

ACI ACA LEVEL 4 CARBON MANAGEMENT STAKEHOLDER ENGAGEMENT PLAN

FRANJO TUĐMAN AIRPORT ZAGREB











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

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SCOPE OF APPLICATION	Internationa	l Zagreb Airpoi	t Jsc.		
REFERENCE(S)	Manuals	the state of the s		tation Application Manua nual, ICAO Doc 9889	l Issue 14, December 2023
			_	agement Manual Volun der Engagement	ne 2: The Practitioner's
		Carbon F	ootprint manu	ıal	
			der Partnershi	p Plan	
	Procedures	>			
	Forms	>			
	Records		pe Resolution s by 2050	European airports com	mitting to net zero carbon
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Međunarodna zračna luka Zagreb d.d. International Zagreb Airport Jsc.

ENGAGEMENT PLAN

nternational Zagreb Airport Jsc. Vrijedi od,
Stranica/P
ACI ACA LEVEL 4 CARBON MANAGEMENT STAKEHOLDER

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1. Definitions

TERM	DESCRIPTION
Engagement	Activities in company which builds and maintains effective relationships with its stakeholders included in Accreditation Level Requirements of Level 4 Transformation 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 4 Transformation Accreditation or can influence in implementation of Requirements of Level 4 Transformation 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 4 Transformation	Absolute emissions reduction in line with the Paris Agreement, enhanced 3 rd party engagement

2. Abbreviations

ABBREVIATIONS	DESCRIPTION
MZLZ	International Zagreb Airport Jsc.
ZAG	Franjo Tuđman Airport located in Velika Gorica, Republic of Croatia (including all
101	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
KLM	KLM
FDB	FlyDubai
TDR	Trade air
RYR	Ryanair
PGT	Pegasus Airlines
NSZ	Norwegian Air Sweden
TSC	Air Transat
AEE	Aegean Airlines
TWB	T'Way Air

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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.

This Plan 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.

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 Envirosuite 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.

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.

Airlines	One of the most important stakeholder groups. 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	LOCATI	CATEGORISATI	GUIDE	INFLUENCE			
	TYPE -	ON	ON/					
	SOURCE OF		PRIORITISATI					
	MISSIONS		ON					
CTN	A319		PACE DE LA COMPANION DE LA COM	Х				
	A320	AIRSIDE		19-14				
	B738							
	DH8D							
	F100							
THY	. 200		CONTRACTOR OF STATE	Х				
	A321	AIRSIDE						
	A320							
	A319							
	A332							
	A333							
	B739							
	B738							
	B38M							
	B39M							
	A21N							
QTR	A319			X				
QIII	A320	AIRSIDE		^				
BAW	A319	AIRSIDE		X				
DAVV	A320	AINSIDE		^				
	A321							
	A20N							
	A21N							
EWG	A319			X				
	A320	AIRSIDE		^				
	B738	711113102						
	A20N							
	BCS3							
AUA	A321			X				
70 7	A321 A320	AIRSIDE						
	E190	AINSIDE						
	E190							
	A321							
	AT72							
LOT	AT76 B38M	AIRSIDE		X				

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	B738				and all the sections
	E170				Alabama a same and
	E190				
DLH	A319			X	
	A320	AIRSIDE			
	A321				
	CRJ9				
	CRJX				
	E195				
	A20N				
	A21N				
ASL	A319			Х	
AJL	A320	AIRSIDE		^	
	AT72	AINSIDE			72
	AT76				
	B738				
OTIL	DH8D	AIDCIDE		V	
OTH	(Air Taxi,	AIRSIDE		Х	
	General			23 GV - F 145 - 145	
	Aviation,			1980	
	Cargo,				
	Military)				
AFR	A318			X	
	A319	AIRSIDE			
	A320				10.00
	E170			in the second second	
	E190		植物、精神、		
IBE	A319			Х	
	A320	AIRSIDE		and the second	
	A321				
	A20N				
KLM	B737	AIRSIDE		X	1776
	B738				
	B739				" # 124 j
	E170				Section 1
	E190				
	E295				
FDB	B38M			Х	
	B738	AIRSIDE			
	B39M				
TDR	A320	AIRSIDE		Х	
	L410		THE PARTY OF THE P		
	SF3				
RYR	A320	AIRSIDE		Х	
	B38M				
- W	B738				
NSZ	B738	AIRSIDE	MARKET END	Х	
	B38M		ALC: MANAGEMENT		

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TSC	A332	AIRSIDE		X	USES AND DESIGNATION OF THE PERSON OF THE PE
	A333				
AEE	A20N	AIRSIDE	FALLS	X	
	A320				
	A321				
PGT	A20N	AIRSIDE	MARKET PRODUCT	X	
1 1 1 1 1 1	A320				+ 07:450 U.S. E.
	A321				
	B738				
TWB	A330	AIRSIDE		X	
			WK Esta Official		

	tification Matrix 2							
Tenants	Consist of retailers, shop staff, café and restaurant staff, offices located at the airport							
	and/or at the airside. These stakeholders are constant energy consumers including those							
	1		energy consumption. Most of	these stak	eholders are			
	in the passenger terminal and platform.							
	DESCRIPTION -	LOCATION	CATEGORISATION/PRIORITI	GUIDE	INFLUENC			
	TYPE OF ACTIVITY		SATION		E			
CROATIA	AIRLINES &	Airside/		X				
AIRLINES	OPERATORS	Landside						
DEUTCHE LH	AIRLINES &	Landside	THE RELEASE OF THE PARTY OF THE	X				
	OPERATORS							
	AIRLINES &	Airside		Х				
JUNGSKY	OPERATORS							
Fly Star	Airline Agent	Airside						
BRITISH	AIRLINES &	Landside		Х				
	OPERATORS		以为多种的 。14万分的,					
QATAR	AIRLINES &	Landside		Х				
	OPERATORS		经总统经验的政策系统					
RYANAIR	AIRLINES &	Landside	2005 USB 1000000 10000000000000000000000000000	Х				
	OPERATORS		A TOTAL CENTRAL PROPERTY.					
EURO JET	AIRCRAFT	Airside	F TO SHARE SHEET	Χ				
	OPERATOR							
BTA	FOOD AND	Airside/	THE PROPERTY OF STREET		X			
	BEVERAGE	Landside						
	SERVICES							
SDA	RETAIL SERVICES	Airside/			X			
		Landside						
IAAC	ADVERTISING	Landside			X			
SECURITAS	SECURITY CHECK	Landside	STATE OF THE PROPERTY OF		X			
	OF PASSENGERS,							
	STAFF AND HAND		对这个文字是是 的对象。					
	BAGGAGE		多用的人的证明基础的证明					
AIR FRANCE	FORWARDER	Landside	基 中的基础是特别的基础。	X				
CARGO			化市场 。1970年来中央中央					

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EUROPAK PROMET	FORWARDER	Landside		X	
PRIMAL	FORWARDER	Landside		Х	
ZAGREBŠPED	FORWARDER	Landside		Х	
CARGO	FORWARDER	Landside		X	
CONSOLIDATOR S					
Maurice Ward	FORWARDER	Landside		Х	
EURO RUTA	FORWARDER	Landside		X	
LOG ADRIA	FORWARDER	Landside		X	-11
MAKELLA	FORWARDER	Landside		Х	
DHL GLOBAL FORWARDING	FORWARDER	Landside		X	
LUFTHANSA CARGO	FORWARDER	Landside		Х	
PRIMACOŠPED	FORWARDER	Landside	ASSESSED AND STREET	X	
TRANS AVIO TIM	FORWARDER	Landside		Х	
INTEREUROPA	FORWARDER	Landside		X	
CARGO MIND	FORWARDER	Landside		Х	
SKY XS AIRCARGO	FORWARDER	Landside		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		Х	
Trade Air	Airline Operator	Airside		Х	
Air Pannonia	AIRLINES	Airside		X	
GH	GROUND HANDLING	Landside/ Airside			X
A-ANTICUS	car rental activity	Landside		Х	
Auto Technica Fleet Service	car rental activity	Landside		Х	
UNILINE	car rental activity	Landside		X	
AUTO BENUSSI	car rental activity	Landside	A TO THE REST OF THE PARTY OF	X	
				WI	

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CENTAR AUTO	car rental activity	Landside		Х	
RENTAL VIRIBUS	car rental activity	Landside		Х	
		Landside		Х	
M.A.C.K.	car rental activity				
		Landside	是一个意思的意思的是一种思想的意思。	Х	
SUB ROSA	car rental activity				
		Landside	PASSES CHAPTER STATE OF THE SECOND	Х	
AVANT	car rental activity		建筑和线线是数据表现的		
NOVA GRATIA	car rental activity	Landside	多层的设计。 	Х	
VIATOR	car rental activity	Landside	Part of the same which the same	Х	
ABMOBIL/CAR		Landside	在 1700年的中国大学和企业大学的	X	
WIZ	car rental activity				
OK GLOBAL		Landside		X	
MOBILITY			ATTERNATION OF THE PARTY OF THE		
	car rental activity				
ORYX GRUPA	car rental activity	Landside	到这种是是在这种的对象的	Х	
AVIA	car rental activity	Landside		Х	
Sonus Art	Electronic shop	Airside		Х	
	Currency Exchange	Landside	建修建,建立的一种,是一些影响	Х	
In Kapital	office				
Atalian Global		Landside/	扩展器长数点容易形成的多数	X	
Services Croatia		Airside			
d.o.o.,	Cleaning service				
T'WAY AIR	Airline operator	Landside	发和UFALALIE AND	Χ	
SAMER&CO	Forwarder	Landside	(2) 地位的比较级	Х	
CENTAR ZA		Landside	AND A PARTY OF THE STATE OF THE	Х	
ODGOJ					
OBRAZOVANJE					
VG	Ustanova	, i	被从名的基础的		

Stakeholder Identification Matrix 3								
Services	Stakeholders such as Ground handlers, Cargo Handlers, Catering companies, contractors,							
provider	government ser	government services, telecom services, retailers that are constant energy consumers including						
	those who perfo	rm their acti	vities and/or by u	sing their equipment, lo	cated in the MZLZ area.			
	DESCRIPTION	LOCATIO	CATEGORISATI	GUIDE	INFLUENCE			
	- TYPE OF	N	ON/PRIORITIS					
	ACTIVITY		ATION					
HAVAS -	Passenger	Airside/			X			
Ground	handling,	Landside		8-31				
Handling	baggage							
Services LIc	handling,			1.72				
	cargo							
	handling, ramp							
	handling,							
	aircraft							
	services, flight							
	operations and							

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	crew			e prodiction sub-	or his fact.
	administration		British Briston		
	, general				
	aviation			per lightening age de l	
	services				
BTA	Catering	Airside/		The sentence of the	X
	services, Food	Landside			
A 1	and beverage,			Laste and Last and S	
	Business				
15-15-16	Lounge,				
	Inflight				
	Catering			por solition of the	
	Services,				
	Canteen				16.5
65.4	Services	A: 11		V	V
SDA	Retail services	Airside		X	X
				and the later of the second	La company of the com
RELAY	Retail services	Landside/		X	
RELAT	Retail services	Airside		^	
		All'side		1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	
RESALTA	Operation and	Landside			X
	maintenance				
	of the			The state of the s	
1	complete				
	System of			1 2 2 3	
	production				
	and				
	distribution of				
	heat energy at				
	ZAG,				
	consisting of				
	boiler rooms,				
	heat				
	substations				Omigna and the
	and hot water				
	pipeline				
Aim Tu-ff:	network	Aincide /		V	
Air Traffic	The air traffic	Airside/ Landside		Х	
Control Ltd.	Control services, The	Lanuside			
	services, The Navaids (ILS,				
	glide path)		建设度 基金		
	operations and			물리 얼마 살이 그 모네?	middleshi editem.
	maintenance,				
	The				
	meteorologica				8-5-1-19/89-
	,c.coi ologica		E RESERVICE VALUE VA		

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Ministry of	The	Airside/	A STATES	X	
interior	immigration	Landside			
	services				
Ministry of	Customs	Airside/		Χ	
Finance	services	Landside			
HT-	Telecommunic	Airside/		X	
CRONET,	ation services	Landside			
UNITED				35 42" 7 17 5	
TOWERS,					
A1					
HRVATSKA					
IACC	Advertising	Landside			X
	services				

Stakeholder	Identification	Matrix 4									
Transport	Transport operations services, stakeholders that are not energy consumers, but their activitie										
operations	have an influence on air pollution.										
	DESCRIPTI LOCATION CATEGOR		CATEGORISATI	GUIDE	INFLUENCE						
	ON – TYPE		ON/								
	OF	·	PRIORITISATI								
	ACTIVITY		ON								
Pleso	Employees,	Landside		X							
transport	passengers										
company	and visitors										
Ltd.	transport/B										
	us										
ZET	Employees,	Landside		X							
	passengers										
	and visitors										
	transport/B										
	us			_							
Taxi	Taxi	Landside		X							
	services										
Passenger	Transport	Landside			X						
and											
Employees			Marie Control of the								
car											

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Stakeholder	identification Ma	trix 5							
Passengers	Passengers, visit	ors, employees	are not significant e	nergy consumers,	but they can influence				
, visitors,	on energy savin	gs by using facil	ities in buildings. Loc	cal communities a	re resident groups that				
employees,	interact directly	and indirectly w	ith the airport opera	tion. They are seel	king preservation of the				
local	environment an	d their quality o	f life.						
community	DESCRIPTION	LOCATION	CATEGORISATIO	GUIDE	INFLUENCE				
	- TYPE OF	·	N/PRIORITISATIO						
	ACTIVITY		N						
Passengers	Passenger	Airside/		X					
	arrival,	Landside							
	departure,								
	connection								
	flight								
Visitors	Accompany	Landside		Х					
	passengers or								
	visit the								
	airport								
Employees	Perform all	Airside/			X				
(Internal	commercial	Landside							
and	and non-								
external)	commercial								
	services								
Local	Interact	Surrounding		Х					
communiti	directly and	airport areas	Mark Street						
es	indirectly with								
	airport	_ F-A-11							
	operation								

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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						
ikeholder dependence on energy consumption or CO2 reduction	High dependence – no choice	13	6	1 1	3 7						
Stakeholder de consumption	No direct impacts stakeholders have broad range of choice		10 1	2							

1	CTN
2	Other airlines
3	BTA
4	SDA
5	IACC
6	Forwarders
7	HAVAS – Ground Handling Services LIc
8	RESALTA
9	ATC
10	ZET
11	Taxi
12	Passenger and Employees car
13	Local communities
14	Passengers
15	RYR

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5. Stakeholder Engagement Plan Objectives for 2025

	STAKEHOLDER ENGAGMENT PLAN 2025						Oz/RefCC-IMS-GA-025-34-E Vijedi od / Effecti 06.06.2025. axtanica rage: v r										
BJEC TIVE	STAKEHOLDER CONTRIBUTION THROUGH ACTIONS	TOOL	RESPONSIBLE STAKEHOLDERS	MZLZ RESPONSIBILITY	Jan	Feb	Ma	ar	Apr	May	Jun	Jul	Aug	Sep	Oc	t Nov	De-
A T C R			Croatia Airlines		i	į į	Ιį	į			L.įL.	<u> </u>	J	Li	.i_i	1.1.	.1
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		Presentation, e-	HAVAS			ii		-:	_;_;			-:-	<u></u>	<u></u>		. 4 4 .	
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. N		Presentation, Minutes of meeting,	Croatia Airlines	MZLZ (IMS Department)		 -										· - · · + ·	
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EM			Management ATC				· 	;			: -	÷-;-	÷-			· -	
V T E I L O 4 N	Environment protection clauses into third party contractors	Contracts with third parties	ALL	MZLZ (Legal Department)													
	Promote EMS towards local communities	Presentation, Reports, Minutes of meeting	Local community	MZLZ (IMS Department)												!!!	
	Environmental training for airport staff	Presentation, training record, certificate	Airport Staff	MZLZ (IMS Department)													