



CARBON MANAGEMENT STAKEHOLDER ENGAGEMENT PLAN



ZAGREB
AIRPORT

Međunarodna zračna luka Zagreb d.d.
International Zagreb Airport Jsc.

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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	
	V2	10/04/2022	2. Abbreviations	2021-non-operating Airlines Abbreviations-removed/ for Airlines which operated for MZLZ-added.	S. Barešić
			4.Stakeholder's identification, description, categorisation and prioritisation	Baseline year - the year of application changed (2021). Matrix 1 - Non operating 2021 Airline removed/Airlines which operated 2021 for MZLZ - added. Matrix 2-Tenants not located at the ZAG airport-removed/Tenants located at the airport-added (r 2021). Overall Stakeholder Influence Dependency Matrix - FR value added in relevant category for CO2 consumption	
			5.Stakeholder Engagement Plan Objectives	Data in accordance with the Plan for 2022	
	V3	03/02/2023	2. Abbreviations	Non-operating 2022 Airlines Abbreviations - removed/Abbreviations of the Airlines which operated in 2022 for MZLZ-added.	S. Barešić
			3. Introduction	The airport facilities-data changed. Level 3 optimization data changed. MZLZ Green energy use data added.	
			4.Stakeholder's identification, description, categorisation and prioritisation	Baseline year period data was changed. Matrix 1 - Non operating 2022 Airlines- removed/Airlines operated in 2022 for MZLZ-added. Matrix 2-Tenants not located at the ZAG airport were removed and new Tenants located at the airport (or at airside) were added for 2022.	
			5.Stakeholder Engagement Plan Objectives	Data changed in accordance with the Plan for 2023.	

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PURPOSE OF THE DOCUMENT	To encourages and enable airport and our stakeholders to implement best practices in carbon management according to requirements of Airport Carbon Accreditation Level 3 Optimisation.
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SCOPE OF APPLICATION	The manual is applicable to all stakeholders at MZLZ.
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REFERENCE(S)	External document	➤ Airport Carbon Accreditation Application Manual Issue 12, Nov, 2020
	Manual	➤ Carbon Footprint Manual

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**CARBON MANAGEMENT STAKEHOLDER
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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. Abbreviations

ABBREVIATIONS	DESCRIPTION
MZLZ	International Zagreb Airport Jsc.
ZAG	Franjo Tuđman 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
AFR	Air France
IBE	Iberia
VLG	Vueling
KLM	KLM
FDB	FlyDubai
TDR	Trade air
FR	Ryanair
TAP	Air Portugal
NSZ	Norwegia Air Sweden
TSC	Air Transat
FIN	Finnair
A3	Aegian Airlines



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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 (East) apron dedicated to the Commercial aviation aircraft (49 000 sqm with 8 contact + 3 remote parking stands)
 - 1 (West) apron dedicated to the Commercial Aviation aircraft (83 000 sqm with 13 remote (all) 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 was a service provider at Zagreb – Franjo Tuđman Airport for airlines, passengers, group companies and representatives/agents of the airlines. Havas Ground Handling Co. acquires the shares of MZLZ Ground Handling Services Ltd on February 10th, 2022 and the Company name is changed to HAVAS – Ground Handling Services Ltd.

Like its shareholders, MZLZ is fully committed in sustainable development. In addition to the ISO 14001 certification, MZLZ in July, 2022 upgraded from Level 2 Reduction up to Level 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.

Since March 2022, MZLZ has been fully engaged in Green electric energy use.



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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 Nav aids (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 2022.

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

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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	
AFR	A318 A319 A320	AIRSIDE		X	



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	E170 E190				
IBE	A319 A320 A321	AIRSIDE		X	
VLG	A320 A321 A20N	AIRSIDE		X	
KLM	B737 B738 B739 E170 E190	AIRSIDE		X	
FDB	B38M B738	AIRSIDE		X	
ELY	B738	AIRSIDE		X	
TDR	A320 B738 F100 L410	AIRSIDE		X	
FR	B737	AIRSIDE		X	
TAP	A320 A321 A319 E195 E190	AIRSIDE		X	
NSZ	B738			X	
TSC	A332			X	
FIN	A319 A320 E190			X	
A3	A20N A319 A320 A321			X	



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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	
DEUTCHE LH	AIRLINES & OPERATORS	Landside		X	
JUNGSKY	AIRLINES & OPERATORS	Airside		X	
Fly Star	Airline Agent	Airside			
BRITISH	AIRLINES & OPERATORS	Landside		X	
QATAR	AIRLINES & OPERATORS	Landside		X	
RYANAIR	AIRLINES & OPERATORS	Landside		X	
EL AL	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
AIR FRANCE CARGO	FORWARDER	Airside		X	
EUROPAK PROMET	FORWARDER	Airside		X	
PRIMAL	FORWARDER	Airside		X	
ZAGREBŠPED	FORWARDER	Airside		X	
CARGO CONSOLIDATORS	FORWARDER	Airside		X	
Maurice Ward	FORWARDER	Airside		X	
EURO RUTA	FORWARDER	Airside		X	
LOG ADRIA	FORWARDER	Airside		X	
MAKELLA	FORWARDER	Airside		X	
DHL GLOBAL FORWARDING	FORWARDER	Airside		X	
LUFTHANSA CARGO	FORWARDER	Airside		X	
PRIMACOŠPED	FORWARDER	Airside		X	
TRANS AVIO TIM	FORWARDER	Airside		X	
INTEREUROPA	FORWARDER	Airside		X	
CARGO MIND	FORWARDER	Airside		X	
Spedman Global Logistic	FORWARDER	Airside		X	
SKY XS AIRCARGO	FORWARDER	Airside		X	
AVIA TECHNICS d.o.o.	AIRLINES MAINTENANCE SUPPORT	Airside		X	
DALE Aviation	AIRLINES MAINTENANCE SUPPORT	Airside		X	
Societe Air France	Airline support	Landside		X	
Global Aerotech	AIRLINES MAINTENANCE SUPPORT	Airside		X	
Trade Air	Airline Operator	Airside		X	
Air Pannonia	AIRLINES	Airside		X	
GH	GROUND HANDLING	Landside/ Airside			X
A-ANTICUS	car rental activity	Landside		X	



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Auto Technica Fleet Service	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	
OK GLOBAL MOBILITY	car rental activity	Landside		X	
ORYX GRUPA	car rental activity	Landside		X	
AVIA	car rental activity	Landside		X	
Sonus Art	Electronic shop	Airside		X	
In Kapital	Currency Exchange office	Landside		X	
Atalian Global Services Croatia d.o.o.	Cleaning service	Landside/ Airside		X	



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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
HAVAS – Ground Handling Services LLC	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	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 Nav aids (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

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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	



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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, 5, 9, 15, 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	HAVAS – Ground Handling Services Llc
8	RESALTA
9	ATC
10	ZET
11	Taxi
12	Passenger and Employees car
13	Local communities
14	Passengers
15	FR

