



# MIA LINK



**04**  
**2017**  
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**PERFORMANCE**

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**TO INVEST FURTHER**  
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## WELCOME TO THE MAY ISSUE OF MIA LINK

Dear Shareholder,

Since our last issue, the MIA team has been kept busy with more than just thriving passenger numbers. Focused on delivering nothing short of an exceptional service to airport guests, the team was rewarded with two prestigious awards; one issued by Priority Pass and another one by Airports Council International.

Now that we have launched our summer schedule, some highlights of which are presented in the next pages and might entice you to book your next holiday, we expect days to become even busier. However, with upgraded terminal facilities resulting from the Terminal Reconfiguration Project, and our team's unwavering commitment to the delivery of more positive results, we are confident that we can continue to give our guests an excellent airport experience.

Finally, I would like to thank you for your confidence in the company – this definitely helps us be more determined and ambitious in our endeavours. Vouchers, which can be redeemed at Malta International Airport and SkyParks Business Centre, are found on the back page, as a token of our appreciation for your support.

Whilst we hope that you find this issue both interesting and informative, should you have any queries or suggestions regarding how we can improve our newsletter, do get in touch with us on [shareholders@maltairport.com](mailto:shareholders@maltairport.com).

Merħba għall-harġa ta' Mejju tal-MIA Link.

Għażiż Azzjonist,

Mill-ahħar harġa tagħna, il-ġranet fl-Ajruport Internazzjonali ta' Malta kienu tassew impenjattivi, mhux biss f'termini ta' numru ta' passiġġieri. It-tim tagħna kompli jiffoka fuq l-ghoti ta' servizz eċċellenti u l-ħidma tiegħu għet rikonossuta darbtejn bi premijiet prestiġjużi mogħtijin minn Priority Pass u Airports Council International.

Issa li nedejna l-iskeda tagħna tas-sajf, li aktar dettalji dwarha jinsabu fil-paġni li ġejjin u li jista' jkun li jhajruk tibbukka l-vaganza li jmiss, qed nistennew li l-volum ta' traffiku jiżdied sostanzjalment. Madankollu, bit-titjib sinifikanti li għab il-Proġett ta' Rikonfigurazzjoni tat-Terminal, u tim ta' nies li huma impenjati li jwasslu aktar riżultati pożittivi, ninsabu kunfidenti li nistgħu nkomplu nipprovdv esperjenza eċċellenti għall-passiġġieri tagħna.

Nixtiequ nringrazzjawk tal-fiducja tiegħek fil-kumpanija, fattur iehor li jinkoraġġina nkunu aktar determinati u ambizzjużi f'dak li naghmlu. Xi kupuni, li jistgħu jissarrfu mill-Ajruport Internazzjonali ta' Malta u SkyParks Business Centre, jinsabu fuq wara tal-fuljett, bħala ġest ta' apprezzament tal-appoġġ tiegħek.

Filwaqt li nittamaw li ssib din il-harġa kemm interessanti u kemm informattiva, jekk ikollok xi mistoqsijiet jew suggerimenti dwar kif nistgħu ntejb dan il-fuljett, jekk jogħġbok ikkuntatjana fuq [shareholders@maltairport.com](mailto:shareholders@maltairport.com).

## MESSAGE FROM THE CEO

Growing by nearly a million passenger movements in a year was an accomplishment that exceeded our projections. Although last year's excellent results may appear difficult to top, 2018 is already off to a very good start with the first three months registering strong growth, another award under our belt, and an ambitious infrastructural project nearing completion.

A proud moment for the Malta International Airport team in the first quarter of 2018 was certainly when Airports Council International announced the winners of its Airport Service Quality awards for 2017. Claiming the second place from among 85 European airports with our highest score to date, we edged closer to the top spot we have our eyes set on. This achievement was secured against odds arising from terminal reconfiguration works throughout the year, including during our peak months, and it is a shining example of how far teamwork and meticulous planning go in turning potential obstacles into opportunities.

Another highlight from the first quarter of the year was the Planning Authority's approval of our master plan, giving us the license to invest further in our terminal



and the surrounding airport campus. Through the gradual execution of this plan we shall be developing both our aviation and non-aviation segments, in line with the diversification pillar of our strategy aimed at helping us achieve further sustainable growth. Works on the construction of a multi-storey car park are envisaged to commence in the last quarter of the year, and we are currently exploring the possibility of utilising the roof for the installation of more photovoltaic panels in an effort to increase our clean energy generation capacity and honour our pledge to minimise our carbon footprint.

As noted in the welcome message, summer is already here for the aviation industry, and it promises to be very busy for our airport. We are now operating with eight

additional check-in desks and a new Baggage Handling System; two of the many improvements delivered by our Terminal Reconfiguration Project that will allow us to process our passengers in a more efficient manner. As for our schedule for the season, which will be the main driver of traffic growth, it offers 16 new routes with some of the most exciting ones being Porto, Lisbon, Bratislava, and Tallinn. Whilst the schedule boasts more than 100 destinations, we will certainly keep focusing on our connectivity endeavours, made in line with the tourism strategy for the islands and demands for routes from our airport.

## IL-MESSAĠĠ TAS-CEO

Iż-żieda bi kwazi miljun moviment tal-passiġġieri f'sena kienet kisba li sebqet l-aspettattivi tagħna. Minkejja li jista' jidher diffiċli li l-prestazzjoni ta' din is-sena tkun aqwa minn dik tas-sena li għaddiet, l-2018 diġà bdiet fuq nota tassew pożittiva, bl-ewwel tliet xhur jirreġistraw zieda fin-numru ta' passiġġieri, rikonossiment iehor għall-ajruport, u proġett infrastrutturali ambizzjuż li dalwaqt jitlesta.

Mument important għat-tim tal-Ajruport Internazzjonali ta' Malta fl-ewwel kwart tal-2018 ċertament kien meta Airports Council International habbar ir-rebbieha tal-istharrig dwar il-Kwalità tas-Servizz fl-Ajruporti għall-2017. L-ajruport tagħna kiseb it-tieni post minn 85 ajruport Ewropew iehor bl-oghla punteġġ tiegħu f'dan l-istharrig, u b'hekk qorob aktar lejn l-ewwel pożizzjoni li nixtiequ nilhqu. Irnaxxielna niksibu dan minkejja l-hafna xogħlijiet ta' rikonfigurazzjoni tat-terminal li kienu qegħdin isiru matul is-sena, anki fl-eqgħel tas-sajf, b'riżultat ta' hafna teamwork u ppjanar bir-reqqa li għenna nibdu ostakoli potenzjali f'opportunitajiet.

Mument iehor li kien ilna nistennew kien l-ghoti tal-approvazzjoni għall-master plan tagħna mill-Awtorità tal-Ippjanar, biex b'hekk inkunu nistgħu nkomplu ninvestu fit-terminal u l-kampus tal-ajruport b'mod ġenerali. Permezz tal-eżekuzzjoni gradwali ta' dan il-master plan ser inkunu qed niżviluppaw is-segmenti tal-avjazzjoni u tal-proprietà u l-bejgħ tagħna, f'konformità mal-pilastru tad-diversifikazzjoni tal-istrateġija tagħna li jfakkarna li dejjem għandna nimmiraw li nkomplu nikbru b'mod sostenibbli. Ix-xogħlijiet fuq il-kostruzzjoni ta' parkeġġ b'diversi livelli li ser jibdew fl-ahħar kwart tas-sena, u bħalissa qed nesploraw il-possibiltà li nużaw il-parti

msaqqa tiegħu sabiex jiġu installati aktar pannelli fotovoltajci sabiex intejbu l-kapaċità tagħna li niġġeneraw l-enerġija nadifa u nonoraw l-impenn li hadna li nimminimizaw l-impronta tal-karbonju tagħna.

Kif ġie nnutat fil-messaġġ ta' merħba, is-sajf diġà beda għall-industrija tal-avjazzjoni u kolloxx jindika li għall-Ajruport Internazzjonali ta' Malta ser ikun wieħed impenjattiv. Issa li qed noperaw bi tmien check-in desks addizzjonali u sistema ta' proċessar tal-bagalji ġdida – titjib li għab miegħu l-Proġett ta' Rikonfigurazzjoni tat-Terminal – ser inkunu f'pożizzjoni aħjar li nipproċessaw il-passiġġieri b'mod aktar effiċjenti. L-iskeda tat-tijriet tagħna għall-istaġun, li ser tkun fattur kontribwenti importanti għaž-żieda fit-traffiku, toffri 16-il rotta ġdida, li jinkludu Porto, Lisbona, Bratislava u Tallinn. Filwaqt li l-iskeda għas-sajf toffri aktar minn 100 destinazzjoni, aħna mhux se nieqfu fil-ħdima tagħna biex inkunu konnessi ma' aktar pajjiżi, iggwidata mill-istrateġija tat-turiżmu għall-gzejjer u d-domanda għal rotot mill-ajruport tagħna.



## FINANCIAL PERFORMANCE 2017

### AND ANNOUNCEMENT OF ANNUAL GENERAL MEETING DATE

Following the meeting of the Board of Directors held on the 21<sup>st</sup> of February 2018, the company announced that the company's profits for the year ended 31<sup>st</sup> December 2017 increased from €21.0 million to €24.2 million.

Increases in revenues were registered by both the company's aviation and non-aviation segments. The global sum of Group revenues for the year was €82,369,154 up from €73,064,828 in 2016. Aviation revenues, which grew by 14.6% to €59.0 million, can be largely attributed to the new traffic milestone achieved, with over 6 million passenger movements recorded at the airport last year.

With an increase of 8.3% to €23.4 million, the company's non-aviation segment also performed well, in line with its corporate strategy. A positive trend was registered across all revenue drivers within the retail and property portfolio, particularly in contributions from SkyParks Business Centre and the airport's retail outlets.

The Earnings before Interest, Taxation, Depreciation, and Amortisation (EBITDA) of the Group increased from €40.0 million to €48.6 million.

Finally, the Directors also scheduled the Annual General Meeting of the Company for Tuesday 8th May 2018. Shareholders on the register of members at the Central Securities Depository as at close of business on Friday 6th April 2018 shall be eligible to receive notice, attend, and vote at the Annual General Meeting and to receive a copy of the Annual Report. •

## PRESTAZZJONI FINANZJARJA 2017

### U THABBIR TAD-DATA TAL-LAQGHA ANNWALI ĠENERALI

Wara l-laqgħa tal-Bord tad-Diretturi tal-21 ta' Frar 2018, il-kumpanija habbret li l-profitti għas-sena li spiċċat fil-31 ta' Diċembru 2017 żdiedu minn €21.0 miljun fl-2016 għal €24.2 miljun.

Żidiet fid-dhul ġew irreġistrati kemm segment tal-avjazzjoni u kemm fis-segment tal-proprjetà u l-bejgħ tal-kumpanija. Is-somma globali ta' dhul tal-grupp telgħet minn €73,064,828 fl-2016 għal €82,369,154 għall-2017. Id-dhul mis-segment tal-avjazzjoni, li żdied b'14.6% għal €59.0 miljun, jista' jiġi attribwit għar-rekord il-ġdid li ntlahaq is-sena li għaddiet meta l-movimenti tal-passiġġieri tal-ajruport qabzu s-sitt miljuni.

B'żieda ta' 8.3% biex b'hekk intlaħqu €23.4 miljun, is-segment tal-proprjetà u l-bejgħ tal-kumpanija wkoll irreġistra prestazzjoni tajba, f'konformità mal-istrategija korporattiva tal-kumpanija. Tendenzja pożittiva għet osservata fil-

kontributori kollha tad-dhul fil-portafoll tal-proprjetà u l-bejgħ, partikolarment fil-kontribuzzjonijiet minn SkyParks Business Centre u l-hwienet tal-ajruport.

Il-Qligh qabel l-Imghax, it-Taxxa, id-Deprezzament u l-Ammortizzament (EBITDA) tal-grupp żdied minn €40.0 miljun għal €48.6 miljun.

Fl-istess laqgħa, id-Diretturi skedaw il-Laqgħa Annwali Ġenerali tal-kumpanija għat-Tlieta 8 ta' Mejju 2018. L-azzjonisti li jkunu fuq ir-reġistru tal-membri sa għeluq il-jum tan-negozju tal-Ġimgħa 6 ta' April ser ikunu eligibbli li jirċievu notifika, jattendu u jivvutaw waqt il-Laqgħa Annwali Ġenerali u jirċievu kopja tar-Rapport Annwali. •

## ANOTHER TRAFFIC MILESTONE FOR 2017 AND MORE GROWTH FORECAST FOR 2018

### 2017 TRAFFIC HIGHLIGHTS

2017 was closed off with the achievement of the airport's six millionth passenger milestone. 6,014,548 passenger movements were registered, translating into an impressive upturn of 17.5% over the previous year. Our projections indicate that passenger traffic will experience further growth in the coming year to total around 6.5 million passenger movements by the end of it.

2017 went down in the airport's records as its fastest-growing year so far, with Malta International Airport going on to rank with the top five performers among European airports of its class in terms of growth. Another first for the airport was the fact that all months registered a double-digit increase in passenger numbers, with the shoulder months outgrowing the peak months by 2.5%. The three months that experienced the strongest growth rates were in fact January, February, and April.

Thriving passenger numbers were observed in parallel with an increase of 15% in aircraft movements and an 18% growth in seat capacity. In spite of this increase in the number of seats available, the seat load factor (SLF) for the year still stood at a healthy 82.4%, in line with the observed European trend.

Malta International Airport's top drivers of traffic for 2017 were the United Kingdom (+8.9%), Italy (+14.8%), Germany (+20.9%), France (+20.6%), and Belgium (+109.2%). •



## REKORD IEHOR TAT-TRAFFIKU GĦALL-2017

### U AKTAR TKABBIR IMBASSAR GĦALL-2018

#### RENDIKONT TAT-TRAFFIKU GĦALL-2017

L-2017 għet fi tmiemha b'rekord ieħor tat-traffiku meta l-ajruport iċċelebra l-wasla tas-sitt miljun passiġġier tiegħu. Fil-fatt ġew irreġistrati 6,014,548 moviment tal-passiġġieri, li sarrfu fi tkabbir sinifikanti ta' 17.5% fuq is-sena ta' qabel. Il-projezzjonijiet tagħna jindikaw li t-traffiku tal-ajruport ser ikompli jikber biex sal-aħħar ta' din is-sena jintlaħqu 6.5 moviment tal-passiġġieri.

Is-sena li għaddiet kienet is-sena li rreġistrat l-aktar rata mgħaġġla ta' tkabbir sa issa, bl-Ajruport Internazzjonali ta' Malta jkollu wahda mill-aqwa prestazzjonijiet f'termini ta' zieda fil-passiġġieri minn fost ajruporti Ewropej tal-klassi tiegħu. Għall-ewwel darba, ix-xhur kollha tas-sena rreġistraw tkabbir b'żewġ cifri, bix-xhur aktar kwieti għall-ajruport tagħna jikbru bi 2.5% aktar mill-eqel perjodu tas-sajf. It-tliet xhur li esperjenzaw l-ogħla rati ta' tkabbir, fil-fatt, kienu Jannar, Frar u April.

Din iż-żieda fin-numru ta' passiġġieri għet osservata b'mod parallel ma' zieda ta' 15% fil-movimenti tal-ajruport ta' zieda

ta' 18% fin-numru ta' postijiet disponibbli fuq it-titjiriet. Minkejja li dawn il-postijiet żdiedu, is-seat load factor (SLF) għas-sena baqa' wiehed għoli ta' 82.4%, f'konformità mat-tendenza osservata fl-Ewropa.

L-aqwa swieq tal-Ajruport Internazzjonali ta' Malta għall-2017 kienu r-Renju Unit (+8.9%), l-Italja (+14.8%), il-Germanja (+20.9%), Franza (+20.6%), u l-Belġju (+109.2%).

### HARSA LEJN IL-PERJODU TAX-XITWA 2017 - 2018

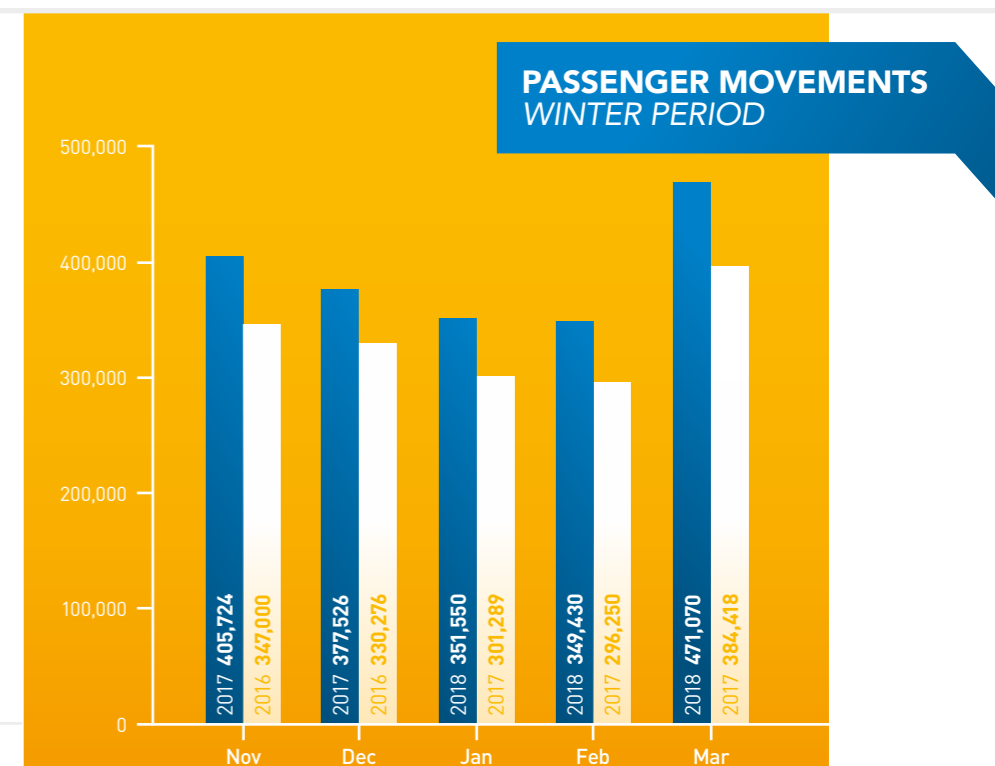
L-aħħar ta' Ottubru għab miegħu l-bidu tax-xitwa għall-industrija tal-avjazzjoni, li ntlagħget fl-Ajruport Internazzjonali ta' Malta bit-tnedija ta' skeda ġdida għall-istaġun. Din l-iskeda offriet hames rotot godda, jiġifieri Belfast, Napoli, Riga, London Southend u Comiso, u kienet wahda mill-fatturi importanti li taw spinta lit-traffiku fix-xhur tax-xitwa.

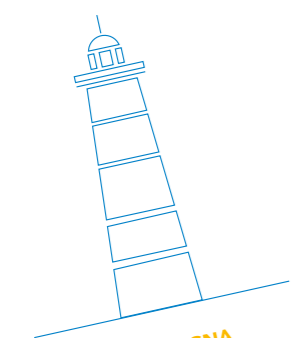
Livelli varji ta' tkabbir osserati bejn Novembru u Marzu wasslu għal total ta' 1,873,599 moviment tal-passiġġieri għall-perjodu tax-xitwa sa issa. Dan isarraf f'zieda ta' 17% fuq l-istess perjodu kumparabbli ta' qabel. Bi tkabbir ta' 22.5%, ix-xahar ta' Marzu kellu l-aktar zieda notevoli fin-numru ta' passiġġieri, segwit minn Frar (+18%), Jannar (+16.7%), Novembru (+15.8%) u Diċembru (+14.3%). •

### A LOOK AT WINTER 2017 - 2018

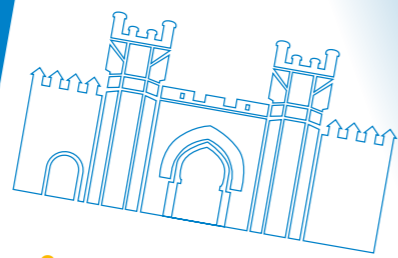
The end of October marked the start of winter for the aviation industry, which was welcomed at Malta International Airport with the launch of a new flight schedule for the season. This schedule featured five new routes, namely Belfast, Naples, Riga, London Southend and Comiso, and was one of the important factors that boosted traffic in the winter period.

Varying levels of monthly growth between November and March led Malta International Airport to reach a total of 1,873,599 passenger movements for the winter period. This translates into an increase of 17% over the previous comparable stretch. At 22.5%, March's increase in passenger numbers was the strongest growth for winter, followed by February (+18%), January (+16.7%), November (+15.8%) and December (+14.3%). •

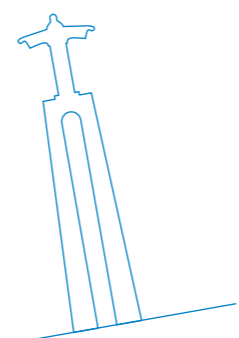




**CAGLIARI, SARDEGNA**  
**Airline:** Air Malta  
**Frequency:** Twice a week  
**Landmarks:** Il Castello  
 ✓ Best known for historical buildings, beaches, & seafood



**CASABLANCA, MOROCCO**  
**Airline:** Air Malta  
**Frequency:** Twice a week  
**Landmarks:** Hassan IL Mosque  
 ✓ Best known for architectural sites



**LISBON, PORTUGAL**  
**Airline:** Air Malta  
**Frequency:** Twice a week  
**Landmarks:** The Jerónimos Monastery  
 ✓ Best known for pastel-coloured buildings & Atlantic beaches



**GOTHENBURG, SWEDEN**  
**Airline:** Ryanair  
**Frequency:** Once a week  
**Landmarks:** Liseberg Amusement Park  
 ✓ Best known for its Dutch-style canals and leafy boulevards



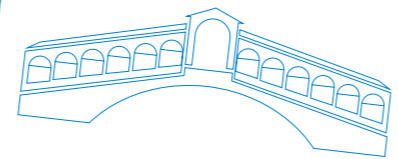
**PARIS BEAUVAIS, FRANCE**  
**Airline:** Air Malta  
**Frequency:** Twice a week  
**Landmarks:** The Jerónimos Monastery  
 ✓ Best known for pastel-coloured buildings & Atlantic beaches)



**MALAGA, SPAIN**  
**Airline:** Air Malta  
**Frequency:** Twice a week  
**Landmarks:** Alcazaba of Malaga  
 ✓ Best known beaches



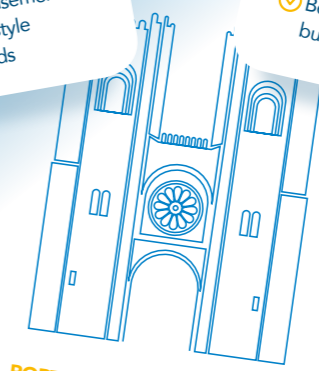
**ST PETERSBURG, RUSSIA**  
**Airline:** Air Malta  
**Frequency:** Twice a week  
**Landmarks:** Church of the Saviour on Spilled Blood  
 ✓ Best known for being a cultural centre with a lot of architectural and historical sites



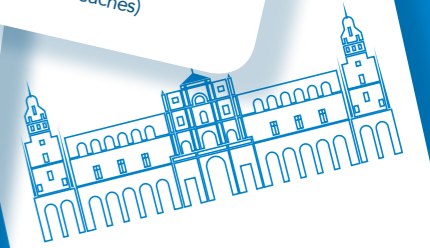
**VENICE, ITALY**  
**Airline:** Air Malta  
**Frequency:** Twice a week  
**Landmarks:** Piazza San Marco  
 ✓ Best known for its iconic gondolas



**PESCARA, ITALY**  
**Airline:** Ryanair  
**Frequency:** Twice a week  
**Landmark:** Ponte del Mare  
 ✓ Best known for its beaches



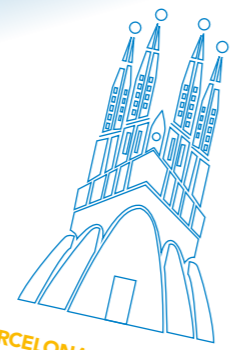
**PORTO, PORTUGAL**  
**Airline:** Ryanair  
**Frequency:** Twice a week  
**Landmark:** Duoro River  
 ✓ Best known for wine tasting, rivers & scenery



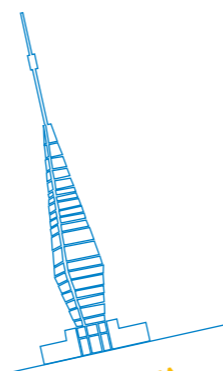
**SEVILLE, SPAIN**  
**Airline:** Ryanair  
**Frequency:** Twice a week  
**Landmarks:** Alcázar Castle  
 ✓ Best known for flamenco dancing



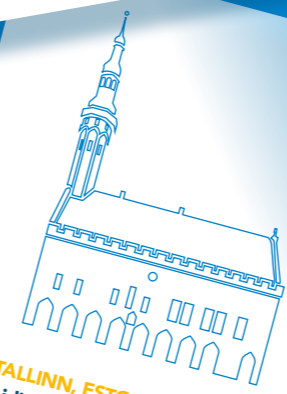
**ABERDEEN, SCOTLAND**  
**Airline:** Ryanair  
**Frequency:** Twice a week  
**Landmark:** Balmoral Castle  
 ✓ Best known for historical & architectural sites



**BARCELONA, SPAIN**  
**Airline:** Ryanair  
**Frequency:** Four times a week  
**Landmarks:** Basilica of the Sagrada Familia  
 ✓ Best known for art & architecture



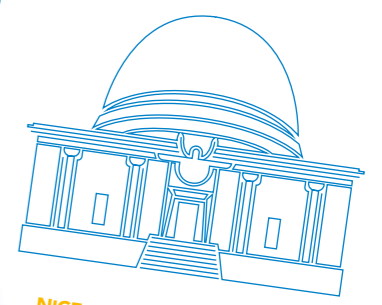
**BRATISLAVA, SLOVAKIA**  
**Airline:** Ryanair  
**Frequency:** Twice a week  
**Landmark:** Bratislava Castle  
 ✓ Best known for historical sites



**TALLINN, ESTONIA**  
**Airline:** Ryanair  
**Frequency:** Once a week  
**Landmark:** Lahema National Park & historical sites



**BILBAO, SPAIN**  
**Airline:** Volotea  
**Frequency:** Once a week  
**Landmark:** Guggenheim Museum  
 ✓ Best known for museums



**NICE, FRANCE**  
**Airline:** Volotea  
**Frequency:** Once a week  
**Landmark:** Castle Hill  
 ✓ Best known for beaches & architectural sites

# MORE THAN A 100 DESTINATIONS FOR SUMMER 2018

We recently unveiled our summer 2018 flight schedule offering more than 100 destinations served by over 40 airlines. Sixteen of the routes offered are new, with two of them linking Malta with Estonia and Slovakia for the first time, and another two re-establishing a connection with Portugal after a 10-year absence. Destinations renowned for architecture and art, and others for their culinary delights and stunning scenery – here's a small taste of what's new on our schedule. •

## AKTAR MINN 100 DESTINAZZJONI GHAS-SAJF 2018

Recentement nedejna l-iskeda tat-titjiriet ghas-sajf 2018 li permezz taghha aktar minn 40 linja tal-ajru ser ikunu qed itiru lejn il fuq minn 100 destinazzjoni. Sittax-il rotta minn dawk offruti huma godda, bi tnejn minnhom jghaqqdu lil Malta mal-Estonja u s-Slovakkja ghall-ewwel

darba, u tnejn ohra jistabilixxu servizz lejn il-Portugall wara nuqqas ta' 10 snin. Minn destinazzjonijiet maghrufin ghall-arkitettura u l-arti ghal destinazzjonijiet imfittxjin għax-xenarju u l-gastronomija, hawnhekk qed naghtukom toghma ta' liema postijiet tistghu tiskopru dan is-sajf. •

# MIA SECOND BEST EUROPEAN AIRPORT

## IN AIRPORT SERVICE QUALITY AWARDS

Malta International Airport ranked second among its European counterparts in Airports Council International's (ACI) Airport Service Quality awards. This achievement gains further significance considering that last year the terminal was in a state of ongoing development through the company's Terminal Reconfiguration Project, making the delivery of an excellent service a more challenging task.

ACI announced its 2017 winners towards the end of March, following the rating of 343 airports worldwide by departing passengers travelling through them during the year. The Airport Service Quality (ASQ) awards seek to recognise airports whose services and facilities are deemed to be excellent by their customers.

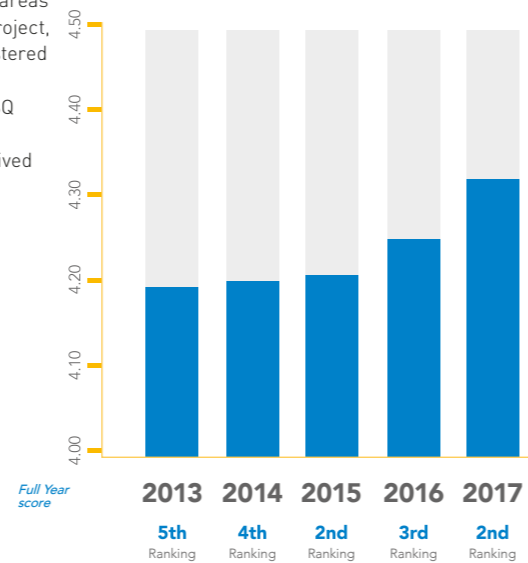
Having placed with the top five European airports for the past nine years, Malta International Airport is no newcomer to these awards. However, last year's overall passenger satisfaction score was its highest to date. This score bumped the airport up a place from 2016, where it is in a tie with Moscow Sheremetyevo (+40 million pax/year) and Porto (+10 million pax/year). The top spot in the European category was claimed by Sochi, a Russian airport welcoming over five million passengers annually.

2017 was, in fact, a pivotal year in terms of infrastructural development, with Malta International Airport unveiling a new La Valette lounge, relocating its Central Security Area twice, and constructing a new mezzanine level, whilst remaining fully operational and welcoming unprecedented numbers of guests. The many improvements brought about by the Terminal Reconfiguration Project seem to have eclipsed inevitable inconveniences, such as hoarded-off areas and noise, resulting from the same project, as suggested by the high scores registered in areas such as terminal ambiance, cleanliness and VIP lounges in the ASQ survey. The courtesy and helpfulness of airport and security staff also received very high scores in this survey. ●

### ABOUT AIRPORTS COUNCIL INTERNATIONAL'S ASQ

ASQ is the only worldwide programme to survey passengers at the airport on their day of travel. Every year, the Programme delivers some 600,000 individual surveys in 41 languages in 84 countries. It measures passengers' views of 34 performance indicators, including airport access, check-in, security screening, restrooms, stores and restaurants. The ASQ Programme also has a feature that facilitates sharing of best practices among airport operators.

### OUR GUESTS' OVERALL SATISFACTION IN THE PAST FIVE YEARS:



### OUR GUESTS' TOP PRIORITIES HOW WE FARED IN THESE AREAS

Top airport priorities for passengers	How we fared in 2017	How we fared in 2016	
Waiting time in check-in queue	4.25	4.21	
Wi-Fi Access	4.18	4.17	
Cleanliness of washrooms	4.03	3.96	
Ease of finding way through airport	4.42	4.34	<b>Great job during TRP!</b>
Availability of toilets	4.16	4.09	

### DWAR L-ISTHARRIG ASQ TA' AIRPORTS COUNCIL INTERNATIONAL

L-ASQ huwa l-uniku programm dinji li jagħmel stharrig fost il-passigġieri fl-ajruporti fil-għnata tal-vjaġġ tagħhom. Kull sena, bhala parti mill- Programm jittgassmu mas-600,000 stharrig individwali f'41 lingwa f'84 pajjiż. Dan l-istharrig ikejjel is-sodisfazzjon tal-passigġieri fuq bażi ta' 34 indikatur tal-prestazzjoni, inklużi l-aċċess għall-ajruport, il-proċess taċ-check-in, l-iskrining tas-sigurtà, il-faċilitajiet ta' konvenjenza pubblika u l-hwienet u r-ristoranti tal-ajruport. Il-Programm tal-ASQ jippermetti wkoll li l-ahjar Prattiki jigu kondiviżi bejn l-operaturi tal-ajruporti.

ACI habbar ir-rebbieha tal-istharrig tiegħu għall-2017 wara li 343 ajruport madwar id-dinja ġew iġġudikati mill-passigġieri li użawhom matul is-sena. L-istharrig dwar il-Kwalità tas-Servizz fl-Ajruporti jimmira li jirrikonoxxi ajruporti li s-servizzi u l-faċilitajiet tagħhom jitqiesu bhala eċċellenti mill-passigġieri li jużawhom.

Dan ir-rikonoxximent mhuwiex ġdid għall-Ajruport Internazzjonali ta' Malta, minhabba li f'dawn l-ahhar disa' snin dejjem klassifika mal-aqwa hames ajruporti Ewropej f'dan l-istharrig. Madankollu, il-punteġġ li kiseb fir-rigward tas-sodisfazzjon ġenerali tal-passigġieri għall-2017, kien l-aktar

wiehed għoli li l-Ajruport Internazzjonali ta' Malta qatt lahaq sal-lum il-għnata. Dan il-punteġġ għen lill-ajruport jitlew post mill-2016, fejn hemm ukoll bl-istess punteġġ Moscow Sheremetyevo (+40 miljun passigġier/sena) u Porto (+10 miljun passigġier/sena). Fl-ewwel post fil-kategorija tal-ajruporti Ewropej, insibu lil Sochi, ajruport fir-Russja li jilqa' aktar minn hames miljun passigġier annwalment. Is-sena 2017, fil-fatt, kienet wahda tassew importanti f'termini ta' żviluppi infrastrutturali, li matulha l-Ajruport Internazzjonali ta' Malta fetax VIP lounge ġdida, irriloka ż-Żona tal-Iskrining tas-Sigurtà darbtejn u bona sular mezzanin

ġdid waqt li baqa' operazzjonali u laqa' numru rekord ta' passigġieri. Il-hafna titjib li gab miegħu l-Proġett ta' Rikonfigurazzjoni tat-Terminal jidher li sebah ċerti inkonvenjenzi inevitabbli, bhal-livell miżjud ta' storbju u partijiet tat-terminal magħluqin bil-hoarding – li rriżultaw mill-istess proġett. Dan jixdhu il-punteġġi għoljin li kiseb l-ajruport fl-istharrig għall-atmosfera fit-terminal, l-indafa u s-swali VIP. Il-korteżija tal-istaff tal-ajruport u tas-sigurtà wkoll inghatat punteġġi għoli f'dan l-istharrig. ●

# IT-TIENI POST GħALL-MIA FL-ISTHARRIG

## DWAR IL-KWALITÀ TAS-SERVIZZ FL-AJRUPORTI

L-Ajruport Internazzjonali ta' Malta kiseb it-tieni post minn fost l-ajruporti Ewropej fl-istharrig dwar il-Kwalità tas-Servizz fl-Ajruporti ta' Airports Council International (ACI). Din il-kisba hija aktar sinifikanti meta wiehed iqis li s-sena li għaddiet it-terminal kien fi stat ta' żvilupp permezz tal-Proġett ta' Rikonfigurazzjoni tat-Terminal tal-kumpanija, li għamel l-ghoti ta' servizz eċċellenti kompitu kemxejn aktar diffiċli iżda mhux impossibbli.



# THE BRAND PERCEPTION SURVEY:

## 98% OF POPULATION PROUD OF MALTA INTERNATIONAL AIRPORT

Malta International Airport's brand perception survey is carried out on a biyearly basis by an independent market research consultancy firm among 1,000 locals. The aim of this survey is to gather an understanding of locals' perception of Malta International Airport as well as its key sub-brands, namely SkyParks Business Centre and La Valette Club. The feedback garnered from this survey is then used to ensure that Malta International Airport continues to enjoy a positive image and reputation through targeted initiatives and projects.

Whilst positive results were registered on all questions, some of the indicators with the highest percentages included Malta International Airport being an 'important contributor to the Maltese economy' (94%) and 'a reliable infrastructure company' (91%). Moreover, 98% of respondents expressed their satisfaction with Malta International

Airport, reflecting the company's constant endeavours to improve the islands' connectivity and deliver an excellent service to both passengers and non-travelling visitors. Sixty-six per cent of those surveyed said that they had visited the airport for purposes other than travelling in the previous 12 months.

On the other hand, the survey indicated that locals are still very much unaware of the airport's investment in the Maltese heritage and environment through the Malta Airport Foundation. Throughout the coming year, more energy will be devoted to making the projects and initiatives sponsored by the foundation so far more accessible to the public. The Malta Airport Foundation will be completing and launching three projects in 2018; the opening of a restored Combined Operations Room in Valletta, the opening of Torri Xutu in Wied iż-Żurriq, and the release of a documentary revolving around Comino and its waters.

## L-ISTHARRIĠ TAL-PERĊEZZJONI DWAR L-AJRUPORT INTERNAZZJONALI TA' MALTA:

### 98% TAL-POPOLAZZJONI KBURIN BL-AJRUPORT

L-istharrig tal-percezzjoni dwar l-Ajruport Internazzjonali ta' Malta isir fuq bazi ta' kull sentejn minn ditta ta' ricerka tas-suq fost 1,000 partecipant lokali. L-ghan ta' dan l-istharrig huwa li jinkiseb gharfien dwar il-percezzjoni tal-pubbliku lokali dwar l-Ajruport Internazzjonali ta' Malta kif ukoll is-sussidjarji tiegħu, jigiifieri SkyParks Business Centre u La Valette Club. Ir-riżultati miksubin minn dan l-istharrig imbagħad jintużaw sabiex jiġi żgurat li l-Ajruport Internazzjonali ta' Malta jkompli jgawdi minn dehra u reputazzjoni pożittivi permezz ta' inizjattivi u proġetti mmirati.

Filwaqt li l-mistoqsijiet kollha fl-istharrig kellhom rispons pożittiv, l-indikaturi bl-oghla persentaġġi kienu li l-Ajruport Internazzjonali ta' Malta huwa 'kontributor importanti fl-ekonomija lokali' (94%) u 'kumpanija ta' infrastruttura affidabbli' (91%). Barra minn hekk, 98% tar-rispondenti esprimew is-sodisfazzjon tagħhom bl-Ajruport Internazzjonali ta' Malta; riżultat li jirrifletti l-isforzi kostanti tal-kumpanija sabiex ittejjeb il-konnettività tal-għejjer u tagħti l-aqwa servizz kemm lill-passiġġieri u kemm lill-vizitaturi. Sitta u sittin fil-mija ta' dawk li hadu sehem fl-istharrig qalu li kienu żaru l-Ajruport fit-12-il xahar ta' qabel mhux biex jivvjaġġjaw.

ASKED HOW PROUD THEY ARE OF MALTA INTERNATIONAL AIRPORT,

PERCEIVE MIA AS...

91% RELIABLE INFRASTRUCTURE COMPANY

PERCEIVE MIA AS...

94% IMPORTANT CONTRIBUTOR TO MALTA'S ECONOMY



95% SATISFIED WITH MIA



Min-naha l-oħra, l-istharrig wera li l-pubbliku lokali għad ma għandux gharfien tajjeb dwar l-investiment tal-Ajruport fil-wirt kulturali u l-ambjent tal-għejjer permezz tal-Malta Airport Foundation. Tul is-sena li ġejja, fil-fatt, ser issir hidma akbar sabiex il-proġetti u l-inizjattivi li ġew iffinanzjati mill-fondazzjoni sa issa jkunu aktar aċċessibbli għall-pubbliku. Barra minn hekk, il-Malta Airport Foundation ser tlesti u tnedi tliet proġetti fl-2018; il-ftuh tal-Combined Operations Room restawrata, il-ftuh ta' Torri Xutu f'Wied iż-Żurriq u r-rilaxx ta' dokumentarju li jiffoka fuq Kemmuna u l-ilmijiet ta' madwarha.

# LA VALETTE LOUNGE AT MLA ONE OF TOP LOUNGES AMONG 1,000 WORLDWIDE

The La Valette Lounge at Malta International Airport was one of 16 airport lounges to receive a prestigious Highly Commended rating in the Priority Pass Lounge of the Year Awards 2017. The Priority Pass programme boasts a network of over 1,000 VIP airport lounges worldwide.

Inaugurated in March after a complete revamp, as part of the airport's €12 million terminal reconfiguration project, the La Valette lounge is open to both members of the airport's VIP programme, La Valette Club, and to travellers wishing to make a one-time use. The lounge's standout features include panoramic views of the airport's bustling runway and an outdoor terrace, which is the perfect spot where to wind down before proceeding with the journey.

Set up 25 years ago, Priority Pass has become a much sought-after programme, as it offers a number of different membership plans to suit discerning travellers' diverse needs. Priority Pass announces a list of award winners each year after taking into account the votes it receives from its programme members, most of whom are seasoned travellers. The list of criteria that can be rated by members includes overall lounge facilities, refreshments, staff, ambience, and business facilities.



ENJOY A DISCOUNTED VISIT TO THE LA VALETTE LOUNGE ON US USING THE VOUCHER FOUND ON THE BACK COVER

## LA VALETTE LOUNGE FL-MIA WAHDA MILL-AQWA SWALI VIP MINN MADWAR ID-DINJA

La Valette Lounge fl-Ajruport Internazzjonali ta' Malta kienet wahda minn 16-il sala VIP f'ajruporti madwar id-dinja li rċewew rakkomandazzjoni taseww prestiġjuża minn Priority Pass fil-Lounge of the Year Awards għall-2017. Priority Pass huwa programm li holoq netwerk ta' aktar minn 1,000 sala VIP li jinsabu f'ajruporti internazzjonali.

La Valette Lounge giet inawgurata f'Marzu ta' din is-sena wara li sarilha tisbiħ estensiv bħala parti minn investiment ta' 12-il miljun ewro li l-Ajruport qed jagħmel fit-terminal, u hija miftuha kemm għall-membri tal-programm VIP tal-Ajruport, La Valette Club, u kemm għal persuni li jkunu qegħdin jivvjaġġjaw u jagħmlu użu minnha

ta' darba. Żewġ karatteristi li jagħmlu din is-sala tassew unika huma l-veduti panoramici għal fuq ir-runway tal-Ajruport u terrazza fejn wiehed jista' jgawdi x-xemx għall-ahhar darba qabel ikompli bil-vjaġġ tiegħu.

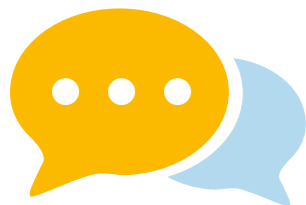
Il-programm Priority Pass ġie stabbilit 25 sena ilu, u minn dak inhar sar imfittex minn hafna persuni li jivvjaġġjaw ta' spiss minhabba li joffri għadd ta' possibiltajiet ta' shubija differenti li jakkomodaw il-bżonnijiet varji ta' passiġġieri differenti. Priority Pass iħabbar lista ta' rebbeha kull sena wara li jevalwa l-voti li jirċievu minn persuni msieħba fil-programm. Il-lista ta' kriterji li jistgħu jiġu vvalutati mill-membri tal-programm tinkludi l-faċilitajiet tas-sala b'mod ġenerali, l-ikel u x-xorb servuti fis-sala, il-persunal, l-atmosfera tal-post u l-faċilitajiet tan-negozju.

# UPDATE FROM THE COMBINED OPERATIONS ROOM:

## UNCOVERING STORIES THROUGH RESTORATION

The Malta Airport Foundation committed €284,000 to the restoration of the Combined Operations Room within the Underground War Headquarters in Valletta in 2016. The most immediately striking feature of the room is a 20-metre-wide map, which was used by NATO to plot Russian submarine movements in the Mediterranean.

Years of neglect and humidity had taken its toll on this map, which was recently restored to its original look by restorer and conservator Francesca Muscat. Here, she speaks about the restoration process of this artefact, and the challenges met along the way.



### CAN YOU TAKE US THROUGH THE RESTORATION PROCESS?

Prior to a restoration process, it is necessary to inspect the location of the artefact to determine whether it is a safe exhibition space. When I was called in to the COR, works on the cleaning and rehabilitation of the space, including the treatment of walls, were already underway. At the time, the panels making up the map were covered in dirt, dust and grime, making it difficult to understand the full extent of the damage. Tests were carried out to determine which cleaning agents could be used, and since it resulted that the paint layers were sensitive to solvents, a water-based solution was opted for. To remove all vandalism, carried out with markers and pens, a more aggressive method was required. A solvent-based solution had to be applied on the vandalised parts, whilst ensuring that the removal of the original paint layer was kept to a minimum. Whilst each panel was tackled individually, it was borne in mind that these panels would be assembled as a whole. Thus, it was very important that the same result was achieved in each panel for a seamless final appearance. One of the main challenges of the process was treating the artefact for biological growth (mould) that had resulted from the nature of the wood and the surrounding humid environment, which was close to impossible to eliminate completely.

### IS THE PROCESS INVOLVED IN RESTORING A MAP ANY DIFFERENT FROM THE RESTORATION OF, FOR INSTANCE, A PAINTING?

I believe that regardless of the size, age or substrate, artefacts such as these maps should be treated following a similar process applied for any other work of art. In any case, an artefact needs to be treated both structurally and aesthetically.

### IN WHAT WAYS DOES THIS RESTORED MAP ADD VALUE TO THE COR, MAKING IT A MORE APPEALING WARTIME MUSEUM TO THE PUBLIC?

The main aim of the intervention was to clean and restore this map to a level that would preserve its age and value. The restored map, which dates to the 1960s, injects the room with historical value as it gives visitors the opportunity to travel back in time. Moreover, the map sheds light on some of the materials available for use at the time; plywood, commercial paints, grid-like tape and transfer letters. Once the room is equipped with the right furniture, lighting and flooring, this map will allow visitors to better visualise and understand the events that unfolded within this room. The restoration process also led to the discovery of another two maps, which are expected to shed more light on the goings-on within the Combined Operations Room during World War II and in its wake.



MALTA AIRPORT FOUNDATION

# AGĠGORNAMENT MILL-COMBINED OPERATIONS ROOM:

## IR-RESTAWR JITFA' DAWL FUQ STEJGER MOHBIJIN

Fl-2016 il-Malta Airport Foundation hadet l-impenn li tiffinanzja l-proġett ta' restawr tal-Combined Operations Room fil-Kwartieri ta' Taht l-Art ta' Żmien il-Gwerra b'somma ta' €284,000. L-ewwel haga li toltok ladarba tidhol f'din il-kamra hija mappa b'wisa' ta' 20 metru, li kienet tintuża min-NATO sabiex jiġu traċċati l-movimenti tas-sottomarini Russi fil-Mediterran.

Snin ta' abbandun u kundizzjonijiet umduzi fil-post wasslu ghad-deterjorament ta' din il-mappa, li issa giet irrestawrata mir-restawratriċi u l-konservazzjonista Francesca Muscat. Hawnhekk, titkellem ftit fuq x'jinvolvi proċess ta' restawr u x'kienu l-isfidi li ltaqgħet magħhom f'dan il-proġett.

### TISTA' TISPJEGALNA FIL-QOSOR X'SAR FIL-PROĊESS TA' RESTAWR?

Qabel ma jinbeda process ta' restawr, huwa neċessarju li wiehed iżur il-post fejn ikun qiegħed l-oġġett li jkun ser jiġi restawrat sabiex jiġi żgurat li l-ispażju ta' esibizzjoni huwa sigur. Meta ssejjajt fil-COR għall-ewwel darba, ix-xoghlijiet fuq it-tindif u r-riabilitazzjoni tal-ispażju, inkluż it-trattament tal-hitan, kienu diġà qabdu ritmu tajjeb. Dak iż-żmien, il-pannell li fuqhom qiegħda l-mappa kienu gabru hafna trab u thammġu, u b'hekk kien pjuttost diffiċli li jiġi ddeterminat l-livell ta' dannu li kien sar lill-mappa. Bdejt billi għamilt xi testijiet biex niddetermina liema agenti tat-tindif setghu jiġu użati, u peress li rriżulta li s-saffi taż-żebgħa kienu sensitivi għas-solventi, finalment għażilt soluzzjoni b'bażi ta' ilma. Però, sabiex jitneħħa l-vandalizmu, li sar bil-markers u l-pinen, kellu jintuża metodu ta' tindif aktar aggressiv. Filwaqt li kull pannella tnaddfet b'mod individwali, dejjem żammejt f'moħħi li l-panneli ser jiġu esebiti bħala mappa shiha. Għaldaqstant, kien tassew importanti li jintlahaq l-istess riżultat għal kull pannella sabiex id-dehra finali tkun wahda uniformi. Wahda mill-isfidi li affaċċjajt fil-proċess kien it-trattament tal-mappa għal kultivazzjonijiet bijoloġiċi (moffa), li kienu rriżultaw min-natura tal-injam tal-pannell u l-ambjent umduż tal-madwar, u li kien kwazi impossibbli li jiġu eliminati kompletament.

### IL-PROĊESS INVOLUT FIR-RESTAWR TA' MAPPA HUWA DIFFERENTI MINN PROĊESSI TA' RESTAWR TA', PEREŻMPJU, PITTURA?

Nemmen li irrilevanti mid-daqs, iż-żmien jew is-sottostrat, oġġetti bħal din il-mappa għandhom jiġu trattati bi proċess simili li jiġi segwit għal kull xogħol ta' arti iehor. Fi kwalunkwe każ, oġġett dejjem għandu jiġi trattat kemm strutturalment u kemm estetikament.

### X'VALUR IĠĠIB DIN IL-MAPPA RRESTAWRATA FIL-COR, LI JAGħMEL DIN IL-KAMRA MUŻEW TA' ŻMIEN IL-GWERRA AKTAR INTERESSANTI GħALL-PUBBLIKU?

L-għan prinċipali ta' dan l-intervent kien li l-mappa tiġi mnaddfa u rrestawrata f'livell li jippreżerva s-snin u l-valur tagħha. Il-mappa rrestawrata, li tmur lura għas-snin sittin, tinjetta l-kamra b'valur storiku minhabba li tippermetti lill-viżitaturi jmorru lura fiż-żmien. Barra minn hekk, il-mappa titfa' daww fuq il-materjali li kienu jintużaw dak iż-żmien, bħall-plywood u żebgħa kummerċjali. Ladarba l-kamra tiġi mghammra b'ghamara minn dik l-era, tidwilt tajjeb u pavimentar, il-mappa ser tikkontribwixxi sabiex tgħin lill-viżitaturi jfihmu aħjar x'għara tant żmien ilu bejn dawn l-erba' hitan. Il-proċess tar-restawr wassal għall-iskoperta ta' żewġ mapep oħra, li huma mistennija jagħtuna aktar għarfien dwar x'kien jiġri għewwa l-Combined Operations Room fit-Tieni Gwerra Dinjija u s-snin ta' warajha.

# RECONCEIVED DUTY FREE STORE AT DEPARTURES

At the end of 2017, Malta International Airport signed a new concession agreement with Dufry, the world's leading travel retailer, for the operation of the terminal's duty free store on Level 1 until December 2026.

This set in motion works in preparation for the embellishment and extension of the area which hosts the duty free store, with the aim of upgrading travellers' shopping experience and giving them an authentic taste of Malta.

The reconceived main departures store, whose design will draw inspiration from typical Maltese colours and textures and incorporate some of the most recognisable elements from local culture to create a sense of place, will occupy around 1,400 square metres.

With its strong Maltese identity, the revamped duty free store will continue to enhance the passenger experience, in line with the company's efforts to transform the airport journey into an experience that delights travellers and gives guests a good first and last impression of our islands.

The reconceived store will incorporate sections, such as the fragrance aisles, the tobacco and spirits area, and the souvenir shop, with which travellers have become familiar. However, these sections will be introducing new concepts, such as a Beauty Studio where passengers can try on some of the most iconic make-up brands and a Tasting Bar where guests can have a sip of the store's featured products.

The Spirit of Malta shop, which is a showcase of the finest local products and delicacies, will now also be hosted within the reconceived duty free store. •



## DUTY FREE STORE FID-DEPARTURES B'DEHRA ĠDIDA

Fl-ahhar tas-sena 2017, l-Ajruport Internazzjonali ta' Malta ffirmat kuntratt ġdid ma' Dufry, kumpanija li tispesjalizza fil-bejgħ bl-imnut fl-industrija tal-ivvjagġjar, għall-operat tan-negozju duty free, li jinsab fl-ewwel sular tat-terminal, sa Diċembru 2026.

Dan ta' bidu għal xi xogħlijiet sabiex il-parti tat-terminal li tospita n-negozju duty free tiġi msebbħa u estiża, bil-għan li tittejjeb l-esperjenza tax-xiri ta' min ikun qed jivvjagġja u li din l-esperjenza toffri wkoll element awtentiku Malti.

In-negozju prinċipali fiż-żona tat-tluq tat-terminal, li ser jikkupa madwar 1,400 metru kwadru, ser jinghata dehra ġdida ispirata minn kuluri u materjali tipiċi Maltin u li ser tinkorpora whud mill-aktar elementi ikonici mill-kultura lokali sabiex jinholq sens ta' identità Maltija.

B'din l-identità Maltija b'saħħitha gewwa dan il-hanut ahna ser inkomplu ntejbu l-esperjenza tal-passiġġieri tagħna, f'konformita mal-istrateġija tal-kumpanija biex nittrasformaw il-vjaġġ mill-ajruport f'esperjenza li tagħti gost lill-passiġġieri tagħna, u sabiex l-ewwel u l-ahhar impressjoni ta' Malta li jiehdu t-turisti li jżuruna jkunu tajbin.

Ladarba jitlestew ix-xogħlijiet ta' titjib, in-negozju l-ġdid ser jinkorpora taqsimiet, bħan-navati tal-fwejjah, in-naha tat-tabakk u l-ispirti u l-hanut tas-souvenirs, li l-passiġġieri diġà huma familjari magħhom. Madankollu, dawn it-taqsimiet ser jintroduċu wkoll kunċetti ġodda bħal pereżempju Beauty Studio fejn il-passiġġieri jkunu jistgħu jippruvaw make-up ta' ditti rinomati u Tasting Bar fejn il-passiġġieri jkunu jistgħu jduqu xi prodotti li jinbiegħu fin-negozju stess.

Il-hanut Spirit of Malta, li jispesjalizza f'uhud mill-aqwa prodotti lokali, ser ikun ukoll parti min-negozju duty free. •



# MIA GIVEN GREEN LIGHT TO INVEST FURTHER THROUGH MASTER PLAN APPROVAL

Malta International Airport was recently granted approval by the Planning Authority for its master plan, through which the company will plough at least €100 million into the development of its terminal infrastructure, as well as the surrounding airport campus. This approval gives the company the green light to proceed to the planning stage of its forward-looking investment programme.

Through this sizeable investment, the company aims to solidify Malta International Airport's important role in the local economy, as its potential to welcome more tourists and generate further employment opportunities is unlocked. It is also envisaged that this programme will build on the successes of past investments and go on to grow the airport campus into a go-to destination for business and leisure.

Since its privatisation in 2002, the company has consistently invested in the airport, with the aim of establishing it as one of the best airports in Europe. Over the past 16 years, Malta International Airport's infrastructure has benefitted from an expenditure of more than €110 million, with some of the most noteworthy upgrades brought about being a terminal expansion, a terminal reconfiguration that will allow further traffic growth, and the development of SkyParks Business Centre.

In the short term, the company's focus will be retained on the completion of its Terminal Reconfiguration Project, which has already

delivered a number of improvements within the terminal building. In parallel with this, and together with its consultants, the company will also be actively working on drafting and finalising design plans for a lateral expansion of the terminal.

This development will be undertaken with the aim of putting Malta International Airport in a better position to keep delivering the excellent airport experience it places so much importance upon to an increasing number of passengers and enhancing the islands' connectivity to the rest of the world.

In line with the trend that is seeing airports move away from serving solely as passageways to the world, the company will also continue evolving the surrounding airport campus into a business and leisure complex, geared at providing high-quality facilities and more work opportunities.

In fact, in the last quarter of the year, it is envisaged that works on the construction of a multi-storey car park providing around 1,300 parking spaces, will commence.

The master plan also provides for the construction of SkyParks II, which will house office and retail space and a business hotel.

The company's master plan was subject to a Traffic Impact Assessment (TIA) and an Environmental Impact Assessment (EIA), as part of which a public consultation period gave local stakeholders, environmental NGOs, and government authorities the opportunity to review the master plan and submit their observations. •



# APPROVAT IL-MASTER PLAN TAL-MIA:

## AKTAR INVESTIMENT FL-AJRUPORT

L-Ajruport Internazzjonali ta' Malta recenement inghata approvazzjoni ghall-master plan tieghu mill-Awtorità tal-Ippjanar. Dan il-master plan jipprevedi li l-kumpanija ser tkun qed tinvesti tal-anqas €100 miljun fl-izvilupp tal-infrastruttura tat-terminal, kif ukoll fil-kampus tal-ajruport b'mod ġenerali. Il-kumpanija issa ser tkun qed tipproċedi ghall-istadju tal-ippjanar tal-programm ta' investiment taghha.

Permezz ta' dan l-investiment imdaqgħas, il-kumpanija qed timmiraw li tissolidifika r-rwol importanti tal-Ajruport Internazzjonali ta' Malta fl-ekonomija lokali, billi tkompli tkabbar l-ajruport b'tali mod li jkun jistgħu jintlaqgħu aktar turisti u jinholqu aktar opportunitajiet ta' xogħol. Dan il-programm ser ikompli jsejjes fuq is-suċċessi ta' investimenti li saru fil-passat bil-ghan li l-kampus tal-ajruport ikompli jiżviluppa f'destinazzjoni mfittxija għal skopijiet ta' negozju u konvenjenza. Sa mill-privatizzazzjoni tal-kumpanija fl-2002, dejjem sar investiment b'mod konsistenti bil-ghan li l-ajruport jigi stabbilit b'hala wiehed mill-aqwa fl-Ewropa. Tul is-16-il sena li għaddew, l-infrastruttura tal-Ajruport Internazzjonali ta' Malta bbenefikat minn nefqa ta' aktar minn €110 miljun, bl-aktar titjib notevoli li għab miegħu dan l-investiment ikun espansjoni tat-terminal, rikonfigurazzjoni tat-terminal li ser tippermetti li t-traffiku tal-ajruport ikompli jizjed u l-bini ta' SkyParks Business Centre.

Fit-terminu qasir, il-kumpanija ser tkun qed tiffoka fuq it-tlestija tal-Proġett tar-Rikonfigurazzjoni tat-Terminal taghha, li permezz tiegħu diġà sar hafna titjib fil-binja tat-terminal. Fl-istess waqt, u flimkien mal-konsulenti taghha, il-kumpanija ser tkun qed taħdem fuq it-thejgħa ta' pjanti għall-espansjoni tat-terminal.

Din l-espansjoni ser issir bil-ghan li l-Ajruport Internazzjonali ta' Malta jkun f'pożizzjoni aħjar li jipprovi esperjenza eċċellenti fl-ajruport lil numru ta' passiġġieri li dejjem qed jizjed u li jkompli jtejjeb il-konnettività tal-gżejjer mal-bqija tad-dinja.

F'konformità mat-tendenza fejn l-ajruporti qed jesploraw opportunitajiet li jharsu lil hinn mir-rwol tagħhom ta' infrastruttura ta' trasportazzjoni, il-kumpanija ser tkompli tevoli l-kampus tal-ajruport f'kumpless li joffri facilitajiet ta' negozju u hwienet ta' kwalità għolja u anki aktar opportunitajiet ta' xogħol.

Fil-fatt, fl-aħhar kwart tas-sena huwa maħsub li jinghata bidu għal xogħlijiet fuq il-bini ta' pakeġġ b'bosta sulari, li ser jipprovi spazju għal madwar 1,300 karozza. Il-master plan jinkludi wkoll pjanijiet għall-izvilupp ta' SkyParks II li ser jakkomoda spazju għal ufficini u hwienet, kif ukoll business hotel.

Qabel l-approvazzjoni tiegħu, il-master plan tal-kumpanija gie suġġett għal Valutazzjoni tal-Impatt tat-Traffiku u Valutazzjoni tal-Rikonfigurazzjoni tat-Terminal taghha, li b'hala parti minnha nfetħa perjodu ta' konsultazzjoni pubblika mal-partijiet interessati lokali, NGOs ambjentali u awtoritajiet governattivi bil-ghan li dawn ikunu jistgħu jirrevedju l-pjan u jressqu l-osservazzjonijiet tagħhom. •

# SHARE PERFORMANCE

## SHARE PRICE MOVEMENT

2017 was a positive year for Malta International Airport plc (MIA) on all fronts, with the airport handling a record number of passengers and offering an increased number of routes. Moreover, according to a traffic report issued by Airports Council International, Malta International Airport was one of the airports registering an "impressive performance" in terms of growth in passenger numbers between 2012 and 2017. The share price of MIA also responded to this positive sentiment as it advanced by 16.1% during 2017 to a close of €4.70.

The positive trend continued during the first two months of 2018, supported by the bullish outlook for the year announced by the company on 12 January, in which it highlighted that 16 new routes will be added during the upcoming summer season contributing to a projected growth in passenger movements of between 7% and 9%. Indeed, on 17 January the share price traded up to the €5.00 level for the first time ever. Since then, however, the share price eased marginally and towards the end of February, it hovered above the €4.90 level.



## MALTA INTERNATIONAL AIRPORT PLC

Share Price from 01 March 2017 to 28 February 2018



## FINAL DIVIDEND

On 21 February 2018, upon publication of the results for the financial year ended 31 December 2017, the directors recommended an unchanged gross final dividend of €0.107692 (€0.07 net of tax) per share. Subject to shareholders' approval during the next Annual General Meeting that will be held on 8 May 2018, the dividend will be paid by no later than 25 May 2018 to all shareholders as at the close of trading on Wednesday 4 April 2018. Coupled with the gross interim dividend of €0.0462 per share (€0.03 net of tax), the total dividend declared in respect of the 2017 financial year amounts to €0.1539 gross per share (€0.10 net of tax), which is equivalent to the dividend paid out in respect of the 2016 financial year.

## NEW TRAINING REGULATION

In 2018, new regulatory requirements were adopted by the Malta Stock Exchange (MSE) which affected the way that MIA shares (and all other equities listed on the MSE) are traded. The introduction of the tick-size regime regulates the minimum price movement of a trading instrument. Prior to the new regulation (i.e. until 3 January 2018), any equity could move up or down at intervals of €0.001. Since MIA's equity falls within liquidity band 1 (given that an average of less than 10 trades take place daily), and given that the absolute share price is above €2.00 but less than €5.00, the tick-size of MIA is €0.02. As such, currently the bids and offers on the secondary market can only be placed at say €4.90, €4.92, €4.94, etc and not €4.902, €4.905 etc. Moreover, if the share price reaches the €5.00 level once again, the tick-size increases to €0.05.

## ÇAQLIQ TAL-PREZZ TAL-ISHMA

L-2017 kienet sena pożittiva fuq kull livell għal Malta International Airport plc (MIA), li matulha l-ajruport laqa' numru record ta' passiġġieri u anki zied in-numru ta' rotot offruti. Barra minn hekk, skont rapport mahruġ minn Airports Council International, l-Ajruport Internazzjonali ta' Malta kien fost l-ajruporti li kellhom "prestazzjoni impressjonanti" f'termini ta' zieda fin-numru tal-passiġġieri bejn l-2012 u l-2017. Il-prezz tal-ishma tal-MIA

rrifletta dan is-sentiment pożittiv minhabba li avvanza b'16.1% tul l-2017 sabiex lahaq l-€4.70 sa għeluq is-sena. Din it-tendenza pożittiva kompliet fl-ewwel xahrejn tal-2018, sostnuta minn prospettiva pożittiva għas-sena mhabbra mill-kumpanija fit-12 ta' Jannar, fejn il-kumpanija habbret ukoll 16-il rotta ġdida għall-istaġun tas-sajf li mistennjin jikkontribwixx għal tabbir fil-movimenti tal-passiġġieri ta' bejn 7% u 9% għas-sena. Tabilhaqq, fis-17 ta' Jannar, il-prezz tal-ishma tela' għal-livell ta' €5.00 għall-ewwel darba. Minn dak inhar, madankollu, il-prezz tal-ishma naqas marginalment u lejn l-ahhar ta' Frar kien fil-livell ta' madwar €4.90.

## DIVIDEND FINALI

Fil-21 ta' Frar 2018, mal-pubblikazzjoni tar-riżultati għas-sena finanzjarja li spiċċat fil-31 ta' Dicembru 2017, id-diretturi rrrakkomandaw dividend finali gross ta' €0.107692 (€0.07 nett wara t-taxxa) għal kull sehem. Suġġett għall-approvazzjoni tal-azzjonisti fil-Laqgħa Annwali Ġenerali li jmiss tat-8 ta' Mejju 2018, dan id-dividend ser jithallas lil dawk l-azzjonisti fuq ir-registru tal-membri tal-kumpanija sa nhar l-Erbgħa 4 ta' April 2018, mhux aktar tard mill-25 ta' Mejju 2018. Flimkien mad-dividend interim gross ta' €0.0462 għal kull sehem (€0.03 nett wara t-taxxa), id-dividend totali ddikjarat fir-rigward tas-sena finanzjarja 2017 jammota għal €0.1539 gross għal kull sehem (€0.10 nett wara t-taxxa). Dan huwa ekwivalenti għad-dividend imhallas fir-rigward tas-sena finanzjarja 2016.

## REGOLAMENT ĠDID TA' NEGOZJAR

Fil-2018, il-Borża ta' Malta adottat rekwiżiti regolatorji ġodda li kellhom impatt fuq kif jiġu nneozjati l-ishma tal-MIA, kif ukoll l-ishma kollha rreġistrati mal-Borża ta' Malta. L-introduzzjoni tal-konvenzjoni għal daqs ta' funzjonament tirregola l-moviment tal-prezz minimu ta' strument ta' neozjar. Qabel l-introduzzjoni tar-regolament

il-ġdid, jiġifieri sat-3 ta' Jannar 2018, kull sehem seta' jitla' jew jinzel f'intervalli ta' €0.001. Billi l-ishma tal-MIA jaqgħu fil-faxxa tal-likwidità 1, minhabba li jrsu anqas minn 10 tranzazzjonijiet ta' xiri jew bejgħ kuljum, u anki minhabba l-fatt li l-prezz tal-ishma jkun aktar minn €2.00 iżda anqas minn €5.00, id-daqs ta' funzjonament tal-MIA

huwa ta' €0.02. Bhalissa, l-offerti fis-swieq sekondarji jistgħu jsiru biss fil-livell ta' pereżempju €4.90, €4.92, €4.94, eċċ u mhux €4.902, €4.905, eċċ. Barra minn hekk, jekk il-prezz tal-ishma jerga jilhaq il-livell ta' €5.00, id-daqs ta' funzjonament jizjed għal €0.05.