CARBON MANAGEMENT STAKEHOLDER ENGAGEMENT PLAN

CARBON MANAGEMENT STAKEHOLDER ENGAGEMENT PLAN

RECORD OF DOCUMENT REVISIONS	VERSION	DATE	DESCRIPTION	PAGE OR CHAPTER REVISED	AUTHOR
	V0	28/01/2020	Original document	-	G.Špoljar
	V1	24/06/2021	Reference documents	Page 1	G.Abramović
			Baseline year	Stakeholders identification, description, categorisation and prioritisation	
			Revised actions	Stakeholder Engagement Plan Objectives	

DISTRIBUTION LIST	See CC-IMS-FO-001-1
PURPOSE OF THE DOCUMENT	The purpose of this document is to encourage and enable airport and our stakeholders to implement best practices in carbon management according to requirements of Airport Carbon Accreditation Level 3 Optimisation.
SCOPE OF APPLICATION	The manual is applicable to all stakeholders at MZLZ.

REFERENCE(S)		
	External document	➢ Airport Carbon Accreditation Application Manual Issue 12, November 2020
	Manual	➢ CC-IMS-MAN-11-0-Carbon Footprint Manual

CONTENT OF THE DOCUMENT

1. Definitions 2
2. Abbrevations 2
3. Introduction 3
4. Stakeholders identification, description, categorisation and prioritisation 4
5. Stakeholder Engagement Plan Objectives 12

PREPARED BY:	Gabrijela Abramović	Quality Manager	24.6.2021.	Abramović
REVIEWED BY:	Davorin Škaro	Senior assistant for environment management	24.6.2021.	D. Škaro
QUALITY CONTROLLED BY:	Davorin Škaro	Senior assistant for environment management	24.6.2021.	D. Škaro
APPROVED BY:	Huseyin Bahadir Bedir	CEO	24.6.2021.	

1. Definitions

TERM	DESCRIPTION
Engagement	Activities in company which builds and maintains effective relationships with its stakeholders included in Accreditation Level Requirements of Level 3 Optimisation Accreditation.
Stakeholder	Any group or individual who can affect or is affected by the achievement of the organization's objectives.
Airport Stakeholder	Individuals, groups, or entities that have a interest in the airport.
Stakeholder engagement	Activities in company which involves people who may be affected by Requirements of Level 3 Optimisation Accreditation or can influence in implementation of Requirements of Level 3 Optimisation Accreditation.
Stakeholder Engagement Plan	A plan which includes information about stakeholders, roles and responsibilities for engaging and facilitating partnership with key stakeholders, joint initiatives, targets, training and awareness that will be implemented to achieve emissions reductions from stakeholder sources.
Level 3 Optimisation	Requirements: Fulfilment of all level 2 accreditation requirements, additional carbon footprint to include specific scope 3 emissions, development of a stakeholder Engagement Plan.

2. Abbrevations

ABBREVIATIONS	DESCRIPTION
MZLZ	International Zagreb Airport Jsc.
ZAG	Franjo Tudman Airport located in Velika Gorica, Republic of Croatia (including all buildings and external areas within the site of Franjo Tuđman Airport
ACA	Airport Carbon Accreditation
CTN	Croatia Airlines
THY	Turkish Airlines
QTR	Qatar Airways
BAW	British Airways
EWG	Eurowings
AUA	Austrian Airlines
LOT	LOT Polish Airlines
DLH	Lufthansa
ASL	Air Serbia
OTH	OTHER
AFL	Aeroflot Russian Airlines
AFR	Air France
KAL	Korean Air
AEE	Aegean Airlines
ACA	Air Canada
BEL	Brussels Airlines
ELY	EL AL Israel Airlines
IBE	Iberia
CSA	Czech Airlines
SWR	Swiss
UAE	Emirates
VLG	Vueling
KLM	KLM
FDB	FlyDubai
NAX	Norwegain
ELY	Sun d'Or
TDR	Trade air
TSC	Air Transat

3. Introduction

International Zagreb Airport Jsc. recognizes that its activities, services and operations have an impact on the environment. International Zagreb Airport is committed to continual improvement by implementing Environmental Management System and continually improve its performance by focusing on carbon management strategy engaging with its stakeholders and pollution prevention. Committed to net zero carbon emissions by 2050 is next step in environment protection.

International Zagreb Airport's Carbon Management Stakeholder Plan is mandatory document as requirement of level 3 Airport Carbon Accreditation (Optimization) and describes information about stakeholders, their roles and responsibilities, join initiatives, targets, training and awareness with the aim of reducing CO2 emission from activities which the airport can guide and influence.

This Plan will be revised at least every three years or in case of stakeholder's change.

MZLZ is a company registered in Croatia, with 6 shareholders bringing international expertise in the airport development, operation, construction, project management, and structured finance. The Concession 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.

The airport facilities include:

- 1 runway (length: 3 252 m – width: 45 m)
- 3 aircraft aprons:
  - 1 new apron dedicated to the Commercial aviation aircraft (100 000 sqm with 8 contact stands)
  - 1 apron dedicated to the Commercial Aviation aircraft (140 000 sqm with 22 parking stands)
  - 1 apron dedicated to General Aviation aircraft (28 000 sqm with 20 parking positions).
- 1 passenger terminal (65 000 sqm)
- 1 cargo terminal (2 100 sqm)

MZLZ Ground Handling Services Ltd is a service provider at Zagreb – Franjo Tuđman Airport for airlines, passengers, group companies and representatives/agents of the airlines.

Like its shareholders, MZLZ is fully committed in sustainable development.
In addition to the ISO 14001 certification, MZLZ is pleased to upgrade from Level 2 Reduction up to Lever 3 Optimisation in carbon emission management. Turned to the future, the New Passenger Terminal is LEED silver compliant. MZLZ is also a member of Croatian Green Building Council.

MZLZ is proud to share, with this plan, the work of its teams in view of preserving both our current environment and our common future.

4. Stakeholders identification, description, categorisation and prioritisation

At International Zagreb Airport stakeholders are identified based on stakeholder analysis in which they are categorized by influence of their activities on carbon emissions and those that an airport can guide and influence through dedicated plan for carbon emission reduction. ZAG operational structure is divided on operations at airside and landside that has overall control expect activities performed by Government services such as Air Traffic Control services, The Navaids (ILS, glide path...) operations and maintenance, the immigration services, customs services, meteorological services and those under private companies providing retail services, catering services, public and local transportation services, telecommunication services. Zag has a diverse range of stakeholders from government authorities to contractors, passengers, visitors and staff to tenants. We aim to treat all stakeholders fairly, ensuring dedicated programme of dialogue that is timely and transparent.

The main role of every stakeholder at ZAG is their cooperation and engagement on environmental protection. Managing and collecting data and information on monthly basis on their energy, water and fuel consumption is one of the basic monitoring initiatives from Maintenance Methods Department as tool for stakeholder energy consumption. For carbon and other greenhouse emissions from aircraft, ZAG uses Bruel&Kjaer the AirTrak Carbon Manager. This tool shows the tonnes of CO2-e produced each month by all aircraft operation at our airport. This tool is also very useful in identification and prioritisation of stakeholders. Such approach has a positive impact on both sides, with aim to reduce energy consumption, improve data management, decrease expenses, all this with environmentally friendly perspective.

Baseline year is 2019, data from 2020 are excluded.

ZAG is committed to engage stakeholders in its energy and carbon planning and strategic development.
ZAG's stakeholders are divided in 5 matrixes by their activities and are categorized into three groups depend on carbon emission results:

	Stakeholders that through their activities cause a highest level of carbon emissions results and energy consumption – high priority
	Stakeholders that through their activities cause a medium level of carbon emissions energy consumption – medium priority
	Stakeholders that through their activities cause a low level of carbon emissions energy consumption – low priority

Stakeholder Matrix also shows stakeholders that ZAG can guide or can influence as key criteria in planning of activities that that will be describe in dedicated plan according to ACI ACA requirements.

Stakeholder Identification Matrix 1					
Airlines	One of the most important stakeholder group. Airlines come in broad range of operational activities. It is one or more transport of passenger aircraft, air transport of cargo. Based on Scope 3 calculation that are not under control of MZLZ but are part of airport operations, the significant pollutant came for aircraft engines. The airlines that operate at MZLZ are listed below:				
	AIRCRAFT TYPE – SOURCE OF MISSIONS	LOCATION	CATEGORISATION/ PRIORITISATION	GUIDE	INFLUENCE
CTN	A319 A320 B733 B734 CRJX DH8D F100	AIRSIDE		X	
THY	A321 A320 A319 A332 A333 B739 B738	AIRSIDE		X	
QTR	A319 A320 A321 A332	AIRSIDE		X	
BAW	A319 A320 A321	AIRSIDE		X	
EWG	A319 A320 **A321** B738 DH8D	AIRSIDE		X	
AUA	A319 A320 DH8D E190 **E195**	AIRSIDE		X	
LOT	B734 B738 DH8D E170 E190	AIRSIDE		X	
DLH	A319 A320 A321 CRJ9 CRJX E190 E195	AIRSIDE		X	
ASL	A319 A320 AT72 B733	AIRSIDE		X	
OTH	(Unknown, Air Taxi, General Aviation, Cargo, Fractional, Unknown, Military)	AIRSIDE		X	
AFL	A319 A320 A321 A332 A333	AIRSIDE		X	

	B738 B739 SU95				
AFR	A318 A319 A320 E170 E190	AIRSIDE		X	
KAL	A332 A333 B789	AIRSIDE		X	
AEE	A320 DH8D	AIRSIDE		X	
ACA	B763	AIRSIDE		X	
BEL	A319 A320	AIRSIDE		X	
ELY	B738	AIRSIDE		X	
IBE	A319 A320 A321	AIRSIDE			
CSA	AT72	AIRSIDE		X	
SWR	A320 BCS1 BCS3 E190	AIRSIDE		X	
UAE	B772 B773	AIRSIDE		X	
VLG	A320 A321 A20N	AIRSIDE		X	
KLM	B737 B738 B739 E170 E190	AIRSIDE		X	
FDB	B38M B738	AIRSIDE		X	
NAX	B738	AIRSIDE		X	
ELY	B738	AIRSIDE		X	
TDR	A320 B738 F100 L410	AIRSIDE		X	
TSC	A332 A333	AIRSIDE		X	

Stakeholder Identification Matrix 2					
Tenants	Consist of retailers, shop staff, café and restaurant staff, offices located at the airport and/or at airside. This stakeholder are constantly energy consumers include those who perform their activities due to energy consumption. Most of these stakeholders are in the passenger terminal and platform.				
	DESCRIPTION – TYPE OF ACTIVITY	LOCATION	CATEGORISATION/ PRIORITISATION	GUIDE	INFLUENCE
CROATIA AIRLINES	AIRLINES & OPERATORS	Airside/ Landside		X	
AUSTRIAN AIRLINES	AIRLINES & OPERATORS	Landside		X	
AEROFLOT	AIRLINES & OPERATORS	Landside		X	
BRITISH	AIRLINES & OPERATORS	Landside		X	
QATAR	AIRLINES & OPERATORS	Landside		X	
CEAS	AIRLINES & OPERATORS	Landside		X	
EMIRATES	AIRLINES & OPERATORS	Landside		X	
EL AL	AIRLINES & OPERATORS	Landside		X	
KOREAN AIR	AIRLINES & OPERATORS	Landside		X	
EURO JET	AIRCRAFT OPERATOR	Airside		X	
BTA	FOOD AND BEVERAGE SERVICES	Airside/ Landside			X
SDA	RETAIL SERVICES	Airside/ Landside			X
IAAC	ADVERTISING	Landside			X
SECURITAS	SECURITY CHECK OF PASSENGERS, STAFF AND HAND BAGGAGE	Landside			X
AEROPAK	LUGGAGE WRAPPING	Landside		X	
AIR FRANCE CARGO	FORWARDER	Airside		X	
DSV	FORWARDER	Airside		X	
EUROPAK PROMET KOGRA	FORWARDER	Airside		X	
PRIMAL	FORWARDER	Airside		X	
ZAGREBŠPED	FORWARDER	Airside		X	
ZOR-MAR	FORWARDER	Airside		X	
CARGO CONSOLIDATORS	FORWARDER	Airside		X	
CARGO PARTNER	FORWARDER	Airside		X	
EURO RUTA	FORWARDER	Airside		X	
LOG ADRIA	FORWARDER	Airside		X	
MAKELLA	FORWARDER	Airside		X	
DHL GLOBAL	FORWARDER	Airside		X	

FORWARDING					
LUFTHANSA CARGO	FORWARDER	Airside		X	
PRIMACOŠPED	FORWARDER	Airside		X	
TRANS AVIO TIM	FORWARDER	Airside		X	
INTEREUROPA	FORWARDER	Airside		X	
CARGO MIND	FORWARDER	Airside		X	
R-BAG	FORWARDER	Airside		X	
SKY XS AIRCARGO	FORWARDER	Airside		X	
AVIA TECHNICS d.o.o.	AIRLINES MAINTENANCE SUPPORT	Airside		X	
AEROTECH	AIRLINES MAINTENANCE SUPPORT	Airside		X	
GLOBAL AEROTECH	AIRLINES MAINTENANCE SUPPORT	Airside		X	
GH	GROUND HANDLING	Landside/ Airside			X
A-ANTICUS	car rental activity	Landside		X	
ANTERRA	car rental activity	Landside		X	
UNILINE	car rental activity	Landside		X	
UNI RENT	car rental activity	Landside		X	
AUTO BENUSSI	car rental activity	Landside		X	
CENTAR AUTO	car rental activity	Landside		X	
RENTAL VIRIBUS	car rental activity	Landside		X	
M.A.C.K.	car rental activity	Landside		X	
SUB ROSA	car rental activity	Landside		X	
AVANT	car rental activity	Landside		X	
NOVA GRATIA	car rental activity	Landside		X	
VIATOR	car rental activity	Landside		X	
CARWIZ	car rental activity	Landside		X	
ORYX GRUPA	car rental activity	Landside		X	

Stakeholder Identification Matrix 3					
Services provider	Stakeholders such as Ground handlers, Cargo Handlers, Catering companies, contractors, government services, telecom services, retailers that are constantly energy consumers include those who perform their activities and/or by using their equipment, located in the MZLZ area.				
	DESCRIPTION – TYPE OF ACTIVITY	LOCATION	CATEGORISATION/ PRIORITISATION	GUIDE	INFLUENCE
MZLZ GROUND HANDLING	Passenger handling, baggage handling, cargo handling, ramp handling, aircraft services, flight operations and crew administration, general aviation services	Airside/ Landside			X
BTA	Catering services, Food and beverage, Business Lounge, Inflight Catering Services, Canteen Services	Airside/ Landside			X
SDA	Retail services	Airside			X
TISAK	Retail services	Landside		X	
RESALTA	Operation and maintenance of the complete System of production and distribution of heat energy at ZAG, consisting of boiler rooms, heat substations and hot water pipeline network	Landside			X
Air Traffic Control Ltd.	The air traffic Control services, The Navaids (ILS, glide path) operations and maintenance, The meteorological Services	Airside/ Landside		X	
Ministry of interior	The immigration services	Airside/ Landside		X	
Ministry of Finance	Customs services	Airside/ Landside		X	
HT-CRONET, TELE 2, A1 HRVATSKA	Telecommunication services	Airside/ Landside		X	
IACC	Advertising services	Landside			X

Stakeholder Identification Matrix 4					
Transport operations	Transport operations services, stakeholder that are not energy consumers, but their activities influence on air pollution.				
	DESCRIPTION – TYPE OF ACTIVITY	LOCATION	CATEGORISATION/ PRIORITISATION	GUIDE	INFLUENCE
Pleso transport company Ltd.	Employees, passengers and visitors transport/Bus	Landside		X	
ZET	Employees, passengers and visitors transport/Bus	Landside		X	
Taxi	Taxi services	Landside		X	
Passenger and Employees car	Transport	Landside			X

Stakeholder identification Matrix 5					
Passengers, visitors, employees, local community	Passengers, visitors, employees are not significant energy consumers, but they can influence on energy savings by using facilities in buildings. Local communities are resident groups that interact directly and indirectly with airport operation. They are seeking preservation of the environment and of their quality of life.				
	DESCRIPTION – TYPE OF ACTIVITY	LOCATION	CATEGORISATION/ PRIORITISATION	GUIDE	INFLUENCE
Passengers	Passenger arrival, departure, connection flight	Airside/ Landside		X	
Visitors	Accompany passengers or visit the airport	Landside		X	
Employees (Internal and external)	Perform all commercial and non-commercial services	Airside/ Landside			X
Local communities	Interact directly and indirectly with airport operation	Surrounding airport areas		X	

		OVERALL STAKEHOLDER INFLUENCE DEPENDENCY MATRIX			
		Stakeholder influence on energy consumption or CO2 reduction			
		No Influence	Low influence	Some influence	High influence
Stakeholder dependence on energy consumption or CO2 reduction	High dependence – no choice	13	6	4, 9, 5, 12	3, 7, 1, 8
	No direct impacts stakeholders have broad range of choice		10, 11, 14	2	

1	CTN
2	Other airlines
3	BTA
4	SDA
5	IACC
6	Forwarders
7	GH
8	RESALTA
9	ATC
10	ZET
11	Taxi
12	Passenger and Employees car
13	Local communities
14	Passengers

5. Stakeholder Engagement Plan Objectives

STAKEHOLDER ENGAGMENT PLAN 2021

Oz/Ref: CC-IMS-GA-021-15-
Vrijedi od/Effed 28.03.2021.
Stranica/Page: 1/1

OBJECTIVE	STAKEHOLDER CONTRIBUTION THROUGH ACTIONS	TOOL	RESPONSIBLE STAKEHOLDERS	MZLZ RESPONSIBILITY	Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec
ACI ACA LEVEL 3 OPTIMISATION	ACI ACA LEVEL TRAINING	Presentation, Participant's signature list, e-mail	Croatia Airlines	MZLZ (Quality Department)	
			BTA		
			MZLZ Ground Handling		
			RESALTA		
			SDA		
			IACC		
			ATC		
			Employees		
	Airport Environment Committee	Presentation, Participant's signature list, e-mail	Croatia Airlines	MZLZ (Quality Department)	
			BTA		
			MZLZ Ground Handling		
			RESALTA		
			SDA		
			IACC		
			Management		
			ATC		
	Environment protection clauses into third party contractors	Contract with third parties	ALL		
	RESALTA Performance Audit	Operation and Maintenance Contract, Audit plan, Audit Report, Non-conformities Follow up	RESALTA		
	IACC Performance Audit	Advertising Agreement, Audit plan, Audit report, Non-conformities Follow up	IACC		
	Promote EMS towards local communities	Presentation, Minutes of meeting	Local community - Plaza		
	Environmental training for airport staff	Presentation, training record, certificate	Airport Staff		

Tumačenje oznake/Interpretation of marks:	
	Planirano/Planed
	Ostvareno/Done
	Odgođeno/Postponed