the respective page.		N/A
PR3	PS3							Results of air quality measuring for the year 2022	Text	80	Please see the results at the respective page.		N/A
PR3	PS3							Noise management - Noise measuring results	Text	75	Please see the results at the respective page.		N/A
PR3								Greenhouse gasses	Text	66-69	Please see the disclosures at the respective page.		N/A
PR3								Monitoring compliance with the Designated Performance Requirements - noise	Text	74-75	Please see the results at the respective page.		N/A
PR3								Monitoring compliance with the Designated Performance Requirements - air emissions	Text	79-80	Please see the results at the respective page.		N/A
					AO5			Ambient air quality levels according to pollutant concentrations in micrograms per cubic meter or parts per million by regulatory regime	air quality	80	Please see the results at the respective page.		N/A
Water													
			ENV_01a	303-3-a				Water inflows/withdrawals in m3	m3	89	48.343,00	60.424,00	24.99%
		ID 44						Water inflows/withdrawals	Megaliters (ML)	147	48,343	60,424	24.99%
			ENV_01a2	303-3-a-i				Water inflows from: i. surface water	m3	89	0	0	0%
			ENV_01a4	303-3-a-ii				Water inflows from: ii. groundwater	m3	89	2,583.00	2,797.00	8.28%
			ENV_01a3	303-3-a-iii				Water inflows from: iii. seawater	m3	89	0	0	0
				303-3-a-iv				Water inflows from: iv. produced water	m3	89	0	0	0%
			ENV_01a1	303-3-a-v				Water inflows from: v. third-party water	m3	89	45.760,00	57.627,00	25.93%
		ID 45						Water inflows/withdrawals per million EUR invested	ML / M€ invested	147	196.06	N/A	N/A
		ID 46						Water outflows/discharges	Megaliters (ML)	147	322,241	328,674	2%
				303-4-a	AO4			Total water discharge	m3	85	322.241,00	328.674,00	2.0%
				303-4-a-i				i. surface water	m3	85	320.985,00	327.452,00	2.0%
				303-4-a-ii				ii. groundwater	m3	85	0	0	0
				303-4-a-ii				iii. seawater	m3	85	0	0	0
				303-4-a-iv				iv. third-party water	m3	85	1.256,00	1.222,00	-2.70%
		ID 47						Water outflows/discharges per million EUR invested	ML / M€ invested	147	2236.03	N/A	N/A
		ID 48						Emissions to water: exposure to pollution - SFDR	Yes/No	147	Yes	Yes	Identical
					AO4			The number of occasions on which discharge limits were exceeded	Text	85	2x	0	N/A
					AO6			De-icing/anti-icing fluid applied to aircraft	m3	85	70.267,00	69.348,00	-1.30%
					AO6			De-icing/anti-icing material applied to airside operational surfaces	tons	85	144,5	147	1.73%
					AO6			Aircraft and pavement de-icing/anti-icing fluid captured for treatment	m3	85	N/A	N/A	N/A
				303-3-b				Total water withdrawal from all areas with water stress:	m3	147	0	0	0
				303-3-b-i				i. surface water	m3	147	0	0	0
				303-3-b-ii				ii. groundwater	m3	147	0	0	0
				303-3-b-iii				iii. seawater	m3	148	0	0	0
				303-3-b-iv				iv. produced water	m3	148	0	0	0
				303-3-b-v				v. third-party water	m3	148	0	0	0

EBRD	IFC	ZAIC	ADP	GRI	G4AO	SFDR	ESRS	Indicator	Unit	Page	2021	2022	ΔN-1 Value
			ENV_01c	303-5-a			E3-4, DR 28a	Total water consumption* in m3;	m3	89	54,772.00	69,125.00	26.20%
			ENV_01c1					Volumes of water consumed internally (for Groupe ADP activities)	m3	148	N/A	N/A	N/A
			ENV_01c2					Volumes of water sold or distributed for free to third parties	m3	148	N/A	23056	N/A
			ENV_01d					Volumes of water distributed but not measured	m3	148	N/A	0	N/A
				303-5-b			E3-4, DR 28b	Total water consumption in m3 in areas at water risk, including areas of high-water stress;	m3	89	0	0	0%
			ENV_01a5			Indicator number 6.2 Table #2 of Annex 1	E3-4, DR 28c	Total water recycled and reused in m3**	m3	89	6,429.00	8,701.00	35.34%
		ID 49	ENV_01b					Percentage of water recycled and reused by the company.	%	89	11.74	12.59	7.24%
				303-5-c			E3-4, DR 28d	Total water stored and changes in storage in m3	m3	89	0	0	0
			ENV_01e				E3-4, DR 29	Water intensity	m3/€	89	0.00184714	0.00129930	-29.66%
			ENV_01f					Water network efficiency	%	148	N/A	83.36000000	N/A
PR3	PS3							Wastewater management	Text	84-85	Please see the disclosure at the respective page.		N/A
PR3								Monitoring compliance with the Designated Performance Requirements - wastewater	Text	83	Please see the disclosure at the respective page.		N/A
Waste													
		ID 52		306-3-a			E5-5, DR 37a	The total amount of waste generated (in t)	Tonnes	91	421436.64	937499.69	122.45%
	PS3	ID 50						Total amount of non-hazardous waste	Tonnes	91	83.27	112.01	34.95%
		ID 51						Total amount of hazardous waste	Tonnes	91	9.97	6.18	-38.01%
		ID 53						Share of hazardous waste	%	148	10.75	N/A	N/A
		ID 54						Tonnes of hazardous waste generated per million EUR invested - SFDR	Tonnes per M€ invested	148	0.43	N/A	N/A
		ID 55						Tonnes of non-hazardous waste generated per million EUR invested	Tonnes per M€ invested	148	3.56	N/A	N/A
				306-4-a			E5-5, DR 37b	(b) the total amount by weight diverted from disposal	Tonnes	148	N/A	N/A	N/A
				306-4-b				Amount by weight diverted from disposal - hazardous waste	Tonnes	148	N/A	N/A	N/A
				306-4-b-i			E5-5, DR 37b-i	i. preparation for reuse (hazardous waste)	Tonnes	148	N/A	N/A	N/A
				306-4-b-ii			E5-5, DR 37b-ii	ii. recycling (hazardous waste)	Tonnes	148	N/A	N/A	N/A
				306-4-b-iii			E5-5, DR 37b-iii	iii. other recovery operations (hazardous waste)	Tonnes	148	N/A	N/A	N/A
				306-4-c				Amount by weight diverted from disposal - non-hazardous waste	Tonnes	148	N/A	N/A	N/A
				306-4-c-i			E5-5, DR 37b-i	i. preparation for reuse (non-hazardous waste)	Tonnes	148	N/A	N/A	N/A
				306-4-c-ii				ii. recycling (non-hazardous waste)	Tonnes	148	N/A	N/A	N/A
				306-4-c-iii			E5-5, DR 37b-iii	iii. other recovery operations (non-hazardous waste)	Tonnes	148	N/A	N/A	N/A
				306-5-a			E5-5, DR 37c	(c) the amount by weight directed to disposal by waste treatment type	Tonnes	148	N/A	N/A	N/A
				306-5-b-ii			E5-5, DR 37c-i	i. incineration (hazardous waste)	Tonnes	148	N/A	N/A	N/A
				306-5-b-iii			E5-5, DR 37c-ii	ii. landfill (hazardous waste)	Tonnes	148	N/A	N/A	N/A
				306-5-b-iv			E5-5, DR 37c-iii	iii. other disposal operations (hazardous waste)	Tonnes	148	N/A	N/A	N/A
				306-5-c-i				iv. energy recovery (hazardous waste)	Tonnes	148	N/A	N/A	N/A
				306-5-c				Amount by weight directed to disposal - non-hazardous waste	Tonnes	148	N/A	N/A	N/A
				306-5-c-ii			E5-5, DR 37c-i	i. incineration (non-hazardous waste)	Tonnes	148	N/A	N/A	N/A
				306-5-c-iii			E5-5, DR 37c-ii	ii. landfill (non-hazardous waste)	Tonnes	148	N/A	N/A	N/A
				306-5-c-iv			E5-5, DR 37c-iii	iii. other disposal operations (non-hazardous waste)	Tonnes	148	N/A	N/A	N/A
				306-5-c-i				iv. energy recovery (non-hazardous waste)	Tonnes	148	N/A	N/A	N/A
						Indicator number 13 Table #2 of Annex 1	E5-5, DR 37d	The total amount of non-recycled waste	Tonnes	149	N/A	N/A	N/A
		ID 56						Total amount of recycled waste	Tonnes	149	67.65	64.5	-4.66%
		ID 57						Percentage of recycled waste	%	149	72.74	N/A	N/A

EBRD	IFC	ZAIC	ADP	GRI	G4AO	SFDR	ESRS	Indicator	Unit	Page	2021	2022	ΔN-1 Value
		ID 51				Indicator number 9 Table #1 of Annex 1	E5-5, DR 39	Total amount of hazardous waste and radioactive waste generated by the undertaking	Tonnes	149	10	6.184	-38%
								Mixed municipal waste (amount is approximated)	Tonnes	91	421343.4	937381.5	122.47%
		ID 58				Indicator number 13 Table #2 of Annex 1	E5-5, DR 37d	Non-recycled waste ratio	%	149	27.26	N/A	N/A
			ENV_02a					Total quantities of NHW generated (by Groupe ADP and third parties under waste management contract)	Tonnes	149	N/A	860.29	N/A
			ENV_02a1					Quantities of NHW reused	Tonnes	149	N/A	0	N/A
			ENV_02a2					Quantities of recycled NHW (material recovery)	Tonnes	149	N/A	65.52	N/A
			ENV_02a3					Quantities of NHW recovered for energy purposes	Tonnes	149	N/A	45.03	N/A
			ENV_02a4					Quantities of NHW incinerated or disposed of by physico-chemical treatment (without energy recovery)	Tonnes	149	N/A	19.74	N/A
			ENV_02a5					Quantities of NHW buried in landfills	Tonnes	149	N/A	730	N/A
			ENV_02b					Quantities of non-hazardous waste generated per total revenues	kg/€	149	N/A	15559.59	N/A
			ENV_02b_fret					Quantities of non-hazardous waste generated per tons of cargo	tons NHW / tons cargo	149	N/A	N/A	N/A
			ENV_02c					Total quantities of NHW from terminals (passengers and shops)	tonnes	149	N/A	0	N/A
			ENV_02c1					Quantities of NHW from terminals (passengers and shops) reused	Tonnes	149	N/A	0	N/A
			ENV_02c2					Quantities of recycled NHW from terminals (passengers and shops) (material recovery)	Tonnes	149	N/A	0	N/A
			ENV_02c3					Quantities of NHW from terminals (passengers and shops) recovered for energy purposes	Tonnes	149	N/A	0	N/A
			ENV_02c4					Quantities of NHW from terminals (passengers and shops) incinerated or disposed of by physico-chemical treatment (without energy recovery)	Tonnes	149	N/A	0	N/A
			ENV_02c5					Quantities of NHW from terminals (passengers and shops) buried in landfills	Tonnes	149	N/A	0	N/A
			ENV_02d					Material recovery rate for non-hazardous waste from terminals (passengers and shops)	%	149	N/A	N/A	N/A
			ENV_02e					Quantity of NHW from terminals, by passenger	kg/pax	149	N/A	0	N/A
			ENV_02i					Material recovery rate for non-hazardous waste (NHW) generated internally (by Groupe ADP's activities)	%	149	N/A	N/A	N/A
			ENV_02ia					Quantities of NHW generated internally (by Groupe ADP's activities)	Tonnes	149	N/A	N/A	N/A
			ENV_02ia1					Quantities of internal NHW reused	Tonnes	149	N/A	N/A	N/A
			ENV_02ia2					Quantities of internal NHW (material recovery) recycled	Tonnes	149	N/A	N/A	N/A
			ENV_02ia3					Quantities of internal NHW recovered for energy purposes	Tonnes	149	N/A	N/A	N/A
			ENV_02ia4					Quantities of internal NHW incinerated or disposed of by physico-chemical treatment (without energy recovery)	Tonnes	149	N/A	N/A	N/A
			ENV_02ia5					Quantities of internal NHW buried in landfills	Tonnes	149	N/A	N/A	N/A
			ENV_03					Recovery rate of internal hazardous waste generated	%	149	N/A	55.02	N/A
			ENV_03a					Quantities of internal hazardous waste generated	Tonnes	149	N/A	6.18	N/A
			ENV_03a1					Quantities of recovered internal hazardous waste	Tonnes	149	N/A	3.4	N/A
PR3								Waste management	Text	90-91	Please see the disclosure at the respective page.		N/A
PR3								Herbicides Use and Management	Text	92	Please see the disclosure at the respective page.		N/A
PR3								Monitoring compliance with the Designated Performance Requirements - waste	Text	90-91	Please see the disclosure at the respective page.		N/A
Biodiversity													
		ID 59						Activities negatively affecting biodiversity sensitive areas	Yes/no	150	No	No	identical

EBRD	IFC	ZAIC	ADP	GRI	G4AO	SFDR	ESRS	Indicator	Unit	Page	2021	2022	ΔN-1 Value
		ID 60						Biodiversity specific KPI	Text	150	No	No	N/A
			ENV_04					Local biodiversity strategy implemented (document/procedure aimed at framing the integration of biodiversity issues in developments)	Yes/no	150	N/A	OK (OLGA Biodiversity 4.3)	N/A
			ENV_04a					Assessment of the ecological value of the site (biodiversity index for instance)	Yes/no	150	N/A	OK	N/A
			ENV_04b1					Total number of associative or scientific partnerships regarding biodiversity issues	Nb	150	N/A	1	N/A
			ENV_04b2					Total number of people that have participated to biodiversity visits on the platform during the year	Nb	150	N/A	7	N/A
			ENV_05					Zero-pesticide operations on the platform	Yes/no	150	N/A	KO	N/A
			ENV_06					Signed Buckingham Convention on the prevention of wildlife trafficking (if yes, specify since when in comment)	Yes/no	150	N/A	KO	N/A
PR3								Herbicides Use and Management	Text	92		Please see the disclosure at the respective page.	N/A
PR6								Biodiversity Conservation and Sustainable Management of Living Natural Resources	Text	150		Performance Requirement 6 is not applicable.	N/A
					AO9			Total annual number of wildlife strikes per 10,000 aircraft movements	Number/aircraft movements	92	2	4	100%
								EU Taxonomy					
		ID 61.1						Eligibility to the EU Taxonomy	/	94-98	N/A	N/A	N/A
		ID 61.2						Alignment with the EU Taxonomy	/	94-98	N/A	N/A	N/A
		ID 61.419						Eligible turnover - Low carbon airport infrastructure	%	94-98	N/A	N/A	N/A
		ID 61.420						Eligible CAPEX - Low carbon airport infrastructure	%	94-98	N/A	N/A	N/A
		ID 61.421						#1 - Substantial contribution - Low carbon airport infrastructure	Yes/No	94-98	N/A	N/A	N/A
		ID 61.422						#2 - Substantial contribution - Low carbon airport infrastructure	Yes/No	94-98	N/A	N/A	N/A
		ID 61.423						#3 - Substantial contribution - Low carbon airport infrastructure	Yes/No	94-98	N/A	N/A	N/A
		ID 61.424						#4 - Substantial contribution - Low carbon airport infrastructure	Yes/No	94-98	N/A	N/A	N/A
		ID 61.425						#1 - Adaptation - DNSH - Low carbon airport infrastructure	Yes/No	94-98	N/A	N/A	N/A
		ID 61.426						#2 - Adaptation - DNSH - Low carbon airport infrastructure	Yes/No	94-98	N/A	N/A	N/A
		ID 61.427						#3 - Adaptation - DNSH - Low carbon airport infrastructure	Yes/No	94-98	N/A	N/A	N/A
		ID 61.428						#4 - Adaptation - DNSH - Low carbon airport infrastructure	Yes/No	94-98	N/A	N/A	N/A
		ID 61.429						#5 - Adaptation - DNSH - Low carbon airport infrastructure	Yes/No	94-98	N/A	N/A	N/A
		ID 61.430						#6 - Adaptation - DNSH - Low carbon airport infrastructure	Yes/No	94-98	N/A	N/A	N/A
		ID 61.431						#1 - Water - DNSH - Low carbon airport infrastructure	Yes/No	94-98	N/A	N/A	N/A
		ID 61.432						#2 - Water - DNSH - Low carbon airport infrastructure	Yes/No	94-98	N/A	N/A	N/A
		ID 61.433						#1 - Circular economy - DNSH - Low carbon airport infrastructure	%	94-98	N/A	N/A	N/A
		ID 61.434						#2 - Circular economy - DNSH - Low carbon airport infrastructure	Yes/No	94-98	N/A	N/A	N/A
		ID 61.435						#1 - Pollution prevention - DNSH - Low carbon airport infrastructure	Yes/No	94-98	N/A	N/A	N/A
		ID 61.436						#1 - Biodiversity - DNSH - Low carbon airport infrastructure	Yes/No	94-98	N/A	N/A	N/A
		ID 61.437						#2 - Biodiversity - DNSH - Low carbon airport infrastructure	Yes/No	94-98	N/A	N/A	N/A
		ID 61.438						#3 - Biodiversity - DNSH - Low carbon airport infrastructure	Yes/No	94-98	N/A	N/A	N/A
		ID 61.533						#1 - Minimum social safeguard	Yes/No	94-98	N/A	N/A	N/A
		ID 61.534						#2 - Minimum social safeguard	Yes/No	94-98	N/A	N/A	N/A
		ID 61.535						#3 - Minimum social safeguard	Yes/No	94-98	N/A	N/A	N/A
		ID 61.536						#4 - Minimum social safeguard	Yes/No	94-98	N/A	N/A	N/A
								Construction					
			CST_01					Number of implemented industrial and territorial ecology projects with common initiatives on a construction site (provide details in comments)	Nb	151	N/A	0	N/A
			CST_02					Total number of projects > 5 that have been launched and where a LCA has been made	%	151	N/A	N/A	N/A

EBRD	IFC	ZAIC	ADP	GRI	G4AO	SFDR	ESRS	Indicator	Unit	Page	2021	2022	ΔN-1 Value
			CST_02a					Total number of infrastructure projects > 5 million euros for which a pre-project has been launched during the year	Nb	151	N/A	0	N/A
			CST_02b					Total number of infrastructure projects > 5 million euros for which a pre-project has been launched during the year, and for which a LCA study has been done	Nb	151	N/A	0	N/A
			CST_03					Percentage of construction works with investment, studies and realization cost > 5 millions euros that apply a "clean construction site" charter	%	151	N/A	N/A	N/A
			CST_03a					Total number of construction works with investment, studies and realization cost > 5 millions euros	Nb	151	N/A	0	N/A
			CST_03b					Number of construction works with investment, studies and realization cost > 5 millions euros applying a "clean construction site" charter	Nb	151	N/A	0	N/A
			CST_04					Percentage of new construction projects, heavy rehabilitations and land-use measures with an environmental label launched within the year	%	151	N/A	33.33	N/A
			CST_04a					Total number of new construction projects, heavy rehabilitation and land-use measures finalized within the year	Nb	151	N/A	3	N/A
			CST_04b					Number of new construction projects, heavy rehabilitation and land-use measures finalized within the year with an environmental label	Nb	151	N/A	1	N/A

Annex 4: Social&Governance KPIs

EBRD	IFC	ZAIC	ADP	GRI	G4AO	SFDR	ESRS	Indicator	Unit	Page	2021	2022	ΔN-1 Value
								Workforce structure MZLZ d.d.					
								Total employees	Number	112	220	221	0.45%
PR2							S1-6, DR 50.a	Number of male employees	Number	112	143	146	2.10%
								Number of female employees	Number	112	77	75	-2.60%
				401-1-a				Hires	Number	112	11	11	0.00%
		ID 83						Hires Male	Number	112	7	9	28.57%
								Hires Female	Number	112	4	2	-50.00%
								Dismissal	Number	112	19	9	-52.63%
								Dismissal Male	Number	112	13	5	-61.54%
PR2		ID 85					S1-6, DR 50.c	Dismissal Female	Number	112	6	4	-33.33%
								Voluntary departures	Number	112	17	9	-47.06%
								Voluntary departures Male	Number	112	12	6	-50.00%
				401-1-b				Voluntary departures Female	Number	112	5	3	-40.00%
								Turnover rate	%	112	16.36%	8.14%	-50.24%
		ID 87						Turnover rate Male	%	112	17.00%	8.00%	-52.94%
								Turnover rate Female	%	112	14.00%	9.00%	-35.71%
		ID 86						New jobs created	Number	112	0	0	0.00%
				2-7-b-i				Number of permanent employees	Number	113	215	218	1.40%
							S1-6, DR 50-c-i	Number of permanent male employees	Number	113	140	144	2.86%
								Number of permanent female employees	Number	113	75	74	-1.33%
				2-7-b-ii				Number of temporary employees	Number	113	5	3	-40.00%
							S1-6, DR 50-č-ii	Number of temporary male employees	Number	113	3	2	-33.33%
								Number of temporary female employees	Number	113	2	1	-50.00%
				2-7-b-iii			S1-6, DR 50-c-iii	Number of non-guaranteed hours employees	Number	113	N/A	N/A	N/A
				2-7-b-iv				Number of full-time employees	Number	113	220	221	0.45%
							S1-6, DR 50-d-i	Number of full-time male employees	Number	113	143	146	2.10%
								Number of full-time female employees	Number	113	77	75	-2.60%
				2-7-b-v			S1-6, DR 50-d-ii	Number of part-time employees	Number	113	0	0	0
		ID 62						Total FTE - Asset level	Number	152	244	225	-7.79%
		ID 63						Women FTE - Asset level	Number	152	83	N/A	N/A
		ID 64						% Women FTE - Asset level	Percentage	152	34.02	N/A	N/A
		ID 65						Men FTE - Asset level	Number	152	161	N/A	N/A
		ID 66						Total FTE - Contractor level	Number	152	509	524	2.95%
		ID 67						Women FTE - Contractor level	Number	152	N/A	N/A	N/A
		ID 68						% Women FTE - Contractor level	Percentage	152	N/A	N/A	N/A
		ID 84						Hires with an inclusion perspective	MCQ	152	Unemployed people	Unemployed people	Identical
								Total number of non-employees	Number	152	N/A	N/A	N/A
								a) Number of self-employed people	Number	152	N/A	N/A	N/A
							S1-7 DR 57b	b) Number of people provided by undertakings primarily engaged in employment activities	Number	152	N/A	N/A	N/A
								Non-employees turnover rate	%	152	N/A	N/A	N/A
								Health and safety MZLZ d.d.					
								Health and safety management	Text	109	Please see the disclosure at the respective page.		0
PR4								Infrastructure, building, and equipment design and safety	Text	153	N/A	N/A	N/A
								Hazardous materials' safety	Text	153	N/A	N/A	N/A
	PS2	ID 73		403-9-a-v				Hours worked - Annual	Number	115	383,140	378,129	-1.31%
				403-8-a			S1-14, DR 88.a	Percentage of own workforce covered by health and safety management system	%	115	100%	100%	0%
	PS2	ID 69		403-9-a-i 403-10-a-i		Indicator #2 in Table III of Annex I of Commission Delegated Regulation (EU) 2022/1288	S1-14, DR 88.b	Fatalities as a result of work-related injuries and work-related ill health	Number	115	0	0.00	0
	PS2			403-9-a-iii			S1-14, DR 88.c	The number of recordable work-related accidents	Number	115	0.00	2.00	N/A
				403-9-a-iii				The rate of recordable work-related accidents	Number	115	0.00000000	1.06	N/A
PR4				403-10-a-ii			DR 88.d	Cases of recordable work related ill health of employees, subject to legal restrictions on the collection of data;	Number	115	0	0	0
	PS2	ID 71				Indicator #3 in Table III of Annex I of Commission Delegated Regulation (EU) 2022/1288	S1-14, DR 88.e	The number of days lost to work-related injuries and fatalities from work-related accidents, work-related ill health and fatalities from ill health	days	115	0	81	N/A
	PS2	ID 70						Lost time due to work-related injuries	hours	115	121	676	458.68%
		ID 72						Near miss incidents	Number	153	0	0	0
		ID 74						Lost time injury frequency rate (LTIFR)	Number/hrs * 1 million	153	99.22	N/A	N/A
		ID 75						Total recordable injury frequency rate (TRIFR)	Number/hrs * 1 million	153	7.38	N/A	N/A
								Details for the non-fatal injuries during this reporting period	Text	115	Please see the disclosure at the respective page.		N/A
	PS2							Describe in detail fatalities and vehicle accidents, including corrective measures (provide copies of OHS investigation and respective corrective plan).	Text	153	N/A	N/A	N/A
								Describe the main changes implemented in terms of Occupational Health and Safety (OHS) during the reporting period, e.g. identification of hazards, substitution of chemicals, new controls, etc.	Text	153	N/A	N/A	N/A
								Training and development					
				404-3-a			S1-13, DR 83.a	The percentage of female employees that participated in regular performance and career development reviews	%	114	N/A	73%	N/A
				404-3-a			S1-13, DR 83.a	The percentage of male employees that participated in regular performance and career development reviews	%	114	N/A	74%	N/A
				404-1-a-i			S1-13, DR 83.b	The average number of training hours per female employee	Hours	114	N/A	N/A	N/A
				404-1-a-i			S1-13, DR 83.b	The average number of training hours per male employee	Hours	114	N/A	N/A	N/A

EBRD	IFC	ZAIC	ADP	GRI	G4AO	SFDR	ESRS	Indicator	Unit	Page	2021	2022	ΔN-1 Value
			DIF_01a					Number of employees trained to integrate environmental issues in their daily work during the year	Number	154	N/A	2	N/A
			DIF_01b					Number of employees made aware of environmental issues during the year	Number	154	N/A	214	N/A
								Diversity					
				405-1-a-i			S1-9, DR 66.a	Number of women at top management level	Number	114	4	5	25%
								Percentage of women at top management level	%	114	29%	36%	25%
				405-1-b-ii			S1-9, DR 66.b	% of employees in <30 years old group	%	114	7.27%	5.43%	-25.31%
								% of employees in 30-50 years old group	%	114	50.45%	51.58%	2.24%
								% of employees > 50 years old group	%	114	42.27%	42.98%	1.68%
		ID 77						Payroll - FTE Men - SFDR	Euros	154	N/A	N/A	N/A
		ID 78						Payroll - FTE Women - SFDR	Euros	154	N/A	N/A	N/A
		ID 79						Average salary - Men	Euros	154	N/A	N/A	N/A
		ID 80						Average salary - Women	Euros	154	N/A	N/A	N/A
		ID 81				Indicator number 12 Table #1 of Annex I	S1-16, DR 97.a	Unadjusted Gender Pay Gap	%	114	19.88%	4.89%	-75%
		ID 88						Number of Board Directors	Number	12	7	8	14%
		ID 89						Women Directors	Number	12	2	3	50%
		ID 90						% of women on the Board - SFDR	Percentage	12	0	0	0
								Supplier and payment practices					
							DR 33.a	The average time the undertaking takes to pay an invoice from the date when the contractual or statutory term of payment starts to be calculated, in number of days;	Number	130	30	30	0
							DR 33.b	A description of the standard payment terms in number of days by main category of suppliers	Number	130	30	30	0
							DR 33.b	The percentage of payments aligned with standard payment terms;	%	130	95	98	3%
							DR 33.c	The number of legal proceedings currently outstanding for late payments	Number	130	0	0	0
		ID 94						Supplier code of conduct - SFDR	Yes/No	130	Yes	Yes	Identical
								Business conduct (ethics)					
		ID 91						Code of Ethics	Yes/No	128	Yes	Yes	Identical
		ID 92						Whistle-blowing program	Yes/No	128	Yes	Yes	Identical
		ID 93						Whistle-blowing breaches	Number	154	0	0	0
								Other					
				201 - 1				Economic value generated and distributed	EUR	38	Please see the table at the respective page.		N/A
				GEN_00				Turnover for the calendar year	k€	154	N/A	55.338 k€ without extraordinary revenues	N/A
				GEN_02	AO2			Number of aircraft movements	Nb mvt	21	Please see the table at the respective page.		N/A
		ID 42.58		GEN_01a	AO1			Number of Airport's passengers	Number	20	1,404,478.00	3,124,605.00	122%
				GEN_01b	AO3			Tons of cargo	tons	20	8,522,899	9,459,357	10.98%
		ID 42.59						Share of short-haul flights	%	154	99.49	99.61	0
		ID 42.60						Share of medium-haul flights	%	154	0	0	
		ID 42.61						Share of long-haul flights	%	154	0.51	0.39	-24%
			Organizational Profile					Report on the catchment area for passengers and cargo originating in the vicinity of the airport.	Text	20	Please see the disclosure at the respective page.		N/A
								Size of airport (km2);	km2	20			N/A
								Number and length of runways, stating whether they are primary or crosswind runways;	text	20			N/A
								Minimum connection time between flights at the airport;	min	20			N/A
								Number of operations;	number	20			N/A
								Number of airlines served during reporting period; and	number	20			N/A
								Number of destinations served during reporting period	number	20			N/A
		ID 22						ESG initiatives	Text	155	Airport for Trust Collection of funds for workers who have earthquake damage at home: ACI ACA Level 3	ACI ACA Level 3	N/A
		ID 42.62						Average share of SAF	%	155	0	0	0
		ID 42.63						Pricing policy in place to encourage the use of more energy-efficient planes and/or planes that use la larger share of SAF	Yes/No	155	No	No	Identical
		ID 42.64						Description of these policies	Text	155	N/A	N/A	N/A
		ID 42.65						Qualification of the actions implemented	SCQ	155	N/A	N/A	N/A
		ID 42.66						Description of the actions undertaken	Text	57-61	Please see the disclosure at the respective page.		N/A
		ID 42.101						Duration of works	Number	155	N/A	N/A	N/A
		ID 95						Is there another indicator or initiative the company would like to communicate?	Text	155	N/A	N/A	N/A
		ID 96						Percentage of 'Not available' responses		155	N/A	N/A	N/A
		ID 42.135						CAGR of traffic	%	155	N/A	17.6%	N/A
		ID 42.141						Time horizon of CAGR	Year	155	N/A	N/A	N/A
			GOV_01					ACA accreditation level	ACA level	58-59	L3	L3	N/A
		ID 23						ESG Certifications	SCQ	37	Please see the disclosure at the respective page.		N/A
			GOV_02					ISO 14001 certification	Yes/No	37	OK	OK	N/A
			GOV_03					ISO 50001 certification	Yes/No	37	N/A	N/A	N/A
			GOV_04					Comitment to be carbon neutral by 2030 (internal emissions)	Yes/No	24-30	Please see the disclosure at the respective page.		N/A
			GOV_05					Comitment to be net zero emissions by 2030-2025-2050 at most (scopes 1&2)	Yes/No	24-30	Please see the disclosure at the respective page.		N/A
			GOV_06					Comitment to be to be a carbon neutral territory by 2050	Yes/No	155	N/A	OK	N/A

EBRD	IFC	ZAIC	ADP	GRI	G4AO	SFDR	ESRS	Indicator	Unit	Page	2021	2022	ΔN-1 Value
	ID 24							ESG incidents - SFDR	Yes/no	155	No	No	Identical
	ID 25							Fossil fuels - SFDR	Yes/no	155	No	No	Identical
								Describe any changes in the organizational structure to manage environment, health and safety, labour and social aspects during the reporting period. Describe number of personnel in charge of E&S issues.	Text	14-16	Please see the disclosure at the respective page.		N/A
								Describe the level of environmental, social and health and safety training provided to staff. Provide annex with list of topics, hours of training and number of participants.	Text	156	N/A	N/A	N/A
								During the reporting period, are you aware of any events that may have caused damage; brought about injuries or fatalities or other health problems; attracted the attention of outside parties; affected project labour or adjacent populations; affected cultural property; or created liabilities for your company?	Yes/No + Text	156	No	No	Identical
	PS1							Describe any ongoing public consultation and disclosure, liaison with non-governmental organizations (NGOs), civil society, local communities or public relations efforts on environmental and social aspects.	Text	117	Please see the disclosure at the respective page.		N/A
								Formal Community Group Meetings Summary	Text	117	Please see the disclosure at the respective page.		N/A
								Community Development and Social Investment Activities Monitoring	Text	120-121	Please see the disclosure at the respective page.		N/A
								Briefly describe new initiatives implemented during the reporting period or additional managerial efforts on E&S aspects (e.g. Energy/water savings, sustainability report, waste minimization, etc)	Text	57, 76, 81, 84, 90, 110-111, 120-121	Please see the disclosure at the respective page.		N/A
								Briefly describe the number and type of comments and/or grievances received by the Company in relation to E&S Issues. How many have been resolved and how many are pending? (Please attach a table with grievance redress registry)	Text	106, 118, 129	Please see the disclosure at the respective page.		N/A
PR1								Assessment and Management of Environmental and Social Impacts and Issues	Text	42-49	Please see the disclosure at the respective page.		N/A
								Management Program and Organizational Capacity	Text	42-49	Please see the disclosure at the respective page.		N/A
								Monitoring and Review	Text	42-49	N/A	N/A	N/A
								Summary of Any Change in Environment and Social Laws	Text	156	N/A	N/A	N/A
								Information on compliance with Environment and Social Laws in regard to the project	Text	156		In compliance.	N/A
PR10								Information Disclosure and Stakeholder Engagement		156	Please see the disclosure at the respective page.		N/A
								Information on implementation of the stakeholder engagement plan (SEP), including summary of grievances	Text	40-41, 104-106, 117-118	Please see the disclosure at the respective page.		N/A
								Have you changed your Human Resources (HR) policies, procedures or working conditions during the reporting period?	Yes/No + Text	108-111	No	No	N/A
								Number of compensation packages for terminated employees (male)	Number	157	N/A	3	N/A

EBRD	IFC	ZAIC	ADP	GRI	G4AO	SFDR	ESRS	Indicator	Unit	Page	2021	2022	ΔN-1 Value
								MZLZ Jsc.	Number	157	N/A	3	N/A
								MZLZ Operator Ltd	Number	157	N/A	N/A	N/A
								MZLZ Security Ltd	Number	157	N/A	N/A	N/A
								Number of compensation packages for terminated employees (female)	Number	157	N/A	1	N/A
								MZLZ Jsc.	Number	157	N/A	1	N/A
								MZLZ Operator Ltd	Number	157	N/A	N/A	N/A
								MZLZ Security Ltd	Number	157	N/A	N/A	N/A
								Number of compensation packages for terminated employees (total)	Number	157	N/A	4	N/A
								MZLZ Jsc.	Number	157	N/A	4	N/A
								MZLZ Operator Ltd	Number	157	N/A	N/A	N/A
								MZLZ Security Ltd	Number	157	N/A	N/A	N/A
								Amount required to be paid (male)	Number	157	N/A	123.042,86 €	N/A
								MZLZ Jsc.	Number	157	N/A	123.042,86 €	N/A
								MZLZ Operator Ltd	Number	157	N/A	N/A	N/A
								MZLZ Security Ltd	Number	157	N/A	N/A	N/A
								Amount required to be paid (female)	Number	157	N/A	31.919,84 €	N/A
								MZLZ Jsc.	Number	157	N/A	31.919,84 €	N/A
								MZLZ Operator Ltd	Number	157	N/A	N/A	N/A
								MZLZ Security Ltd	Number	157	N/A	N/A	N/A
								Amount required to be paid (total)	Number	157	N/A	154.962,69 €	N/A
								MZLZ Jsc.	Number	157	N/A	154.962,69 €	N/A
								MZLZ Operator Ltd	Number	157	N/A	N/A	N/A
								MZLZ Security Ltd	Number	157	N/A	N/A	N/A
								Amount actually paid (male)	Number	157	N/A	123.042,86 €	N/A
								MZLZ Jsc.	Number	157	N/A	123.042,86 €	N/A
								MZLZ Operator Ltd	Number	157	N/A	N/A	N/A
	PS2							MZLZ Security Ltd	Number	157	N/A	N/A	N/A
								Amount actually paid (female)	Number	157	N/A	31.919,84 €	N/A
								MZLZ Jsc.	Number	157	N/A	31.919,84 €	N/A
								MZLZ Operator Ltd	Number	157	N/A	N/A	N/A
								MZLZ Security Ltd	Number	157	N/A	N/A	N/A
								Amount actually paid (total)	Number	157	N/A	154.962,69 €	N/A
								MZLZ Jsc.	Number	157	N/A	154.962,69 €	N/A
								MZLZ Operator Ltd	Number	157	N/A	N/A	N/A
								MZLZ Security Ltd	Number	157	N/A	N/A	N/A
								Number of employees hired	Number	157	N/A	19	N/A
								MZLZ Jsc.	Number	157	N/A	19	N/A
								MZLZ Operator Ltd	Number	157	N/A	N/A	N/A
								MZLZ Security Ltd	Number	157	N/A	N/A	N/A
PR2								Number of contractor employees	Number	158	N/A	524	N/A
								MZLZ Jsc.	Number	158	N/A	524	N/A
								MZLZ Operator Ltd	Number	158	N/A	N/A	N/A
								MZLZ Security Ltd	Number	158	N/A	N/A	N/A

EBRD	IFC	ZAIC	ADP	GRI	G4AO	SFDR	ESRS	Indicator	Unit	Page	2021	2022	ΔN-1 Value
								Number of retired employees during the year (male)	Number	158	N/A	3	N/A
								MZLZ Jsc.	Number	158	N/A	3	N/A
								MZLZ Operator Ltd	Number	158	N/A	N/A	N/A
								MZLZ Security Ltd	Number	158	N/A	N/A	N/A
								Number of retired employees during the year (female)	Number	158	N/A	1	N/A
								MZLZ Jsc.	Number	158	N/A	1	N/A
								MZLZ Operator Ltd	Number	158	N/A	N/A	N/A
								MZLZ Security Ltd	Number	158	N/A	N/A	N/A
								Number of retired employees during the year (total)	Number	158	N/A	4	N/A
								MZLZ Jsc.	Number	158	N/A	4	N/A
								MZLZ Operator Ltd	Number	158	N/A	N/A	N/A
								MZLZ Security Ltd	Number	158	N/A	N/A	N/A
								Please describe the process in which the employees conduct collective negotiations (unions, collective agreements etc)	Text	104, 108	Please see the disclosure at the respective page.		N/A
								List and briefly describe any new initiatives implemented in relation to community health and safety during the reporting period.	Text	158	N/A	N/A	N/A
	PS4							During the reporting period any emergency drills have been conducted with community participation. Are the communities aware of the emergency response plans?	Text	158	The Airport Rescue and Fire Fighting Service maintains relationship with public fire brigades and local voluntary fire brigades. The Airport Emergency Plan is available to all interested parties		N/A
								Please describe any changes in the Company's engagement with private/public security forces during the reporting period and any corresponding agreements.	Text	158	There were no new actions in the Company's engagement with private security forces during the reporting period or any corresponding agreements.		N/A
	PS5							Total area acquired during the reporting period	Text	158	N/A	N/A	N/A
								Total area of agricultural lands affected	Text	158	N/A	N/A	N/A
								Physically displaced	Number	158	N/A	N/A	N/A
								Economically displaced, i.e. land acquisition	Number	158	N/A	N/A	N/A
					AO8			Physically and Economically Displaced (both)	Number	116	0	0	N/A
								Please provide the following information regarding families/individuals/business directly affected by land acquisition	Text	159	N/A	N/A	N/A
								Briefly describe any measures to avoid impacts on livelihoods and residences during the reporting period	Text	159	N/A	N/A	N/A
	PS5							Briefly describe the type of solutions provided for new physically displacement and economic displacement not included in the RAP).	Text	159	N/A	N/A	N/A

EBRD	IFC	ZAIC	ADP	GRI	G4AO	SFDR	ESRS	Indicator	Unit	Page	2021	2022	ΔN-1 Value
								Briefly describe any special measures for particularly vulnerable cases (elderly, female-headed households, etc.) (new displacement)	Text	159	N/A	N/A	N/A
								Please attach detailed information/report of the resettlement process as per the Resettlement Action Plan monitoring arrangement.	Text	159	N/A	N/A	N/A
								List any grievance or dispute (include court action) regarding land acquisition or resettlement received during the reporting period, describe how it was addressed and its current status.	Text	159	N/A	N/A	N/A
PR5								Land Acquisition, Involuntary Resettlement and Economic Displacement	Text	159	N/A	N/A	N/A
PR7								Indigenous Peoples	Text	159	N/A	N/A	N/A
PR8								Cultural Heritage	Text	159	N/A	N/A	N/A
	PS8							List new cultural property discovered during project activities during the reporting period	Text	159	N/A	N/A	N/A