

# OUR SHARED FUTURE

## *5 Years in the Making*

SUSTAINABILITY REPORT 2019

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# CEO'S STATEMENT



2019 WAS ANOTHER IMPORTANT YEAR IN OUR SUSTAINABLE JOURNEY, DURING WHICH THE CONCEPT OF SHARED VALUE CONTINUED TO SERVE AS THE MAIN DRIVER OF OUR CORPORATE RESPONSIBILITY STRATEGY. BY EMBRACING SHARED VALUE, IN BOTH OUR INTERNAL AND EXTERNAL CR INITIATIVES AND INVESTMENTS, WE ENSURE THAT WE CAN REMAIN PROFITABLE AND RETAIN A COMPETITIVE ADVANTAGE, WHILST ALSO ACHIEVING OUR ASPIRATION OF BEING A MORE ENVIRONMENTALLY AND SOCIALLY RESPONSIBLE PLAYER WITHIN THE LOCAL COMMUNITY AND THE WIDER AVIATION INDUSTRY. ULTIMATELY, AS THE NAME OF THIS YEAR'S PUBLICATION INDICATES, THIS ALLOWS US TO CONTRIBUTE TO THE SHAPING OF A BETTER SHARED FUTURE FOR ALL.

Throughout the past five years, we have consistently asked what the next steps in our journey should be in order for all our operations to remain firmly underpinned by the environmental, social and economic pillars of sustainability. The writing of this report and our membership of programmes – such as the Airport Carbon Accreditation Programme - have been guiding our Corporate Responsibility Committee in formulating the right questions, establishing ambitious yet attainable year-on-year targets, and driving the company to take sustained action to reach these goals.

One of our proudest achievements in 2019 - especially given that global greenhouse gas concentrations are at the highest levels they have ever been - was the attainment of an even lower greenhouse gas emissions intensity factor, resulting from a string of initiatives that are being implemented gradually. Last year, we also formalised our commitment to working towards reaching carbon neutrality by coming together with some 200 other airports in signing Airports Council International's NetZero 2050 Resolution, as well as by drafting a comprehensive Environmental Plan which was approved in 2020.

As we continued to do our bit for the planet, we did not lose sight of the people our actions have a direct impact on: employees; travelling guests; shareholders; and locals living in the airport's neighbouring villages. We strived to understand the expectations of each one of these stakeholder groups through two-way communication, and did our utmost to meet and exceed these expectations, be it through training and a safer workplace; the delivery of an excellent service throughout the airport journey; a commitment to remaining profitable through a long-term business strategy; or an investment in community projects.

Given that Malta International Airport is an important player in Malta's tourism industry, the independent Malta Airport Foundation continued to enhance the island's cultural, environmental and artistic offering through collaborations and partnerships with several local organisations and respected

institutions such as the University of Malta. The highlight of 2019 for the Foundation was undoubtedly the successful completion of the first project it took on in 2015 together with Din l-Art Helwa; the restoration and subsequent reopening of the 17th-century Ta' Xutu watchtower in the south of Malta.

With the Covid-19 pandemic having dealt a blow to our inbound tourist numbers - as well as impacted the way in which we are experiencing culture and heritage as we gravitate more towards virtual options - it will be more important than ever that the Malta Airport Foundation continues to seek and create opportunities for investing in product Malta over the coming years. It is after all part of our responsibility to contribute to our island's recovery by ensuring that the Maltese islands' offering is on par with that of similar destinations at this crucial juncture for the travel and hospitality industry.

As we look ahead, sustainability and long-term objectives will be embedded at the core of our strategy for recovery, in order to ensure that an economic revival neither benefits the few nor happens at the expense of the planet. In order to strike this balance, we shall continue educating our people about the benefits of living within our means, whilst supporting them in adapting to post-pandemic realities. We also remain committed to working with tourism stakeholders and partner airlines on overcoming short-term challenges in order to be able to focus on a long-term quality vision for our country.

ALAN BORG  
CEO

# ABOUT THIS REPORT

MALTA INTERNATIONAL AIRPORT PLC’S FIFTH SUSTAINABILITY REPORT COVERS THE PERIOD BETWEEN THE 1ST OF JANUARY 2019 AND THE 31ST OF DECEMBER 2019.

In compiling this report, the company adhered to the new 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 Production and Consumption](#); and
- [Climate Action](#).

This presentation 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 and safeguarding the prospects of future generations while adding value through meaningful partnerships and collaborations.

## Report Profile

**GRI 102-50 Reporting period for information provided**  
Year ending 31st December 2019

**GRI 102-51 Date of the most recent previous report (if any)**  
Year ending 31st December 2018

**GRI 102-52 Reporting cycle**  
Annual

**GRI 102-53 Contact point for questions regarding the report**  
The Marketing & Communications Department on  
MarketingandCommunications@maltaairport.com

**GRI 102-53 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 2019. For the GRI content index, please refer to Appendix 4 on pages 66 - 68.

# 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

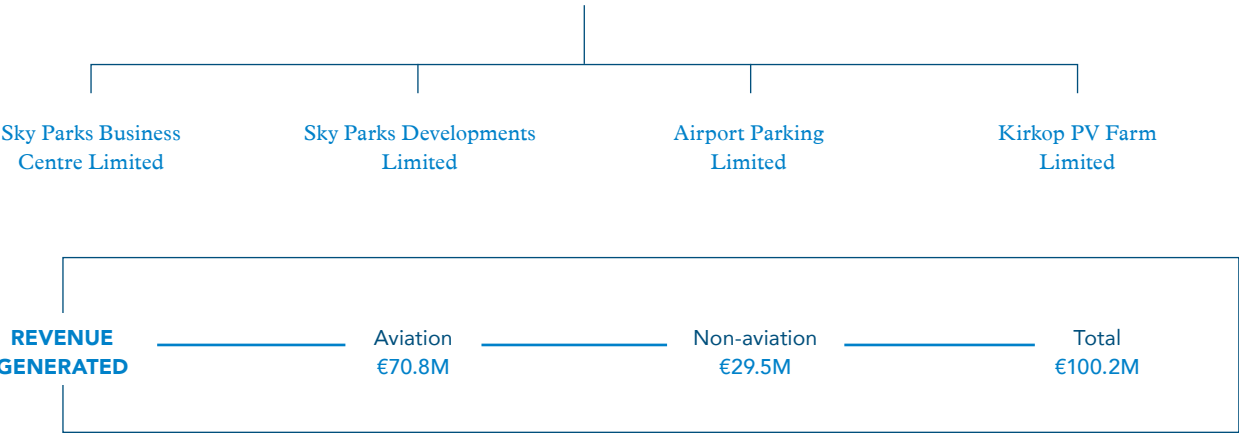
- Airport infrastructure catering for commercial airlines, private jets, aviation schools, cargo and mail
- VIP Products: La Valette, High Altitude, VVIP Terminal
- Airline office space



### 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 is a member of the organisation's Carbon Accreditation and Customer Experience Programmes.



**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

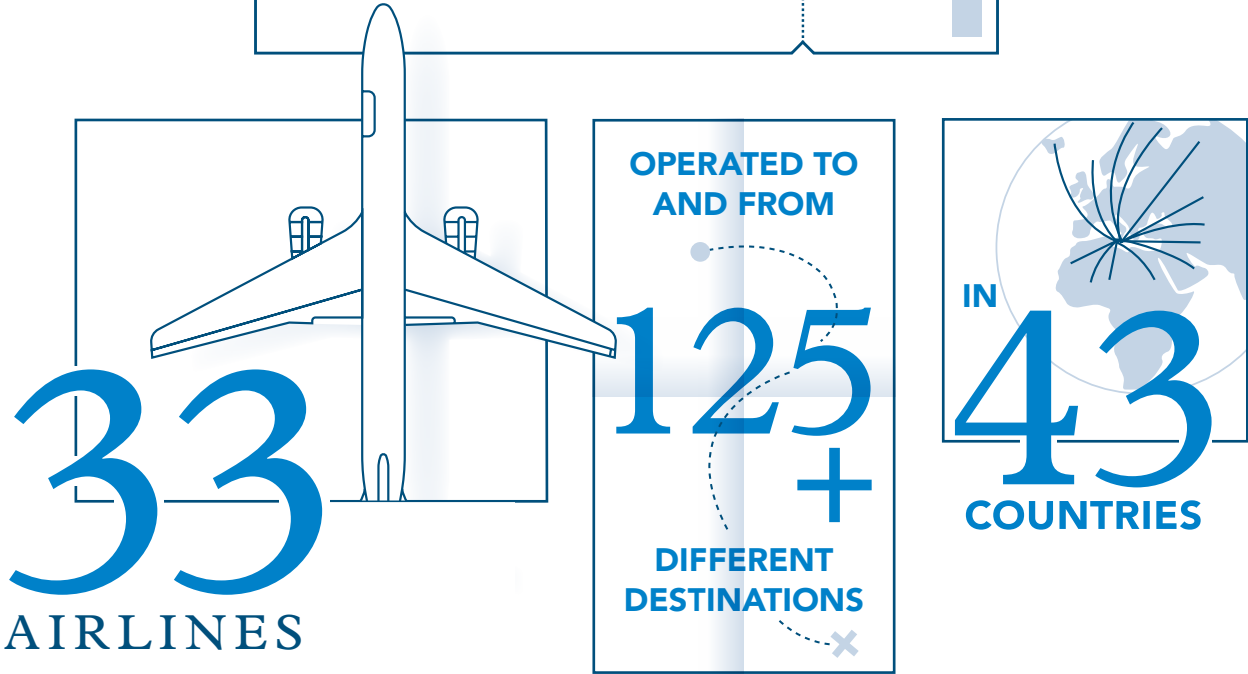
Malta International Airport operates from its headquarters in Luqa. Here is some market and connectivity information for the year under review.

IN 2019, MALTA INTERNATIONAL AIRPORT REGISTERED

7,310,289

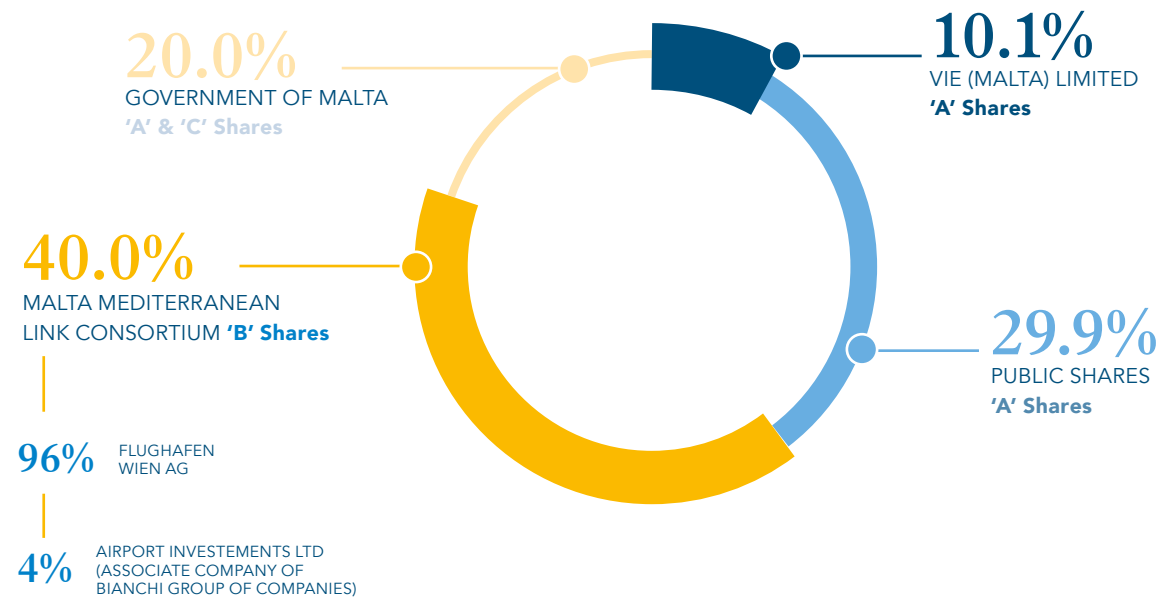
PASSENGER MOVEMENTS, OF WHICH

AROUND  
2.7 Million  
were inbound tourists.





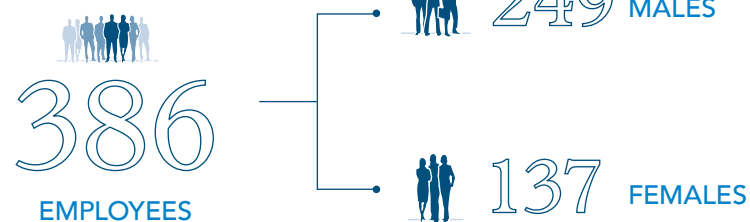
# THE COMPANY'S SHAREHOLDING



## The Company's Values



## Employees



**AROUND 18%**  
COVERED BY COLLECTIVE  
BARGAINING AGREEMENTS

# ABOUT THE COMPANY

## Changes during the Year Under Review

THE COMPANY IS OBLIGED TO PROVIDE INFORMATION AND CONSULT ON DECISIONS THAT ARE LIKELY TO LEAD TO SUBSTANTIAL CHANGES IN THE 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 EMPLOYEES ARE DIRECTLY AFFECTED BY THIS TRANSFER, AS STIPULATED IN THE LOCAL LEGISLATION; S.L. 452.96<sup>1</sup>.

## Infrastructural Changes

### QUARTER 1

Throughout 2019, the company brought to completion several projects and made a number of infrastructural improvements which are conducive to a better guest experience. Q1 2019 brought to a successful close the company's Terminal Reconfiguration Project. Having been kick-started in 2016, this project gradually introduced improvements in practically all areas of the terminal, allowing the company to continue delivering on its promise of offering guests a delightful airport experience.

Within this quarter, Malta International Airport widened its retail offering with the opening of a new accessories outlet – Parfois – at Departures.

### QUARTER 2

Following months of preparation, the airport's newly installed flight information display screens were plugged into a state-of-the-art Airport Management System (AMS) in April. This system allows for better communication of important information to passengers, such as flight status and departure gate allocation. Moreover, the AMS provides a centralised dashboard which integrates several important modules through which critical operations are managed in an automated manner, contributing to higher levels of efficiency and minimising human error.



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





### QUARTER 3

Works on the construction of the company's multi-storey car park – which will eventually provide 1,300 covered parking spaces as well as a centralised area of operation for car rental companies – continued apace during 2019. By July, the company had completed the bulk of civil works undertaken in relation to an underground link, which will connect the parking area directly to the terminal building. The construction of the multi-storey car park is expected to be completed towards the end of 2020.

In August, the company unveiled a new seating area at Departures, which has improved Malta International Airport's seating capacity by 10%. The area, which was previously occupied by a retail outlet, introduced two seating options to cater to the needs of different travellers.

### QUARTER 4

Following a temporary closure, the Samsonite retail outlet at landside re-opened its doors to reveal a revamped store in November 2019. On the other hand, within the food court, the Sandella's eatery closed its doors.

## Structural Changes

To allow the Innovation and Technology Department to better focus on enhancing the guest experience through the adoption of new technologies, the responsibility for administration and procurement, which was previously assigned to this department, was re-assigned to two different departments. While the Traffic Development and Customer Services Department took on the administrative function, the Safety, Security and Fire Services Department assumed responsibility for procurement.

Another important milestone in the evolution of the guest experience at Malta International Airport was the designation of an Experience Design and Commercial Development Manager within the Retail and Property Department.

The previously separate Human Resources and Strategy Department and the Marketing and Communications Department were merged into one department in October 2019. This amalgamation has enabled members of the two departments to work more closely together, especially in relation to the planning of internal events and communications, and better serve the Malta International Airport team.

Last year, the company entrusted the responsibility for environmental sustainability to the then-Head of Financial Control, Risk and Compliance, who also led the process of preparing a comprehensive Environmental Plan. This plan was approved by the Board of Directors in May 2020 and circulated internally in July 2020.





# 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.

Overseen by a Corporate Responsibility (CR) Committe, 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 publishes an annual sustainability report, which is 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 can be seen in the next pages of this report.

# THE MALTA AIRPORT FOUNDATION<sup>2</sup>

In 2019, a number of milestones were achieved, one of which was the celebration of the fifth anniversary from the non-profit organisation’s establishment. This anniversary was celebrated with the unveiling of a refreshed visual identity reflecting the vibrant hues that characterise the Maltese islands. In October 2019, Mr Josef Formosa Gauci was appointed chairman of the Foundation after then-chairman Mr Frederick Mifsud Bonnici stepped down from this role.

During 2019, the Foundation continued to support its ambassador Nicola Said, supported the organisation of two important local events - the Valletta Film Festival and the Joseph Calleja Annual Concert - and continued to make headway with several other projects despite the challenges encountered along the way.

# RESTORATION & RESEARCH PROJECTS

## THE REOPENING OF TA’ XUTU

The Malta Airport Foundation’s investment in the restoration of the Ta’ Xutu watchtower in Wied iż-Żurrieq, which entailed work carried out in two major phases, amounted to €250,000. The completely restored 17th-century watchtower reopened its doors to the public on 10 July 2019 in an event attended by several distinguished guests - including volunteers of the organisation which has guardianship of this site; Din l-Art Helwa. The opening of the tower was particularly significant to the Foundation as it marked the successful completion of the first project that was taken on by it. In line with its commitment to keep promoting this picturesque area in the southern region of the island, the Foundation supported the organisation of an outdoor cinema event in September 2019 which was backdropped by Ta’ Xutu. During this event, a selection of films produced by up-and-coming film-makers were shown as well as one of the Foundation’s underwater documentaries **Comino: A Secret Paradise**.

## RESTORATION WORKS ON THE COMBINED OPERATIONS ROOM

The Foundation’s financial contribution to this wartime project, which was undertaken in collaboration with Fondazzjoni Wirt Artna, amounts to €334,000 and includes the restoration of a 20-metre-wide map used by NATO and the commissioning of waxworks of two prominent wartime strategists; Dwight Eisenhower and Bernard Montgomery. Restoration works on the Combined Operations Room neared completion in 2019, with original plans to open this underground war museum in Valletta in early 2020 having been put on hold due to the Covid-19 pandemic. The series of interconnected underground war rooms featured prominently in the **Island Under Siege** instalment of National Geographic’s **Buried Secrets of WWII** series, which offered an exclusive look into the newly restored Combined Operations Room.



THE AREA WHERE  
TA' XUTU IS  
LOCATED FORMS  
PART OF MALTA'S  
NETWORK OF  
NATURA 2000  
TERRESTRIAL SITES.  
IN FACT, THE  
SECOND PHASE  
OF THE TA' XUTU  
PROJECT FOCUSED  
ON BOUNDARY  
LANDSCAPING  
WORKS INVOLVING  
THE CHALLENGING  
TASK OF  
REHABILITATING  
THE CLIFF GARIGUE  
SURROUNDING  
THE AREA.

<sup>2</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 53.



### RESEARCH ON THE TRIPTYCH OF THE MADONNA DE SOCCORSO

Religious art constitutes an important part of Malta's artistic heritage and adds value to the island's cultural tourism offering. For this reason the Malta Airport Foundation continued to support research and conservation work undertaken by the University of Malta on a 15th-century **Triptych of the Madonna del Soccorso**, which is attributed to Renaissance artist Antonio de Saliba. In-depth infrared scanning and the use of innovative 3D imaging technologies have enabled researchers to study the various layers making up the triptych, allowing them to restore the masterpiece as faithfully as possible to its original state. Research on the Triptych of the Madonna del Soccorso was completed in the first quarter of 2020, with the artwork being reinstated at the **Mdina Cathedral Museum** within a special framework, which is a first of its kind for Malta. The research work conducted on this painting was presented in February 2020 at the prestigious inaugural conference of the University of Cambridge's Centre for Visual Culture (CVC).



## Sea & Underwater Projects

### THE PHOENICIAN SHIPWRECK EXCAVATION

An underwater project which is being supported by the Foundation is the ongoing excavation of a Phoenician shipwreck dating back to the 7th century BC, lying at an impressive depth of 110 metres below sea level. The excavation, which is gradually being carried out over a 4-year period by an international team of experts, marks the first time archaeological divers are operating at such depths. State-of-the-art technologies are being used by the team to study the resting area of the oldest known shipwreck in the central Mediterranean, and to recover the historically significant artefacts it holds. Recovered artefacts are currently on display at the Cittadella in Gozo, as part of an exhibition entitled **Exploring the Phoenician Shipwreck off Xlendi Gozo**.

In 2019, the Malta Airport Foundation shadowed the technical dive team in a bid to get a closer look at the project and capture footage of the lengthy preparations involved prior to every dive. The Foundation produced a behind-the-scenes video of the project, which has been shared on the airport's social media platforms as part of the outreach activities involved in getting the public acquainted with this project.

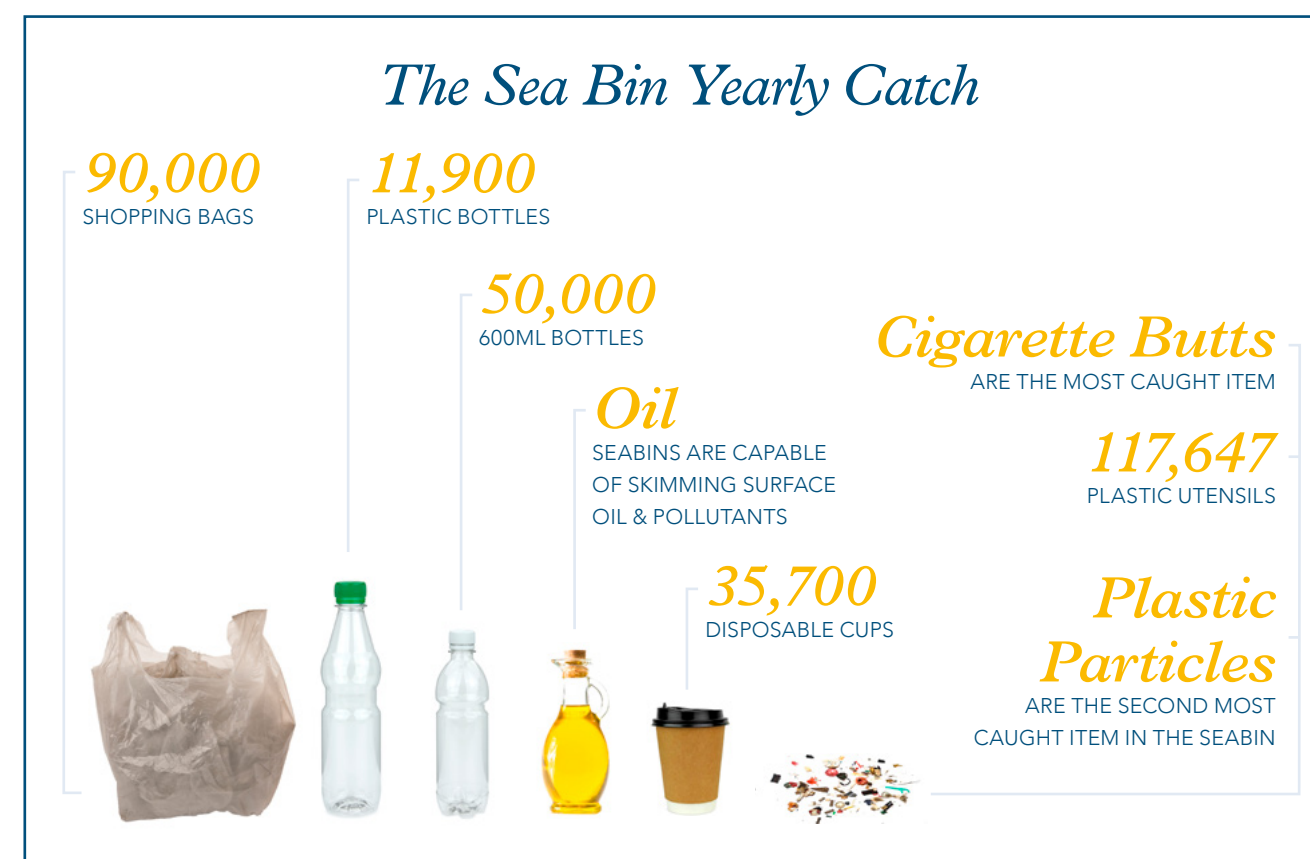


### THE FILFLA AND COMINO UNDERWATER DOCUMENTARIES IN MALTESE

2019 saw the Foundation kick-start a new project relating to the Filfla and Comino documentaries; their translation from English to Maltese with the aim of reaching a wider audience whilst promoting the Maltese language. The translated versions of these documentaries, together with the original versions and an educational booklet about underwater life surrounding the two islands, will be donated to every school in Malta in 2020 in an effort to raise awareness about marine conservation and the importance of the ocean among young students attending primary and secondary schools.

### THE PROCUREMENT OF TWO SEA BINS

In 2018, the Foundation partnered up with eNGO Żibel to support the procurement of two sea bins for the southern localities of Marsaskala and Marsaxlokk. While the Marsaskala sea bin was installed in 2019, the one in Marsaxlokk was installed in August 2020. Sea bins contribute to cleaner waters by catching waste such as microplastic and marine debris, and can potentially capture oils and pollutants floating on the sea surface.





# Good Health & Wellbeing



## Promoting Healthy Habits & Balanced Lifestyles Among Employees

MALTA INTERNATIONAL AIRPORT RECOGNISES THAT ITS EMPLOYEES ARE THE DRIVING FORCE OF THE COMPANY, AND IT STRIVES TO KEEP THIS FORCE GOING STRONG BY PRIORITISING MENTAL AND PHYSICAL HEALTH THROUGH ITS WELLBEING PROGRAMME AND SEVERAL COLLABORATIONS WITH EXPERTS IN THESE FIELDS.

Launched in 2017, the scope of this programme was widened a year later to include a mental wellbeing initiative. Through this initiative, employees are offered the possibility to book 12 counselling sessions in any given year with one of the Richmond Foundation’s<sup>3</sup> mental health practitioners should they feel the need for professional help in dealing

with certain issues. Moreover, a one-time collaboration with Sedqa – a local agency that creates awareness about addictive behaviours – resulted in the organisation of informative sessions revolving around stress management, drug and alcohol abuse<sup>4</sup>, and bullying at the workplace, spread over two days in November 2019.

### HERE’S WHAT JEANETTE ZAMMIT FROM THE OPERATIONS DEPARTMENT HAD TO SAY ABOUT THE SALZBURG GAMES:

“The Salzburg games were very well organised, and it was an exceptional experience to participate in a sporting event that brought together over 7,000 people from 24 different countries.”

**JEANETTE ZAMMIT**  
Operations Department

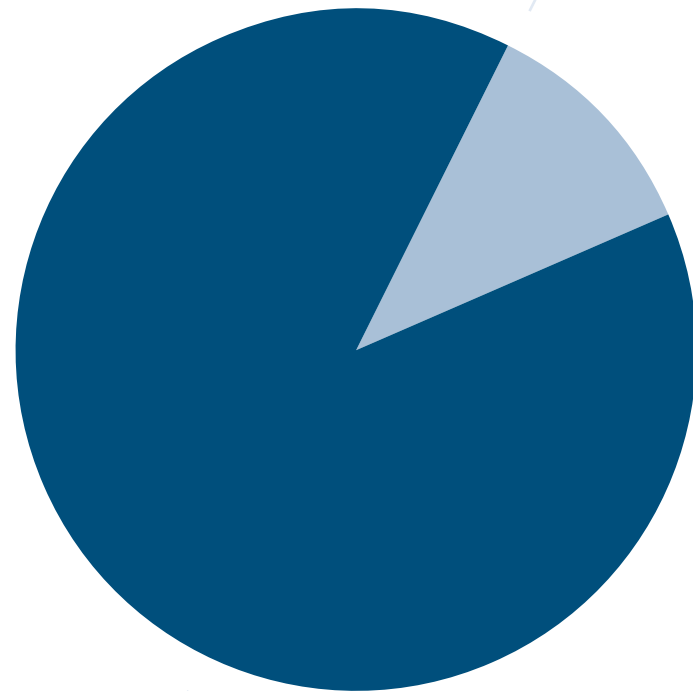
In addition to existing initiatives, such as the possibility to join a nearby gym, free eye tests, and the availability of fruit at the office, in 2019 the company joined forces with a local sportswoman (pictured below) to regularly share healthy recipes and easy exercises with the team as well as sponsored interested employees’ participation in several local runs, walks and marathons. Participation in these athletics events served as training for members of Malta International Airport’s athletics team who, together with employees of other local companies, represented Malta in the European Company Sport Games held in Salzburg in June 2019.



<sup>3</sup> In collaboration with the Richmond Foundation, the company also offers a Leaving Work Support Programme aimed at easing the transition to a new stage in life for soon-to-be retirees.

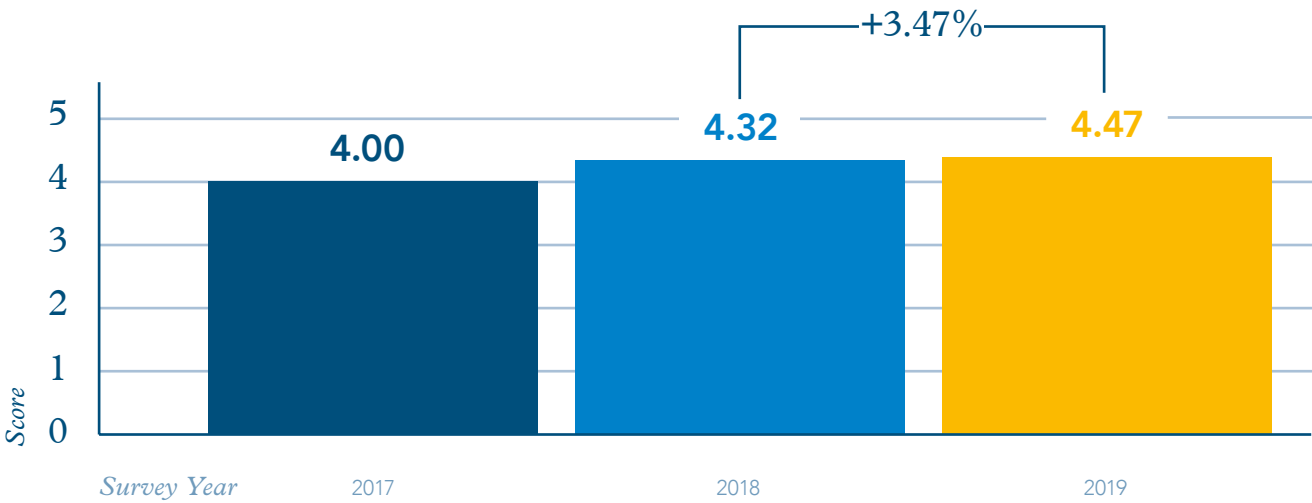
<sup>4</sup> In its Drug and Alcohol Abuse Policy, the company recognises the health and social concerns that are linked to drug and alcohol dependence, and commits itself to providing employees struggling with an addiction problem with assistance.





89% believe that the Company prioritises employee wellbeing

WERE EMPLOYEES SATISFIED WITH THE COMPANY'S FOCUS ON THEIR WELFARE? SEEMS LIKE IT! 89% OF RESPONDENTS TO THE ANNUAL EMPLOYEE SURVEY 2019 AGREED THAT THE COMPANY PRIORITISES EMPLOYEE WELLBEING, WHILE THE SCORE TO THIS QUESTION IMPROVED BY 3.47% WHEN COMPARED TO 2018.



## A Safe & Secure Airport Environment

### A STRONGER DRIVE TOWARDS OCCUPATIONAL HEALTH AND SAFETY

THE COMPANY COMPLEMENTED ITS WELLBEING INITIATIVES WITH AN EVEN STRONGER DRIVE TOWARDS MAINTAINING A SAFE AND SECURE WORK ENVIRONMENT<sup>5</sup>, IN WHICH ALL EMPLOYEES COULD CARRY OUT THEIR DAY-TO-DAY TASKS SAFELY.

While MIA employees are not at high risk of diseases related to their occupation, should this change in future, the company would 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>6</sup>.

While initiatives geared at creating a safer workplace were spearheaded by the company's Health and Safety Committee<sup>7</sup>, all employees were empowered to contribute to the creation of this environment through the provision of more than 4,100 hours of health and safety training.

The Health and Safety committee, which was composed of eight members ✓ representing 2.1% ✓ of the workforce, met thrice during the year under review and completed several projects, the most noteworthy of which were:

- The replacement of small PC screens by 17-inch, anti-glare monitors;
- An investment in First Aid kits, which were placed in areas that previously had no First Aid equipment;
- The introduction of an eye-wash station in the battery room;
- A PPE audit, with trained members of the Technical Facilities team being kitted out with new fall-arrest harnesses;
- The company-wide roll-out of ErgoWize; an online platform that allows employees to carry out an ergonomic assessment of their work station.



The Health and Safety committee conducted a light monitoring exercise which led to the adjustment of the light intensity in the Central Security Screening area. Good lighting is an important Occupational Health & Safety consideration, especially given that inadequate illumination has been linked to low productivity as well as health issues.

<sup>5</sup> For more information about Occupational Health & Safety refer to GRI 403-2 on pg 62.  
<sup>6</sup> GRI 403-3: Workers with high incidence or high risk of diseases related to their occupation.  
<sup>7</sup> The Health and Safety Committee was set up in accordance with Heading 34 of the Collective Agreement. To date, the company does not have any formal Health and Safety arrangements with Trade Unions.

# Stakeholders’ Health & Safety Matter Too

In parallel with its efforts to protect the health and safety of employees, Malta International Airport also works towards maintaining a safe and secure airport environment benefitting all stakeholders, particularly airport guests, tenants, and third parties working on the airport campus. Given that projects undertaken on airport grounds very often require the input of contractors and service providers, the Health and Safety team is always involved in ensuring that the highest 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.

With an aim to heighten awareness about the importance of safe practices among stakeholders, in 2019 the health and safety team awarded certificates of recognition to third party employees working on the multi-storey car park site whose work ethic in relation to health and safety was particularly exemplary.



## Preparedness is Key

The company is strongly committed to being prepared for any emergency scenario, with this commitment being an integral part of its efforts to safeguard airport stakeholders as well as the airport’s neighbouring villages. Throughout the year, Malta International Airport continued to bolster the emergency preparedness of the company through the organisation of monthly terminal-based emergency drills led by the Terminal Emergency Planning Committee<sup>8</sup> and a number of partial aerodrome-based emergency exercises held in collaboration with the Civil Protection Department and the Armed Forces of Malta.

Another important emergency preparedness exercise, which involved several stakeholders, third parties, members of the Airport Care Team, and other airport employees, was one which simulated an aircraft emergency accident. With a slew of lessons learnt from

this exercise, a series of training sessions were then organised for members of the Airport Care Team, who would play a crucial role in the reunification of surviving and uninjured passengers with family members in the eventuality of an emergency.

To ensure company-wide preparedness, familiarisation sessions revolving around the Airport Emergency Response Plan and its activation were held for members of most of the company’s departments. Furthermore, following the installation of 15 evacuation chairs at strategic points of the terminal, 17 employees received specialised training on how to operate these chairs in order to be able to help people with reduced mobility evacuate the building safely in case of an emergency. Some of the team members who received their evacuation chair training certificate in 2019 are pictured above.

# Leaving a Positive Impact on the Local Community

MALTA INTERNATIONAL AIRPORT CONSIDERS THE LOCAL COMMUNITY, ESPECIALLY NEIGHBOURING VILLAGES, TO BE AN IMPORTANT STAKEHOLDER GROUP UPON WHICH IT SEEKS TO LEAVE A POSITIVE IMPACT AND WITH WHICH IT ENDEAVOURS TO FOSTER A MEANINGFUL RELATIONSHIP.

To this end, the company communicates regularly with representatives of these communities and holds biannual meetings with the local councils of villages in its vicinity in an effort to identify ways in which it can support them and understand any concerns they may have. Talks with the local community, particularly neighbouring towns and villages, have led Malta International Airport to establish that their main concerns are:

- [Airport operations<sup>9</sup> and their potential environmental impact<sup>10</sup>;](#)
- [Parking limitations and congestion; and](#)
- [The wider impact of an emergency scenario unfolding on the airport campus.](#)

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>. Sources of information about actual and potential negative impacts of operations on local communities include:

- [The water plan](#)
- [The MEPA \(Planning Authority\) report](#)
- [The number of aircraft movements](#)
- [The master plan for the airport campus \(approved in 2018\)](#)
- [The risk management register](#)
- [The Environment and Resources Agency’s \(ERA\) noise mapping exercise \(2016\)](#)

In addition to the above, a draft Noise Action Plan (NAP) for 2019 to 2024 covering traffic, industry and aviation was published during the year under review after initial consultations the local Environment and Resources Agency had with various stakeholders and key entities. Currently, official stakeholder consultation on the NAP 2019-2024 is ongoing, with MIA being actively engaged in the discussion.



<sup>8</sup> In 2019, the Terminal Emergency Planning Committee was composed of eight members<sup>✓</sup> representing 2.1%<sup>✓</sup> of the workforce.

<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 Production and Consumption and Climate Action section on pg 41.

<sup>11</sup> For more about the adoption of the Precautionary Principle, refer to GRI 102-11 on pg 53.



The company also seeks to leave a positive impact by engaging in philanthropic and charitable work within the wider community through its Corporate Responsibility Committee, with a particular focus on supporting projects in the southern region of the island, in line with its endeavour to be a good neighbour.

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. Through these events, the team raised funds which were donated to Dar tal-Providenza, an organisation based in the south of Malta offering support services to people with disabilities and their families, and Hospice Malta, an organisation that provides palliative care. In addition to this, Malta International Airport organised a clean-up in preparation for excavation works as part of the Dar Bjorn project in Haż-Żebbuġ. Once completed, this will be Malta's second residential community home offering services to people with ALS, MS and other neurological conditions.



*Lost, Found & Auctioned*

More than €12,000 were raised at Malta Airport's ninth edition of Lost, Found and Auctioned, and donated to Hospice Malta. An average of 800 lost and found items are claimed and returned to their rightful owners by Malta International Airport's lost and found team every year. Items that remain unclaimed, on the other hand, eventually find new owners at the annual charity event.

*Decent Work & Economic Growth*



Decent Work

EQUAL OPPORTUNITIES AND PAY

The Malta International Airport team continued to grow in 2019, totalling 386 employees<sup>12</sup> at the end of the year. In employing new recruits, the company strives to honour the commitment undertaken in its Equality and Diversity Policy of offering fair and equal opportunities to quality jobs to all applicants, and maintaining a level playing field at the workplace for those who eventually join the team. While the company seeks to provide equal opportunities for all and to promote diversity among its workforce, it also deems it to be very important that the local community and local interests are represented at the highest levels of decision-making. During the year under review, in fact, 80%<sup>13</sup> of senior management, including the CEO and seven out of eight heads of department, were hired from the local community.

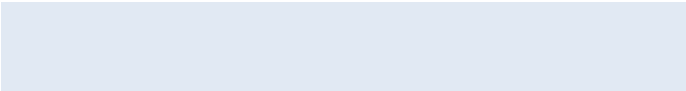
A fair income is one of the pillars of decent work and, as shown in more detail in GRI 405-2 on page 65, there is only a marginal difference in the ratio of basic salary and remuneration of men when compared to women for the majority of employee

categories. This can be explained by the fact that in certain departments, males occupy roles, mostly managerial positions, that are attached to a higher salary and remuneration package. Moreover, while the company's Collective Agreement represents employees at an entry level wage that is at least 49% higher than the minimum wage, the actual entry level wage was significantly higher than this for all employee categories in 2019.

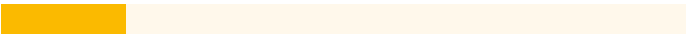
Knowing that, at times, people may need a helping hand in getting through difficult situations, the company has in place an Airport Community Kitty. Through this initiative, employees can voluntarily make monthly contributions which are then matched by the company on a quarterly basis. The funds raised are then used to support employees and immediate family members facing challenging times. In 2019, the Leave Bank was formally established; an initiative through which hours of unused leave are not lost but rather donated to employees who would be going through a difficult time or who would have run out of their vacation or sick leave.



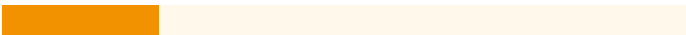
Average age of employees  
**39 Years**



Average length of service  
**10.32 Years**



**7.3%** Turnover rate 2019



**9.3%** Turnover rate 2018

TRAINING, PROFESSIONAL DEVELOPMENT & EMPOWERMENT

Employees who joined the company in 2019 benefitted from 426 hours of induction and on-the-job training, during which the company's most important policies<sup>14</sup> and core values as well as employees' rights and obligations were explained in detail. In addition to this, 640 hours of classroom-based training centering on service excellence were delivered to new Customer Services employees. In mid-2019, the company improved its onboarding process with the introduction of a 'buddy system' whereby new recruits are being assigned a mentor from their department who is partly responsible for easing their integration in the team.

Besides welcoming new people on board and providing them with the necessary training to help them become effective members within the organisation, the company also focused on retaining existing employees. A strong commitment to supporting the ongoing professional development of its people - with the company's efforts in this regard being guided by its Training and Development Policy - helped Malta International Airport lower its turnover rate by 2 percentage points to stand at 7.3% at the end of the year. In 2019, the company provided 11,908<sup>15</sup> hours of company-wide training and supported eight employees with their studies, ranging from diplomas to master's degrees, both financially and through more flexible work arrangements. Post-training surveys revealed that an encouraging 88% of respondents found their training to be useful and informative, while results from the 2019 Annual Employee Survey showed a 3.2% increase over the previous year in the number of employees who agreed that the company supported their professional development.

In an effort to empower employees to contribute to identifying and addressing the training needs of the company, Malta International Airport gave 12 team members representing different departments the opportunity to follow a Train the Trainer course delivered by an aviation industry expert. Through this course, attendees were introduced to successful training techniques and methods of implementation, learnt how to develop engaging content suited to specific training needs, and garnered the necessary skills to deliver training confidently.

HERE'S WHAT ALEXANDRA CARUANA HAD TO SAY ABOUT THE TRAIN THE TRAINER COURSE:

"Train the Trainer was an excellent course as it helped us get a sound knowledge of how to deliver training sessions through a combination of one-on-one coaching and face-to-face teaching. All in all, I felt that the course was very beneficial."

**ALEXANDRA CARUANA**  
Aerodrome Safety & Compliance

<sup>12</sup> For more information, refer to GRI 401-1 on pg 60.  
<sup>13</sup> GRI 202-2 Proportion of senior management hired from the local community.

<sup>14</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 60.  
<sup>15</sup> For more information, including a break-down of training hours by gender, refer to GRI 404-1 on pg 62.



FREEDOM OF EXPRESSION & COMMUNICATION

The company has in place a number of important documents, including the Anti-Harassment and Bullying Policy and the Collective Agreement, which seek to safeguard employees’ right to express themselves freely, especially any concerns they may have in relation to their employment, without fear of being discriminated against.

Malta International Airport’s Collective Agreement<sup>16</sup> specifically stipulates 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.”**

OPPORTUNITIES FOR GRADUATES & STUDENTS

Malta International Airport is also committed to helping students and new graduates improve their prospects of finding decent employment, which allows them to put into practice skills they would have garnered during the course of their studies and get a sense of achievement. In 2019, the company offered several opportunities for apprenticeships and traineeships within its technical and operations departments as well as the Meteorological Office to students attending the Malta College of Arts, Science and Technology and the University of Malta. Given that Malta International Airport is an important tourism stakeholder, the company also engaged a number of student workers from the Institute of Tourism Studies to support the airport team during the busier summer months, while gaining

These documents are complemented with the necessary tools and platforms that enable employees to make their opinions heard and thus feel more involved in the decision-making processes of the company. While the Annual Employee Survey provides the team with the opportunity to give anonymous feedback once a year, the my CEO Time initiative is available throughout the year and allows employees to voice any concerns they may have and make suggestions directly to the Chief Executive Officer.

Recognising that effective communication is a two-way system, the company provides feedback to all employees about their performance at work through an appraisal system<sup>17</sup> and communicates regularly with the team through email newsletters, the company magazine, and team meetings.

invaluable insight into how a complex organisation such as an airport functions smoothly. In addition to these work opportunities, the company facilitated a total of 19 airport visits for primary school children during the year under review.

In 2019 no new graduates joined the airport team through the company’s Graduate Development Programme. However, four graduates who had joined the team the previous year successfully completed their one-year programme and were offered the opportunity to start their career with the company in their respective departments, while two other employees who had joined the company as graduates in 2015 were promoted to managers.

“While providing me with opportunities to showcase my capabilities and continue to grow professionally, the company also supported me in my pursuit of a Degree in Tourism Studies through flexible work arrangements.”

**CLARA GATT**  
Marketing & Communications  
Department

<sup>16</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>17</sup> For a break-down by gender and employee category, refer to GRI 404-3 on pg 62.

Sustainable Economic Growth

JOB'S SUPPORTED BY THE COMPANY AND LOCAL SUPPLIERS

Malta International Airport directly and indirectly supports around 4,900 jobs, making the company’s role in the local economy a very important one. Throughout the year under review, the company worked with 971 suppliers<sup>18</sup> which supported Malta International Airport in delivering a 5-star service to guests through the provision of products and services relating to construction and planning, security, energy and water consumption, maintenance and repairs, IT, and cleaning.



Cleaning services at the airport are subcontracted to Servizi Malta. Other airport services which are provided by third parties include ground handling and security. Malta International Airport offers training to third party employees to ensure that everyone working on the airport campus is aligned to the company’s vision of service excellence.

The break-down below shows that local suppliers<sup>19</sup> benefitted from the company’s largest spend in both 2018 and 2019. While local sourcing brings forth many benefits, both economic and environmental, at times, the unique needs of the island’s only airport can only be catered to by foreign companies having very specific expertise. For more information about the company’s suppliers, refer to GRI 414-1 and GRI 414-2 on page 65.

	2018	SHARE in 2018	2019	SHARE in 2019
Non-EU	€590,703	3%	€200,432 ✓	0.3% ✓
EU	€7,324,556	14%	€7,752,415 ✓	12.3% ✓
Local	€44,537,241	85%	€54,859,049 ✓	87.4% ✓
TOTAL	€52,452,500	100%	€62,811,896 ✓	100% ✓

<sup>18</sup> GRI 102-9 A description of the organisation’s supply chain.  
<sup>19</sup> GRI 204-1 Proportion of spending on local suppliers.

A STRATEGY TO ATTRACT  
YEAR-ROUND TOURISM

GIVEN THAT TOURISM IS A MAJOR CONTRIBUTOR TO THE LOCAL ECONOMY, MALTA INTERNATIONAL AIRPORT HAS ALWAYS BEEN STRONGLY COMMITTED TO WORKING WITH KEY STAKEHOLDERS, ESPECIALLY GOVERNMENT, TO ADDRESS SEASONALITY.

The company's efforts in this regard include an incentive programme, geared at encouraging new airlines to start operating from Malta and partner airlines to extend their operation into the off-peak and winter months, as well as the promotion of the Maltese islands as an ideal year-round destination. These efforts led to 20 new developments which were first offered in summer 2019 and 90% of which were extended into the shoulder months. It was also encouraging to see that December (+15.2%), October (+8.8%) and November (+8.7%), all of which are winter and off-peak months, were three of the fastest-growing months during the year under review.

In 2019, the efforts of the Traffic Development team landed Malta International Airport in second place, in a category of airports hosting between 4 and 20 million passengers every year, at the World Routes Awards in Adelaide Australia. These awards seek to recognise excellence and innovation in route development and airline marketing.



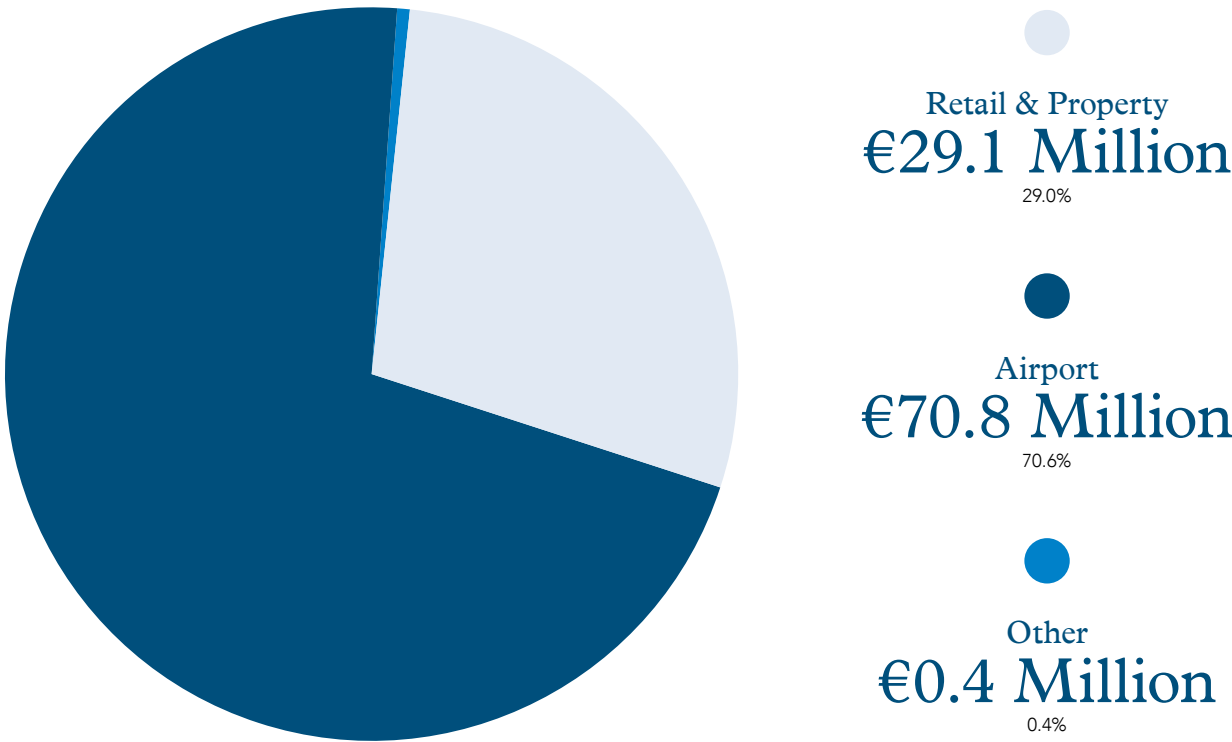
REVENUE DIVERSIFICATION  
AND ECONOMIC VALUE

The company's diversification strategy is a cornerstone of Malta International Airport's endeavours to operate in an economically sustainable manner. In 2019, the company's aviation and non-aviation segments, which are the airport's main revenue streams, registered growth of 9.2% and 7.6% respectively. Revenue stemming from aviation activities, which reached €70.8 million, was largely driven by Malta International Airport's traffic performance for the year under review, which was closed off with 7.3 million passenger movements. While non-aviation concessions and rents, including SkyParks Business Centre, were the top drivers of growth within the non-aviation segment, Malta International Airport's VIP product registered the most noteworthy

upswing(+15.6%) over 2018, reflecting passengers' growing demand for luxury airport services. The aviation segment contributed 70.6% of total revenues, while the non-aviation segment's contribution was of 29.4%, translating into a marginally higher share when compared to 2018.

In turn, the company solid financial performance during the year under review enabled it to improve the economic value<sup>20</sup> distributed in the form of operating costs, wages and benefits, payments to providers of capital and to government, and community investments by 9.1% to reach €74,055,177 in the year under review. The economic value retained also registered an increase of 9.1% to total €26,498,538.

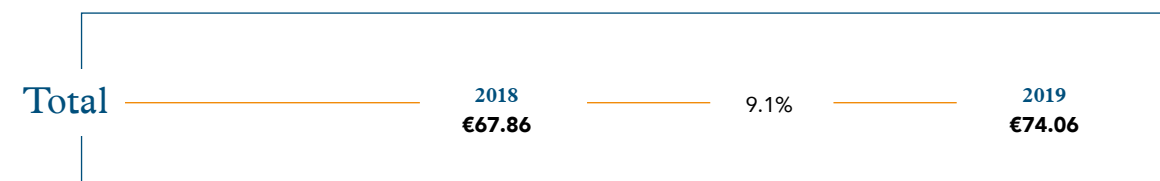
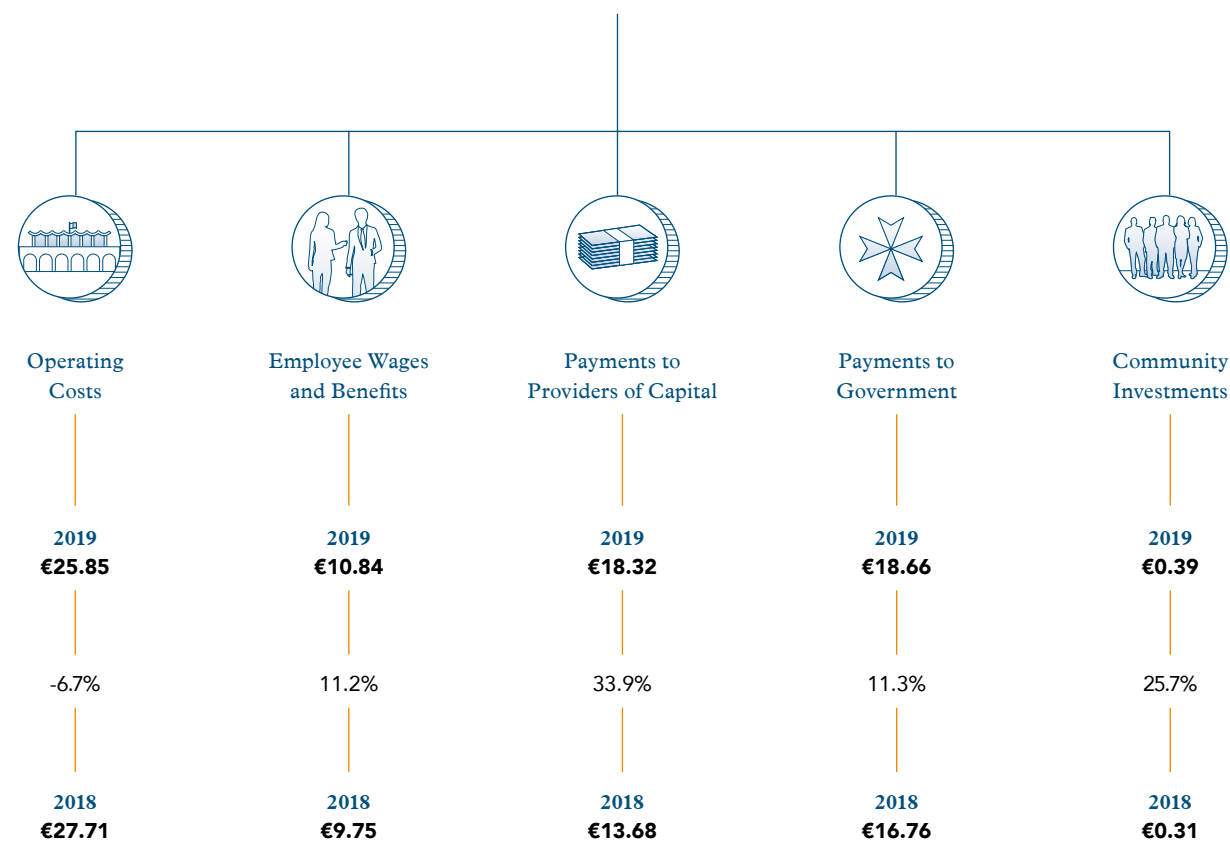
Revenue  
by Segment



<sup>20</sup> GRI 201-1: Direct economic value generated and distributed.



## ECONOMIC VALUE *Distributed in Millions*



NEW TECHNOLOGIES  
Efficiency  
Risk Management  
Feedback Analysis  
Brand Perception  
DIGITAL TRANSFORMATION  
Guest Experience  
COMPLIANCE

# Investing in a 5-Star Airport

THE COMPANY BELIEVES THAT LONG-TERM INVESTMENT<sup>21</sup> IN INFRASTRUCTURE AND INNOVATION IS A CRUCIAL DRIVER OF ECONOMIC GROWTH AS WELL AS AN IMPORTANT CONTRIBUTOR TO A GUEST EXPERIENCE THAT EVOLVES IN PARALLEL WITH TRENDS AND CUSTOMER EXPECTATIONS.

In 2019, the company continued to make headway with several projects that have further enhanced the journey through Malta International Airport, and introduced new technologies that are allowing for a better allocation of resources, more efficiency, and compliance with the highest standards of security. Groundwork was also conducted in relation to projects that are expected to be fully delivered over the course of 2020 and 2021, including the new Building Management System and a multilingual Public Announcement System

Whilst the benefits of innovation and technology are undisputed, especially to an operation as complex as that involved in running an airport, a digital transformation also makes an organisation susceptible to new threats and risks. With this in mind, the Innovation and Technology team together with the Marketing and Communications team ran an internal campaign geared at raising awareness among employees about cybersecurity and best practices in this regard. Moreover, in 2019, the Risk Management Committee updated the company's Risk Management Policy, one of the objectives of which is to support innovation and the identification of areas of opportunity to create value through effective risk management.



# Innovation & Technology

## BETTER SCANNING AND HANDLING OF BAGGAGE

A €2.5 million investment in two state-of-the-art Computed Tomography (CT) scanners has significantly enhanced the ability to detect security threats in checked-in luggage. The first CT scanner was installed in the last quarter of 2019, while the installation of the second scanner commenced in the first quarter of 2020. Through the deployment of the Baggage Reconciliation System, on the other hand, airport stakeholders, including ground handlers, airlines and destination airports, have been equipped with a new technology that helps prevent the mishandling of checked-in luggage. The company also upgraded the hold baggage screening conveyor system, refitted all the reclaim belts and introduced an additional reclaim belt.

## THE AIRPORT MANAGEMENT SYSTEM

Laborious testing and a phased roll-out of the intricate Airport Management System (AMS) culminated in the system's full implementation in April 2019. The benefits of the Airport Management System, which entailed an investment of €1 million, range from better communication with passengers through flight information screens, to the automated management of resources, which contributes to higher levels of efficiency and lower levels of human error.

## THE MAINTENANCE MANAGEMENT SYSTEM

A computerised Maintenance Management System, aimed at providing members of the facilities team with a more structured way to schedule maintenance works and make calls for assistance all over the airport campus, was implemented towards the end of the year under review. The system has provided airport technicians with more flexibility and allowed for easier and more efficient fault-reporting by members of staff.



# The Multi-Storey Car Park Project

During the year under review several milestones were reached in relation to the construction of the airport's multi-storey car park. The 20-million-euro investment is addressing a persisting guest pain point through the introduction of 1,300 covered parking spaces on the airport campus.

The building, which will be directly connected to the terminal through an underground link, will also provide a centralised area of operation for car rental companies, facilitating the process of renting and returning a car. The roof of the complex will be utilised for the installation of a 1,000 kWp photovoltaic system, which will make the car park a zero net energy building.

Besides improving the airport infrastructure, the multi-storey car park project created a number of employment opportunities for third party companies and individuals. So far, 38 contractors and sub-contractors have been engaged to provide services and materials in relation to the project, and the number of operatives who are working or have worked on site amounts to 761.



One of the new Flight Information Display Screens (FIDS) that are plugged into the Airport Management System.

<sup>21</sup> GRI 203-1 Infrastructural investments and services supported.



## Improving the Guest Experience through Feedback Analysis

THE COMPANY'S CONTINUAL INVESTMENT IN THE ISLAND'S ONLY AIR TERMINAL HAS ENABLED IT TO IMPROVE THE GUEST EXPERIENCE BY LEAPS AND BOUNDS OVER THE YEARS. IN DESIGNING A BETTER EXPERIENCE, THE COMPANY STRIVES TO UNDERSTAND GUESTS' NEEDS AND EXPECTATIONS BY ANALYSING THE FEEDBACK RECEIVED THROUGH DIFFERENT CHANNELS AND SURVEYS.

**THE CUSTOMER EXPERIENCE COMMITTEE BRINGS TOGETHER REPRESENTATIVES OF MOST OF THE COMPANY'S DEPARTMENTS ON A REGULAR BASIS TO DISCUSS FEEDBACK AND ACTION POINTS TO ADDRESS NEGATIVE COMMENTS AND SUGGESTIONS.**

During the year under review, five of the company's departments continued to work closely on the introduction of interactive feedback stations, which will eventually be located at strategic points of the terminal building replacing comment cards. These stations will make it easier for guests to give feedback, whilst allowing the company to analyse the feedback received faster. By eliminating around 1,000 physical comment cards, which are generally submitted during the course of a typical year, the company will also move a step closer towards a paperless operation.

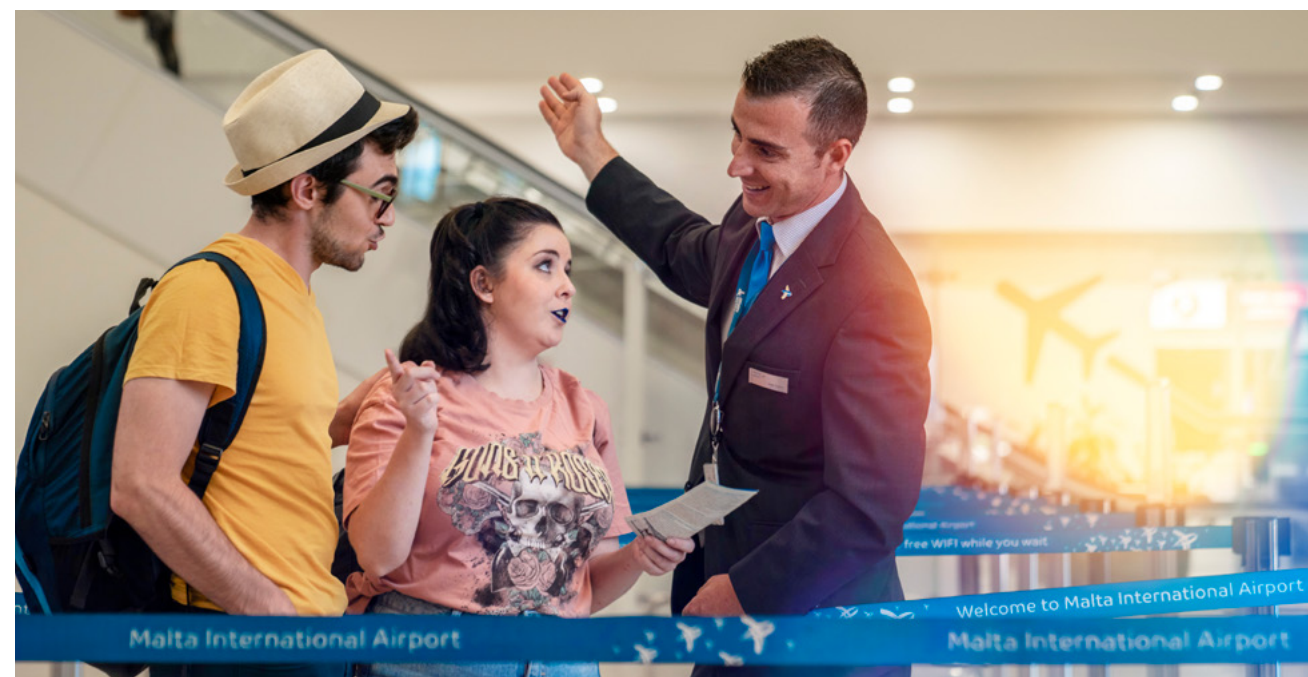
While the company strives to meet and exceed the expectations of all guest profiles based on the feedback received, it feels particularly responsible for catering to the specific needs of certain passengers through tailor-made services. Following the launch of the Journey Facilitation Programme for passengers with autism in 2018, and the overwhelmingly positive comments from users of this programme, the company went on to improve the service with the publication of a visual guide in 2019. The guide, which takes one on a step-by-step visual journey through the terminal, is aimed at preparing travellers with autism for the airport journey ahead of their actual trip.

"Very friendly, and so helpful, nothing seems to be any trouble, the staff put you at ease when you're panicking and calmly sort your problems."

**AIRPORT GUEST**

"Staff who work at Malta International Airport are very polite and helpful. The airport is very clean and tidy. All processes work very well to make it a pleasure to travel through."

**AIRPORT GUEST**



### AIRPORTS COUNCIL INTERNATIONAL'S CUSTOMER EXPERIENCE PROGRAMME

IN SEPTEMBER 2019, MALTA INTERNATIONAL AIRPORT WAS ACCREDITED THROUGH AIRPORTS COUNCIL INTERNATIONAL'S (ACI) CUSTOMER EXPERIENCE PROGRAMME.

The programme seeks to assess how airports address and evolve the guest experience based on eight pillars of experience management including customer understanding, service innovation and airport culture, whilst steering participants towards the best industry practices. Having successfully achieved Level 1 accreditation, Malta International Airport has recently submitted further evidence of its commitment to designing better airport experiences in order to be able to proceed to Level 2 of this programme.

### THE BRAND PERCEPTION SURVEY

The company's Brand Perception Survey is carried out among locals on a biannual basis by an independent market research consultancy firm. Through this particular survey, the company aims at gauging locals' perception of Malta International Airport, as well as its key sub-brands; SkyParks Business Centre and La Valette Club. The feedback gathered through this survey enables the company to better shape the ongoing effort put into making Malta International Airport one of the best European airports, as well as an airport the local population can be proud of.

Some of the indicators scoring the highest percentages in 2019 included Malta International Airport being an important contributor to the Maltese economy (87%) and a trustworthy brand (81%). Moreover, a reassuring 96% of respondents said that they were proud of Malta International Airport, while 97% were satisfied with the service provided by the airport.







INFORMATION DESK MYSTERY SHOPPING EXERCISES

Malta International Airport previously entrusted the quarterly mystery shopping exercises to a local market research consultancy firm. The information desk mystery shopping exercises were conducted with an aim to 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, for the year under review compared with the previous year. The Mystery Shopping exercises were discontinued in quarter 4 2019, as the company reached a decision to adopt ACI's Customer Experience Accreditation Programme and started working on putting together a Customer Experience Plan for 2020, which includes the organisation of focus groups centering on the guest experience.

Quarter	Q1 2018	Q1 2019	Q2 2018	Q2 2019	Q3 2018	Q3 2019	Q4 2018	Q4 2019
Indicator								
Appearance	96%	62%	74%	66%	78%	73%	66%	N/A
Initial Contact with Customer	90%	87%	86%	85%	86%	86%	87%	N/A
Helpfulness & Friendliness of Staff	84%	85%	87%	87%	86%	84%	87%	N/A
Overall Impression	96%	94%	93%	98%	97%	94%	100%	N/A

Responsible Production  
and Consumption and  
Climate Action

Single-Use  
Plastic

EFFICIENCY

Waste  
Management

Carbon  
Footprint

NetZero 2050

ENVIRONMENTAL  
POLICY



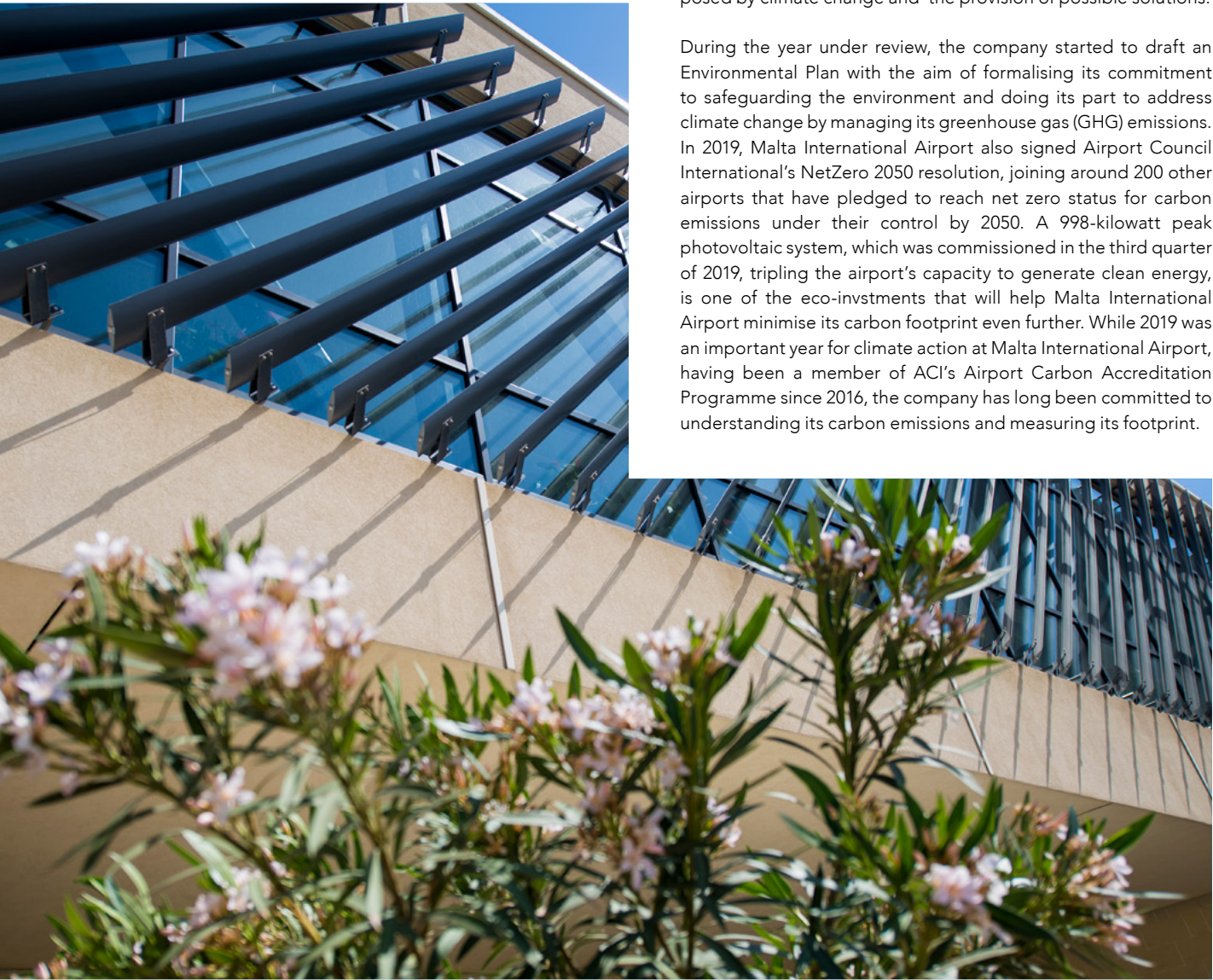
Climate Action<sup>22</sup>

GIVEN THAT THE AVIATION INDUSTRY CURRENTLY ACCOUNTS FOR 3% OF GLOBAL CARBON EMISSIONS AND THAT CLIMATE CHANGE IS ONE OF THE BIGGEST CHALLENGES FACED BY COUNTRIES AND BUSINESSES NOWADAYS, MALTA AIRPORT PRIORITISES CLIMATE ACTION WITHIN ITS WIDER ENVIRONMENTAL EFFORTS.

The company’s measures and initiatives in this regard are aimed at ensuring that climate change and its effects, including extreme weather events and rising sea levels, do not develop into a threat to Malta International Airport’s operation, the wellbeing of its stakeholders, and the attractiveness of the Maltese islands as a year-round tourist destination. The company’s efforts to address climate change and manage its effects, become even more significant in light of the fact that weather and beaches<sup>23</sup> are two of the top factors that pull tourists towards the Maltese islands.

In order to address risks, including potential ones posed by climate change, and ensure the company’s long-term viability, Malta International 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 Committee was set up in 2015 to oversee the development and implementation of the Risk Management Policy and Procedures, with the committee’s role including the identification of the threats posed by climate change and the provision of possible solutions.

During the year under review, the company started to draft an Environmental Plan with the aim of formalising its commitment to safeguarding the environment and doing its part to address climate change by managing its greenhouse gas (GHG) emissions. In 2019, Malta International Airport also signed Airport Council International’s NetZero 2050 resolution, joining around 200 other airports that have pledged to reach net zero status for carbon emissions under their control by 2050. A 998-kilowatt peak photovoltaic system, which was commissioned in the third quarter of 2019, tripling the airport’s capacity to generate clean energy, is one of the eco-invtments that will help Malta International Airport minimise its carbon footprint even further. While 2019 was an important year for climate action at Malta International Airport, having been a member of ACI’s Airport Carbon Accreditation Programme since 2016, the company has long been committed to understanding its carbon emissions and measuring its footprint.



Electricity Consumption & Greenhouse Gas Emissions



ONE OF THE AIRPORT’S TOP ENVIRONMENTAL TARGETS IS THE YEAR-ON-YEAR REDUCTION OF ITS GREENHOUSE GAS EMISSIONS.

A noteworthy drop of 7.4 per cent over 2018 was registered in this regard, with the GHG emissions intensity standing at 0.74 kg of CO<sub>2</sub> per passenger at the end of 2019. This drop partly resulted from an energy-saving programme through which the gradual replacement of lighting, air-conditioning units and other equipment with more energy-efficient alternatives is being undertaken. These initiatives, together with the generation of 927,223 kWh of clean energy from the airport’s PV panels, led to a decrease of around 1 per cent in the company’s electricity consumption<sup>24</sup>. This drop gains significance when one takes into account the increase of 8.4 per cent registered by passenger traffic.

Source of Emissions	2018	2019
Scope 1 Emissions	188	235 ✓
Scope 2 Emissions	5,464**	5,196 ✓
Passenger Movements	6,806,232*	7,310,033*
CO2 Emissions Intensity (Kg CO <sub>2</sub> / Pax.)	0.80**	0.74

\* These figures do not include transit passengers and freight as they do not contribute significantly to emissions.  
\*\* The above calculations and results use the official Enemalta Residual Mix Emission factor for Scope 2 emissions for 2018, namely 0.383 kg CO<sub>2</sub>/K.

<sup>22</sup> GRI 201-2: Financial implications and other risks and opportunities due to climate change.  
<sup>23</sup> Source: MISCO Passenger Profile Report January – December 2019

<sup>24</sup> For a more comprehensive break-down of electricity consumption, refer to GRI 302-1 on pg 58.



# Fuel Consumption

THE COMPANY SET A TARGET TO REDUCE ITS OVERALL FUEL CONSUMPTION<sup>25</sup> OVER 2018, HOWEVER, THIS GOAL WAS NOT WHOLLY ACHIEVED DURING THE YEAR UNDER REVIEW. WHILE PETROL CONSUMPTION REGISTERED AN 8.9% DECREASE, THE CONSUMPTION OF DIESEL, WHICH ACCOUNTS FOR THE LARGER PART OF FUEL USED BY THE AIRPORT, WENT UP BY A SIGNIFICANT 26.3%.

This increase stemmed from several factors that were beyond the company’s control including a busier airport operation necessitating the more frequent use of operational cars and airport sweepers, an increase in the fuel consumed by stand-by generators due to a number of power cuts in the last quarter of 2019 and more frequent test runs. Moreover, throughout 2019, a shuttle bus service to and from the terminal building was offered to employees and stakeholders who had to be relocated to a temporary car park since the area previously used as employee parking is currently being developed into a multi-storey parking. This service alone, which was provided to facilitate employees’ and stakeholders’ commute especially on days with very hot or wet weather, accounted for around 10,000 litres of diesel.



During the year under review, the company continued with its vehicle replacement programme whereby older vehicles are being substituted by more efficient models and a number of electric hybrid vehicles are being procured. Some of the newly procured vehicles emit as little as 36 g of CO<sub>2</sub>/km, putting the company on track to complying with the European Union’s emission targets for new cars and vans.

<sup>25</sup> For a more comprehensive break-down of fuel consumption, refer to GRI 302-1 on pg 58.

# Water Consumption

WATER IS A PRECIOUS RESOURCE, ESPECIALLY IN DENSELY POPULATED COUNTRIES LIKE MALTA WHOSE ANNUAL PRECIPITATION LEVELS CAN ALSO BE A CAUSE FOR CONCERN.

As shown in the table below, a drop in the volume of rainwater harvested during the year under review was registered mainly due to lower levels of precipitation measured when compared to 2018, with rainwater ultimately contributing 27%<sup>26</sup> of the total water withdrawn in 2019. Run-off tests conducted in the first quarter of 2019 returned satisfactory results<sup>27</sup>.

Besides rainfall, Malta International Airport’s other water sources<sup>28</sup> are the Water Services Corporation and groundwater supplied by another water provider. During the year under review, an overall reduction of 8.5% in total water consumption was achieved. The volume of non-potable water consumed

decreased by more than 24,000m<sup>3</sup> largely due to a series of repair works to address water leakages carried out between 2017 and 2019, which led to less water losses from irrigation. However, the company’s total potable water consumption increased by 10,590m<sup>3</sup> largely due to a busier airport operation.

A total of 84,865m<sup>3</sup> of groundwater was used during the year under review, representing 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>29</sup>.

## GRI 303-1 WATER WITHDRAWAL BY SOURCE

Source	Volume 2018 m <sup>3</sup>	Volume 2019 m <sup>3</sup>	Change 2018/19 in m <sup>3</sup>
Water Services Corporation	21,418	32,008 ✓	10,590
Groundwater from other supplier (non-potable / borehole)	95,154	84,865 ✓	(10,289)
Rainwater Collected (calculated)	56,232	42,451 ✓	(13,780)
<b>Total Consumption</b>	<b>172,804</b>	<b>159,324 ✓</b>	<b>(13,497)</b>

# Analysis of Honey Samples to determine Air Quality

Malta International Airport has been housing an apiary on its airfield for the past few years. Honey samples gathered from this apiary are tested for concentrations of heavy metals and polynuclear aromatic hydrocarbons (PAH) which, in turn, allows for an analysis of the impact of air traffic operations on the quality of the air in the area. Results for 2018 and 2019 show that the levels of heavy metals and PAH in the samples tested are within the permitted levels as defined by the EU Legislation No.1881/2006. Moreover, the results show that the honey samples produced at the airport do not contain any heavy metal/PAH contamination, other than that expected to be present in the natural environment. This is evident since test results are comparable to the honey samples produced in Mtaħleb, which is a rural location.



<sup>26</sup> GRI 303-3: Percentage and total volume of rainwater harvested and used  
<sup>27</sup> Quality of storm water by applicable regulatory standards  
<sup>28</sup> For more information about the volumes withdrawn by source, refer to GRI 303-3 on pg 58.  
<sup>29</sup> GRI 303-2: Water sources significantly affected by withdrawal of water.



# Eliminating Single-Use Plastic and Waste Management

In parallel with its ongoing endeavours to reduce water, electricity and fuel consumption, the company kick-started a process geared at helping it better manage waste. Through this exercise, the company’s three main types of waste were identified, with these being landfill, recyclable and hazardous waste.

Besides replacing all plastic water bottles previously used during internal meetings with water jugs, eliminating the use of plastic stirrers, and discontinuing an initiative whereby passengers were given a complimentary bottle of water, Malta International Airport also stopped using balloons at route launches and children’s events at the airport. Whereas until 2018, around 60 balloons were used to celebrate the inauguration of each new route, in 2019 the company celebrated the launch of 11 new routes in a more environmentally conscious manner.

All in all, everyone’s efforts led to a reduction of 4,740 kilos in the amount of plastic waste generated by the company when compared to 2018, as can be seen in the waste management and spills table on the next page. It is also worth noting that paper waste dropped by 700 kilos as a result of several initiatives rolled out during the year under review:












- **MEMBERS OF THE MANAGEMENT TEAM WERE EACH GIVEN A TABLET AND ENCOURAGED TO PRINT LESS;**
- **PRINTER PAPER IS LESS FREELY AVAILABLE, WITH ITS USAGE BEING MONITORED MORE CLOSELY;**
- **A FORMERLY PAPER-BASED MAINTENANCE MANAGEMENT SYSTEM WAS CONVERTED TO A DIGITAL FORM.**



THE TEAM WERE ENCOURAGED TO CONTRIBUTE TO THE ELIMINATION OF SINGLE-USE PLASTIC BY BRINGING THEIR OWN CUTLERY AND PLATE TO THE MONTHLY EMPLOYEE EVENTS ORGANISED BY THE COMPANY’S SPORTS AND SOCIAL COMMITTEE. TO MAKE IT A BIT EASIER FOR EMPLOYEES TO GET ON BOARD THE SINGLE-USE PLASTIC BAN WAGON, THE COMPANY GIFTED EACH TEAM MEMBER A REUSABLE BAMBOO CUTLERY SET.

## WASTE MANAGEMENT AND SPILLS<sup>30</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	2018	2019	Change 2018/2019
	General waste	Kg	Landfill	680,688	751,360 ✓	70,672
	Mixed Industrial waste (includes construction material & sand)	Kg	Landfill	252,100	488,016 ✓	235,916
	Cardboard	Kg	Recycling	81,615	108,095 ✓	26,480
	Glass	Kg	Recycling	24,500	26,860 ✓	2,360
	Plastic	Kg	Recycling	10,550	5,810 ✓	-4,740
	Iron and Steel	Kg	Recycling	5,540	0 ✓	
	Tyres	Kg	Recycling	4,920	3,340 ✓	-1,580
	Paper	Kg	Recycling	2,990	2,290 ✓	-700
	Dry powder/Gravel	Kg	Recycling	600	0 ✓	
Total (Non-hazardous waste)		Kg	Landfill	1,063,513	1,395,771 ✓	322,248
Hazardous Waste - IT/Electronic Equipment		Kg	Disposal/Destruction by Third Party	1,020	1,100 ✓	80
	Hazardous Waste - Batteries	Kg	Disposal/Destruction by Third Party	3	0 ✓	-3
Hazardous Waste - Other (includes fluorescent tubes)		Kg	Disposal/Destruction by Third Party	3,489	516 ✓	-2,973
Total (Hazardous waste)		Kg		4,512	1,616 ✓	-2,896
	Number of open type skips emptied (general waste from various areas, mainly related to works)	Number	Landfill	460	437 ✓	-23

### WASTE

While the company generated construction waste from the many infrastructural projects undertaken during the year under review, no quality data is available to be able to estimate the weight. Construction waste generated from works carried out by Malta Airport staff is disposed of in skips placed on site, with the company noting the need to find a suitable quarry for the proper disposal of this waste. Waste from larger scale works supervised by the Projects Department is disposed of by the respective contractors.

### SPILLS

Several minor fuel spills as well as a couple of relatively serious fuel spills were reported in 2019. Immediate action was taken to clear these spills in order to prevent contamination and damage by using sand or other oil absorbents, absorbent pads, detergents or the airport sweepers according to the nature of the spill. It is worth noting that one of the commonly used oil absorbents is a vegetable-based product that is not toxic to the environment.

<sup>30</sup> GRI 306-2 and GRI 306-3.

— Appendices

APPENDIX 1:

Criteria for reporting  
on select sustainability  
information —  
31st December 2019

The following reporting criteria are based on the new 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. 2019 entry level salaries 2. 2019 actual lowest salary paid	1. Information extracted from the most recent Collective Agreement (2018) 2. Information extracted from the company's payroll records	57
	Procurement practices	GRI 204-1	Proportion of spending on local suppliers at significant locations of operations	12.6% 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	29
Environment	Energy	GRI 302-1	Energy consumption 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	58
	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	43
		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	58



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.	59
		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.	59
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	60
	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	62
	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	62
		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	62
	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	63-64
	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	65

APPENDIX 2:

Independent limited assurance report on the Malta International Airport plc sustainability report for the year ended 31 December 2019

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 2019 ('Sustainability Report 2019') ('Identified Sustainability Information').

IDENTIFIED SUSTAINABILITY INFORMATION

The Identified Sustainability Information for the year ended 31 December 2019 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 2019 information only and we have not performed any procedures with respect to any other unidentified elements included in the Sustainability Report 2019, 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 2019' on pages 47 and 48 of the Sustainability Report 2019 (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 2019, including responsibility for determining the Material Aspects (as defined in GRI Standards), Indicators (as so defined) and other content of the Sustainability Report 2019; 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 International Code of Ethics for Professional Accountants (including International Independence Standards, issued by the International Ethics Standards Board for Accountants (IESBA Code), which is founded on 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 (Revised), 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 2019, 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 2019 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 2019, 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 2019. 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, Zone 5,  
Central Business District,  
Qormi CBD 5090,  
Malta

Romina Soler, Partner  
30 September 20



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	311		
	Full-time	Part-time	Total
Indefinite Contract	212	6	218
Definite Contract	135	33	168
Indefinite Contract	Female	Male	Total
Full-time	59	153	212
Part-time	6	0	6
Definite Contract	Female	Male	Total
Full-time	52	83	135
Part-time	20	13	33
All	Female	Male	Total
Full-time	111	236	347
Part-time	25	12	37
Apprentices	1	1	2
CONTRACTED			
Cleaning (Servizi Malta)	62		
Security (G4S)	113		
SITA			
Management	5		
Applications	2		
IT	9		
Networks	3		
Electronics	7		
SELF-EMPLOYED			
Maintenance	1 + 2 (sub-contracted)		

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 Service Quality Survey (joined in 2006)
- › Participant in Airport Council International's Airport Carbon Accreditation Programme at the Mapping Level (joined in 2016)
- › Participant in Airport Council International's Customer Experience Programme at Level 1 (joined in 2019)
- › Signatory to Airport Council International's NetZero 2050 Resolution (signed in 2019)
- › 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 ENAGEMENT WITH EACH STAKEHOLDER AND IF ANY ENGAGEMENT WAS SPECIFICALLY TAKEN TO PREPARE THE REPORT (INCL. SURVEYS, FOCUS GROUPS, WRITTEN COMMUNICATIONS, 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 of the 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		2019		2018
Revenues	i	€100,232,676	8.7%	€92,191,719
Sale of Assets	ii	€283,603	35.8%	€208,765
Financial Investments	iii	€37,436	(633.2%)	(€7,021)
		€100,553,715	11.9%	€92,156,372

Economic Value Generated		2019		2018
Operated Costs	iv	€25,849,709	(6.7%)	€27,706,864
Employee Wages and Benefits	v	€10,839,794	11.2%	€9,747,167
Payments to Providers of Capital	vi	€18,315,535	33.9%	€13,678,915
Payments to Government	vii	€18,663,780	11.3%	€16,763,212
Community Investmnets	viii	€386,359	25.7%	€307,262
		€74,055,177	9.1%	€67,859,754

Economic Value Retained				
EVG-EVD		€26,498,538	9.1%	€24,296,618
		€26,498,538	9.1%	€24,296,618

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 to 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 2019 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 2019 (as per Collective Agreement)	Ratio to Minimum Wage	Actual Entry Level Wage 2019 Males	Ratio to Minimum Wage	Actual Entry Level Wage 2019 Females	Ratio to Minimum Wage	Minimum Wage Full-time 18years+ 2019
Administration	€14,830 ✓	€162 ✓	€16,941 ✓	185% ✓	€16,941 ✓	185% ✓	€9,144
Operational	€16,655 ✓	€182 ✓	€16,655 ✓	182% ✓	€17,364 ✓	190% ✓	€9,144
Technical	€15,810 ✓	€173 ✓	€18,949 ✓	207% ✓	€0 ✓	0% ✓	€9,144

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	2018 (kWh)	2019 (kWh)
Electrical energy brought for Enemalta for Airfield & Terminal Operations	12,495,288*	12,331,794 ✓
Electrical energy produced by the Malta Airport PV system	602,571*	972,223 ✓
Electricity consumption of SkyParks Business Centre	834,520*	819,763 ✓
Total net electrical energy consumed by the organisation	13,775,843*	13,638,358 ✓

\*Restated calculations and results

FUEL

Description	Fuel type	2018 (litres)	2019 (litres)
Fuel used by terminal generators	Diesel	490	2,370 ✓
Fuel used by airfield generators		7,070	7,776 ✓
Fuel used by SkyParks generators		201	681 ✓
Fuel used by vehicles		60,455	75,294 ✓
Total volume of diesel used by the organisation		68,216	86,121 ✓
Fuel used by vehicles	Petrol	2,237	2,039 ✓
Total volume of petrol used by the organisation		2,237	2,039 ✓

GRI 302-3 ENERGY INTENSITY

Year	2018	2019	Change 2018/2019
Passenger Movements	6,806,232*	7,310,033*	8.35%
Energy Intensity – (Net electrical consumption per passenger in kWh/passenger)	2.02	1.87	(6.83%)

\*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 2018	172,804 m³
Rainwater collected / stored for re-use 2018	56,232 m³
% of recycled water used, 2018	33%
Total water withdrawal 2019	159,324 m³ ✓
Rainwater collected / stored for re-use 2019	42,541 m³ ✓
% of recycled water used, 2019	27% ✓

GRI 305-1 DIRECT (SCOPE 1) GHG EMISSIONS

Source of Emission	2018 (litres)	2019 (litres)	Emission Factor kg CO <sub>2</sub> /litre	2018 CO <sub>2</sub> (Tonnes)	2019 CO <sub>2</sub> (Tonnes)
Fuel used by generators – Diesel	7,761	10,827	2.675	20.76	28.96 ✓
Fuel used by vehicles – Petrol	2,237	2,039	2.272	5.08	4.63 ✓
Fuel used by vehicles - Diesel	60,455	75,294	2.675	161.72	201.411 ✓
Total for the organisation	70,453	88,160		187.56	235.00 ✓

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

	2018	2019
Electricity bought from Enemalta (kWh)	13,778,688	13,565,336 ✓
Emission factor kg CO <sub>2</sub> /kWh	0.383*	0.383* ✓
CO <sub>2</sub> emissions (kg)	5,277,238	5,195,524 ✓
CO <sub>2</sub> emissions (Tonnes)	5,277	5,196 ✓

\*The emission factor used here was revised downwards from 0.443 kg CO<sub>2</sub> / kWh following the publication of the official residual mix emission factor for 2018 by the main electricity provider for the Maltese islands. The original figures reported for 2018 were revised using the new emission factor in order for a fairer comparison to be drawn when compared with the figure for the year under review. An updated emission factor for the year under review had not been received at the time of writing the report.

GRI 3017-1 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 Order to 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 a former CEO was dismissed 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. The former CEO is contesting the allegations before the Malta Industrial Tribunal.

GRI 206-1 TOTAL NUMBER OF LEGAL ACTIONS FOR ANTI-COMPETITIVE BEHAVIOR, 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	17 ✓	4.40% ✓	6 ✓	1.55% ✓	13 ✓	3.37% ✓	7 ✓	1.81% ✓
30 - 50 years	17 ✓	4.40% ✓	5 ✓	1.30% ✓	10 ✓	2.59% ✓	4 ✓	1.04% ✓
Over 50 years	1 ✓	0.26% ✓	5 ✓	1.30% ✓	0 ✓	0.00% ✓	0 ✓	0.00% ✓

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 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

		MALE EMPLOYEES	FEMALE EMPLOYEES
INJURY RATE	Number of injuries	10 ✓	0 ✓
LOST DAY RATE	Number of days lost	68.80 ✓	0 ✓
ABSENTEE RATE	(Actual absentee days lost / Days scheduled to be worked)*100%	4.01% ✓	3.28% ✓

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

	MALE	FEMALE	MANAGE- MENT	ADMINIS- TRATION	OPERA- TIONS	TECHNI- CAL	TOTAL
Formal Training	8,060 ✓	3,847 ✓	975 ✓	1,661 ✓	7,971 ✓	1,301 ✓	11,908 ✓
Average number of hours (of formal training) per employee	32.35 ✓	28.08 ✓	28.68 ✓	23.39 ✓	37.07 ✓	19.71 ✓	30.85 ✓

In addition to the above-mentioned training hours, a tailor-made programme allowed new employees who joined the customer services team to get 640 hours of on-the-job and class-based training. Moreover, in 2019, the airport fire-fighting team benefitted from over 3,800 hours of theoretical, practical and familiarisation training. More than 4,000 hours of physical fitness training was logged by the crew over the year, and the onboarding of 7 new employees that joined the fire-fighting team totalled 2,240 hours

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

	TOTAL EMPLOYEES	MANAGEMENT	PROFESSIONALS	%
FEMALE	137	10	13	16.79 ✓
MALE	249	24	23	18.88 ✓
TOTAL	386	34	36	100 ✓

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	1 ✓	10 ✓	11	0 ✓	8 ✓	3 ✓	11
Welfare Fund Committee	2 ✓	2 ✓	4	0 ✓	2 ✓	2 ✓	4
Sports & Social Committee	8 ✓	3 ✓	11	3 ✓	7 ✓	1 ✓	11
Occupational Health & Safety Committee	2 ✓	6 ✓	8	1 ✓	6 ✓	1 ✓	8
Terminal Emergency Planning Committee	3 ✓	5 ✓	8	2 ✓	5 ✓	1 ✓	8
Audit Committee	1 ✓	3 ✓	4	0 ✓	4 ✓	0 ✓	4
Corporate Responsibility Committee	2 ✓	5 ✓	7	1 ✓	4 ✓	2 ✓	7
Customer Experience Committee	5 ✓	6 ✓	11	1 ✓	9 ✓	1 ✓	11
Finance Committee	1 ✓	5 ✓	6	0 ✓	4 ✓	2 ✓	6
Risk Management Committee	3 ✓	4 ✓	7	1 ✓	6 ✓	0 ✓	7
GDPR Committee *	2 ✓	5 ✓	7	0 ✓	6 ✓	1 ✓	7





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	2 ✓	24 ✓	8 ✓	34 ✓
Males	2 ✓	15 ✓	7 ✓	24 ✓
Females	0 ✓	9 ✓	1 ✓	10 ✓
ADMINISTRATION	26 ✓	33 ✓	11 ✓	70 ✓
Males	8 ✓	10 ✓	8 ✓	26 ✓
Females	18 ✓	23 ✓	3 ✓	44 ✓
OPERATIONS	69 ✓	101 ✓	45 ✓	215 ✓
Males	32 ✓	64 ✓	39 ✓	135 ✓
Females	37 ✓	37 ✓	6 ✓	80 ✓
TECHNICAL	16 ✓	37 ✓	14 ✓	67 ✓
Males	14 ✓	36 ✓	14 ✓	64 ✓
Females	2 ✓	1 ✓	0 ✓	3 ✓
TOTAL	113 ✓	195 ✓	78 ✓	386 ✓



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	24 ✓	10 ✓
Ratio – Average Basic Salary	1.00 ✓	0.68 ✓
Ratio - Average Gross Salary	1.00 ✓	0.63 ✓
Administration	26 ✓	44 ✓
Ratio – Average Basic Salary	1.00 ✓	1.02 ✓
Ratio - Average Gross Salary	1.00 ✓	0.99 ✓
Operations	135 ✓	80 ✓
Ratio – Average Basic Salary	1.00 ✓	1.01 ✓
Ratio - Average Gross Salary	1.00 ✓	1.00 ✓
Technical	64 ✓	3 ✓
Ratio – Average Basic Salary	1.00 ✓	1.07 ✓
Ratio – Average Gross Salary	1.00 ✓	0.99 ✓

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

In 2017, the company did not organise any training programmes on human rights policies and procedures concerning aspects of human rights that are relevant to operations.

GRI 412-2 EMPLOYEE TRAINING ON HUMAN RIGHTS POLICIES AND PROCEDURES

Throughout 2019, the most salient points of the Human Rights Policy were communicated to new employees. In addition to this, the policy is 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 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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## Notes

## Notes

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