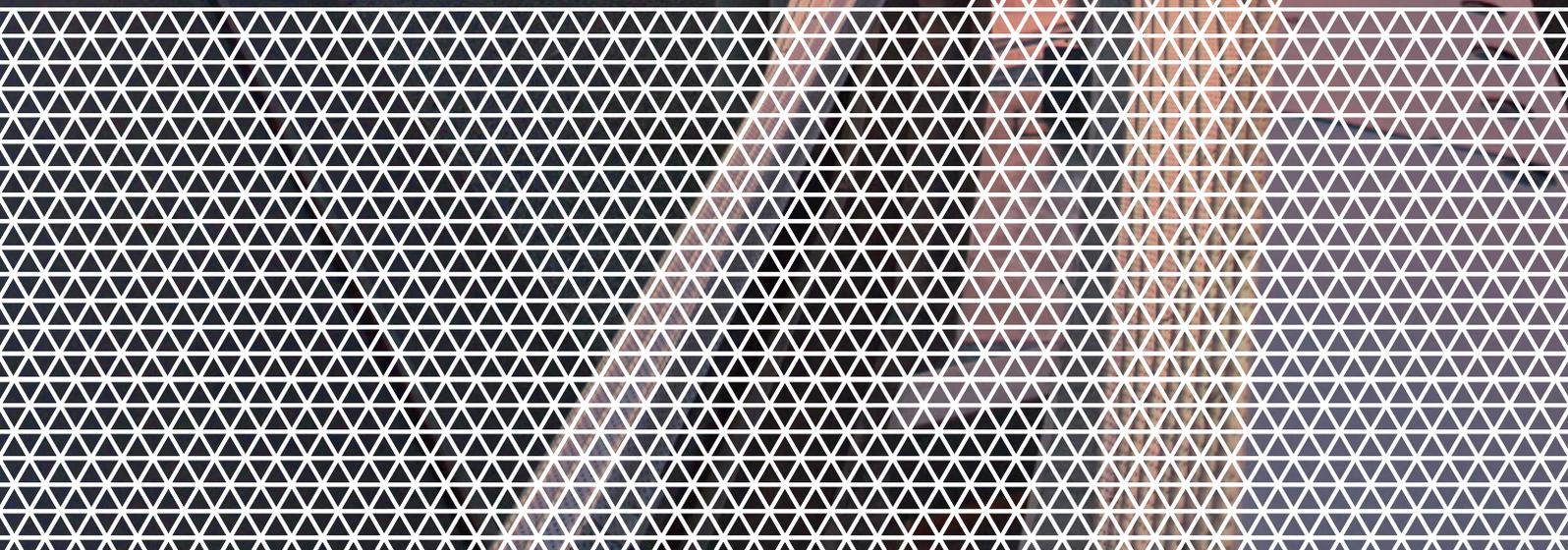




**ZAGREB
AIRPORT**



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WHO WE ARE

International Zagreb Airport Jsc is a concessionaire of Zagreb Airport. It took over the management and project of building a new terminal on December 2013 under a 30-year public-private partnership concession agreement with the Republic of Croatia.

The opening of a new passenger terminal in March 2017 announced a new phase of airport operations from the technological an organizational pointof view, and provides passenger with a completely different travel experience. The terminal building is an impressive building with an attractive and modern design, has four levels, and is intended to holds million passengers at its peak capacity. The surface of the terminal is 65.000 m2 and has 8 passenger boarding bridges.

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.

5

million passengers
peak capacity

8

passenger boarding
bridges

30

year public - private
partnership concession

65000

square meters

MISSION



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



VISION



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



ABOUT THE PROJECT

€ 300

million euros of total initial investment

International Zagreb Airport Jsc. is a company registered in Croatia with 5 shareholders bringing international expertise in airport development, operation, construction, project management, and structured finance.

THE CONCESSION INCLUDES

Financing, design and construction of new passenger terminal. Operating the entire area of Zagreb Airport for close to 30 years, including the runway, passenger terminal, cargo terminal, parking lots and future property developments.



DESTINATION MAP



DOMESTIC

BWK	BRAČ
DBV	DUBROVNIK
OSI	OSIJEK
PUY	PULA
SPU	SPLIT
ZAD	ZADAR

INTERNATIONAL

ACE	LANZAROTE	DXB	DUBAI	NRN	WEEZE
AGP	MALAGA	EIN	EINDHOVEN	OMO	MOSTAR
ALC	ALICANTE	FCO	ROME	OTP	BUCHAREST
AMS	AMSTERDAM	FKB	KARLSRUHE/BADEN-BADEN	PFO	PAPHOS
ARN	STOCKHOLM	FMM	MEMMINGEN	PMI	PALMA DE MALLORCA
ATH	ATHENS	FRA	FRANKFURT	PRG	PRAGUE
BCN	BARCELONA	GOT	GOTHENBURG	PSA	PISA
BEG	BELGRADE	GRO	BARCELONA GIRONA	SAW	ISTANBUL SABI HA GOKCEN
BER	BERLIN	HAM	HAMBURG	SJJ	SARAJEVO
BGY	BERGHAMO	HHN	FRANKFURT-HAHN	SKG	THESSALONIKI
BRU	BRUSSELS	ICN	SEOUL	SKP	SKOPJE
BSL	BASEL	IST	ISTANBUL	SOF	SOFIA
BVA	BEAUVAIS PARIS	KGS	KOS	STN	LONDON STANSTED
CDG	PARIS	LHR	LONDON HEATHROW	STR	STUTTART
CFU	CORFU	MAD	MADRID	TIA	TIRANA
CGN	COLOGNE	MAN	MANCHESTER	TLV	TEL AVIV
CPH	COPENHAGEN	MLA	MALTA	TRF	TORP SANDEFJORD
CRL	CHARLEROI BRUSSELES	MMX	MALMO-STURUP	VIE	VIENNA
DOH	DOHA	MUC	MUNICH	WAW	WARSAW
DUB	DUBLIN	MXP	MILANO	YYZ	TORONTO
DUS	DUSSELDORF	NAP	NAPLES	ZRH	ZURICH

AIRLINES OPERATED 2026



AEGEAN AIRLINES

BRITISH AIRWAYS

KLM ROYAL DUTCH AIRLINES

QATAR AIRWAYS

AIR FRANCE

CROATIA AIRLINES

LOT POLISH AIRLINES

RYANAIR

AIR SERBIA

EUROWINGS

LUFTHANSA

TRADE AIR

AIR TRANSAT

FLY DUBAI

NORWEGIAN

TURKISH AIRLINES

AUSTRIAN AIRLINES

IBERIA

PEGASUS

T'WAY

ORGANIZATION STRUCTURE

David Gabelica

DEPUTY CEO / BOARD MEMBER

Huseyin Bahadir Bedir

PRESIDENT AND CEO

Nicholas Duthilleul

COO / BOARD MEMBER

International Zagreb Airport Jsc Concessionaire

SUPPORTING ACTIVITIES

Human Resources

Legal

Finance

Quality Control

IT

Communications (PR)

OPERATIONS

Airport Operations

Airport Safety

Airport Security

Route Development

Maintenance

Development Department

Compliance & Certification

COMMERCIAL

Strategic Marketing

Airport Safety

Real Estate

BTA Food & Service Group

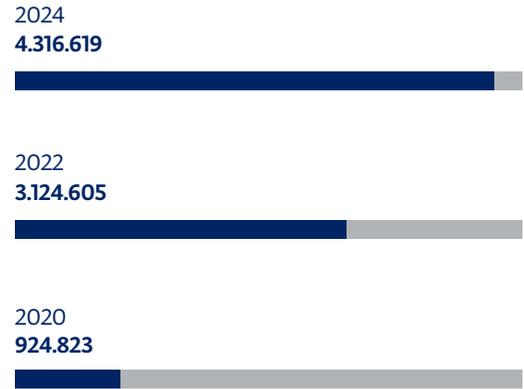
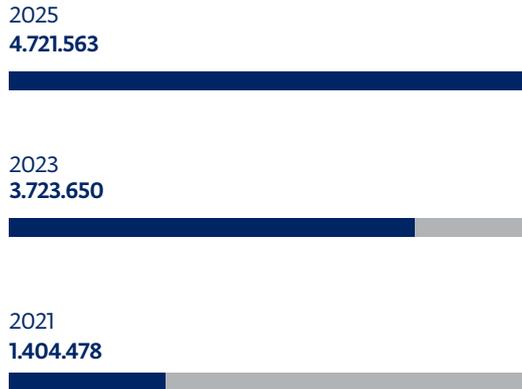
SDA Croatia Aelia Duty Free Shop

IAAC Advertising

TRAFFIC FIGURES



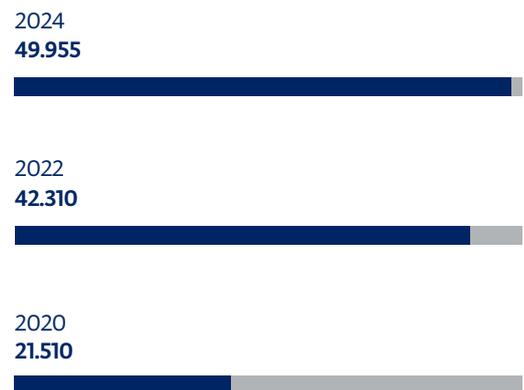
PASSENGERS



CARGO



AIRCRAFT MOVEMENTS



FACTS & FIGURES



5M

Capacity of the passenger terminal



65.000 m²

Passenger terminal



45

Check-in counters



18

Passport control counters



8

Passenger boarding bridges



6

Remote bus gates



4.200 m²

IAAC advertising area



2.000 m²

Real Estate / Commercial Areas



1.700

Parking spaces



4 km

Baggage belts - modern automatic baggage handling system



8

Restaurants / Bars / Cafés



11

Shops



69

Directly connected destinations with Zagreb



20

Airlines currently operating in Zagreb

PASSENGER SURVEYS



The passenger satisfaction surveys, which compare the difference between perceived expectations of a service and its perceived performance, are an important source of competitive advantage for Zagreb Airport. For that very reason, every year, the airport conducts two comprehensive passenger surveys the PSS survey and the ACI ASQ Departures Main global benchmark surveys each quarter. The surveys are managed and reported by the Commercial & Marketing Division.

Zagreb Airport has been named according to passengers' scores the Best Airport in Europe within the Group of airports of 2 to 5 million passengers per year in years 2018, 2019 and 2020. In year 2021 Zagreb Airport named airport with Best Hygiene Measures by Region (Europe). 2022 Zagreb Airport has earned the Airport Service Quality (ASQ) 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. Zagreb Airport has earned the 2023 ASQ Award for Easiest Airport Journey in Europe. This is the result of ACI ASQ (Airport Council International - Airport Service Quality) survey, conducted among passengers and users of airport services.



Zagreb Airport has been named according to passengers' scores the Best Airport in Europe within the Group of airports of 2 to 5 million passengers per year in years 2018, 2019 and 2020.



• **2023**
Easiest airport journey in Europe

• **2022**
Best airport of 2 to 5 million passengers in Europe.
Airport with the most dedicated staff in Europe
Easiest airport journey in Europe

• **2021**
Best hygiene measures by region (Europe)

• **2020**
The best airport in Europe within the group of airports of 2 to 5 million passengers per year

• **2019**
The best airport in Europe within the group of airports of 2 to 5 million passengers per year

• **2018**
The best airport in Europe within the group of airports of 2 to 5 million passengers per year

• **2017**
The most improved airport

GROUND HANDLING

Ground handling services in Zagreb Airport aim to provide our costumers with the most professional, safe and secure service, to ensure a fast and friendly journey through the required airport procedures.





This means providing a timely, safe and secure ramp handling to ensure on-time flight departures and efficient baggage handling for arriving and departing passengers.

HAVAS GROUND HANDLING SERVICES, LLC. which is a subsidiary of Havas Ground Handling Co. of Turkey, is the sole ground handling services provider at Zagreb Airport for the airlines, passengers, and representatives / agents of the airlines. With its 520 certified and highly qualified employees and more than 100 motorized and 500 non-motorized GSE, Havas has a proven service quality track record for including but not limited to the passenger, baggage, cargo & mail, and aircraft services.

Havas has a good safety record and productivity rate. The safety and security of our people, customers, and their assets are number one priority every time we provide our services. Our management is working with the principle of „Employee Satisfaction is the key to Customer Satisfaction“.

Even though the COVID19 Pandemic held us to improve from 2020 till now, we are keen to finalize what has been suspended and create a better working atmosphere for all our colleagues. We measure: Quality of the service and operational safety through key performance indicators, and we share information with our clients.

We also have a strong commitment to promoting a fair, open and just reporting culture on safety and security matters. Havas had been audited for ISAGO (Safety Audit for Ground Operations) certification in November 2019 and registered in International Air Transport Association's (IATA) database in June

2020 being the first provider of ground handling services in Croatia achieving this. We passed through the renewal audit in 2021 and achieved to prolong the ISA-GO till 2023 November.



COMMERCIAL

We are focused on providing high quality retail space and continuing to develop a product and merchandise blend to meet retail expectations of passengers, as well as identifying appropriate retailers who can meet airport's service, operational and financial objectives.

Advertising at our airport provides an interesting audience spectrum of domestic and international travelers, reaching over 3 million passengers annually, and at least a double amount of non- travelers with various reasons for visiting the airport.

IAAC (International Airport Advertising Corporation) is an organization exclusively dedicated to airport advertising. It helps advertisers target consumers via bespoke campaigns in high dwell location throughout the airport.



SDA CROATIA U AELIA DUTY FREE SHOP

Aelia Duty Free Shop's next generation is a new concept that aims at providing passengers with a unique shopping experience that combines glamour, pleasure, and a first-class customer service. The Fashion Place experience provides a go-to fashion destination for travelers who want to shop for the latest fashion looks from their favorite brands with a guarantee of an excellent value.

BTA FOOD&SERVICE GROUP

Since BTA Airports established its first units in 1999, it has become the leading provider of F&B services to passengers with its restaurants. Every unit is completely renovated and designed with modern architecture. Currently operating at a total of 17 airports in 8 countries, BTA creates award-winning dishes by blending world flavours and hospitality.

We do not only generate insights on food quality, as it strives to deliver the highest customer experience. We always maintain the passion and dedication that goes into achieving guest satisfaction.

Innovative, dynamic, experienced, enthusiastic...





OUR EMPLOYEES

OUR EMPLOYEES ARE OUR GREATEST ASSET

International Zagreb Airport Jsc currently employs 220 employees with highly specialized knowledge expertise and skills in the airport industry and customer service. We are continuously investing in the education and the development of our employees' expertise and professional approach.

Special emphasis is put on teamwork, cooperation, and mutual exchange of knowledge and experience as well as their ability to meet the expectations of our partners and customers. Therefore, we have an ongoing interest in continuing to: improve our work environment and our services by planning the goals, and to be surrounded by engaged employees who lead our company to a high-performance and sustainable culture. We measure quality of the service and operational security through indicators, and we share information with our clients.



COMMUNITY

We build collaborative relationships by striving to understand any issues and committing ourselves to supporting activities in partnership with the local communities

Zagreb Airport has always taken a proactive approach to the sustainable development of the company and our responsibility for the local community in terms of the economic and environmental impact.

We pride ourselves in being considerate members of local communities. We listen to their needs and build collaborative relationships by striving to understand any issues and committing ourselves to supporting activities in partnership with the local communities the City of Zagreb, City of Velika Gorica, Zagreb County, Ministry of Maritime Affairs, Transport and Infrastructure, Ministry of Tourism, Croatia National Tourist Board, Zagreb Tourist Board, and Velika Gorica Tourist Board.

ENVIRONMENT

We have implemented a range of measures towards maximizing energy, water, and waste efficiencies, as well as reducing noise

Our vision is to ensure that Zagreb Airport operates in a manner that is as energy-efficient, resource-saving and environmentally friendly as possible. We recognize that strong environmental management is important in our vision for growth and we are committed to sustainability. With that goal in mind, we have implemented a range of measures towards maximizing energy, water, and waste efficiencies, as well as reducing noise.

ACI AIRPORT CARBON ACCREDITATION (ACA) LEVEL 4 CERTIFICATION

One of the highest levels of certification in the global program of the international association of airports for managing and reducing CO₂ emissions in air transport.

35 km

of pipes for rainwater around and below the terminal building

ISO 9001:2015

Quality management system

ISO 14001:2015

Environmental management system

ISO 10002: 2018

Customer satisfaction

AIRPORTS FOR TRUST

Signatories of the initiative launched by Groupe ADP, bringing together 23 airports worldwide with the aim of promoting sustainability and responsibility in the aviation industry.

HR PSOR

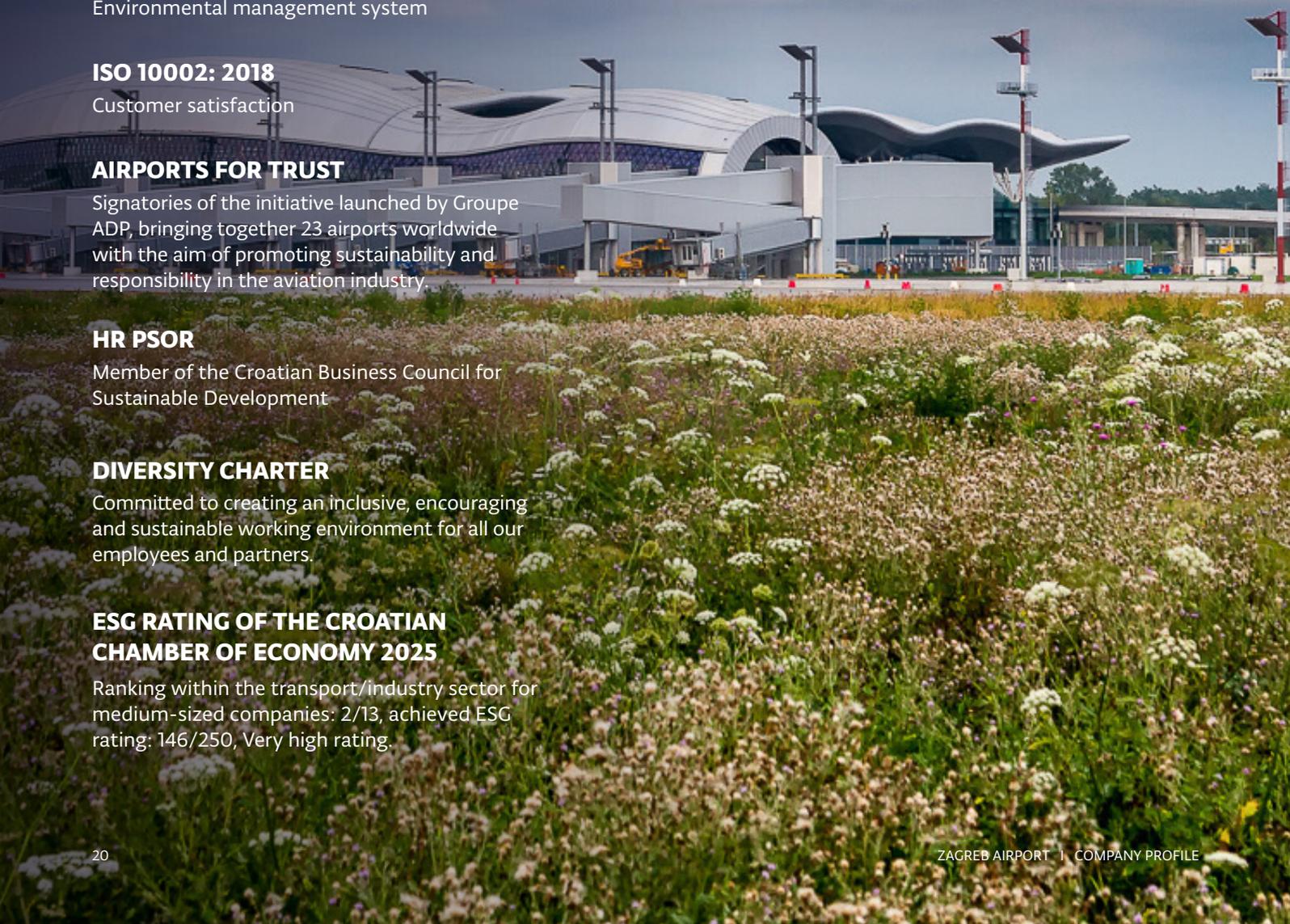
Member of the Croatian Business Council for Sustainable Development

DIVERSITY CHARTER

Committed to creating an inclusive, encouraging and sustainable working environment for all our employees and partners.

ESG RATING OF THE CROATIAN CHAMBER OF ECONOMY 2025

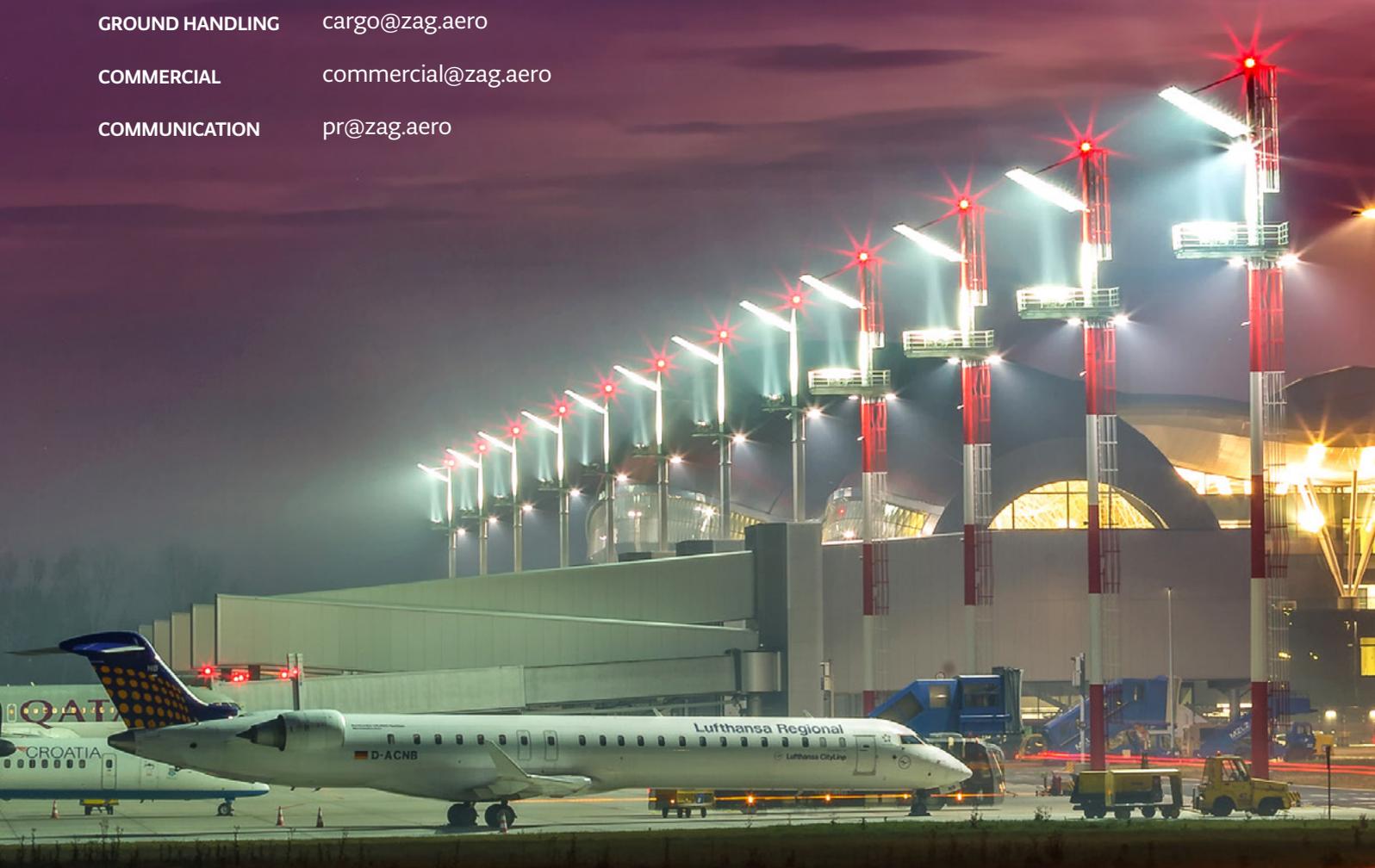
Ranking within the transport/industry sector for medium-sized companies: 2/13, achieved ESG rating: 146/250, Very high rating.



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AIRPORT