

# Being a *Force For Good* in the Community



SUSTAINABILITY REPORT 2018

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# CEO'S STATEMENT

FIVE YEARS HAVE PASSED SINCE WE VOLUNTARILY TOOK ON THE CHALLENGE OF REPORTING OUR SUSTAINABILITY IMPACTS ACCORDING TO THE GRI STANDARDS. I AM CONFIDENT THAT THIS EXERCISE, COUPLED WITH OUR CR STRATEGY, WILL HELP US CONTINUE TO BETTER ALIGN OUR PRIORITIES TO THE ACHIEVEMENT OF A HEALTHY TRIPLE BOTTOM LINE. IN PRESENTING OUR FOURTH SUSTAINABILITY REPORT, I AM PLEASED TO SAY THAT THIS PUBLICATION, AND PREPARATIONS FOR IT, HAVE NOW BECOME AS IMPORTANT AS ANY OTHER LONG-STANDING REPORT AT MALTA INTERNATIONAL AIRPORT. THE RESULTS PRESENTED HEREIN SHOW THAT WE ARE BECOMING INCREASINGLY MORE CONSCIOUS OF HOW WE CAN MANAGE OUR OPERATION TO LEAVE A LASTING, POSITIVE IMPACT ON THE PEOPLE AND THE PLANET, WHILE STILL RUNNING A PROFITABLE BUSINESS.

Throughout the year under review we continued to engage with our key stakeholders, from employees and local communities, to shareholders and tourism authorities, to build meaningful relationships, understand any concerns they might have and, ultimately, ensure that they can be a part of the Company's successes. We believe that our efforts to be a more responsible organisation should always start close to home. Guided by this, we prioritised the training and wellbeing of our workforce, and supported several projects and initiatives undertaken within the local community. Moreover, since the local tourism industry is our home ground, we sought to enhance Malta's tourism product by investing in several projects.

In this regard, the Malta Airport Foundation continued working on safeguarding and heightening awareness for the island's heritage, with the aim of making Malta a more appealing tourist destination and a better place for locals. During the year under review, two restoration projects – Torri Xutu in Wied iż-Żurriq and the Combined Operations Room in Valletta – edged closer towards completion, with the former set to officially open its doors soon. Recognising the importance of the sea and underwater world to the quality of the island's offering, in 2018 the Foundation launched a documentary with its main message being focused on marine conservation, sponsored the procurement of two sea bins which will contribute to cleaner seas, and is also lending its support to the ongoing excavation of a Phoenician shipwreck.

I am also pleased to note that in 2018, the economic value we generated, and which encompasses, amongst others, employee wages and benefits, payments to government, and community investments, increased by 5.7%. This shows that we were successful in retaining, and strengthening, our position as an important contributor to the local economy, largely as a result of embracing a strategy of diversification and of our persistent endeavours to keep developing passenger traffic in a sustainable manner.

In 2018, in fact, we saw passenger numbers rise to reach a new record, with the winter and shoulder months outpacing the peak

summer months in terms of growth. With passengers being one of our most important stakeholder groups, we strived to ensure that each and every one of our 6.8 million guests enjoyed a safe and pleasant airport journey. We did this mainly by investing further in first response equipment installed on the airport campus and investing in emergency training. Moreover, we launched a tailor-made journey facilitation programme for travellers with autism, acknowledging that it is our responsibility to address the specific needs of these passengers, so as to allow them to feel at ease while travelling through our airport.

As airport activity increased, we also upped our efforts to manage any negative impacts this could have on our surrounding environment and continued to invest in mitigating measures. I am proud to say that we lowered our greenhouse gas emissions intensity per passenger by 12% in 2018, and are aiming for another drop in 2019. Another environmental result for 2018 which I am particularly proud of is the reduction of water consumption, especially considering the importance of this very precious resource.

In this introduction I chose to highlight our social, economic, and environmental achievements, but the writing of this report also enables us to identify our shortcomings and ways in which we can address them. I am confident that with the support of our employees, the members of our Corporate Responsibility Committee, the Board of the Malta Airport Foundation, and our stakeholders, we can continue to work towards becoming a bigger force for good and inspiring other organisations to follow suit.



ALAN BORG  
CEO



# ABOUT THIS REPORT

MALTA INTERNATIONAL AIRPORT PLC’S FOURTH SUSTAINABILITY REPORT COVERS THE PERIOD BETWEEN THE 1ST OF JANUARY 2018 AND THE 31ST OF DECEMBER 2018.

In compiling this report, the company adhered to the Global Reporting Initiative (GRI) standards. The company’s initiatives and subsequent results are segmented according to five of the United Nations’ 17 Sustainability Development goals:

- [Good Health and Wellbeing;](#)
- [Decent Work and Economic Growth;](#)
- [Industry, Innovation and Infrastructure;](#)
- [Responsible Consumption and Production;](#)
- [Climate Action.](#)

This format was opted for in a bid to show that the company’s sustainability endeavours are being made in parallel to those of other organisations that are all working towards the same ultimate goal: that of advancing the wellbeing of present generations whilst safeguarding the prospects of future ones.

## Report Profile

**Reporting period for information provided**  
Year ending 31st December 2018

**Date of most recent previous report**  
Year ending 31st December 2017

**Reporting cycle**  
Annual

**Contact point for questions regarding the report**  
The Marketing & Communications Department on  
MarketingandCommunications@maltaairport.com

**Claims of reporting in accordance with GRI standards**  
The report was prepared in accordance with the GRI standards: Core option.

The Corporate Responsibility Committee, which is chaired by Chief Executive Officer Alan Borg, engaged Pricewaterhouse Coopers (PwC) Malta, an independent assurance provider, to provide assurance with regard to the selected sustainability information marked with a ✓ in the present report for the year ended 31st December 2018. For the GRI content index, please refer to Appendix 4 on pages 62 to 64.

# THE COMPANY’S MATERIAL IMPACTS

In its first report, the Company identified the material aspects tabulated below, which have remained the same for the purpose of this report.

Category	Material Aspect	Inside the Organisation	Both Outside & Inside
SOCIAL	Employment	x	
	Labour/Management Relations	x	
	Occupational Health & Safety		x
	Training & Education	x	
	Diversity & Equal Opportunity		x
	Equal remuneration for women and men	x	
	Investment		x
	Non-discrimination		x
	Freedom of Association & Collective Bargaining		x
	Security practices		x
	Local communities		x
	Anti-corruption		x
	Public policy		x
	Anti-competitive behaviour		x
	Compliance		x
	Supplier Assessment for Impacts on Society		x
	Grievance Mechanism for Impacts on Society		x
	Customer Health & Safety		x
	Product & Service Labelling	x	
	Marketing Communications		x
	Customer Privacy		x
ENVIRONMENTAL	Energy		x
	Water		x
	Emissions		x
	Effluents & Waste		x
	Compliance		x
ECONOMIC	Economic Performance		x
	Market Presence		x
	Indirect Economic Impact		x
	Procurement Practices		x

# ORGANISATIONAL PROFILE

## Products & Services

The company's products and services can be divided into two.



### AVIATION RELATED

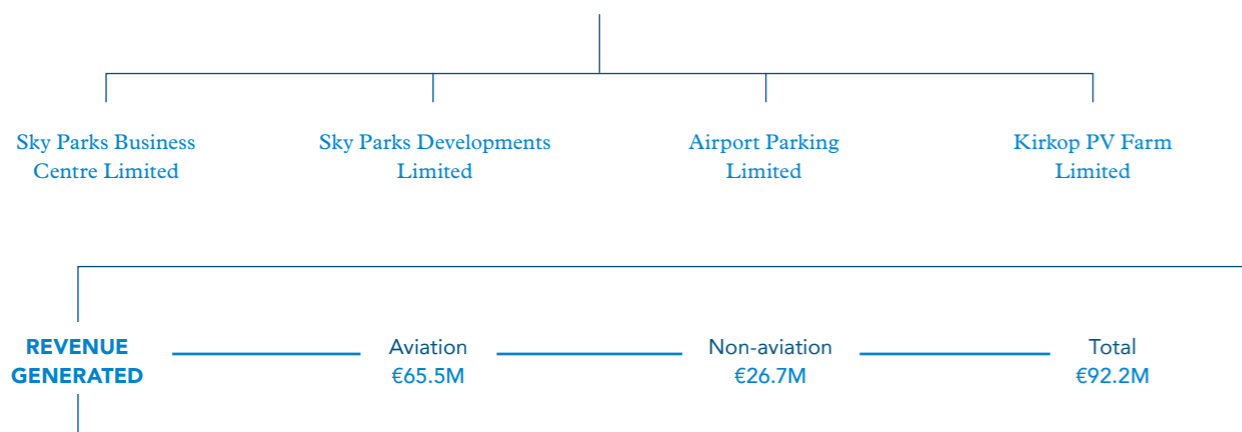
- Airport infrastructure catering for commercial airlines, private jets, aviation schools, cargo and mail
- VIP Products: La Valette, High Altitude, VVIP Terminal
- Airline office space



### NON-AVIATION RELATED

- SkyParks Business Centre
- Retail and F&B offering
- Parking
- Advertising
- Property
- Meteorological Office

## Entities included in the consolidated financial statement or equivalent documents



### ASSOCIATIONS AND ORGANISATIONS IN WHICH THE COMPANY IS A MEMBER OR ACTIVELY PARTICIPATES

**AIRPORTS COUNCIL INTERNATIONAL (ACI)**  
As an ACI member, MLA regularly attends fora and conferences organised by the council. MLA has been participating in ACI's Airport Service Quality (ASQ) survey ever since its inception in 2005, and joined the organisation's Airport Carbon Accreditation Programme in 2016.



**MALTA HOTELS & RESTAURANTS ASSOCIATION (MHRA)**  
As a member of the MHRA, MLA attends meetings, events, and conferences to keep abreast of developments in the hospitality industry.



**MALTA TOURISM AUTHORITY (MTA)**  
Malta International Airport works in close cooperation with this authority to promote the Maltese islands as a year-round destination and attract new business from different markets. MLA's CEO sits on the board of this authority.

## Markets Served

Malta International Airport operates from its headquarters in Luqa. Here is some market and connectivity information for the year under review.

IN 2018, MALTA INTERNATIONAL AIRPORT REGISTERED

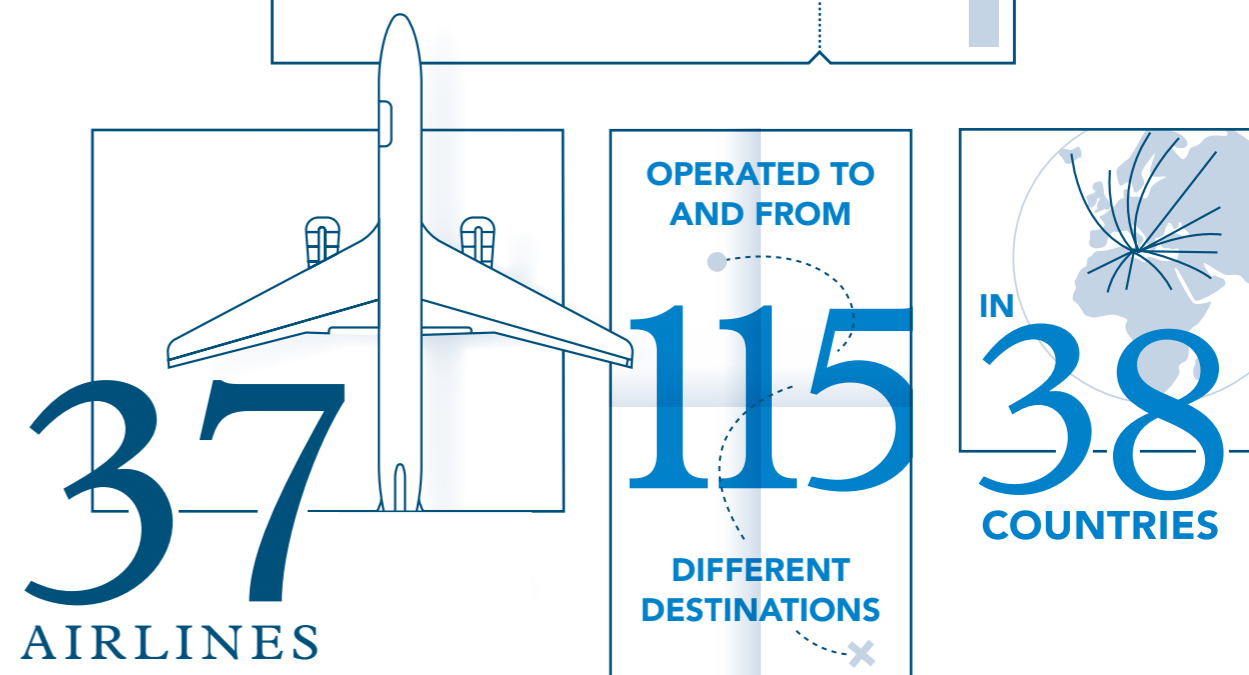
6,808,177

PASSENGER MOVEMENTS, OF WHICH

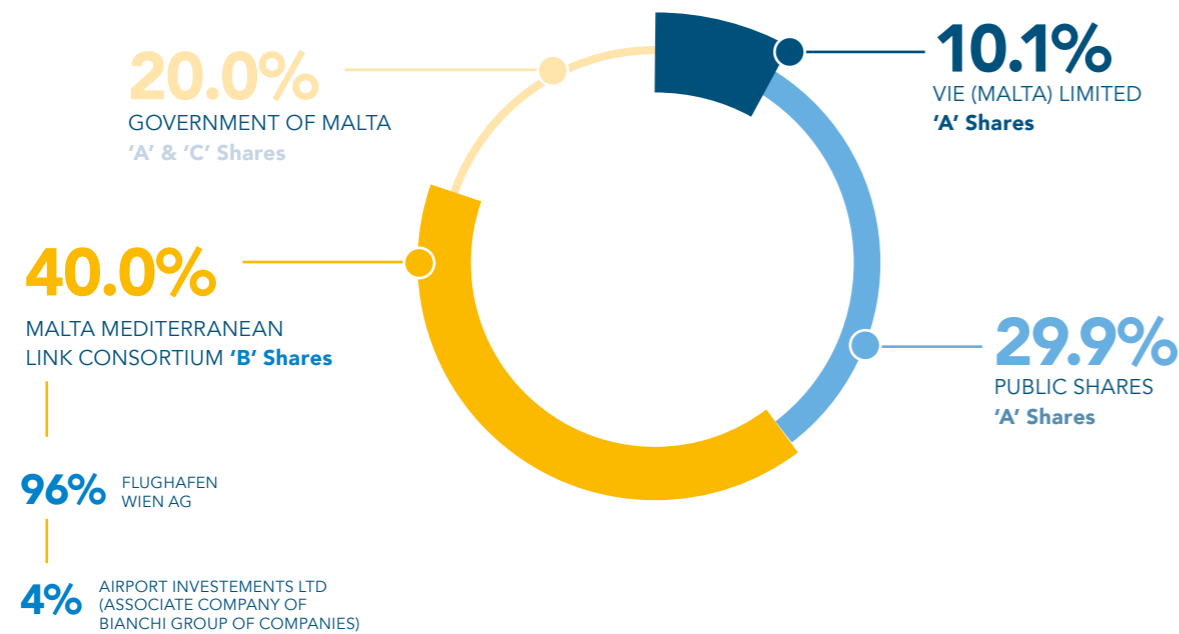
AROUND

2.6 Million

were inbound tourists.



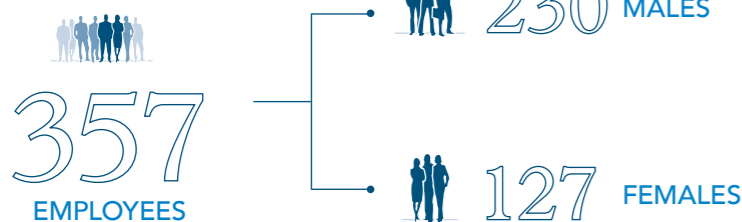
# THE COMPANY'S SHAREHOLDING



## The Company's Values



## Employees



**AROUND 81%**  
COVERED BY COLLECTIVE  
BARGAINING AGREEMENTS

# ABOUT THE COMPANY

## Changes in the Year Under Review

THE COMPANY IS OBLIGED TO PROVIDE INFORMATION AND CONSULT ON DECISIONS THAT ARE LIKELY TO LEAD TO SUBSTANTIAL CHANGES IN WORK ORGANISATION OR IN CONTRACTUAL RELATIONS, INCLUDING COLLECTIVE REDUNDANCIES AND TRANSFER OF BUSINESS, IN A TIMELY MANNER. IN THE CASE OF A TRANSFER OF BUSINESS, THE NOTICE IS TO BE GIVEN AT LEAST 15 WORKING DAYS BEFORE THE TRANSFER IS CARRIED OUT OR BEFORE THE EMPLOYEES ARE DIRECTLY AFFECTED BY THIS TRANSFER, AS STIPULATED IN THE LOCAL LEGISLATION ; S.L. 452.96<sup>1</sup>.

### INFRASTRUCTURAL CHANGES

In 2018, Malta International Airport moved closer towards the completion of its Terminal Reconfiguration Project (TRP), with the first quarter of 2019 bringing it to a successful close. As part of this project, during the year under review, eight additional check-in desks and a new Baggage Handling System (BHS) were installed allowing passengers to enjoy a smoother and more efficient check-in process.

In addition to the infrastructural improvements brought about by the TRP, the Company continued to enhance the shopping experience for passengers with a reconceived duty-free store occupying a much larger footprint and offering an array of new brands, and the opening of the luxury fashion and accessories outlet; Saltwater. On the other hand, the Hugo Boss outlet at Departures closed its doors in the year under review and freed up space for a new seating area. The Singular outlet, which closed its doors as well, was replaced by a new accessories outlet - Parfois - in February 2019.

Moreover, in December 2018, the Company kicked off works on its 20-million-euro multi-storey car park, which is expected to be completed by 2020. This new car park, which will be a zero net energy complex, will introduce 1,300 parking spaces on the airport campus as well as a centralised area of operation for car rental companies.

Other 2018 developments, which will allow Malta International Airport to further invest in the airport campus and the infrastructure over the coming years, were:

- › The approval of the Company's comprehensive master plan, which encompasses the Sky Parks 2 and SkyParks 3 developments, as well as a terminal expansion.
- › The transfer of a piece of land within the airport perimeter by government to Malta International Airport which will be used for the development of a new apron.

### STRUCTURAL CHANGES

In an effort to align itself with the requirements of the new General Data Protection Regulation (GDPR), and better safeguard the personal data of its stakeholders, Malta International Airport appointed Mr Thomas Wohlfahrtstätter as the Company's Data Protection Officer and established the GDPR Committee<sup>2</sup>.

<sup>1</sup> GRI 402-1 Minimum notice period regarding operational changes.

<sup>2</sup> For more information, see GRI 405-1 on pg 59 and 60.

# THE COMPANY’S APPROACH to Corporate Responsibility

MALTA INTERNATIONAL AIRPORT APPROACHES CORPORATE RESPONSIBILITY THROUGH A TWO-PRONGED STRATEGY, WHICH ENABLES IT TO SET OUT, AND REALISE, A NUMBER OF INTERNAL AND EXTERNAL OBJECTIVES.

Managed by a Corporate Responsibility (CR) Committee, the Company’s internal commitments encompass the monitoring and management of its social, economic, and environmental impacts, including efforts to mitigate any negative impacts and maximise positive ones. So as to manage these impacts in a transparent manner, Malta International Airport adopts the Global Reporting Initiative’s (GRI) standards in writing and publishing an annual sustainability report, components of which are independently audited and made available to the public.

On the other hand, external commitments, which are mainly aimed at safeguarding and enhancing Malta’s environmental, cultural, and historical heritage, fall under the responsibility of the Malta Airport Foundation. This independent, non-profit organisation has already been instrumental in implementing a number of important initiatives.

As the company implements its long-term strategy, it takes steps in its journey towards becoming a more responsible player on the Maltese stage.

## THE MALTA AIRPORT FOUNDATION<sup>3</sup>

Since its establishment in 2014, the Malta Airport Foundation has overseen the airport’s external CR investments, being specifically responsible for their execution and post-implementation in a fiduciary capacity. The Foundation has, in fact, supported and collaborated with several local organisations on a number of CR projects, all of which are an investment in Malta’s heritage and environment. The Foundation is a not-for-profit voluntary organisation and is independently co-administered by a Board of Administrators.

IN 2018, THE MALTA AIRPORT FOUNDATION SUPPORTED THE PROJECTS AND INITIATIVES ON THE OPPOSITE PAGE AS WELL AS ITS AMBASSADOR, SOPRANO NICOLA SAID<sup>4</sup>.



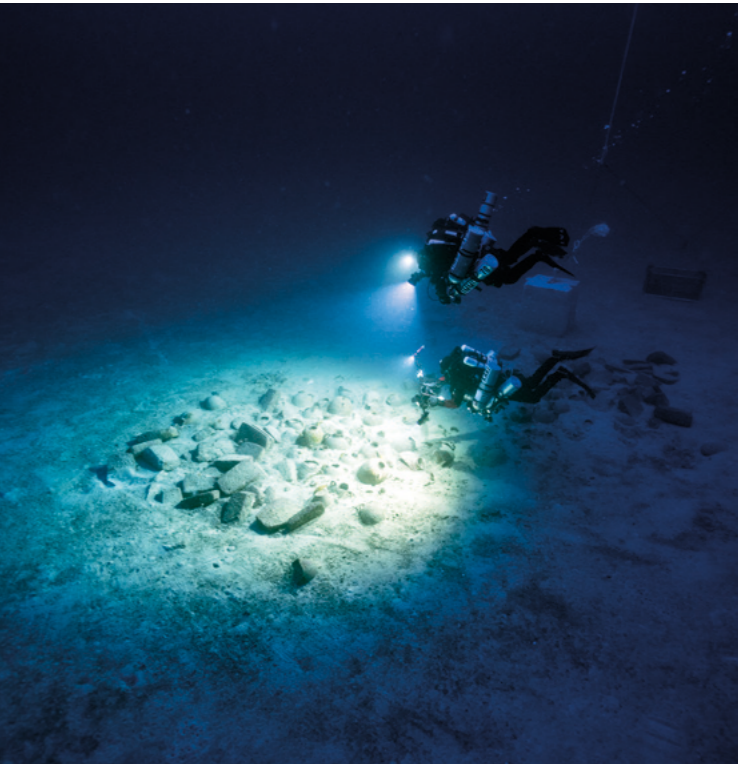
### Restoration & Research Projects

- › Following the complete restoration of **Torri Xutu in Wied iż-Żurrieq**, the Foundation embarked on the second phase of the project, which consisted of boundary landscaping works around the 17th-century tower. The landscaping works, which will make the area immediately outside the tower more accessible to tourists and locals alike, are set to be completed in the second quarter of 2019. The Foundation’s total investment in this project has been **€250,000**.
- › Restoration works on the **Combined Operations Room within the Underground War Headquarters** in Valletta continued apace during 2018. The Malta Airport Foundation’s financial contribution to this wartime project amounts to **€340,000** and includes the commissioning of waxworks of two prominent wartime strategists; Dwight Eisenhower and Bernard Montgomery and the restoration of three wall maps.
- › In line with its pledge to safeguard Malta’s artistic heritage, the Foundation is currently supporting research work being conducted by the University of Malta on a **15th-century triptych of the Madonna del Soccorso**. Locally, this is the first work of art to be studied using an in-depth analysis of the wood and pigment together with 3D scanning.



### Sea & Underwater Heritage Projects

- › In December 2018, the Foundation launched the documentary **Comino: A Secret Paradise**, which seeks to highlight the island’s unique marine life, geomorphology and environmental beauty making it worthy of year-round appreciation and protection. This documentary is the second one to be sponsored by the Foundation, with the first one having focused on the islet of Filfla and its surrounding waters.
- › Another underwater project which is being supported by the Foundation is the ongoing **excavation of a Phoenician shipwreck** dating back to the 7th century BC. A team of technical divers led by a local maritime archaeologist have been exploring the site for the past years. Annual dives have led the underwater team to gradually unearth mixed cargo on board the partly eroded ship, which includes Tyrrhenian amphorae, urns and Gozo ceramics. Some of the retrieved artefacts have been put on exhibition at the Gozo Museum of Archaeology for the appreciation of the public, with the aim of heightening awareness of Malta’s underwater cultural heritage.
- › In 2018, the Foundation partnered up with eNGO Žibel to support the procurement of two sea bins. Committed to investing in the airport’s neighbourhood, the Malta Airport Foundation sponsored **two sea bins**, which will be installed in Marsaxlokk and Marsascala. Sea bins contribute to cleaner waters by catching waste such as microplastic and marine debris, and also help capture oils and pollutants floating on the sea surface.



<sup>3</sup> For a full list of externally developed initiatives to which the Company subscribes and associations in which it is a member, refer to GRI 102-12 and GRI 102-13 on pg 49.

<sup>4</sup> For more information about the Malta Airport Foundation, refer to the Company’s Annual Report 2018, pgs 59-64, available for download on [www.maltairport.com](http://www.maltairport.com)

# Good Health & Wellbeing



## Boosting Employee Wellbeing Levels

### A WELLBEING PROGRAMME WITH A WIDER SCOPE

In 2017, the Company launched The Wellbeing Programme to further strengthen good health and wellbeing initiatives, such as free eye tests and the distribution of free fruit to all employees, that were already in place. The programme is mainly focused on enabling employees to strike a healthy work-life balance through after-work events, on-site artistic skills workshops, and free access to a nearby gym. Throughout the year under review, these initiatives gained more popularity, with over 41% of the workforce making use of the gym facilities at least once in 2018 and a good number of fully booked events.

Recognising the importance of mental health to employees' overall quality of life, the Company widened the scope of this programme to include a mental wellbeing initiative. In collaboration with the Richmond Foundation<sup>5</sup>, Malta International Airport now offers employees the possibility of booking 12 free counselling sessions in any given year with one of the Foundation's practitioners should they feel the need for professional help in coping with certain issues and difficult periods.

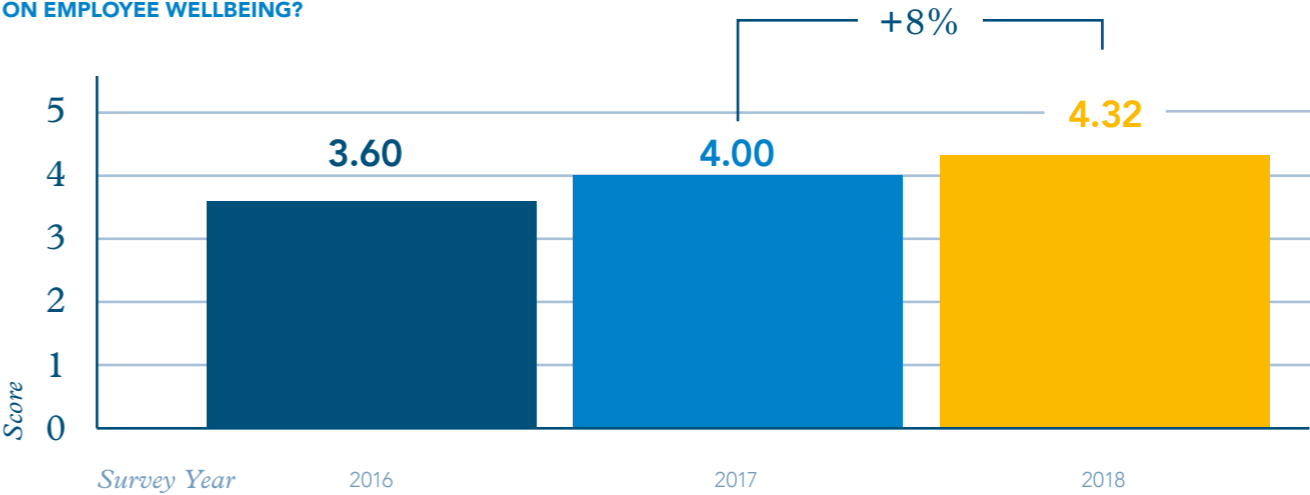
Moreover, in 2018, a wellbeing allowance was introduced as part of a newly negotiated Collective Agreement. Aimed at incentivising employees to lead healthier lifestyles, this allowance benefitted around 260 team members in 2018.



**FRUITY FACT**

As part of the company's Wellbeing Programme, in 2018, 8,800 kilos of fresh fruit were delivered to the Malta International Airport offices, helping employees get the recommended five a day for free!

### DOES THE COMPANY FOCUS SUFFICIENTLY ON EMPLOYEE WELLBEING?



Improved scores on the wellbeing indicators in the Annual Employee Survey 2018 indicated that employees were indeed appreciative of the Company's enhanced efforts to safeguard its team's welfare.

<sup>5</sup> In collaboration with the Richmond Foundation, the Company also established a Leaving Work Support Programme aimed at helping soon-to-be retirees prepare themselves for a new stage in life.



**A REFORMED PROCESS FOR THE ELECTION OF OCCUPATIONAL HEALTH & SAFETY REPRESENTATIVES**

The Company's Occupational Health and Safety team continued to make important strides towards improved health and safety levels<sup>6</sup> at work, amongst others, by holding an internal Occupational Health and Safety election, the process of which was governed by new terms of reference. 93.5% of employees turned out to vote and the Company's first six Occupational Health and Safety Representatives were chosen in July 2018. Following training given by the local Occupational Health and Safety Authority, these six representatives officially assumed their roles for a two-year term, focusing on a better representation of the health and safety needs of all employees so as to create a work environment that is conducive to higher levels of wellbeing.

**THE OCCUPATIONAL HEALTH & SAFETY COMMITTEE**

The Company's Occupational Health and Safety Committee, which was set up in accordance with Heading 34 of the Collective Agreement to safeguard the health and safety interests of stakeholders on the airport campus, met twice during the year under review to discuss further initiatives that can contribute to a more OHS-centred culture.

While MIA employees are not at high risk of diseases related to their occupation, should this change in the future, the Company will report it in the same manner as it reports injuries at work. The Occupational Health and Safety accident, incident and damage report and First Aid procedures are processes by which the Company reports such risks<sup>7</sup>.

"As a committee, we meet every quarter to discuss issues related to health and safety that may impinge upon employees' and third parties' health, safety, and performance on the job. We are guided by a set of key objectives and see to align our efforts to the requirements stipulated in the OHS legislation."

**KRISTINA KOLLER**  
OHS Representative

<sup>6</sup> For more information about Occupational Health & Safety refer to GRI 403-2 on pg 58.  
<sup>7</sup> GRI 403-3: Workers with high incidence or high risk of diseases related to their occupation.

*Safeguarding the Airport Community*

Malta International Airport does not only value the wellbeing of its employees, but also looks out for the health and safety of all stakeholders, especially those working on airport grounds, or visiting the airport. Since projects being undertaken on airport grounds very often require the input of contractors and service providers, the Occupational Health and Safety team is heavily involved in ensuring that the relevant standards are adhered to at all times by third parties. This is done through regular OHS inspections, risk assessments, approval of machinery being used, and ensuring that the appropriate safety and protective clothing items are always worn.

In addition to this, a hefty investment in new fire gear and AEDs, coupled with thorough emergency planning and training during the year under review, continued to better prepare Malta International Airport to give assistance within minutes should an emergency scenario occur on the airport campus.

**SAVING A LIFE CAN BE AS EASY AS AED**

In 2018, the Company invested in seven new Automated External Defibrillators (AED), which were installed at different points around the airport campus, thus bringing the total number of machines available for use in an emergency situation up to 16.

To complement this investment, front-liners and interested employees were given the opportunity to attend training sessions on how to operate these life-saving devices and restore the heart's normal rhythm in case of a cardiac arrest.

**IF A CARDIAC ARREST VICTIM RECEIVES DEFIBRILLATION THROUGH AN AED WITHIN THE FIRST MINUTE, THE SURVIVAL RATE IS 90%. UNFORTUNATELY, DUE TO LIMITED AED ACCESSIBILITY IN MANY PUBLIC PLACES, THE ACTUAL SURVIVAL RATE STANDS AT AROUND 5%.**

In addition to this, the Health and Safety team revised the Company's First Aid guidelines to introduce a number of First Aid-related improvements, including:

- The designation of an owner responsible for First Aid kits;
- The introduction of replenishment schedules for these kits;
- The acquisition of trauma bags in three different sizes.



Firefighter Eric Sawyer kitted out in the Rescue and Firefighting Services Team new fire suit. In 2018, the Company invested €50,000 in PBI Gold fire suits, which are lightweight yet provide superior levels of protection from heat and flames. This combination allows the team to respond better to emergencies, whilst feeling safer.





Some members of the Airport Care Team ready for the partial emergency exercise held in April 2019.

EMERGENCY PLANNING AND ACTING

The Company’s Terminal Emergency Planning Committee continued to work towards strengthening the level of preparedness of the Company for an emergency scenario. This committee spearheaded several emergency preparedness exercises throughout the year, with the most significant one being a full-scale emergency exercise held in March 2018, which brought together employees and key airport stakeholders in a simulated emergency scenario situation.

The Airport Care Team (ACT), which is composed of employees who receive special training to be able to provide basic humanitarian assistance in the event of an emergency, was also important in the successful execution of this exercise. The Airport Care Team’s main duty in this particular instance was the reunification of surviving and uninjured passengers, while ensuring that the established facilitation procedures were being followed.

Committee Name	Number of Members	% of Total Employees
Terminal Emergency Planning Committee	 13 ✓	3.6% ✓
Occupational Health & Safety Committee	 8 ✓	2.2% ✓

Caring for the Wider Community

In addition to the external Corporate Responsibility initiatives spearheaded by The Malta Airport Foundation, Malta International Airport engages in philanthropic and charitable work within the wider local community. Throughout 2018, Malta International Airport was approached by a number of entities, organisations and individuals for financial aid, with these requests for support being evaluated by the Company’s Corporate Responsibility Committee. The Company focused particularly on the support of causes that were closest to its own

values and projects being undertaken in the southern region of the Maltese islands, in line with its commitment to be a force for good, particularly in the airport neighbourhood.

In addition to this, several events and initiatives, such as the annual Lost, Found and Auctioned event, donation boxes placed at different points of the terminal, and Malta Airport staff initiatives, helped the Company raise more funds that were donated to different charities.



ZOOMING IN ON THE SOUP KITCHEN PROJECT

One of the projects the Company chose to support last year was the setting up of Soup Kitchen, a noble initiative aimed at helping poor and vulnerable members of society integrate better within their respective communities, whilst seeing that their basic day-to-day needs are met.

With sustainability being a core value of the Company, Malta International Airport helped the Franciscan Friars who set up Soup Kitchen with the procurement of PV panels, after they highlighted the importance they place upon operating in a sustainable manner and being mindful of their carbon footprint!

### WHO ARE OUR STAKEHOLDERS?

The Company believes in regular contact and engagement with its key stakeholders and other entities<sup>8</sup> in an effort to identify ways in which it can support these groups and forge closer relationships with them, especially with regard to any social, environmental and economic issues which they may want to discuss. Moreover, stakeholder engagement provides valuable insight which the Company learns from so as to improve its business and its operation.

The Company identifies the best channels and ideal frequency of communication with its stakeholders. In addition to this, the Company constantly seeks to find new and better ways of working with its key stakeholders so as to strengthen its relationship with them.

In 2018, the Company carried out a comprehensive exercise, under the guidance of its Data Protection Officer, to align itself to the General Data Protection Requirements (GDPR) by ensuring that only stakeholders who gave their explicit consent continued receiving communications from the Company.



### PASSENGERS AND AIRPORT VISITORS

Throughout the year under review, the Company sought to communicate effectively with this stakeholder group through traditional and new media, especially when works around the terminal could have had an impact on their airport experience. The Company's social media platforms proved to be important channels of communication with this segment particularly when a small fire, in which nobody was hurt, broke out within the Arrivals Concourse and when the Company organised its full-scale emergency exercise in March 2018.

### TENANTS AND PEOPLE WORKING ON THE AIRPORT CAMPUS

Launched in May 2018, Radar is a platform that is accessible to tenants, suppliers, and other people working on the airport campus who are not Malta International Airport employees. This platform has facilitated communication between the Company and these parties, whilst fostering better engagement and levels of involvement in the day-to-day operation of the airport. Communication with this group was particularly important when the Company started works on its multi-storey car park, in an area previously occupied by the staff car park, and needed to inform over 2,000 airport stakeholders and tenants of the alternative parking and transport options it was providing.



### THE LOCAL COMMUNITY

The local community, especially towns and villages in close proximity to the terminal, is mainly concerned by how the airport's operations<sup>9</sup> impact the surrounding environment<sup>10</sup>, parking constraints and congestion, and other effects should an accident occur on airport grounds. Besides biannual meetings with local councils representing these communities, Malta International Airport commissions several studies and reports to consider actual or potential impacts on the said communities, in line with the precautionary principle<sup>11</sup>.

Internal sources of information about actual and potential negative impacts of operations on local communities include:

- The water plan
- The MEPA (Planning Authority) report
- Aircraft movements
- The master plan for the airport campus (approved in 2018) and a corresponding Environmental Impact Assessment
- Risk management register

### EMPLOYEES

The Company communicates with its employees on a regular basis via employee newsletters, through which wellbeing tips are shared, as well as through an internal platform dedicated to the workforce; Compass. In addition to these frequent modes of communication, the Company publishes an employee magazine twice a year, which includes employee interviews, practical tips, and updates about events and activities.

Employees are encouraged to voice their concerns and opinions through a number of channels and initiatives, with the annual Employee Survey being a very important tool in this regard. Employees who share their feedback by filling in the Employee Survey are guaranteed anonymity. Survey results for 2018 showed that while employees' satisfaction with how the Company communicates with them is on the increase, several team members believe that there still is room for improvement in this area.

My CEO Time is another initiative through which employees are encouraged to voice any concerns or present any ideas they may have directly to the CEO.

### SHAREHOLDERS

The Company has over 6,000 shareholders with whom it communicates via a biannual printed newsletter, which is now also being made available online, regular Company Announcements and press releases, and the Annual Report. In 2018, the Company organised the second exclusive event for its shareholders, which was a first screening of *Comino: A Secret Paradise*, whose making was supported by The Malta Airport Foundation.



<sup>8</sup> For a full list of these stakeholders and entities, and methods of communication, refer to GRI 102-40 – GRI 102-44 on pg 49-51.

<sup>9</sup> GRI 413-2 Operations with significant actual and potential negative impacts on local communities.

<sup>10</sup> For more information about emissions, refer to the Responsible Consumption and Production and Climate Action section on page 36.

<sup>11</sup> For more about the adoption of the Precautionary Principle, refer to GRI 102-11 on pg 49.

# Decent Work & Economic Growth



## Decent Work

### A BIGGER AND BETTER WORKFORCE

As airport operations grew busier in 2018, the Malta International Airport team grew by 15%, translating into the biggest increase in human resources in recent years. This led employee headcount to rise from 311 as at the end of 2017 to 357<sup>12</sup>. Moreover, a turnover rate of 9.3% was registered, indicating that the Company was successful in maintaining healthy employee retention levels, especially when compared with the industry benchmarks.

New recruits benefitted from 192 hours of induction and on-the-job training, which included familiarisation with the Company’s most important policies<sup>13</sup> and core values as well as their rights and obligations. In addition to this, 640 hours of classroom-based training centering on service excellence were delivered to new Customer Services employees. However, it was not only new employees who benefitted from training. Committed to investing in its people and their development throughout their career at the airport, the Company supported a total of 8,837 hours of formal training, with every employee attending an average of 24.8<sup>14</sup> hours of training.

TEAM GREW BY

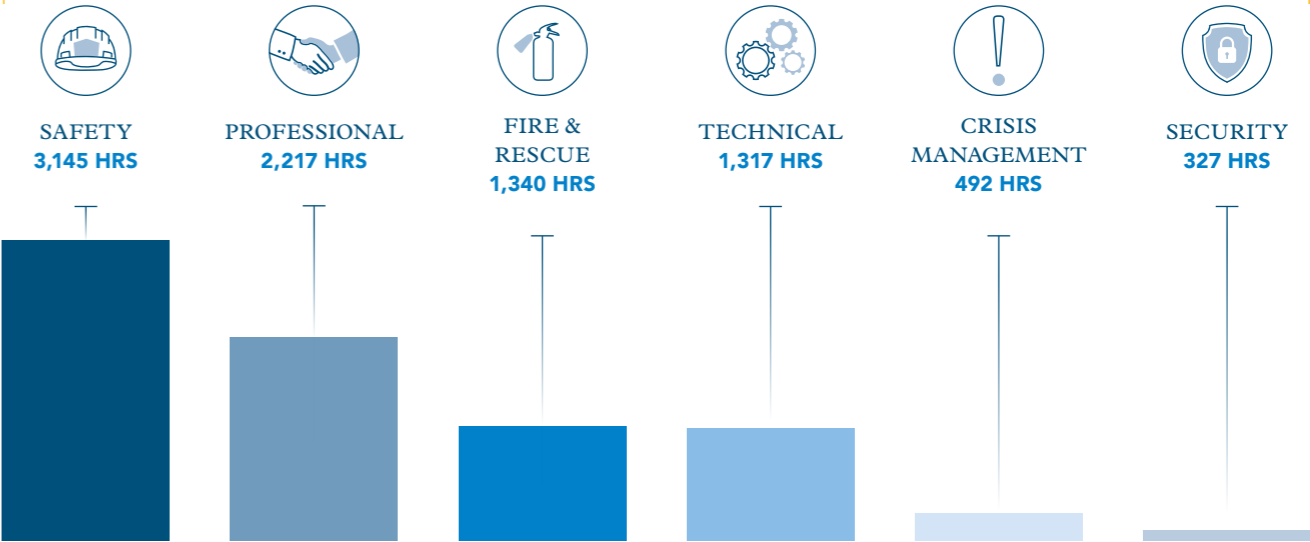
15%

357  
EMPLOYEES

TURNOVER  
RATE STOOD AT

9.3%

8,837 HRS  
TOTAL



It was encouraging to see, through the Company’s training evaluation system, that 88.2% of employees who received training were satisfied with the learning outcomes and 88.4% found the training content both informative and useful. Feedback is a two-way system within the Company, with employees being encouraged to share their insights through several platforms and the Company itself striving to give its workforce formal feedback about their performance on the job.

While the Company already had a performance review system in place for its management and professionals<sup>15</sup>, in 2017 it introduced an appraisal system for employees across the board with the aim of providing them with better feedback about their performance. In fact, in 2018, the score for the performance indicator on feedback about work in the Employee Survey registered an improvement over the previous year.

<sup>12</sup> For more information, refer to GRI 401-1 on pg 56.  
<sup>13</sup> GRI 205-2 Communication and training on anti-corruption policies and procedures. For more information about how the company handles possible instances of corruption, see GRI 205-1 on pg 56.  
<sup>14</sup> For more information, including a break-down of training hours by gender refer to GRI 404-1 on pg 58.  
<sup>15</sup> For more information about performance reviews, see GRI 404-3 on pg 58.

PAVING THE WAY FOR PROFESSIONAL DEVELOPMENT

In addition to the training provided during the year under review, the Company supported the studies of 10 employees who are following courses ranging from diplomas to master’s degrees, with the aim of enabling them to further their knowledge in areas directly related to their line of work and, subsequently, progress in their careers at Malta International Airport.

HERE’S WHAT LARA SPITERI FROM THE PROCUREMENT DEPARTMENT HAD TO SAY ABOUT STUDYING WHILST WORKING AT MIA:

“The Company has facilitated working and studying simultaneously through financial support and the granting of extra days of leave to be able to prepare and sit for exams.

Now that I have obtained my Higher Diploma in Procurement and Supply, I am ready to take on the next challenge: achieving my Advanced Diploma, with some more help from the Company.”



“The Graduate Management Programme has provided me with the opportunity to learn new skills by working together with the creative minds making up the airport’s Marketing and Communications team, and encouraging me to take on exciting projects of my own once I had learned the ropes. As a content creator, the fact that I work in a bustling airport, filled with interesting people with stories to tell, is just the cherry on top of the cake.”

GRADUATES, STUDENTS & SCHOOL VISITS

Little or no work experience very often makes it difficult for new graduates to land a first job related to their studies. Launched in 2015, the Company’s Graduate Management Programme has been easing the transition from education to work for fresh

graduates who, in turn, contribute to the skill set and experience available to the Company. Promising candidates are also given the opportunity to pursue a career at Malta International Airport upon successful completion of the year-long programme.



The four graduates welcomed in 2018 are currently attending a course focused on the development of leadership and management skills and judging by their smiles here, they seem to be enjoying it!

The Company also provided on-the-job training experiences to 13 students, studying in Malta and abroad, through placements and internships within different departments during the course of the year. Moreover, the Company continued to facilitate educational visits, governed by revised guidelines, at Malta International Airport and the Meteorological Office, for students at primary level through to a tertiary level of education to garner a better understanding of airport operations as part of their curriculum. A number of ‘maths trail’ visits were also facilitated for several schools, enabling students to get a better grasp of the subject outside of the usual classroom environment.



THE APPROVAL AND ADOPTION OF THE HUMAN RIGHTS POLICY

A number of policies, such as the Equality and Diversity Policy and the Anti-Harassment and Bullying Policy, are in place with the aim of safeguarding employees’ rights and allowing them to work in an environment free from unnecessary obstacles. In 2018, the Human Rights Policy was approved and adopted. In this Policy, the Company declares its support for the principles contained in the Universal Declaration of Human Rights of the UN and commits itself to:

“Developing an organisational culture which implements a policy of support for internationally recognised human rights.”



THE SIGNING OF A NEW COLLECTIVE AGREEMENT

Following lengthy negotiations, a new Collective Agreement, covering the period from 1st January 2018 to 31st December 2022, was reached between Malta International Airport and the two unions sharing joint representation of its employees; UHM and GWU.

This new agreement provides:

- More flexibility to accommodate increasing operational demands through the introduction of new shifts;
- Improved salary packages, which include annual increases until 2022<sup>16</sup>;
- The introduction of a performance bonus system linked to the Company’s strategic objectives;
- The introduction of a Wellbeing Allowance

While the Collective Agreement represents employees at an entry level wage that is, at least, 49% higher than the minimum wage, the actual average entry level wage was much higher than this for all employee categories.

Amongst other salient points, the Collective Agreement specifically highlights that: “The Company shall not discriminate against, intimidate or in any way victimise any of its employees because of Union membership or for the reason of participation in a Union’s activities and/or actions<sup>17</sup>.”

<sup>16</sup> For more information about salaries, see GRI 405-2 on pg 61.

<sup>17</sup> GRI 407-1: The Collective Agreement specifically safeguards employees from being restricted from exercising freedom of association or collective bargaining. In addition to this, the company provides Unions reasonable assistance to carry out legitimate functions.

<sup>18</sup> GRI 202-2 Proportion of the senior management hired from the local community.

EQUAL OPPORTUNITIES AND PAY

The company strives to provide equal opportunities for all and to promote diversity among its workforce, but it also deems it to be very important that the local community and local interests are represented at the highest levels of decision making. In the year under review, **80% of senior management, including the CEO and seven out of eight heads of department, were hired from the local community<sup>18</sup>.**

As shown in more detail in GRI 405-2 on page 61, there is only a marginal difference in the ratio of basic salary and remuneration of men when compared to women for the majority of the employee categories.

MORE JOBS SUPPORTED BY THE COMPANY

During the year under review, 885 suppliers<sup>19</sup> provided very diverse products and services. The top groups of services and products included construction and planning, security services and equipment, energy and water consumption, maintenance and repairs, IT and contracted services including cleaning and services for Persons with Reduced Mobility (PRMs).

Two ground handling companies – Air Malta and Aviaserve – are responsible for providing a number of services at Malta International Airport. In 2018, the airport signed new concession agreements with these two companies, which will see the two handling agents represent airlines operating to and from the airport over the next seven years. These concession agreements are expected to bolster Malta Airport’s continuous efforts to provide guests with a 5-star airport experience, by holding the two ground handling companies accountable to the highest levels of service, delivered at key touchpoints of the passenger journey.

The two ground handling companies are also obliged to adhere to a seven-year equipment investment programme. This provision is geared at ensuring that both companies remain in a position to meet the requirements of an ever-changing industry and an ever-growing number of passengers using Malta International Airport.

Below is a break-down of the airport’s suppliers per location and the airport’s total spend on these suppliers<sup>20</sup>. When procuring products or services, the Company’s first preference is always the local market. Being the island’s only air terminal, Malta International Airport very often has unique needs, which can only be catered for by foreign aviation industry professionals or specialised companies. For more information about the company’s suppliers, refer to GRI 414-1 and GRI 414-2 on pg 61.



	2017	SHARE in 2017	2018	SHARE in 2018
Non-EU	€1,388,385	3%	€590,703	1% ✓
EU	€6,167,962	14%	€7,324,556	14% ✓
Local	€36,761,254	83%	€44,537,241	85% ✓
TOTAL	€44,317,601	100%	€52,452,500	100% ✓

<sup>19</sup> GRI 102-9 A description of the organisation’s supply chain.

<sup>20</sup> GRI 204-1 Proportion of spending on local suppliers.

Contributing to Economic Growth

OPERATING IN AN ECONOMICALLY SUSTAINABLE MANNER



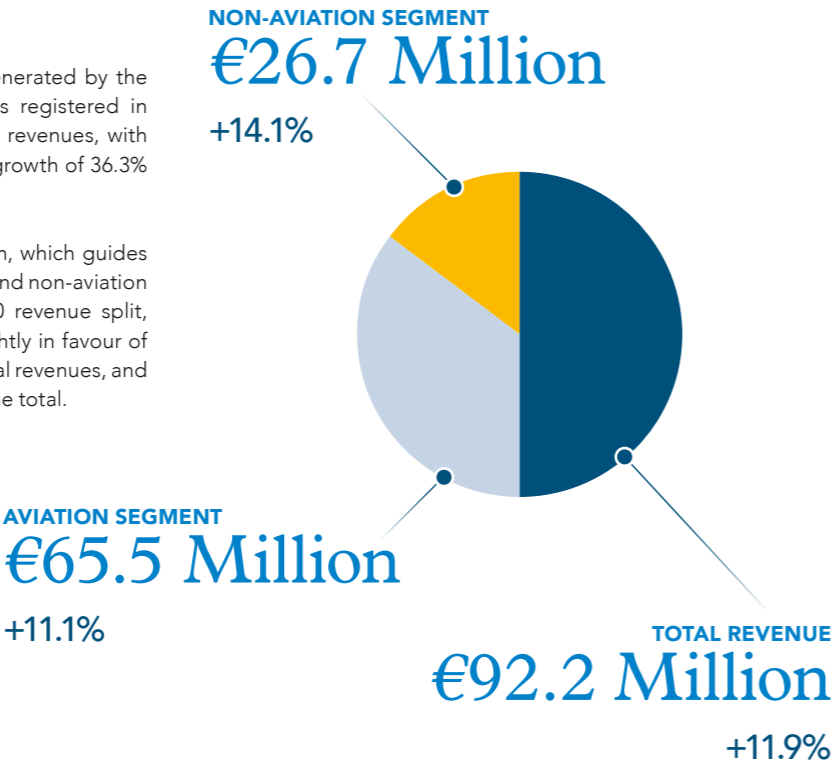
Given that around 97% of all tourists visiting the island travel through Malta International Airport, the Company is committed to working closely with key stakeholders, especially government, towards further sustainable growth in passenger numbers. Malta International Airport's and government's joint efforts to

address seasonality have been delivering the desired results, with 2018 marking the fifth year during which the winter and shoulder months outpaced the peak summer months in terms of growth, and February (+18.0%), March (+22.6%) and May (+17.3%) registering the biggest percentage increases.

DIVERSIFICATION STRATEGY AND REVENUES

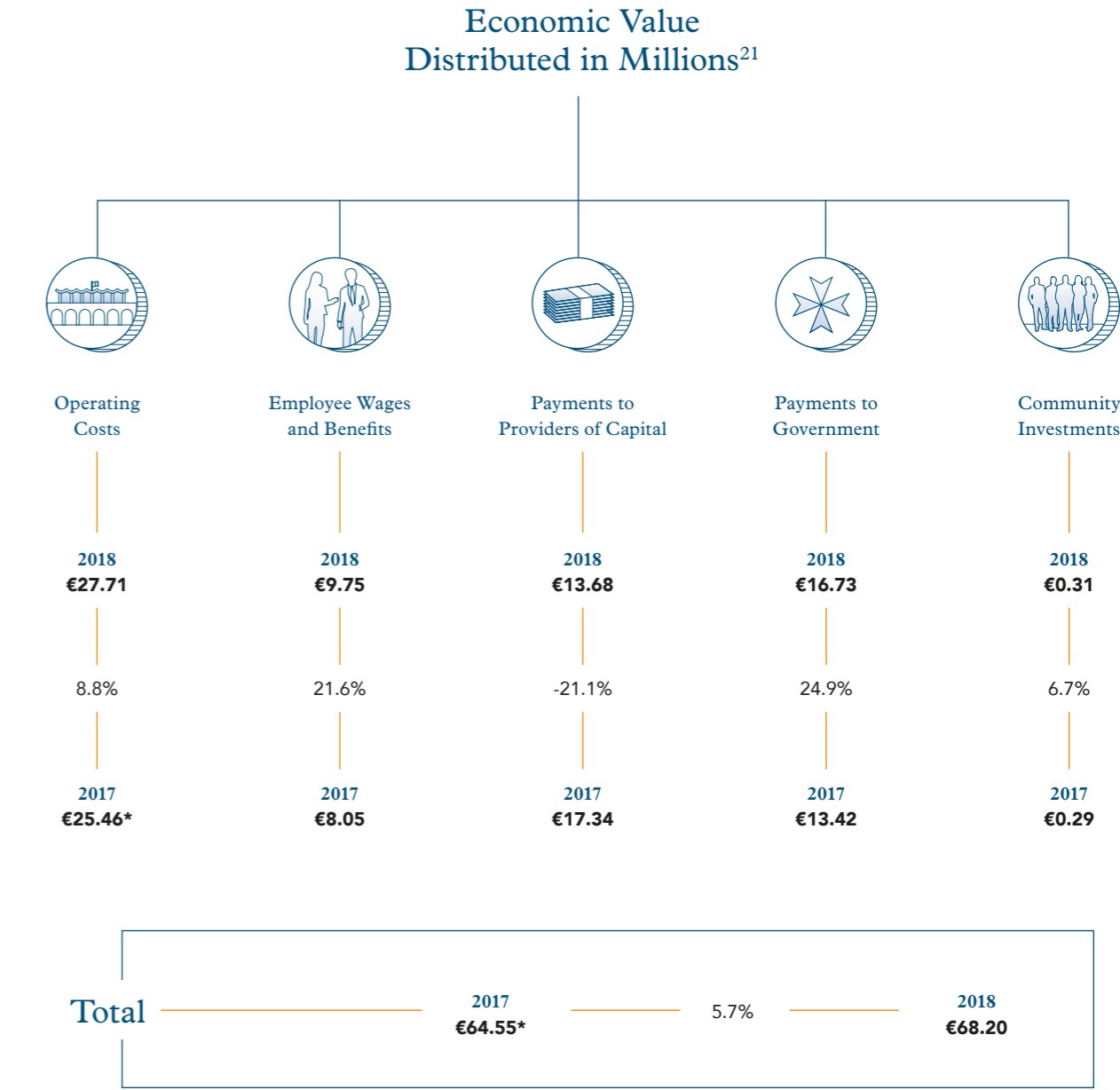
2018's excellent traffic results drove revenues generated by the aviation segment up by 11.1%. This growth was registered in parallel with an increase of 14.1% in non-aviation revenues, with the Company's VIP product posting the biggest growth of 36.3% within this segment.

This falls in line with the strategy of diversification, which guides the Company to invest heavily in both its aviation and non-aviation segments. While the Company aims for a 70:30 revenue split, record passenger numbers tipped the scales slightly in favour of aviation, with this segment generating 71.1% of total revenues, and the non-aviation segment contributing 28.9% to the total.



ECONOMIC VALUE DISTRIBUTED AND RETAINED

The Company's excellent financial performance and position during the year under review, enabled it to improve the economic value it distributed by 5.7%. On the other hand, the economic value retained increased by 34.2% to total €24,190,043.



\* These figures for 2017 were restated since community investments had already been included in operating costs.

<sup>21</sup> GRI 201-1: Direct economic value generated and distributed. For further detail, refer to page 52.

# Industry, Innovation & Infrastructure



## Future proofing Malta's only Air Terminal through investment

AS A COMPANY THAT ALWAYS CHOOSES SUSTAINABILITY OVER SHORT-TERM GAIN, LONG-TERM INVESTMENTS<sup>22</sup> ARE AN INTEGRAL PART OF MALTA INTERNATIONAL AIRPORT'S CORPORATE STRATEGY. THESE ALLOW THE COMPANY TO UPHOLD ITS COMMITMENT OF INVESTING IN MALTA'S ONLY AIR TERMINAL IN A WAY THAT PROVIDES AIRPORT GUESTS WITH THE BEST EXPERIENCE POSSIBLE WHILE CATERING FOR FUTURE NEEDS. IN FACT, THE COMPANY'S FORECAST INDICATES THAT A NEW TRAFFIC MILESTONE WILL BE REACHED BY THE END OF 2019, WITH MALTA INTERNATIONAL AIRPORT SET TO REGISTER 7.2 MILLION PASSENGER MOVEMENTS.

### MORE TERMINAL RECONFIGURATION PROJECT MILESTONES COMPLETED

Kicked off in 2016, the Company's 12-million-euro Terminal Reconfiguration Project came closer to completion during the year under review, with several project milestones being successfully finalised. Among the improvements this project introduced in 2018 were the installation of eight additional check-in desks and the refurbishment of existing ones in preparation for the upgrade of the Baggage Handling System, which was completed in 2018. This system provides better baggage handling capacity and allows for the possibility of an extension of the system with future terminal expansions, as well as lays the groundwork for the introduction of new X-ray machines to allow for more thorough luggage screening.

### THE MULTI-STOREY CAR PARK PROJECT

In the last quarter of 2018, excavation works were started in preparation for the construction of a new multi-storey car park. €1 million, out of a total of €20 million, were invested in this project during the year under review. **This complex, which will be a zero net energy building due to the proposed installation of a 1,000 kWp PV system on the roof,** will provide 1,300 parking spaces, a centralised area of operation for car rental companies, and a link to the main terminal building for the benefit of several stakeholders.

The Company is using the hoarding that is currently screening off work on this project as a showcase of some of the most beautiful traditional Maltese doors and facades in an effort to increase awareness and appreciation for local residential architecture. The selection of photos used was curated in collaboration with MaltaDoors, an online gallery documenting Malta's colourful doorways and entrances.

### RELOCATING PEOPLE

Since the land being developed was previously used as a parking area by Malta Airport employees and other stakeholders working on airport grounds, the Company had to relocate some 2,000 stakeholders to an alternative temporary parking area. In addition to this, two free transport options from the new area to the terminal building – a shuttle bus and bikes – are being provided to all those impacted by this development.



<sup>22</sup> GRI 203-1 Infrastructural investments and services supported.

OTHER INVESTMENT HIGHLIGHTS FOR THE YEAR UNDER REVIEW

ICT, Operations & Security €2.6 Million	Airfield €2.2 Million	Terminal Improvements €2.7 Million
Replacement of Flight Information Display Screens, with new ones providing better real-time information, as part of the implementation of the 1-million-euro Airport Management System (AMS).	Completion of rehabilitation works on Taxiway Delta and the start of maintenance works on Taxiway Echo.	Continuation of washroom refurbishment works.
Procurement of PBI gold fire suits for the Company's Rescue and Firefighting Services Team.	The start of pavement surface rehabilitation works on Apron 8.	New signage and lighting.

Developments that will allow further long-term investments

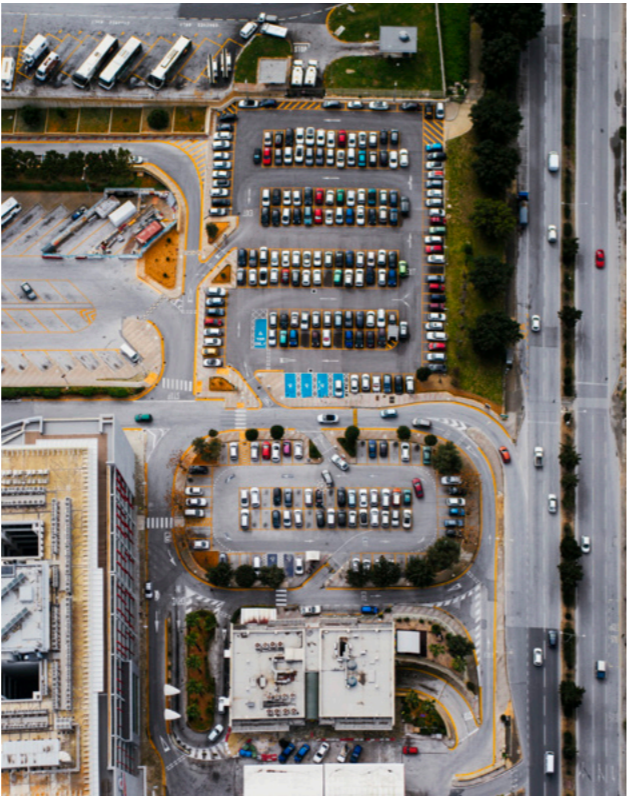
- The approval of the Company's master plan**  
At the beginning of 2018, the local Planning Authority granted the Company approval for its comprehensive master plan. Prepared in accordance with the provisions of the South Malta Local Plan, and submitted for an Environmental Impact Assessment (EIA) in 2013 to the then Malta Environmental Planning Authority (MEPA), the proposed Master Plan provides for the development of the airport campus in its entirety.
- The transfer of land from Government**  
In the third quarter of 2018, land with an area of 46,000 square metres was transferred to Malta International Airport by government. This will be utilised for the development of Apron X. This apron will accommodate seven Code C aircraft or four Code E aircraft, thus addressing the aircraft parking challenges the Company is currently facing. The Company will soon be working on detailed plans for the development of this airside area.

According to the master plan, the existent terminal building will be extended to increase the footprint of critical areas of operation and introduce more check-in desks, gates and baggage carousels, subsequently allowing more growth in passenger numbers. Following a capacity study undertaken with a team of experts, the Company will be working towards securing plans for this extension, with the aim of presenting these plans by end of year.

The master plan also provides for the construction of new building blocks which will provide office and retail space as well as leisure facilities and a business hotel. These developments will essentially be investments in the Company's non-aviation segment, which is important to the business diversification strategy.

The master plan also proposes mitigation strategies so as to limit any potential:

- Loss of water and its contamination;
- Impact on cultural heritage features;
- Impact on landscape and visual amenities;
- Poor air quality in the surroundings;
- Noise levels.



Cybersecurity & Business Continuity

Businesses worldwide continue to face cyberattacks and a host of other risks. In an effort to address these risks so as not to develop into threats to the day-to-day operation of Malta International Airport rendered more robust frameworks and initiatives which were already in place with the introduction of new mitigation approaches and policies.

CYBERSECURITY

Malta International Airport made significant efforts and investment in boosting its cybersecurity infrastructure in 2018. In addition to this, the ICT Department continued to raise awareness among employees about cybersecurity threats, such as phishing and data theft risks, encouraging them to be active in reporting suspicious activity. The ICT team also published a number of policies and procedures, such as the Password Policy and the Access Control Policy, to ensure the integrity of the Company's electronic assets. The policies are available to employees on the Company's internal platform: Compass.

RISK MANAGEMENT AND BUSINESS CONTINUITY

The Company's main body for risk identification and control is the Risk Management Committee, which is also tasked with formulating, assessing and reviewing the airport's Risk Management Framework. During the year under review, the Committee enhanced the Company's risk management procedures, reviewed and improved the quality of the Company's risk register, and introduced new and improved risk reporting.

Moreover, in a bid to ensure that Malta's only aerodrome is prepared for any eventuality, the Operations Department focused on the development of a Business Continuity Management System during the year under review. This system will help the Company anticipate and overcome disruptive events, as well as ensure that the aerodrome continues to operate, at least at a minimal level, should such circumstances materialise.

As part of the ongoing development process, the Operations Department has also been updating the Business Continuity Register, which strengthens the Company's ability to identify and manage inherent risks.



# The Passenger Experience

## THE JOURNEY FACILITATION PROGRAMME

Malta International Airport places great importance upon an exceptional airport experience for all passengers and visitors. Not wanting anyone to miss out on the excitement of air travel, the Company launched The Journey Facilitation Programme in 2018, with the aim of giving extra assistance to passengers with autism and any accompanying travellers during their airport journey. Specially trained front-liners delivered 183 journey facilitation services in 2018, which included:

- › A fast track through points such as security;
- › The possibility to use rooms designated as quiet areas;
- › Help with picking up luggage at Baggage Reclaim.

The feedback received from users of this service has so far been very encouraging, clearly highlighting that the programme is making a tangible difference to passengers who are on the spectrum and their families.

“Travelling with a child on the ASD spectrum is the most stressful thing, but today the staff we met through Malta International Airport made it the most stress-free experience we could have possibly hoped for.”

“Amazing experience for passengers with autism. This airport is in a class of its own in this respect. Thank you, you have made travelling so much easier.”



## THE SHOPPING EXPERIENCE

The Company invests significantly in its retail and property portfolio and, in 2018, it continued to enhance the shopping experience for departing passengers through the opening of a new outlet – Saltwater – and the complete revamp of the duty-free store. Saltwater houses several luxury brands, some of which were completely new to Malta when the outlet opened its doors in June. The duty-free store now occupies a much larger footprint and has added to its offering a number of new make-up and beauty product brands.

## AIRPORT TREATS AND A SENSE OF PLACE

Throughout the year, the Company sought to delight its guests with free treats; these very often being local delicacies and snacks, such as pastizzi and artisanal ice cream, giving tourists a taste of Malta and local businesses the opportunity to collaborate with Malta International Airport. In addition to this, the Company continued to inject a sense of place into the terminal, most notably through the installation of a typical Maltese balcony at the Schengen Arrivals Corridor and a typical Maltese streetscape in the entrance tunnel to the terminal.

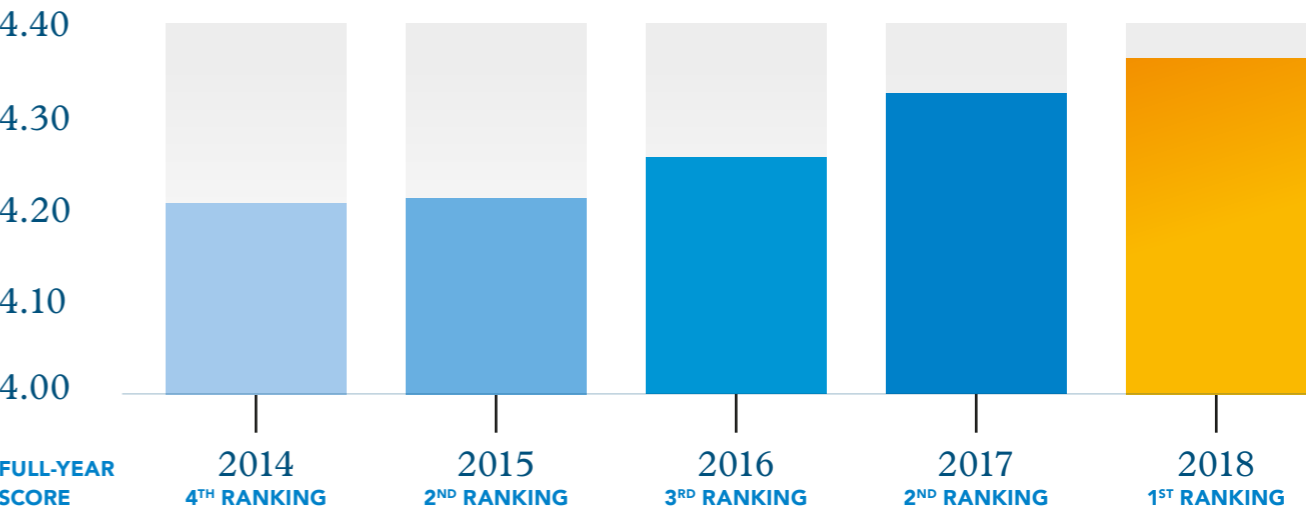
# Customer Feedback & Recognition

So as to improve the airport experience even further, the Company uses several channels as well as three main exercises to gather an understanding of how satisfied passengers and airport visitors really are with the services and facilities provided by the

airport. These three exercises are: the Airport Service Quality Survey, Information Desk Mystery Shopping, and the Brand Perception Survey, with the latter being carried on a bi-yearly basis and scheduled next for the third quarter of 2019.

## THE AIRPORT SERVICE QUALITY SURVEY

Malta International Airport participates in Airport Council International's (ACI) Airport Service Quality Survey every year. Through this survey departing passengers are asked to rate an airport's performance based on 34 key performance indicators. In 2018, Malta International Airport registered its highest overall satisfaction score to date – 4.36 – and was awarded the prestigious 'Best Airport in Europe' title in its size category. This accolade gathers even more significance in light of the fact that the Company's vision is precisely that of offering the best airport experience in Europe.



Malta International Airport also performed well on the international platform, ranking among Skytrax's top ten airports worldwide, each one hosting between five and ten million guests annually.

These rankings were based on air travellers' votes on service and product key performance indicators, such as check-in and security processes and retail options, for 550 airports across the globe.

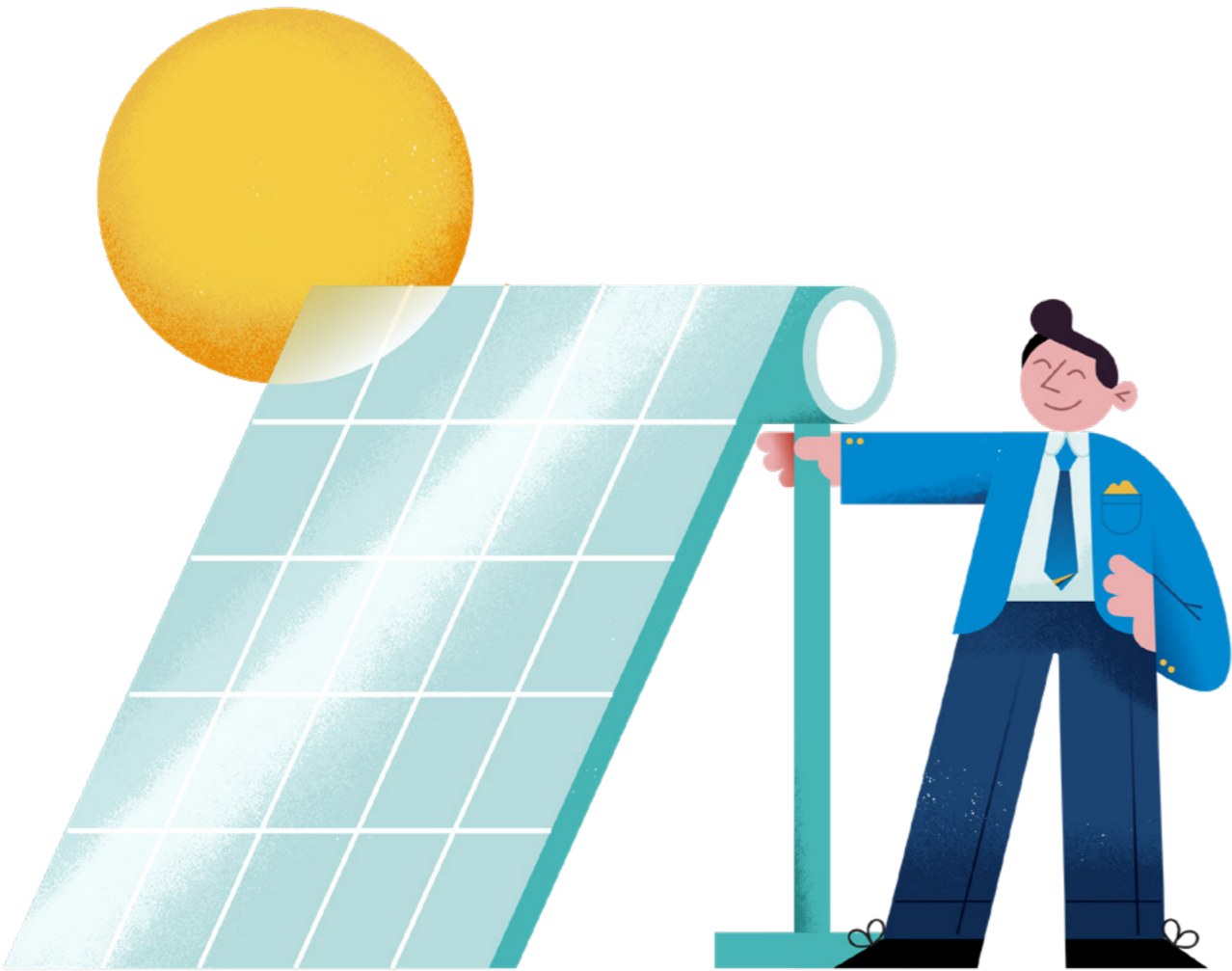
## INFORMATION DESK MYSTERY SHOPPING EXERCISES

Malta International Airport entrusts the quarterly mystery shopping exercises to a local market research consultancy firm. The information desk mystery shopping exercises assess the services being provided at the Information Desks found within the Check-in Hall and at Departures, based on criteria such as

the appearance of staff members at these two points and their courtesy in dealing with customers. Below are results for some of the indicators, including the overall impression, assessed during the year under review, compared with the results for 2017.

	Q1 2017	Q1 2018	Q2 2017	Q2 2018	Q3 2017	Q3 2018	Q4 2017	Q4 2018
Staff Appearance	92%	96%	95%	74%	87%	78%	92%	66%
Initial Contact with Customer	78%	90%	80%	86%	66%	86%	74%	87%
Helpfulness & Friendliness of Staff	70%	84%	77%	87%	84%	86%	84%	87%
Overall Impression	90%	96%	89%	93%	95%	97%	84%	100%

# Responsible Consumption and Production and Climate Action



## Safeguarding the Environment

With countries declaring climate and other environmental emergencies, safeguarding our environment, habitats and precious resources, such as water, has become a matter of urgency. Throughout 2018, the Company continued to work towards reducing water, electricity and fuel consumption, and minimising its carbon footprint even further, through a number of green measures.

### WATER CONSUMPTION

The reduction of water consumption is a top environmental goal for Malta International Airport, especially bearing in mind that Malta’s climate and dense population make it a very water-stressed country that is highly dependent on external water sources. The Company’s three main water sources are the Water Services Corporation, ground water supplied by another water provider, and rainfall. During the year under review, total water consumption registered a decrease of 11.6%.

This drop resulted from:

- Works to enhance the efficiency of hygiene systems in washrooms.
- Series of repair works to address leakages.
- Improved rain water harvesting resulting from higher rainfall levels. 33% of total water withdrawal was collected from rainwater<sup>23</sup>.

A total of 95,154m<sup>3</sup> of groundwater was used in the year under review, which represents less than 0.004% of the total groundwater volume in Malta that can be sustainably extracted (in the region of 25,000,000m<sup>3</sup>, as per FAO report 2006). This is well below 5% of the groundwater source, which means that the airport’s water consumption is not considered to be significant<sup>24</sup>.



### GRI 303-1 WATER WITHDRAWAL BY SOURCE

Source	Volume 2017 m <sup>3</sup>	Volume 2018 m <sup>3</sup>	Change 2017/18 m <sup>3</sup>
Water Services Corporation	29,316	21,418 ✓	(7,898)
Groundwater from other supplier (non-potable/ borehole)	122,898*	95,154* ✓	(27,744)
Rainwater Collected (calculated)	43,193	56,232 ✓	13,039
<b>Total consumption</b>	<b>195,407</b>	<b>172,804 ✓</b>	<b>(22,603)</b>

\* Figures include groundwater extracted from the airfield (Fire Section and Cargo Village)

<sup>23</sup> GRI 303-3: Percentage and total volume of rain water harvested and used.

<sup>24</sup> GRI 303-2: Water sources significantly affected by withdrawal of water.



ELECTRICITY CONSUMPTION<sup>25</sup>

The company purchases electricity from Enemalta p.l.c., and produces additional electricity through its photovoltaic system. During the year under review, electrical energy consumption decreased marginally by 0.7%. This drop gains more significance when considering that passenger traffic through the terminal increased by a noteworthy 13.3%<sup>26</sup>. This positive result mainly stemmed from a number of energy-saving initiatives undertaken by the Company during the year under review including:

- The replacement of existent lighting units with LED units, with the continuation of this replacement programme being undertaken in 2019
- The replacement of air conditioning units and lifts with more efficient ones



BETWEEN 2016 AND 2019,  
THE COMPANY INVESTED OVER  
1 MILLION EURO IN PHOTOVOLTAIC  
PANELS, ENABLING IT TO PRODUCE  
CLEAN ENERGY AS THE  
SUN SHINES.

THE NET ELECTRICAL  
CONSUMPTION PER PASSENGER  
IN KWH DECREASED BY 12.32%  
TO STAND AT 2.024  
KWH/PASSENGER<sup>27</sup>.

FUEL CONSUMPTION<sup>28</sup>

The company uses diesel and petrol to power its generators and run its vehicle fleet. Diesel consumption, which accounts for the larger part of total fuel consumed by MIA, increased by 10.7% over 2017. This increase mainly stemmed from a more frequent use of operational cars and airport sweepers as a result of a much busier airport operation and to ensure the highest levels of safety. Petrol consumption also increased by 7.7%. Despite these increases, the Company is continuing with its fleet replacement programme, which provides for the substitution of old vehicles with more efficient ones and the introduction of electric hybrid vehicles.

GREENHOUSE GAS (GHG) EMISSIONS  
INTENSITY PER PASSENGER

The company successfully lowered its Greenhouse Gas (GHG) emissions intensity per passenger even further during the year under review. The drop of 12.0% registered led GHG emissions intensity per passenger to reach 0.92 kg of CO<sub>2</sub>/passenger, which is lower than the Company's initial target for the year. This percentage<sup>29</sup> reflects an updated emission factor for 2018, which takes into consideration the consumption from Malta's energy mix. As a result of this update in the emission factor, 2017 figures were also restated to show a revised CO<sub>2</sub> emission intensity per passenger reading of 1.05.

1.05KG OF CO<sub>2</sub>  
PER PASSENGER  
IN 2017



Source of Emissions	2017	2018
Scope 1 Emissions	170	188 ✓
Scope 2 Emissions	6,143	6,103 ✓
Passenger Movements	6,007,636*	6,806,232*
CO <sub>2</sub> Emissions Intensity (Kg CO <sub>2</sub> /pax.)	1.05	0.92

\* These figures do not include transit passengers and freight as they do not contribute significantly to emissions.

CLIMATE CHANGE AND RISKS AND OPPORTUNITIES FOR THE BUSINESS<sup>30</sup>

Climate change is one of the biggest challenges that is faced by countries, communities, and businesses nowadays, especially since a number of factors that impact day-to-day life and business operations are affected by this phenomenon. With this in mind, the company takes a number of measures and initiatives aimed at ensuring that climate change and its effects do not develop into a threat to Malta International Airport's operation and the wellbeing of its employees, customers and passengers in the long run.

Moreover, the airport's success is dependent on the islands' tourism offering which includes clean air, clean seas<sup>31</sup>, and good weather, with weather being the second most cited reason for visiting the islands by foreign departing passengers<sup>32</sup>. The future threat of climate change can thus very tangibly affect operations

and traffic flow, especially when considering that findings from a recent study put Valletta among the top 10 cities that will be hit the worst by drought and heatwaves<sup>33</sup>.

So as to address these risks and ensure its long-term viability, the airport has adopted a standard methodology which is based on the guiding principles of the International Risk Management Standard ISO 31000:2009 and the COSO (Committee of Sponsoring Organisations of the Treadway Commission) standard for Enterprise Risk Management. A Risk Management Committee was set up in 2015 to oversee the development and implementation of the Risk Management Policy and Procedures. Part of the committee's role is to identify the threats posed by climate change and provide possible solutions.

<sup>25</sup> For a more comprehensive break-down of electricity consumption, refer to GRI 302-1 on pg 54.

<sup>26</sup> This percentage increase was used for the purposes of sustainability calculations for 2018, and calculated on the basis of schedule and charter passengers only, rather than schedule, charter and transit passengers, since passengers in transit do not contribute significantly to emissions.

<sup>27</sup> For more information about energy intensity calculation, refer to GRI 302-3 on pg 54.

<sup>28</sup> For a more comprehensive break-down of fuel consumption, refer to GRI 302-1 on pg 54.

<sup>29</sup> GRI 102-48: Report the effect of any restatements of information given in previous reports, and the reasons for such restatements.

<sup>30</sup> GRI 201-2: Financial implications and other risks and opportunities due to climate change.

<sup>31</sup> For more information about how the Company is striving to safeguard Malta's seas, please refer to pg 13.

<sup>32</sup> MISCO Passenger Profile Report January – December 2018.

<sup>33</sup> Future heat-waves, drought and floods in 571 European cities'. Selma Guerreiro, Richard Dawson, Chris Kilsby, Elizabeth Lewis and Alistair Ford. Environmental Research Letters. Jan 2018.

THE RISK MANAGEMENT COMMITTEE’S MAIN FUNCTIONS ARE TO:

- Build a risk-aware culture within the organisation including appropriate education;
- Develop and recommend to the Board a risk management framework, including the relative policy and procedures;
- Coordinate and review the risk assessment, evaluation and response processes undertaken by management;
- Monitor and report on risk performance.

To get a better understanding of its carbon emissions and achieve further carbon reductions, Malta International Airport joined Airports Council International’s Airport Carbon Accreditation Programme at the Mapping Level in 2016. This means that the airport is currently being assessed on the basis of its efforts to measure its carbon footprint. Another important initiative in this regard is the publication of this very report, which is aimed at enabling Malta International Airport to measure and audit its practices in a transparent and accountable manner.



An Apiculture Project












Following the announcement of its collaboration with a local beekeeper in 2017, Malta International Airport continued to provide space for an apiary on the airport campus. Through this collaboration, the airport is doing its bit to safeguard the endemic Maltese honeybee, Apis mellifera ruttneri, which is facing a serious threat of extinction posed by a number of factors such as inadequate habitats.

In 2018, the Company also agreed to support a student with his research on apiculture initiatives by procuring and planting plant species including Mediterranean heath, rosemary and thyme around the airport campus. These species are endemic to the Maltese islands and are thus expected to be highly beneficial to the bee population, especially at a time when their food sources are diminishing.

BEES POLLINATE A THIRD OF EVERYTHING WE EAT, MEANING THAT THESE INDUSTRIOUS CREATURES ARE ESSENTIAL CONTRIBUTORS TO OUR SURVIVAL!

WASTE MANAGEMENT AND SPILLS<sup>34</sup>

The table below shows the types of waste generated by the company, the quantity for each type, and the method of disposal.

Type of Waste		Unit	Method of Disposal	2017	2018	Change 2017/2018
	General waste	Kg	Landfill	513,630	680,688 ✓	167,058
	Mixed Industrial waste (includes construction material & sand)	Kg	Landfill	264,371	252,110 ✓	(12,261)
	Cardboard	Kg	Recycling	68,865	81,615 ✓	12,750
	Glass	Kg	Recycling	18,380	24,500 ✓	6,120
	Plastic	Kg	Recycling	8,150	10,550 ✓	2,400
	Iron and Steel	Kg	Recycling	N/A	5,540 ✓	N/A
	Tyres	Kg	Recycling	9,920	4,920 ✓	(5,000)
	Paper	Kg	Recycling	1,400	2,990 ✓	1,590
	Dry powder/Gravel	Kg	Landfill	N/A	600 ✓	N/A
Total (Non-hazardous waste)		Kg	Landfill	884,716	1,063,513 ✓	178,797
	Hazardous Waste - IT/Electronic Equipment	Kg	Disposal/Destruction by Third Party	1,460	1,020 ✓	(440)
	Hazardous Waste - Batteries	Kg	Disposal/Destruction by Third Party	N/A	3 ✓	N/A
	Hazardous Waste - Other (includes fluorescent tubes)	Kg	Disposal/Destruction by Third Party	N/A	3,489 ✓	N/A
Total (Hazardous waste)		Kg		1,460	4,512 ✓	3,052
	Number of Open type skips emptied (general waste from various areas, mainly related to works)	Number	Landfill	390	460 ✓	70

 WASTE

While the Company did generate construction waste from the many infrastructural projects undertaken during the year, no quality data is available to be able to estimate the weight. Construction waste generated from works carried out by Malta International Airport staff is disposed of in a skip placed on site, with the Company noting the need to find a suitable quarry for proper disposal of the waste. Waste from bigger scale works supervised by the Projects Department is disposed of by the respective contractor.

 SPILLS

A number of minor fuel spillages as well as a couple of relatively serious spillages were reported during the year under review. Immediate action was taken to clear these spills so as to prevent contamination and damage. The more serious spills were cleared through the use of sand to absorb the fuel, detergent to dilute the fuel and clean the affected area, and the airport sweepers. All spills, and consequent action taken, were logged by MLA’s Rescue and Firefighting Department.

<sup>34</sup> GRI 306-2 and GRI 306-3.

— Appendices



APPENDIX 1:

Criteria for reporting on select sustainable information – 31st December 2018

The following reporting criteria are based on the GRI sustainability reporting guidelines.

Category	Aspect	Indicator	Description of Indicator	Specific	Basis of Measurement	Page in Report
Economic	Market Presence	GRI 202-1	Ratio of standard entry level wage by gender compared to local minimum wage	1. 2018 entry level salaries 2. 2018 actual lowest salary paid	Information extracted from the most recent Collective Agreement (2013) Information extracted from the company's payroll records	53
	Procurement practices	GRI 204-1	Proportion of spending on local suppliers at significant locations of operations	15% of total suppliers are being outsourced to EU and non-EU suppliers.	Information was extracted from the Group's purchase ledger, adjusted to include accruals, and is inclusive of VAT	27
Environment	Energy	GRI 302-1	Energy consumptions within the organisation	1. Indirect energy consumption in kWh (electricity) 2. Direct energy consumption in litres (Fuel: Diesel & Petrol)	1. Electricity consumption was based on MIA meter readings and supplier invoices (net of metered energy consumption by tenants/airport partners) 2. Consumption of fuel purchased was based on supplier invoices	54
	Water	GRI 303-1	Water withdrawal by source	Water sourced from: 1. Water Services Corporation 2. Groundwater 3. Rainwater collection	1. Water consumption was based on MIA meter readings and supplier invoices 2. Information for groundwater extraction was based on third party invoices and meter readings 3. Estimates based on catchment areas and MET office rainfall readings	37
		GRI 303-3	Percentage and total volume of water recycled and reused	Rainwater collected/stored for reuse as a percentage of total water withdrawn	Information as per GRI 303-1	54

Category	Aspect	Indicator	Description of Indicator	Specific	Basis of Measurement	Page in Report
Environment (Contd.)	Emissions	GRI 305-1	Direct greenhouse gas (GHG) emissions (Scope 1)	GRI 302-1 scope 1 measurements converted to GHG emissions using standard emission factors for fuels.	Reference Document: Airport Carbon Accreditation Document; Issue 5: September 2012 published by Airports Council International.	55
		GRI 305-2	Energy indirect greenhouse gas (GHG) emissions (Scope 2)	GRI 302-1 scope 2 measurements converted to GHG emissions for emission factors provided by the National Utility Provider (Enemalta plc.)	Emission factors provided by Enemalta plc for 2016 have been used.	55
Social	Employment	GRI 401-1	Total number of new employees hired and employee turnover by age, group, gender and region		Information was extracted from the company's payroll records	56
	Occupational health & safety	GRI 403-2	Type of injury and rate of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender	1. Injury rate 2. Lost day rate 3. Absentee rate	1. Information was extracted from the Occupational Health & Safety Report 2. Information was extracted from MIA's payroll system 3. Information was extracted from MIA's payroll system	58
	Training & education	GRI 404-1	Average hours of training per year per employee by gender, and employee category		Information was based on records kept by the company	58
		GRI 404-3	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category		Information was based on records kept by the company	58
	Diversity & equal opportunities	GRI 405-1	Composition of Governance Bodies and breakdown of employees per employee category, age group, minority, group membership, and other indicators of diversity		Information was based on terms of reference for each committee and payroll records	59 - 60
	Equal remuneration for men & women	GRI 405-2	Rate of basic salary and remuneration of women to men by employee category, by significant locations of operation		Information was extracted from the company's payroll	61

APPENDIX 2:

Independent assurance report on the Malta International Airport plc sustainability report for the year ended 31 December 2018

To the Corporate Responsibility (CR) Committee of the Malta International Airport plc

We have undertaken a limited assurance engagement in respect of the selected sustainability information listed below and identified with a ‘✓’ in the Malta International Airport plc (‘MIA’) sustainability report for the year ended 31 December 2018 (‘Sustainability Report 2018’) (‘Identified Sustainability Information’).

IDENTIFIED SUSTAINABILITY INFORMATION

The Identified Sustainability Information for the year ended 31 December 2018 is summarised below:

- Ratio of standard entry level wage by gender compared to the local minimum wage, as identified within GRI 202-1;
- Proportion of spending on local suppliers, as identified within GRI 204-1.
- Energy consumption, as identified within GRI 302-1;
- Water consumption, as identified within GRI 303-1 and GRI 303-3;
- Greenhouse gas emissions (Scope 1 and 2) (‘GHG’), as identified within GRI 305-1 and GRI 305-2;
- Waste disposal, as identified within GRI 306-2;
- Certain social indicators, related primarily to employee related information, as identified within GRI 401-1, GRI 403-2, GRI 404-1, GRI 404-3, GRI 405-1 and GRI 405-2;

Our assurance was with respect to the year ended 31 December 2018 information only and we have not performed any procedures with respect to any other unidentified elements included in the Sustainability Report 2018, and, therefore, do not express any conclusion thereon.

CRITERIA

The criteria used by MIA to prepare the Identified Sustainability Information is set out in Appendix I ‘Criteria for reporting on select Sustainable Information – 31 December 2018’ on pages 43 and 44 of the Sustainability Report 2018 (the ‘Criteria’).

MIA’S RESPONSIBILITY FOR THE IDENTIFIED SUSTAINABILITY INFORMATION

MIA is responsible for the preparation of the Identified Sustainability Information in accordance with the Criteria and the GRI Sustainability Reporting Standards (the ‘GRI Standards’). This responsibility includes:

- › Designing, implementing and maintaining internal controls relevant to the preparation and presentation of the Identified Sustainability Information that is free from material misstatement, whether due to fraud or error;
- › Applying an appropriate basis of preparation and making estimates that are reasonable in the circumstances;
- › Establishing objective criteria for preparing the Identified Sustainability Information;
- › Application of GRI principles to ensure compliance with GRI Standards at the Core level;
- › Responsibility for the content of the Sustainability Report 2018, including responsibility for determining the Material Aspects (as defined in GRI Standards), Indicators (as so defined) and other content of the Sustainability Report 2018; and
- › Retention of sufficient and appropriate evidence to support the aforementioned.

INHERENT LIMITATIONS

The absence of a significant body of established practice on which to draw to evaluate and measure non-financial information allows for different, but acceptable, measures and measurement techniques and can affect comparability between entities. In addition, GHG quantification is subject to inherent uncertainty because of incomplete scientific knowledge used to determine emissions factors and the values needed to combine emissions of different gases.

OUR INDEPENDENCE AND QUALITY CONTROL

We have complied with the independence and other ethical requirements of the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants, which is founded on the fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

Our firm applies International Standard on Quality Control 1 and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

OUR RESPONSIBILITY

Our responsibility is to express a limited assurance conclusion on the Identified Sustainability Information based on the procedures we have performed and the evidence we have obtained. We conducted our limited assurance engagement in accordance with International Standard on Assurance Engagements 3000, Assurance Engagements other than Audits or Reviews of Historical Financial Information’, and, in respect of greenhouse gas emissions, International Standard on Assurance Engagements 3410, Assurance Engagements on Greenhouse Gas Statements, issued by the International Auditing and Assurance Standards Board. These standards require that we plan and perform this engagement to obtain limited assurance about whether the Identified Sustainability Information is free from material misstatement.

A limited assurance engagement involves assessing the suitability in the circumstances of MIA’s use of the Criteria as the basis for the preparation of the Identified Sustainability Information, assessing the risks of material misstatement of the Identified Sustainability Information whether due to fraud or error, responding to the assessed risks as necessary in the circumstances, and evaluating the overall presentation of the Identified Sustainability Information. A limited assurance engagement is substantially less in scope than a reasonable assurance engagement in relation to both the risk assessment procedures, including an understanding of internal control, and the procedures performed in response to the assessed risks.

The procedures we performed were based on our professional judgment and included inquiries, observation of processes performed, inspection of documents, analytical procedures, evaluating the appropriateness of quantification methods and agreeing or reconciling with underlying records.

Given the circumstances of the engagement, in performing the procedures listed above we:

- › Made inquiries of the persons responsible for the Identified Sustainability Information;
- › Obtained an understanding of the process for collecting and reporting the Identified Sustainability Information;
- › Performed limited substantive testing on a selective basis of the Identified Sustainability Information to check that data had been appropriately measured, recorded, collated and reported;
- › Evaluated whether the Company’s methods for developing estimates are appropriate; and
- › Considered the presentation of the Identified Sustainability Information.

Our procedures were limited to the Identified Sustainability Information, and we have not performed any procedures in relation to any other GRI disclosures included in the Sustainability Report 2018, including the completeness thereof.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had we performed a reasonable assurance engagement. Accordingly, we do not express a reasonable assurance opinion about whether MIA’s Identified Sustainability Information has been prepared, in all material respects, in accordance with the Criteria.

LIMITED ASSURANCE CONCLUSION

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the MIA’s Identified Sustainability Information for the year ended 31 December 2018 is not prepared, in all material respects, in accordance with the Criteria.

RESTRICTION OF USE

This report, including the conclusion, has been prepared solely for the CR Committee of MIA as a body, to assist them in reporting on MIA’s sustainable development performance and activities. We permit the disclosure of this report within the Sustainability Report 2018, to enable the CR Committee to demonstrate that it has discharged its governance responsibilities by commissioning an independent assurance report in connection with the Sustainability Report 2018. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the CR Committee as a body and MIA for our work or this report save where terms are expressly agreed and with our prior consent in writing.

PricewaterhouseCoopers

78 Mill Street  
Qormi, Malta



Romina Soler, Partner  
4 June 2019

APPENDIX 3:

General Disclosures

This appendix includes additional detail on certain general, economic, environmental and social disclosures.

GRI 102-8 INFORMATION ON EMPLOYEES AND OTHER WORKERS

Number of Employees	357		
	Full-time	Part-time	Total
Indefinite Contract	234	5	239
Definite Contract	90	28	118
Indefinite Contract	Female	Male	Total
Full-time	70	164	234
Part-time	5	0	5
Definite Contract	Female	Male	Total
Full-time	33	57	90
Part-time	19	9	28
All	Female	Male	Total
Full-time	103	221	324
Part-time	24	8	32
Apprentices	0	1	1
CONTRACTED			
Cleaning (Servizi Malta)		53	
Security (G4S)		83	
SITA			
Management		5	
Applications		2	
IT		9	
Networks		3	
Electronics		7	
SELF-EMPLOYED			
Maintenance		1	
Subcontracted		2	

GRI 102-11 DESCRIBE HOW AND WHY THE PRECAUTIONARY APPROACH OR PRINCIPLE IS ADDRESSED IN THE ORGANISATION

MIA observes the Precautionary Principle by adhering to every legal obligation which applies to it and which is derived from the Precautionary Principle.

GRI 102-12 A LIST OF EXTERNALLY-DEVELOPED ECONOMIC, ENVIRONMENTAL AND SOCIAL CHARTERS, PRINCIPLES, OR OTHER INITIATIVES TO WHICH THE ORGANISATION SUBSCRIBES, OR WHICH IT ENDORSES, AND GRI 102-13 A LIST OF THE MAIN MEMBERSHIPS OF INDUSTRY AND OTHER ASSOCIATIONS, AND NATIONAL OR INTERNATIONAL ADVOCACY ORGANISATIONS

- › Incentive Programme for Airlines including schemes such as free landing in winter, reductions on parking and marketing support (established in 2007, revised in 2012)
- › The Malta Airport Foundation; an independent non-profit organisation that invests in Maltese heritage and the environment (established in 2015)
- › Participant in Airport Council International's Airport Carbon Accreditation Programme at the Mapping Level (joined in 2016)
- › Participant in Airport Council International's Airport Service Quality Survey (joined in 2006)
- › Donations to several charities

GRI 102-40 LIST OF STAKEHOLDER GROUPS / 102-42 IDENTIFYING AND SELECTING STAKEHOLDERS

Stakeholder Group	Type of Engagement	Frequency of Engagement	Key Interests
All	Website	Daily	<ul style="list-style-type: none"><li>• Airport operation and development</li><li>• Passenger Experience</li><li>• Retail offering and airport value</li><li>• Route Network</li><li>• Facilities and Services</li></ul>
	Facebook	Daily	
	Twitter	Daily	
	Email / Web contact	As needed	
Passengers	ASQ Survey	Quarterly	<ul style="list-style-type: none"><li>• Passenger Experience</li><li>• Retail offering and airport value</li><li>• Facilities and Services</li><li>• Waiting times, cleanliness, ambience</li><li>• Flight Information</li><li>• Route Network</li></ul>
	On-site Advertising	Daily	
	Customer Service Team Interaction	As needed	
	Feedback Forms	As needed	
	Flight Information Display System		
Investors	Company Announcements	As needed	<ul style="list-style-type: none"><li>• Airport operation and development</li><li>• Terminal Facilities &amp; Services</li><li>• Share Price</li><li>• Financial performance</li><li>• Traffic growth</li><li>• Corporate governance</li></ul>
	Shareholders' Newsletter	Periodically	
	Phone / Email contact	As needed	
	Annual Report	Yearly	
	Traffic Results	Monthly	
Media	Press Releases	As needed	<ul style="list-style-type: none"><li>• Airport operation and development</li><li>• Traffic growth</li><li>• Weather</li><li>• Safety and Security</li><li>• Environmental Impact</li></ul>
	Traffic Results	Monthly	
	Email / Phone Contact	As needed	
	Meetings	As needed	
	Hospitality Events	Yearly	

GRI 102-43: REPORT THE ORGANISATION’S APPROACH TO STAKEHOLDER ENGAGEMENT – FREQUENCY OF ENGAGEMENT WITH EACH STAKEHOLDER AND IF ANY ENGAGEMENT WAS SPECIFICALLY TAKEN TO PREPARE THE REPORT (INCL. SURVEYS, FOCUS GROUP, WRITTEN COMMUNICATION ETC.)

The company engages with its different stakeholders via different channels, platforms, and means depending on the issue at stake. While the company strives to listen to what all of its stakeholders have to say, it makes an additional effort with regard to social, environmental, and economic issues that impact its stakeholders or matter to them.

GRI 102-44: REPORT THE KEY TOPICS AND CONCERNS THAT HAVE BEEN RAISED THROUGH STAKEHOLDER ENGAGEMENT AND HOW THE ORGANISATION HAS RESPONDED TO THOSE KEY TOPICS AND CONCERNS, INCLUDING THROUGH ITS REPORTING. REPORT THE STAKEHOLDER GROUPS THAT RAISED THE KEY TOPICS AND CONCERNS.

Stakeholder Group	Type of Engagement	Frequency of Engagement	Key Interests
Landside / Local Visitors	Local Advertising	Periodically	<ul style="list-style-type: none"><li>• Retail offering and airport value</li><li>• Parking Availability - Value</li></ul>
	On-site Advertising	Daily	
	Events	As needed	
Students	Job Shadowing/Placements	Ongoing	<ul style="list-style-type: none"><li>• Hands-on work experience</li><li>• Experience in a work environment</li></ul>
Airlines	Day-to-day communications	As needed	<ul style="list-style-type: none"><li>• Operational Issues - Slots, Timely processes</li><li>• Charges - Incentives</li><li>• Safety &amp; Security</li><li>• Airport planning and development</li><li>• Airport services</li></ul>
	Conferences	As needed	
	Meetings	As needed	
	Events	Biannual	
	Newsletter	Quarterly	
Local Community	Local Council meetings to discuss ongoing concerns	Biannual	<ul style="list-style-type: none"><li>• Traffic Congestion</li><li>• Air Quality</li><li>• Noise</li><li>• Impact of airport developments</li></ul>
Tenants	Meetings with main operators	Monthly	<ul style="list-style-type: none"><li>• Passengers - Experience and Growth</li><li>• Business continuity planning</li><li>• Operational Issues</li><li>• Staff benefits - parking etc.</li><li>• Marketing Collaborations</li><li>• Customer feedback and consumption trends</li></ul>
	Marketing Initiatives Meetings	Quarterly	
	Ad hoc meetings	As needed	
Suppliers	Day-to-day communications	As needed	<ul style="list-style-type: none"><li>• Airport safety and security</li><li>• Ethics and integrity</li><li>• Health &amp; Safety</li><li>• Service performance</li><li>• Supply chain management</li><li>• Procurement practices</li></ul>
	Key Supplier Meetings	Monthly	
	Presentations (Pax Survey)	Biannual	
	Feedback and improvements meeting (Fuel Services Provider)	Monthly	
	Feedback of Airport Service Quality	As needed	
	Improvement on existing procedures and feedback on airlines' comments (MATS)	Bimonthly	

Stakeholder Group	Type of Engagement	Frequency of Engagement	Key Interests
Ground Handling Services	Occurrence Report Meetings	Monthly	<ul style="list-style-type: none"><li>• Capacity constraints - airport planning</li><li>• Operational efficiency</li><li>• Safety &amp; Security</li><li>• Passenger experience</li><li>• Passenger growth</li></ul>
	Resource Allocation	Quarterly	
	Customer Experience Improvements	Quarterly	
	Aircraft turnaround meetings and other operational requirements	Quarterly	
	Feedback of Airport Service Quality	Quarterly	
	Staff training and Competency (PRM providers)	Bimonthly	
Tourism Bodies - MTA, MHRA	Meetings	Monthly	<ul style="list-style-type: none"><li>• Connectivity</li><li>• Airline satisfaction</li><li>• Passenger Growth</li><li>• Customer experience</li></ul>
	Day-to-day communications	As needed	
	Conferences	Quarterly	
Regulators / Committees (incl. Customs Authority, Immigration Authority, Airline Operators Committee, Airport Users Committee)	Aircraft and Passenger Handling Meetings (Airline Operators Committee)	Bimonthly	<ul style="list-style-type: none"><li>• Capacity constraints</li><li>• Airport planning and development</li><li>• Operational issues</li><li>• Airport safety and security</li></ul>
	Terminal and Airfield Operations (Airport Users Committee)	Biannual	
	Day-to-day communications on Aviation & Airport Security (OMAS/AVSEC)	As needed	
	Airport Emergency Planning meeting (AFM, CPD, MDH, Malta Police)	As needed	
	Aerodrome Regulatory Meeting (TM-CAD)	Bimonthly	
	Feedback of Airport Service Quality	As needed	
	Resource Allocation Meetings	As needed	
Employees	Employee Survey	Biannual	<ul style="list-style-type: none"><li>• Occupational Health and Safety</li><li>• Business continuity and strategic planning</li><li>• Staff remuneration, benefits and well-being</li><li>• Job Satisfaction</li><li>• Operational issues</li><li>• Corporate governance</li><li>• Compliance</li></ul>
	Consultative groups	As needed	
	Day-to-day communications as part of operational management	Daily	
	Occupational Health & Safety Committee	Bimonthly	
	Connections Employee Magazine	Biannual	
	Exit interview	As needed	
	Departmental Meetings	Quarterly	
	Performance reviews (management team)	Biannual	
	Internal Marketing News	As needed	

GRI 103-2 NUMBER OF GRIEVANCES ABOUT IMPACTS ON SOCIETY FILED, ADDRESSED, AND RESOLVED THROUGH FORMAL GRIEVANCE MECHANISM

As per the company’s Collective Agreement, employees can report grievances through Clause 39. Grievances Procedure. No such grievances were reported during the year under review.

Economic

GRI 201-1 DIRECT ECONOMIC VALUE GENERATED AND DISTRIBUTED

Direct Economic Value Generated		2017		2018
Revenues	i	€82,369,154	11.9%	€92,191,719
Sale of Assets	ii	€208,765	0.0%	€208,765
Financial Investments	iii	€4,406	(259.4%)	(€7,021)
		€82,582,325	11.9%	€92,393,463

Economic Value Retained				
EVG-EVD		€18,031,108	34.7%	€24,296,618
		€18,031,108	34.2%	€24,190,043

Note: For an explanation of these figures, refer to the Directors’ Report in the company’s Annual Report 2018, which is available for download on [www.maltairport.com](http://www.maltairport.com).

GRI 201-4 FINANCIAL ASSISTANCE RECEIVED FROM GOVERNMENT

Malta International Airport did not receive any financial assistance, including grants and subsidies, from government in any form whatsoever. The Government of Malta has a stake in Malta International Airport, as a result of which it receives returns in the form of dividends. This shareholding is always reported in the financial statements.

GRI 202-1 RATIO OF STANDARD ENTRY WAGE LEVEL BY GENDER COMPARED TO THE LOCAL MINIMUM WAGE

Malta International Airport is bound by a Collective Agreement with two workers’ unions. This represents employees at an entry level wage that is, at least, 49% ✓ higher than the minimum wage. However, as tabulated below, average actual entry level wages exceed the wages stipulated in the Collective Agreement. To calculate the wages tabulated below a payroll report covering up until the 31st December 2018 was extracted. Following this, employees were split into the three categories indicated below and employees who terminated their employment with the company during the year under review were removed. The pro-rata basic and gross salary was calculated for employees working reduced hours and employees working on a part-time basis.

	Entry Level Wage 2018 (as per Collective Agreement)	Ratio to Minimum Wage	Actual Entry Level Wage 2018 Males	Ratio to Minimum Wage	Actual Entry Level Wage 2018 Females	Ratio to Minimum Wage	Minimum Wage Full-time 18years+ 2018
Administration	€14,229.81 ✓	159% ✓	€15,537.65 ✓	173% ✓	€16,279.48 ✓	181% ✓	€8,970.52
Operational	€16,001.83 ✓	178% ✓	€16,001.83 ✓	178% ✓	€16,690.05 ✓	186% ✓	€8,970.52
Technical	€15.181.75 ✓	169% ✓	€18,229.45 ✓	2013% ✓	€24,102.93 ✓	269% ✓	€8,970.52

GRI 203-2 SIGNIFICANT INDIRECT IMPACTS

	DIRECT	INDIRECT	INDUCED	CATALYTIC	TOTAL
GDP (€ million)	€208	€80	€82	€292	€662
Employment	3,800	2,100	2,300	7,100	15,300

	JOBS	INCOME € billion	GDP € billion	% of National GDP
DIRECT	3,800	0.12	0.21	2.9%
DIRECT, INDIRECT & INDUCED	8,200	0.21	0.37	5.1%
CATALYTIC	7,100	0.21	0.29	4.1%
TOTAL	15,300	0.34	0.66	9.2%

Source: The Economic Impact of European Airports (2015)

# Environmental

GRI 302-1 ENERGY CONSUMPTION WITHIN THE ORGANISATION

ELECTRICAL ENERGY

Description	2017 (kWh)	2018 (kWh)
Electrical energy brought from Enemalta for Airfield & Terminal Operations	12,502,852	12,341,597 ✓
Electrical energy produced by the Malta Airport PV system	630,026	602,571 ✓
Electricity consumption of SkyParks Business Centre	734,364	831,666 ✓
Total net electrical energy consumed by the organisation	13,867,242	13,775,834 ✓

FUEL

Description	Fuel type	2017 (litres)	2018 (litres)
Fuel used by terminal generators	Diesel	1,540	490 ✓
Fuel used by airfield generators		3,625	7,070 ✓
Fuel used by Skyparks generators		208	201 ✓
Fuel used by vehicles		56,268	60,455 ✓
Total volume of diesel used by the organisation		61,642	68,216 ✓
Fuel used by vehicles	Petrol	2,078	2,237 ✓
Total volume of petrol used by the organisation		2,078	2,237 ✓

GRI 302-3 ENERGY INTENSITY

Description	2017	2018	Change 2017/2018
Passenger Movements	6,007,636*	6,806,232*	13.29%
Energy Intensity – (Net electrical consumption per passenger in kWh/passenger)	2.31	2.02	(12.32%)

\* This figure does not include transit passengers and freight as they do not contribute significantly to emissions.

GRI 303-3 WATER RECYCLED AND USED

Total water withdrawal 2017	195,407 m³
Rainwater collected / stored for re-use 2017	43,193 m³
% of recycled water used, 2017	22%
Total water withdrawal 2018	172,804 m³ ✓
Rainwater collected / stored for re-use 2018	56,232 m³ ✓
% of recycled water used, 2018	33% ✓

GRI 305-1 DIRECT (SCOPE 1) GHG EMISSIONS

Source of Emission	2017 (litres)	2018 (litres)	Emission Factor kg CO <sub>2</sub> /litre	2017 CO <sub>2</sub> (Tonnes)	2018 CO <sub>2</sub> (Tonnes)
Fuel used by generators – Diesel	5,373	7,761	2.675	14.37	20.76 ✓
Fuel used by vehicles – Petrol	2,078	2,237	2.272	4.72	5.08 ✓
Fuel used by vehicles - Diesel	56,268	60,455	2.675	150.52	161.72 ✓
Total for the organisation				169.61	187.56 ✓

GRI 305-2 ENERGY INDIRECT (SCOPE 2) GHG EMISSIONS

	2017	2018
Net energy consumed by the organisation	13,867,242	13,775,834 ✓
Emission factor kg CO <sub>2</sub> /kWh	0.443*	0.443* ✓
CO <sub>2</sub> emissions (kg)	6,143,188	6,102,695 ✓
CO <sub>2</sub> emissions (Tonnes)	6,143	6,103 ✓

\*The emission factor used here was revised downwards from 0.4516kg CO<sub>2</sub>/passenger following the publication of the official emission factor by the main electricity provider for the Maltese islands for 2017. The revised emission factor is substantially lower as it takes into consideration electricity generated by domestic and commercial PV panels, whose number is on the increase, and electricity generated in Sicily and accessed through an interconnector. The figures reported for 2017 were converted using the revised emission factor so as to be able to draw fairer comparisons with the year under review.

GRI 307-1 NON-COMPLIANCE WITH ENVIRONMENTAL RULES AND REGULATIONS

No fines or non-monetary sanctions for non-compliance with environmental laws and regulations were imposed on Malta International Airport, and no complaints regarding environmental issues were reported to Malta International Airport for the year under review. Data regarding regulatory visits and subsequent correspondence has yet to be compiled.

Social

GRI 205-1 OPERATIONS ASSESSED FOR RISKS OF CORRUPTION

The company's risk register includes an area, which presents a potential risk of corruption.

DEPARTMENT	PROCUREMENT & ADMINISTRATION
Key Business Function	Procurement Management
Main Objective	Ethical conduct in supplier relationships
Key Risk	Bribery / corruption of Malta International Airport officials in the award and administration of supplier purchase orders and contracts.

GRI 205-3 CONFIRMED INCIDENTS OF CORRUPTION AND ACTIONS TAKEN

The company has never been involved in allegations relating to corruption and no incidents of corruption have been reported or confirmed. For the sake of completeness, the Company also wishes to disclose that its former CEO was dismissed in 2015 on the basis of allegations that he disclosed information pertaining to the Company. The former CEO is contesting the allegations before the Malta Industrial Tribunal.

GRI 206-1 TOTAL NUMBER OF LEGAL ACTIONS FOR ANTI-COMPETITIVE BEHAVIOUR, ANTI-TRUST, AND MONOPOLY PRACTICES AND THEIR OUTCOMES

There were no antitrust or anti-competitive actions involving MIA during the reporting period.

GRI 401-1 NEW EMPLOYEE HIRES AND EMPLOYEE TURNOVER, BY AGE GROUP AND GENDER

AGE GROUPS	MALE				FEMALE			
	Hired	%	Left	%	Hired	%	Left	%
Under 30 years	26 ✓	7.3% ✓	4 ✓	1.1% ✓	16 ✓	4.5% ✓	2 ✓	0.6% ✓
30 - 50 years	23 ✓	6.4% ✓	9 ✓	2.5% ✓	10 ✓	2.8% ✓	5 ✓	1.4% ✓
Over 50 years	4 ✓	1.1% ✓	7 ✓	2.0% ✓	3 ✓	0.8% ✓	4 ✓	1.1% ✓

GRI 401-2 BENEFITS PROVIDED TO FULL-TIME EMPLOYEES THAT ARE NOT PROVIDED TO TEMPORARY OR PART-TIME EMPLOYEES, BY SIGNIFICANT LOCATIONS OF OPERATION

The majority of full-time employees are covered by the Collective Agreement. The Collective Agreement splits employees into three categories: Administration, Technical and Operations. All employees in the three categories benefit from the below list under ‘Collective Agreement Employees’. Part-time employees are also eligible for the benefits listed on the next page.

LIST OF BENEFITS	MANAGEMENT	PROFESSIONALS	COLLECTIVE AGREEMENT EMPLOYEES
Health Insurance	x	x	x
Group Life Insurance	x	x	x
Redundancy Payments	x	x	x
Allowances for working in dangerous areas			x
Transport Arrangements			x
Uniforms			x
Dry Cleaning			x
Wellbeing Allowance			x
Welfare Fund			x
Employee Car Parking	x	x	x
Company Bonus			x
Disability & Retirement Benefit	x	x	x
Injury Benefit	x	x	x
Bereavement Leave	x	x	x
Marriage Leave	x	x	x
Study Leave	x	x	x
Birth of Child Leave	x	x	x
Reward & Recognition Scheme	x	x	x
Company Doctor	x	x	x
Monetary Discounts - at MIA outlets	x	x	x
Discretionary Performance Bonus	x	x	
Communication Allowance	x	x	
Mobile Allowance	x		
Airport VIP Lounge membership	x		
Gym membership	x	x	x
Unpaid Special Leave	x	x	x

GRI 401-3 PARENTAL LEAVE

During the reporting period no one applied for parental leave. This is not a popular type of leave amongst MIA employees as the company provides employees with up to one (1) year unpaid special leave which is taken after maternity leave, subject to approval by the company.

GRI 403-2 TYPES OF INJURY AND RATES OF INJURY, OCCUPATIONAL DISEASES, LOST DAYS, AND ABSENTEEISM, AND NUMBER OF WORK-RELATED FATALITIES FOR ALL EMPLOYEES

		MALE EMPLOYEES	FEMALE EMPLOYEES
INJURY RATE	Number of injuries	8 ✓	1 ✓
LOST DAY RATE	Number of days lost due to injury	34.89 ✓	25.31 ✓
ABSENTEE RATE	(Actual Absentee Days Lost/Days Scheduled to work)*100%	4.29% ✓	3.74% ✓

Note: In 2018, a total of 24 work-related injuries were officially reported, out of which 13 reports concerned tenants, sub-contractors or contractors and another 9 cases concerned MIA Employees. No work-related fatalities were reported among Malta International Airport Employees and by third parties working on airport grounds during the year under review.

GRI 404-1 AVERAGE HOURS OF TRAINING PER EMPLOYEE, BY GENDER AND BY EMPLOYEE CATEGORY

	MALE	FEMALE	MANAGE- MENT	ADMINIS- TRATION	OPERA- TIONS	TECHNI- CAL	TOTAL
Formal Training	5561 ✓	3277 ✓	643 ✓	915 ✓	5927 ✓	2353 ✓	8837 ✓
Average number of hours (of formal training) per employee	24.2 ✓	25.8 ✓	19.5 ✓	14.5 ✓	24.9 ✓	37.4 ✓	24.8 ✓
Induction & Customer Services Training	200 ✓	632 ✓	4 ✓	38 ✓	760 ✓	30 ✓	832 ✓

GRI 404-3 PERCENTAGE OF EMPLOYEES RECEIVING REGULAR PERFORMANCE AND CAREER REVIEWS BY GENDER AND BY EMPLOYEE CATEGORY.

	MANAGEMENT	PROFESSIONALS	EMPLOYEES COVERED BY COLLECTIVE AGREEMENT	TOTAL NUMBER OF EMPLOYEES WITHIN THE ORGANISATION	%
FEMALE	11	11	71	127	73.22 ✓
MALE	22	16	152	230	82.60 ✓
TOTAL	33	27	223	357	79.27 ✓

Note: The number of management, professionals, and employees covered by the Collective Agreement does not add up to a 100% due to changes in roles during the year under review.

DISCLOSURE 102-18 GOVERNANCE STRUCTURE / GRI 405-1 DIVERSITY OF GOVERNANCE BODIES AND EMPLOYEES

The company has 12 different committees and executive bodies in place that govern different aspects that are of interest to the company. These committees and bodies convene regularly, creating a space where employees from different departments shares their skills, expertise, and concerns.

COMMITTEE	FEMALES	MALES	TOTAL	UNDER 30	30 TO 50	OVER 50	TOTAL
Board of Directors	1 ✓	7 ✓	8	0 ✓	6 ✓	2 ✓	8
Executive Committee	2 ✓	10 ✓	12	0 ✓	9 ✓	3 ✓	12
Welfare Fund Committee	2 ✓	2 ✓	4	0 ✓	2 ✓	2 ✓	4
Sports & Social Committee	9 ✓	3 ✓	12	4 ✓	8 ✓	0 ✓	12
Occupational Health & Safety Committee	2 ✓	6 ✓	8	1 ✓	6 ✓	1 ✓	8
Terminal Emergency Planning Committee	4 ✓	9 ✓	13	3 ✓	7 ✓	3 ✓	13
Audit Committee	1 ✓	3 ✓	4	0 ✓	4 ✓	0 ✓	4
Corporate Responsibility Committee	3 ✓	6 ✓	11	1 ✓	6 ✓	2 ✓	9
Customer Experience Committee	5 ✓	6 ✓	11	1 ✓	9 ✓	1 ✓	11
Finance Committee	1 ✓	6 ✓	7	1 ✓	4 ✓	2 ✓	7
Risk Management Committee	3 ✓	4 ✓	6	1 ✓	6 ✓	0 ✓	7
GDPR Committee *	2 ✓	5 ✓	7	0 ✓	6 ✓	1 ✓	7

\* The GDPR Committee was established on the 21st of May 2018 to adopt the best practices with regard to stakeholders’ data storage and protection, as recommended by the General Data Protection Regulation.



GRI 405-1 BREAKDOWN OF EMPLOYEES PER EMPLOYEE CATEGORY ACCORDING TO GENDER, AGE GROUP AND MINORITY GROUP MEMBERSHIP, AND OTHER INDICATORS OF DIVERSITY

Employment Category/Gender	AGE			TOTAL
	UNDER 30	30-50	OVER 50	
MANAGEMENT	4 ✓	21 ✓	8 ✓	33 ✓
Males	3 ✓	12 ✓	7 ✓	22 ✓
Females	1 ✓	9 ✓	1 ✓	11 ✓
ADMINISTRATION	22 ✓	31 ✓	10 ✓	63 ✓
Males	4 ✓	10 ✓	8 ✓	22 ✓
Females	18 ✓	21 ✓	2 ✓	41 ✓
OPERATIONS	69 ✓	79 ✓	50 ✓	198 ✓
Males	33 ✓	50 ✓	43 ✓	126 ✓
Females	36 ✓	29 ✓	7 ✓	72 ✓
TECHNICAL	12 ✓	35 ✓	16 ✓	63 ✓
Males	10 ✓	34 ✓	16 ✓	60 ✓
Females	2 ✓	1 ✓	0 ✓	3 ✓
TOTAL	107 ✓	166 ✓	84 ✓	357 ✓



GRI 405-2 RATIO OF BASIC SALARY AND REMUNERATION OF MEN TO WOMEN, BY EMPLOYEE CATEGORY AND SIGNIFICANT LOCATIONS OF OPERATION

	MALE EMPLOYEES	FEMALE EMPLOYEES
Management	22 ✓	11 ✓
Ratio – Average Basic Salary	1.00 ✓	0.62 ✓
Ratio – Average Remuneration	1.00 ✓	0.59 ✓
Administration	22 ✓	41 ✓
Ratio – Average Basic Salary	1.00 ✓	1.01 ✓
Ratio – Average Remuneration	1.00 ✓	1.05 ✓
Operations	126 ✓	72 ✓
Ratio – Average Basic Salary	1.00 ✓	1.01 ✓
Ratio – Average Remuneration	1.00 ✓	1.01 ✓
Technical	60 ✓	3 ✓
Ratio – Average Basic Salary	1.00 ✓	1.11 ✓
Ratio – Average Remuneration	1.00 ✓	0.95 ✓

GRI 410-1 SECURITY PERSONNEL TRAINED IN HUMAN RIGHTS POLICIES AND PROCEDURES

In 2018, the company did not organise any training programmes on human rights policies and procedures concerning aspects of human rights that are relevant to operations.

412-2 EMPLOYEE TRAINING ON HUMAN RIGHTS POLICIES AND PROCEDURES

Throughout 2018, the most salient points of the newly implemented Human Rights Policy were communicated to all employees. In addition to this, the policy was made available on Compass; an internal platform which can be accessed by the majority of employees.

GRI 414-1 PERCENTAGE OF NEW SUPPLIERS THAT WERE SCREENED USING CRITERIA FOR IMPACTS ON SOCIETY

The company does not screen new suppliers with regard to their products’ impact on society.

GRI 414-2 SIGNIFICANT AND ACTUAL AND POTENTIAL NEGATIVE IMPACTS ON SOCIETY IN THE SUPPLY CHAIN, AND ACTIONS TAKEN.

There were no significant, actual or potential negative impacts on society in the supply chain.

GRI 415-1 POLITICAL CONTRIBUTIONS

As stipulated in the company's Business Conduct & Ethics Policy, this is not acceptable and it is specified in Point 3.1.3 of the same policy that: *“Political contributions on behalf of MIA to a political campaign, political party or to any activity in support of a political party, shall not be made. Political contributions can include monetary items, non-*

*monetary items (such as loaned or donated equipment, or free technology services) or use of corporate resources (such as facilities, e-mail, stationery, or personnel time).”*

GRI 416-1 PERCENTAGE OF SIGNIFICANT PRODUCT AND SERVICE CATEGORIES FOR WHICH HEALTH AND SAFETY IMPACTS ARE ASSESSED FOR IMPROVEMENT

The company does not carry out such assessments of its product and service categories.

GRI 416-2 TOTAL NUMBER OF INCIDENTS OF NON-COMPLIANCE WITH REGULATIONS AND VOLUNTARY CODES CONCERNING THE HEALTH AND SAFETY IMPACTS OF PRODUCTS AND SERVICES DURING THEIR LIFE CYCLE, BY TYPE OF OUTCOMES

There were no incidents of non-compliance with regulation and voluntary codes concerning the health and safety impacts of products and services.

GRI 417-3 INCIDENTS OF NON-COMPLIANCE REGARDING MARKETING COMMUNICATIONS

The Marketing & Communications Department confirmed that there is nothing to report on this point.

GRI 418-1 SUBSTANTIATED COMPLAINTS CONCERNING BREACHES OF CUSTOMER PRIVACY AND LOSSES OF CUSTOMER DATA

The company did not receive any complaints from outside parties or from regulated bodies in relation to breaches of customer privacy and losses of customer data.

APPENDIX 4:

GRI Content Index

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	GRI DISCLOSURE NUMBER	GRI DISCLOSURE DESCRIPTION	REPORTED ON PAGE/S
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## Notes

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