

Company Profile



ZAGREB
AIRPORT



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Who we are?

MZLZ Jsc is a concessionaire of Zagreb – Franjo Tuđman Airport.

MZLZ Jsc is a concessionaire of Zagreb's Franjo Tuđman Airport. It took over the management and project of building a new terminal on December 2013 under a 30-year public-private partnership concession agreement with the Republic of Croatia.

The opening of a new passenger terminal in March 2017 announced a new phase of airport operations from the technological and organizational point of view, and provides passenger with a completely different travel experience. The terminal building is an impressive building with an attractive and modern design, has four levels, and is intended

to hold 5 million passengers at its peak capacity. The surface of the terminal is 65.000 m2 and has 8 passenger boarding bridges.

Over the past years, the airport has managed to attract a number of new airlines, some of which are among the largest airlines in the world. This has increased competitiveness and ensured a better offer of network flights to passengers.

30

YEAR PUBLIC-PRIVATE PARTNERSHIP CONCESION

5

MILLION PASSENGERS PEAK CAPACITY

65.000

M2

8

PASSENGER BOARDING BRIDGES





Mission

To host global airline companies at our airport, provide services to the best extent, and create value through user-oriented approach and ensure sustainable development for all of our stakeholders and shareholders.

Vision

To be a leading innovative airport in the region, with strong focus on sustainability, customer satisfaction, service excellence, and continuous education of our employees, while offering high-quality facilities.

About project

MZLZ JSC 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.



Total initial investment:

€ 300

MILLION



Organization structure

David Gabelica
DEPUTY CEO/BOARD MEMBER

Huseyin Bahadir Bedir
PRESIDENT AND CEO

Nicolas Duthilleul
COO/BOARD MEMBER

MZLZ Jsc Concessionaire

SUPPORTING ACTIVITIES

Human Resources

Legal

Finance

Quality Control

IT

Communications (PR)

OPERATIONS

Airport Operations

Airport Safety

Airport Security

Route Development

Maintenance

Development Department

Compliance & Certification

COMMERCIAL

Retail

Space Rental

BTA Food&Service Group

SDA Croatia Aelia Duty Free Shop

IAAC Advertising

Destination map

Destinations

DOMESTIC:

- BWK – BRAČ
- DBV – DUBROVNIK
- LSZ – LOŠINJ
- OSI – OSIJEK
- PUY – PULA
- SPU – SPLIT
- ZAD – ZADAR

INTERNATIONAL:

- ACE – LANZAROTE
- AGP – MALAGA
- ALC – ALICANTE
- AMS – AMSTERDAM
- ARN – STOCKHOLM
- ATH – ATHENS
- BCN – BARCELONA
- BDS – BRINDISI
- BEG – BELGRADE
- BER – BERLIN
- BGY – BERGHAMO
- BRU – BRUSSELS
- BSL – BASEL
- BTS – BRATISLAVA
- BVA – BEAUVAIS PARIS
- CDG – PARIS
- CFU – CORFU

- CGN – COLOGNE
- CPH – COPENHAGEN
- CRL – CHARLEROI BRUSSELES
- DOH – DOHA
- DTM – DORTMUND
- DUB – DUBLIN
- DUS – DUSSELDORF
- DXB – DUBAI
- EIN – EINDHOVEN
- FCO – ROME
- FKB – KARLSRUHE/BADEN-BADEN
- FMM – MEMMINGEN
- FRA – FRANKFURT
- GOT – GOTHENBURG
- GRO – BARCELONA GIRONA
- HAM – HAMBURG
- HEL – HELSINKI
- HHN – FRANKFURT-HAHN
- ICN – SEOUL
- IST – ISTANBUL
- KBP – KYIV
- KGS – KOS
- LED – SAINT PETERSBURG
- LHR – LONDON HEATHROW
- LIS – LISABON
- MAD – MADRID
- MAN – MANCHESTER

- MLA – MALTA
- MMX – MALMÖ-STURUP
- MRS – MARSEILLE
- MUC – MUNICH
- MXP – MILANO
- NAP – NAPLES
- NRN – WEEZE
- OMO – MOSTAR
- OSL – OSLO

- OTP – BUCHAREST
- PFO – PAPHOS
- PMI – PALMA DE MALLORCA
- PRG – PRAGUE
- PSA – PISA
- SAW – ISTANBUL SABIHA GOKCEN
- SJJ – SARAJEVO
- SKG – THESSALONIKI
- SKP – SKOPJE
- SOF – SOFIA
- STN – LONDON STANSTED
- STR – STUTTGART
- SVO – MOSCOW
- TGD – PODGORICA
- TIA – TIRANA
- TLV – TEL AVIV
- TRF – TORP SANDEFJORD
- TXL – BERLIN
- VIE – VIENNA
- WAW – WARSAW
- YYZ – TORONTO
- ZRH – ZURICH

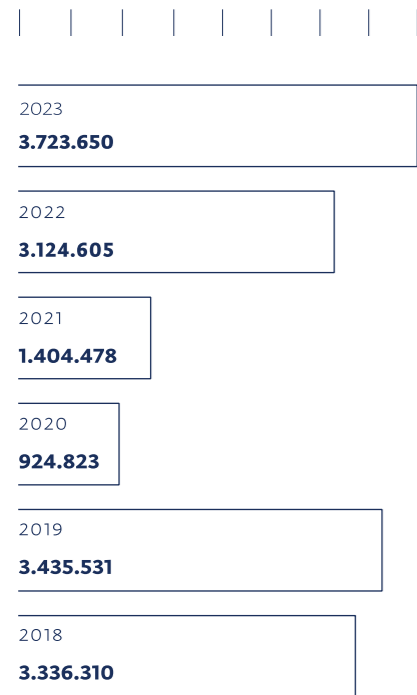
Airlines operated 2017—2024

- AEGEAN AIRLINES
- AEROFLOT
- AIR FRANCE
- AIR SERBIA
- AIR CANADA
- AIR TRANSAT
- AUSTRIAN AIRLINES
- BRUSSELS AIRLINES
- BRITISH AIRWAYS
- CROATIA AIRLINES
- CZECH AIRLINES
- EL AL ISRAEL AIRLINES
- EMIRATES
- EUROWINGS
- FINNAIR
- FLY DUBAI
- IBERIA
- KLM ROYAL DUTCH AIRLINES
- KOREAN AIR
- LOT POLISH AIRLINES
- LUFTHANSA
- NORD WIND
- NORWEGIAN
- PEGASUS
- QATAR AIRWAYS
- RYANAIR
- SUN D'OR
- SWISS INTERNATIONAL AIR LINES
- TAP PORTUGAL
- TRADE AIR
- TURKISH AIRLINES
- T'WAY
- VUELING
- WINDROSE

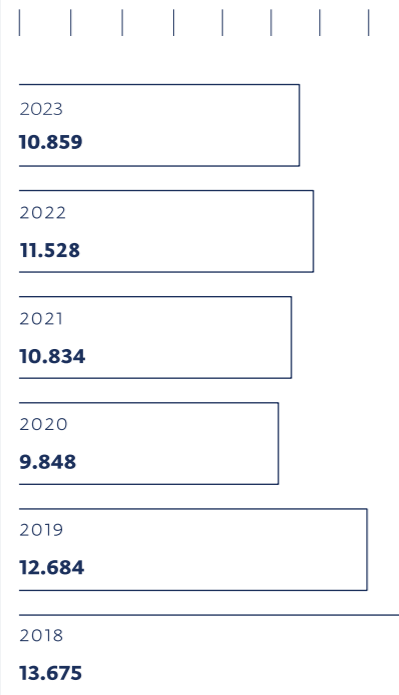
Traffic figures



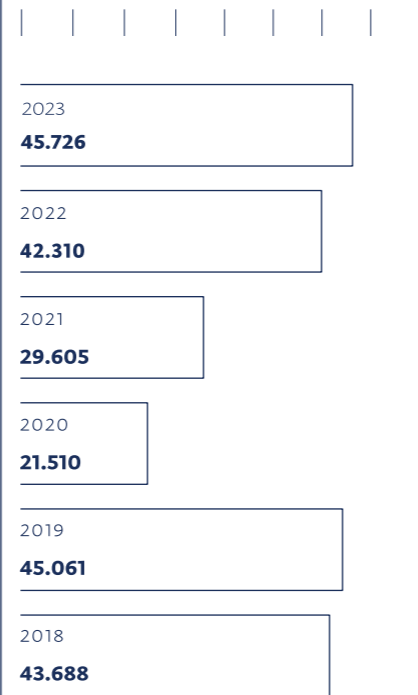
Passengers



Cargo



Aircraft movements



Facts & figures



66

DIRECTLY CONNECTED DESTINATIONS WITH ZAGREB



20

AIRLINES CURRENTLY OPERATING IN ZAGREB



5.000.000

CAPACITY OF THE PASSENGER TERMINAL



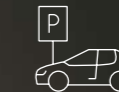
65.000 m²

PASSENGER TERMINAL



2.000 m²

COMMERCIAL AREA



1.400

PARKING SPACES



8

PASSENGER BOARDING BRIDGES



30

CHECK-IN COUNTERS



18

PASSPORT CONTROL COUNTERS



4 km

BAGGAGE BELTS - MODERN AUTOMATIC BAGGAGE HANDLING SYSTEM



9

RESTAURANTS AND BARS



11

SHOPS



2023

EASIEST AIRPORT JOURNEY IN EUROPE

2022

BEST AIRPORT OF 2 TO 5 MILLION PASSENGERS IN EUROPE
AIRPORT WITH THE MOST DEDICATED STAFF IN EUROPE
EASIEST AIRPORT JOURNEY IN EUROPE

2021

BEST HYGIENE MEASURES BY REGION
(EUROPE)

2020

THE BEST AIRPORT IN EUROPE WITHIN
THE GROUP OF AIRPORTS OF 2 TO 5
MILLION PASSENGERS PER YEAR

2019

THE BEST AIRPORT IN EUROPE WITHIN
THE GROUP OF AIRPORTS OF 2 TO 5
MILLION PASSENGERS PER YEAR

2018

THE BEST AIRPORT IN EUROPE WITHIN
THE GROUP OF AIRPORTS OF 2 TO 5
MILLION PASSENGERS PER YEAR

2017

THE MOST IMPROVED AIRPORT

ACI ASQ awards

Zagreb Airport has been named according to passengers' scores the Best Airport in Europe withing the Group of airports of 2 to 5 million passengers per year in years 2018, 2019 and 2020. In year 2021 Zagreb Airport named airport with Best Hygiene Measures by Region (Europe). 2022 Zagreb Airport has earned the Airport Service Quality (ASQ) Award for Best Airport of 2 to 5 million Passengers in Europe, Airport with the Most Dedicated Staff in Europe and Easiest Airport Journey in Europe. Zagreb Airport has earned the 2023 ASQ Award for Easiest Airport Journey in Europe. This is the result of ACI ASQ (Airport Council International – Airport Service Quality) survey, conducted among passengers and users of airport services.



Ground handling

Ground handling services in Zagreb Airport aim to provide our costumers with the most professional, safe and secure service, to ensure a fast and friendly journey through the required airport procedures. This means providing a timely, safe and secure ramp handling to ensure on-time flight departures and efficient baggage handling for arriving and departing passengers.

HAVAS GROUND HANDLING SERVICES, LLC. which is a subsidiary of Havas Ground Handling Co. of Turkey, is the sole ground handling services provider at Zagreb International Airport for the airlines, passengers, and representatives/agents of the airlines. With its 520 certified and highly qualified employees and more than 100 motorized

and 500 non-motorized GSE, Havas has a proven service quality track record for including but not limited to the passenger, baggage, cargo & mail, and aircraft services.

Havas has a good safety record and productivity rate.

The safety and security of our people, customers, and their assets are number one priority every time we provide our services.

Our management is working with the principle of „Employee Satisfaction is the key to Customer Satisfaction“.

Even though the COVID19 Pandemic held us to improve from 2020 till now, we are keen to finalize what has been suspended and create a better working atmosphere for all our colleagues.

We measure: Quality of the service and operational safety through key performance indicators, and we share information with our clients.

We also have a strong commitment to promoting a fair, open and just reporting culture on safety and security matters.

Havas had been audited for ISAGO (Safety Audit for Ground Operations) certification in November 2019 and registered in International Air Transport Association's (IATA) database in June 2020 being the first provider of ground handling services in Croatia achieving this. We passed through the renewal audit in 2021 and achieved to prolong the ISAGO till 2023 November.





Commercial

We are focused on providing high quality retail space and continuing to develop a product and merchandise blend to meet retail expectations of passengers, as well as identifying appropriate retailers who can meet airport's service, operational and financial objectives. Advertising at our airport provides an interesting audience spectrum of domestic and international travelers, reaching over 3 million passengers annually, and at least a double amount of non-travelers with various reasons for visiting the airport.

IAAC

(International Airport Advertising Corporation) is an organization exclusively dedicated to airport advertising. It helps advertisers target consumers via bespoke campaigns in high dwell locations throughout the airport.

SDA CROATIA U AELIA DUTY FREE SHOP

Aelia Duty Free Shop's next generation is a new concept that aims at providing passengers with a unique shopping experience that combines glamour, pleasure, and a first-class customer service. The Fashion Place experience provides a go-to fashion destination for travelers who want to shop for the latest fashion looks from their favorite brands with a guarantee of an excellent value.

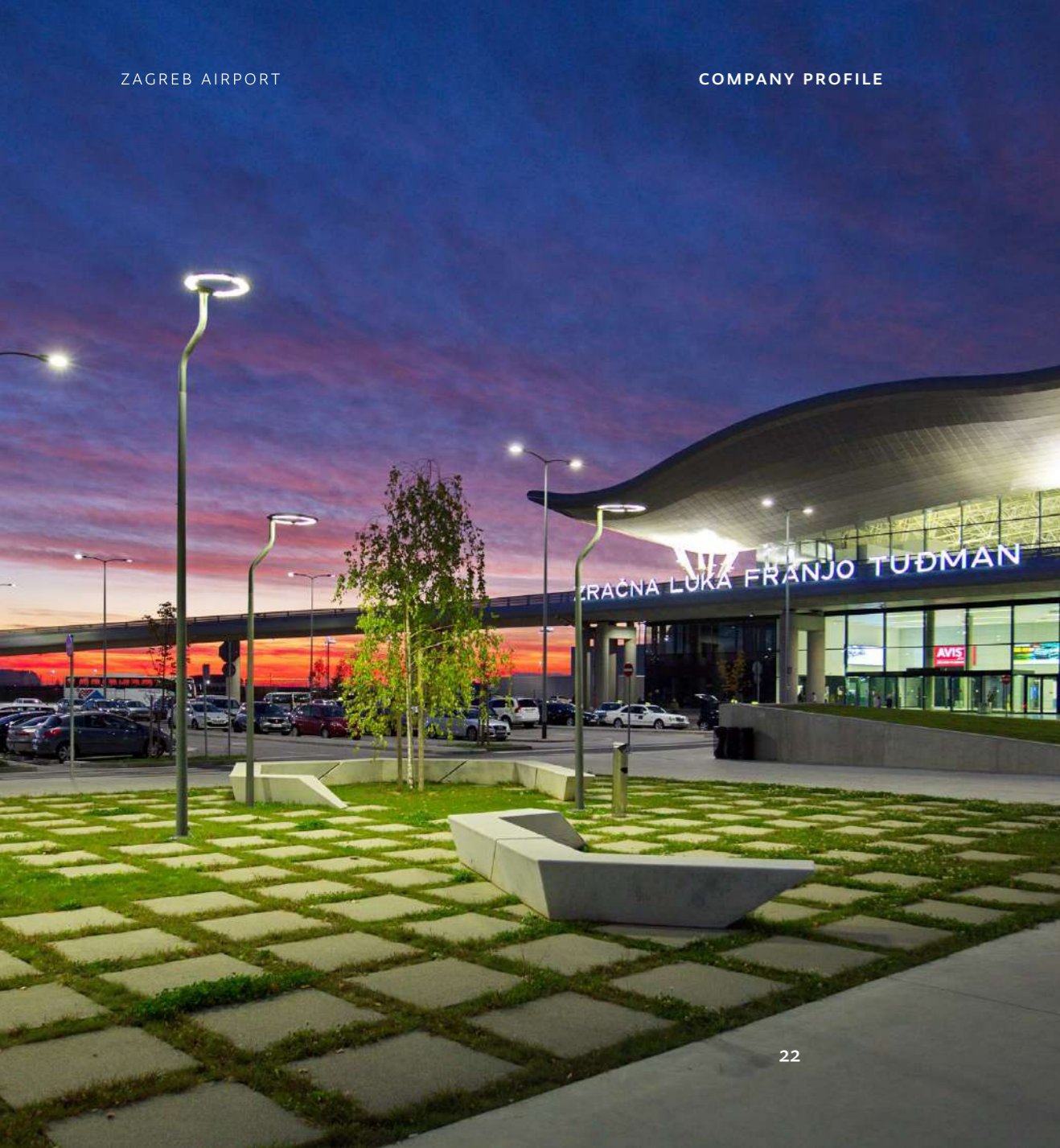
BTA FOOD&SERVICE GROUP

Since BTA Airports established its first units in 1999, it has become the leading provider of F&B services to passengers with its restaurants. Every unit is completely renovated and designed with modern architecture. Currently operating at a total of 17 airports in 8 countries, BTA creates award-winning dishes by blending world flavours and hospitality.

BTA's core enthusiasm is based on making people happy. We deeply value the well-being of our workers, our business partners and most importantly our customers.

We do not only generate insights on food quality, as it strives to deliver the highest customer experience. We always maintain the passion and dedication that goes into achieving guest satisfaction.

Innovative, dynamic, experienced, enthusiastic...



35 km

OF PIPES FOR
RAINWATER AROUND
AND BELOW THE
TERMINAL BUILDING

Environment

We have implemented a range of measures towards maximizing energy, water, and waste efficiencies, as well as reducing noise

Our vision is to ensure that Zagreb Airport operates in a manner that is as energy-efficient, resource-saving and environmentally friendly as possible.

We recognize that strong environmental management is important in our vision for growth and we are committed to sustainability. With that goal in mind, we have implemented a range of measures towards maximizing energy, water, and waste efficiencies, as well as reducing noise.



Our employees

OUR EMPLOYEES ARE OUR GREATEST ASSET

MZLZ Jsc currently employs 220 employees with highly specialized knowledge expertise and skills in the airport industry and customer service. We are continuously investing in the education and the development of our employees' expertise and professional approach. Special emphasis is put on teamwork, cooperation, and mutual exchange of knowledge and experience as well as their ability to meet the expectations of our partners and customers.

Therefore, we have an ongoing interest in continuing to: improve our work environment and our services by planning the goals, and to be surrounded by engaged employees who lead our company to a high-performance and sustainable culture. We measure quality of the service and operational security through indicators, and we share information with our clients.



Community

We build collaborative relationships by striving to understand any issues and committing ourselves to supporting activities in partnership with the local communities

Zagreb Airport has always taken a proactive approach to the sustainable development of the company and our responsibility for the local community in terms of the economic and environmental impact.

We pride ourselves in being considerate members of local communities. We listen to their needs and build collaborative relationships by striving to understand any issues and committing ourselves to supporting activities in partnership with the local communities with the City of Zagreb, City of Velika Gorica, Zagreb County, Ministry of Maritime Affairs, Transport and Infra-

structure, Ministry of Tourism, Croatian National Tourist Board, Zagreb Tourist Board, and Velika Gorica Tourist Board.





Contact

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