



**Stakeholder Engagement Plan**  
**/Jan 2022 - Dec 2024/**  
**Sofia Airport, 2022**

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# 1 Introduction

**Sofia Airport (SA)** is the largest international airport on the territory of the Republic of Bulgaria.

SA is certified according to the requirements of the International Organization for Standardization (ISO) with certificates according to two standards: ISO 9001:2015 (Quality Management) and ISO 14001:2015 (Environmental Management). The ISO certifications ensure that all activities carried out by SA are directed towards efficient resource management and continuous improvement of the quality of services offered, focusing on meeting the needs of the end user.

The applied ISO standards cover the entire range of activities performed by SA as an airport operator in accordance with the Civil Aviation Act, including other activities performed by the company such as ground handling, commercial activity, renting out of terrain, premises, commercial sites, and facilities and other fixed tangible assets.

In 2016 SA applied for accreditation at Level 1 of the Airport Carbon Accreditation Program and was certified accordingly by ACI EUROPE that same year.

In 2017, as part of the preparation to upgrade to Level 2 of ACA Sofia Airport prepared a **Carbon Management Plan (CMP) for the period 2017-2020** to demonstrate its efforts to reduce GHG emissions. The CMP was prepared in compliance with the requirements of the Greenhouse Gas Protocol (GHGP) for Scope 1 (direct carbon emissions) and Scope 2 (indirect emissions related to electricity consumption) as well as GHGP for airports, and following the ACI Guidance Document for Level 2 of ACA. Subsequently, SA received a certification under the ACI EUROPE

Airport Carbon Accreditation Programme at Level 2 Reduction.

As of 20.04.2021 SOF Connect AD effectively took over the management and operation of Sofia Airport as the airport operator, by virtue of the contract signed on 22.07.2020 for awarding a concession for Sofia Airport.

SOF Connect is in the process of extending the carbon accreditation of Sofia Airport to Level 3. In line with the requirements for this level, SOF Connect must elaborate a **Stakeholder Engagement Plan** and extend the reporting of the SOF Connect carbon footprint to **include all relevant Scope 3 emissions** that an airport can **guide and influence**.

The current Stakeholder Engagement Plan (SEP) is prepared in parallel with the Carbon Management Plan of SOF Connect for the period 2022-2025.

The SEP provides identification, categorisation and prioritisation of all relevant stakeholders to Scope 3 and how the airport plans to engage with them to achieve their carbon reduction emission targets. Concrete measures with a timeframe and responsibilities are defined in the Plan. Next to this, output indicators are set to measure the efforts of SOF Connect on carbon management at SA. The commitments of SOF Connect to its Stakeholders are described in the company's [Code of Ethics](#).

## 2 Objectives of the Stakeholder Engagement Plan (SEP)

The main objective of the Stakeholder Engagement Plan (SEP) by SOF Connect AD is to **demonstrate an engagement** with its stakeholders at the airport with **planning actions** and **responsibilities** that should lead to an **improvement of energy efficiency and the reduction of the airport carbon emissions**.

## 3 Scope and Approach

### 3.1 Scope

The scope of the current Stakeholder Engagement Plan is three years, covering the period from **01.01.2022 to 31.12.2024**. The SEP can be reviewed and updated prior to 2025 if considerable structural changes or other external factors influence its implementation.

### 3.2 Approach

The approach to stakeholder engagement as outlined in this plan is based on the **principles of inclusiveness, transparency, responsiveness, accountability, and respect for rights**. These principles are adopted from the *Stakeholder Participation Guidance* of the Initiative for Climate Action Transparency (ICAT) that aims to provide guidance for the GHG assessment, sustainable development and policies<sup>1</sup>.

The steps for the preparation of the SEP are the following:

- Identification and description of stakeholders, whose activities may influence the carbon emissions / carbon footprint;
- Categorisation and assessment of stakeholders;
- Prioritisation of stakeholders;
- Definition of actions and measures to engage stakeholders in achieving targets of carbon emissions reduction;
- Development of an implementation plan for the realisation of the defined measures and allocating responsibilities for cooperation, timings and evidence for outcomes;
- Setting a process for SEP implementation and monitoring.

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<sup>1</sup> <https://climateactiontransparency.org/wp-content/uploads/2020/01/Draft-2018-version-of-the-Stakeholder-Participation-Guide.pdf>

## 4 Stakeholders at the airport

### 4.1 Identification and description

Subject of the SEP are stakeholders who, through their operations, activities or actions, can influence Sofia Airport's carbon footprint and who are generally associated with Scope 3 emissions (emissions from other sources related to the activities of the airport). The relevant stakeholders identified are tenants and companies operating at the airport, SOF Connect employees across all of its operations, passengers, visitors and other external stakeholders relevant to the airport's activities, such as the general public, NGOs and aviation interest groups.

A detailed list of the identified stakeholders is presented in **Annex I** to the SEP.

### 4.2 Categorisation of stakeholders

For the purpose of developing this SEP, stakeholders relevant to scope 3 emissions were identified and categorised in **three categories based on the type of their activity and relation to SOF Connect** (Table 1).

The three categories of stakeholders are as follows:

#### **Group I.** External stakeholders 'on-site'

The group covers stakeholders contributing to emissions that are a consequence of the activities of the airport but occur from sources not owned and/or controlled by SOF Connect.

These are the stakeholders, external to SOF Connect, which are generally operating on the territory of the airport and/or generally performing activities that have a direct link to Scope 3 emissions. Such stakeholders are, for example: airlines, ground handling operators, tenants (businesses & services), passengers, etc.

#### **Group II.** Airport staff

The group represents the internal stakeholders for SOF Connect, i.e., the employees within all company operations whose actions and behaviours contribute to scope 3 emissions.

#### **Group III.** External stakeholders 'off-site'

The group covers external stakeholders that are not operating on the territory of the airport but through their decisions, actions, established rules or other activities may indirectly affect Scope 3 emissions of SOF Connect. Such stakeholders are decision-making bodies, energy or service suppliers, non-governmental organizations, the general public, etc.

### 4.3 Stakeholder analysis and prioritisation

- **Stakeholder analysis**

To identify **key stakeholders** and subsequently develop targeted measures within the scope of the plan, an **analysis of stakeholders** was carried out using a **Stakeholder analysis matrix** (Figure 1). Taking the **stakeholders' impact on carbon emissions** and **the Influence SOF Connect has on each stakeholder subgroup** into account, stakeholders were assessed on a scale of five levels (high, medium-high, medium, medium-low, low) and allocated to one of four quadrants.

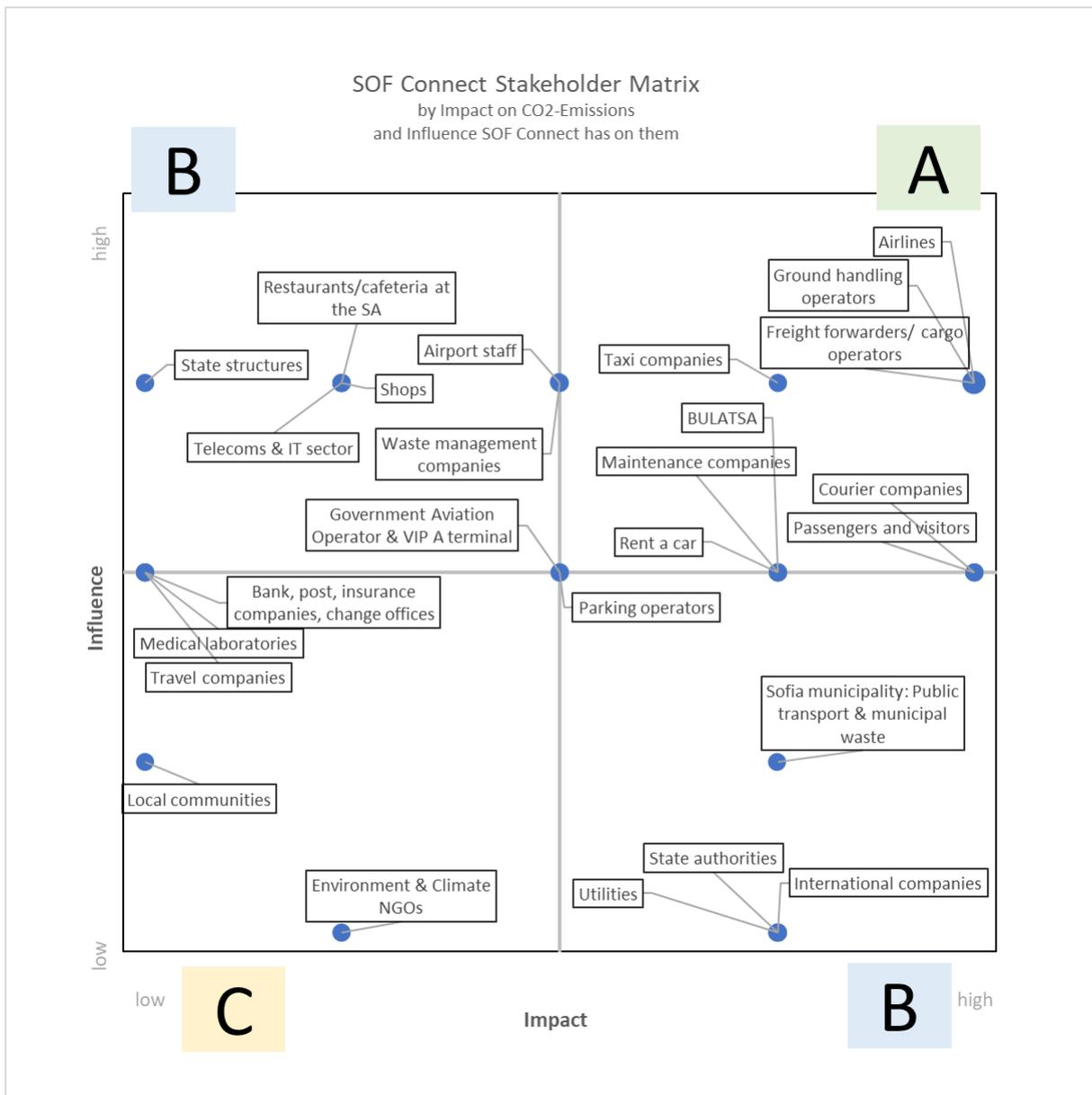


Figure 1 Stakeholder analysis matrix

- **Stakeholder priority groups**

As a result of the Stakeholder analysis, stakeholders were prioritised as follows:

- A. Stakeholders of high priority:** causing the highest level of carbon emissions and energy consumption through their activity (high and medium-high impact) AND having a high potential to be influenced on their carbon emissions (high and medium-high influence);
- B. Stakeholders of medium priority:**
  - causing high/medium-high/medium levels of carbon emissions and energy consumption through their activity AND having a low/medium-low/medium potential to be influenced; and
  - causing low/medium-low/medium levels of carbon emissions and energy consumption through their activity AND having a high/medium-high/medium potential to be influenced.
- C. Stakeholders of low priority:** causing low/medium-low level of carbon emissions and energy consumption through their activity AND having a low/medium-low potential to be influenced.

This Plan aims to identify specific measures and actions to engage stakeholders in the process of reducing emissions at Sofia Airport and improving energy efficiency. For this reason, **measures are mainly focused on selected stakeholders in priority groups A and B** that either contribute significantly to emissions reduction or may be influenced by targeted actions, decisions or partnership initiatives of SOF Connect.

- **Potential for guidance and influence of stakeholders**

In assessing the potential for stakeholders to be guided and influenced, a high or low potential was considered based on the interconnectedness of the relevant stakeholders with the operational activities of SOF Connect. To specify more clearly the means of stakeholders' engagement, it was further identified which stakeholders can be **guided** and **influenced** by targeted actions and engagement activities based on the following assumptions:

- With high potential to be guided are the stakeholders, who have a contractual relationship with SOF Connect and/or are directly dependent on the operations and management decisions of the airport operator and/or may be engaged on the basis of a partnership or other legal agreement. These stakeholders are considered stakeholders which potentially can **be guided** by SOF Connect.
- With less potential to be influenced are stakeholders who do not have a contractual relationship with SOF Connect and/or their overall operational activities are unlikely to be influenced by SOF Connect and/or their behaviours and actions can be influenced through awareness campaigns and sharing of best practices and good examples based on partnership agreements may be implemented. These stakeholders are considered as stakeholders with **potential to be influenced** by SOF Connect.

The results of the prioritisation and of 'guidance' and 'influence' potential of the selected stakeholders are presented in Table 1.

**Table 1. Stakeholder prioritisation**

Stakeholder Group	Stakeholder	Priority group	Guide	Influence
<b>Group I</b>	Airlines	A	X	
	Ground handling operators	A	X	
	Freight forwarders/Cargo operators	A	X	
	Taxi companies	A	X	
	BULATSA	A		X
	Maintenance companies	A	X	X
	Rent a car	A		X
	Courier companies	A		X
	Passengers and visitors	A		X
	Waste management companies	B		X
	Restaurants/cafeteria at the SA	B	X	
	Shops	B	X	
	Telecoms & IT sector	B	X	
	State structures	B		X
	Government Aviation Operator & VIP A terminal	B		X
	Parking operators	B		X
	Bank, post, insurance companies, change offices	C	X	
	Travel companies	C	X	
Medical laboratories	C	X		
<b>Group II</b>	Airport staff	B	X	X
<b>Group III</b>	Sofia municipality: Public transport	B		X
	State authorities	B		X
	International authorities/bodies	B		X
	Utilities	B		X
	Environment & Climate NGOs	C		X
	Local communities	C		X

## 5 Stakeholder Engagement Activities

### 5.1 Current situation

SOF Connect carries out an **ongoing dialogue with EUROCONTROL and ACI Europe** through regular meetings with the Collaborative Environmental Management (CEM) Council and the Airlines operators committee (AOC).

- **Collaborative Environmental Management (CEM) Council:** comprised of operating stakeholders involved in the management of aviation activities in a particular airport. The role of the Council is **to adopt a common environmental vision concerning aircraft operations**. CEM meetings were established in 2013 and take place since. Among the environmental impacts falling in the scope of CEM, **the communication with external stakeholders** (incl. providing support to the relevant national authorities and bodies), is also covered<sup>2</sup>.
- **Airline operators committee (AOC):** AOC membership is limited to airlines operating scheduled flights to a particular airport. The role of the AOC is to **provide opportunities for dialogue**, education, advancement and improvement of all aspects of the airport operations **through meetings, seminars, communications, publications and other programmes and activities**.
- Regular consultations with airport users on the levels of aircraft charges.

SOF Connect is certified for the highest degree by the International Airport Council (ACI World and ACI Europe) for implementing anti-epidemic measures in the COVID-19 conditions and ensuring a safe environment<sup>3</sup>. Hence, all activities and initiatives related to stakeholder engagement are at present carried out in accordance with the anti-epidemic measures for COVID-19.

**Currently, the carbon emissions reduction targets, reduction initiatives and performance are communicated by SOF Connect to the relevant internal and external stakeholders by:**

- Sharing information on the corporate website, showing Sofia Airport's commitment to CO<sub>2</sub> emissions reduction and energy efficiency improvement. Information is uploaded both in the sections "**Ecology**" and in section "**Certificates**";
- Presenting banners in Terminal 2 that show the participation of SOF Connect in ACA Program;
- Broadcasting a video about ACA program provided by ACI EUROPE from the advertising monitors of both terminals;

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<sup>2</sup> Terms of Reference of CEM Council, 3.0/10.01.2019

<sup>3</sup> <https://sofia-airport.eu/sofia-airport-certified-for-the-highest-degree-to-operate-in-coronavirus-conditions/>

- Providing a mechanism for providing feedback or proposals on improvements in energy efficiency by employees. A mailbox ([CO2emissions@sof-connect.com](mailto:CO2emissions@sof-connect.com)) was set up with the aim to: (1) provide relevant feedback, make proposals and share ideas related to GHG emissions reduction and energy efficiency improvement, (2) share knowledge from undergone trainings related to carbon emissions and energy efficiency;
- Providing information to the staff on the internal network of SOF Connect (intranet), where the documents of the Integrated Quality and Environmental Management System are placed, about GHG emissions from Sofia Airport operations for every past year – the results from inventory Scope 1 & 2; share of emissions by sources; tracking the progress in emissions reduction compared to the base year and comparison with the set target level in kg CO<sub>2</sub>e/PAX.
- Sharing information on social media ([Facebook](#), [Instagram](#), [Twitter](#), [LinkedIn](#), [YouTube channel](#)) that SOF Connect participates in the ACI EUROPE program for airport carbon accreditation, as well as posts related to carbon reduction initiatives..

## 5.2 Other stakeholder engagement measures

Next to the described above engagement activities, promoting the efforts of SOF Connect in CO<sub>2</sub> reduction, other activities are taking place, which could potentially incorporate the topic of carbon reduction and CO<sub>2</sub> emission prevention in future planned work with stakeholders. Such activities are:

- [Online portal for business partners](#): for Airlines, Cargo, Ground handling, Procurement, etc;
- BULATSA and SOF Connect: Joint noise task force (Order No AC-020/29.12.2020 between BULATSA and SOF Connect);
- [Noise complaint online form](#);
- [Passenger service](#) via the call centre (24h per day), Airport and Tourist information desks, on-line form for passengers' comments and recommendations;
- [Guided tours](#) of the airport to make visible airport operations and services (e.g., airport cargo area, traffic control tower, aircraft overhaul facilities, etc.) and art events (e.g., exhibitions, live performances, interactive installations, charity events, etc.);
- Public: Section [Ecology](#) on the company's website provides information about the current status of the environment in the vicinity of the airport;
- Incentives for SOF Connect employees (e.g., free public transport for employees);
- Free shuttle bus between T1 and T2 for passengers and employees.

## 6 Allocation of roles and responsibilities

As a part of the implemented Integrated Management System, in accordance with ISO 14001:2015 and ISO 9001:2015, since 2015 Sofia Airport have in place a procedure for taking inventory of carbon dioxide emissions. The Procedure sets the rights and responsibilities of the relevant structural units for GHG emissions management and carbon footprint calculation, the scope of emissions included and the method of calculation. An annex to the Procedure provides a means for self-assessment of progress in relation to energy efficiency and GHG emissions reduction.

The implementation of the SEP will be the responsibility of several units within SOF Connect (as outlined in 5.5. Implementation Plan), with a key role played by the **GHG Emissions Management Team**, which is also responsible for the implementation of the Carbon Management Plan.

The GHG Emissions Management Team currently holds regular meetings on GHG emissions management, and among others, its responsibilities also entail the development of internal and external marketing and communication measures to raise awareness to achieve higher energy efficiency and greenhouse gas savings (Carbon Management Plan 2017-2020, SA).

## 7 Evidence of engagement and outcomes

To manage the stakeholder engagement process efficiently and promote the SEP objectives, SOF Connect will use different channels and engagement tools for sharing information with stakeholders, while at the same time adopting an individual engagement approach depending on the type of the stakeholder and their possible commitment and contribution to the objectives for carbon emissions reduction at SOF Connect. The benefit for this approach would lead to maximizing the effect of the implemented carbon management actions.

Below is a non-exhaustive list of the means of stakeholder engagement:

- **Communication Channels**
  - Website
  - Social media
  - Emails
  - Phone line
  
- **Ways of commitment and activation**
  - Information materials
  - Awareness campaigns
  - Consultations
  - Trainings
  - Workgroups & meetings – internal & external (e.g. CEM and AOC meetings)
  - Site visits & Audits
  - Surveys
  - Webinars
  - Workshops

Specifically, the following types of activities have been identified as having the greatest potential for achieving stakeholder understanding, engagement and activation:

- **Awareness campaigns** for internal and external stakeholders (carbon management initiatives and incentives, energy efficiency measures, reducing energy consumption, changing behaviors, etc.); e.g., development of internal marketing and

communication materials to raise awareness for energy efficiency among employees, customers and passengers.

- **Trainings** for internal and external stakeholders (practical carbon management actions and advice within the operational activities of the staff and third-party employees); e.g., Internal training for the Heads of departments to build up internal capacity to perform dedicated energy efficiency training for employees and to improve the environmental culture within SOF Connect.
- **Interactive sessions and forums**, involving SOF Connect teams and divisions, as well as priority external stakeholders (raising key issues; setting, implementing and monitoring of key activities; communicating SOF Connect policies and objectives on carbon management);
- **Incentives** to encourage good practices for the employees;
- **Carbon management and energy efficiency clauses** to be introduced into third-party contracts;
- **Building strategic partnerships** for the implementation of joint activities and raising awareness among key stakeholders and the general public;
- Other communication and activation activities, as described in section 8 Implementation Plan.

Stakeholder engagement activities will be justified by outputs and evidence that include the establishment of working groups, the conduct of trainings, webinars and awareness campaigns, the dissemination of communication materials, establishing partnerships, joint initiatives and other foreseen targeted activities. These are to be supported by the relevant actions (incl. procedures, documentation and materials), initiated and monitored by the responsible teams and divisions.

**All foreseen engagement activities, outcomes and evidence of engagement and their respective target groups and responsible teams are presented in section 8. Implementation Plan.**

## 8 Implementation Plan

Based on the stakeholder’s prioritisation and the assessment of possible engagement approaches, an implementation plan including proposed actions and timings has been developed.

Implementation Plan						
No	WHAT /Action/	HOW /Way of engagement/	WHO /Targeted stakeholders/	WHEN /Timing and Frequency/	Responsible	Evidence of engagement and outcomes
1	<i>Establishing of a <b>working group to monitor the implementation of SEP</b></i>	<i>Workgroup Meetings</i>	<i>Employees</i>	<i>March 2022</i>	<i>GHG Emissions Management Team</i>	<i>Established group/team</i>
2	<i><b>Effective functioning of CEM – CEM Council meetings, implementing and monitoring of key performance objectives</b></i>	<i>Meetings, information materials, presentations</i>	<i>CEM members</i>	<i>Ongoing dialogue; Regular meetings as per ToR of CEM</i>	<i>CEM management</i>	<i>Minutes of meetings; Presentations</i>
3	<i><b>“Train the trainers” initiative – capacity building</b> within SOF Connect team for providing carbon management trainings internally and to third parties</i>	<i>Trainings, webinars, workshops, consultations</i>	<i>Head of operational Departments</i>	<i>October 2022</i>	<i>GHG Emissions Management Team</i>	<i>Number of trainings; Number of trained employees</i>
4	<i>Development of <b>internal and external marketing and communication materials</b> to raise stakeholders’ awareness for energy efficiency and SOF Connect efforts on carbon management</i>	<i>Information materials, website, social media</i>	<i>All groups of stakeholders</i>	<i>2022+ Annually (March)</i>	<i>GHG Emissions Management Team</i>	<i>Number of SH reached with information materials; Developed brochures and other information materials</i>
5	<i>Sharing to third parties airport policies and targets to reduce emissions</i>	<i>Meetings, Information materials, Webinars, presentations</i>	<i>GH operators, tenants, key partners, etc.</i>	<i>2022+ Annually (March)</i>	<i>GHG Emissions Management Team</i>	<i>Number of stakeholders reached; Minutes of meetings; Presentations</i>
6	<i><b>Awareness campaigns</b> (e.g., on efficient use of airport premises regarding electricity, water use, heating/cooling, and waste)</i>	<i>Surveys, information materials (e.g. stickers, videos, signboards, etc.) at the SA premises</i>	<i>Passengers, visitors, tenants, etc.</i>	<i>2022+</i>	<i>GHG Emissions Management Team</i>	<i>Carried out survey; Carried out awareness campaigns</i>

7	<b>Joint carbon positive initiatives</b> with airport service providers (e.g., joint recycling initiatives, joint maintenance actions that improve infrastructure use, etc.)	Workgroup Meetings; Awareness campaigns	Airport service providers	2022+	GHG Emissions Management Team	Carried out a joint initiative
8	Including <b>CO<sub>2</sub>-reduction clauses in third-party contracts</b> (e.g. tenants to use energy efficient equipment; specific CO <sub>2</sub> targets included, etc.)	Workgroup Meetings, consultations	Stakeholders that could be guided (Table 1)	2022 onwards	Legal / Procurement department; GHG Emissions Management Team	Number of concluded contracts with a CO <sub>2</sub> -reduction clause
9	<b>Provide incentives</b> (e.g., for employees using the public transport instead of their cars)	Awareness campaign, social benefits	Employees	March 2023	GHG Emissions Management Team	Number of incentivized employees
10	Provide opportunity to collect <b>stakeholders' feedback</b> on SOF Connect carbon management objectives and outcomes (e.g. at the airport premises, on the website, via app, etc.)	Survey, website, email, app, etc.	Passengers, employees, airport service providers, etc.	March 2023	GHG Emissions Management Team	Number of collected feedback
11	Partnership with airport service providers and other external stakeholders (e.g. taxis, public transport) to place <b>information brochures</b> about SOF Connect carbon emission efforts	Information materials	Stakeholders that could be both guided and influenced (Table 1)	December 2023+	GHG Emissions Management Team	Number of developed partnerships; Number of meetings
12	Building <b>strategic partnerships with key stakeholders</b> (e.g., GHO, taxi and courier companies, airport hotel shuttles, public transport, Sofia municipality, etc.) to implement <b>joint emissions reduction initiatives</b>	Workgroup Meetings	Stakeholders that could be both guided and influenced (Table 1)	June 2023	SOF Connect Management	Number of developed partnerships; Number of meetings

## 9 Monitoring and SEP update

The SEP will be revised in full at least every three years. However, as the plan is envisaged to be a **live document**, if there are any structural changes or other external factors (e.g., new stakeholders are identified, a new internal document issued, etc.) that may influence the implementation of the plan, the SEP will be updated in a shorter period. This is to ensure a continuous improvement of the stakeholder engagement process throughout.

The responsible body for the SEP implementation will be a **dedicated working group**, in particular the GHG Emissions Management Team which will ensure that the planned measures and actions are implemented on time and the outcomes are supported by the body of evidence (8. Implementation Plan). Experts from other SOF Connect teams and divisions may be involved in the implementation of the plan at the discretion of the GHG Emissions Management Team as part of the working group. Other communications are to be found in the CMP Communication Plan (Annex I to the updated CMP).

**Target setting and identification of specific actions** under the Implementation Plan will take place at the end of the second quarter of the year preceding the implementation of the measures. The **progress of SEP implementation and the achieved outcomes** will be presented twice a year within the regular AOC meetings and once a year within the regular CEM meetings.

The work organization on the SEP implementation is presented below:

Activity	Way of execution	Regularity
<b>Target setting</b> and action plan for specific measures	Within <b>CEM meetings</b>	Once a year (Q2), in the year before the actual implementation of the measures
<b>Monitoring</b> and corrective actions	Within the regular <b>working group</b> dedicated to monitoring SEP progress /GHG Emissions Management Team and other experts if necessary/	Each quarter of the year, during which the measures are implemented
<b>Implementation reports</b>	Within <b>AOC meetings</b>	Twice a year
	Within <b>CEM meetings</b>	Once a year
<b>Communicating</b> with other stakeholders to promote progress of SEP implementation	Through communication channels/ways of activation, identified by the <b>working group</b>	Once a year

# ANNEX I - STAKEHOLDERS

## **Group I: External Stakeholders 'on-site'**

### **1. Airline companies**

- Aegean Airlines
- AIR CORSICA
- Air France
- Air Serbia
- Alitalia
- ALK JSC
- Austrian Airlines
- BH Air
- British Airways
- Bulgaria Air
- EASY JET EUROPE GMBH
- Easyjet Airline
- EL AL Israel Airlines
- European Air Charter
- Eurowings
- Flydubai
- GULLIVAIR
- Israir Airlines and Tourism
- Jet2.com
- LOT Polish Airlines
- Lufthansa
- Qatar Airways
- Rossiya Airlines
- Ryanair
- SunExpress
- Swiss Int.
- TAROM
- Turkish Airlines
- Ural Airlines
- Wind Rose Aviation
- Wizz Air

### **2. Airport service providers (Tenants)**

#### **\*Banks offices and change offices**

- UBB AD - Terminal 1 and 2
- EURO BANK BULGARIA AD - Terminal 1

- Global Finance Trade EOOD - Terminal 1 and 2

**\* Insurance companies**

- BULSTRAD AD - Terminal 1
- ARMEETS INSURANCE & REINSURANCE COMPANY - Terminal 2

**\* Medical laboratories**

- KANDILAROV

**\* Parking operators**

- ARPIS OOD
- PARK & FLY
- PARK & TRAVEL

**\* Post office - BULGARIAN POSTS EAD - Terminal 1 and 2**

**\* Rent-a-car offices**

- CHOICE RENT A CAR
- TOP RENT-A-CAR
- SIXT
- AVIS /BUDGET
- ENTERPRISE RENT A CAR BULGARIA
- HERTZ
- AVTOJET
- EUROPCAR
- MOTO PFOHE
- EASYRENTBULGARIA
- SURPRICE CAR RENTALS
- ASTRECO RENT

**\* Restaurants/cafeteria/pubs at the SA**

- DELI SANDWICH BAR
- WORLD NEWS CAFÉ
- SKY CAFÉ

**\* Shops at the SA**

- SA TAX FREE & TRAVEL RETAIL
- SA BUY/BYE SHOP
- SA STOP/BUY SHOP

- SA SPIRIT OF BULGARIA
- SHOPS SELLING BULGARIAN PRODUCTS
- RELAY
- BEAUTY Trade
- Kaliman Karibe
- Boriana 2007

**\* State structures**

- Customs
- Border police
- State Veterinary Control
- Phytosanitary Control
- Sofia Regional Health Inspection
- Food safety Agency

**\* Taxi company/ies**

- OK Supertrans AD
- Others

**\* Telecoms and IT sector**

- BTK
- A1
- Yettel
- Vivacom

**\* Travel companies**

- Aerotur MM

**3. Bulgarian Air Traffic Services Authority (BULATSA)  
Sofia ATC Tower**

**4. Courier companies**

- DHL
- TNT

**5. Freight forwarders/Cargo operators**

- Aviation Services
- Bulgarian Posts
- Cargo Handling Services

**6. Government Aviation Operator & VIP A terminal**

## **7. Ground handling operators**

- Swissport Bulgaria
- Goldair Handling Bulgaria
- LUKOIL Aviation Bulgaria

## **8. Maintenance companies**

- Lufthansa Technic
- Global Maintenance
- Aero Technic
- Aviostart

## **9. Passengers & Visitors**

## **10. Waste management companies**

- Ecologica BG
- Unitrade BG
- Municipal waste companies

## **Group II: Airport staff**

### **\*Airport staff**

- Airport Operations
- Ambulance
- Commercial
- Finance
- Fire Brigade
- Fuels (staff engaged with quality, transportation, storage, etc.)
- Ground Handling Services
- Human Resources
- Marketing
- Procurement
- Public Relations
- Security
- Supplies
- The Aviation Training Centre - providing internal training to SOF Connect's employees and third parties
- Transportation
- Other (staff for auditing, classified information, land assistance, road assistance, drivers, etc.)

### **Group III: External stakeholders 'off-site'**

#### **1. Environmental & Climate NGOs**

- BSPB
- WWF
- Climate coalition
- Spasi Sofia
- Za zemiata

#### **2. International authorities/bodies**

- European Commission
- Airports Council International (ACI) Europe
- WSP - Airport Carbon Accreditation
- EUROCONTROL

#### **3. Local communities (local residents & vulnerable groups)**

#### **4. Sofia municipality: Public transport**

- Metro
- Busses

#### **5. State authorities**

- Concession Grantor
- DG CAA
- Ministries

#### **6. Utilities**

- Sofia Water /Veolia
- CEZ (electricity provider)
- Electricity traders