

Performance Review Board

Monitoring Report

Croatia - 2025



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1 OVERVIEW

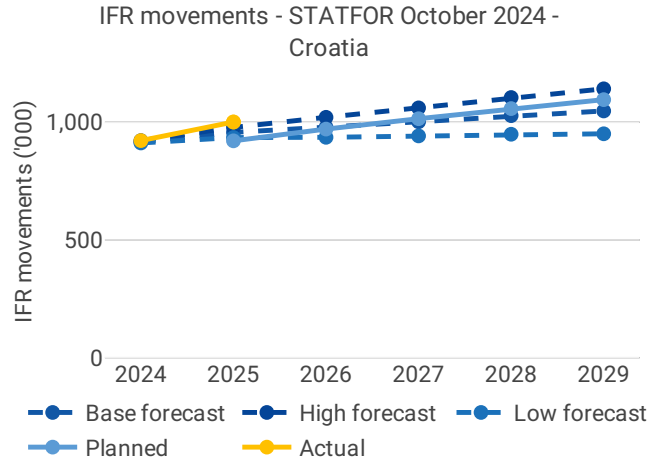
1.1 Contextual information

This document is based on the version of the Annual Monitoring Report file submitted by the state on 2026-06-26 (HR12441_HR12061_Croatia_AMR 2025_2026 06 26 final.xlsx) and the accompanying submission of en route and terminal (if applicable) reporting tables.

National performance plan adopted following Commission Decision (EU) 2025/1062 of 19 May 2025

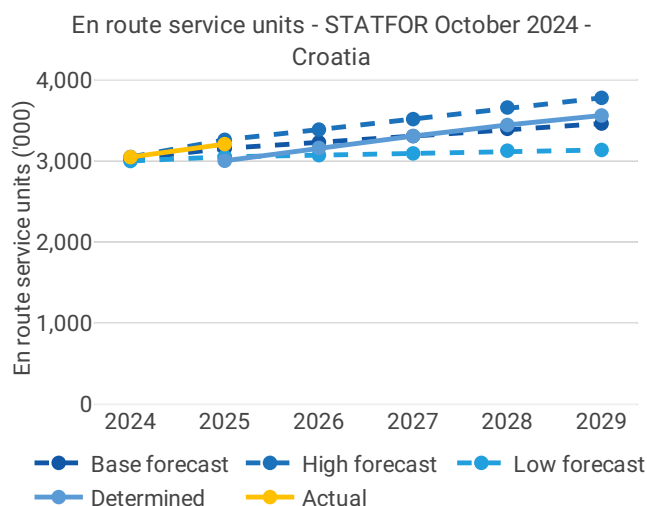
List of ACCs 1 Zagreb ACC	Exchange rate (1 EUR=) 2022: 7.5314 EUR 2025: 1 EUR	Main ANSP • Croatia Control
No of airports in the scope of the performance plan: • ≥80'K 0 • <80'K 0	Share of Union-wide: • traffic (TSUs) 2025 2.3% • en route costs 2025 0.2%	Other ANSPs -
	Share en route / terminal costs 2025 100% / 0%	MET Providers -
	En route charging zone(s) Croatia	
	Terminal charging zone(s) -	

1.2 Traffic (En route traffic zone)



- Croatia recorded 1,001K actual IFR movements in 2025, +8.6% compared to 2024 (922K).
- Actual 2025 IFR movements were +8.7% above the plan (921K).
- Actual 2025 IFR movements were +40.2% above the actual 2019 level (714K).





- Croatia recorded 3,206K actual service units in 2025, +5.3% compared to 2024 (3,046K).
- Actual 2025 service units were +6.8% above the plan (3,001K).
- Actual 2025 service units are +46.2% above the actual 2019 level (2,193K).

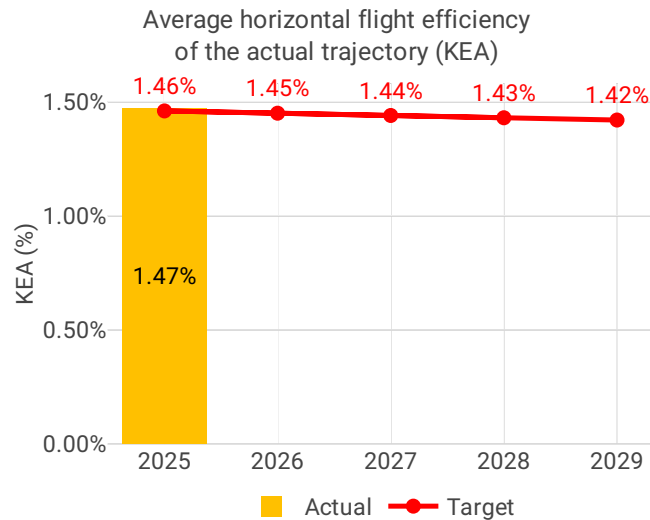
1.3 Safety (Main ANSP)



- In 2025, Croatia Control achieved the planned maturity levels set out in its performance plan for all five components of the EoSM. In more detail, Croatia Control exceeded the planned level in Safety Policy and Objectives.
- Croatia has not included any airports in their RP4 performance plans, thus not reporting on runway incursions during the reference period.
- The rate of separation minima infringements (SMIs) at State level was 0.29, and at ANSP level 0.29. Both indicators were below the Union-wide average. When comparing to 2024, the rate of separation minima infringements has decreased at both State level and at ANSP level.

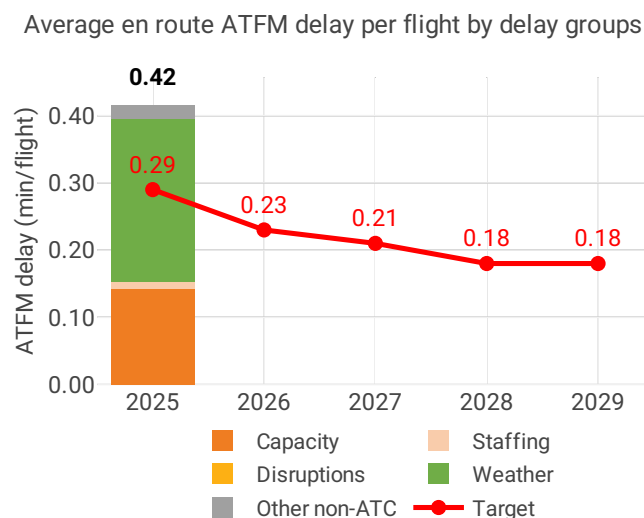


1.4 Environment (Member State)



- Croatia registered a KEA performance of 1.47% compared to its target of 1.46%. KEA improved from 1.56% in 2024 and the target was nearly achieved. The NSA states the main reason for not meeting the target can be mainly attributed to factors beyond the ANSPs direct influence, like airline route adjustments in response to adverse weather conditions and constraints in congested airspace.
- Both KEP and KES improved in comparison to 2024. The improvement in KES shows that Croatia has improved the element of horizontal flight efficiency that is under its control.
- VFE of the actual trajectory was at 74.70%, which was below the average Union-wide average.
- No airports are included in the performance plan for monitoring.

1.5 Capacity (Member State)



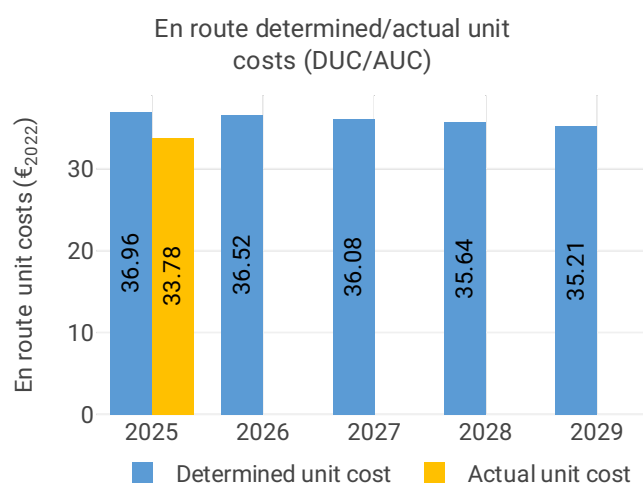
- Croatia registered 0.38 minutes of average en route ATFM delay per flight during 2025, which has been adjusted to 0.42 during the post-ops adjustment process, thus not achieving the local target value of 0.29. Delays in Croatia decreased by -1.09 minutes per flight



year-on-year. Delays were highest in July and August, mostly driven by weather and ATC capacity.

- The share of delayed flights with delays longer than 15 minutes in Croatia decreased by -9 percentage points compared to 2024, but was higher than 2019 values.
- The number of ATCOs in OPS was 108, being below the 2025 plan in Zagreb ACC by -7 FTE.
- The yearly total of sector opening hours in Zagreb ACC was 40,409, showing a 6% increase compared to 2024.
- Zagreb ACC registered 23.61 IFR movements per sector opening hour in 2025, 2% above the 2024 level.

1.6 Cost-efficiency (En route/Terminal charging zone(s))



- The en route 2025 actual unit cost of Croatia was 33.78€2022, -8.6% lower than the determined unit cost (36.96€2022). Croatia does not have a terminal charging zone.
- The en route 2025 actual service units (3.2M) were +6.8% higher than the determined service units (3.0M).
- The en route 2025 actual total costs were -2.6M€2022 (-2.4%) lower than determined, with all cost categories registering lower-than-planned costs, except staff costs. This is mainly due to lower other operating costs (-2.8M€2022, or -15.1%) and depreciation (-2.5M€2022, or -18.4%) for Croatia Control. The NSA explained this decrease by the deferral of investment projects which resulted in lower-than-expected expenditures, as well as lower intellectual services and travel costs. This was partially compensated by higher staff costs than planned (+3.7M€2022, or +5.8%) for Croatia Control, which the NSA attributed to an adjustment of labour expenses reflecting inflationary pressures.
- Croatia Control costs of investments were 15.5M€2022 in 2025, -14.4% less than determined (18.0M€2022). According to the NSA, this is mainly due to delays in the entry into operation of some projects and reduced availability of ATCOs for non-operational duties.
- The en route actual unit cost incurred by users in 2025 was 37.96€ (-7.5% below the 2025 DUC). The difference between the AUCU and the DUC is mainly driven by other revenues and the traffic risk sharing adjustment.



2 SAFETY - CROATIA

2.1 PRB monitoring

- In 2025, Croatia Control achieved the planned maturity levels set out in its performance plan for all five components of the EoSM. In more detail, Croatia Control exceeded the planned level in Safety Policy and Objectives.
- Croatia has not included any airports in their RP4 performance plans, thus not reporting on runway incursions during the reference period.
- The rate of separation minima infringements (SMIs) at State level was 0.29, and at ANSP level 0.29. Both indicators were below the Union-wide average. When comparing to 2024, the rate of separation minima infringements has decreased at both State level and at ANSP level.

2.2 Effectiveness of Safety Management (EoSM) (KPI#1)



Focus on EoSM

In 2025, Croatia Control achieved the planned maturity levels set out in its performance plan for all five components of the EoSM.

Croatia Control exceeded the planned maturity levels in Safety Policy and Objectives.

As described in the monitoring report, the Croatia Control's (CCL) Safety Management System is constantly achieving target maturity levels in accordance with EoSM. SMS is monitored by CCL internal and external processes, as well as by the NSA via continuous oversight where service provider is expected to provide evidence. CCL regularly updates its compliance matrix on the basis of which it regularly demonstrates compliance with the requirements.

As for the measures put in place to achieve the safety performance targets, the monitoring report states that Croatia Control operates a proactive safety management system that aims to identify safety risks early and to limit, mitigate, or avoid these risks. Three main leading safety performance indicators, which are closely monitored at Croatia Control, are the

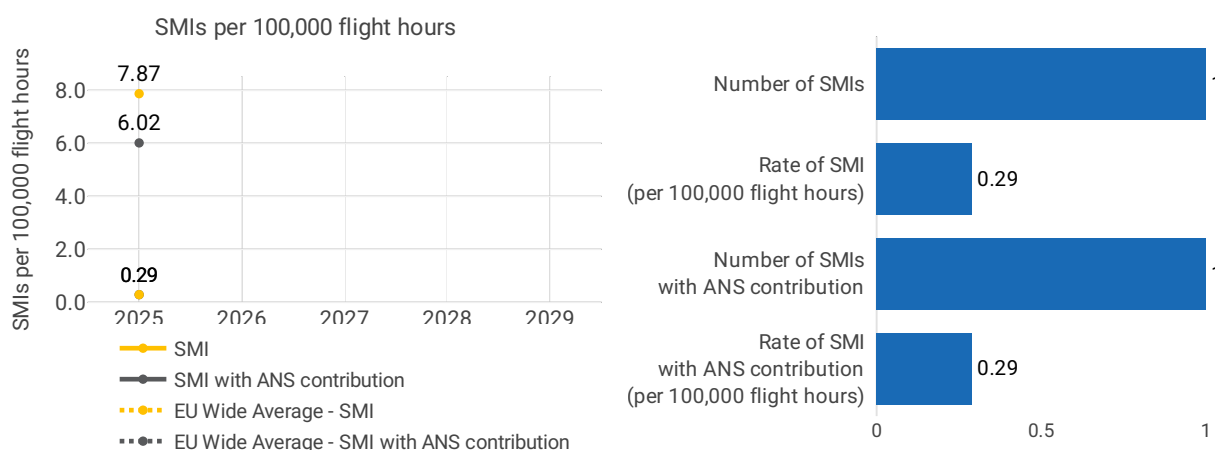


Effectiveness of the Safety Management System (SMS), the application of the severity classification of the Risk Analysis Tool (RAT) and the reporting of Just Culture. Lagging safety performance indicators such as the trend in separation infringements provide additional data which help to establish safety trends. The safety processes have met the high standards and will continue to develop to continue meeting and exceeding the expectations. Croatia Control's Safety Management System is constantly achieving target maturity levels in accordance with EoSM. Croatia Control Annual Report is published on the CCL website and contains Safety data and KPI's. Usage of Safety Tools (ETOKAI, ASMT, CMMS and other) makes possible to monitor day to day safety performance. NSA is conducting a continuous oversight to assure that measures are put in place in order to achieve safety performance targets.

Focus on runway incursions

Croatia has not included any airports in their RP4 performance plans, thus not reporting on runway incursions during the reference period.

2.2.1 Rate of separation minima infringements (SMIs) (PI#2) and Rate of separation minima infringements with ANS contribution (PI#4)



Rate of SMI with ANS contribution per 100,000 flight hours

#	ANSP	Flight hours					Number of SMIs with ANS contribution				
		2025	2026	2027	2028	2029	2025	2026	2027	2028	2029
1	Croatia Control	344,538	NA	NA	NA	NA	1	NA	NA	NA	NA

#	ANSP	Rate of SMI with ANS contribution per 100,000 flight hours					% variation in rate of SMIs				
		2025	2026	2027	2028	2029	2025	2026	2027	2028	2029
1	Croatia Control	0	NA	NA	NA	NA					

Focus on separation minima

At State level, Croatia reported 1 separation minima infringement (SMI) in their airspace during 2025. The rate of separation minima infringements was well below Union-wide average (0.29 vs 7.87). At ANSP level, Croatia reported 1 SMIs with ANS contribution. The rate



of separation minima infringements at ANSP level was well below the Union-wide average (0.29 vs 6.02).

When comparing to 2024, the rate of separation minima infringements has decreased at both State level (0.29 vs 3.01) and at ANSP level (0.29 vs 2.17).

As described in the monitoring report, Croatia Control has a very low number of SMI. Croatia Control is closely monitoring the level of SMI using various tools (ASMT, TOKAI). NCA is using ECCAIRS database which is compatible with TOKAI. NCA can monitor the level of SMI and trends. As part of ongoing oversight of compliance with the requirements of Regulation (EU) 376/2014 and the requirements related to SMS, CCAA verifies whether the proposed implemented corrective actions have been implemented, whether their performance/efficiency is monitored and whether feedback on the results was disseminated adequately. Reported occurrences are also subject to analysis by the CCAA, which is responsible at national level for receiving and analysing of occurrence reports. Alert levels are set for MAC (one of the precursors is SMI), monitored and in case of identified deviations, mitigation measures are initiated.



3 ENVIRONMENT - CROATIA

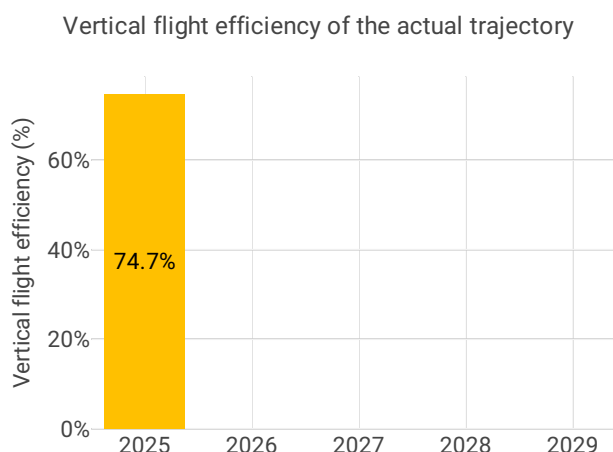
3.1 PRB monitoring

- Croatia registered a KEA performance of 1.47% compared to its target of 1.46%. KEA improved from 1.56% in 2024 and the target was nearly achieved. The NSA states the main reason for not meeting the target can be mainly attributed to factors beyond the ANSPs direct influence, like airline route adjustments in response to adverse weather conditions and constraints in congested airspace.
- Both KEP and KES improved in comparison to 2024. The improvement in KES shows that Croatia has improved the element of horizontal flight efficiency that is under its control.
- VFE of the actual trajectory was at 74.70%, which was below the average Union-wide average.
- No airports are included in the performance plan for monitoring.

3.2 En route performance

3.2.1 Horizontal flight efficiency of the actual trajectory (KEA) (KPI#1), of the last filed flight plan (KEP) (PI#1) , shortest constrained route (KES) (PI#2) and vertical flight efficiency of the actual trajectory (VFE) (PI#3)





Focus on en route performance

KEA

With respect to 2024, the value of the indicator has been improving in terms of both the KEA (from 1.56% in 2024 to 1.47% in 2025) and the KEA corrected to take into consideration the effect of the conflict in Ukraine (from 1.48% to 1.40%). In terms of “ranking” those values place Croatia amongst the top performers (2nd and 4th place among the States).

The additional distance for Croatia corresponds to 1.30% of the additional distance in the SES area (12th contribution). This value has been decreasing from 1.36% in 2024 (the ranking was the same).

Regarding the assessment of the achieved level of actual performance in the environment KPA, the NSA reports: *“The ANSP did not fully achieve the targets set out in the Performance Plan or meet the established KEA values. However, the deviation from the target remained minimal. It should also be noted that several influencing factors within the KPA environment—such as the increased utilisation of Free Route Airspace (FRA) by airspace users and adverse weather conditions—are beyond the direct control of the ANSP.”*

Regarding the implementation of major operational or structural changes during the calendar year impacting performance in this key performance area, the NSA reports: *“No major change”*

Regarding progress on the implementation of the measures committed to in the ERNIP, the NSA reports: *“The ANSP implemented LDZO optimisation measures aimed at adjusting the sector division levels on lower sectors to FL325 and FL335, as well as introducing new combined (Upper + High) sectors above FL375. These changes were successfully implemented in accordance with the ERNIP Plan.”*

Regarding the identification and analysis by the NSA of the underlying reasons or circumstances having led to the performance target not being achieved, the NSA reports: *“While the ANSP does not have full control over the KEA KPI, the slight increase and subsequent marginal exceedance of the defined target can be largely attributed to factors beyond its direct influence, notably airline route adjustments in response to adverse weather conditions and constraints in congested airspace.”*

Notwithstanding these external factors, the ANSP has undertaken significant measures to enhance airspace efficiency and flexibility, including the full and successful implementation of cross-border Free Route Airspace (FRA).”



Regarding recommendations to the ANSP to rectify the situation, the NSA reports: *“None”*

Regarding remedial measures that have been / will be taken by the ANSP to rectify the situation, the NSA reports: *“Croatia Control has implemented and effectively operates FRA procedures in accordance with European ATM network objectives and operational requirements. Through active participation in operational coordination meetings and collaborative decision-making processes, measures aimed at further airspace improvements are regularly identified and implemented in line with the European Route Network Improvement Plan.*

In addition, support to cross-border weather management processes contributes to increased flight predictability and operational resilience. This enables aircraft operators to receive more accurate and timely information for flight planning and execution, thereby supporting safer, more efficient, and environmentally sustainable operations across the network.”

Regarding the follow up of the remedial measures indicated in the previous monitoring report(s), the NSA reports: *“The ANSP’s contribution to the improvement of horizontal flight efficiency is reflected through continuous system enhancements, airspace design optimisation, the implementation and effective utilisation of Free Route Airspace as well as close coordination with neighbouring ACCs and the Network Manager.”*

KEP

Regarding initiatives implemented or planned that will improve this PI and how does the NSA intend on monitoring their effectiveness on performance, the NSA reports: *“The Free Route Airspace (FRA) concept has been progressively implemented across a wider geographical area involving several ANSPs, including Slovenia Control, Austro Control, Croatia Control, SMATSA and BHANSA. The initiative was further expanded on 2 December 2021 with the inclusion of Albcontrol and M-NAV.*

Building on this regional implementation, additional cross-border expansion enabling seamless FRA operations between SECSI FRA and FRA-IT was fully implemented in 2024, in accordance with the ERNIP.”

KES

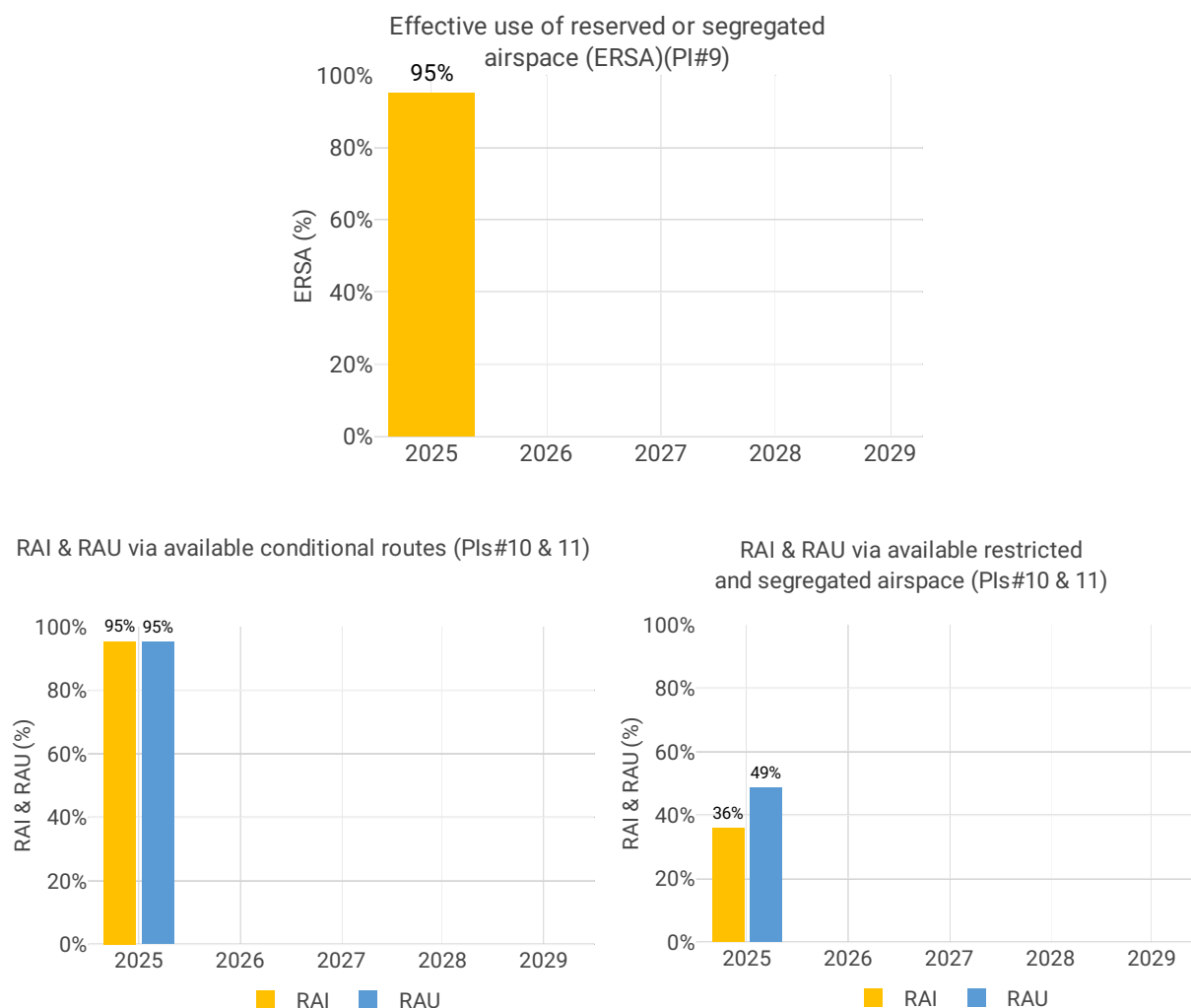
Regarding initiatives implemented or planned that will improve this PI and how does the NSA intend on monitoring their effectiveness on performance, the NSA reports: *“In coordination with the Network Manager, en-route restrictions are systematically planned and implemented to assess and manage their impact on network performance. Such restrictions are driven by operational requirements and are introduced with the primary objective of maintaining traffic safety and reducing operational complexity.”*

Vertical flight efficiency

Regarding initiatives implemented or planned that will improve this PI and how does the NSA intend on monitoring their effectiveness on performance, the NSA reports: *“The ANSP implemented a new Requested Flight Level (RFL) monitoring tool designed to support ATCOs in identifying aircraft not adhering to the flight levels specified in the accepted flight plan. Continuous monitoring of requested versus filed flight levels is performed, with corrective actions taken as necessary to improve flight level adherence at operational positions.”*



3.3 Civil-Military dimension



Focus on Civil-Military dimension

Effective use of reserved or segregated local airspace

CROATIA reported that they had no data.

After consulting NM, Croatia reported a ratio of **95%**.

Comment:

This number (percentage) has been communicated by NM upon request and published on the SES Performance Portal

The data regarding total number of hours allocated & notified to NM and total number of hours used have not been delivered by NM nor are available on the SES Performance Portal. This cannot be monitored at local level. The same applies to data per ACC.

Regarding initiatives implemented or planned that will improve this PI and how does the NSA intend on monitoring their effectiveness on performance, the NSA reports: *"The data regarding ratio has been received from NM upon request and published on the SES Performance Portal."*



The data regarding total number of hours allocated & notofied to NM and total number of hours used have not been delivered by NM nor are available on the SES Performance Portal and cannot be monitored at local level."

Rate of planning via available airspace structures

CROATIA reported the following ratios:

- the ratio of planning via available airspace structures is **36%** (via available restricted and segregated airspaces)
- the ratio of planning via available airspace structures is **95%** (via available conditional routes)

Comment:

The data regarding ratio of planning via available airspace structures has been received from NM upon request and published on the SES Performance Portal.

The data regarding number of aircraft filing flight plans via available restricted or segregated airspace, number of aircraft filing flight plans via available conditional routes and number of aircraft that could have planned through those airspace structures are not available because such data have not been delivered by NM upon request nor are available on the SES Performance Portal and cannot be monitored at local level.

Regarding initiatives implemented or planned that will improve this PI and how does the NSA intend on monitoring their effectiveness on performance, the NSA reports: *"The data regarding ratio of planning via available airspace structures has been received from NM upon request and published on the SES Performance Portal.*

The data regarding number of aircraft filing flight plans via available restricted or segregated airspace, number of aircraft filing flight plans via available conditional routes and number of aircraft that could have planned through those airspace structures are not available because such data have not been delivered by NM upon request nor are available on the SES Performance Portal and cannot be monitored at local level."

Rate of using available airspace structures

CROATIA reported the following ratios:

- the ratio of the use of the available airspace structures is **49%** (via available restricted and segregated airspaces)
- the ratio of the use of the available airspace structures is **95%** (via available conditional routes)

Comment:

The data regarding ratio of using available airspace structures has been received from NM upon request and published on the SES Performance Portal.

The data regarding number of aircraft flying via available restricted or segregated airspace, number of aircraft flying via available conditional routes and number of aircraft that could have planned through those airspace structures have not been delivered by NM upon request nor such data are available on the SES Performance Portal and cannot be monitored at local level.



Regarding initiatives implemented or planned that will improve this PI and how does the NSA intend on monitoring their effectiveness on performance, the NSA reports: *"The data regarding ratio of using available airspace structures has been received from NM upon request and published on the SES Performance Portal.*

The data regarding number of aircraft flying via available restricted or segregated airspace, number of aircraft flying via available conditional routes and number of aircraft that could have planned through those airspace structures have not been delivered by NM upon request nor such data are available on the SES Performance Portal and cannot be monitored at local level."



4 CAPACITY - CROATIA

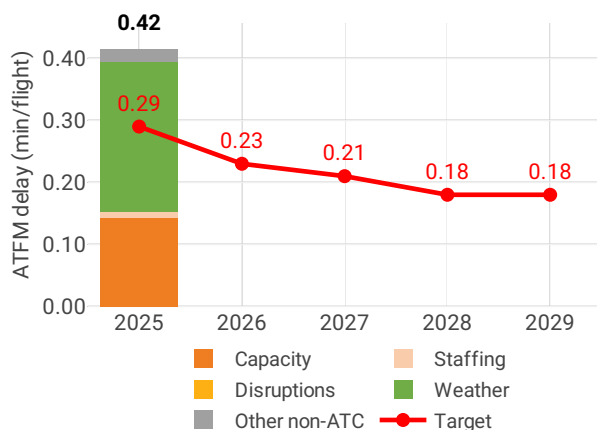
4.1 PRB monitoring

- Croatia registered 0.38 minutes of average en route ATFM delay per flight during 2025, which has been adjusted to 0.42 during the post-ops adjustment process, thus not achieving the local target value of 0.29. Delays in Croatia decreased by -1.09 minutes per flight year-on-year. Delays were highest in July and August, mostly driven by weather and ATC capacity.
- The share of delayed flights with delays longer than 15 minutes in Croatia decreased by -9 percentage points compared to 2024, but was higher than 2019 values.
- The number of ATCOs in OPS was 108, being below the 2025 plan in Zagreb ACC by -7 FTE.
- The yearly total of sector opening hours in Zagreb ACC was 40,409, showing a 6% increase compared to 2024.
- Zagreb ACC registered 23.61 IFR movements per sector opening hour in 2025, 2% above the 2024 level.

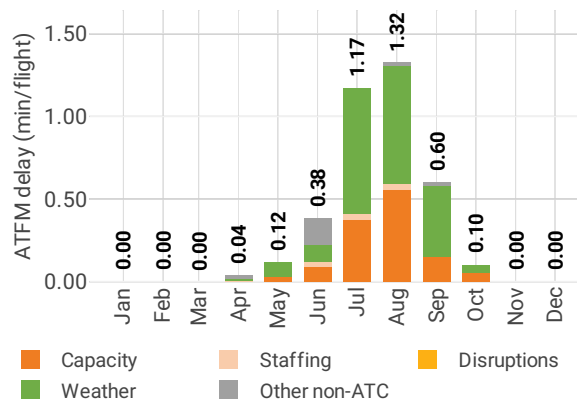
4.2 En route performance

4.2.1 En route ATFM delay (KPI#1)

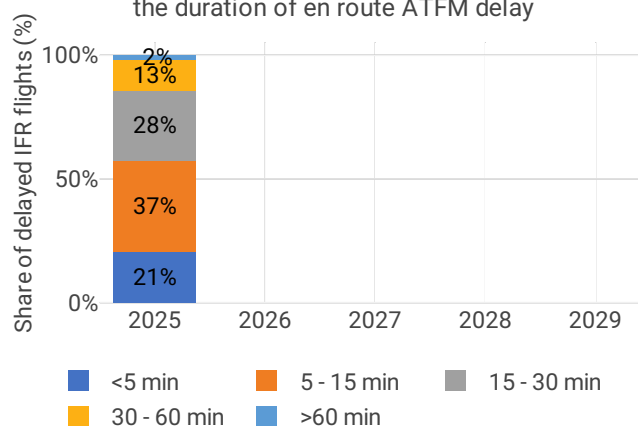
Average en route ATFM delay per flight by delay groups



Monthly distribution of en route ATFM delay by delay groups - 2025



Distribution of delayed IFR flights per the duration of en route ATFM delay



Focus on en route ATFM delay

En route ATFM delay

- Croatia had 1,001k flights in 2025, up from 922k flights in 2024.
- Croatia Control applied en route ATFM regulations resulting in 383k minutes of delay, a significant reduction from the 1 459k minutes in 2024.
- As part of the strategic traffic re-orientation programme (S25/NTDM) operated by the Network Manager, there were 31k minutes of en route ATFM delay reattributed to Croatia Control; 3k minutes of delay originating in Croatia were re-attributed to other ANSPs.
- Under the auspices of the Route Network (RN) Scenarios during Capacity & Weather Based Operations between June and September 2025, there were 10k minutes of en route ATFM delay re-attributed to Croatia; 4k minutes of delay originating in Croatia, were re-attributed to other ANSPs.
- When the above post-operations re-attributions are factored in, the total en route delay for Croatia Control in 2025 was 414k minutes in 2025 down from 1,390k minutes in 2024.

Regarding the reasons and circumstances resulting in the achieved level of actual performance of the en route ATFM delay per flight KPI, the NSA reports: *“The Single European Sky Data Portal is the primary information source and is used to monitor all available KPIs and PIs.*

In 2025, traffic within the LDZO ACC increased by 8.7%, reaching levels consistent with high traffic forecast scenarios for the third consecutive year and significantly exceeding the RP4 Performance Plan forecast. Despite this sustained and above-forecast traffic growth, LDZO ACC achieved a 74% reduction in delay compared to the elevated delay levels recorded in 2024.

Nevertheless, the continued increase in demand—particularly along the South-East axis—resulted in capacity constraints during the summer season, driven by unplanned peaks in traffic during high-intensity periods. In addition, national demographic measures adversely affected the availability of operational resources, impacting adequate staffing during the peak summer period.

As a consequence, the en-route delay target was marginally missed by 0.13 minutes per flight.”

Regarding the description of the adjustments to the capacity plan included in adopted performance plan, the NSA reports: *“The ANSP continuously updates its capacity plans in response to dynamic changes in traffic demand, in line with the collaborative decision-making (CDM) approach applied during the annual NOP planning process.*

Given that traffic growth is anticipated throughout the RP4 period, the ANSP regularly revises its capacity-related parameters to accommodate forecasted demand levels.”

Regarding the identification and analysis by the NSA of the underlying reasons or circumstances having led to the performance target not being achieved, the NSA reports: *“The NSA holds biannual meetings with the ANSP to assess the implementation and fulfilment of activities defined in the ERNIP and NOP. These meetings serve as a structured mechanism for monitoring progress and ensuring alignment with the network objectives.*



During 2025, traffic levels in six out of twelve months increased by more than 10%, while the remaining six months also recorded traffic growth within the single-digit range. This trend further intensified the operational demands placed on the Croatian airspace system and confirmed the continuation of sustained traffic growth throughout the year.

At the same time, the period of elevated traffic demand has expanded from the traditional peak summer months to a period exceeding six months in duration. Such prolonged and sustained traffic intensity creates additional challenges in air traffic flow and capacity management, requiring continuous operational adaptation and enhanced resource coordination.

Furthermore, the significant increase and extension of traffic demand considerably reduces the operational margins available to absorb unforeseen disruptions and short-term variations that are inherently associated with the human factor, including sick leave, and other unavoidable staff absences. Under these conditions, maintaining operational resilience during prolonged peak periods represents an increasingly demanding challenge for the ANSP."

Regarding recommendations to the ANSP to rectify the situation, the NSA reports: "None"

Regarding remedial measures that have been / will be taken by the ANSP to rectify the situation, the NSA reports: *"Continuous improvements to the rostering system were implemented with the objective of increasing operational flexibility and optimising the utilisation of available ATCO's. In addition, a new concept for the composition of ATCO teams was introduced, enabling a more efficient deployment of operational staff and creating additional capacity for the opening of supplementary sectors in response to operational requirements and increasing traffic demand.*

Furthermore, dedicated ATFCM awareness workshops were conducted in order to strengthen operational understanding, improve coordination processes, and enhance proactive traffic management practices across operational units.

To further support tactical traffic management and operational decision-making, an additional morning MET briefing was introduced prior to the start of the first operational rotation. This measure ensures that traffic management activities can be initiated at the earliest stage based on the most up-to-date meteorological and operational information available, thereby contributing to improved traffic predictability and network performance."

Regarding follow up of the remedial measures indicated in the previous monitoring report(s), the NSA reports: *"The ANSP implemented all recommended NOP remedial measures for the 2025 summer season. However, the continued and above-forecast traffic growth along the South-East axis significantly impacted capacity performance and contributed to the marginal non-achievement of the Capacity KPA target."*

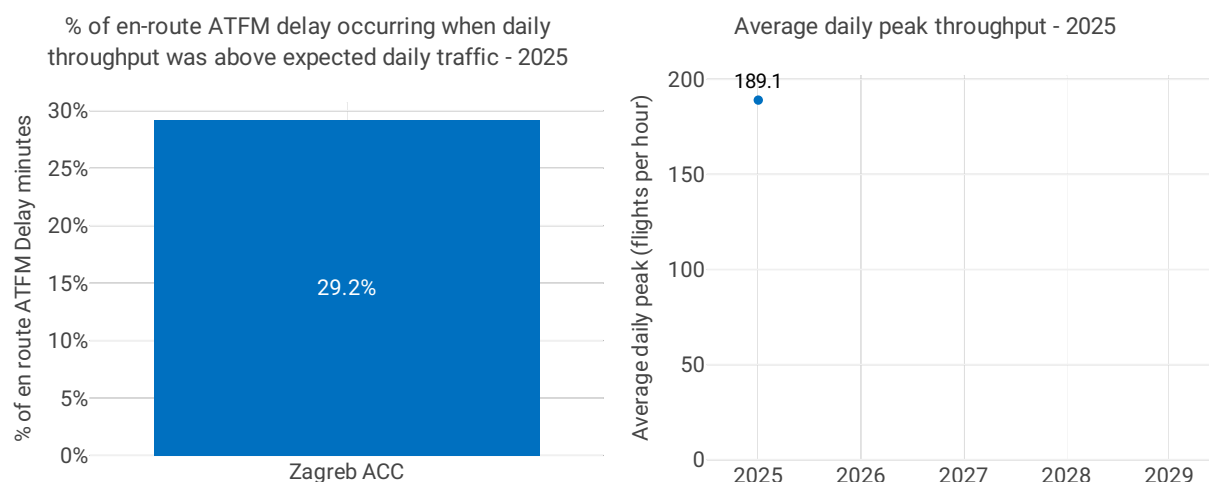
En route capacity incentive scheme

The Croatian NSA reports a financial penalty of €124,232 for the ANSP because of the 2025 performance. The local incentive target for en route ATFM delays, due to CRSTMP causes only, was set at 0.141 mins/flight. The NSA reports an achieved performance of 0.159 mins/flight and refers to the SES Data Portal (ansperformance.eu) as being the primary source to monitor all KPIs & PIs.

[NB The attribution of original delay causes on the ansperformance.eu dashboard is unverified]



4.2.2 En route performance indicators at ACC level (PI#4-5)



Focus en route performance indicators at ACC level

Percentage of total en route ATFM delay that occurred on days when the daily throughput was above the expected daily traffic

As background information on actual performance, the NSA reports: *“According to Network Manager dashboard data, the ANSP recorded 29.2% of total en-route ATFM delay on days when daily throughput exceeded expected traffic levels (ACC). Local data indicate an even higher proportion than that reflected in the NM dashboard.”*

The occurrence of delays under conditions where throughput surpassed expected demand can be attributed to a combination of factors, including the impact of geopolitical developments (notably in Ukraine and the Middle East), sustained pressure on South-East axis ANSPs to accommodate high traffic volumes, adverse weather conditions across the network, and the influence of neighbouring ANSPs’ operational performance.”

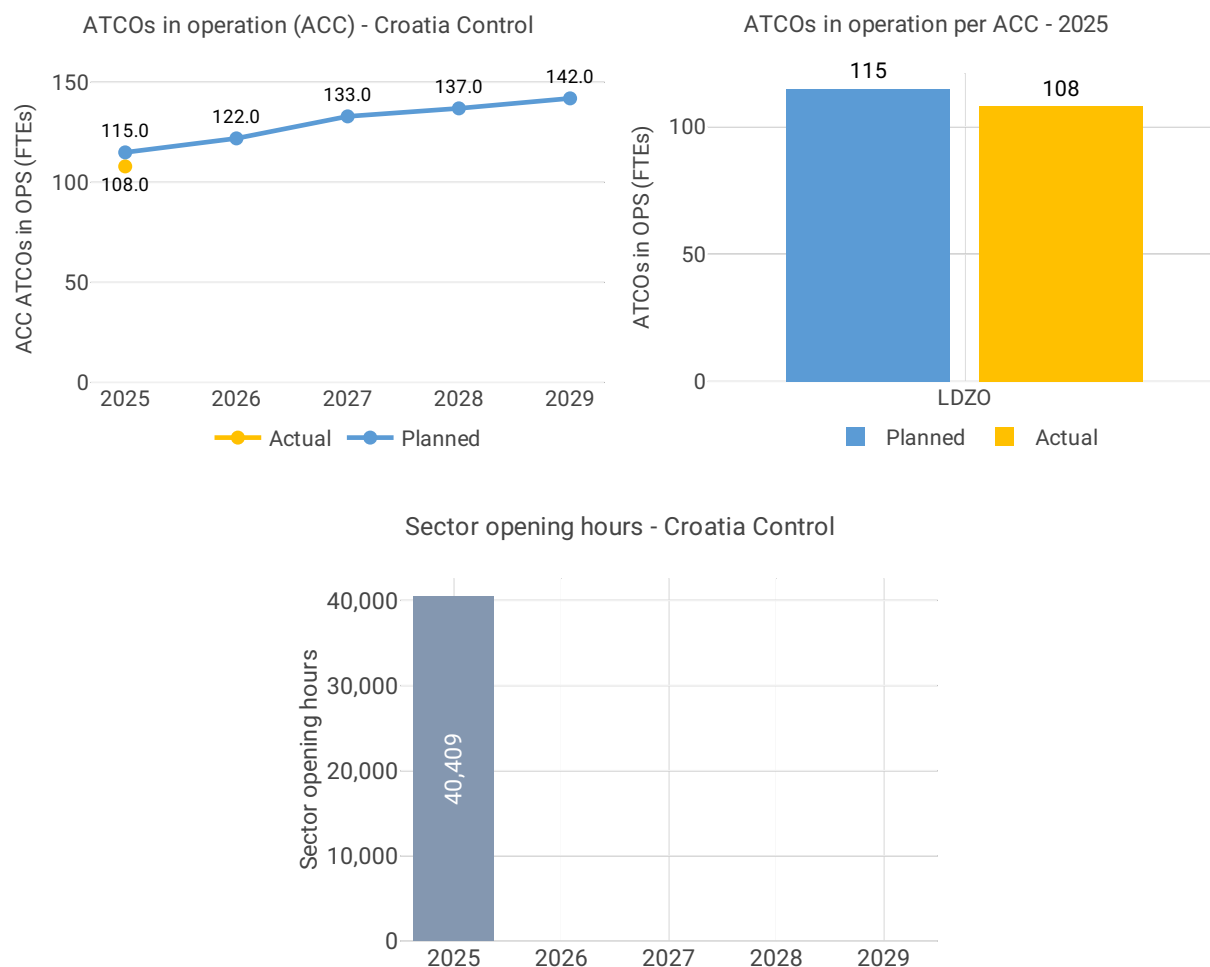
Annual weighted average of the daily peak throughput

As background information on actual performance, the NSA reports: *“The PI”Annual weighted average of the daily peak throughput (ACC)” provides only a partial representation of the ANSP’s capacity delivery, as it captures performance over a limited three-hour peak period, while capacity provision during the remainder of the operational day is not reflected.*

As 2025 represents the first monitoring year for this indicator, the achieved result should be interpreted with caution, as it does not yet provide a fully representative assessment of overall capacity performance.”



4.2.3 Other en route information



Focus on other en route information

As additional comments to ATCOs in the scope of the performance scheme, the NSA reports: *“Operational ATCO availability is affected by national demographic policy measures in Croatia, including statutory paternity leave (up to 20 working days per child) and parental leave entitlements that may be exercised until the child reaches the age of eight. The higher than planned non-duty hours in 2025 reflect primarily extended sickness leave and increase of the paternity leaves, coupled with planned reinforcement of refresher training in response to traffic growth and increasing operational complexity.”*

“Please note that, as required, the number of additional ATCOs in OPS is presented here in terms of Full-Time Equivalents (FTEs). In 2025, 12 new ATCOs began working as ACC ATCOs in OPS (out of which 2 renewals). However, since most of them obtained their licenses in late 2025 (October), they cumulatively increased the FTE count by a significantly lower amount. At the same time, during 2025, two ACC ATCOs lost their licenses, resulting in a 0.41 decrease in FTEs.”

Regarding the training process, including details on the effective failure rate and the process used to allocate newly qualified ATCOs between ACC, APP and TWR positions, the NSA reports: *“CCL ATCO TO provides training pursuant to the Commission Regulation (EU) 2015/340 including applicable Acceptable Means of Compliance (AMC) for: Basic Training, Rating Training for ADC, APS and ACS and Unit Training for 16 different locations. Duration of training (Initial and Unit) for ADC and APS is up to 2 years. Duration of training for ACS is approximately*



2.5 years. Hereby presented numbers represents only ATCO trainees in the scope of the performance plan (i.e. ACS and APS). The number of ATCO trainees at year end is affected by a slightly lower than expected success rate of generation 2024, as well as delayed ATCO Additional (EU) employments planned in 2025."



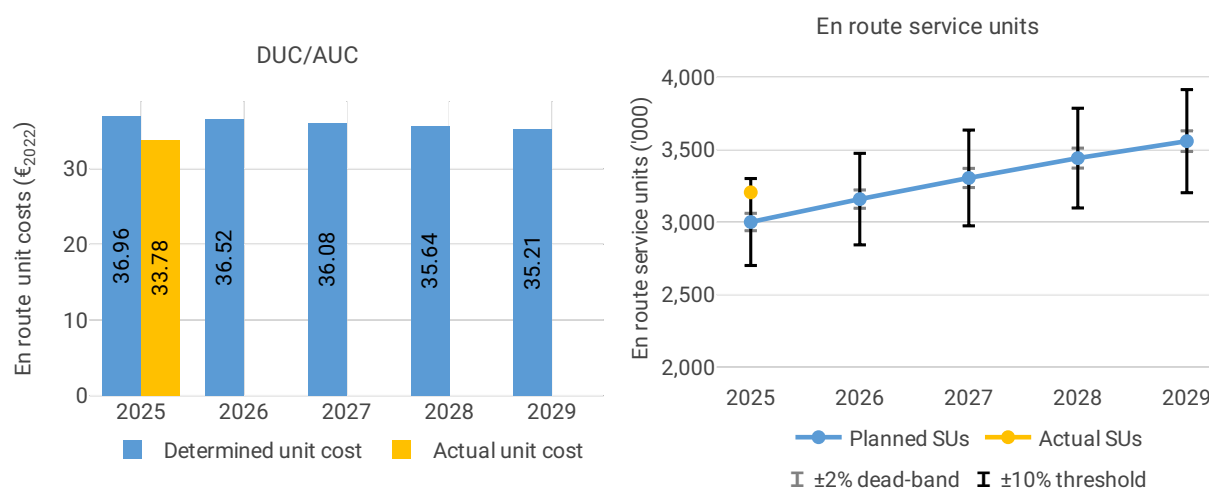
5 COST-EFFICIENCY - CROATIA

5.1 PRB monitoring

- The en route 2025 actual unit cost of Croatia was 33.78€2022, -8.6% lower than the determined unit cost (36.96€2022). Croatia does not have a terminal charging zone.
- The en route 2025 actual service units (3.2M) were +6.8% higher than the determined service units (3.0M).
- The en route 2025 actual total costs were -2.6M€2022 (-2.4%) lower than determined, with all cost categories registering lower-than-planned costs, except staff costs. This is mainly due to lower other operating costs (-2.8M€2022, or -15.1%) and depreciation (-2.5M€2022, or -18.4%) for Croatia Control. The NSA explained this decrease by the deferral of investment projects which resulted in lower-than-expected expenditures, as well as lower intellectual services and travel costs. This was partially compensated by higher staff costs than planned (+3.7M€2022, or +5.8%) for Croatia Control, which the NSA attributed to an adjustment of labour expenses reflecting inflationary pressures.
- Croatia Control costs of investments were 15.5M€2022 in 2025, -14.4% less than determined (18.0M€2022). According to the NSA, this is mainly due to delays in the entry into operation of some projects and reduced availability of ATCOs for non-operational duties.
- The en route actual unit cost incurred by users in 2025 was 37.96€ (-7.5% below the 2025 DUC). The difference between the AUCU and the DUC is mainly driven by other revenues and the traffic risk sharing adjustment.

5.2 En route charging zone

5.2.1 Unit cost (KPI#1)

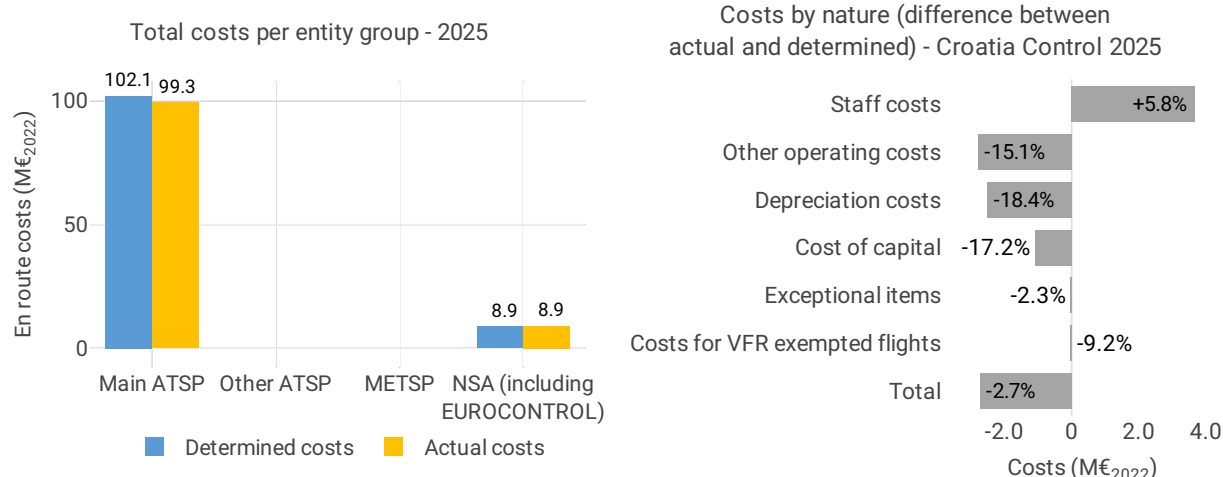


Actual and determined data					
Total costs - nominal (M€)	2025	2026	2027	2028	2029
Determined costs	123.2	130.3	136.9	143.2	148.4
Actual costs	123.0	NA	NA	NA	NA
Difference costs	-0.2	NA	NA	NA	NA



Inflation assumptions	2025	2026	2027	2028	2029
Determined inflation rate	2.2%	2.2%	2.2%	2.2%	2.2%
Determined inflation index*	115	117.5	120.2	122.8	125.6
Actual inflation rate	4.4%	NA	NA	NA	NA
Actual inflation index*	117.7	NA	NA	NA	NA
Difference inflation index (p.p.)	+2.7	NA	NA	NA	NA

*100 = 2022



Focus on unit cost

AUC vs. DUC

In 2025, the en route AUC was -8.6% (or -3.18 €2022) lower than the planned DUC. This results from the combination of significantly higher than planned TSUs (+6.8%) and lower than planned en route costs in real terms (-2.4%, or -2.6 M€2022). It should be noted that the actual inflation index in 2025 was +2.7 p.p. higher than planned.

En route service units

The difference between actual and planned TSUs (+6.8%) falls outside the $\pm 2\%$ dead-band but does not exceed the $\pm 10\%$ threshold foreseen in the traffic risk sharing mechanism. The resulting gain of additional en route revenues is therefore shared between the ANSP and the airspace users (see the main ANSP regulatory result).

En route costs by entity

Actual real en route costs are -2.4% (-2.6 M€2022) lower than planned. This is the result of lower costs for the main ANSP, Croatia Control (-2.7%, or -2.7 M€2022) and higher costs for the NSA/EUROCONTROL (+0.8%, or +0.1 M€2022).

En route costs for the main ANSP (Croatia Control) at charging zone level

Based on the additional information to the en route reporting tables, the lower than planned en route costs in real terms for Croatia Control in 2025 (-2.7%, or -2.7 M€2022) result from:



- Significantly higher than planned staff costs (+5.8%), mainly due to collective agreement negotiations concluded in June 2025, inflation-driven salary adjustments, continued recruitment and training to support ATCO capacity needs, and higher pension-related expenses.
- Significantly lower than planned other operating costs (-15.1%), mainly due to lower than planned CAPEX-related operating expenses, reflecting slight delays in the investment timeline and a higher CAPEX/OPEX ratio for the TOPSKY investment than initially planned. Lower than planned expenses for intellectual services and travel also contributed to the decrease.
- Significantly lower than planned depreciation (-18.4%), mainly due to delays in the operational deployment of certain CAPEX projects. Investment implementation in 2024 and 2025 continued to rely on significant technical staffing efforts. However, higher than planned traffic and a longer high-traffic season reduced the availability of ATCOs for project-related and other non-operational duties. The CAPEX realisation rate reached 78% of the planned level, representing one of the best historical performances.
- Significantly lower than planned cost of capital (-17.2%), mainly due to a significantly lower level of net current assets than planned. This was driven by higher than planned average interest-bearing assets and higher than planned year-end CAPEX-related liabilities. Lower average fixed assets, resulting from postponed and/or prolonged investment projects in 2024 and 2025, also contributed to the decrease.
- Lower than planned exceptional costs (-2.3%), mainly due to the inflation impact (+2.7 p.p.), while the nominal amount was fully in line with the plan. These costs relate to ICAO space weather services provided by EU Member States under the Joint Declaration by the Single Sky Committee regarding the inclusion of charges for space weather information services in RP4 performance plans.
- Significantly lower than planned deduction for VFR exempted flights (-9.2%).

Assessment of the actual performance in the charging zone reported by the NSA

The NSA of Croatia provides the following overall assessment of the actual performance in 2025 at charging zone level:

“The improvement in Croatia’s cost-efficiency performance in 2025 was primarily driven by higher than planned traffic growth. Nominal costs were kept mainly at planned levels despite a high inflation environment, allowing CEF performance to improve as the growth in service volumes outpaced the rise in costs.

In 2025, nominal total costs are mainly in line with the planned figures, but with service units being 6.8% higher than planned, the resulting CEF performance is 8.6% better than anticipated.”

Explanation of the differences between actual and determined costs at charging zone level reported by the NSA

The NSA provides the following explanation for the differences between actual and determined costs in the charging zone:

“Overall nominal costs on state level were marginally below planned level (-0.2%) with higher than planned staff costs driven mainly by demanding collective agreement negotiations on

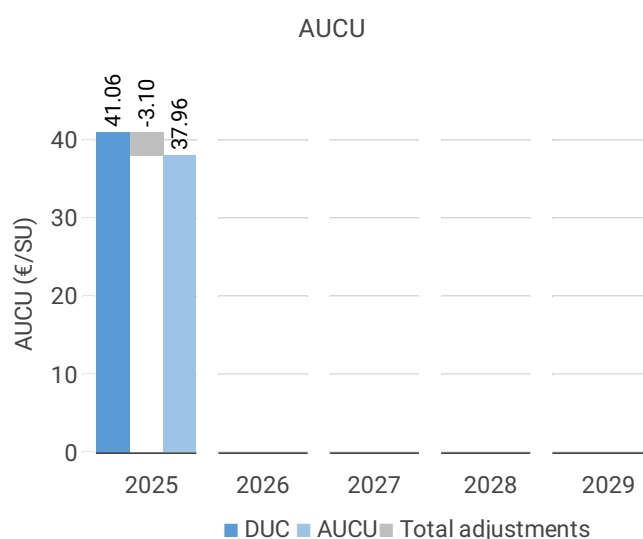


ANSP level coupled with higher than planned state pension cost, which was offset by lower than planned other operating costs, depreciation and cost of capital primarily as a result of lower than planned investment activity due to higher than planned traffic growth (which resulted in slightly postponed investment timeline)."

Recommendations formulated by the NSA to the ANSP (Croatia Control) to rectify the situation and actions taken by the ANSP

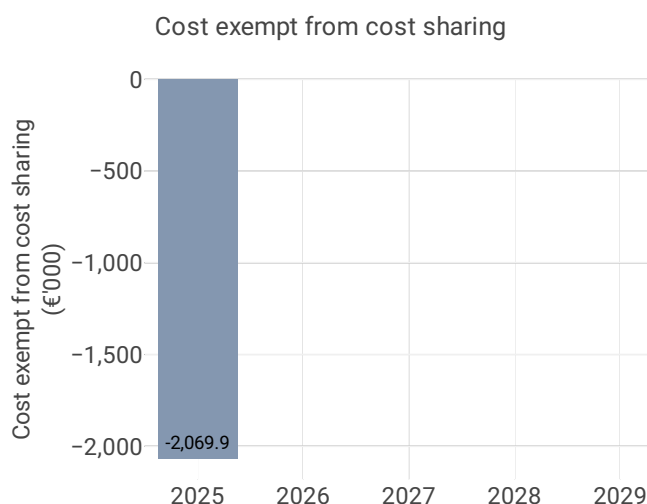
No information was provided in the NSA 2025 Monitoring Report by either the NSA or Croatia Control.

5.2.2 Actual unit cost incurred by the users (AUCU) (PI#1)



AUCU components (€/SU) - 2025	
Components of the AUCU in 2025	€/SU
DUC	41.06
Inflation adjustment	0.70
Cost exempt from cost sharing	-0.65
Traffic risk sharing adjustment	-1.12
Traffic adjustment (costs not TRS)	-0.35
Financial incentives	-0.04
Modulation of charges	0.00
Cross-financing	0.00
Other revenues	-1.63
Application of lower unit rate	0.00
Total adjustments	-3.10
AUCU	37.96
AUCU vs. DUC	-7.5%





Cost exempt from cost sharing – 2025

Cost exempt from cost sharing by item - 2025	€'000	€/SU
New and existing investments	-2,598.5	-0.81
Competent authorities and qualified entities costs	121.2	0.04
Eurocontrol costs	-46.3	-0.01
Pension costs	453.8	0.14
Interest on loans	0.0	0.00
Changes in law	0.0	0.00
Total cost exempt from cost risk sharing	-2,069.9	-0.65

Focus on AUCU

En route AUCU monitoring at charging zone level

The actual en route unit cost incurred by airspace users (AUCU) in respect of activities performed in 2025 (37.96 €) is -7.5% lower than the nominal DUC (41.06 €). The difference between these two figures (-3.10 €/SU) is due to:

- the positive inflation adjustment resulting from higher than planned inflation (+0.70 €/SU);
- the impact of adjustments resulting from the costs exempted from cost sharing mechanism (-0.65 €/SU);
- the deduction of the traffic risk sharing adjustments (-1.12 €/SU);
- the deduction of the traffic adjustment (-0.35 €/SU) for the costs not subject to traffic risk sharing;
- the impact of financial incentives (-0.04 €/SU); and,
- the deduction of other revenues (-1.63 €/SU).

The share of the regulatory result (see next sub-section) in the AUCU (before the deduction of other revenues) is 7.2%.

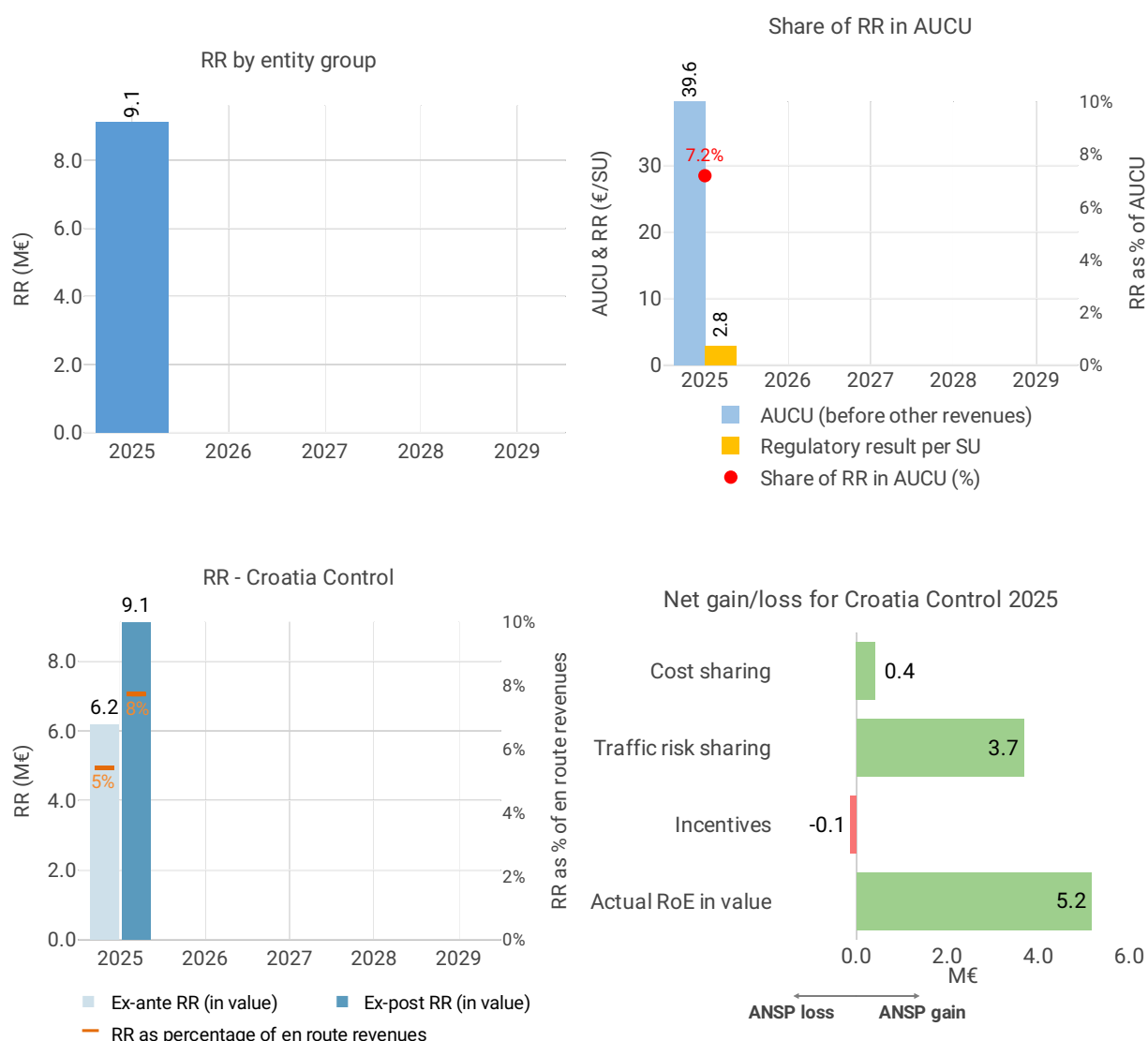


Initiatives implemented or planned that will improve this PI reported by the NSA

The NSA of Croatia provides the following information regarding the initiatives:

“Participation in EU funding facilities continues and other revenues steaming from this programs will be channelled to users via “Other revenues” unit rate deduction mechanism as was the case in previous years. The process established for monitoring this PI includes Data collection (mandatory and additionally requested); Data assessment; Data validation - in accordance with Reg. (EU) 2019/317.”

5.2.3 Regulatory result (RR)



Focus on regulatory result

Croatia Control net gain/loss on activity in the Croatia en route charging zone in 2025

Croatia Control reported a net gain of +4.0 M€, as a combination of a gain of +0.4 M€ arising from the cost sharing mechanism, with a gain of +3.7 M€ arising from the traffic risk sharing mechanism and a loss of -0.1 M€ relating to financial incentives.



Croatia Control overall regulatory result (RR) for the en route activity

Ex-post, the overall RR, taking into account the net gain from the en route activity mentioned above (+4.0 M€) and the actual RoE (+5.2 M€), amounts to +9.1 M€ (7.7% of the en route revenues). The resulting ex-post rate of return on equity is 12.9%, which is higher than the 7.3% planned in the PP.

