

International Zagreb Airport Jsc. company has established and Integrated Management System (IMS) that complies with the standard requirements of ISO 9001:2015, ISO 14001:2015 and ISO 10002:2014.

This Integrated Management System applies to all International Zagreb Airport Jsc. and MZLZ Zagreb Airport Operator Ltd. activities.



Our Policy strives to constantly comply with the statutory and regulatory requirements and the international standards, meet our contractual obligations and implement change management to ensure customer satisfaction in line with their expectations and preventing 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
- Origination, production, storage, handling, processing, transfer and distribution of aeronautical data and aeronautical information
- Meeting our contractual obligations
- Implementing change management to ensure high levels of customer satisfaction
- Implementing Environmental Management System and continually improve its performance by focusing on carbon management strategy with aim to net zero carbon emissions by 2050 and pollution prevention
- Implementing Sanitary Management System by focusing on anti COVID – 19 measures
- Implementing cost efficient operational management and maximize revenues
- Encouraging employees and airport community to report concerns relating to Quality, Environment, Complaint management, Safety, Security and COVID – 19
- Involving all concerned stakeholders in our improvement actions
- Developing and operating a safe 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 the skills and knowledge of the staff through training in accordance to perform their job in a Qualitative, Safe, Secure and Environment friendly way

This policy will be displayed on notice boards, on the company intranet and will also be publicly available on the website. It will be reviewed on an annual basis to ensure its continued suitability. Also this policy has been endorsed and approved by:

Zagreb, 17 Jan 2022.

  
**Huseyin Bahadir Bedir**  
President of the Board  
**David Gabelica**  
Member of the Board  
**Nicolas Duthilleul**  
Member of the Board