

International Zagreb Airport Jsc. has established an Integrated Management System (IMS) that complies with the standard requirements of ISO 9001:2015, ISO 14001:2015 and ISO 10002:2018.

This Integrated Management System applies to all International Zagreb Airport Jsc. activities.

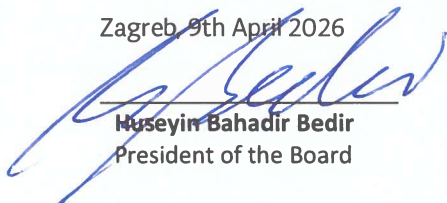
Our Policy strives to constantly comply with the statutory and regulatory requirements and the international standards, meet our contractual obligations, integrate sustainable development and ESG principles into our processes, implement change management to ensure customer satisfaction in line with their expectations and prevent environmental pollution.

The Policy is applied through our commitment to continual improvement of our Integrated Management System by:

- Complying with the statutory, regulatory requirements and the international standards
- Meeting our contractual obligations and expectations of interested parties
- Enhancing company risk management through proactive identification, assessment and mitigation of risks and change management to ensure high levels of customer satisfaction
- Establishing, implementing and maintaining an effective complaint management that is fair, transparent and timely
- Developing Environmental Management System and continually improve its performance by focusing on carbon management strategy with an aim to achieve net zero carbon emissions by 2050, pollution prevention and biodiversity protection
- Integrating sustainability and ESG principles into business processes, including climate change mitigation and adaptation measures
- Ensuring cost-effective and efficient operational management while maintaining high quality of service
- Encouraging employees and airport community to report concerns relating to Quality, Environment and Complaint management
- Involving all concerned stakeholders in our improvement actions and sustainability initiatives
- Implementing digital transformation initiatives while ensuring data protection and ethical use of technology
- Developing and operating a safe and secure airport complying applicable aviation standards and following best practices
- Establishing and reviewing objectives and implementing effectively the requirements of the Integrated Management System
- Continually monitoring our results and acting whenever needed
- Developing employees' competencies, awareness and responsibility through continuous training and education to perform their job in a high – quality, safe, secure and environmentally friendly manner

This policy is available to all employees, relevant stakeholders and the public, and displayed on the company digital channels. It will be reviewed on an annual basis to ensure its continued suitability. Also, this policy has been endorsed and approved by:

Zagreb, 9th April 2026


Huseyin Bahadır Bedir
President of the Board
David Gabelica
Member of the Board
Nicolas Duthilleul
Member of the Board