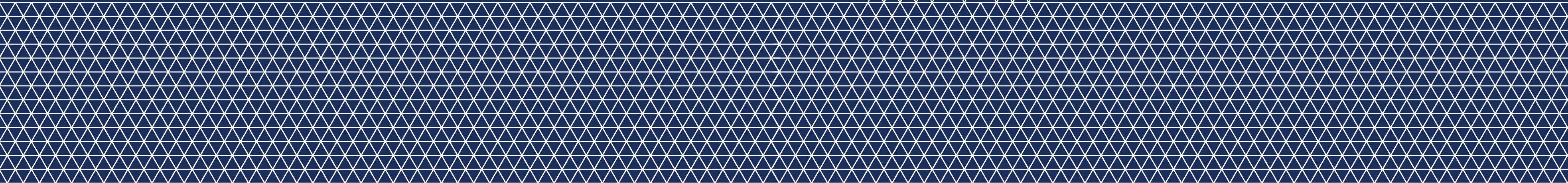


# Company profile

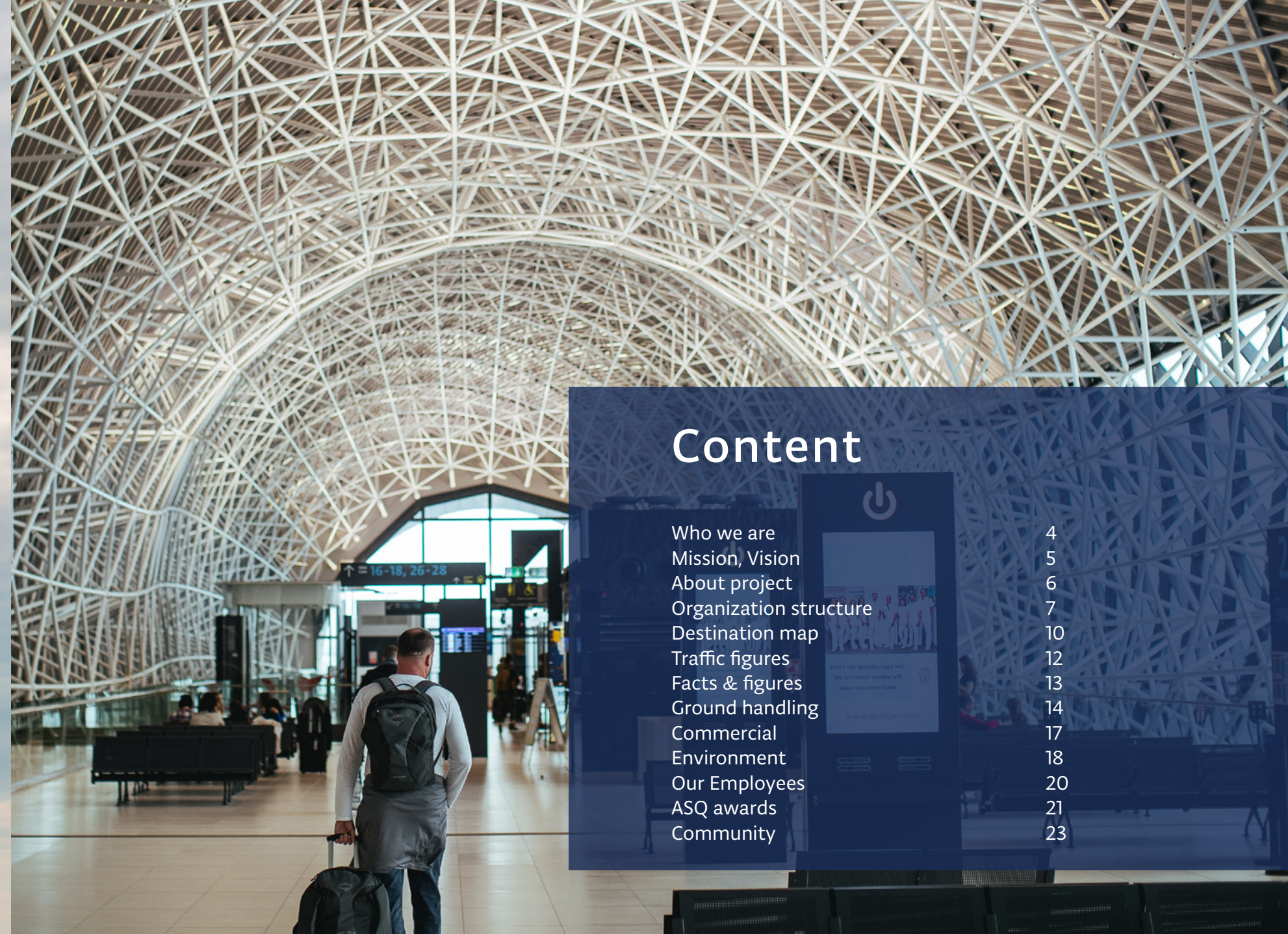


ZAGREB  
AIRPORT









## Content

Who we are	4
Mission, Vision	5
About project	6
Organization structure	7
Destination map	10
Traffic figures	12
Facts & figures	13
Ground handling	14
Commercial	17
Environment	18
Our Employees	20
ASQ awards	21
Community	23



## Who we are?

MZLZ Jsc is a concessionaire of Zagreb – 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 announces a new phase of airport operations from the technological and organizational point of view, and will provide passengers 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 m<sup>2</sup> 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 and most prestigious airlines. This has increased competitiveness and ensured a better offer of network flights to passengers.

*Management Board of MZLZ Jsc*

## Mission

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

## Vision

To be a leading innovative airport in the region, with strong focus on 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

**MZLZ Jsc**  
Concessionaire

- SUPPORTING ACTIVITIES**
- Human Resources
  - Legal
  - Finance
  - Quality
  - IT
  - Infrastructure Development
  - Communications (PR)



**Huseyin Bahadir Bedir**  
CEO



**David Gabelica**  
Board Member

- OPERATIONS**
- MZLZ Airport Operator Ltd**
- Operations
  - Maintenance
  - Safety
- MZLZ Ground Handling Ltd**
- Ground Handlings
  - Cargo
  - General Aviation
- MZLZ Security Ltd**
- Security

- COMMERCIAL**
- Retail
  - Route Development
  - Space Rental
- BTA Food&Service Group**
- SDA Croatia - Aelia Duty Free Shop**
- IAAC Advertising**





EAST APRON ->



# Destination map

- ✈ AEGEAN AIRLINES
- ✈ AEROFLOT RUSSIAN AIRLINES
- ✈ AIR CANADA
- ✈ AIR FRANCE
- ✈ AIR SERBIA
- ✈ AIR TRANSAT
- ✈ AUSTRIAN AIRLINES
- ✈ BRITISH AIRWAYS
- ✈ BRUSSELS AIRLINES
- ✈ CROATIA AIRLINES
- ✈ CZECH AIRLINES
- ✈ EL AL ISRAEL AIRLINES
- ✈ EMIRATES
- ✈ EUROPEAN AIR TRANSPORT (CARGO)
- ✈ EUROWINGS
- ✈ FLY DUBAI
- ✈ IBERIA
- ✈ KLM ROYAL DUTCH AIRLINES
- ✈ KOREAN AIR
- ✈ LOT POLISH AIRLINES
- ✈ LUFTHANSA
- ✈ MNG AIRLINES (CARGO)
- ✈ NORWEGIAN AIR SHUTTLE
- ✈ SILVER AIR
- ✈ SWISS
- ✈ QATAR AIRWAYS
- ✈ TRADE AIR
- ✈ TURKISH AIRLINES
- ✈ VUELING

2,16%

AIRFRANCE

1,36%

AirSERBIA

2,94%

Austrian

2,88%

BRITISH AIRWAYS

50,09%

CROATIA AIRLINES

4,24%

Emirates

5,79%

Eurowings

1,83%

KLM

6,54%

Lufthansa

4,77%

TURKISH AIRLINES

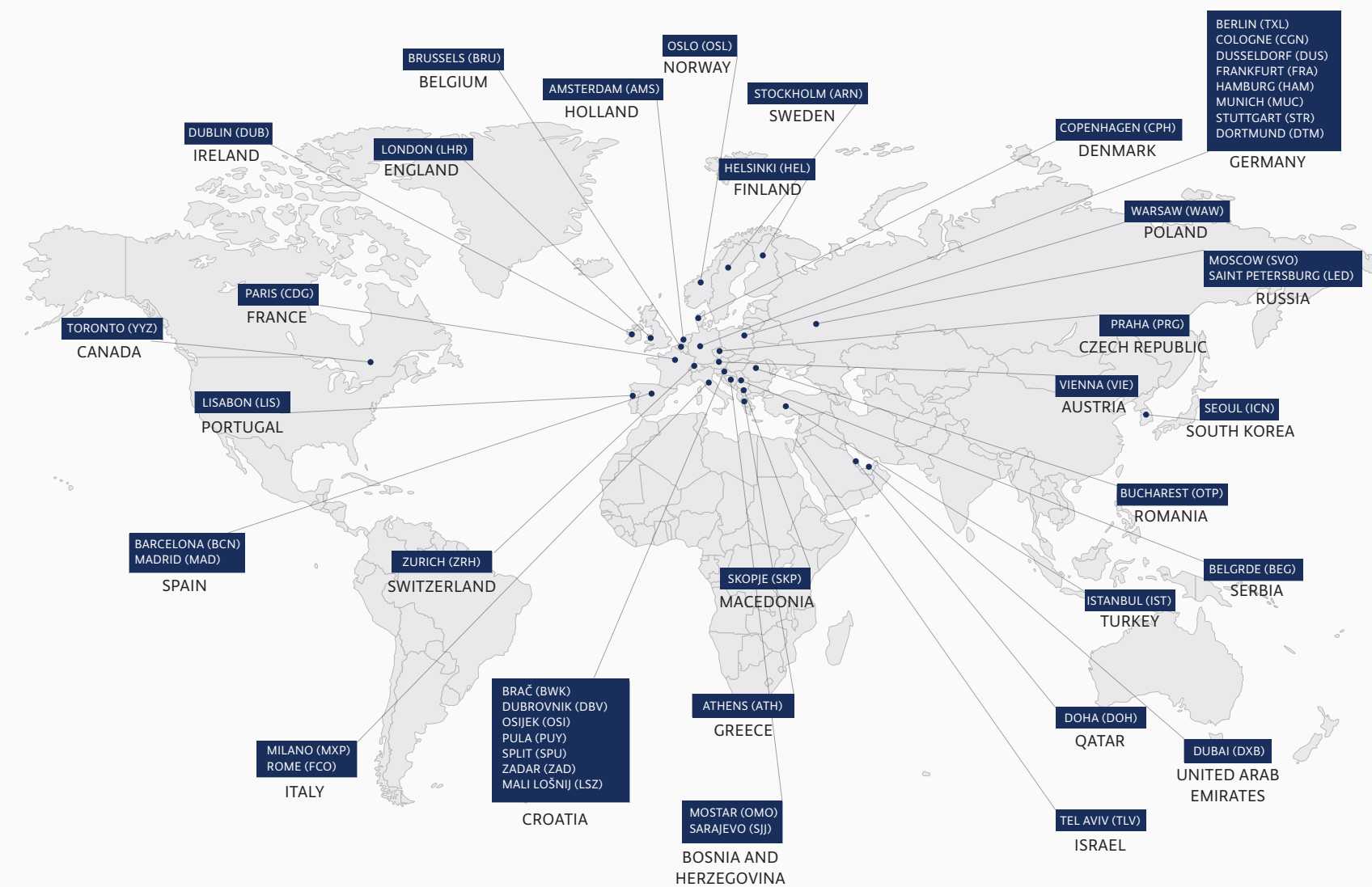
4,12%

QATAR AIRWAYS

13,29%

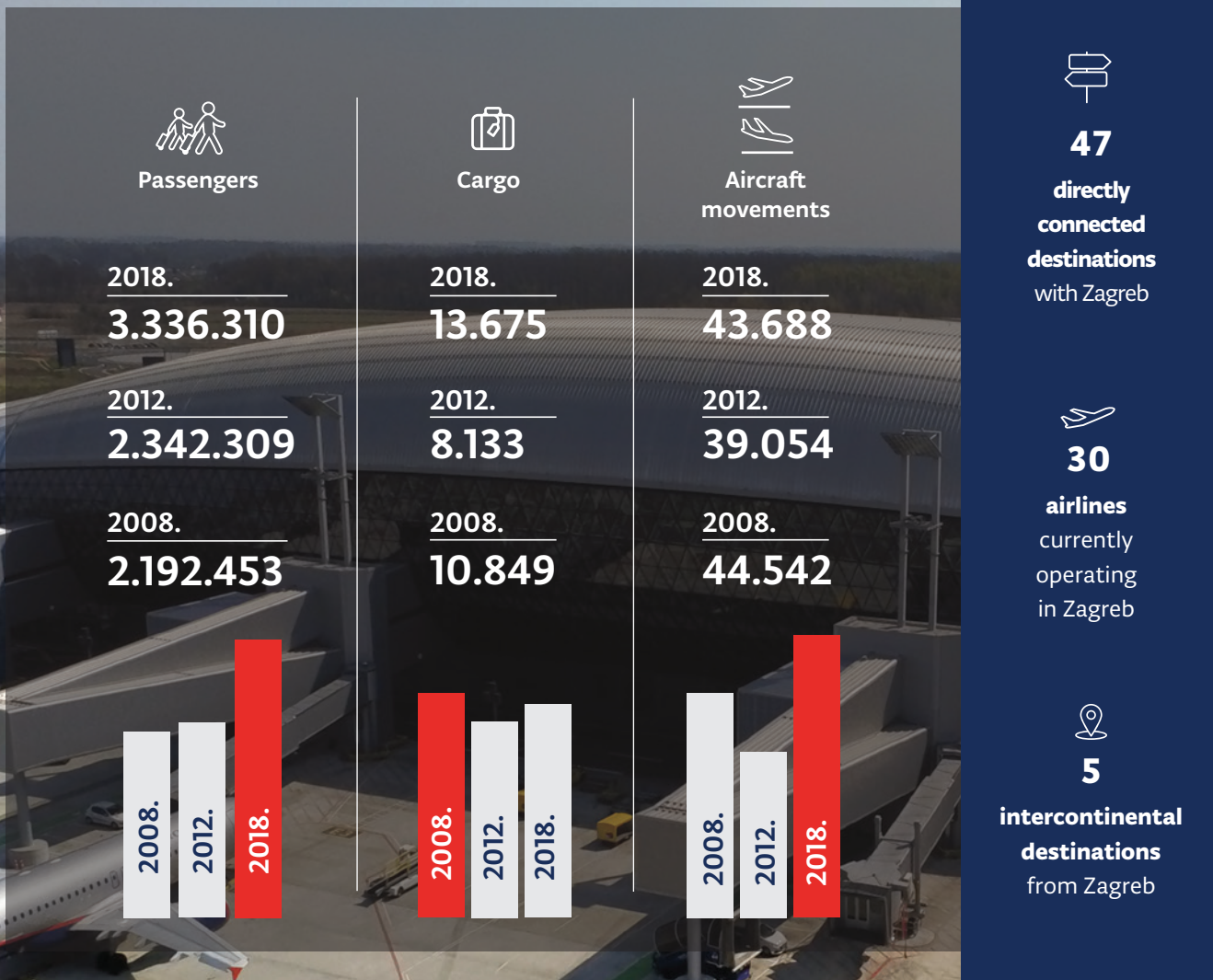
Other

47 DESTINATIONS / 29 COUNTRIES





# Traffic figures



# Facts & figures

- 5.000.000** Capacity of the passenger terminal
- 65.000 m<sup>2</sup>** Passenger terminal
- 2.000 m<sup>2</sup>** Commercial area
- 1.100** Parking spaces
- 8** Passenger boarding bridges
- 34** Check-in counters
- 23** Passport control counters
- 3 km** Baggage belts - modern automatic baggage handling system
- 10** Restaurants and bars
- 8** Shops



# Ground handling

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. With its 500+ certified and highly qualified employees and 100+ ground support equipment, MZLZ Ground Handling Service Ltd has a proven service quality for all operational areas: passenger, baggage, cargo/mail and aircraft services.

Our aim is to provide our customers 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.





# 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 – Aelia Duty Free Shop

Aelia Duty Free Shop - 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

We are blending different tastes of the world cuisines and offering high quality and healthy dishes to our guests in accordance with the contemporary service approach that is based on comfort and safety.

We are Innovative... Dynamic... High quality...  
And most importantly, we are Delicious...





# Environment

Our vision is to ensure that Zagreb – Franjo Tuđman 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.

**35 km of pipes for rainwater around and below the terminal building**



SILVER



## COMPANY PROFILE







# Our employees

## OUR EMPLOYEES ARE OUR GREATEST ASSET

MZLZ Jsc with its affiliated companies currently employs more than 800 employees with highly specialized knowledge expertise and skills in the airport industry. 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.

# ASQ awards



**Best in Class, 2018**  
(airports with 2 to 5 mil passengers)

**Most Improved Airport** in Europe in 2017

"The ASQ Awards celebrate our industry's commitment to delivering exceptional customer service to passenger service"  
*Angela Gittens, General Director of ACI World*



# Community

Zagreb – Franjo Tuđman 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 – the City of Zagreb, City of Velika Gorica, Zagreb County, Ministry of Maritime Affairs, Transport and Infrastructure, Ministry of Tourism, Croatian National Tourist Board, Zagreb Tourist Board, and Velika Gorica Tourist Board.





# Contact

Telephone:	00385 1 4562 222
Web page:	<a href="http://www.zagreb-airport.hr">www.zagreb-airport.hr</a>
Info:	<a href="mailto:info@zag.aero">info@zag.aero</a>
Cargo:	<a href="mailto:cargo@zag.aero">cargo@zag.aero</a>
Ground Handling:	<a href="mailto:operations@zag.aero">operations@zag.aero</a>
Commercial:	<a href="mailto:commercial@zag.aero">commercial@zag.aero</a>
Communication:	<a href="mailto:pr@zag.aero">pr@zag.aero</a>