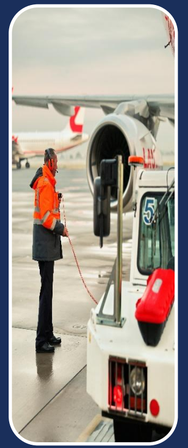
ZAGREB AIRPORT



2025 SUSTAINABILITY REPORT

WORD OF CEO

The publication of the **2025 Sustainability Report** represents another important milestone in the continuous commitment to responsible growth and operational excellence. Sustainability is not approached as a separate initiative, but as an integral part of strategic direction, decision making, and long term value creation.

Guided by the vision to be a leading innovative airport, the focus remains on delivering service excellence and enhancing customer satisfaction through high quality facilities. Our mission to host global airlines, provide exceptional services, and create value for all stakeholders continues to shape development priorities. Environmental protection and sustainable development are central to this mission, ensuring that growth is aligned with responsible practices that support both present and future generations.

The operating environment for airports continues to evolve, influenced by technological advancement, regulatory developments, and increasing climate related challenges. In this context, particular attention has been given throughout 2025 to further integrating sustainability principles into governance structures and daily operations. Measurable progress has been achieved in improving energy performance, advancing decarbonization efforts and enhancing stakeholder engagement.

A structured and data driven approach, aligned with internationally recognized standards, frameworks, and reporting principles, supports transparency and accountability while addressing the expectations of diverse stakeholder groups. The development and continuous improvement of comprehensive internal documentation remains essential for the effective implementation of sustainability initiatives.

At the same time, investment in infrastructure modernization, innovation, and service quality continues to reinforce the airport's position as a regional benchmark for sustainable aviation infrastructure. Operational performance, environmental responsibility, and social awareness are pursued in a balanced and integrated manner.

The achievements presented in this report reflect the dedication of employees and the constructive cooperation of shareholders and partners. Looking ahead, the commitment to sustainable development remains firm, with a clear focus on resilience, responsible growth, and long term value creation.

Sincerely,

Hüseyin Bahadir Bedir
President & CEO, Zagreb Airport

ABOUT SUSTAINABILITY REPORT

This fourth Sustainability Report of International Zagreb Airport Jsc. has been prepared for a reporting period from 1st January 2025 to 31st December 2025.

Even though Zagreb Airport is not legally required to report on sustainability, the Board decided to transparently communicate the ESG (Environmental, Social and Governance) subjects and present sustainability impacts, risks and opportunities with the aim to increase transparency and facilitate sustainable development. This report was prepared in accordance with the European Sustainability Reporting Standards (ESRS) and Global Reporting initiative Standards, including G4 Airport Operators Sector Disclosures . In the coming period, Zagreb Airport will continue building sustainable airport business and work towards improvement in 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

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1 ABOUT ZAGREB AIRPORT

International Zagreb Airport Jsc. (Croatian: Međunarodna zračna luka Zagreb d.d., MZLZ), as the concessionaire of Zagreb's Franjo Tuđman Airport, assumed responsibility for the management and construction of the new passenger terminal in December 2013 under a 30-year public-private partnership concession agreement with the Republic of Croatia.

International Zagreb Airport Jsc. is a company registered in Croatia whose sole shareholder is ZAIC-A Limited, a company formed as a special purpose vehicle (SPV). As of November 2024, ZAIC-A Limited has five shareholders (until November 2024, it had six), bringing together international expertise in airport development, operations, 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.

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 develop-ment for all of our stakeholders and shareholders.

Vision

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

FACT AND FIGURES

5.000.000
capacity of the passenger terminal

65.000 m²
passenger terminal

2.000 m²
commercial area

1.685
parking spaces

8
passenger boarding bridges

45
check-in counters

18
passport control counters

4 km
baggage belts modern automatic baggage handling system

8
restaurants and bars

11
shops

TRAFFIC FIGURES

	2019	2020	2021	2022	2023	2024	2025
passenger	3.435.531	924.823	1.404.478	3.124.605	3.723.650	4.316.619	4.721.563
cargo	12.684	9.848	10.834	11.528	10.859	13.025	12.408
aircraft movements	45.061	21.510	29.605	42.310	45.726	49.955	51.664

11. 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 Com-mittee 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 ex-ecutives consists of 10 members, of which 70% are men and 30% are women.

The Committee of executives serves as 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 activ-ities. 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. The indicator of the number of executive members is not applicable.

Hüseyin Bahadir BEDİR

President & CEO – Zagreb Airport

Hüseyin Bahadir Bedir has been the president and CEO of Zagreb Airport for eight years. He has had several roles in the past related to airport operations, management, and ground handling services during his 27 years of exerience 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 Com-pany at Zagreb Airport. In his previous roles, Hüseyin Bahadır Bedir has participated in projects such as refi-nancing, capacity optimization, improvement of operations and commercial offerings, revenue enhancement, out-sourcing 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 Gabelica is the Board Member and Deputy CEO of International Zagreb Airport Jsc. Over a period of 28 years, he has acquired comprehensive experience in the man-agement 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 mem-ber 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 respon-sibilities 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 Director of Integrated management system, sustainable development and risk management department report directly to the management board.

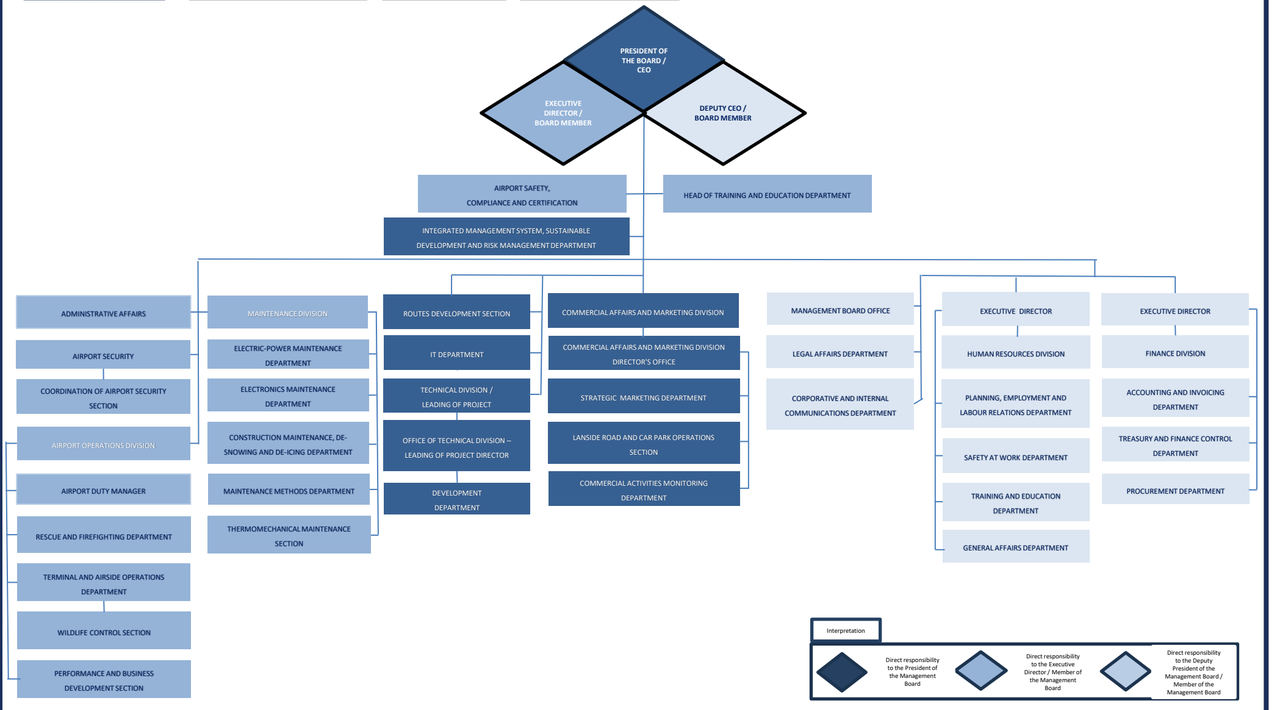
Several departments are involved in the management of ESG impacts, risks and opportunities. This includes:

- **Human resources division** manages impacts on its own workforce and related risks and opportunities.
- **Integrated management system, sustainable development and risk management 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 public.
- **Maintenance division** – manages energy efficiency and biodiversity.
- **Finance division** manages 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, integrated management system, sustainable development and risk management department, 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.

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. The 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 experience 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 2025 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 Director of Integrated management system, sustainable development and risk management department 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 2025, the management board addressed the following sustainability matters:

- **Carbon reduction strategy** providing strategic directions and support to the staff responsible for the design of the decarbonization action plan.
- During 2025, **workers representatives** initiated negotiation on the so-called tariff addendum concerning the points related to each working position
- **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.
- **Noise reduction plan** participation in the design of measures and collaboration with other aviation stakeholders involved in the solution.
- **Carbon reduction action plan** – providing actions related to the reduction of carbon emissions on a daily basis.

The Management board members and process owners participate 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, 2024 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 STATEMENT
a) Embedding due diligence in governance, strategy, and business model	15, 70-73
b) Engaging with affected stakeholders in all key steps of the due diligence	15, 54-55, 56-69, 136-138, 149-150
c) Identifying and assessing adverse impacts	56-69, 70-73
d) Taking actions to address those adverse impacts	80-91, 101-115, 117, 118, 120-123, 140-143, 152-160
e) Tracking the effectiveness of these efforts and communicating	92-97, 116, 117, 118-119, 143, 147, 161

ABOUT ZAGREB AIRPORT ENVIRONMENTAL DISCLOSURES SOCIAL DISCLOSURES GOVERNANCE DISCLOSURES

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 Director of Integrated management system, sustainable development and risk management department 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 Director of Integrated management system, sustainable development and risk management department ensuring four eyes principle.

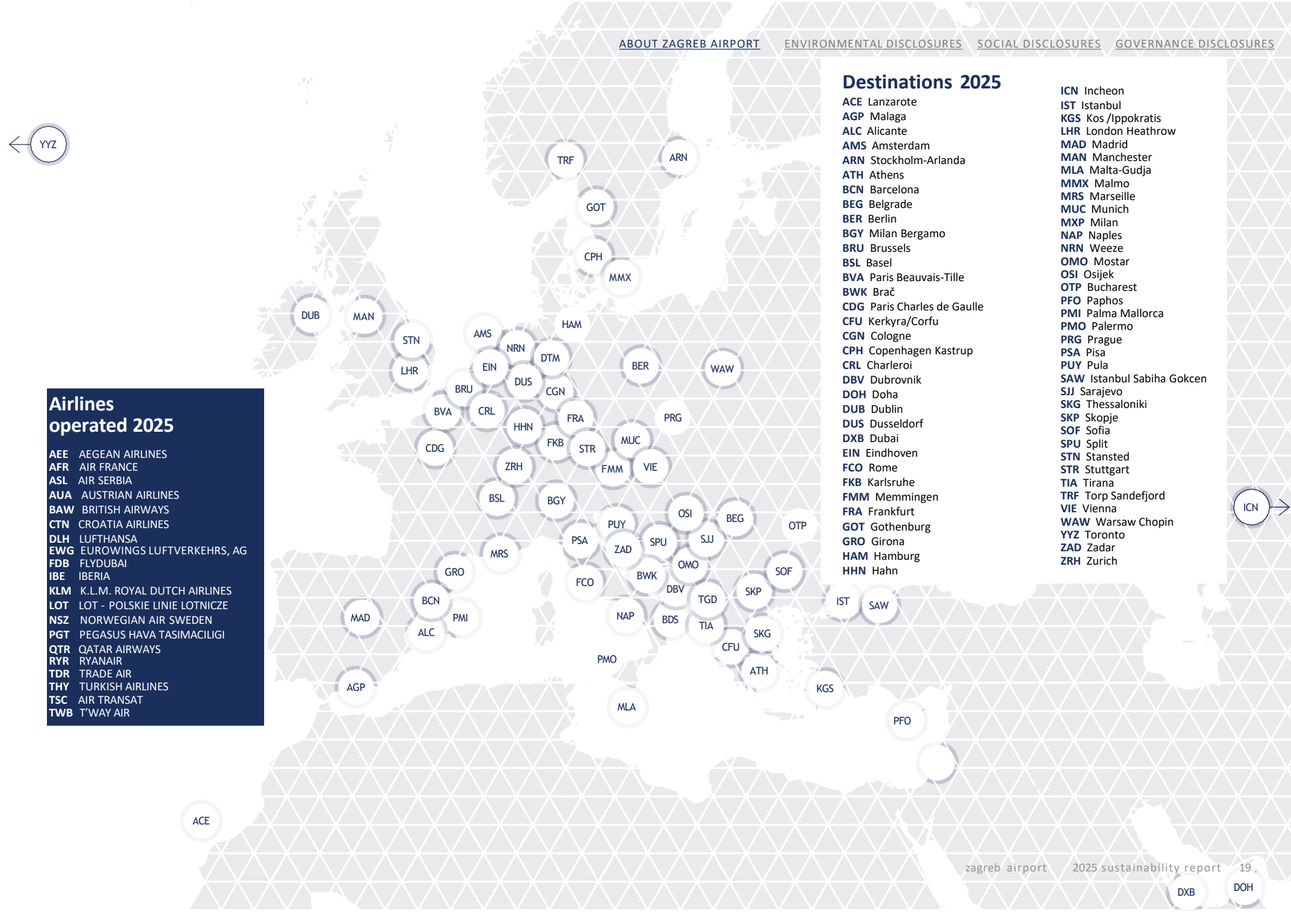
The process of preparing sustainability reporting is managed by the Integrated management system, sustainable development and risk management department and the Director of Integrated management system, sustainable development and risk management department reports to the Board about the progress, challenges and identified risks on a monthly basis.

12 Strategy, business model and the value chain

Zagreb Airport is an international airport with 237 employees, offering airport infrastructure and services to 20 global airline companies and their passengers.

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 Croatia d.o.o., while advertising and publicity services are subcontracted to company IAAC Advertising.



Airlines operated 2025

AEE AEGEAN AIRLINES
AFR AIR FRANCE
ASL AIR SERBIA
AUA AUSTRIAN AIRLINES
BAW BRITISH AIRWAYS
CTN CROATIA AIRLINES
DLH LUFTHANSA
EWG EUROWINGS LUFTVERKEHRS, AG
FDB FLYDUBAI
IBE IBERIA
KLM K.L.M. ROYAL DUTCH AIRLINES
LOT LOT - POLSKIE LINIE LOTNICZE
NSZ NORWEGIAN AIR SWEDEN
PGT PEGASUS HAVA TASIMACILIGI
QTR QATAR AIRWAYS
RYR RYANAIR
TDR TRADE AIR
THY TURKISH AIRLINES
TSC AIR TRANSAT
TWB T'WAY AIR

Destinations 2025

ACE Lanzarote
AGP Malaga
ALC Alicante
AMS Amsterdam
ARN Stockholm-Arlanda
ATH Athens
BCN Barcelona
BEG Belgrade
BER Berlin
BGY Milan Bergamo
BRU Brussels
BSL Basel
BVA Paris Beauvais-Tille
BWK Brač
CDG Paris Charles de Gaulle
CFU Kerkyra/Corfu
CGN Cologne
CPH Copenhagen Kastrup
CRL Charleroi
DBV Dubrovnik
DOH Doha
DUB Dublin
DUS Dusseldorf
DXB Dubai
EIN Eindhoven
FCO Rome
FKB Karlsruhe
FMM Memmingen
FRA Frankfurt
GOT Gothenburg
GRO Girona
HAM Hamburg
HHN Hahn
ICN Incheon
IST Istanbul
KGS Kos /Ippokratis
LHR London Heathrow
MAD Madrid
MAN Manchester
MLA Malta-Gudja
MMX Malmo
MRS Marseille
MUC Munich
MXP Milan
NAP Naples
NRN Weeze
OMO Mostar
OSI Osijek
OTP Bucharest
PFO Paphos
PMI Palma Mallorca
PMO Palermo
PRG Prague
PSA Pisa
PUY Pula
SAW Istanbul Sabiha Gokcen
SJJ Sarajevo
SKG Thessaloniki
SKP Skopje
SOF Sofia
SPU Split
STN Stansted
STR Stuttgart
TIA Tirana
TRF Torp Sandefjord
VIE Vienna
WAW Warsaw Chopin
YYZ Toronto
ZAD Zadar
ZRH Zurich

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 km from Zagreb's city center. With 4.721.563 passengers in 2025, 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 2M pax within 60 mins and 4.5M within 120 mins driving distance, with category for firefighting CAT 9 and reference code of Franjo Tuđman Airport is 4E. There is one primary runway which is 3 252 m long. In 2025, Zagreb Airport served in total of 20 airlines and 70 commercial destinations. There were in total 23.762 operations. The minimum connection time between flights at Zagreb Airport is 40 minutes.

Traffic data

TABLE total number of arriving and departing passengers

	2024			2025		
passengers	**domestic**	**international**	**total**	**domestic**	**international**	**total**
Arriving passengers	233.571	1.949.749	2.183.320	257.089	2.122.141	2.379.230
Departing passengers	208.696	1.924.603	2.133.299	237.644	2.104.689	2.342.333
Total passengers	**442.267**	**3.874.352**	**4.316.619**	**494.733**	**4.226.830**	**4.721.563**

TABLE total number of arriving and departing passengers

	passengers	origin and destination	transfer	transit	total
2024	38.618	4.073.777	195.513	8.711	4.316.619
2025	30.976	4.477.453	202.635	10.499	4.721.563

TABLE total amount of cargo

	2024	2025
Total amount of cargo tonnage arriving at the airport broken down by:	6.632.148	5.729.736
· cargo transported on all-cargo flight	3.725.928	3.536.927
· cargo transported on passenger flights (belly cargo)	2.906.220	2.192.809
Total amount of cargo tonnage departing at the airport, broken down by:	4.362.920	3.758.801
· cargo transported on all-cargo flight	2.895.929	2.395.412
· cargo transported on passenger flights (belly cargo)	1.466.991	1.363.389

TABLE total number of aircraft movements broken down by flight categories

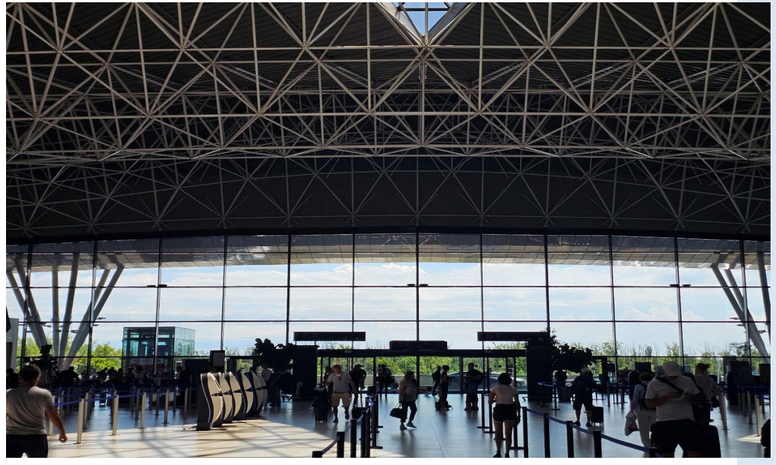
	2024				2025			
	Day		Night		Day		Night	
	Domestic	International	Domestic	International	Domestic	International	Domestic	International
Total number of arriving aircraft movements broken down by the following flight categories:	2.730	13.612	1.138	7.497	3.570	18.700	296	3.268
• commercial passenger	2.413	11.743	1.081	6.578	3.203	16.160	280	3.088
• commercial cargo	0	552	0	497	0	938	0	95
• general aviation	314	1.273	54	396	356	1.415	15	72
• state aviation	3	44	3	26	11	187	1	13
Total number of departing aircraft movements broken down by the following flight categories:	2.578	15.561	1.291	5.548	3.276	20.260	561	1.733
• commercial passenger	2.245	13.557	1.256	4.757	2.920	17.738	552	1.515
• commercial cargo	0	518	0	530	0	865	0	166
• general aviation	330	1.421	34	253	347	1.461	9	48
• state aviation	3	65	1	8	9	196	0	4

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 foun-dations for long-term structural transformation, both in terms of environmental transition and the relation-ship 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 mind-ful 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 responsi-bility 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 respon-sibility, 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 sustain-ability 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.

ADP SA – Mr. Augustin de Romanet, Chief Executive Officer

AIG – Mr. Nicolas Claude, Chief Executive Officer

Liège Airport – Mr. Luc Partoune, General Director

Nuevo Pudahuel – Mr. Xavier Lortat-Jacob, Chief Executive

Ravinala Airports– Mr. Patrick Collard, General Director

TAV Airports– Mr. Sani Sener, Chief Executive Officer

ZAG – Mr. Huseyin Bahadir Bedir, Chief Executive Officer

Thriving with the local communities

We, the signatories, are convinced that the balanced development of airport activities need to be intertwined w value for local communities and the investment in human local scale (with a special focus on the youth), in order to win-win relation and a shared vision of the future. Improving t anchor is a factor of innovation and collective performance Therefore, we commit to four ambitions :

- **Be an active contributor in the improvement of the l the local populations and in the noise exposure redu**
- **Build long-term trust and cohesion with local stakehol**
- **Reinforce the benefits of the airport activity for the loc**
- **Federate the airport community and act together f positive impacts of airport activity and facilitating** instance by pursuing common projects in the general

While sharing joint strategy and objectives, we develop synergies with our surrounding ecosystem.

The strength of our network

We acknowledge the necessity of **evaluating the environ economic footprint of our airports and monitoring progress o** mentioned in this Covenant. We commit to **seek transparen** and, when applicable, use similar methodologies for evaluat

Together, we, the signatories, constitute a strong network o and understanding of the challenges facing air transport in convinced that this knowledge should be used to **improve** the civil society and the public bodies, on the transition effor sector and on the dedication to maximise the benefits of air stakeholders.

" AIRPORTS FOR TRUST "

A collective commitment for building a sustainable and responsible future

Groupe ADP recently adopted a new company purpose: *"Welcome passengers, operate and imagine airports, in a responsible way and all around the world"*. Our responsibility is not only towards our employees, our clients and suppliers but also towards all our other stakeholders, including local communities and future generations. After being impacted in 2020 by the worst crisis in air transport history, airport operators within Groupe ADP's network, signatories, believe this crisis is a unique opportunity to build together a more sustainable and responsible future.

Protecting the planet

We, the signatories, share a global ambition: to be the industry leaders in terms of environmental protection. This means being exemplary within our scope of responsibility, while taking further steps to go beyond and extend our policy to our entire value chain. We therefore commit to four ambitions:

- **Tend towards zero environmental impact operations** within our scope of responsibility including concessionaires, which notably includes the **commitment to reach carbon neutrality by 2030 at the latest.**
- **Participate actively** in the aviation sector's **environmental transition efforts** and, when applicable, provide solutions airside,
- **Promote the integration of each airport in a local resource system,** favouring short circuits/routes, encouraging the circular economy, and promoting the production of resources on site,
- **Build a greener future by reducing the environmental footprint of our project development activities** (design, construction, renovation).

With these sustainability commitments, Zagreb Airport will make a positive contribution to the achievement of the following Sustainable Development Goals (SDGs).

In order to demonstrate how Zagreb Airport can help to advance the SDGs by operating responsibly out of 17 goals we have chosen 6 SDGs goals presented in tables.

SDG TARGET 3.4:

Noncommunicable diseases and mental health

By 2030, reduce by one third premature mortality from non-communicable diseases through prevention and treatment and promote mental health and well-being

MZLZ promotes mental and physical health and overall well-being among its employees by which it makes positive contribution to the prevention of non-communicable diseases.

Indicators:

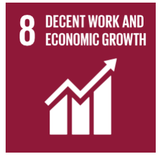
- ☐ Number of employees that completed free annual health check-ups performed systematic reviews
- ☐ Number of employees in the sport club

MZLZ Contribution:

- ☑ Free annual health check-ups for employees
- ☑ MZLZ sport club
- ☑ Multisport cards

INDICATORS	2024	2025	N/N-1
GOOD HEALTH AND WELL-BEING			
Number of MZLZ employees that completed free annual health check-ups performed systematic reviews	127	103	-18,90%
Number of MZLZ employees in the sport club	147	142	-3,40%

In 2025, 103 MZLZ employees completed the free annual health check-up, compared to 127 employees in 2024 which is a -18,90% decrease. The share of employees who completed the health check-up decreased from 55,46% in 2024 to 43,46% in 2025. Additionally, 142 employees were part of the sports club in 2025, showing a slight -3,40% decrease from 147 members in 2024. The share of employees in the sports club decreased from 64,19% in 2024 to 59,92% in 2025.



SDG TARGET 8.8:

Protect Labour Rights and Promote Safe and secure Working Environments for all workers, including migrant workers, in particular women rights, and those in precarious employment

MZLZ protects labour rights and promotes safe and secure working environment for all workers

Indicators:

- ☐ Number of accidents and other health and safety incidents reported
- ☐ Number of health and safety trainings
- ☐ The average number of training hours per employee
- ☐ New indicator (proposal): Procurement policies that ensure decent employment by sub-contractors and that avoid child and forced labor throughout the supply chain.

MZLZ Contribution:

- ☑ Occupational health and safety training and awareness are carried out to promote workplace safety across staff, contractors, and others in the airport community.
- ☑ MZLZ offers numerous internal and external training opportunities to own employees with the aim to equip them with skills for a successful future.

INDICATORS	2024	2025	N/N-1
DECENT WORK AND ECONOMIC GROWTH			
Number of accidents and other health and safety incidents reported	2	1	-50,00%
Number of health and safety trainings	141	42	-70,21%
The average number of training hours per MZLZ employee (Women)	4,5	11,8	162,22%
The average number of training hours per MZLZ employee (Man)	21,9	51,14	133,52%

In 2025, the number of accidents and other health and safety incidents reported decreased to 1, compared to 2 in 2024, reflecting a 50% decrease. Regarding health and safety training, 61,57% of employees completed the health and safety training in 2024, and 17,72% of employees completed the training in 2025, giving a decrease of 70,21%. The average number of training hours per MZLZ employee for women increased to 11,8 hours in 2025, up to 4,5 hours in 2024, showing a 162,22% increase. For men, the average number of training hours increased to 51,14 hours in 2025, compared to 12,7 hours in 2024, a 133,52% increase.

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

SDG TARGET 9.1:

Develop quality, reliable, sustainable and resilient infrastructure, including regional and transborder infrastructure, to support economic development and human well-being, with a focus on affordable and equitable access for all

TARGET: 9.4:

By 2030, upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes, with all countries taking action in accordance with their respective capabilities

MZLZ upgrades existing buildings and infrastructure utilizing environmentally sound and resource-efficient technologies, and adopts green design and construction principles for new developments, so that they are more sustainable

Indicators:

☐ Number of energy efficiency measures implemented in the reporting period

MZLZ Contribution:

☑ Zagreb Airport has been awarded a LEED Silver certificate.
☑ MZLZ continuously invests in improving energy efficiency.

☑ In 2024, measures included: Installation of UPSs (Uninterruptible power supply) in Trafostations TS-3 and TS-4, Enhanced maintenance and modifications of HS Cargo
-regulation over outside temperature refurbishing, Enhanced maintenance and modifications of HS Technical base (secondary system only)-works (phase 2/2), Solar plant on Technical base, 250 kW, Switching halogen lights to LED on the East apron.

INDICATORS	2024	2025	N/N-1
INDUSTRY, INNOVATION AND INFRASTRUCTURE			
Number of energy efficiency measures implemented in the reporting period	5	1	-80,00%
Installation of UPSs (Uninterruptible power supply) in Trafostations TS-3 and TS-4	1		
Enhanced maintenance and modifications of HS Cargo-regulation over outside temperature refurbishing	1		
Enhanced maintenance and modifications of HS Technical base (secondary system only)-works (phase 2/2)	1		
Solar plant on Technical base, 250 kW	1		
Switching halogen lights to LED on the East apron	1		
Replacement of vertical signage on manovering area		1	

In 2024, additional energy efficiency measures were implemented, including:

- Installation of UPSs (Uninterruptible power supply) in Trafostations TS-3 and TS-4 (project finished in 2024).
- Enhanced maintenance and modifications at HS Cargo, including regulation over outside temperature refurbishing.
- Continued enhancements and modifications to the HS Technical base (secondary system) in phase 2/2.
- Installation of a 250 kW solar plant on the Technical base.
- Switching halogen lights to LED on the East apron.

In 2025, vertical signage on maneuvering areas was replaced, resulting in annual energy savings of approximately 22,000 kWh.

In 2025, the total number of implemented energy efficiency measures was 1, while in 2024. 5 measures were implemented, representing a decrease of 80%.

SDG TARGET 10.3:

Ensure equal opportunity and reduce inequalities of outcome, including through eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and actions in this regard

MZLZ commits to basing employment relationships on the principles of equal opportunity and fair treatment.

Indicators:

- ☐ Legally confirmed cases of discrimination
- ☐ Awareness-raising initiatives regarding diversity and equality

MZLZ Contribution:

- ☑ MZLZ has the Code of Ethics which outlines the standard for ethical conduct, promoting integrity, accountability, and responsible actions.
- ☑ In 2022, MZLZ 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.
- ☑ Human resources rules and procedures are in line with Croatian Labor Law, IFC Performance Standard 2 and EBRD requirements

INDICATORS	2024	2025	N/N-1
REDUCED INEQUALITIES			
Legally confirmed cases of discrimination	0	0	0%
Awareness-raising initiatives regarding diversity and equality	0	1	100%

In 2025, there were no legally confirmed cases of discrimination, the same as in 2024. Additionally, there was 1 awareness-raising initiative regarding diversity and equality in 2025 resulting 100% difference.

SDG TARGET 12.5:

By the end of 2030, significantly reduce waste generation by preventing or reducing its creation, i.e. by processing and reusing waste

TARGET 12.7:

Promote public procurement practices that are sustainable in line with national policies and priorities

MZLZ works to reduce waste and promotes sustainable procurement practices

Indicators:

- ☐ Total amount of waste
- ☐ Number of waste management trainings for staff
- ☐ Share of recycled waste

MZLZ Contribution:

- ☑ MZLZ annually reports on hazardous and non-hazardous waste
- ☑ Waste is segregated and disposed according to appropriate waste management hierarchy
- ☑ MZLZ has contracts with waste company contractors that are in possession of all necessary licences, and ensure full traceability and specific actions for special waste (polluted soil, asbestos, paint with lead...)
- ☑ Hazardous waste is stored in waterproof, properly marked containers (with hazardous waste label, type – key number and quantity).
- ☑ MZLZ established suppliers qualification and selection process based on predefined criteria

INDICATORS	2024	2025	N/N-1
RESPONSIBLE CONSUMPTION AND PRODUCTION			
Total amount of waste	1.481,07	1.630,64	10,10%
Number of waste management trainings for staff	152	427	180,92%
Share of recycled waste	5,90%	8,27%	40,17%

In 2025, the total amount of waste increased to 1.630,64 tons, up from 1.481,07 tons in 2024, representing a 10,10% increase. The number of waste management trainings for staff increased significantly, from 152 in 2024 to 427 in 2025, an increase of 180,92%. The share of recycled waste slightly increased, from 5,90% in 2024 to 8,27% in 2025, showing a 40,17% increase.

13 CLIMATE ACTION

SDG TARGET 13.1:

Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries

MZLZ's management recognizes the need and embraces the responsibility to develop and operate infrastructure and services in a way that allows to effectively contribute to the decarbonization efforts of the aviation industry with the end goal of eliminating negative impacts on global warming.

Indicators:

- ☐ Total GHG emissions
- ☐ GHG intensity
- ☐ Implementation of activities described in the CO_2 strategy

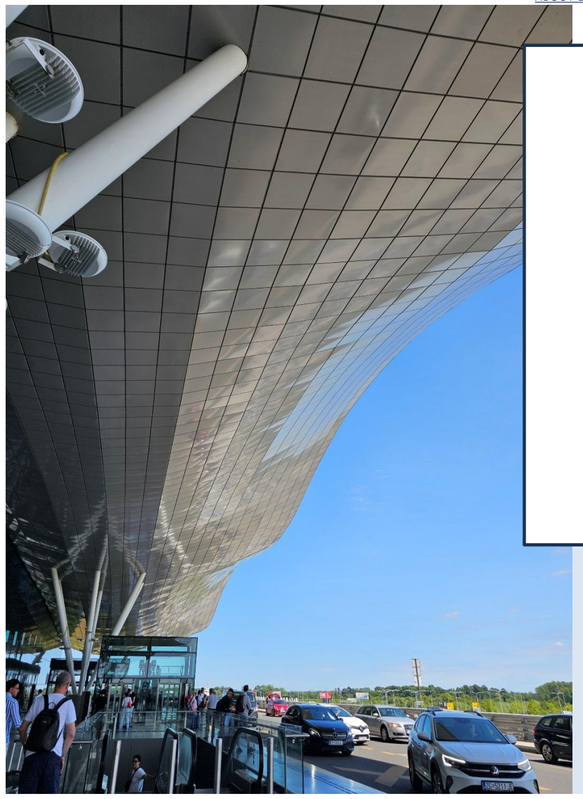
MZLZ Contribution:

- ☑ MZLZ conducted a Climate-related physical risks Study using a scenario analysis approach in 2021 to review 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.
- ☑ MZLZ pledged to achieve net zero operations by 2050, with a midpoint target at 2030.
- ☑ MZLZ developed a carbon management action plan, a Stakeholder Engagement Plan and a Stakeholder Partnership Plan to support the 2050 Net Zero Carbon Pledge.
- ☑ MZLZ's Corporate Environmental Policy, supported by the Annual Environmental Sustainability Plan, sets out a range of targets and footprint reduction initiatives across key impact areas.
- ☑ MZLZ publishes annual EU taxonomy reports that measure alignment with sustainability criteria for airport infra-structure.
- ☑ MZLZ participates in the ACI ACA program on an annual basis.

INDICATORS	2024	2025	N/N-1
CLIMATE ACTION			
Total GHG emissions	276.094,40	256.185,20	-7,21%
GHG intensity per net revenue	0,0030206	0,0028969	-4,10%
Implementation of activities described in the CO_2 strategy			

In 2025, total GHG emissions decreased to 256.185,20 tons, down from 276.094,40 tons in 2024, representing a 7,21% reduction. Additionally, the GHG intensity per net revenue improved, dropping from 0.0030206 in 2024 to 0.0028969 in 2025, a 4,10% decrease.

The implementation of activities related to CO_2 reduction is outlined under SDG Target 9.



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 under-estimated. 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 Europe (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 in-dustry 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:

- Strive to ensure environmentally, socially and economically sustainable and inclusive connectivity in Europe and worldwide.
- Reaffirm their commitment to the decarbonisation of aviation by 2050.
- 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.
- 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.
- Welcome initiatives for a regular and constructive dialogue, in Europe and worldwide, on the decarbonisation of aviation between authorities, industry and civil society.
- 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.
- 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.

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 re-ducing 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°C above pre-industrial levels and by pursuing efforts to limit the temperature increase to 1.5°C.

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

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 European airports being certified under the programme to date - of which 43 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 inding 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;

Schiphol

Aeroporti di Roma

Brest Bretagne

Edinburgh Airport

EindhovenAirport

GENÈVE

ZÜRICH AIRPORT

Heathrow

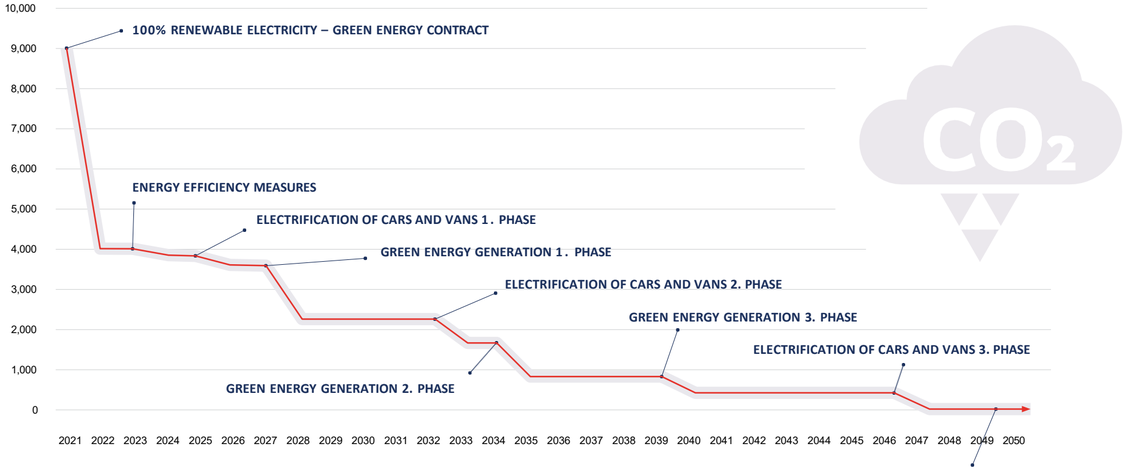
EuroAirport

VINCI AIRPORTS

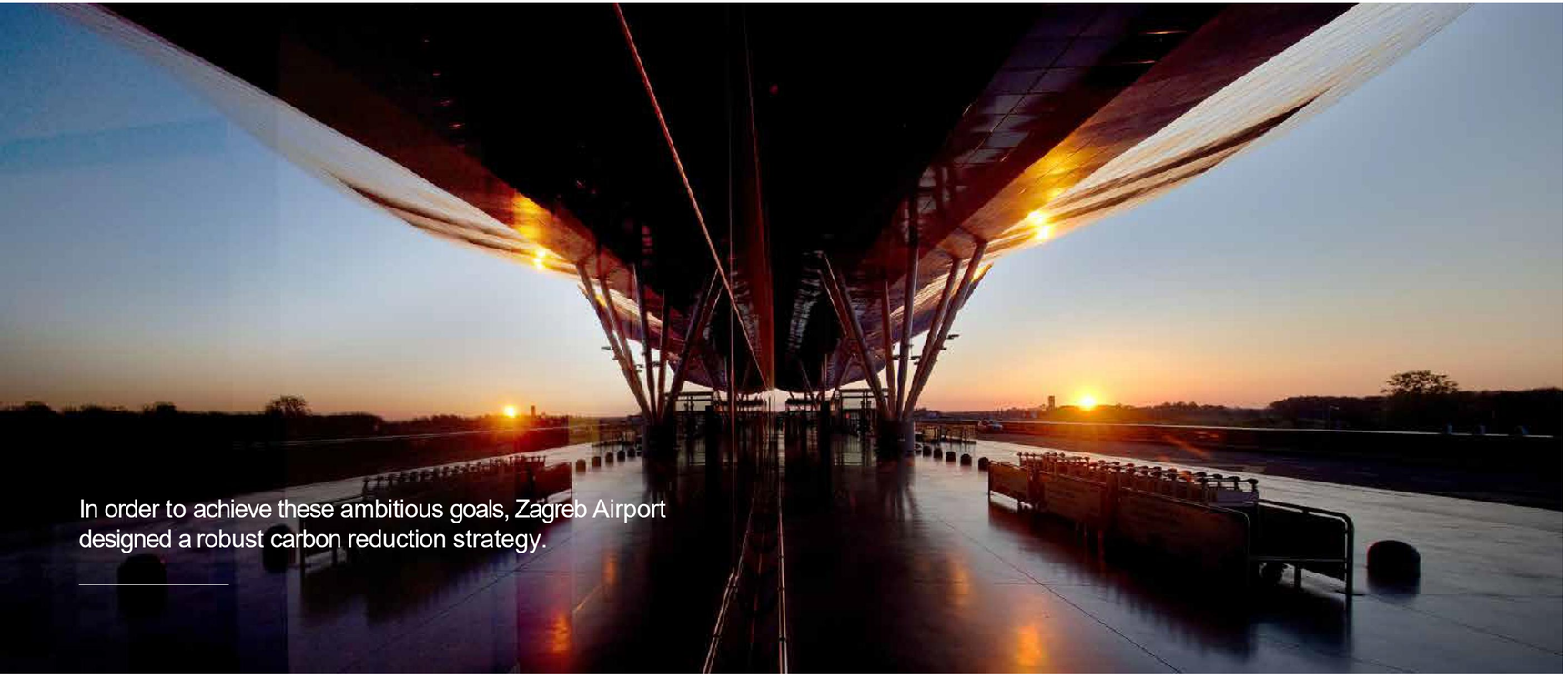
CO_2 reduction targets

In order to reduce 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.

Zagreb Airport has made a resolute commitment to achieving emissions reduction 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 stake-holders. This bold endeavor reflects the airport's dedication to a greener future and aligns with global efforts to combat climate change.



GRAPH carbon reduction strategy



ABOUT ZAGREB AIRPORT ENVIRONMENTAL DISCLOSURES SOCIAL DISCLOSURES GOVERNANCE DISCLOSURES

Electricity from renewable sources

In 2022, Zagreb Airport entered a green energy purchase agreement with HEP, which guarantees that all the elec-tricity purchased and consumed by Zagreb Airport orig-inates 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 re-duction 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.

Investments supporting transition plan

In 2024 – 2026 period, Zagreb Airport will invest in total 3.947kEUR in projects that will annually reduce 170 tons of CO_2.

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.

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 Director of Integrated management system, sustainable development and risk management department, 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 imple-mentation 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, qual-ity 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 environ-mental 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:

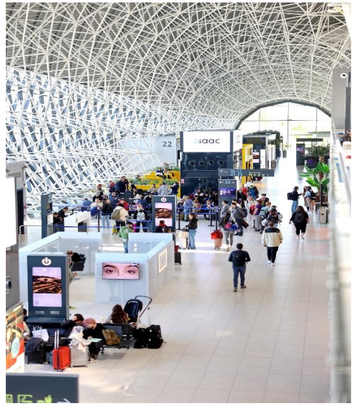
- **IAAC (International Airport Advertising Corporation)** providing advertising publicity services,
- **SDA Croatia d.o.o.** providing passengers with a shopping experience and retail customer service,
- **BTA Hrvatska d.o.o.** providing food and beverage service.

Service quality and customer satisfaction

To ensure high-quality service, Zagreb Airport established a Quality Management System in line with the ISO 9001 requirements.

ZAG Customer Experience

ZAG Customer experience is measured throughout the airport passenger journey touchpoints via globally recognized ACI ASQ Survey, as well as the in-house developed, drill-down ZAG PSS (Passenger Satisfaction Survey). Both surveys are collected each quarter of the year, through meticulously managed Fieldwork and sample plans. Additionally, in order to manage customer experience in real-time, the airport collects, manages and reports the airport B2C and B2B customer feedback daily. Internally, all above stated activities are managed by the Strategic Marketing Department.



The Airports Council International World (ACI) Airport Service Quality (ASQ)

The 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 Main Program before 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. The ASQ, besides being an obligation for Zagreb Airport deriving from the Concession Agreement, is the only globally recognized airport benchmark program to survey passengers at the airport on their actual day of travel. The Departures Survey program measures passengers' views of 31 key performance satisfaction items covering each touchpoint of the passenger journey, 5 emotions to understand how passengers are feeling right after they went through the journey, 2 overall items (Overall Satisfaction and Overall Experience at the airport), 13 passenger profiling questions (Demographic and Behavioral) as well as 2 open-end questions. Data shows that 74% of the world's top 100 busiest airports are part of the ASQ Departures network which delivers over 680196 individual surveys per year in 42 languages in 84 countries.

In 2025, 383 airports were part of the ASQ Departures Main Program. In total, 706.950 passengers have completed the ASQ Departures Survey, including 1407 passengers, 16 years or older, at ZAG.

The surveys are administered in the airport's Gate area, At least 450 surveys are required to be completed within each quarter, with the surveys being staged over regular weekly cycles.

In terms of Ranking amongst 2-5M Passenger European airports in 2024 ZAG ranked amongst top 5 Best in Class airports in the following overall categories:

Arrival at the Airport
Check-in
Security Screening
Throughout the Airport
Airport Atmosphere

Besides the above-mentioned categories, ZAG was ranked among the Top 5 Best in Class airports in 14 Service Items sub-categories. In subcategory "Wi-Fi Services Quality" ZAG is ranked 1st Best in Class airport within EU 2-5M PAX per annum airports.

ZAG Passenger Satisfaction Survey

- In-house drill down customer experience surveys, providing drill-down answers to specific airport performance-related questions.
- The PSS Departures Survey is comprised of 95 questions including; 16 items where passengers are asked to rate specific service-related topics and their Overall Satisfaction whit the Airport on a scale of 1 (Poor) to 5 (Excellent). The surveys are administered in the airport Gate areas.
- The PSS Arrivals Survey is comprised of 86 questions including; 11 items where passengers are asked to rate specific service-related topics and their Overall Satisfaction whit the Airport on a scale of 1 (Poor) to 5 (Excellent). Likewise, the surveys are collected at the end of the airport passenger journey, in the Meet & Greet zone.
- The PSS Survey Criteria very much reflect ACI ASQ meticulous sampling and fieldwork guidelines.
- In 2025, 2000 passengers were interviewed in total.

ZAG B2C and B2B Customer Feedback Management

- In 2025, the total number of customer complaints decreased to 887, representing a 5.2% reduction compared to 2024, when 936 complaints were recorded. During the same period, passenger traffic increased from 4,316,619 in 2024 to 4,721,563 in 2025, marking a growth of 9.4%. This inverse trend—fewer complaints despite a significant rise in passenger numbers—indicates a meaningful improvement in service quality and overall customer experience.. Resolution rate (closed cases above set target) is 100%.
- The number of customer complaints in 2025 is logically mirroring the overall growth in passenger numbers and has remained at expected levels. However, 2025 indicates a noticeable decline in the total number of total Justified B2C monthly complaints, particularly in the later part of the year. The only exception being June, where ZAG experienced Air Panonia incident.

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

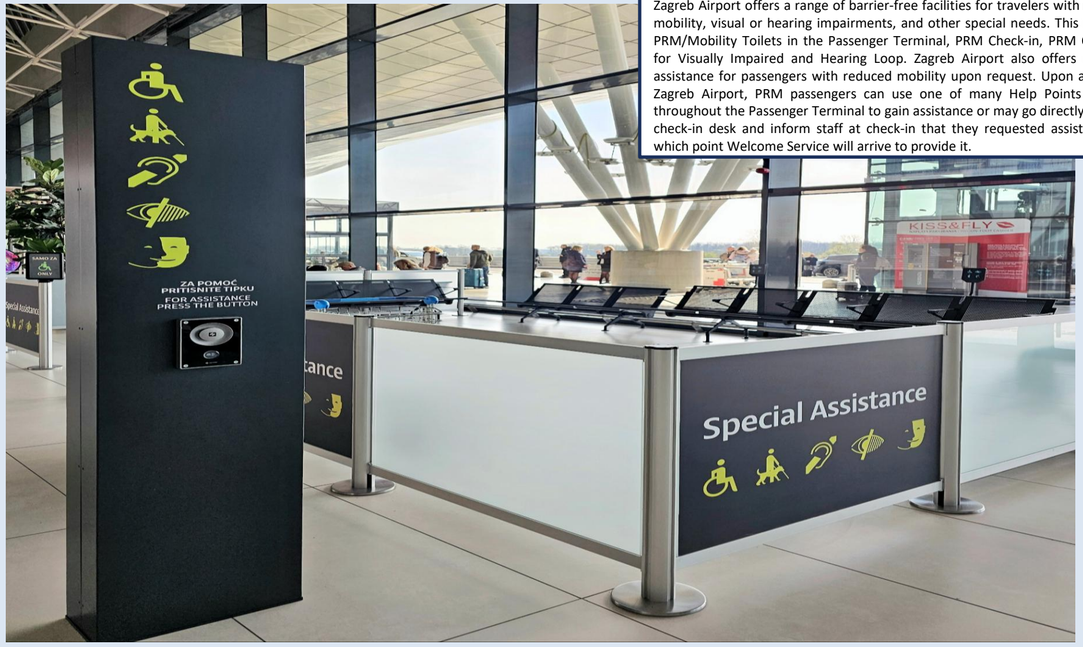
Airports handle passenger and operational data. All personal data is handled and processed in accordance with GDPR (General Data Protection Regulation).

Robust data protection 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.

Measures and procedures that ensure the achievement of a high common level of cyber protection of airport operators are defined in the National Program for the Protection of Civil Air Traffic, Issue 4 (in the area of air traffic protection for the purpose of implementing Commission Implementing Regulation (EU) 2019/1583 of September 25, 2019. on the amendment of Implementing Regulation (EU) 2015/1998 on establishing detailed measures for the implementation of common basic standards in the field of air traffic protection with regard to cyber security measures (hereinafter: Regulation (EU) No. 2019/1583). MZLZ will, in accordance with this Regulation, determine critical information and implement needed measures to protect communication technology systems and data used in civil aviation from cyberattacks that could affect the protection of civil air traffic.

Accessibility

Zagreb Airport offers a range of barrier-free facilities for travelers 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 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.

Memberships

Zagreb Airport is a member of:

- ✓ **Franco-Croatian Chamber of Commerce and Industry**
- ✓ **Croatian Chamber of Economy**
- ✓ **Airports Council International**
- ✓ **ACI Environmental Strategy Committee**
- ✓ **EASA working group on new regulation**
- ✓ **Air Traffic Association, Transport Sector**
- ✓ **Croatian Quality Managers Society**
- ✓ **HRPSOR Croatian Business Council for Sustainable development**
- ✓ **CROMA Croatian Association of Managers and Entrepreneurs**

TABLE complaints received by passengers

YEAR	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
Annual number of complaints	306	976	910	905	241	399	1003	947	936	887
Annual number of passengers	2.776.087	3.092.047	3.336.310	3.345.531	924.823	1.404.478	3.124.605	3.723.650	4.316.619	4.721.563

Certificates, 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 level 4.
Numerous certificates, 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 other awards such as:

International Zagreb Airport has been honored at the 9th Regional Summit of Entrepreneurs of Central and Southeast Europe "300 BEST", held in Split, as part of the International Conference on Economic Sustainability "ESG Policies as a Driver of Long-Term Sustainable (Business) Development".

The following awards were presented:

- Silver Award and the title of "Regional ESG Leader" in the category Responsible Management, for excellence in implementing ESG guidelines in 2025.
- Special Recognition "Best Communicator", awarded to Gabrijela Abramović, Director of the Integrated Management System, Sustainable Development and Risk Management Department at Zagreb International Airport.

These awards confirm that International Zagreb Airport consistently upholds high standards of transparency, ethical business conduct, and responsible decision-making. ESG principles are integrated across all business segments and form the foundation of the airport's long-term strategy and sustainable development.

International Zagreb Airport Jsc. (MZLZ) has become a new member of the Croatian Business Council for Sustainable Development (HR PSOR) and signed the Diversity Charter, thereby reaffirming its commitment to fostering an inclusive work environment and sustainable business practices.

By signing the Diversity Charter, MZLZ has committed to strengthening a culture of equality, inclusiveness, and respect for diversity in the workplace. This initiative is aligned with European practice and represents an important step in empowering employees, encouraging innovation, and creating a healthier and more productive business environment.

ABOUT ZAGREB AIRPORT ENVIRONMENTAL DISCLOSURES SOCIAL DISCLOSURES GOVERNANCE DISCLOSURES

Through its membership in the Croatian Business Council for Sustainable Development, MZLZ joins a network of leading companies that promote sustainable business and socially responsible management. By cooperating and sharing experiences, the goal is to further enhance standards in the areas of environment, society, and governance (ESG) and to ensure that the airport's development goes hand in hand with global sustainability trends.

2013
ACI ACA LEVEL 2

2014

2015
ACI ACA LEVEL 2
ISO 9001
ISO 14001
ISO 10002

2016

2017
ACI ACA LEVEL 2
ISO 9001
ISO 14001
ISO 10002
LEED Silver Award The Most Improved Airport

2018

2019
ACI ACA LEVEL 2
ISO 9001
ISO 14001
ISO 10002
Best Airport in Europe by Size and Region (2–5 million passengers)

2020

2021
ACI ACA LEVEL 3
ISO 9001
ISO 14001
ISO 10002
Best HygieneMeasures by Region (Europe) and The Voice of Customer Recognition

2022

2023
ACI ACA LEVEL 3
ISO 9001
ISO 14001
ISO 10002
ACI ASQ Award for Easiest Airport Journey in the group of European airports (2–5 million passengers)
ACI World Director General's Roll of Excellence 2023
Zagreb County Rose Awards by the Zagreb County Tourist Board for special contribution to tourism
Best foreign manager in the Republic of Croatia in 2023 by Croatian Association of Managers and Entrepreneurs (HUM) CROMA

2024

2025
ACI ACA LEVEL 4
ISO 9001
ISO 14001
ISO 10002
HRPSOR_Croatian Business Council for Sustainable development Silver Award and the title of "Regional ESG Leader"

ACI ACA LEVEL 2
ISO 9001
ISO 14001
ISO 10002
Best Airport in Europe by Size and Region (2–5 million passengers)

ACI ACA LEVEL 3
ISO 9001
ISO 14001
ISO 10002
2020 Best Airport in Europe by Size and Region (2–5 million passengers)

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.

ACI ACA LEVEL 3
ISO 9001
ISO 14001
ISO 10002

Based on the 2025 ESG rating results by the Croatian Chamber of Economy, Zagreb Airport achieved a strong score of 146 out of 250, earning a high ESG rating. Zagreb Airport ranked 62nd out of 313 overall, and 18th among companies of similar size. Additionally, Zagreb Airport achieved 2nd place within its sector.

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 2025 Zagreb Airport retained in total of 19.102.243,00 EUR.

(IN EUR)	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
Direct eonomic value generated: revenues	2.678.612	116.873.980	157.183.224	164.419.006	76.090.384	81.872.188	87.538.390	39.311.700	31.273.210	79.600.106	73.017.636	91.404.990	88.433.157
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	55.847.550	75.456.464	69.330.914
operating costs	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	27.923.370	37.496.304	31.649.449
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	7.584.979	8.443.131	9.452.892
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	9.646.163	16.931.770	11.600.030
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	10.657.312	12.546.260	16.581.450
community investments	0	33.591	8.260	10.102	8.879	10.238	10.615	2.019	7.869	9.607	35.726	38.999	47.093
Economic value retained*	−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	17.170.086	15.948.526	19.102.243

* (CALCULATED AS DIRECT ECONOMIC VALUE GENERATED LESS ECONOMIC VALUE DISTRIBUTED)

ABOUT ZAGREB AIRPORT ENVIRONMENTAL DISCLOSURES SOCIAL DISCLOSURES GOVERNANCE DISCLOSURES

13 Stakeholders' interests and views

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.

TABLE stakeholder engagement

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.

14 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.

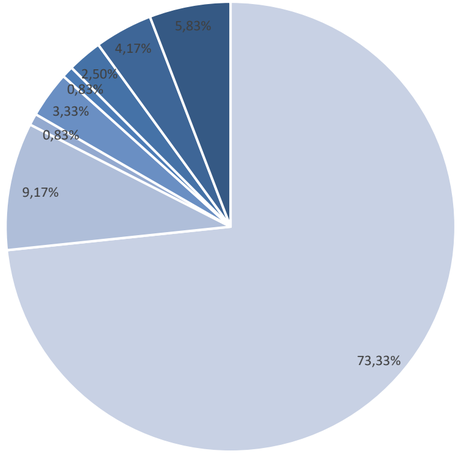
ABOUT ZAGREB AIRPORT ENVIRONMENTAL DISCLOSURES SOCIAL DISCLOSURES GOVERNANCE DISCLOSURES

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 characteristics, 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 judgment, 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.



Zagreb Airport (MZLZ) conducted a dialogue with stakeholders to identify the ESG (Environmental, Social, and Governance) topics that stakeholders consider important, as well as to gather their views on performance of Zagreb Airport as regards ESG issues.

The dialogue was conducted in the form of a digital survey available on MZLZ's official website in both Croatian and English. The survey was also directly distributed to specific stakeholder categories using email addresses. The survey was available for a total of 242 days, from August 1, 2025, to March 31, 2026. They were anonymous, and completing them took no more than 5 minutes. A total of 120 stakeholders participated in the dialogue, with the majority coming from the category "employees, union representatives, and the workers' council" The table below shows the number of stakeholders per category and their share of the total number of participants.

TABLE overview of stakeholders that participated in the dialogue.

Category	Number	Share
Zagreb Airport's employees, union representatives, workers' council	88	73,33%
Passengers and visitors	11	9,17%
Airlines	1	0,83%
Tenants	4	3,33%
Civil society (residents, local authorities, NGOs)	1	0,83%
Financial partners (shareholders, banks, investors, owners)	3	2,50%
Croatian Government, public institutions, European institutions	5	4,17%
Other	7	5,83%
Total	**120**	**100%**

The category "Zagreb Airport's employees, union representatives, workers' council" is considered internal stakeholders, while all other categories are classified as external stakeholders.

Assessment of importance of ESG topics

Stakeholders were asked to assess the importance of ESG topics in the context of Zagreb Airport's operations. The topics were identified based on ESRS (European Sustainability Reporting Standards) thematic standards. Stakeholders evaluated a total of 10 ESG topics.

- ☑ Climate change (E1)
- ☑ Pollution of air, water and soil (E2)
- ☑ Water and marine resources (E3)
- ☑ Biodiversity and ecosystems (E4)
- ☑ Circular economy and resource use (E5)
- ☑ Own workforce (S1)
- ☑ Workers in value chain (S2)
- ☑ Affected communities (S3)
- ☑ Consumers and end users (S4)
- ☑ Business conduct (G1)

Stakeholders assessed the importance on a scale from 1 to 4, with 1 being the lowest rating and 4 being the highest rating.

TABLE scale for assessment of importance

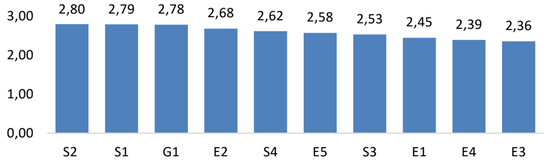
	EXPLANATION
QUITE IMPORTANT	I have few expectations of Zagreb Airport on this issue. In view of Zagreb Airport's activities and their potential impacts, this issue does not seem like a priority to me.
IMPORTANT	I have moderate expectations of Zagreb Airport on this issue in view of its activities and their potential impacts. Occasional actions would be relevant in my opinion.
VERY IMPORTANT	This issue is important to me, in view of the activities of Zagreb Airport and their potential impacts. I expect serious commitments and actions in this regard.
CRITICAL	Zagreb Airport must act on this issue as a priority, given its activities and their potential impacts.

The following table presents a summary of stakeholder ratings by ESG topics. The average rating was calculated by summing all the ratings assigned by stakeholders to a specific topic and then dividing by the number of stakeholders who provided a rating.

TABLE average rating of importance of esg topics

ESG topic	Average Rating
Climate change (E1)	**2,45**
Pollution of air, water and soil (E2)	**2,68**
Water and marine resources (E3)	**2,36**
Biodiversity and ecosystems (E4)	**2,39**
Circular economy and resource use (E5)	**2,58**
Own workforce (S1)	**2,79**
Workers in the value chain (S2)	**2,80**
Affected communities (S3)	**2,53**
Consumers and end users (S4)	**2,62**
Business conduct (G1)	**2,78**

GRAPH average rating of importance of esg topics – ranked by importance



Stakeholders involved in the conducted dialogue consider social and governance topics to be the most important, while environmental topics are viewed as less significant in the context of Zagreb Airport's operations.

Assesment of performance

This survey also aimed to gather stakeholders` opinions on how effectively Zagreb Airport manages ESG topics. Stakeholders rated the ESG topics based on the following scale:

TABLE scale for evaluating performance

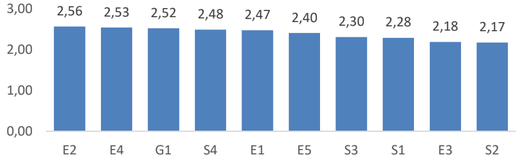
	EXPLANATION
LOW PERFORMANCE	This subject is poorly addressed by Zagreb Airport. I see little action in this area.
PARTIAL PERFORMANCE	I think that Zagreb Airport is partially acting on this issue. There are commitments or actions, but Zagreb Airport could go further.
GOOD PERFORMANCE	This issue is well taken into account by Zagreb Airport. Zagreb Airport is committed and acts at the right level.
EXEMPLARY PERFORMANCE	Zagreb Airport seems to me to be at the forefront on this issue. Zagreb Airport has a perfect command of the subject and acts with its ecosystem to help it achieve progress.
NO OPINION	You can also choose to answer “No opinion” if you feel that your knowledge of Zagreb Airport activity is too limited to give an answer.

The following table presents a summary of stakeholder ratings for the effectiveness of ESG management. The average rating was calculated by summing all the ratings assigned by stakeholders to a specific topic and then dividing by the number of stakeholders who provided a rating. Responses of “no opinion” were excluded from the average rating calculation.

TABLE average rating of performance in regards to esg topics

ESG topic	Average Rating
Climate change (E1)	2,47
Pollution of air, water and soil (E2)	2,56
Water and marine resources (E3)	2,18
Biodiversity and ecosystems (E4)	2,53
Circular economy and resource use (E5)	2,40
Own workforce (S1)	2,28
Workers in the value chain (S2)	2,17
Affected communities (S3)	2,30
Consumers and end-users (S4)	2,48
Business conduct (G1)	2,52

GRAPH total average rating of esg topics – ranked by the performance



Based on the survey results, stakeholders believe that Zagreb Airport (MZLZ) manages the topics of Pollution of air, water and soil, Biodiversity and ecosystems, and business conduct most successfully. The topic that stakeholders feel is managed least effectively compared to other topics is Workers in the value chain.

Importance/performance materiality matrix

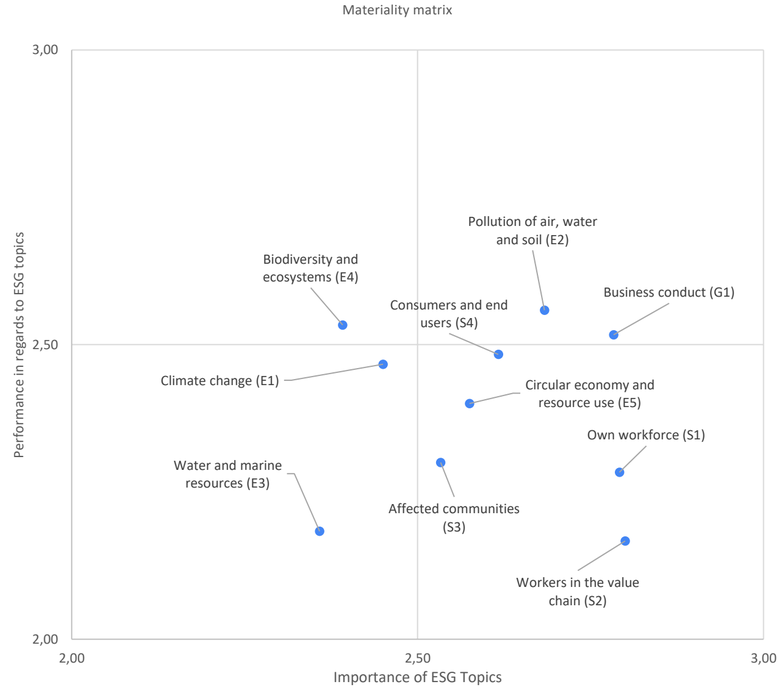
The matrix displays ESG topics in relation to their importance to stakeholders and the perception of their performance success. No ESG topic stood out as either very important or less important from the stakeholders' perspective. Stakeholders consider all ESG topics to be of medium importance (average rating between 2 and 3 on a scale of 1 to 4). They also believe that MZLZ successfully manages ESG topics (average rating between 2 and 3 on a scale of 1 to 4).

If we focus on the area of the matrix located between the coordinates (2,2), (2,3), (3,2), and (3,3), we can analyze stakeholder perspectives on ESG topics in more detail. The topics found in the upper right corner are those that are very important to stakeholders and that MZLZ manages very effectively. According to stakeholder views, these topics include business conduct and Pollution of air, water, and soil.

The topics located in the upper left corner are those that are considered less important by stakeholders, but they believe that MZLZ manages them successfully. According to stakeholder perspectives, this topic is Biodiversity and ecosystems which is an environmental topic.

In the lower right corner, there are topics that stakeholders consider important and believe there is room for improvement in their management. According to stakeholder perceptions, this category includes the following topics Consumers and end users, Circular economy and resource use, Affected communities, Own workforce and Workers in the value chain. The lower left quadrant would typically contain topics that are less important and that MZLZ does not manage effectively such as Climate change and Water and marine resources.

MATRIX importance/performance of esg topics



It is common business practice to define material topics for sustainability reporting by establishing a materiality threshold at the midpoint of the scale, which incorporates stakeholder assessments, material topics from sectoral practices, a detailed evaluation of impacts, risks, and opportunities, as well as investor requirements. According to the survey results obtained through stakeholder dialogue, a materiality threshold set at 2.5 (the midpoint of the scale of 1-4) results in the following list of material thematic standards from the stakeholders' perspective:

- ESRS S1: Own workforce
- ESRS S2: Workers in the value chain
- ESRS S3: Affected communities
- ESRS S4: Consumers and end-users
- ESRS G1: Business conduct

It can be concluded that stakeholders did not rate environmental topics as material. However, environmental topics are considered material from the perspective of ownership, sectoral affiliation, the overarching ESG strategy of MZLZ, and the transition to a low-carbon economy. As interest and climate awareness increase in the future, it is likely that their importance from the stakeholders' perspective will also grow. Therefore, it is crucial to include these topics in sustainability reporting.

Stakeholder Perspectives on Reporting in 2023 and 2024

Of the 120 stakeholders who completed the survey, 78,33% have read the Sustainability Report of Zagreb Airport for the year 2023. Stakeholders generally believe that the Sustainability Report covers all the topics that are important to them. The average rating on the Likert scale for the statement “The Sustainability Report of Zagreb Airport covers all important ESG topics that I have an interest in” is 3.58. In this context, a rating of 1 indicates "strongly disagree," while a rating of 5 indicates "strongly agree."

The Sustainability Reports of Zagreb Airport for 2023 and 2024 covered the following ESG topics:

- Climate change (E1)
- Pollution of air, water, and soil (E2)
- Water and marine resources (E3)
- Circular economy and resource Use (E5)
- Own Workforce (S1)
- Affected Communities (S3)
- Business Conduct (G1)

In the questionnaire, stakeholders were given the opportunity to identify topics that they consider important and that could be further included in the Sustainability Report of Zagreb Airport for the year 2025.

Stakeholders’ suggestions:

- Improving waste management practices with a stronger focus on practical implementation
- Enhancing employee-related topics (working conditions, workforce development, diversity)
- Strengthening environmental initiatives (air, water, ecology, renewable energy use)
- Developing green infrastructure (e.g. “green islands”)
- Clearer approach to climate risk management and adaptation planning
- More proactive and transparent noise management, including complaint handling

Stakeholders took the opportunity to not only suggest additional ESG topics but also proposed measures that Zagreb Airport could implement to enhance the manage-ment of ESG issues.

Stakeholder suggestions:

- Improving airport connectivity with public transport systems
- Increasing focus on biodiversity and sustainable development
- Enhancing protection of children's rights within the passenger terminal
- Introducing fire protection and safety improvements
- Aligning development plans with ESG and long-term sustainability goals

Conclusion of the conducted dialogue with stakeholders

As part of the process to define material environmental, social, and governance topics for the sustainability report, Zagreb Airport (MZLZ) conducted a dialogue with stakeholders through a digital questionnaire available in English and Croatian from August 2025 to March 2026. A total of 120 stakeholders participated, representing categories such as employees and their representatives, airlines, tenants, passengers and visitors, public institutions, and financial partners. Based on the results of the stakeholder dialogue, it can be concluded that the existing reporting practices of MZLZ generally meet the current information needs of stakeholders regarding sustainability.

According to the survey results, stakeholders rate "Own Workforce" and "Workers in the Value Chain" as important topics in the context of MZLZ's operations, while the least important topics are "Water and Marine Resources" and "Biodiversity and Ecosystems." We can conclude that stakeholders assign the highest importance to all social topics, while environmental issues are deemed to be of lesser significance.

Stakeholders believe that MZLZ manages important ESG topics successfully, with "Pollution of air, water and soil" ranking first, followed by "Biodiversity and ecosystems" and "Business conduct." From the stakeholders' perspective, MZLZ is least successful in managing the topic of "Workers in the Value Chain."

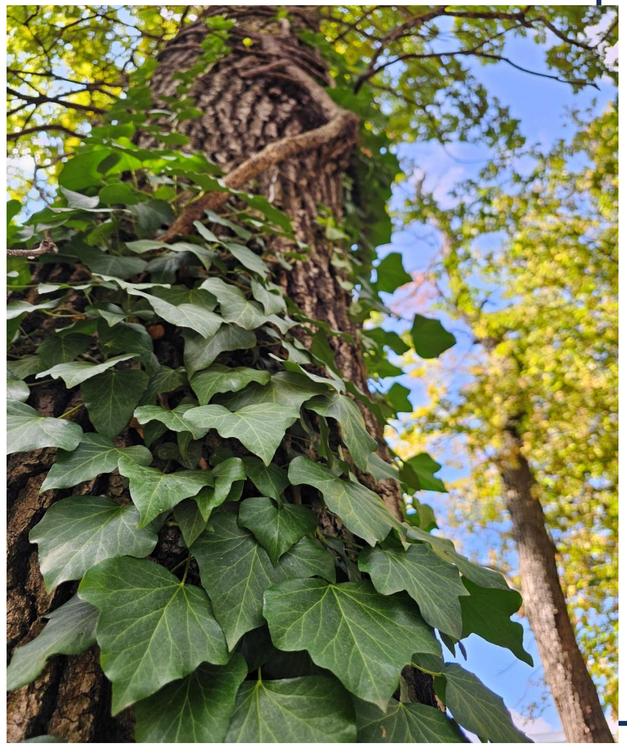
From the perspective of assessing the importance and performance of ESG topics in the context of business operations, stakeholders did not identify environmental topics as material. However, these environmental topics are indeed material for the decarbonization of the economy.

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 Integrated management system, sustainable development and risk management 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.

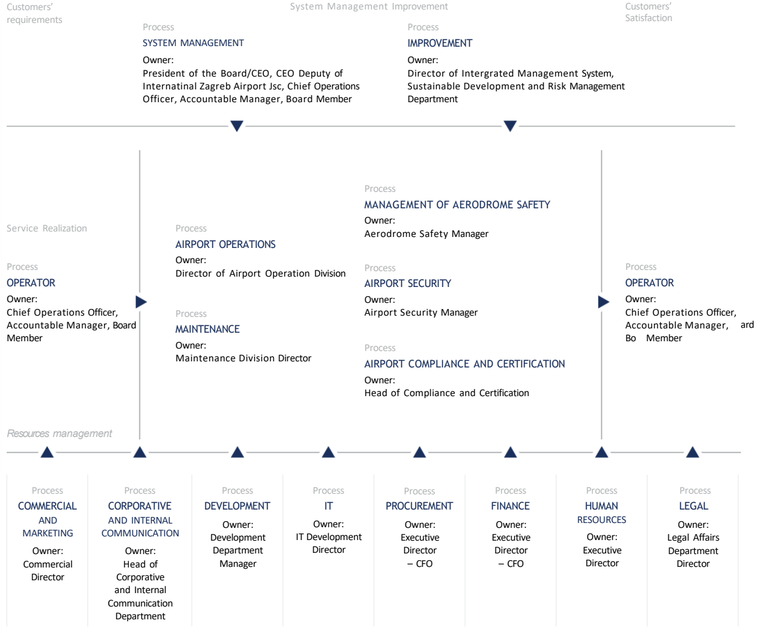
Monitoring and review

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 Integrated management system, sustainable development and risk management 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 Integrated management system, sustainable development and risk management department liaises with other departments at the airport, as well as with regulatory agencies and other stakeholders in relation to environmental matters.

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 Integrated management system, sustainable development and risk management department monitors air quality and noise levels. The Integrated management system, sustainable development and risk management 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).



SCHEME zagreb airport's processes as a part of integrated management system

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, 2027. Additionally, we have reached Level 4 of the ACI Airport Carbon Accreditation program, which confirms our commitment to undertaking activities related to reducing our carbon footprint.

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 the 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. Out-comes of risk and opportunities assessments are regularly communicated to management board in order to support the decision making process.

Given the nature of the Zagreb Airport's activities, Zagreb Airport is exposed to following types of risks :

- strategic risks, (blue)
- risks relating to management and organization, (yellow)
- operational risks, (pink)
- financial risks, (dark blue)
- legal risks, (orange).

Impact and probability of each risk is assessed based on the most credible scenario on a scale of 1 to 4. The criti-cality of a risk is determined by the product of these two assessments and enables the "TOP 10" risks to be identi-fied. TOP 10 risks are monitored more closely and are subject to special reporting.

Risk can be mitigated in four ways:

accept – tolerate the possibility the risk will occur and choose to bear the (un)fore-seen costs;

limit – put measures in place to bring the risk down to an acceptable level;

transfer – pass the risk on to another party via insurance or some other agree-ment, such as outsourcing;

avoid – forego the opportunity or action that carries the risk.

Risk map sorts each risk according to its net criticality or rating in a risk surveillance zone.

RISK RATING	ZONE
Risk rating 1,2,3,4	Toleration
Risk rating 6	Vigilance
Risk rating 8	Strong vigilance
Risk rating 9,12,16	Warning

As a rule, and as a matter of priority, the top 10 risks and unacceptable risks are mit-igated by limiting and/or transferring them.

The risks in the priority risk area must be subject to additional actions to strengthen the effectiveness of their control devices.

Sustainability matter

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	INTERNATIONAL 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	INTERNATIONAL ZAGREB AIRPORT'S STRATEGY AND BUSINESS MODEL
WATER	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 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.

MATERIAL TOPIC	SUSTAINABILITY MATTER	DESCRIPTION OF IMPACTS, RISKS AND OPPORTUNITIES	INTERNATIONAL ZAGREB AIRPORT'S STRATEGY AND BUSINESS MODEL
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 with applicable occupational laws and collective agreements. Zagreb Airport offers job security and competitive wages and ensures fair working conditions for all employees.
	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	INTERNATIONAL 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

21 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 cal-culated 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, emer-gency 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:

- Goods and Commodities
- Services
- Capital Goods
- Fuels and Energy
- Waste and Waste Water
- Airport Operator Staff Business Travel
- Airport Operator Staff Commuting and Home Office
- Aircraft
- Fuel for vehicles, machinery, GSE
- De-icing chemicals for aircraft and surface de-icing
- Landside Ground Access
- Energy bought from airport operator or third party

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 mod-ules: sensitivity analysis, exposure evaluation and vulnerability assessment. Based on the vulnerability anal-ysis 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, anal-ysis of alternatives, and implementation of additional adaptation measures. Climate change impacts were an-alyzed 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 cor-responds 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 3.7°C average temperature increase in 2100 compared to the end of the 20th century.

* SOURCE: THOMSON, A. M.,CALVIN, K. V., SMITH, S. J ETAL. 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

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.

Climate-related transition risks and opportunities

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 avi-ation 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.

* SOURCE: ACI ACA MANUAL 13TH ISSUE

Policy commitment to emission reduction

MZLZ commitment to reduce CO_2 emissions

As a major gateway in Croatia, International Zagreb Airport Jsc. remains committed to exemplary and ambitious environmental practices. Through an advanced Integrated Management System, LEED certified passenger building and continuous engagement with stakeholders, we aim to achieve absolute emissions reductions in Scope 1 and Scope 2 by 70.48 % by 2050, in alignment with the IPCC 2 °C pathway.

Integrated Management System aims to:

- systematically incorporate the environment into its activities
- operate as a responsible and transparent organization
- prevent environmental harm
- promote our values
- share and adopt best practices

We take the environmental aspect into consideration in our actions and perform activities with the utmost respect for the environment.

Zagreb Airport Long-term Carbon Management Strategic Plan

Zagreb Airport has set forth an ambitious Carbon Management Plan that supports our transition to Level 4 Airport Carbon Accreditation. With airport expansions and increased operations anticipated, our strategy includes both short-term mitigations and long-term infrastructure innovations to control emissions while maintaining service excellence.

Key Initiatives until 2050:

- Electricity consumption reduction: lighting replacement from halogen to LED, expand solar infrastructure
- Thermal Efficiency: renovation of legacy buildings with high heat loss, reconstruction of boiler systems, installation of thermostatic valves
- Renewable energy: use of electricity from renewable sources, expansion of solar infrastructure, hot water production using sun collectors.
- Emergency Systems: gradual replacement of diesel generators with hydrogen-ready systems
- Control of electricity, water, gas, oil consumption: improvement of HVAC management through management and control of BMS system.
- Implementation of the lifecycle plan: replacement of old equipment
- Training: employee/stakeholders' education and informing (through presentations/leaflets) in order to highlight importance of energy efficiency.
- Scope 3 Engagement: expansion of the Stakeholder Partnership Plan to influence third-party emissions
- Sustainable fleet: 64.2 % of vehicles need to be replaced by electric or low-emission alternatives
- Emission offset projects: carbon removal through planting trees based on cooperation with the local community

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

Policy on energy

Zagreb Airport, as the infrastructure manager, has direct influence over its energy profile. The business is committed to combating climate change and limiting the effects of its activities, especially in terms of GHG emissions.

In energy terms, Zagreb Airport aims to control and manage energy use efficiently, as well as expand renewable energy facilities, having in mind comfort and satisfaction of our customers. Renewable electricity procurement contracts and solar energy production have made Scope 2 emissions zero since 2022. The contract was also renewed for the upcoming three-year period (2025-2027).

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:

- Implement regular Air Quality monitoring
- Use soft mode of transport for employees and implement video-conferencing
- Facilitate the reduction of aircraft emissions on the ground
- Reduce ground vehicles' emission
- Annually quantify the emissions of CO_2 and greenhouse gases
- Maintain level 4 certification under the Airport Carbon Accreditation scheme and preparation for Level 5 readiness.

IN LINE WITH ITS INTEGRATED MANAGEMENT SYSTEM'S POLICY AND IN ORDER TO LIMIT ITS IMPACT ON THE ENVIRONMENT, ZAGREB AIRPORT COMMITS TO:

1	2	3	4	5
Maintain Scope 2 emissions at zero through applying for renewable energy GOs	Expand solar infrastructure to increase self-sufficiency	Improve building insulation and heating efficiency	Conduct regular internal audits and emissions recalculations	Increase stakeholder awareness

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 Integrated management system, sustainable development and risk management 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

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.

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 annual basis.

In 2025, MZLZ initiated preparatory activities for the development of a climate change resilience analysis report, with completion planned for 2026. Through this approach, the organization demonstrates its awareness of external factors and changes that may impact its operations, while simultaneously ensuring the timely identification and implementation of preventive measures aimed at mitigating potential adverse effects of climate change.

Improving energy efficiency

In 2024 several projects were implemented with the aim to improve energy efficiency. This includes:

- East Apron – replacement of halogen into LED lights
- Solar plant (250kW) on the roof of the Technical base building
- Installation of UPSs (Uninterruptible power supply) in Trafostations TS-3 and TS-4
- Reconstruction of the heat substation in the Technical base building (second phase)

In 2025, vertical signage on maneuvering areas was replaced, resulting in annual energy savings of approximately 22,000 kWh.

Airport Carbon Accreditation independently assesses airports' efforts to manage and reduce emissions. In 2025, Zagreb Airport held a Level 3 certificate until July, after which it obtained a Level 4 certificate, confirming the accreditation of Level 4.

Solar Power Plant

Solar panels in Technical base building

The 250kW solar power plant has been installed on the sloped roof of the Technical base building at the ZAG airport. The expected annual electricity production is 336.208 kWh, and the amount of greenhouse gas emissions reduction [tCO_2/year] is 53.45. Return on investment is 7 years.

When sunlight hits a solar panel, it creates an electrical voltage between the front and back sides. This voltage forms direct current (DC) electricity, which is then sent to an inverter. The inverter converts the DC into alternating current (AC) and sends it to the outlets.

The solar potential of each (home) power plant is unique and depends on the location of the building, the number of sunny days in the area, the surface area, type, and orientation of the roof. This type of solar power plant generates electricity even during colder periods of the year, though at a lower intensity. Factors affecting electricity production include weather conditions, the number of sunny hours, sunlight intensity, and the angle of the solar panels.

The energy produced by such a solar power plant is primarily directed to electrical appliances, which do not need to draw energy from the grid, as their electricity needs are met by the solar plant. This results in less energy being drawn from the grid and leads to energy savings. During the next medium-term plan (5 years), Zagreb Airport will examine the possibility of expanding the capacity of integrated solar power plants on the roofs of buildings.

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 7 levels of certification: 'Mapping', 'Reduction', 'Optimisation', 'Neutrality', 'Transformation', 'Transition' and Level 5 (topmost level in Airport Carbon Accreditation programme).

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

International Zagreb Airport Jsc. has achieved the prestigious ACI Airport Carbon Accreditation (ACA) Level 4 certification one of the highest levels within the global program for managing and reducing CO_2 emissions in aviation. With this achievement, we have joined a select group of airports that not only reduce their own emissions but also actively engage partners, users, and the local community in shared climate goals.

This certification level confirms significant progress in our approach to emissions management. As part of Level 4, the airport implements comprehensive decarbonization plans, aligns its activities with the principles of climate transition, and bases decisions on long-term emission-reduction targets.

In line with this commitment, International Zagreb Airport Jsc. has implemented a number of concrete measures aimed at reducing carbon dioxide emissions. By 2024, emissions from direct and indirect sources (so-called Scope 1 and Scope 2) had been reduced by 81.6% compared to the 2018 baseline year. Considering the planned terminal expansion and the expected growth in traffic, the goal is to reduce total emissions by 70.48% by 2050.

Key initiatives leading us toward 2050:

Reducing electricity consumption: replacement of halogen lighting with LED lighting and expansion of solar infrastructure

Thermal efficiency: renovation of buildings with high heat loss, reconstruction of boiler systems, and installation of thermostatic valves

Renewable energy sources: use of electricity from renewable sources, expansion of solar infrastructure, and hot water production using solar collectors

Emergency systems: gradual replacement of diesel generators with systems prepared for hydrogen use

Energy and resource consumption control: improved management of heating, ventilation, and air conditioning (HVAC) systems through monitoring and control via the BMS system

Lifecycle plan implementation: replacement of outdated equipment

Education: training and informing employees and stakeholders (through presentations and informational materials) to highlight the importance of energy efficiency

Inclusion of Scope 3 emissions: expansion of the Stakeholder Partnership Plan to influence third-party emissions

Sustainable fleet: 64.2% of the vehicle fleet will need to be replaced with electric or low-carbon vehicles

Emission offset projects: carbon removal through tree-planting initiatives in cooperation with the local community.

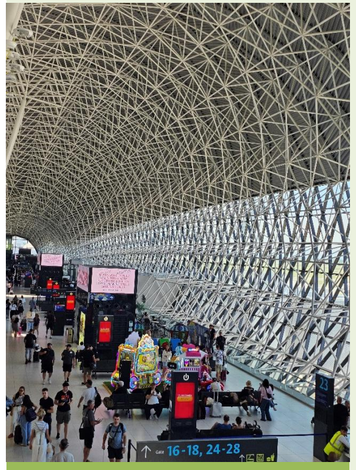
With this, we continue our path toward a green, energy-efficient, and innovative airport.

Actions for the future

In order to fulfill net zero commitments, Zagreb Airport has adopted Airport Carbon Management Strategic Plan 2024-2026.

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 2024-2026 period, Zagreb Airport is planning to implement following actions presented in the table:

In 2024–2026 period, Zagreb Airport will invest in total 3.947kEUR in projects that will annually reduce 170 tons of CO2.



	kEUR				
Item	**Capex 2024**	**Capex 2025**	**Capex 2026**	**Annual CO_2 reduction [tons]**	**Comment**
CO_2 reduction - planned projects					
Reconstruction of hotwater pilpeline			150	**9**	Canceled
Enhanced maintenance and modifications of HS Technical base (secondary system only)-works (phase 2/2)	65			**12**	
Fancoil replacement in Administration building (2 phases)			170	**2**	Canceled, 1st phase 77 fancoils 2nd phase 65 fancoils
Replacement of vertical signage on manoevering area (MILMOB)		1.200		3	22.000 kWh annual savings
Solar plant on Technical base, 250 kW	300			**53**	336.342 kW annual production
Switching halogen lights to LED on the East apron	150			**29**	183.100 kWh annual savings, ROI 5 years
Switching halogen lights to LED on the West apron			180	**47**	296.960 kWh annual savings, ROI, 4,3 years
AGL - switch from halogen to LED, 99 lamps, stop bar and segment of CL on TWY F			325	**1**	Canceled, Switch to LED addressable lamps
RWY APH/APL/ASR 04 lights			1.250	**7**	45.000 kWh annual savings
Power supply switching from TS-1 to TS-2			157	**6**	35.000 kWh annual savings
TTL Project cost, kEUR/year			**515**	**1.200**	**2.232**
TTL CO_2 reduction/year			**66**	**9**	**58**

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.

* 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.

OLGA project hOlistic Green Airport

A HOLISTIC APPROACH TO REDUCE ENVIRONMENTAL IMPACT OF AVIATION

It is expected that the OLGA project will rapidly achieve quantifiable advances, thus accelerating the exploitation of results. The efforts and innovative measures of OLGA will lead to CO_2 reduction, air quality improvement, and biodiversity preservation, while involving the entire value chain of the aviation sector. The OLGA results will further generate positive impacts at soci-etal, environmental and economic levels which will spread at local, national and EU scales.

OLGA partners (airports, airline, handler, industry, research, SMEs) unite a wealth of expertise to contribute to solving complex challenge: efficient and carbon neutral air-port and airline operations, sustainable logistics, smart energy & mobility, intermo-dality for passengers and freight, emission/ air quality assessments, green construction and circular end-of-life solutions.

OLGA
hOListic & Green Airports

Key figures about OLGA

WHAT

WORK PACKAGES	TASKS	MONTHS PROJECT	FUNDING	PROJECT
10	40	60	25 M€	34 M€

WHO

AIRPORTS (CDG, MXP, ZAG, CLJ)	PARTNERS	THIRD PARTIES	COUNTRIES	ADVISORY BOARD MEMBERS
4	41	16	10	27

A - CDM project - collaboration of aviation partners

A-CDM is a global concept of cooperation among stakeholders/partners of the airport, through the process of timely exchange of information, adapted procedures and tools.

The cooperation agreement was signed by International Zagreb Airport, the national airline Croatia Airlines, Havas Ground Han-dling and Croatian Air Traffic Control.

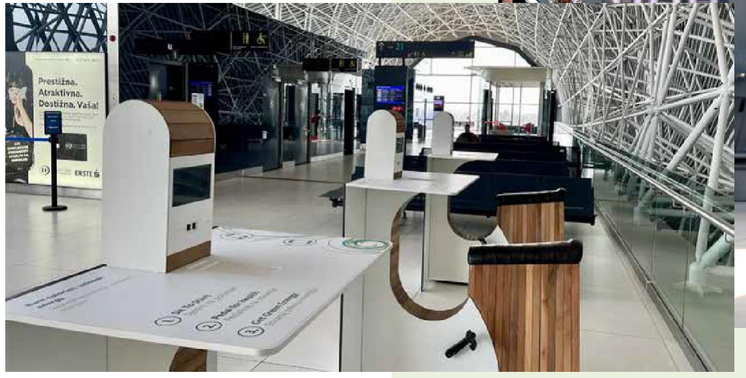
A-CDM project will optimize the use of available resources, ensure better planning and improve the overall operational effi-ciency of Zagreb Airport.

The implementation of the project is expected at the beginning of 2026.

ZAG
COLLABORATIVE
DECISION
MAKING
The efficient way.

WeWatt ECo bike for charging mobile devices Clean energy, healthy body and full battery

Zagreb Airport has created an innovative human powered WeWatt exercise bike area which enables passangers to charge gadgets with their own kinetic energy. Energy gen-erated like this is 100% green, while biking positively impacts passangers health. 10 minutes of biking can recharge about 15% of battery. Bikes themselves are also sustainable as WeWatt uses recycled materials in production of the bikes, while the phone charging kiosks are constructed by people with disability. They also developed an App to enable users to monitor information such as energy produced (HumanWh), calories burned (kcal), distance biked (km) and battery status (% of total capacity).



Airport for Trust seminar

From 26 to 28 June 2025, the annual Airport for Trust Seminar was organized by the ADP Group. It is an initiative launched by the ADP Group with the aim of promoting sustainability and responsibility in the aviation industry. Zagreb International Airport is one of the signatories of the initiative and, by signing it, has committed to working on projects that contribute to strengthening cooperation with the local community, reducing noise, and developing long-term relationships with various stakeholders.

The objective of the seminar was to connect with colleagues and exchange information, experiences, and best practices in the implementation of various corporate social responsibility (CSR) projects. Participants included colleagues from ADP, TAV, Liège Airport, Queen Alia International Airport (Amman), Arturo Merino Benítez International Airport (Santiago de Chile), and Ivato International Airport (Madagascar).

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.

The baseline year was set to 2018 as it is the first full operating year of at the time new, and now current terminal.
MZLZ has set a target to achieve at least 70.48 % reduction in CO_2 emissions in Scope 1 and 2 compared to baseline year by 2050.

- The target year for MZLZ was set to 2050 with 2035 as an interim target year. For the year 2035 Scope 1 and 2 emissions are expected to be reduced by 65.94% from baseline year.

Additionally, Zagreb Airport commits to:

- Maintain Scope 2 emissions at zero through applying for renewable energy GOs
- Expand solar infrastructure to increase self sufficiency
- Improve building insulation and heating efficiency
- Conduct regular internal audits and emissions recalculations
- Increase stakeholder awareness*

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)*.

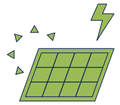
Methodology

Airport Carbon Accreditation** remains the only voluntary global carbon management standard for airports. By adopting Airport Carbon Accreditation as a tool and stan-dard 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 Environmental Minds, the environmental consultancy tasked with enforcing the strict criteria of accreditation and safeguarding the in-dependent character of the programme's framework.
In the period from 2024 to 2026 Zagreb Airport will implement 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".

* SOURCE: Carbon Footprint Manual 2025, Policy Commitment to Emissions Reduction 2025
** SOURCE: HTTPS://WWW.AIRPORTCARBONACCREDITATION.ORG/

Energy consumption and mix

In 2025, Zagreb Airport consumed in total of 40.683,71 MWh of energy, of which 40,42% was from renewable sources, and 59,58% from fossil fuels. Energy consumption is presented in the table below.



In 2025, Zagreb Airport produced 404,20 MWh from its own renewable source (photovoltaic panels).

TABLE energy consumption and mix

ENERGY CONSUMPTION AND MIX	2024	2025	% N/N-1
(1) Fuel consumption from coal and coal products (MWh)	0,00	0,00	0%
(2) Fuel consumption from crude oil and petroleum products (MWh)	1.379,14	852,51	-38,19%
(3) Fuel consumption from natural gas (MWh)	10.166,00	11.598,00	14,09%
(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);	11.048,00	11.788,00	6,70%
(6) Total fossil energy consumption (MWh) (calculated as the sum of lines 1 to 5)	22.593,14	24.238,51	7,28%
Share of fossil sources in total energy consumption (%)	58,46%	59,58%	1,92%
(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)	16.026,00	16.041,00	0,09%
(10) The consumption of self-generated non-fuel renewable energy (MWh)	31,18	404,20	1196,33%
(11) Total renewable energy consumption (MWh) (calculated as the sum of lines 8 to 10)	16.057,18	16.445,20	2,42%
Share of renewable sources in total energy consumption (%)	41,54%	40,42%	-2,69%
Total energy consumption (MWh) (calculated as the sum of lines 6, and 11)	38.650,32	40.683,71	5,26%
"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)"	0,00042	0,00046	9,52%

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 2025, Zagreb Airport emitted 2.410,90 t of CO2e (according to the ACI ACA methodology) in scope 1 of which 87,23% was from stationary sources, and 8,00% from mobile sources.

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 0 g CO_2, which is why emissions in scope 2 (indirect emissions from energy production) are 0 in 2025.

Scope 3

Significant sources of emissions in scope 3 category are: Goods and Commodities, Services, Capital Goods, Fuels and Energy, Waste and Waste Water, Airport Operator Staff Business Travel, Airport Operator Staff Commuting and Home Office, Aircraft, Fuel for vehicles, machinery, GSE, De-icing chemicals for aircraft and surface de-icing, Landside Ground Access, Energy bought from airport operator or third party.
These emissions have decreased in 2025 in respect to 2024 by 7,29%. Landside Ground Access emissions which are related to traffic to and from the airport have increased by 20,04% mostly due to a larger number of passengers in 2025. Emissions related to business travel of the staff decreased in 2025.

Emissions under control of Zagreb Airport (scope 1 + scope 2) increased by 2,27% (market-based method) in 2025 compared to 2024.

TABLE the overview of the ghg emissions in 2025

	Retrospective 2024	2025	% N / N-1
Scope 1 GHG emissions			
Gross Scope 1 GHG emissions (tCO2eq)	2.357,30	2.410,90	2,27%
Percentage of Scope 1 GHG emissions from regulated emission trading schemes (%)	0	0	0,00%
Emissions from stationary sources	1.993,70	2.103,00	5,48%
Emissions from mobile sources	194,7	192,9	-0,92%
Scope 2 GHG emissions			
Gross location-based Scope 2 GHG emissions (tCO2eq)	1.635,00	1.707,00	4,40%
Gross market-based Scope 2 GHG emissions (tCO2eq)	0	0	0,00%
Total scope 1+2 GHG emissions			
Total scope 1 + scope 2 emissions (location-based)	3.992,00	4.118,00	3,16%
Total scope 1 + scope 2 emissions (market-based)	2.357,30	2.410,90	2,27%
Significant scope 3 GHG emissions			
Total Gross indirect (Scope 3) GHG emissions (tCO2eq)	273.737,00	253.774,30	-7,29%
Goods and Commodities	153,90	398,30	158,80%
Services	218,50	784,70	259,13%
Capital Goods	106,00	128,60	21,32%
Fuels and Energy	1.264,60	749,80	-40,71%
Waste and Waste Water	1.303,00	1.327,30	1,86%
Airport Operator Staff Business Travel	7,90	7,70	-2,53%
Airport Operator Staff Commuting and Home Office	233,90	505,30	116,03%
Aircraft	245.009,60	219.655,80	-10,35%
Fuel for vehicles, machinery, GSE	930,60	1.023,20	9,95%
De-icing chemicals for aircraft and surface de-icing	147,80	190,40	28,82%
Landside Ground Access	24.160,50	29.003,30	20,04%
Energy bought from airport operator or third party	200,70	0,00	N/A
Total GHG emissions			
Total GHG emissions (location-based) (tCO2eq)	277.729,00	257.892,30	-7,14%
Total GHG emissions (market-based) (tCO2eq)	276.094,40	256.185,20	-7,21%
GHG intensity per net revenue			
Total GHG emissions (location-based) per net revenue (tCO2eq/EUR)	0,0030384	0,0029162	-4,02%
Total GHG emissions (market-based) per net revenue (tCO2eq/EUR)	0,0030206	0,0028969	-4,10%

ABOUT ZAGREB AIRPORT ENVIRONMENTAL DISCLOSURES SOCIAL DISCLOSURES GOVERNANCE DISCLOSURES

Zagreb Airport calculated its carbon footprint using the worksheets provided by ACI EUROPE. Following the transition to ACA Level 4 accreditation in 2025, the methodology for GHG emissions reporting was updated. As a result, 2024 emissions data were recalculated and extended to ensure consistency and alignment with the new Level 4 requirements.

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
- Flight information (e.g. aircraft type, flight distance)
- Other data (private vehicles, public transportation, surface access, travel, de-icing, APUs)

Zagreb Airport reduced GHG intensity by 4,10% in respect to previous year.

2.2 Environmental Management System

Commitment of the management board to environmental protection is formally shown in the Integrated Management System policy which is publicly 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.

ABOUT ZAGREB AIRPORT ENVIRONMENTAL DISCLOSURES SOCIAL DISCLOSURES GOVERNANCE DISCLOSURES

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 require-ments of ISO 9001:2015, ISO 14001:2015 and ISO 10002:2018.
Integrated Management System includes systematic processes to minimize, manage, and monitor environ-mental 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, Environ-mental 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 Environ-mental protection committee meeting that includes Croatian Air Navigation Services (Croatia Control), Min-istries, 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 sources of noise emission. The most common types of aircraft operating at Zagreb Airport, making approx. 90% of all flights, include the Airbus A320 family (A320, A319) followed by the Airbus A220-300 (BCS3).
Other frequently operated aircraft include the de Havilland Canada DHC Dash 8 Q400, Saab 340 (SF3), Airbus A320neo (A20N), Boeing 737-800, Embraer E190 and Bombardier CRJ900 which belong to ICAO Cat C. A smaller portion of operations include larger ICAO Category D and E aircraft, such as the Airbus A330-200.

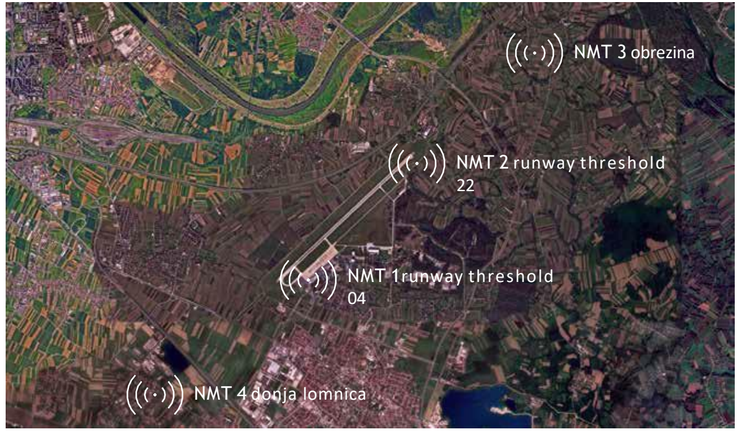
As per current legislation in Croatia, the impacts of airport generated noise to the settlements and adequate response to mitigate it is under the responsibility of several stakeholders and third parties such as airline operators, as well as relevant public authorities e.g. Croatian Air Traffic Control (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.

Noise levels at the monitoring points located near the runway ranged from 59.5 to 72.9 dB(A) throughout the year. The highest values were measured during the summer peak travel season, when aircraft movements increased due to the seasonal flight schedule.
In contrast, the residential monitoring stations recorded lower noise levels, ranging from 54.0 to 62.8 dB(A), with all 2025.

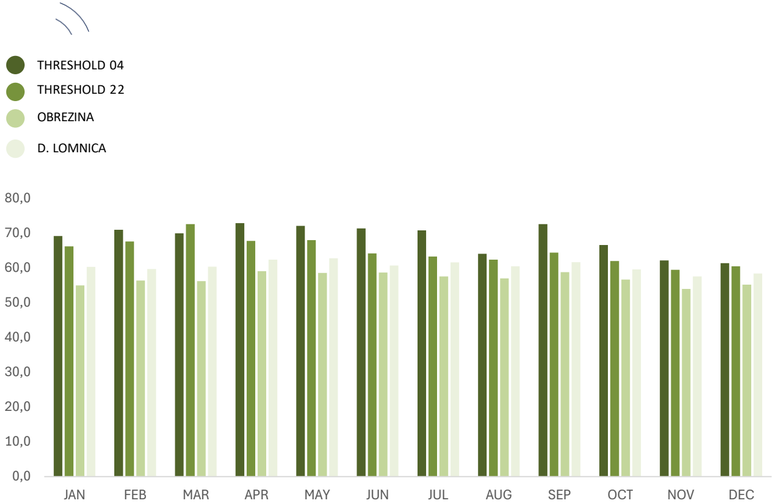
Every five year, a noise chart is produced, which includes operations and characteristics for each type of aircraft.

During 2025, in cooperation with Air Traffic Control and Envirosuite, Zagreb Airport continued to improve its noise monitoring capabilities through the implementation of an upgraded air traffic data interface, which is now in operational use.

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



	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
THRESHOLD 04	69,2	71,0	70,0	72,9	72,1	71,4	70,8	64,1	72,6	66,6	62,2	61,4
THRESHOLD 22	66,2	67,6	72,6	67,8	68,0	64,2	63,3	62,4	64,4	62,0	59,5	60,5
OBREZINA	55,0	56,4	56,2	59,1	58,6	58,7	57,6	57,0	58,8	56,7	54,0	55,2
D. LOMNICA	60,3	59,7	60,4	62,4	62,8	60,7	61,6	60,5	61,7	59,6	57,6	58,4

GRAPH noise measuring results from jan. 2025 dec. 2025

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 wher-ever 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.”

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

Noise reduction plan was adopted for the period from 2022 to 2026 and published on the Zagreb Airport website. The airport has designed and implemented a robust set of measures to effectively address and mitigate the neg-ative 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 neigh-boring communities.

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

1	2	3	4	5
Reducing noise impacts wherever practicable. This includes: → The quietest practicable aircraft operations → Effective and credible noise mitigation schemes.	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.	Influencing planning policy to minimize the number of noise-sensitive properties around our airports.	Organizing to continue to manage noise efficiently and effectively.	Continuing to build on the understanding of aircraft noise to further inform our priorities, strategies, and targets.

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 car-go 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).

TABLE
air quality category at zagreb airport

POLLUTANT	FIRST CATEGORY	SECOND CATEGORY
O_3	✓	
PM_{10}	✓	
NO_2	✓	
CO	✓	

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 infor-mation (in Croatian). Air quality parameters that need to be monitored are the following: carbon monoxide (CO), surface ozone, nitrogen oxides (NOx) expressed as nitro-gen dioxide (NO_2), suspended particulates PM_{10} and benzo(a)pyrene (BaP) in suspended particulates PM_{10}. The independent laboratory that carries out quality mea-surement delivers the original and validated data on air quality measurement and the report on the levels of contamination and assessment of air quality to the com-petent regional, Zagreb and Velika Gorica authorities by March 31st of the current year for the previous calen-dar year.

The results of air quality measurement performed by an authorized, independent third party are evaluated for the period from 1st January 2025 to 31st December 2025. According to the measuring results, air quality for NO_2, CO, PM_{10} and O_3 are ranked in the I category.

According to the existing law, Limit Value for O_3 is 120 mi-crograms 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 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 PM_{10}
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

TABLE limit value of air quality parameters

POLLUTANT	TIME OF AVERAGING	LEVEL OF LIMIT VALUE (LV)	FREQUENCY OF ANNUAL EXCEEDING IN 2022
NO_2	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	—
PM_{10}	24 hours	50 ug/m³	LV should not be exceeded more than 35 times during the year
	1 year	40 ug/m³	—

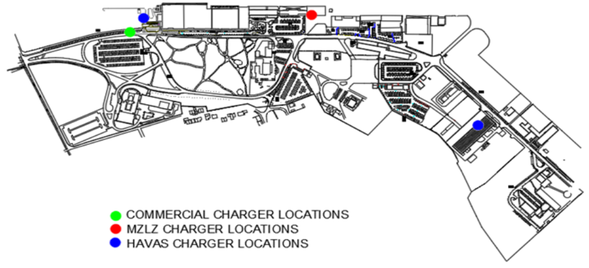
STATISTIČKA OBRADA MJERNIH REZULTATA NA POSTAJI MEĐUNARODNA ZRAČNA LUKA ZAGREB ZA 2025. GODINU

Statistički parametar / Onečišćujuća tvar	*NO_2 µg/m³	*CO mg/m³	*O_3 µg/m³	*CO 8h mg/m³	*O_3 8h µg/m³	PM_{10} µg/m³
Minimalna satna vrijednost	0,7	0,1	0,0	0,1	0,4	-
Maximalna satna vrijednost	104,7	2,9	164,7	2,6	155,7	-
Median satnih vremena usrednjavanja	11,2	0,2	36,1	0,2	38,9	-
Srednja vrijednost satnih vremena usrednjavanja	15,7	0,3	44,2	0,3	44,2	-
Percentil 99,79 satnih vremena usrednjavanja	81,0	-	-	-	-	-
Minimalna 24 satna vrijednost	4,6	-	-	0,2	3,5	2,2
Maximalna 24 satna vrijednost	44,2	-	-	2,6	155,7	77,1
Median 24 satnih vremena usrednjavanja	14,9	-		0,3	71,5	14,9
Srednja vrijednost 24 satnih vremena usrednjavanja	15,7	-	-	0,5	70,9	20,8
Percentil 93,2 24 satnih vremena usrednjavanja	-	-	-	-	126,6	-
Percentil 90,4 24 satnih vremena usrednjavanja	-	-	-	-	-	43,6
Valjanih rezultata satnih vremena usrednjavana (%)	99,7	99,7	99,7	-	-	-
Valjanih rezultata 24 satnih vremena usrednjavana (%)	99,7	-	-	99,7	99,7	100
Broj prekoračenja satnog GV	0	-	-	-	-	-
Broj prekoračenja 24 satnog GV /CV	-	-	-	0	31	24
Trogodišnji prosijek prekoračenja 24 satne CV (2023.-2025.)	-	-	-	-	18	-
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	prva	prva

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 4 (Transformation). Airport Carbon Accreditation focuses on CO_2 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 stakeholders 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, in 2023 MZLZ entered into commercial contract with ZIPER Electrical Vehicles Charging company for installation of 10 chargers on 4 locations:
    - New Passenger Terminal Rent-a-car parking (2 fast chargers);
    - New Passenger Terminal B2C parking (2 fast chargers);
    - New Passenger Terminal B2B parking (2 standard chargers) and
    - Old Passenger Terminal location near General Aviation Terminal available for public use (1 fast + 3 standard chargers).



* AIRPORT CARBON ACCREDITATION APPLICATION MANUAL (ISSUE 14)

Power provision is supplied as Zagreb Airport, while chargers were provided by ZIPER EV.

Apart from commercial charging stations, during 2022-2024 period, Zagreb Airport has installed 5 charging stations for own vehicles on the airside (3 near the New Passenger Terminal, 2 at the Fire Fighting Station). Havas has installed 5 charging stations for their vehicles, both airside and landside - 3 chargers at New Passenger Terminal, 1 in Technical Base, 1 at General Aviation Terminal airside.

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, MZLZ complied with the prescribed limit values in 2025, except at the beginning of the year, when there were minor deviations.

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 2025
Western drain – Velika Gorica city (KO1)	2	April not in copliance, December in compliance with threshold values
Eastern drain – Velika Gorica city (KO2)	2	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)	6	In compliance with threshold values
Pumping station – Sava River (KO7)	6	April not in copliance, other testings 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 2025 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.

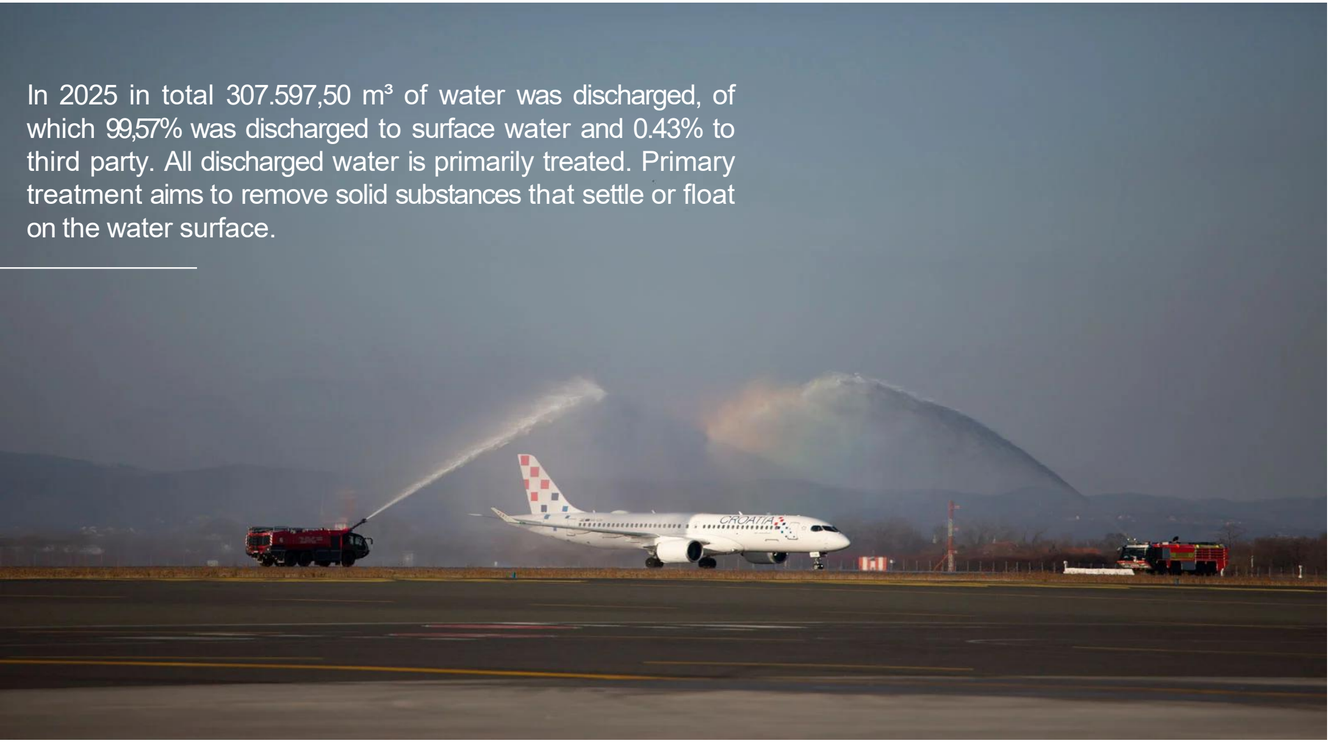


Table water discharge and treatment in the reporting period

Indicator	2024		2025	
	Megaliters	m3	Megaliters	m3
Total water discharge and a breakdown of this total by the following types of destination:		392.542,30		307.597,50
Surface water;		391.406,30		306.262,00
Groundwater;		0		0
Seawater;		0		0
Third-party water (Off-site water treatment), and the volume of this total sent for use to other organizations, if applicable.		1.136,00		1.335,50
A breakdown of total water discharge to all areas in megaliters by the following categories:				
i. Freshwater (≤1,000 mg/L Total Dissolved Solids);		N/A		N/A
ii. Other water (>1,000 mg/L Total Dissolved Solids).		N/A		N/A
The number of occasions on which discharge limits were exceeded;		0		0
A breakdown of total water discharge to all areas by level of treatment, and how the treatment levels were determined;				
• Primary treatment, which aims to remove solid substances that settle or float on the water surface;		392.542,30		307.597,50
• 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

	2024	2025
Total amount of de-icing and anti-icing fluid, in cubic meters and/or metric tonnes, diluted to application concentration and applied to aircraft, broken down by:	111.453,00	171.530,00
type of de-icing fluid (Type-I)	86.479,00	101.875,00
anti-icing fluid (Type-IV)	24.974,00	69.655,00
Total amount, in cubic meters and/or metric tonnes, of de-icing and anti-icing material applied to airside operational surfaces, broken down by:		
	150,00	183,00
Nordway - KF		
Report the 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)

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 (NO_2), suspended particulates PM_{10} and benzo(a)pyrene (BaP) in suspended par-ticulates PM_{10}.
- 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 health and 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 2024 and 2025

Water consumption	2024	2025	% N / N-1
Water inflows/withdrawals in m3	76.214,00	75.264,00	-1,25%
i. surface water	0,00	0,00	0,00%
ii. groundwater	6.136,00	5.573,00	-9,18%
iii. seawater	0,00	0,00	0,00%
iv. produced water	0,00	0,00	0,00%
v. third-party water	70.078,00	69.691,00	-0,55%
Total water consumption* in m3;	88.028,00	86.228,00	-2,04%
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**	11.814,00	10.964,00	-7,19%
Percentage of water recycled and reused by the company.	13,42	12,72	-5,22%
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)	0,00096	0,00098	2,08%

* WATER SUPPLY + ARTESIAN WELL + COLLECTING RAINWATER
** PROVIDED DATA ONLY FOR RAIN WATER

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.

Waste-related targets from 2024–2026:

Waste-related Percentage of recyclable waste ratio in waste content from airport in 2024 – 5,9%, in 2025 – 7%, in 2026 – 7,2%.

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-haz-ardous waste and hazardous waste) and source.

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 environ-mental 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 2025 amounts to 205,10 t and includes: paper and cardboard packaging, plastic packaging, wooden packaging, glass packaging, bulk waste, plastic, used tires, alkaline batteries and grease and oil mixture from oil/water separation.

Total hazardous waste for 2025 amounts to 5,53 t 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, absorbents and filter materials.

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.

TABLE hazardous and non-hazardous waste

Waste	2024	2025	% N / N-1
The total amount of waste generated (in t)	1.481,07	1.630,64	10,10%
Total amount of non-hazardous waste	176,34	205,10	16,31%
Total amount of hazardous waste	9,74	5,53	-43,22%
Mixed municipal waste*	1.294,99	1.420,00	9,65%

* AMOUNTS OF MIXED MUNICIPAL WASTE IS APPROXIMATED BASED ON THE NUMBER OF ANNUAL PASSENGERS AND APPROXIMATION OF THE MIXED MUNICIPAL WASTE GENERATED PER PASSENGER

Other environmental matters

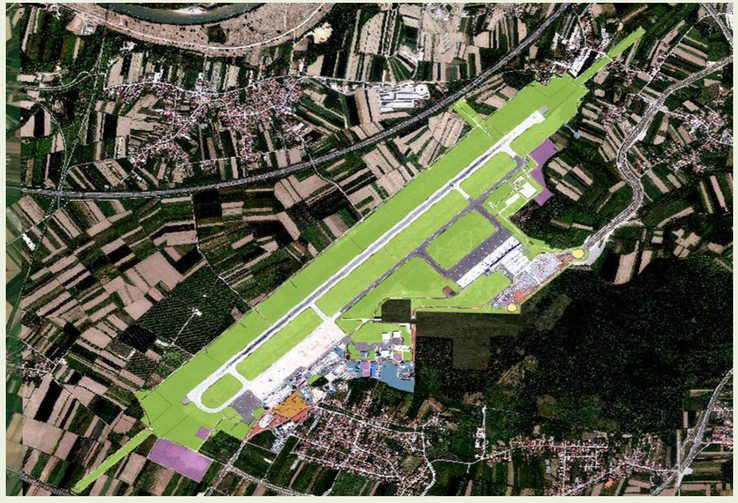
Biodviersity and Ecosystem Management

Biodiversity represents the variety of life that maintains ecological balance, providing essential services such as clean air, water and climate regulation.

Zagreb Airport recognizes that its 347-hectare site serves as a vital ecological corridor rather than just a transport hub. Approximately 230 hectares of this area consist of grassy vegetation that provides critical feeding grounds and habitats for local flora and fauna.

Biodiversity Policy

In February 2025, Zagreb Airport significantly strengthened its environmental framework by adopting its first comprehensive Biodiversity Policy. This policy formally integrates nature protection into our daily airport operations and long-term infrastructure planning. By aligning with international standards, the policy ensures that out ecological commitments meet global benchmarks for sustainability.



Biodiversity Strategy

To provide a long-term roadmap for these commitments, the airport has implemented the first Biodiversity Strategy. The purpose of this document is to balance operational growth with environmental responsibility. It serves to identify environmental pressures, such as noise and surface heat, and defines clear strategic goals to minimize the airport's ecological footprint while actively contributing to the preservation of local habitats.

Biodiverstiy Action Plan (BAP)

Following the adoption of the Strategy, a dedicated Biodiversity Action Plan is being developed. This plan will cover the 2026-2028 period, outlining specific, time-bound actions and technical measures required to achieve our strategic objectives.

Vegetation Monitoring

A key component of our environmental management involves systematic monitoring of the airport’s grassy vegetation. This monitoring is conducted internally and follows a seasonal cycle that began in March 2025 with a winter survey to establish a baseline. The monitoring is carried out at five permanent micro-locations: three on the airside and two on the landside, with each location covering an area of 1 m². These points are used to document the composition of mesophilic meadow communities throughout the year. This year-round observation is essential for a comprehensive understanding of habitat potential and more effective planning for natural resource management.

Tree Inventory

During 2025, a detailed project titled "Inventory of Vegetation in the area of International Airport Zagreb Jsc." was completed by the Croatian Forest Research Institute (HŠI). The project aimed to establish a precise database of all individual trees on the site, including their exact positions, species, heights, and diameters at breast height.

- Ecosystem Services and CO_2: For all recorded trees, calculations were performed for wood stock, biomass, and CO_2 storage and compensation capacities.
- Health Assessment: Using the Visual Tree Assessment (VTA) method, the health status of all individuals was evaluated. The assessment found that 74.19% of the trees are in healthy or good condition, while 24.88% fall into categories of medium to poor health.
- Management Recommendations: To maintain ecological quality, we have implemented recommendations for sanitary pruning and the removal of dry or hazardous trees. Notably, trees that do not pose a safety risk but support biodiversity—such as those housing nesting birds—are retained where possible.
- Digital Database: The project resulted in a comprehensive database in .xlsx and GIS (.shp) formats, which will be updated every two to three years for health monitoring and every five years for a full vegetation inventory.

This scientific foundation allows Zagreb Airport to manage its green infrastructure with precision, ensuring the long-term health of our landscape and the continued provision of essential ecosystem services.

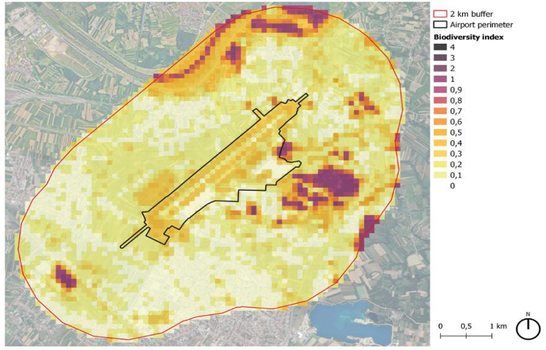
Biodiversity Index

To objectively assess and compare the potential biodiversity of our site, we have adopted the Biodiversity Index (BI) methodology, as developed by Groupe ADP. This quantitative tool assigns coefficients to different land-cover types (forests, grasslands, urban areas) based on field observations and satellite imagery.

The index is calculated using the following formula:

$$BI = \Sigma(Ibdvi \times Sbdvi) / \Sigma sbdvi$$

Where Ibdvi is the biodiversity weighting index for a habitat, and Sbdvi is the area of that habitat.



Herbicides Use and Management

Zagreb Airport 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 2025, 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 2025.

There was in total 25 wildlife strikes in 2025, which equals to 5 wildlife strikes per 10,000 aircraft movements. The value is equal to the value 2024, when there was in total 21 wildlife strikes or 5 wildlife strikes per 10,000 aircraft movements.

Actions

- Monitoring of chemical substance usage was introduced and included in the Integrated Management System's monthly report.
- Zagreb Airport started 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 procurement 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. 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:

- EU Taxonomy Regulation (EU) 2020/852 of June 18, 2020 on the establishment of a framework to facilitate sustainable investments;
- Climate Delegated Act (EU) 2021/2139 of 4 June 2021
- Disclosure Delegated Act (EU) 2021/2178 of 6 July 2021
- Environmental Delegated Act (EU) 2023/2486 of 27 June 2023
- Delegated Regulation (EU)2023/2485 of 27 June 2023 amending Delegated Regulation (EU) 2021/2139

Eligibility analysis

Taxonomy eligible sustainable activities are those listed and described in the delegated acts. “Eligibility” means that the activity has the potential to contribute to one of the six environmental objectives. First eligibility analysis was performed in 2023. Upon release of Environmental Delegated Acts and Amendments to the Climate Delegated Act, Zagreb Airport repeated the eligibility analysis.

The core business activity of Zagreb Airport is management, operation and maintenance of airport infrastructure, including buildings, parking spaces and runways. The sustainability reporting task-force, which includes representatives from various sectors such as Integrated Management System, Sustainable Development and Risk Management, Maintenance, Commercial, as well as Finance and Accounting, supported by external experts, determined eligibility of activities based on benchmarking analysis and detailed analysis of the taxonomy activities’ description. Based on this, it was concluded that Zagreb Airport performs three taxonomy eligible activities:

TABLE conclusions of the eligibility analysis

ECONOMIC ACTIVITY	GOAL	DESCRIPTION	EXPLANATION
6.17 **Low carbon airport infrastructure**	CCM	Construction, modernisation, maintenance and operation of infrastructure that is required for zero tailpipe CO_2 operation of aircraft or the airport’s own operations, and for provision of fixed electrical ground power and preconditioned air to stationary aircraft as well as infrastructure dedicated to transhipment with rail and water transport. (enabling activity)	Zagreb Airport operates and maintains airport infrastructure. They provide fixed electrical ground power and preconditioned air to stationary aircraft.
7.7 **Acquisition and ownership of buildings**	CCM	Buying real estate and exercising ownership of that real estate.	Zagreb Airport exercises ownership over buildings and parking spaces from which generates revenue.
3.4 **Maintenance of roads and motorways**	CE	Maintenance of streets, roads and motorways, other vehicular and pedestrian ways, surface work on streets, roads, highways, bridges, tunnels, aerodrome runways, taxiways and aprons, defined as all actions undertaken to maintain and restore the serviceability and level of service of roads. The economic activity includes routine maintenance, which can be scheduled on a periodical basis. The economic activity also includes preventive maintenance and rehabilitation which are defined as works undertaken to preserve or restore serviceability and to extend the service life of an existing road. The maintenance operation is mainly dedicated to pavement management and concerns only the following main elements of the road: binder course, surface course and concrete slabs. The roads in the scope of this economic activity are made of asphalt, concrete or a combination of the two.	Zagreb Airport is in charge of maintenance of the aerodrome runway, taxiways and aprons in order to maintain high level of service. There are no revenues from this activity, just capital and operative expenditures.

Alignment analysis

For eligible activities, Zagreb Airport determined compliance with the technical screening criteria. 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”).

TSC criteria

- Substantial contribution criteria to climate change mitigation (CCM) – 6.17. Low carbon airport infrastructure

Zagreb Airport has in place the Carbon reduction strategy with the aim to achieve net zero in its own operations by 2050. In order to contribute to climate change mitigation, Zagreb Airport has dedicated capital investments.

- Substantial contribution criteria to climate change mitigation (CCM) – 7.7 Acquisition and ownership of buildings

Zagreb Airport has been awarded a LEED Silver certificate which confirms sustainable construction. This means that the Zagreb Airport building has been constructed using more sustainable materials and is more energy efficient. However, none of the buildings have energy certificate A, making this activity taxonomy eligible, but not aligned.

- Substantial contribution criteria to climate change mitigation (CCM) – 3.4 Maintenance of roads and motorways

Based on the technical analysis of the capital investment in taxiway in 2024 and regular maintenance of runway and airside, it was concluded that, while circular economy principles were followed, not all technical screening criteria were met. Therefore, this economic activity is considered taxonomy eligible but not aligned.

DNSH criteria

Climate change mitigation: not applicable. Traffic congestion is not expected as the works are performed on aerodrome runway and taxiways.

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 chapter 2.1 Climate change. Additionally, extreme weather events are part of the annual strategic risk assessment, and this risk is continuously monitored.

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 within the Integrated management system, sustainable development and risk management department in line with the applicable regulation.

Circular economy: In 2025, there were no significant construction and demolition activities within management of Zagreb Airport. Maintenance of the runway and taxiways is addressed under TSC for activity 3.4 Maintenance of roads and motorways.

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.

Taxonomy eligible turnover amounts 84.204.657,26 EUR and is related to the revenue from airport activity attributable to core business, i.e. 6.17. Low carbon airport infrastructure and leased parking space and commercial area in terminals which is attributable to 7.7 Acquisition and ownership of buildings. There is no taxonomy-aligned revenue in 2025. The accounting policies related to the calculation of turnover are described in the annual financial report in Note 5.

TABLE proportion of turnover from products or services associated with taxonomy-aligned economic activities – disclosure covering year 2025

Financial year 2025	2025			Substantial contribution criteria						DNSH criteria ("Does Not Significantly Harm") [8]									
Economic Activities (1)	Code [1] (2)	Turnover (3)	Proportion of Turnover, year 2025 (4)	Climate Change Mitigation (5)	Climate Change Adaptation (6)	Water (7)	Pollution (8)	Circular Economy (9)	Biodiversity (10)	Climate Change Mitigation (11)	Climate Change Adaptation (12)	Water (13)	Pollution (14)	Circular Economy (15)	Biodiversity (16)	Minimum Safeguards (17)	Proportion of Taxonomy-aligned (A.1.) or -eligible (A.2.) turnover, year 2023 (18)	Category enabling activity (19)	Category transitional activity (20)
Text		*EUR*	*%*	*Y; N; N/EL*	*Y; N; N/EL*	*Y; N; N/EL*	*Y; N; N/EL*	*Y; N; N/EL*	*Y; N; N/EL*	*Y/N*	*Y/N*	*Y/N*	*Y/N*	*Y/N*	*Y/N*	*Y/N*	*%*	*E*	*T*
A. TAXONOMY-ELIGIBLE ACTIVITIES																			
A.1. Environmentally sustainable activities (Taxonomy-aligned)																			
Turnover of environmentally sustainable activities (Taxonomy-aligned) (A.1)		0	**0%**	**0%**	**0%**	**0%**	**0%**	**0%**	**0%**	Y	Y	Y	Y	Y	Y	Y	%		
Of which enabling		0	%	**0%**	**0%**	**0%**	**0%**	**0%**	**0%**	Y	Y	Y	Y	Y	Y	Y	%	E	
Of which transitional		0	%	%						Y	Y	Y	Y	Y	Y	Y	%		T
A.2. Taxonomy-eligible but not environmentally sustainable activities (not Taxonomy-aligned activities) [7]																			
				EL; N/EL	*EL; N/EL*	*EL; N/EL*	*EL; N/EL*	*EL; N/EL*	*EL; N/EL*										
Acquisition and ownership of buildings	CCM 7.7	7.799.457,73	9,26%	*EL*	*N/EL*	N/EL	N/EL	*N/EL*	N/EL								0%		
Low carbon airport infrastructure	CCM 6.17	76.405.199,53	90,74%	*EL*	*N/EL*	N/EL	N/EL	*N/EL*	N/EL								100%		
Turnover of Taxonomy-eligible but not environmentally sustainable activities (not Taxonomy-aligned activities) (A.2)		84.204.657,26	100,00%	100%	0%	0%	0%	0%	0%								100%		
A. Turnover of Taxonomy-eligible activities (A.1+A.2)		84.204.657,26	100,00%	100%	0%	0%	0%	0%	0%										
B. TAXONOMY-NON-ELIGIBLE ACTIVITIES																			
Turnover of Taxonomy-non-eligible activities		0,00	0%																
TOTAL		84.204.657,26	**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. In 2025, there were in total 1.067.942,48 EUR capital investments in taxonomy eligible activities: 6.17 Low carbon airport infrastructure and 3.4 Maintenance of roads and motorways. Investment in replacing vertical lights, replacement of generators and runway guard lights are the most significant in 2025. Together with other smaller investments they make amount of 980.444,48 EUR which is considered taxonomy aligned as it is part of the Carbon reduction strategy and contributes to the greening of the airport infrastructure.

In 2025, 21,91 % of capital expenditures are considered taxonomy-eligible, for an amount of 1.067.942,48 EUR. 980.444,48 EUR of investments are considered taxonomy aligned, which amounts to 20,11% of total capital expenditures. The accounting policies related to the calculation of capital expenditure are stated in the annual financial report in Note 15 and 16.

Table proportion of capex from products or services associated with taxonomy-aligned economic activities – disclosure covering year 2025

Financial year 2025	2025			Substantial contribution criteria						DNSH criteria ("Does Not Significantly Harm") [16]									
Economic Activities (1)	Code [9] (2)	CapEx (3)	Proportion of CapEx, year N (4)	Climate Change Mitigation (5)	Climate Change Adaptation (6)	Water (7)	Pollution (8)	Circular Economy(9)	Biodiversity(10)	Climate Change Mitigation (11)	Climate Change Adaptation (12)	Water (13)	Pollution (14)	Circular Economy (15)	Biodiversity (16)	Minimum Safeguards (17)	Proportion of Taxonomy-aligned (A.1.) or eligible (A.2.) CapEx, year 2023 (18)	Category enabling activity (19)	Category transitional activity (20)
Text		*EUR*	*%*	*Y; N; N/EL [10] [11]*	*Y; N; N/EL [10] [11]*	*Y; N; N/EL [10] [11]*	*Y; N; N/EL [10] [11]*	*Y; N; N/EL [10] [11]*	*Y; N; N/EL [10] [11]*	*Y/N*	*Y/N*	*Y/N*	*Y/N*	*Y/N*	*Y/N*	*Y/N*	*%*	*E*	*T*
A.TAXONOMY-ELIGIBLE ACTIVITIES																			
A.1.Environmentally sustainable activities (Taxonomy-aligned)																			
Low carbon airport infrastructure	CCM 6.17	980.444,48	20,11%	Y	N/EL	N/EL	N/EL	N/EL	N/EL	Y	Y	Y	Y	Y	Y	Y	%	E	
CapEx of environmentally sustainable activities (Taxonomy-aligned) (A.1)		980.444,48	**20,11%**	**20,11%**	**0%**	**0%**	**0%**	**0%**	**0%**	**Y**	**Y**	**Y**	**Y**	**Y**	**Y**	**Y**	%		
Of which enabling		980.444,48	20,11%	20,11%	0%	0%	0%	0%	0%	Y	Y	Y	Y	Y	Y	Y	%	E	
Of which transitional		0	0%	0%						Y	Y	Y	Y	Y	Y	Y	%		T
A.2.Taxonomy-eligible but not environmentally sustainable activities (not Taxonomy-aligned activities) [15]																			
				EL; N/EL [14]	*EL; N/EL [14]*	*EL; N/EL [14]*	*EL; N/EL [14]*	*EL; N/EL [14]*	*EL; N/EL [14]*										
Maintenance of roads and motorways	CE 3.4	87.498,00	1,80%	N/EL	N/EL	N/EL	N/EL	EL	N/EL								%		
CapEx of Taxonomy-eligible but not environmentally sustainable activities (not Taxonomy-aligned activities) (A.2)		87.498,00	**1,80%**	N/EL	0%	0%	0%	1,80%	0%								%		
A. CapEx of Taxonomy-eligible activities (A.1+A.2)		1.067.942,48	21,91%	20,11%	0%	0%	0%	1,80%	0%										
B. TAXONOMY-NON-ELIGIBLE ACTIVITIES																			
CapEx of Taxonomy-non-eligible activities		3.806.591,02	**78,09%**																
TOTAL		4.874.533,50	**100 %**																

OpEx

The EU taxonomy's definition of the KPI "operating expenditure - OpEx" 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). In 2025, there were in total 17.458.459,85 EUR of OpEx that is in line with the taxonomy definition of OpEx. Taxonomy eligible OpEx amounts to 394.197,46 EUR, of which 375.114,92 EUR was invested in regular maintenance of roads, runways and taxiways (activity 3.4 Maintenance of roads and motorways), 13.782,54 EUR was invested in maintenance of buildings and parking spaces that are related to the revenues from leases of commercial spaces and parking lots (7.7 Acquisition and ownership of buildings) and 5.300,00 EUR was allocated to the Life Cycle costs of Airport infrastructure, including Split or VRV system replacement in all facilities.

None of these expenditures comply with the technical screening criteria, therefore there are no taxonomy aligned OpEx in 2025.

In 2025, 2,26% of OpEx expenditures is considered taxonomy eligible with the amount 394.197,46 EUR. There are no taxonomy aligned operational expenditures. The accounting policies related to the calculation of operating expenditures are stated in the annual financial report in Note 7 and 8.

Table proportion of opex from products or services associated with taxonomy-aligned economic activities – disclosure covering year 2025

Financial year 2025		2025		Substantial contribution criteria						DNSH criteria ("Does Not Significantly Harm") [22]									
Economic Activities (1)	**Code [17] (2)**	**OpEx (3)**	**Proportion of OpEx, year N (4)**	**Climate Change Mitigation (5)**	**Climate Change Adaptation (6)**	**Water (7)**	**Pollution (8)**	**Circular Economy (9)**	**Biodiversity (10)**	**Climate Change Mitigation (11)**	**Climate Change Adaptation (12)**	**Water (13)**	**Pollution (14)**	**Circular Economy (15)**	**Biodiversity (16)**	**Minimum Safeguards (17)**	**Proportion of Taxonomy-aligned (A.1.) or -eligible (A.2.) OpEx, year 2023 (18)**	**Category enabling activity (19)**	**Category transitional activity (20)**
Text		*EUR*	*%*	*Y; N; N/EL*	*Y; N; N/EL*	*Y; N; N/EL*	*Y; N; N/EL*	*Y; N; N/EL*	*Y; N; N/EL*	*Y/N*	*Y/N*	*Y/N*	*Y/N*	*Y/N*	*Y/N*	*Y/N*	*%*	*E*	*T*
A. TAXONOMY-ELIGIBLE ACTIVITIES																			
A.1. Environmentally sustainable activities (Taxonomy-aligned)																			
OpEx of environmentally sustainable activities (Taxonomy-aligned) (A.1)		0	**0%**	**0%**	**0%**	**0%**	**0%**	**0%**	**0%**	**Y**	**Y**	**Y**	**Y**	**Y**	**Y**	**Y**	0%		
Of which enabling		0	**0%**	%	%	%	%	%	%	Y	Y	Y	Y	Y	Y	Y	0%	E	
Of which transitional		0	**0%**	%						Y	Y	Y	Y	Y	Y	Y	0%		T
A.2.Taxonomy-eligible but not environmentally sustainable activities (not Taxonomy-aligned activities) [22]																			
				EL; N/EL	*EL; N/EL*	*EL; N/EL*	*EL; N/EL*	*EL; N/EL*	*EL; N/EL*										
Maintenance of roads and motorways	CE 3.4	375.114,92	2,15%	N/EL	N/EL	N/EL	N/EL	EL	N/EL								0%		
Acquisition and ownership of buildings	CCM 7.7	13.782,54	0,08%	EL	N/EL	N/EL	N/EL	N/EL	N/EL								0%		
Low carbon airport infrastructure	CCM 6.17	5.300,00	0,03%	EL	N/EL	N/EL	N/EL	N/EL	N/EL								0%		
OpEx of Taxonomy-eligible but not environmentally sustainable activities (not Taxonomy-aligned activities) (A.2)		394.197,46	2,26%	0,11%	0%	0%	0%	2,15%	0%										
A.OpEx of Taxonomy eligible activities (A.1+A.2)		394.197,46	2,26%	0,11%	%	%	%	2,15%	%										
B.TAXONOMY-NON-ELIGIBLE ACTIVITIES																			
OpEx of Taxonomy-non-eligible activities		17.064.262,39	97,74%																
TOTAL		17.458.459,85	**100 %**																

Table proportion of eligible and aligned turnover, capex and opex per climate and environmental goals

	PROPORTION OF TURNOVER/TOTAL TURNOVER		PROPORTION OF CAPEX/TOTAL CAPEX		PROPORTION OF OPEX/TOTAL OPEX	
	taxonomy-aligned per objective	taxonomy-eligible per objective	taxonomy-aligned per objective	taxonomy-eligible per objective	taxonomy-aligned per objective	taxonomy-eligible per objective
CCM	0%	100%	20.11%	20.11%	0%	0.11%
CCA	0%	0%	0%	0%	0%	0%
WTR	0%	0%	0%	0%	0%	0%
CE	0%	0%	0%	1.80%	0%	2.15%
PPC	0%	0%	0%	0%	0%	0%
BIO	0%	0%	0%	0%	0%	0%

Nuclear energy and fossil fuel related activities statement

The undertaking does not carry out, funds or has exposures to activities related to nuclear energy or gas.

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.

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

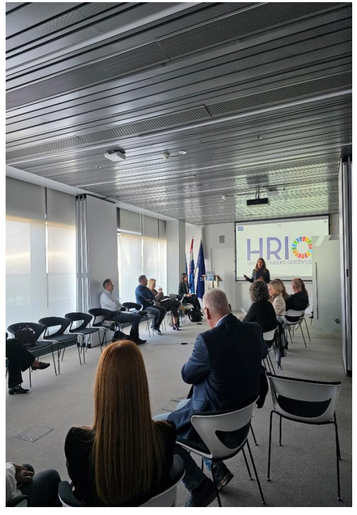
With its internal working regulations and Code of Ethics, Zagreb Airport commits to basing employment relationships on the principles of equal opportunity and fair treatment. The airport does not discriminate based on personal characteristics such as racial and ethnic origin, color, sex, sexual orientation, 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.

In line with the above, on October 16, 2025, we held an internal workshop for our employees titled Introduction to Human Rights Management Policies and Practices and Diversity and Inclusion Policy. The session was led by experts from Croatian Business Council for Sustainable Development (HR PSOR), who, through practical examples and engaging interaction, brought to life the importance of respecting human rights, fostering ethical business conduct, and embracing diversity as a cornerstone of sustainable development.

Participants had the opportunity not only to gain new knowledge, but also to share their own experiences and reflect on the important role each of us plays in building an inclusive and supportive organizational culture.

This workshop is a clear reminder that signing the Charter is not merely a symbolic gesture—it represents a genuine commitment and a concrete step toward embedding the principles of sustainability, equality, and social responsibility into our everyday work.

At the same time, this is just the beginning of our journey. In the coming period, we will continue to organize trainings and workshops focused on sustainability, corporate social responsibility, and nurturing a culture where diversity is truly recognized, respected, and valued.



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 strat-egy 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 retri-bution. 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.

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 bar-riers, 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 import-ant topics, point out the changes and communicate the opportunities related to job openings, training, activi-ties etc.

ABOUT ZAGREB AIRPORT ENVIRONMENTAL DISCLOSURES SOCIAL DISCLOSURES GOVERNANCE DISCLOSURES

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 griev-ances 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 em-ployee 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 rem-edy can be provided in different forms such as apologies, restitution, rehabilitation, financial or non-financial com-pensation, and punitive sanctions (whether criminal or administrative, such as fines), as well as the prevention of harm through, for example, guarantees of non-repe-tition. 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 2025 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.

Employee fills 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 ad-dressed 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.

In 2025 new Collective Bargaining Agreement was signed by which fair wage adjustment that takes into account market trends, inflation, and the cost of living was agreed.

In 2025 there were no collective dismissals as defined in the national labor law.

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. The risk assessment revision was made in April 2025.

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,
  - Training of persons for rescuing people from elevators
- Evacuation.

In 2025, a total of 50 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 2025, a safety awareness campaign for the Airport employees was continued. The campaign emphasizes the collective responsibility for a secure airport environment and reinforces 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 2025, there were 21 H&S inspections/audits which resulted in 0 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, in 2025, a "Performance for children of employees " was held. Through engaging activities, educational tours, and interactive workshops, Zagreb Airport aims to create a memorable experience for the children while promoting values of social 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 2025, Zagreb Airport continued to invest in personal and professional growth of employees. This included internal trainings related to job specifics. There was in total 11,8 hours (women) and 51,14 hours (men) 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 responsibilities. 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, including management of the Airport. 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 applicants. 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.

In 2025, we adopted a Diversity Policy and introduced an Action Plan for the period 2025–2027, reaffirming and strengthening our commitment to preventing discrimination and ensuring equal development opportunities for all employees.

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.

Targets

Zagreb Airport's targets in relation to the IROs related to the own workforce are:

- ✓0 work-related injuries of direct employees
- ✓carry out all required training in accordance with the applicable regulations (European Commission Regulation (EU) No 139/2014) and the Aerodrome Manual

Workforce structure

TABLE employees by gender

Employees by gender	2024	2025
Gender	Number of employees (head count)	
Male	149	157
Female	80	80
Total employees	229	237

The number of employees is measured in head count and on the 31st of December. In 2025, we had two agency workers within our workforce.

There were in total 25 new hires, 0 dismissals and 17 voluntary departures in 2025. Turnover rate in 2025 was 15% which is higher than in 2024 when turnover rate was 14%.

TABLE employee turnover

Employee turnover	2024		2025	
	Male	Female	Male	Female
Hires	11	6	19	6
Dismissal	12	5	11	6
Voluntary departures	12	5	11	6
Total number of employees	149	80	157	80
Turnover rate (%)	8	6	7	8
New jobs created	0	0	0	0

*NUMERATOR INCLUDES VOLUNTARY DEPARTURES AS WELL AS DISMISSALS, WHILE THE DENOMINATOR EQUALS TOTAL NUMBER OF EMPLOYEES AS DISCLOSED IN S1-6.

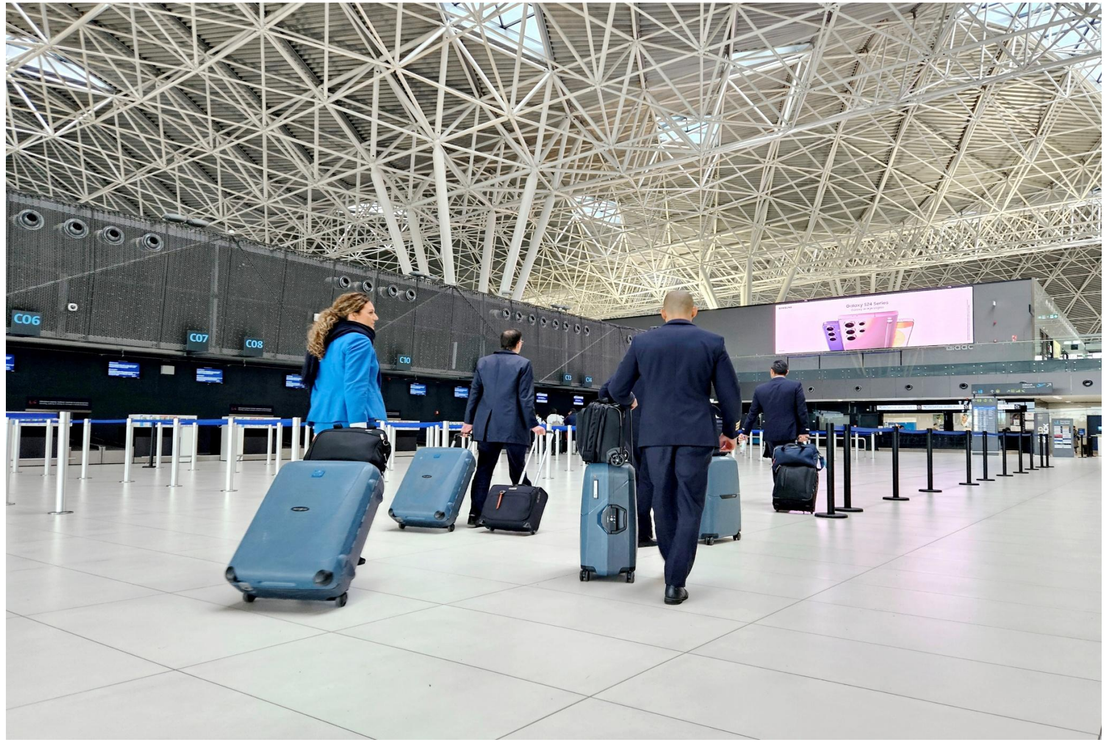


TABLE number of employees by contract type

Contract type	2024			2025		
	Female	Male	Total	Female	Male	Total
Number of employees	80	149	229	80	157	237
Number of permanent employees	78	146	224	76	153	229
Number of temporary employees	2	3	5	4	4	8
Number of non-guaranteed hours employees	n/a	n/a	n/a	n/a	n/a	n/a
Number of full-time employees	80	149	229	80	157	237
Number of part-time employees	0	0	0	0	0	0

In 2025, 96,62 % of employees were permanently employed. All employees were employed full-time.

Metrics

Collective bargaining coverage and social dialogue

In 2025, 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 38% of top managers.

Indicator	2024	2025	% N / N-1
Number of women at top management level	5	5	0,00%
Percentage of women at top management level	38	38	0,00%
% of employees in <30 years old group	9,17%	9,28%	1,20%
% of employees in 30-50 years old group	47,16%	50,63%	7,36%
% of employees > 50 years old group	43,67%	40,08%	-8,22%

In 2025 the unadjusted gender pay gap was 1,23%.

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

From 2024, performance reviews are obligatory for all levels. In the reporting period, 66% of female and 72% male employees participated in regular performance and career development reviews. There was in total 8.972,50 h of education and training, which equals to 37.86 average number of training hours per employee.

Indicator	2024		2025	
	Women	Men	Women	Men
The percentage of employees that participated in regular performance and career development reviews	85%	89%	66%	72%
The average number of training hours per employee	4,5	12,7	11,80	51,14

Health and safety metrics

In 2025, all members of the company's own workforce were covered by the occupational safety management system and there were one injury. During a regular visit to the sorting room, a worker hit his left ankle on the handle of a baggage cart.

Indicator	2024	2025	% N / N-1
Total number of employees	229	237	3,49%
Total man-hours worked - Annual	404.332	404.055	-0,07%
Percentage of own workforce covered by health and safety management system	100%	100%	0,00%
Fatalities as a result of work-related injuries and work-related ill health	0	0	0,00%
The number of recordable work-related accidents	2	1	-50,00%
The rate of recordable work-related accidents	0,99	0,49	-50,51%
Cases of recordable work-related ill health of employees, subject to legal restrictions on the collection of dana	0	0	0,00%
The number of days lost to work-related injuries and fatalities from work-related accidents, work-related ill health and fatalities from ill health	35	8	-77,14%
Lost time due to work-related injuries	384	96	-75,00%

* 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 the 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. Integrated management system, sustainable development and risk management 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 2025.

TABLE engagement with affected communities in 2025

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	Follow up of the strategic plan of Branding City of Velika Gorica as City of Aviation - discussion on activities and projects in 2025
Tourist board city of Velika Gorica Tourist board of Zagreb county	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 cooperation on destination promotion projects
Education center Velika Gorica	Special visit to Education center VG Cooperation on projects aimed at improving the living and working conditions of the residents of the center	Twice a year As needed and requested by the Education center administration	Gathering and participation in workshops with children and their teachers Sponsorship
Airport stakeholders (CTN, other airlines, BTA, SDA, IACC, forwarders, HAVAS – Ground Handling Services, Resalta, ATC, community representative)	Information disclosure	Annual basis Once a year	Carbon Management Stakeholder Engagement Plan Significant environmental aspects
Croatian History Museum	Cooperation in opening a Museum Zone in pax terminal, a cultural space dedicated to showcasing key moments, figures and achievements from Croatia's past	Regular meetings with Museum representatives several time a year	Discussion on passenger/visitor dynamics in the museum zone; Agreement on social media posts; Maintenence and updating of content
Croatian Music Institute	Cooperation on the Project Music That Travels Further, - Music Institute building is currently undergoing renovation, the piano named the "Piano of Hope" has been temporarily installed in departure area until the renovation is completed, which is expected in 2027.	Regular frequency of meetings and performances in departure area.	The aim of this collaboration is to present the Croatian Music Institute to the many passengers as an important part of Zagreb's musical heritage.

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 publicly available at the official website.

Zagreb Airport has a documented grievance procedure to address grievances from the public within a defined timeframe. 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
- Feed back QR code in the passenger terminal
- E-mail: feedback@zag.aero; info@zag.aero;
- Feedback Totem collection box (offlineB2CFeedback 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 2025, Zagreb Airport received 42 complaints related to the disturbance/nuisance.
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	42 Complaints referred to the noise impact vs local community: **1) aircraft noise over Sesvetski Kraljevec - 4 cases** No corrective activity. Here is the official MZLZ statement: ''In accordance with the decision of the Ministry of Environmental Protection and Green Transition MZLZ conducts continuous monitoring of noise levels at emission control points: - measuring point 1; distance from runway treshold 05 - 306 m, - measuring point 2; distance from runway treshold 023 - 307 m, - measuring point 3; Donja Lomnica settlement, - measuring point 4; Obrezina settlement, In the period from June 1 to October 1, MZLZ also conducts monitoring of noise levels at following emission control points: - measuring point 5; Črnkovec settlement, - measuring point 6; the village of Kosnica, - measuring point 7; Pleso settlement, - measuring point 8; the city of Velika Gorica, and - measuring point 9; Selnica Šćitarjevska settlement. All measurement data are published on the MZLZ web site. Since MZLZ does not develop the Air Corridors, Crocontrol is designated for the flight procedures production. Thus, MZLZ will have meeting with Crocontrol–and will present the Noise issue at meetings. MZLZ conducts the measurements in accordance with the decision of the Ministry of Environment and Green Transition''. 2) aircraft noise over Dumovec - 37 cases No corrective activity. Here is the official MZLZ statement: ''MZLZ is thankful for customers' communicating with us and sharing concerns regarding the noise caused by aircraft flying over customers' area. We understand that aircraft noise can be a challenge to the quality of life for residents, and we want to emphasize that our relationship with the local community is extremely important to us. As the airport operator, we strive to balance the needs of air traffic with the welfare of citizens in the vicinity of airport, while we're ensuring the highest level of safety for all participants in the air traffic within our jurisdiction. MZLZ conducts continuous monitoring of noise levels at emission control points. We use the results of noise measurements to develop a strategic noise map and action plans for noise reduction. We regularly conduct dialogue with stakeholders through the Environmental Committee. We also cooperate with relevant authorities due to consider additional protective measures, including flight procedures optimization. We appreciate all feedback and we are committed to improving processes through open dialogue with the local community. MZLZ is thankful for understanding''. 3) aircraft noise over sv Ivan Zelina - 1 case No corrective activity. Here is the official MZLZ statement: ''MZLZ is thankful for customers' communicating with us and sharing concerns regarding the noise caused by aircraft flying over customers' area. We understand that aircraft noise can be a challenge to the quality of life for residents, and we want to emphasize that our relationship with the local community is extremely important to us. As the airport operator, we strive to balance the needs of air traffic with the welfare of citizens in the vicinity of airport, while we're ensuring the highest level of safety for all participants in the air traffic within our jurisdiction. MZLZ conducts continuous monitoring of noise levels at emission control points. We use the results of noise measurements to develop a strategic noise map and action plans for noise reduction. We regularly conduct dialogue with stakeholders through the Environmental Committee. We also cooperate with relevant authorities due to consider additional protective measures, including flight procedures optimization. We appreciate all feedback and we are committed to improving processes through open dialogue with the local community. MZLZ is thankful for understanding''.
Disturbance/ nuisance	42	0	0	

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.

* COMPLAINTS WHICH HAVE BEEN CLOSED OR ARE OPEN BUT STILL UNRESOLVED OUTSIDE OF TIMEFRAME DEFINED IN THE COMPLAINTS PROCEDURE – N/A

Actions

1. Promoting economic development and local employment

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 centers. 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 has established itself as a thriving year-round hub, with traffic growth, this expanded connectivity open doors to new markets, improve mobility, secure trade opportunities, exchange experiences. Zagreb Airport network includes key destinations across Europe and intercontinental destinations, which is a strong platform for developing of continental tourism in local area.

Education and training

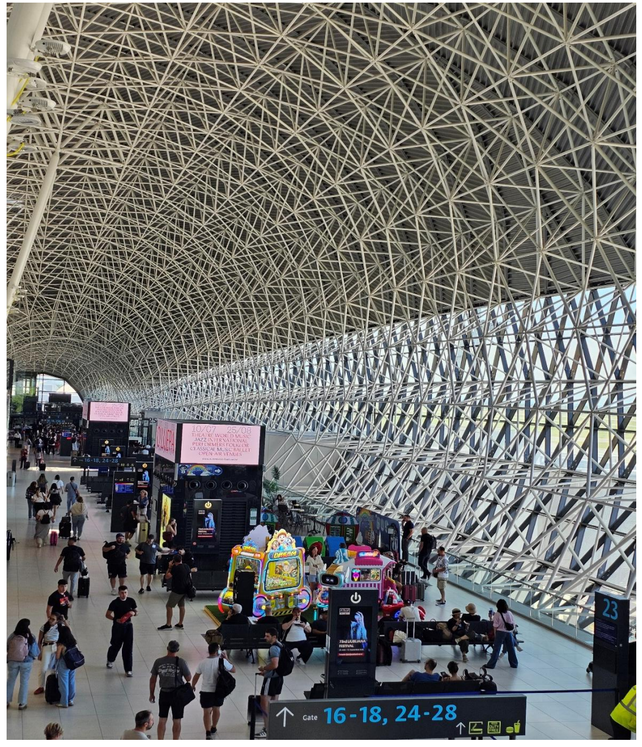
Zagreb Airport wants to hire locally, with the aim of building a competitive pool of talent and supporting locals in pursuing aviation-related jobs, Zagreb Airport collaborates with educational institutions in Velika Gorica and Zagreb on the programs that prepare individuals for airport jobs. This is beneficial both for the airport as it gains access to skilled labor and for the individuals that benefit from job opportunities. In 2025, 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 2025, an airport visit and workshop were 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.

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.

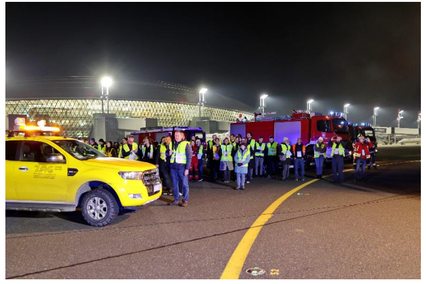


2. Health, safety and security

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.



Emergency exercise – Penkala 25

In November 2025, a large-scale aviation emergency exercise, code-named Penkala 25, was successfully conducted at the airport in accordance with international regulations on safety and emergency preparedness. The aim was to test the effectiveness and coordination of all services in the event of an emergency and to ensure the timely and safe evacuation of passengers and crew.

More than 300 people took part in the exercise, including 130 role-players who were on board the aircraft during the simulation. Representatives of other Croatian airports, the Croatian Civil Aviation Agency, public services, diplomatic missions, and the partner company Aéroports de Paris SA attended as guests and observers.

Numerous services and organizations were involved in the operation: the Public Fire Brigade Velika Gorica, the Public Fire Brigade of the City of Zagreb, the Emergency Medical Services of Zagreb County and the City of Zagreb, the Civil Protection Directorate, the Croatian Red Cross, Velika Gorica University of Applied Sciences, and the Faculty of Transport and Traffic Sciences of the University of Zagreb.

For the purposes of the exercise, the Crisis Management Centre (CMC), the Passenger Reception Centre (PRC), and the Family Reception Centre (FRC) were activated.

ABOUT ZAGREB AIRPORT ENVIRONMENTAL DISCLOSURES SOCIAL DISCLOSURES GOVERNANCE DISCLOSURES

3. Societal actions

International Women's Day at ZAG Airport

Traditional thank-you gathering of the women of Zagreb Airport, possibility to gratitude all Incredible women of Zagreb Airport, the heroines behind every takeoff and landing. These women at the heart of the airport make unforgettable adventures for every passenger possible.

Museum Zone

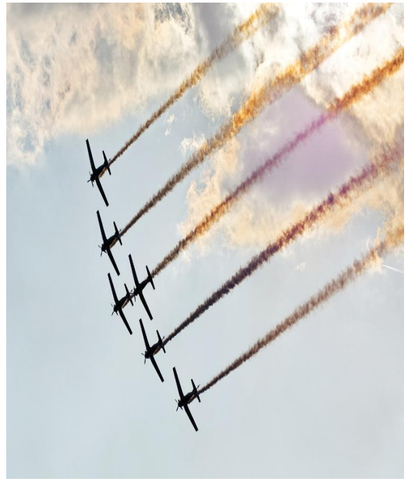
In cooperation with the Croatian History Museum, a Museum Zone has been opened in the passenger terminal — a new cultural space that will present key figures and events from Croatian history through a series of thematic exhibitions.

The first exhibition, titled "STARS OF CROATIAN HISTORY: The Sky Is the Limit. Meet Them!", has already been installed and features stories about great figures from science, art, politics, and sports, including Slavoljub Penkala, Ivan Vučetić, Andrija Štampar, Dražen Petrović, and many others who have left an indelible mark on Croatian and world history.

The Museum Zone at Franjo Tuđman Airport represents a new model of cultural promotion, bringing history into the dynamic environment of the passenger terminal. More than four million passengers a year will now have the opportunity—before setting off on their journeys—to discover Croatia's rich history in a creative, interactive, and innovative way.

AIRVG2025

A major aviation event aimed at promoting aviation in Croatia and Velika Gorica as the "City of Aviation". The Show was organized in cooperation with City of Velika Gorica. The emphasis of the AIRVG Show was on the modernization of Croatian military aviation and the pro-motion of careers for military pilots, aircraft technicians, and other professions in air traffic.



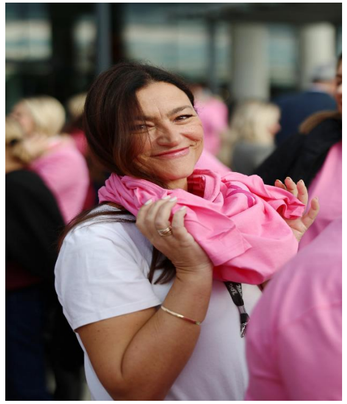
Gathering with our friends – Children and Employees of Velika Gorica Center for Education

Zagreb Airport continued our tradition by gathering with children at the Velika Gorica Center for Education. The collaboration between Zagreb Airport and the Center dates back to 2016, when a Charter of Cooperation and Friendship was signed. This document is based on mutual understanding, equality, and a shared interest in fostering cooperation. This project is part of Zagreb Airport's ongoing efforts to support the local community through socially responsible initiatives, aiming to create positive change.

Pink Ribbon Day

We marked Pink Ribbon Day by taking a Millennium Photo as a sign of support in the fight against breast cancer. Together we formed a pink ribbon – a powerful symbol of unity, support and hope. We had the special honor of collaborating with the renowned Croatian photographer Mr. Šime Strikoman, who captured his 965th Millennium Photo on this occasion, marking 25 years of dedicated work.

Thank you to everyone who participated and became part of this special story!



Croatian Music Institute

Every day, thousands of passengers pass through the passenger terminal of our airport, where languages and stories from all over the world intertwine. However, an airport is not only a place of departures and arrivals but it is also a place to encounter Croatian culture.

In 2025, during the holiday season, we opened our doors to the Croatian Music Institute, which has been a driving force of Croatian musical culture for almost two centuries.

Among passengers, luggage, and the rhythm of boarding and departure announcements at our airport, a very special guest has appeared. Symbolically called the “wounded piano“. He has survived decades, been repaired, tuned, and carefully preserved just like the music he created and it was even on stage when the earthquake struck.

This piano is not just an instrument; he is a witness of time and a symbol of the enduring power of art!

Mediterranean Connections exibition

The Mediterranean Connections exhibition presents works by the multidisciplinary glass art studio LONCA from Turkey, known for its hand-crafted blown glass created using traditional techniques, as well as by Bokart Glass Studio, a leading Croatian studio specializing in decorative and architectural glass. Bokart’s projects include stained glass, fused glass, and the restoration of historic glass elements. Mediterranean Connections highlights the timeless beauty and creative possibilities of glass, celebrating it both as a functional material and as a powerful medium of artistic expression.

The exhibition features works by the artists Mert Üngör, Jeronim Tišljar, Petar Dolić, and Robert Mijalić.

The opening was attended by numerous distinguished guests, including the Ambassador of the Republic of Turkey, Ms. Nurdan Erpulat Altuntaş, as well as artists and visitors from both countries. The exhibition was organized in cooperation with the Consulate General of the Republic of Croatia in Istanbul and International Zagreb Airport.

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 traf-fic, 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 LDEN	2016 LDEN	Δ (2021-2016)	INDICATOR/DB (A)	2021 LNIGHT	2016 LNIGHT	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.

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 2025, Zagreb Airport demonstrated its commitment to sustainability by training to employees, focusing on the 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, fos-tering a more environmentally conscious and responsible workforce. 18,99% employees completed the Basics of Environmental Protection course training in 2025.

Employees who work directly on ESG topics have com-pleted training on: Corporate Sustainability Reporting Directive, European Sustainability Reporting Standards, EU Taxonomy Regulation.

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.

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.

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.

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

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.

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

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

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 organiza-tion'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 commis-sioner 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 organization on business conduct matters.
Zagreb Airport established clear reporting channels, in-cluding 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 confiden-tial 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 confi-dential 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, confi-dential person is responsible to:

- Acknowledge the receipt of the report within seven days from the day of receipt of the report.
- Promptly take actions within their authority necessary for protecting the informer of the irregularity.
- Undertake actions to investigate the irregularity and provide feedback to the informer about the report.
- 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.
- Inform the informer of the outcome of the investigation of the report in writing.

The confidential person is obliged to safeguard the iden-tity of the informer and the information received in the report from unauthorized disclosure or sharing with oth-ers, 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 discrim-ination, dismissal, disciplinary action, harassment, etc., is strictly prohibited. Measures to protect against retaliation, in accordance with the applicable law include:

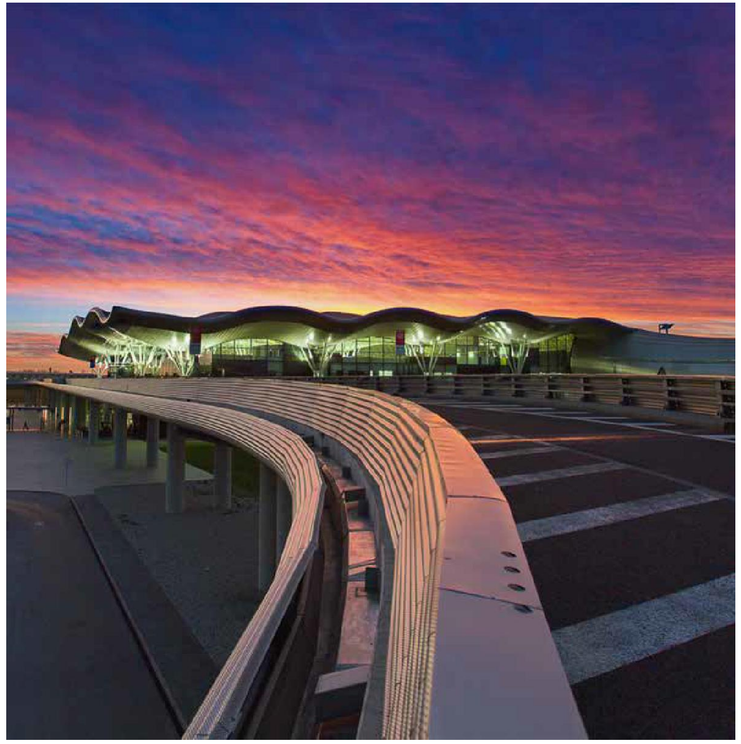
- Protection of identity and confidentiality
- Judicial protection
- Damage compensation
- Primary free legal aid in accordance with the law regulating the right to free legal aid
- Emotional support, and other protection provided by the relevant applicable law.

Anti-corruption

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 procurement departments.

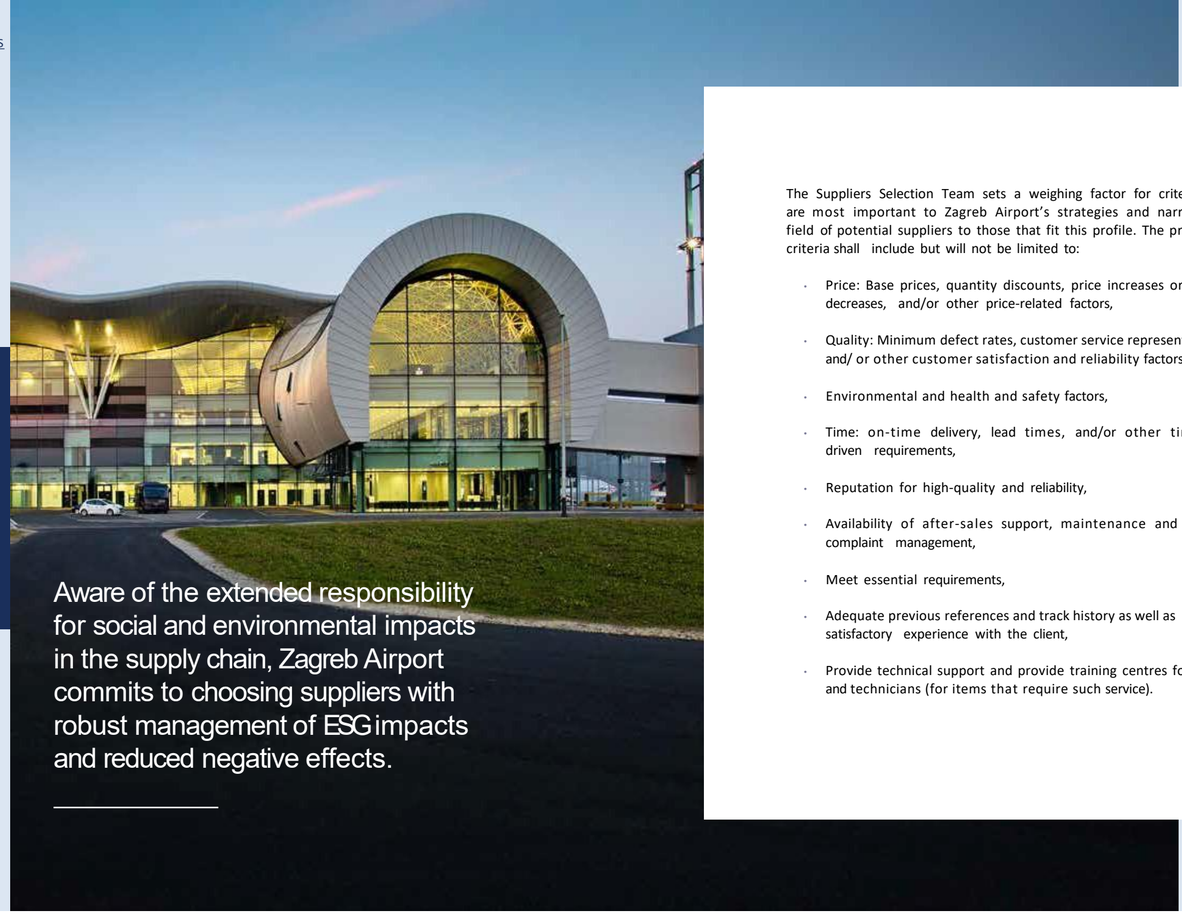
Zagreb Airport implements IFC's guidelines which refer to anti-corruption to all major service agreements, as well as lease agreements. In addition Zagreb Airport also created Ethics and Compliance clause which is included in most of Zagreb Airport contracts, by which the contracting parties are informed on the relevant documents in our organization and the clause also contains a link where all relevant documents are easily accessible. In 2025, 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 with highest impact on core business, selected by discretion of Process owners. Evaluation of suppliers' assessment includes: Compliance with specifications, Compe-tence/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 inter-national 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	2024	2025	% N / N-1
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;	30	30	0,00%
A description of the standard payment terms in number of days by main category of suppliers	30	30	0,00%
The percentage of payments aligned with standard payment terms;	98	98	0,00%
The number of legal proceedings currently outstanding for latepayments	0	0	0,00%

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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		10
ESRS 2 GOV-1 Percentage of board members who are independent paragraph 21 (e)			Delegated Regulation (EU) 2020/1816, Annex II		10
ESRS 2 GOV-4 Statement on due diligence paragraph 30	Indicator number 10 Table #3 of Annex 1				16
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) 2022/2453 2T a ble 1: Qualitative information on Environmental risk and Table 2: Qualitative information on Social risk	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 chemical production paragraph 40 (d) ii	Indicator number 9 Table #2 of Annex 1		Delegated Regulation (EU) 2020/1816, Annex II		
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)	33-40
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		/
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		93

DISCLOSURE REQUIREMENT AND RELATED DATAPOINT	SFDR REFERENCE	PILLAR 3 REFERENCE	BENCHMARK REGULATION REFERENCE	EU CLIMATE LAW REFERENCE	PAGE
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				94
ESRS E1-5 Energy consumption and mix paragraph 37	Indicator number 5 Table #1 of Annex 1				94
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				94
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)		96
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)		96
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

DISCLOSURE REQUIREMENT AND RELATED DATAPOINT	SFDR REFERENCE	PILLAR 3 REFERENCE	BENCHMARK REGULATION REFERENCE	EU CLIMATE LAW REFERENCE	PAGE
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				NA
ESRS E3-1 Water and marine resources paragraph 9	Indicator number 7 Table #2 of Annex 1				98-100
ESRS E3-1 Dedicated policy paragraph 13	Indicator number 8 Table 2 of Annex 1				98-100
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				117
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				117
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				119
ESRS E5-5 Hazardous waste and radioactive waste paragraph 39	Indicator number 9 Table #1 of Annex 1				119
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

DISCLOSURE REQUIREMENT AND RELATED DATAPOINT	SFDR REFERENCE	PILLAR 3 REFERENCE	BENCHMARK REGULATION REFERENCE	EU CLIMATE LAW REFERENCE	PAGE
ESRS S1-1 Human rights policy commitments paragraph 20	Indicator number 9 Table #3 and Indicator number 11 Table #1 of Annex I				133-134
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		133-134
ESRS S1-1 processes and measures for preventing trafficking in human beings paragraph 22	Indicator number 11 Table #3 of Annex I				133-134
ESRS S1-1 workplace accident prevention policy or management system paragraph 23	Indicator number 1 Table #3 of Annex I				134, 140-141
ESRS S1-3 grievance/complaints handling mechanisms paragraph 32 (c)	Indicator number 5 Table #3 of Annex I				138
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		147
ESRS S1-14 Number of days lost to injuries, accidents, fatalities or illness paragraph 88 (e)	Indicator number 3 Table #3 of Annex I				147
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		146
ESRS S1-16 Excessive CEO pay ratio paragraph 97 (b)	Indicator number 8 Table #3 of Annex I				NM
ESRS S1-17 Incidents of discrimination paragraph 103 (a)	Indicator number 7 Table #3 of Annex I				138
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)		138
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

DISCLOSURE REQUIREMENT AND RELATED DATAPOINT	SFDR REFERENCE	PILLAR 3 REFERENCE	BENCHMARK REGULATION REFERENCE	EU CLIMATE LAW REFERENCE	PAGE
ESRS S2-1 Non-respect of UNGPs on Business and Human Rights principles and OECD guidelines paragraph 19	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 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
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				148-150
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)		148-150
ESRS S3-4 Human rights issues and incidents paragraph 36	Indicator number 14 Table #3 of Annex 1				NM
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				165
ESRS G1-1 Protection of whistle-blowers paragraph 10 (d)	Indicator number 6 Table #3 of Annex 1				164
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)		165
ESRS G1-4 Standards of anti-corruption and anti-bribery paragraph 24 (b)	Indicator number 16 Table #3 of Annex 1				165

NM = Not material
NA = Not available

ANNEX 3: ENVIRONMENTAL KPIS

GRI	G4AO	SFRD	ESRS	INDICATOR	UNIT	PAGE	2024	2025	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		0,00	0,00	0%
302-1-a-ii			E1-5, DR 38b	(2) Fuel consumption from crude oil and petroleum products (MWh)	MWh		1.379,14	852,51	-38,19%
302-1-a-iii			E1-5, DR 38c	(3) Fuel consumption from natural gas (MWh)	MWh		10.166,00	11.598,00	14,09%
302-1-a-iv			E1-5, DR 38d	(4) Fuel consumption from other fossil sources (MWh)	MWh		0,00	0,00	0,0%
			E1-5, DR 39e	(5) Total consumption of purchased or acquired electricity, heat, steam, and cooling from fossil sources (MWh);	MWh		11.048,00	11.788,00	6,70%
			E1-5, DR 37a	(6) Total fossil energy consumption (MWh) (calculated as the sum of lines 1 to 5)	MWh		22.593,14	24.238,51	7,28%
			E1-5, DR 37b	(7) Consumption from nuclear sources (MWh)	MWh		0,00	0,00	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		0,00	0,00	0%
			E1-5, DR 37c-ii	(9) Consumption of purchased or acquired electricity, heat, steam, and cooling from renewable sources (MWh)	MWh		16.026,00	16.041,00	0,09%
			E1-5, DR 37c-iii	(10) The consumption of self-generated non-fuel renewable energy (MWh)	MWh		31,18	404,20	1196,33%
				Energy production from renewable sources	MWh of final energy		16.057,18	16.445,20	2,42%
302-1-b			E1-5, DR 37c	(11) Total renewable energy consumption (MWh) (calculated as the sum of lines 8 to 10)	MWh		16.057,18	16.445,20	2,42%
302-1-d				Total energy consumption (MWh) (calculated as the sum of lines 6, and 11)	MWh		38.650,32	40.683,71	5,26%
				Own non-renewable energy production	MWh		N/A	N/A	N/A
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		0,00042	0,00046	9,52%

GRI	G4AO	SFRD	ESRS	INDICATOR	UNIT	PAGE	2024	2025	ΔN-1 VALUE
				GHG Emissions					
				Scope 1 GHG emissions (tCO2eq)					
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 CO_2eq		2.357,30	2.410,90	2,27%
				Scope 2 GHG emissions					
305-2-a		Indicators number 1 and 2 Table #1 of Annex 1	E1-6, DR 44b	Gross location-based Scope 2 GHG emissions (tCO2eq)	Tons of CO_2eq		1.635,00	1.707,00	4,40%
305-2-b				Gross market-based Scope 2 GHG emissions (tCO2eq)	Tons of CO_2eq		0	0	0,00%
305-3-a		Indicators number 1 and 2 Table #1 of Annex 1	E1-6, DR 44c	Scope 3 GHG emissions (tCO$_2$eq)	Tons of CO_2eq		273.737,00	253.774,30	-7,29%
				Total GHG emissions					
		Indicators number 1 and 2 Table #1 of Annex 1	E1-6, DR 44d	Total GHG emissions (location-based) (tCO2eq)	Tons of CO_2eq		277.729,00	257.892,30	-7,14%
				Total GHG emissions (market-based) (tCO2eq)	Tons of CO_2eq		276.094,40	256.185,20	-7,21%
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)	tCO$_2$eq/EUR		0,0030384	0,0029162	-4,02%
				Total GHG emissions (market-based) per net revenue (tCO2eq/EUR)	tCO$_2$eq/EUR		0,0030206	0,0028969	-4,10%
	AO7			Number and percentage of people residing in areas affected by noise	Number		Please see the table at the respective page	Please see the table at the respective page	
	AO5			Ambient air quality levels according to pollutant concentrations in micrograms per cubic meter or parts per million by regulatory regime	Air quality		Please see the results at the respective page.	Please see the results at the respective page.	
				Water					
303-3-a				Water inflows/withdrawals in m3	m3		76.214,00	75.264,00	-1,25%
303-3-a-i				Water inflows from: i. surface water	m3		0,00	0,00	0,00%
303-3-a-ii				Water inflows from: ii. groundwater	m3		6.136,00	5.573,00	-9,18%
303-3-a-iii				Water inflows from: iii. seawater	m3		0,00	0,00	0,00%
303-3-a-iv				Water inflows from: iv. produced water	m3		0,00	0,00	0,00%
303-3-a-v				Water inflows from: v. third-party water	m3		70.078,00	69.691,00	-0,55%

GRI	G4AO	SFRD	ESRS	INDICATOR	UNIT	PAGE	2024	2025	ΔN-1 VALUE
303-4-a	AO4			Total Water discharge	m3		392.542,30	307.597,50	-21,64%
303-4-a-i				i. surface water	m3		391.406,30	306.262,00	-21,75%
303-4-a-ii				ii. groundwater	m3		0	0	0,00%
303-4-a-ii				iii. seawater	m3		0	0	0,00%
303-4-a-iv				iv. third-party water	m3		1.136,00	1.335,50	17,56%
	AO4			The number of occasions on which discharge limits were exceeded	Text		0	0	0,00
	AO6			De-icing/anti-icing fluid applied to aircraft	m3		111.453,00	171.530,00	53,90%
0	AO6			De-icing/anti-icing material applied to airside operational surfaces	tons		150,00	183,00	22,00%
	AO6			Aircraft and pavement de-icing/anti-icing fluid captured for treatment	m3		N/A	N/A	N/A
303-3-b				Total water withdrawal from all areas with water stress:	m3		0,00	0,00	0,00%
303-3-b-i				i. surface water	m3		0,00	0,00	0,00%
303-3-b-ii				ii. groundwater	m3		0,00	0,00	0,00%
303-3-b-iii				iii. seawater	m3		0,00	0,00	0,00%
303-3-b-iv				iv. produced water	m3		0,00	0,00	0,00%
303-3-b-v				v. third-party water	m3		0,00	0,00	0,00%
303-5-a			E3-4, DR 28a	Total water consumption* in m3;	m3		88.028,00	86.228,00	-2,04%
303-5-b			E3-4, DR 28b	Total water consumption in m3 in areas at water risk, including areas of high-water stress;	m3		0,00	0,00	0,00%
		Indicator number 6.2 Table #2 of Annex 1	E3-4, DR 28c	Total water recycled and reused in m3**	m3		11.814,00	10.964,00	-7,19%
303-5-c			E3-4, DR 28d	Total water stored and changes in storage in m3	m3		0,00	0,00	0,00%
			E3-4, DR 29	Water intensity	m3/€		0,00096	0,00098	2,08%
				Waste					
306-3-a			E5-5, DR 37a	The total amount of waste generated (in t)	Tonnes		1.481,07	1.630,64	10,10%
306-4-a			E5-5, DR 37b	(b) the total amount by weight diverted from disposal	Tonnes		N/A	N/A	N/A
306-4-b				Amount by weight diverted from disposal - hazardous waste	Tonnes		N/A	N/A	N/A
306-4-b-i			E5-5, DR 37b-i	i. preparation for reuse (hazardous waste)	Tonnes		N/A	N/A	N/A
306-4-b-ii			E5-5, DR 37b-ii	ii. recycling (hazardous waste)	Tonnes		N/A	N/A	N/A
306-4-b-iii			E5-5, DR 37b-iii	iii. other recovery operations (hazardous waste)	Tonnes		N/A	N/A	N/A

GRI	G4AO	SFRD	ESRS	INDICATOR	UNIT	PAGE	2024	2025	ΔN-1 VALUE
306-4-c				Amount by weight diverted from disposal - non-hazardous waste	Tonnes		N/A	N/A	N/A
306-4-c-i			E5-5, DR 37b-i	i. preparation for reuse (non-hazardous waste)	Tonnes		N/A	N/A	N/A
306-4-c-ii			E5-5, DR 37b-ii	ii. recycling (non-hazardous waste)	Tonnes		N/A	N/A	N/A
306-4-c-iii			E5-5, DR 37b-iii	iii. other recovery operations (non-hazardous waste)	Tonnes		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		N/A	N/A	N/A
306-5-b-ii			E5-5, DR 37c-i	i. incineration (hazardous waste)	Tonnes		N/A	N/A	N/A
306-5-b-iii			E5-5, DR 37c-ii	ii. landfill (hazardous waste)	Tonnes		N/A	N/A	N/A
306-5-b-iv			E5-5, DR 37c-iii	iii. other disposal operations (hazardous waste)	Tonnes		N/A	N/A	N/A
306-5-c-i				iv. energy recovery (hazardous waste)	Tonnes		N/A	N/A	N/A
306-5-c				Amount by weight directed to disposal - non-hazardous waste	Tonnes		N/A	N/A	N/A
306-5-c-ii			E5-5, DR 37c-i	i. incineration (non-hazardous waste)	Tonnes		N/A	N/A	N/A
306-5-c-iii			E5-5, DR 37c-ii	ii. landfill (non-hazardous waste)	Tonnes		N/A	N/A	N/A
306-5-c-iv			E5-5, DR 37c-iii	iii. other disposal operations (non-hazardous waste)	Tonnes		N/A	N/A	N/A
306-5-c-i				iv. energy recovery (non-hazardous waste)	Tonnes		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		N/A	N/A	N/A
		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		9,74	5,53	-43,22%
		Indicator number 13 Table #2 of Annex 1	E5-5, DR 37d	Non-recycled waste ratio	%		N/A	N/A	N/A
				Biodiversity					
	AO9			Total annual number of wildlife strikes per 10,000 aircraft movements	Number/ aircraft movements		5,00	5,00	0,00%
				EU Taxonomy					

ANNEX 4: SOCIAL&GOVERNANCE KPIS

GRI	G4AO	SFRD	ESRS	INDICATOR	UNIT	PAGE	2024	2025	ΔN-1 VALUE
				Workforce structure MZLZ d.d.					
				Total employees	Number		229	237	3,49%
			S1-6, DR 50.a	Number of male employees	Number		149	157	5,37%
				Number of female employees	Number		80	80	0,00%
401-1-a				Hires	Number		17	25	47,06%
				Hires Male	Number		11	19	72,73%
				Hires Female	Number		6	6	0,00%
				Dismissal	Number		17	17	0,00%
				Dismissal Male	Number		12	11	-8,33%
				Dismissal Female	Number		5	6	20,00%
			S1-6, DR 50.c	Voluntary departures	Number		17	17	0,00%
				Voluntary departures Male	Number		12	11	-8,33%
				Voluntary departures Female	Number		5	6	20,00%
401-1-b				Turnover rate	%		14	15	7,14%
				Turnover rate Male	%		8	7	-12,50%
				Turnover rate Female	%		6	8	33,33%
				New jobs created	Number		0	0	0,00%

GRI	G4AO	SFRD	ESRS	INDICATOR	UNIT	PAGE	2024	2025	ΔN-1 VALUE
2-7-b-i				Number of permanent employees	Number		224	229	2,23%
			S1-6, DR 50-c-i	Number of permanent male employees	Number		146	153	4,79%
				Number of permanent female employees	Number		78	76	-2,56%
2-7-b-ii				Number of temporary employees	Number		5	8	60,00%
			S1-6, DR 50-c-ii	Number of temporary male employees	Number		3	4	33,33%
				Number of temporary female employees	Number		2	4	100,00%
2-7-b-iii			S1-6, DR 50-c-iii	Number of non-guaranteed hours employees	Number		N/A	N/A	N/A
2-7-b-iv				Number of full-time employees	Number		229	237	3,49%
			S1-6, DR 50-d-i	Number of full-time male employees	Number		149	157	5,37%
				Number of full-time female employees	Number		80	80	0,00%
2-7-b-v			S1-6, DR 50-d-ii	Number of part-time employees	Number		0	0	0,00%
				Total number of non-employees	Number		N/A	N/A	N/A
			S1-7 DR 57b	a) Number of self-employed people	Number		N/A	N/A	N/A
				b) Number of people provided by undertakings primarily engaged in employment activities	Number		N/A	N/A	N/A
				Non-employees turnover rate	%		N/A	N/A	N/A
				Health and safety MZLZ d.d.					
403-9-a-v				Hours worked - Annual	Number		404.332	404.055	-0,07%
403-8-a			S1-14, DR 88.a	Percentage of own workforce covered by health and safety management system	%		100%	100%	0,00%

GRI	G4AO	SFRD	ESRS	INDICATOR	UNIT	PAGE	2024	2025	ΔN-1 VALUE
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		0	0	100,00%
403-9-a-iii			S1-14, DR 88.c	The number of recordable work-related accidents	Number		2	1	-50,00%
403-9-a-iii				The rate of recordable work-related accidents	Number		0,99	0,49	-50,51%
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		0	0	100%
		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		35	8	-77,14%
				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	%		85%	66%	-22,35%
404-3-a			S1-13, DR 83.a	The percentage of male employees that participated in regular performance and career development reviews	%		89%	72%	-19,10%
404-1-a-i			S1-13, DR 83.b	The average number of training hours per female employee	Hours		4,50	11,80	162,22%
404-1-a-i			S1-13, DR 83.b	The average number of training hours per male employee	Hours		12,7	51,14	302,68%
				Diversity					
405-1-a-i			S1-9, DR 66.a	Number of women at top management level	Number		5	5	0,00%
				Percentage of women at top management level	%		38	38	0,00%

GRI	G4AO	SFRD	ESRS	INDICATOR	UNIT	PAGE	2024	2025	ΔN-1 VALUE
405-1-b-ii			S1-9, DR 66.b	% of employees in <30 years old group	%		9,17%	9,28%	1,20%
				% of employees in 30-50 years old group	%		47,16%	50,63%	7,36%
				% of employees > 50 years old group	%		43,67%	40,08%	-8,22%
		Indicator number 12 Table #1 of Annex I	S1-16, DR 97.a	Unadjusted Gender Pay Gap	%		0,76%	1,23%	61,84%
				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		30	30	0,00%
			DR 33.b	A description of the standard payment terms in number of days by main category of suppliers	Number		30	30	0,00%
			DR 33.b	The percentage of payments aligned with standard payment terms	%		98	98	0,00%
			DR 33.c	The number of legal proceedings currently outstanding for late payments	Number		0	0	0,00%
				Business conduct (ethics)					
				Other					
201 - 1				Economic value generated and distributed	EUR		Please see the table at the respective page.	Please see the table at the respective page.	
	AO2			Number of aircraft movements	Nb mvt		Please see the table at the respective page.	Please see the table at the respective page.	
	AO1			Number of Airport's passengers	Number		4.316.619	4.721.563	9,38%
	AO3			Tons of cargo	tons		10.995.068	9.488.537	-13,70%

GRI	G4AO	SFRD	ESRS	INDICATOR	UNIT	PAGE	2024	2025	ΔN-1 VALUE
Organizational Profile				Report on the catchment area for passengers and cargo originating in the vicinity of the airport.	Text		Please see the disclosure at the respective page.	Please see the disclosure at the respective page.	
				Size of airport (km2);	km2				
				Number and length of runways, stating whether they are primary or crosswind runways;	text				
				Minimum connection time between flights at the airport;	min				
				Number of operations;	number				
				Number of airlines served during reporting period; and	number				
				Number of destinations served during reporting period	number				
	AO8			Physically and Economically Displaced (both)	number		0,00	0,00	0,00%

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