



MALTA INTERNATIONAL AIRPORT PLC

Sustainability Report 2020

Sowing the Seeds of a Greener Tomorrow

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CEO's Message

CEO's Message

2020 WAS A YEAR UNLIKE ANY OTHER. IT SAW US SCALE DOWN MANY OF OUR INVESTMENTS AND PROJECTS AS OUR FOCUS SHIFTED TO SAFEGUARDING THE WELLBEING OF OUR GUESTS AND EMPLOYEES, WHILST WORKING HARDER THAN EVER TO MAINTAIN THE STABILITY OF OUR BUSINESS AS OUR INDUSTRY WAS ROCKED BY COVID-19.

The pandemic highlighted the importance of long-term investments in strengthening the resilience of an organisation, on the one hand, and adaptability, on the other – two pillars which, I believe, are also crucial in our response to other crises such as climate change.

While many of our projects for 2020 were shelved in order for us to be more efficient in tackling pressing matters triggered by COVID-19, knowing that we are in a decisive decade for the future of our planet, we did not allow the pandemic to slow down our environmental sustainability momentum. We continued to eliminate plastic from our operation, and one of our proudest achievements for 2020 was the drop of more than 4,600 kilos in plastic waste generated compared to 2019. More areas of the airport campus benefitted from switchovers to efficient lighting systems, and the number of hybrid cars in our vehicle fleet continued to increase. We also started to lay the groundwork for the procurement of our fourth photovoltaic system, which will increase our capacity to generate clean energy on the airport campus by 60% and help us move closer to reaching net zero status for emissions under our control.

All of this was achieved thanks to the perseverance and commitment of our people, who remained focused despite the overwhelming and discouraging circumstances of 2020. Throughout the year, we upped our efforts to understand the concerns of our team and to keep them informed of important developments, while striving to offer some peace of mind that the company could withstand the shocks of the pandemic if everyone continued working towards the same goals. Our communication efforts with other stakeholders, most notably guests, shareholders and airlines, were also amplified amid rapidly changing travel requirements, lockdowns, and unprecedented decisions taken with an aim to preserve the liquidity of the company.

In parallel with the company's internal initiatives to leave a positive impact and strengthen its relationship with stakeholders, the independent Malta Airport Foundation continued to drive external corporate responsibility initiatives, within the limitations arising from the pandemic.

Amongst other initiatives, in 2020, the Foundation organised two underwater clean-ups and supported the installation of two Seabins with an aim to safeguard the sea surrounding our islands which is such an important part of our identity and Malta's touristic offering. Now that we have entered the Decade for Ocean Science for Sustainable Development, the Malta Airport Foundation is committed to continue investing in projects which safeguard marine life, preserve Malta's underwater cultural heritage, and raise awareness about the economic and environmental importance of healthy seas, particularly to an island state like ours.

In an effort to continue shining the spotlight on Malta's heritage and the environment, the Malta Airport Foundation also made the leap online with a new initiative – Foundation Talks. This series of one-on-one interviews with experts and researchers with whom the Foundation has collaborated over the years, aims at starting an accessible conversation about the island's artistic, cultural and environmental heritage, whilst encouraging all citizens to be an active part of its safeguarding.

As we look ahead to what promises to be a better year, we shall remain focused on achieving a sustainable recovery both for our company and the local hospitality industry, bearing in mind that the younger generations will hold us accountable for decisions taken at this point in time, which is socially, economically and environmentally critical for the future of our planet.

I hope that this publication and our journey, inspire other local businesses, particularly within our industry, to join us in sowing the seeds of a greener tomorrow, which is free from the uncertainty, inequality and instability we have seen in the past couple of years.



Alan Borg
CEO



About this Report and Report Profile

About this report

MALTA INTERNATIONAL AIRPORT PLC'S SIXTH SUSTAINABILITY REPORT COVERS THE PERIOD BETWEEN THE 1ST OF JANUARY 2020 AND THE 31ST OF DECEMBER 2020.

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

- **Good Health and Wellbeing;**
- **Decent Work and Economic Growth;**
- **Industry, Innovation, and Infrastructure;**
- **Responsible Consumption and Production; 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 as well as adding value through meaningful partnerships and collaborations.

Report Profile

GRI 102-50 Reporting period for information provided

Year ending 31st December 2020

GRI 102-51 Date of the most recent previous report (if any)

Year ending 31st December 2019

GRI 102-52 Reporting cycle

Annual

GRI 102-53 Contact point for questions regarding the report

The Marketing & Communications Department on
MarketingandCommunications@maltairport.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 the 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 (tick) in the present report for the year ended 31st December 2020.

For the GRI content index, please refer to Appendix 4 on pages 74-76.

THE COMPANY'S MATERIAL IMPACTS

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

Category	Material Aspect	Inside the Organisation	Both Outside and 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

About the Company

Organisational profile

PRODUCTS & SERVICES

Malta International Airport operates from its headquarters in Luqa. 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

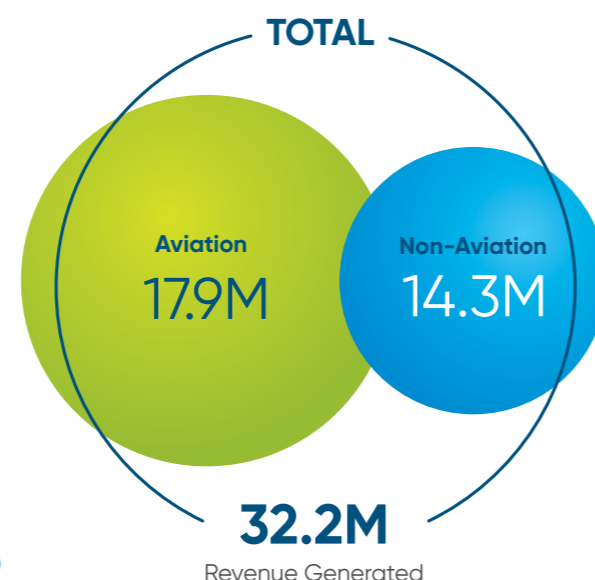


NON-AVIATION RELATED

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

ENTITIES INCLUDED IN THE CONSOLIDATED FINANCIAL STATEMENT OR EQUIVALENT DOCUMENTS

- SkyParks Business Centre Limited
- Airport Parking Limited
- Sky Parks Developments Limited
- Kirkop PV Farm Limited



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.

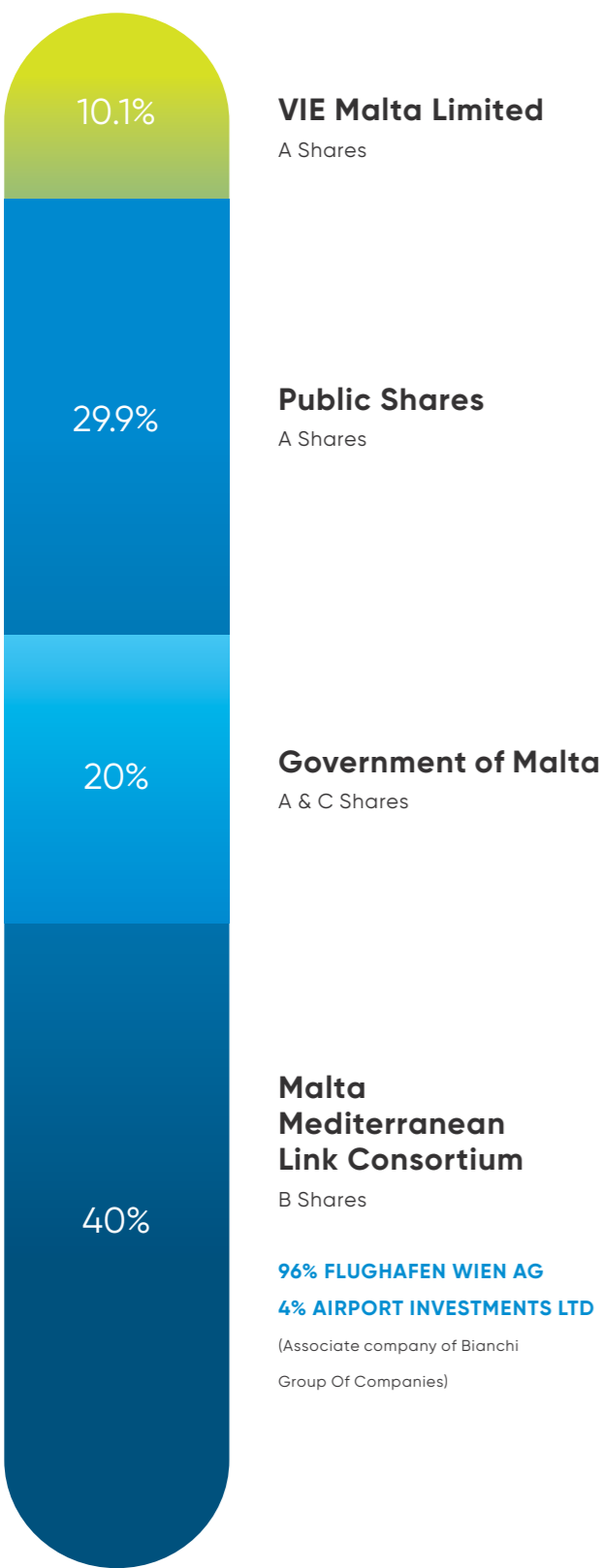


Passenger movements registered by Malta International Airport in 2020.

In 2020, Malta International Airport was connected to 37 markets.

About the company

THE COMPANY'S SHAREHOLDING



OUR VALUES



Integrity

We embrace the highest standards of integrity in all our actions particularly honesty and commitment.



Teamwork

We seek to build the success of this company on the teamwork of our people and collaboration with our airport and tourism partners in order to satisfy the needs of our guests.



Sustainability

We cherish sustainable strategies that balance the interests of the community on which we have an impact, the environment, and our economic performance over the long term.



Service Excellence

We want our people to provide excellent service to each and every guest. We aim to be caring and meticulous in everything we do and continually seek to exceed our visitors' expectations.

OUR BRAND PROMISE: OUR WORLD REVOLVES AROUND YOU



Your Safety and Security

Our topmost priority is to make you feel safe and secure every step of the way. We know that peace of mind contributes to a better airport experience, and that's what we aim to provide you with while on our premises.



Your Airport Experience

Our people take pride in turning journeys through our airport into memorable experiences by striving for service excellence combined with a touch of warm Maltese hospitality.



Your Feedback

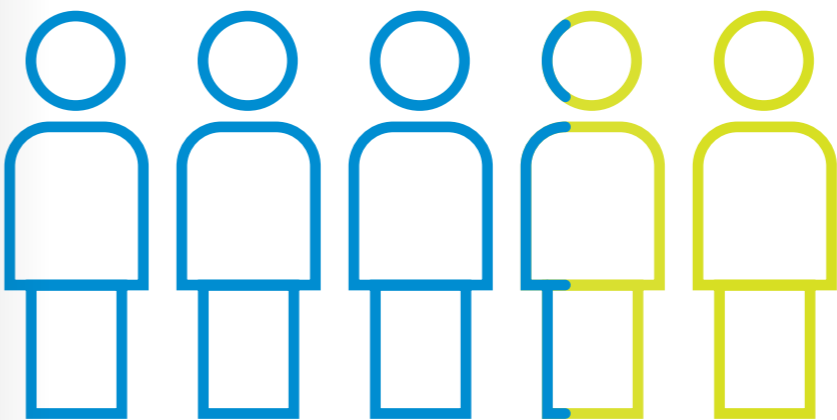
Your feedback is important in helping us better understand and meet your expectations. This is why we always listen to what you have to say and have a dedicated team to ensure that your suggestions never fall on deaf ears.



Your Future

We invest in our airport while looking far ahead, with the aim of allowing you to enjoy better experiences, added comfort, and more connections in future. And as we think for the longer term, we also do our bit to leave the world a better place for generations to come.

OUR TEAM



349
Employees

— 226 Male
— 123 Female

Corporate Responsibility and The Malta Airport Foundation

THE COMPANY'S APPROACH TO CORPORATE RESPONSIBILITY

Malta International Airport's commitment to the highest standards of corporate responsibility (CR) is reflected in the two-fold long-term strategy the company has adopted in this regard. This strategy has been guiding the company's efforts to conduct its business in an increasingly responsible manner, which leaves a positive impact on the airport's stakeholders as well as the wider community and the environment, for the past years.

During the year under review, the Corporate Responsibility Committee continued to drive projects and initiatives geared at the management of the company's social, economic and environmental impacts. A transparent analysis of the company's initiatives as well as any shortcomings related to these pillars of sustainability is presented in Malta International Airport's annual Sustainability Report.

The Malta Airport Foundation¹, on the other hand, is responsible for the company's external commitments. The Malta Airport Foundation was set up in 2014 – an independent non-profit organisation focusing on supporting projects and initiatives aimed at preserving, conserving, and promoting the Maltese islands' heritage for the benefit of locals and tourists alike.

The unprecedented events that unfolded during 2020 led the Malta Airport Foundation to put on hold the inauguration of the newly restored Combined Operations Room in Valletta; a wartime project in which the Foundation invested €334,000, and resort to taking up smaller scale initiatives, including the launch of the online project – Foundation Talks.

THE LAUNCH OF FOUNDATION TALKS

2020 saw many businesses and organisations venture into the digital space in an effort to retain their visibility among their audiences despite the many COVID-induced setbacks. The Malta Airport Foundation too made the leap online with the launch of a new initiative titled Foundation Talks.

Aiming to start an accessible conversation about Malta's cultural, artistic, and environmental heritage, Foundation Talks is a series of one-on-one interviews with experts and researchers with whom the Foundation has collaborated on several projects since its establishment in 2014.

The series was kick-started with an interview with Andrew Schembri, one of the co-founders of NGO Žibel, which was streamed on Malta International Airport's Facebook page in December 2020. The eye-opening interview centred on marine litter, the Seabin, single-use plastics, and how seemingly small day-to-day changes in behaviour and consumption can make a huge difference to the environment in the long run.

Other interviews were streamed in 2021 with the contribution of Prof. Alan Deidun, with whom the Foundation partnered on the production of the Filfla and Comino documentaries, Dr Charlene Vella, who led the Foundation-supported restoration of the 15th-century Triptych of the Madonna del Soccorso, Dr Stanley Farrugia Randon, who was instrumental to the completion of the Foundation-financed restoration of Torri Xutu, Mario Farrugia from Din l-Art Helwa, with whom the Foundation partnered on the restoration of the Combined Operations Room in Valletta, and Prof. Timmy Gambin who leads the Phoenician shipwreck excavation project.



TWO UNDERWATER CLEAN-UPS RID THE SEABED OF AROUND 1.6 TONNES OF WASTE

Two clean-ups organised by the Malta Airport Foundation in August 2020 brought together 49 divers, 2 snorkellers and several other volunteers to rid part of the seabed in the south of Malta of marine waste.

Over five hours, a group of volunteers at Birżebbuġa brought to the surface around 700 kilos of waste mainly consisting of plastic jerry cans and bottles, discarded pieces of mooring rope and broken boat parts. Another team at Wied iż-Żurrieq collected numerous glass and plastic bottles, as well as an array of bulky items, including 53 tyres, a metal ladder, bollards, concrete sinkers, and large metal pipes, amounting to around 900 kilos.

These clean-ups were organised in line with the Malta Airport Foundation's strong commitment to raising awareness about marine conservation and working towards improving the quality of the waters surrounding the islands for the benefit of locals and tourists visiting Malta. Beaches and diving, in fact, consistently rank among tourists' top ten reasons for visiting the Maltese islands.



THE PHOENICIAN SHIPWRECK PROJECT: THE 2020 SEASON

The Phoenician shipwreck – the oldest known shipwreck in the central Mediterranean – was discovered back in 2007 off Xlendi Bay in Gozo at an impressive depth of 110 metres. The Malta Airport Foundation has been supporting this ongoing project, which continues to yield new discoveries and artefacts with the help of state-of-the-art technologies, since 2018.

Despite the fact that the COVID-19 pandemic brought about an onslaught of challenges, the team successfully completed the fieldwork it set out to conduct in 2020. An array of ceramic artefacts and organic materials were recovered from the site, and these may provide further insights into important questions such as trade networks and ship construction.

The research team organised several talks throughout the year to raise awareness among the public about this site, which is an important part of our underwater heritage. The Malta Airport Foundation supported these outreach initiatives with the publication of a behind-the-scenes video, which highlighted the preparations and manpower needed for a series of successful dives to the site.

Moreover, the Phoenician shipwreck was one of the first 10 sites to be included in the launch of the Virtual Museum – Underwater Malta, which uses 3D, virtual reality, video and photography to provide access to Malta's unique underwater cultural heritage.



THE COMPLETION OF THE SEABIN PROJECT

Hot on the heels of the aforementioned clean-ups, the Malta Airport Foundation announced that two Seabins that it had sponsored were up and running in the southern localities of Marsaxlokk and Marsascala. The approval of these two Seabins, in fact, marked the strategic roll-out of the Seabin Project, which is spearheaded locally by NGO Żibel, in the southern region of the island.

Designed to be inconspicuous yet effective, Seabins are particularly efficient in gathering waste that is otherwise difficult to collect due to its size, such as microplastics, as well as skimming the sea surface for floating oils and other pollutants. The Marsaxlokk and Marsascala Seabins can filter around 432 million litres of water between them over the course of a year.

THE TRANSLATION OF THE FILFLA AND COMINO DOCUMENTARIES

Having amassed over 100,000 views on Malta International Airport's YouTube channel alone, the Filfla and Comino documentaries, which were produced with the support of the Malta Airport Foundation, hardly need an introduction. Around an hour's worth of extremely high-quality footage served to bring the fascinating, but not easily reachable, underwater worlds around Filfla and Comino closer to the public.

In 2020, the Malta Airport Foundation invested in the translation to Maltese of the two documentaries, with the two-fold aim of reaching more locals and celebrating the Maltese language. These documentaries will also be included as part of an educational package, which the Foundation will be donating to primary and secondary schools in Malta and Gozo, in an endeavour to raise awareness about the importance of our oceans and healthy marine eco-systems among young students.

Good Health & Wellbeing

Good Health and Wellbeing

SAFEGUARDING EMPLOYEES' PHYSICAL AND MENTAL WELLBEING AMID AN UNPRECEDENTED PANDEMIC

The company's health and wellbeing initiatives

One of Malta International Airport's top internal priorities is the protection of its employees' health and wellbeing through ongoing initiatives, including free gym memberships and mental health support provided by professionals, offered as part of the company's Employee Wellbeing Programme. Such initiatives are aimed at ensuring that team members feel good, both mentally and physically, and are thus able to reach their full potential at work and beyond the office.

The company's Occupational Health and Safety Committee² is responsible for identifying opportunities to further improve the workplace in terms of health and safety for the benefit of all airport employees. During the year under review, this committee, which was composed of eight members³, representing the company's main departments and 2.3% of the workforce, met twice.

2020 saw the company step up and remould its health and safety efforts in response to unprecedented realities brought by COVID-19. New Occupational Health and Safety protocols and guidelines³, providing guidance in relation to a host of scenarios ranging from the efficient handling of suspected COVID-19 cases to the thermal screening of employees prior to entering the offices, formed an integral part of the company's COVID-19 response strategy. This strategy was aligned to the guidelines of the local health authority and the COVID-19 Aviation Health Safety Protocol published jointly by EASA and ECDC.

"Despite the fact that I am considered to be a vulnerable person, I felt safe returning to the office after having worked remotely for three months. I appreciated the fact that the HR Team went the extra mile to make me feel even safer on my first day back at the airport by organising a one-on-one meeting between me and one of our Health and Safety representatives, and providing me with a PPE kit."

Alexia Frendo, Marketing Associate

² 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.

³ For more information about Occupational Health and Safety, refer to GRI 403-9 and 403-10 on pg 70.

Spotlight on some of the initiatives that helped the company honour its health and safety obligations as well as go a step further to support the team in making it through a year unlike any other.



A staggered work roster

While the company had been working towards the introduction of work-from-home opportunities before 2020, the COVID-19 pandemic fast-tracked the process.

The option to work from home for a maximum of two days per week was provided to employees whose duties could be performed remotely. In order to ensure business continuity and contain possible positive COVID-19 cases, a staggered staff roster for all office and shift workers was introduced.



Deep cleaning & Disinfection

Cleaning and disinfection became a more frequent and rigorous affair following the outbreak of the COVID-19 pandemic, with frequently touched surfaces and shared spaces, such as kitchenettes and meeting rooms, receiving special attention.

The team was also encouraged to do its part in keeping office spaces clean and disinfecting shared equipment after use.



Bonusly

Through Bonusly, all team members can publicly recognise their peers for work-related achievements, support, and living by the company's values, by giving out bonuses.

This platform was launched in early 2020, and throughout the pandemic it helped the team maintain a sense of community, despite the fact that the introduction of work from home meant that certain colleagues did not meet in person in months.



E-training

The company's newly launched e-training platform was another essential tool in maintaining a semblance of normality throughout the pandemic.

With the help of this virtual e-learning platform, the company was successful in clocking 5,247 hours of training despite the many setbacks brought about by the pandemic, including financial constraints and partial lockdowns which prevented in-person training from taking place.



Communication channels

At a time of constant change and remote work, the company sought to communicate with the team even more frequently through email updates sent by the CEO, the launch of monthly virtual Q&A sessions led by the CEO and other senior members of the management team, and email newsletters.

These newsletters relayed important information and enabled the company to share regular mental wellbeing tips put together in collaboration with the team of professionals at the Richmond Foundation. Additionally, the installation of 12 digital noticeboards across office spaces allowed the company to keep the team abreast of the latest developments in relation to COVID-19 at all times.



Five thousand and six hundred hours

5,600 hours of special quarantine leave were granted to 96 employees, with an aim to contain the spread of the virus among the workforce.

25 employees whose leave balance was low were granted 65 hours of leave from the communal Leave Bank to help them strike a better balance between work and new responsibilities arising from the COVID-19 crisis, such as the homeschooling of young children.

**THE COVID-19 AIRPORT
WORKFORCE PULSE SURVEY**
244 RESPONDENTS

86%

Agreed that the company was **handling the COVID-19 crisis well**

81%

Stated that the health & safety measures taken **made them feel safer at work**

85%

Expressed their satisfaction with the **communication between the company and the team**

87%

Expressed confidence in the **company's leadership and efforts to overcome the crisis**

**THE ANNUAL
EMPLOYEE SURVEY**
256 RESPONDENTS

96%

Agreed that the company **focuses sufficiently on employee wellbeing**

91%

Stated that they were happy with the company & **hadn't looked for work elsewhere**

Keeping a finger on the team's pulse

In 2020, the company ran The COVID-19 Airport Workforce Pulse Survey, with an aim to gauge employee sentiment about the COVID-19 situation and the company's response to it, as well as The Annual Employee Survey. Some of the results from these surveys are presented on the left.

Praise for internal initiatives

In addition to the team's positively reassuring feedback, the company received an encouraging vote of confidence from Airports Council International in November 2020. A panel of human resources and leadership professionals selected by Airports Council International honoured Malta International Airport with an HR Excellence award after having thoroughly evaluated the company's initiatives to safeguard its people from the negative impacts of the pandemic. The panel lauded the company's internal communication strategy as well as initiatives taken to safeguard the physical and mental wellbeing of its workforce, while allowing learning and employee engagement to take place safely.



**SAFEGUARDING GUESTS' HEALTH THROUGH
A RESHAPED AIRPORT EXPERIENCE**

Responding to emerging needs and expectations

Throughout 2020, the company expended a lot of time and energy in preparing the terminal building for the return of guests and stakeholders working on the airport campus, and ensuring that a safe yet welcoming airport environment was maintained at all times. Specific measures were taken inside the La Valette lounge, with the buffet option previously available being replaced with a table service in line with the public health authority's guidelines, and printed materials being replaced by a digital library. Additionally, a booking system was introduced with an aim to better manage lounge capacity whilst adhering to the health and safety guidelines in place locally.

While the company left no stone unturned in stepping up health and safety levels, in July 2020 Malta International Airport launched a Travel Sentiment Survey with an aim to garner a better understanding of the local public's future travel and airport visit intentions; how likely health and safety measures in place were to influence these intentions; and determine whether additional health and safety measures were needed to make guests feel more at ease at the airport.

Below are four priorities in relation to travelling or visiting the airport as identified by respondents of this survey.

THE TRAVEL SENTIMENT SURVEY
1773 RESPONDENTS

81%

of respondents rated **deep cleaning & disinfection** as extremely important

57%

of respondents rated **social distancing at the terminal** as extremely important

72%

of respondents rated **hand sanitising stations** as extremely important

63%

of respondents rated the presence of a special **airport care team** as extremely important

Here’s a look at the measures implemented by Malta International Airport to safeguard guests’ health whilst boosting consumer confidence.

1475 hours of safety & security training



were delivered to the team, with a portion of this training being directly related to COVID-19 scenarios. The Rescue and Firefighting team, for instance, was trained to use fumigation equipment, which was procured by the company, in order for the process to be carried out faster when the need arises.

1400 floor stickers and 300 seat belt barriers



were installed to help travellers and visitors maintain safe distances at all times.

180 metres of partition walls



were put up to allow for better segregation of passenger flows and minimise the crossing of paths of travelling and non-travelling guests.

120 sanitising stations



were placed at main passenger touch-points to encourage the maintenance of good personal hygiene. The efforts of the cleaning team were also ramped up, with deep cleaning and disinfection being carried out in line with the recommendations issued by the ECDC.

36 passport & boarding card readers barriers



were installed to allow for a more contactless airport experience.

16 frontliners



were trained to form part of the Airport Care Team, which was established with the aim of providing reassurance and help to guests travelling at a time of great uncertainty and changes to the airport experience.

8 thermal screening cameras



were placed at main passenger entryways, with guests whose body temperature exceeded 37.2°C being interviewed by public health officials stationed at the airport. Temperature screening was complemented by dedicated facilities at designated areas where health representatives could carry out testing on arriving passengers.

6 main principles



were established by EASA in the Aviation Industry Charter for COVID-19, to which Malta International Airport is a signatory as part of its commitment to the highest standards of health and safety.

Recognition of the company's external Health and Safety Measures

November 2020
The Best Airport Award in the context of COVID-19

A panel of judges selected by Airports Council International from several esteemed organisations, including the European Commission, SESAR JU and EUROCONTROL, commended Malta International Airport’s work in creating a safe airport environment whilst being mindful of new passenger needs and passenger feedback. The judging panel identified the setting up of a special Airport Care Team, the segregation of the terminal into zones, and the use of technology in ensuring social distancing is respected as the initiatives which distinguished Malta International Airport from its peers, allowing it to secure the Best Airport Award in the context of the COVID-19 pandemic.

February 2021
The Voice of the Customer Certificate

Malta International Airport’s efforts to better understand travelling guests’ rapidly evolving needs and expectations throughout 2020 were recognised by Airports Council International (ACI) World, with the airport becoming one of 140 recipients of the newly launched Voice of the Customer Certificate. This certificate celebrates airports’ commitment to listening to and engaging with customers during the COVID-19 pandemic.

March 2021
The Airport Service Quality Survey Award

Malta International Airport was also one of the winners of Airports Council International’s Airport Service Quality (ASQ) Awards for 2020, claiming the title ‘Best Airport in Europe’ in its size category for the third consecutive year. A total of 1,044 departing passengers rated Malta Airport based on 34 key performance indicators related to the service provided and facilities offered in 2020. Malta International Airport registered an improvement on most indicators compared to 2019, earning top scores from its guests for ease of way finding, cleanliness, staff courtesy, and safety and security, going on to end the year with an all-time high overall satisfaction score of 4.46.

May 2021
Skytrax 5-star rating

Malta International Airport was awarded five stars for its COVID-19 health and safety efforts by Skytrax, becoming one of only nine airports worldwide to hold this rating back in May 2021. Skytrax’s 64-page audit report highlighted a number of opportunities for further improvement as well as a good number of strengths observed during the audit. Malta International Airport received glowing praise for its Airport Care Team, whose role in the delivery of a 5-star experience in terms of health and safety was described as ‘significant’. The report also highlighted the diligence of the security and cleaning staff; the availability of hand sanitising stations; the development of consistent signage; and the management of the shopping experience as factors which left a particularly good impression during the audit, elevating the journey through Malta Airport to 5-star status.

Straight from our guests’ mouth –

FEEDBACK RECEIVED THROUGH OUR SOCIAL MEDIA CHANNELS IN 2020

“We travelled as a family last summer and I can vouch for the measures which are in place at MIA.”

“Post-COVID travels felt safe, comfortable and exciting! Malta International Airport has gone to great lengths to guide travellers on how to keep safe distances in every area of the terminal, making the journey so easy and pleasant.”

“I would like to praise the Malta International Airport team for how well prepared they were when the airport reopened.”

SAFEGUARDING THE WELLBEING OF THE WIDER COMMUNITY

Malta International Airport considers the local community, especially neighbouring villages, to be an important stakeholder group⁴ upon which it seeks to leave a positive impact and with which it endeavours to build 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 their four main concerns.

Community Concern



Action Taken by MLA



Airport operations⁵ and their potential environmental impact⁶

A stronger drive towards a more environmentally responsible operation and the commissioning of studies and reports to consider actual or potential impacts on neighbouring communities, in line with the precautionary principle⁷.

Parking limitations and congestion

An investment of €20 million in a multi-storey car park, which accommodates around 1,300 vehicles, and a company Master Plan which provides for modifications to existing roads and the construction of new ones, so that traffic, which a Traffic Impact Statement predicted would increase as a result of envisaged investments, does not create bottlenecks in the area.

The wider impact of an emergency scenario unfolding on the airport campus

The company is committed to be prepared to respond efficiently to any emergency scenario. Throughout the year, the Terminal Emergency Planning Committee⁸ organised a number of terminal-based drills in order to further bolster emergency preparedness. Additionally, in 2020 the company brought together key stakeholders for a full-scale emergency exercise, which was adapted to the exigencies of the COVID-19 pandemic.

Aircraft noise

A Malta Airport Noise Modelling Report covering a study conducted by the Environment and Resources Authority, was published in 2019. The airport also remains committed to supporting future studies related to noise and working with airline and TM-CAD to encourage quieter aircraft and operations.

⁴For a full list of these stakeholders and entities, and methods of communication, refer to GRI 102-40 – GRI 102-44 on pg 64-65.
⁵GRI 413-2 Operations with significant actual and potential negative impacts on local communities
⁶For more information about emissions, refer to the Responsible Production and Consumption and Climate Action section on pg 50 – 51.
⁷For more about the adoption of the Precautionary Principle, refer to GRI 102-11 on pg 62.
⁸In 2020, the Terminal Emergency Planning Committee was composed of eight members⁹ representing 2.2% of the total workforce.

Community wellbeing through philanthropy

Despite the many challenges faced throughout 2020, the company did not abandon its pledge to be a force for good within the community through philanthropic and charitable work, and sought to support projects and initiatives that had the wellbeing of sections of the community at heart.

Through employee-driven events, including the company’s first online Christmas raffle, a sum of €3,000 was collected and donated to Dr Klown. Other donations from the company’s Corporate Responsibility fund benefitted several children’s homes at Christmastime and the Malta Community

Chest Fund, which is instrumental in ensuring that locals needing to undergo medical treatment abroad receive adequate support. Another sizeable donation was made towards the setting up of a music school for children with mixed abilities.

2020 also saw Malta International Airport look beyond Malta’s shores to support a humanitarian initiative in Beirut spearheaded by a group of Maltese chefs. The airport financially supported these chefs in setting up a soup kitchen for the Beirut explosion victims, and later donated several food pallets worth almost €8,000 to the same noble cause.



Decent Work & Economic Growth

Decent Work

WORK-FROM-HOME OPPORTUNITIES AND SAFE WORKSPACES

The world of work was profoundly affected by the COVID-19 pandemic, necessitating Malta International Airport to review work arrangements in order to safeguard the workforce whilst ensuring business continuity. In 2020, the option to work from home for a maximum of two days a week was introduced for employees whose tasks could be carried out remotely, in order to allow members of the team to strike a better work-life balance and feel safer amid the COVID-19 pandemic. With an aim to ensure that both the company and employees uphold their obligations whilst working from home, a Work from Home Policy clearly defining each party's responsibilities was made available on the company intranet in August 2020 and communicated to employees.

A good number of employee responsibilities stipulated in this policy are related to health and safety. To support employees in setting up an adequate home workspace, the company provided the team with the opportunity to undertake online ergonomic training followed by a brief test. Frequent communications were also sent out to employees reminding them that the health and safety team was just an email or call away.



The company also stepped up its efforts in relation to health and safety at work by:

- introducing more rigorous cleaning of offices and shared spaces;
- installing a thermal screening checkpoint for employees;
- providing front-liners with the necessary personal protective equipment (PPE);
- establishing the necessary internal health and safety protocols.

Salary⁹ reductions and revised working hours

2020 was a year unlike any other for more reasons than one. Whereas prior to the crisis, an increasingly busy operation necessitated the recruitment of more people, in 2020 a hiring freeze¹⁰ was put in place as one of the mitigation measures taken by the company to weather the storm brought about by the COVID-19 pandemic. In an effort to soften the blow of the crisis on the company's financials and safeguard employees' jobs at a particularly challenging time when airport-based jobs across Europe were at risk, tiered salary reductions reflecting the pay grades of different team members were implemented between April and July 2020.



All team members were treated equally in this regard – from C-level executives and directors, to members of the management team and unionised employees – in that everyone was asked to contribute to the company's efforts to preserve its liquidity by giving up part of their salary. These measures, together with a COVID-19 wage supplement benefit provided by government¹¹, allowed the company to reduce its staff costs for 2020 by 20.2% when compared to the previous year.

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. 452.96.¹²

In line with the above and given that salary reductions constituted a decision that impacted employees directly, members of the management team were given the possibility to opt in or out of this measure. On the other hand, the company entered into talks with the two unions representing team members falling under the Collective Agreement¹³ to agree on a salary reduction and revised working hours reflecting this decrease which ensured that employees were

still receiving a fair income. Moreover, Collective Agreement employees were granted 21 hours of additional leave as well as given the opportunity to request extra leave from the communal Leave Bank to help them strike a better balance between work and any new responsibilities arising from the COVID-19 crisis, such as the homeschooling of young children.

A fair income is one of the pillars of decent work and, as shown in more detail in GRI 405-2 on page 72, there is only a marginal difference in the ratio of basic salary and remuneration of men when compared to women for the majority of all employee categories. 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.

77%

of respondents to The COVID-19 Airport Workforce Pulse Survey **agreed that the financial measures taken by the company, including salary reductions and the suspension of certain projects, were necessary.**

¹¹GRI 201-4 Financial Assistance received from Government. Under this scheme, Malta International Airport qualified for a monthly wage supplement of €800 per full-time employee. The Government of Malta has a stake in Malta International Airport, as a result of which it receives returns in the form of dividends.

¹²GRI 402-1 Minimum notice period regarding operational changes

¹³GRI 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.

Equal opportunities

While the company seeks to provide equal opportunities to 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%¹⁴ of senior management, seven out of eight heads of department and the CEO, were hired from the local community. At the beginning of 2020, the CEO's contract was extended until February 2024.

The introduction of digital training and recognition platforms

Budget constraints and partial lockdowns made it quite challenging for the company to organise training during the year under review. Malta International Airport was, however, able to overcome some of the challenges posed by the pandemic through the launch of an e-learning platform, which allows for peer-to-peer training, and by the end of the year, a total of 5,247 hours of training were delivered to the workforce. Through a post-training evaluation survey, it was established that the average satisfaction rate among employees who received training last year stood at a very encouraging score of 4.5 out of a maximum of 5.

Another online platform which was received very well by employees was the digital recognition platform – Bonusly. Introduced in January 2020, this platform allows employees across the company, including the CEO, CFO and other senior members of the management team, to publicly recognise other team members for outstanding achievements, support, and living by the company's values through bonuses, which can be collected and redeemed against rewards. Throughout the year under review, an average of 70% of the workforce gave at least one bonus to their peers. In the 2020 Annual Employee Survey, the score for the 'feedback on my performance' question improved significantly when compared to 2019, which could be a direct result of the introduction of this instant feedback and recognition platform.

Empowering the workforce and fostering engagement

Prior to 2020, the company had two main initiatives in place through which employees could make their voices heard: the Annual Employee Survey and My CEO Time, with the latter giving team members the opportunity to discuss their ideas and concerns directly with one of the main decision-makers of the company. With an aim to further empower employees and foster higher levels of engagement, in November 2020, the company also introduced Employee Focus Groups, which have provided team members with another opportunity to voice their opinions and actively participate in further improving both the airport experience and the workplace. Each chosen employee is given the opportunity to participate in 12 sessions organised across six months and give their feedback on one of three themes covering the work and airport experience, namely premises, processes and people.

“Employees working at the offices on Level 2 can sometimes feel alienated from the processes and effort involved in running the airport smoothly on a day-to-day basis. Through my involvement in the Employee Focus Groups, I have become more aware and appreciative of the work executed across all departments. It has also increased my engagement in creating a safe and healthy workplace which is essential to deliver an excellent service to our customers.”
Abigail Barbara, Business Analyst & EFG Participant

“When I was invited to participate in the Employee Focus Group initiative, I felt more empowered to give my honest feedback and take a more active part in the shaping of a better airport journey and workspace. My participation in these focus groups also allowed me to better understand the roles of my peers and other departments.”
Connie Camilleri, HR Officer & EFG Participant

Jobs supported by the company and local suppliers

The importance of Malta International Airport’s role in the local economy is further amplified by the fact that Malta is an island, which is very much dependent on connectivity and the benefits resulting from it. A study commissioned by Malta International Airport revealed that the direct, indirect, and induced impacts arising from the activities and operations undertaken at Malta International Airport supported around 9,600 jobs in the Maltese economy in 2019.

GRI 203-2 SIGNIFICANT INDIRECT IMPACTS

Source: Malta Airport: Economic Impact Assessment, January 2021. Analysis by ICF.

	Gross Output € million	GVA € million	Taxes € million	Employment
Direct impacts	€488 m	€218 m	€136 m	3,774 jobs
Indirect impacts	€299 m	€100 m	€82 m	3,563 jobs
Induced impacts	€276 m	€122 m	€77 m	2,264 jobs
Total (direct, indirect & induced) impacts	€1,063 m	€439 m	€295 m	9,601 jobs

Besides facilitating international trade through the export and import of freight, providing businesses with connections and access to foreign markets, and facilitating the movement of tourists and locals, Malta International Airport works with a number of suppliers throughout the year. During the year under review, Malta International Airport worked with 775 suppliers and stakeholders, with the majority of these being local, which helped the company in delivering the best possible experience to its guests, adapt to the challenges and requirements stemming from COVID-19, and further improve its processes and infrastructure through the provision of products and services related to construction, planning, security, ground handling, cleaning, maintenance and repairs, and technology, amongst others.¹⁵

In 2020, Malta International Airport continued to offer training to customer-facing stakeholders providing their services on the airport campus. Focusing largely on service excellence, the airport experience and COVID-19 considerations, the

bulk of this training was delivered by the airport’s Operations Quality Manager between September and December 2020, due to the COVID-19 situation, with the total number of hours clocked amounting to just over 165.

As shown in the table below, the total spend on suppliers decreased by 21.5% over 2019 largely as a result of the company’s decision to put on hold certain projects which were not deemed to be essential in order to mitigate the impact of the COVID-19 crisis on Malta International Airport’s financials. For yet another year, local suppliers benefitted from the company’s largest spend, in line with Malta International Airport’s aim to support home-grown companies both for the benefit of the environment and the local community. However, at times, the very unique needs of the island’s only air terminal, require the company to look beyond Malta’s shores for certain services, products and niche expertise. More information about the company’s suppliers may be found on page 72 under GRI 414-1 and GRI 414-2.

GRI 204-1 PROPORTION OF SPENDING ON LOCAL SUPPLIERS

	2019	Share in 2019	2020	Share in 2020
Non-EU	€200,432	0.3%	€580,534✓	1%✓
EU	€7,752,415	12.3%	€10,303,571✓	21%✓
Local	€54,859,049	87.4%	€38,418,626✓	78%✓
Total	€62,811,896	100%	€49,302,731✓	100%✓

¹⁴ GRI 202-2 Proportion of senior management hired from the local community

¹⁵ GRI 102-9 A description of the organisation's supply chain.

Passenger numbers and consumer confidence amid a pandemic

2020 started on a promising note for Malta International Airport, with the first two months of the year both registering double-digit growth in line with the airport and government’s joint strategy of stimulating further traffic in the shoulder and winter months in order to address seasonality. However, the unprecedented impact of the COVID-19 pandemic and travel restrictions on the air transport industry led Malta International Airport to close the year with just 1,748,050 passenger movements (-76.1%), bringing to an end an uninterrupted decade of year-on-year growth.

Despite this staggering drop in passenger numbers and the airport’s closure to commercial flights for a period of just over three months, Malta International Airport still played an important role in the thick of the pandemic by facilitating repatriation and cargo flights, at a time when it was particularly important for family members to be together and supplies to reach the islands in a timely manner. The drop of 7.6% registered by cargo and mail in 2020 when compared to 2019 was much less significant than that registered by passenger traffic during the same time.

The company also did its utmost to help restore consumer confidence in the air travel industry by taking all the health and safety precautions prescribed by the local health authority and aviation organisations as well as going a step further to create the safest airport environment for travelling guests.

Passenger Trend 2020 vs 2019



Connectivity

Increasing connectivity was always a topmost priority to the airport’s traffic development team, particularly given the clear benefits connectivity has been shown to bring to a country’s GDP. These efforts were clearly reflected in Malta’s classification as the second most connected country in Europe relative to its population size in 2019¹⁶. In 2020, however, Malta International Airport’s route connectivity dropped by around 19% as a result of the uncertainty, low consumer confidence in the industry and restrictions brought about by the pandemic. The airport’s traffic development team sought to maintain an open line of communication with partner airlines in order to support them in adjusting their schedules and frequencies at a time of great uncertainty and constant changes to travel restrictions.

Malta International Airport has now experienced the first signs of recovery, with October 2021 having been the airport’s strongest month in terms of passenger numbers since the outbreak of the pandemic. The company remains committed to continue working with partner airlines and government towards a sustainable recovery that benefits the local tourism sector and the wider economy, with the achievement of a balanced business mix being an integral pillar of this recovery.

Revenue and economic value distributed

Total revenue for the group decreased by €68 million (-67.9%) compared to 2019, with revenue from the company’s aviation segment registering a drop of 74.8%, which was almost in line with the decrease in passenger movements of 76.1%, and revenue from the non-aviation segment, which includes rents, parking, and VIP products, registering a lower drop of 51.4%.

In contrast with 2019, when the group closed the year with profit after tax amounting to €33.9 million, Malta International Airport ended 2020 with a net loss of €4.3 million at group level, with 2020 becoming the first loss-making year since the airport’s privatisation in 2002. The prompt implementation of a cost-cutting programme in April 2020, with included salary reductions and the suspension of non-essential projects, allowed the company to partly dilute the huge blow of the pandemic on its financials and safeguard the employment of its workforce.

As a result of the impact of the COVID-19 pandemic on the company’s revenues, the economic value generated in 2020 shrank by 67.7% compared to 2019 to total €32,498,251. The economic value distributed in the form of operating costs, employee wages and benefits, payments to providers of capital as well as to government, and community investments, on the other hand, decreased by 63.7% over 2019 to stand at €26,917,213¹⁷. For a more detailed break-down, you may refer to page 66 of this report.

Passenger Movements



*These figures include transit and freight.

¹⁶Air Connectivity: Measuring the connections that drive economic growth, IATA
¹⁷GRI 201-1: Direct economic value generated and distributed

Industry, Innovation & Infrastructure

Investing in the Infrastructure of The Future¹⁸

THE TERMINAL EXPANSION PROJECT

2020 started with the company unveiling its long-term vision for the airport by revealing details of an investment of circa €100 million in a terminal expansion. This ambitious expansion project was designed to equip Malta International Airport with the capacity to handle further traffic growth and continue to play an important role in the local economy whilst offering a 5-star airport experience to all guests through a combination of increased operational space, a superior F&B and retail offering, a stronger sense of place, and the use of cutting-edge technologies. With sustainability being an important value for the company, smart technologies, including a new building management system to allow for energy and water management optimisation, and better insulation were envisaged to be among the improvements that would contribute to the development of a more energy-efficient building.

This project, however, had to be suspended temporarily in response to the outbreak of COVID-19 and its staggering impact on travel as well as the company's financials. With the advent of COVID-19, the company's focus quickly shifted from forward-looking plans for the development of airport infrastructure which could meet future needs to an action plan to address immediate challenges arising from the COVID-19 pandemic, particularly through the use of technology.



The completion of the multi-storey car park: Park East

While a number of projects which were not deemed to be essential were put on hold in 2020, works on the Park East project went ahead as originally scheduled due to the advanced stage the project had already reached when COVID-19 broke out. The multi-storey building was officially completed in November 2020, less than two years after construction works were kick-started and within the estimated budget of €20 million.

Park East is contributing to a further enhanced airport experience through the provision of around 1,300 covered parking spaces which will shelter users' vehicles from the elements. The complex also provides a centralised area of operation for 17 car rental companies, which has made the process of renting a car even simpler given that travelling guests will be able to pick up and drop off their vehicle, as well as settle any related paperwork, in one place.

On the car park's open-air level, which accommodates more than 450 parking spaces for airport employees and stakeholders, a 770-kWp photovoltaic system is currently being installed. Given that the amount of clean energy generated by the system is expected to equal the amount of energy used on site annually, the car park will be a net-zero energy building.

The launch of the Apron X investment with a call for tenders

In December 2020, Malta International Airport officially set the ball rolling in relation to its multi-million investment in a new apron – Apron X – with the publication of a call for tenders for the development of a new aircraft parking area and supporting facilities.

Strategically positioned between Apron 8 and Apron 9, Apron X and supporting facilities will be developed over an area covering approximately 100,000 square metres. The project will see the development of a new aircraft parking area accommodating up to seven additional narrow-body or three wide-body aircraft, with the enhanced parking capacity contributing to a smoother operation in the medium to long term. Besides equipping Malta International Airport with enhanced aircraft parking stand capacity, the Apron X investment provides for the construction of a new taxiway, which would improve accessibility to the new apron, and the development of a staging area housing facilities for essential ground handling equipment.

The project is also designed to support Malta International Airport in honouring its environmental commitments through the development of adequate storm-water collection facilities, the installation of LED floodlighting systems, and the replacement of auxiliary power units, which are currently used by parked aircraft, with ground-power supply units.

INNOVATION AND TECHNOLOGY

Meeting COVID-19 needs through technology and innovation

Committed to boosting consumer confidence in travel, the company invested in technology which enabled it to provide a much safer environment for all guest when Malta International Airport re-opened to commercial flights in July 2020. Below is a look at how technology helped Malta International Airport amid the COVID-19 pandemic.

Thermal screening cameras were installed at main passenger entryways as well as the entrance used by employees to access the offices. These screening cameras allowed for the monitoring of passengers' and employees' body temperature in a non-invasive manner prior to entering the airport or the workspace. Working with a thermal and an optical lense, these cameras also raised red flags in cases when people were not wearing a face mask.

The software of 67 cluster-detection cameras located around the terminal underwent an upgrade, which allowed real-time alerts to be sent out to members of the Airport Care Team if proper social distances were not being kept, in order for them to be able to take timely action.

An app which gives access to La Valette Club members to a digital library of more than 7,000 publications with a simple scan of a QR code, replaced all printed material previously available at the La Valette lounge. The introduction of this app supported La Valette Club in reaching its two-fold aim of providing the highest levels of health and safety within the lounge and operating in a more environmentally conscious manner, whilst widening the selection of reading material for its guests.

A cutting-edge fire vehicle: the Rosenbauer 8X8 joins the fleet

Malta International Airport committed to an investment of around €2.9 million in the modernisation of its fire-fighting fleet in 2019. The first vehicle, out of three, was delivered to Malta International Airport by industry leaders Rosenbauer in 2020, with two other vehicles joining the fleet in the first half of 2021.

The vehicle which was delivered last year – the Panther 8x8 – boasts enhanced extinguishing power and in-built thermal imaging technology for low-visibility conditions. These features will enable the Rescue and Fire-Fighting team to respond faster and more efficiently to emergency situations occurring in different scenarios. The vehicle is also equipped with a high-reach extendable turret and piercing tool, which makes the fire truck ideal for high-precision response.

CRAFTING 5-STAR GUEST EXPERIENCES

A re-shaped guest experience

As has already been explained in other sections of this report, in 2020, the guest experience underwent significant changes in order for the company to be able to provide a safe airport environment and adhere to the COVID-19 health and safety requirements in place. Despite the many restrictions, Malta International Airport remained firmly committed to delivering superior service quality to all guests and was successful in doing so as attested by the awards and recognition bestowed on the airport by different organisations. Malta International Airport's commitment to guests and their airport experience was also reflected through a new brand promise and guest experience charter, both of which are publicly available on www.maltairport.com.

Level 2 of Airports Council International's (ACI) Customer Experience Programme

In 2020, the airport stepped up to Level 2 of ACI's Customer Experience Programme, which is a multi-level programme seeking to assess how airports address and evolve the guest experience. Airports Council International had words of praise for the airport's cross-functional Customer Experience Committee, whose mission is to look at ways to improve the airport's customer experience as well as to continuously improve service excellence and quality, and the thorough analysis of customer feedback collected through different channels.

The setting up of Employee Focus Groups

In 2019, the company started to put together a Customer Experience Improvement Plan for 2020. This plan includes the introduction of focus groups centering on the guest experience as a means of gathering qualitative feedback in lieu of mystery shopping exercises which were discontinued in 2019. While this plan provides for the collection of feedback from both employees and customers through the organisation of a series of focus groups, the extraordinary circumstances which shaped 2020 did not allow for customer focus groups to take place. On the other hand, the company was successful in launching focus groups with employees led by the Operations Quality Manager. This ongoing initiative allows members of the airport team chosen to represent the company's different departments to participate in a series of 12 sessions focusing on either premises, processes, or people.



Responsible Consumption & Production

and Climate Action

Climate Action & Responsible Production

HIGHLIGHTS FROM OUR ENVIRONMENTAL JOURNEY SO FAR

2016

- The first Sustainability Report is published in line with the GRI guidelines
- Malta International Airport joins ACI's Airport Carbon Accreditation Programme at Level 1
- Installation of a 280-kWp PV system
- Honeybees are welcomed on the airport campus as part of an air quality testing initiative

2018

- The first honey test results show that pollutants in the airport's surrounding environment are within the levels permitted by the EU and comparable to pollutants found in a control rural area

2019

- Installation of a 998-kWp PV system on the airport campus
- Malta International Airport signs ACI's NetZero 2050 Resolution
- Efforts to eliminate SUP lead to a drop of 4,740 kilos in plastic waste generated

2020

- The company's Environmental Policy is published, formalising the airport's commitment to pursuing sustainable strategies

ENVIRONMENTAL SUSTAINABILITY IN 2020

While 2020 saw Malta International Airport put some of its projects and investments on hold due to the COVID-19 pandemic, the unprecedented challenges of the year did not detract the company from continuing to honour its environmental commitments. While certain environmental targets set by the airport became more attainable due to the crisis and its decimating impact on passenger numbers, 2020 was still a significant year in Malta International Airport's environmental journey, marked by continued efforts to execute several green initiatives, the official appointment of the company's first Sustainability Manager, and the publication of an internal Environmental Policy, which was disseminated among employees and made available on the company's website. In this policy, Malta International Airport formally pledges its commitment to the below five principles.



Addressing Climate Change¹⁹

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 to tourists.

In the wake of the publication of IPPC's landmark assessment report on climate change, Malta's Climate Action Ambassador²⁰ warned about the dangers of desertification and climate change in Malta and their potential impact on both the wellbeing of locals and the tourism industry.

In order to address risks - including potential ones arising from climate change which is deemed to pose some of today's biggest challenges to businesses, communities and individuals - 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.



Protecting the Environment

Ever since the start of its environmental journey, the company has become increasingly aware of the impact of its operation on the environment, and has been striving to minimise its ecological footprint year on year primarily through better energy, water, and resource and waste management. More information about the initiatives taken in relation to these priority areas is found in the next pages of this report. The company is also committed to safeguarding biodiversity, notably through the apiary project,



Knowledge & Awareness

Malta International Airport is committed to heighten the teams' awareness of the environmental impact of the airport's operations and provide training that empowers employees to support the company in achieving its year-on-year environmental targets. In 2021, the company launched an internal newsletter called GREENews with an aim to keep employees abreast of Malta International Airport's environmental milestones, sustainable everyday choices, and training related to sustainability.



Continual Improvement

Malta International Airport is committed to continuously enhance its environmental performance by reducing or eliminating its negative impacts, particularly by reducing its greenhouse gas emissions, and conversely improving or increasing its positive impacts and reporting both in a transparent manner in its annual Sustainability Report.



Legal Compliance

The company is committed to monitoring and complying with all applicable environmental laws, regulations and standards which apply to the airport.

¹⁹GRI 201-2: Financial implications and other risks and opportunities due to climate change.

²⁰Source: Kristina Abela, Life will be tough in Malta unless we make changes - Climate Action ambassador, The Times of Malta, August 09, 2021. <https://timesofmalta.com/articles/view/life-will-be-tough-in-malta-unless-we-make-changes-climate-action.892435>

ZOOMING IN ON OUR EFFORTS TO SAFEGUARD THE ENVIRONMENT, USE LESS RESOURCES AND ADDRESS CLIMATE CHANGE

Water stewardship

Malta International Airport’s main water sources are the Water Services Corporation (WSC), groundwater supplied by another provider, and surface water including harvested rainfall. The below tables, which are presented in accordance with the updated GRI procedures in relation to reporting on water, give a more comprehensive breakdown of the company’s water withdrawal, discharge and consumption.

GRI 303-3 WATER WITHDRAWAL BY SOURCE

Explanation: **This represents all water utilised by the organisation (net of water sold / used by third parties), including water supplied by WSC, harvested rain water, and borehole water delivered by a third party contractor.**

Water withdrawal by source	Volume 2019 (in m³)	Volume 2020 (in m³)	Change 2019/2020 (in m³)
Surface water (incl. collected rainwater)	42,451	29,473✓	(12,978)
Groundwater	84,865	48,844✓	(36,021)
Third party water	32,008	24,497✓	(7,511)
Total water withdrawal	159,324	102,813✓	(56,511)

GRI 303-4 WATER DISCHARGE

Explanation: **This represents the water discharged back to the WSC (through the sewer system) as well as the net potable water supplied from WSC and the portion of groundwater and surface water pumped to the terminal building and used for the flushing of toilets and other cleaning operations.**

Water withdrawal by source	Volume 2019 (in m³)	Volume 2020 (in m³)	Change 2019/2020 (in m³)
Third party water	32,008	24,497✓	(7,511)
Surface and groundwater	63,813	24,625✓	(39,188)
Total water discharged	95,821	49,122✓	(46,699)

GRI 303-5 WATER CONSUMPTION

Explanation: **Finally, water consumption is calculated by subtracting the water discharged from the total water withdrawn.**

Water consumption	Volume 2019 (in m³)	Volume 2020 (in m³)	Change 2019/2020 (in m³)
Total water consumption (water consumption = total water withdrawal – water discharged)	63,503	53,691✓	(9,812)



Given the low levels of precipitation measured in Malta as well as the fact that groundwater is being depleted in both quality and quantity necessitating the dependence on energy-intensive desalination processes²¹, water stewardship has always been a top item on Malta International Airport’s environmental agenda. Last year’s decrease of 9,812 (-15.5%) litres in net water consumption over 2019 can be mainly attributed to a slower operation during the year under review. However, the implementation of a programme aimed at more effective and accurate metering and monitoring in 2020, can also be partly credited for last year’s water savings. One of the aims of this programme is to immediately identify and address any water leakages.

While this water-saving initiative drove the volume of water purchased from borehole supplies downwards, this drop was partly diluted by a significant decrease in rainwater

harvesting due to low precipitation levels which amounted to just 386.9mm of rainfall between January and December 2020 (compared to the 546.2mm of rainfall collected during the previous year)²². Rainwater represented 29% of the total water withdrawn in 2020, and run-off tests conducted in the first and fourth quarters of the year returned satisfactory results²³.

A total of 48,844m³ of groundwater was used during the year under review, representing less than 0.004% of the total groundwater volume which can be sustainably extracted in Malta (in the region of 25,000,000m³ as per the Food and Agricultural Organisation’s report Water Resources Review (2006). This falls well below 5% of the groundwater source, which means that the airport’s groundwater consumption is not considered to be significant²⁴.

²¹Food and Agricultural Organisation, Water Resources Review: Malta (2006)

²²Precipitation data provided by the Malta Meteorological Office.

²³Quality of storm water by applicable regulatory standards.

²⁴GRI 303-2: Water sources significantly affected by the withdrawal of water.

Electricity consumption, greenhouse gas emissions and emissions intensity

Electricity together with fuel are the two main contributors to greenhouse gas emissions at Malta International Airport, with the contribution of the former being more significant. Throughout the year, the company continued to implement its energy-saving programme, completing major lighting upgrade works around the airport campus, notably on the airfield. Older lighting systems on Runway 13-31, Runway 05-23 and Apron 9 were replaced with more energy-efficient alternatives, which are expected to consume up to 77% less energy than the previous systems. Spearheaded by the airport networks team, the Building Management System replacement project also registered satisfactory progress and remained on track for completion in 2021. Affording more automation and integration with existing systems and boasting a more resilient architecture, the new Building Management System is expected to deliver significant results in terms of energy and cost efficiency from 2021 onwards.

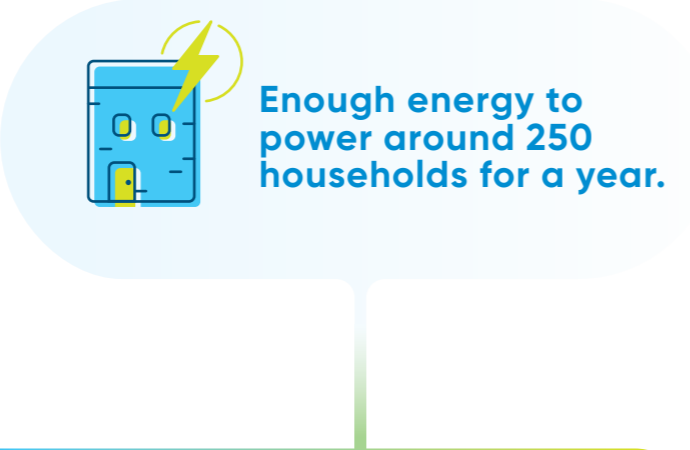
In parallel with these energy-efficiency initiatives, clean energy generated by the company's PV systems more than doubled over 2019 to stand at 2,106,340 kWh at year-end. This significant increase can be partly credited to the commissioning of a 998-kWp PV system in the third quarter of 2019, with the system's full benefits being reaped for the first time in 2020.

PV generation in kWh



These initiatives, together with the airport's partial closure in the second quarter of 2020 and much lower passenger numbers from July onwards, led Malta International Airport to register a drop of 30.5% in the company's electricity consumption²⁵.

The company has been using the GHG intensity metric since 2016 to quantify its emissions. Since then, year-on-year drops in CO₂ emissions have been registered, with an all-time low of 0.75kg of CO₂ per passenger reached at the end of 2019. While further drops in this regard were being eyed at the beginning of 2020, the decimating effect of the COVID-19 pandemic on the number of passengers handled by Malta International Airport necessitated the revision of the original target of 0.73kg to a target falling in the range of 1.93kg – 2.69kg. As passenger traffic for 2020 dropped by an unprecedented 76.1%, the emissions intensity for the year stood at 2.24kg of CO₂ per passenger.



Source of Emissions	2019	2020
Scope 1 Emissions	390	379✓
Scope 2 Emissions	5,128*	3,529✓
CO ₂ emissions intensity (kg of CO ₂ / pax.)	0.75*	2.24
Passenger Movements	7,307,639**	1,747,677**

* The above calculations and results use the official Enemalta residual mix emission factor for scope 2 emissions for 2019, namely 0.378kg of CO₂ / pax.

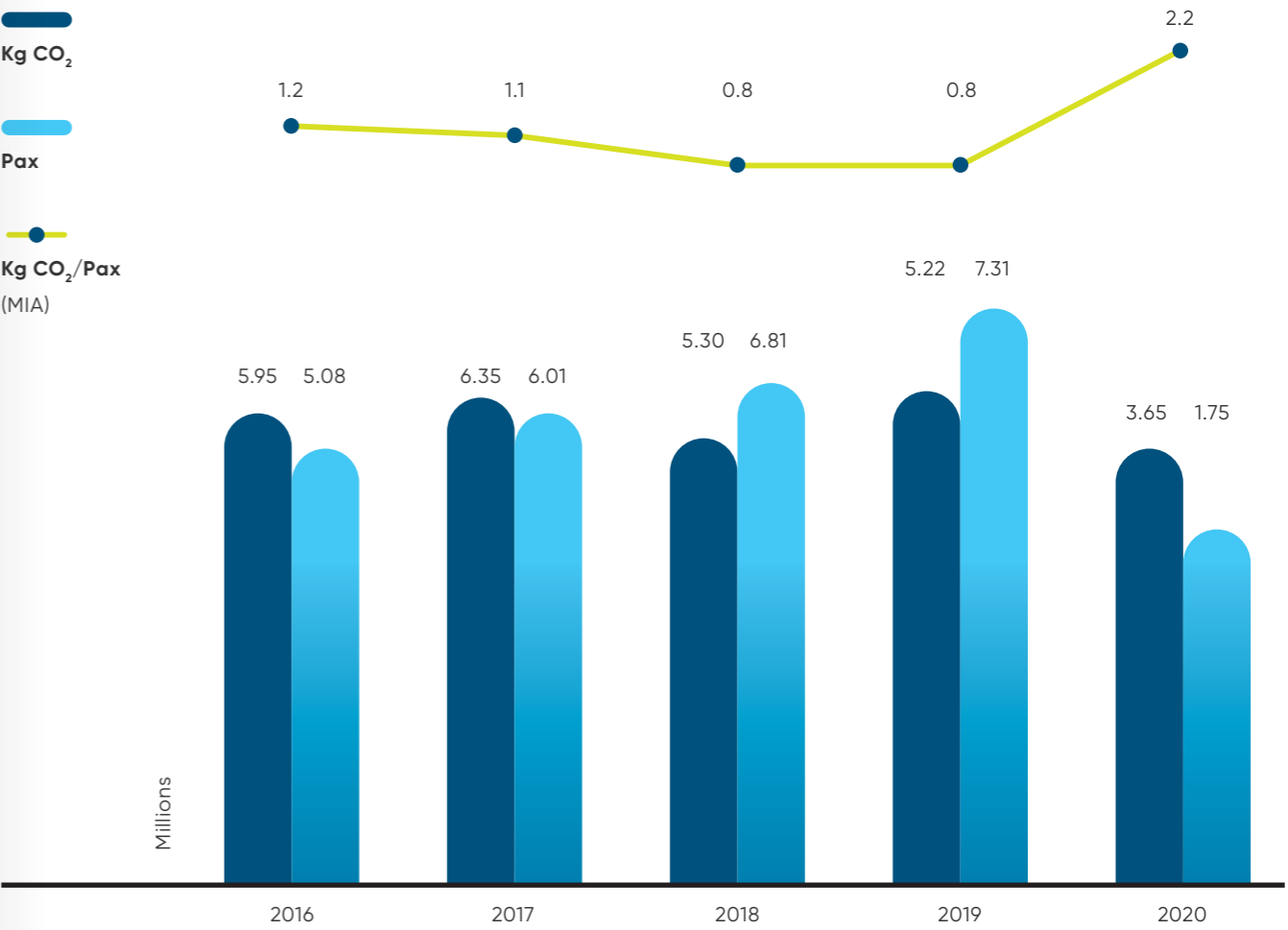
**These figures do not include transit passengers and freight as they do not contribute significantly to emissions.

Fuel consumption

Given the slower operation and the consequent impact on the use of operational cars, the original fuel target of 90,000 litres was revised downwards to a range of between 63,000 and 72,000 litres. The total amount of fuel consumed during the year under review registered a drop of 28.7% over 2019, with diesel consumption decreasing by 30.5% and petrol consumption increasing by 49.0%.

The decrease in diesel consumption stemmed from operations, the discontinuation of a shuttle service for employees and stakeholders, and the introduction of more energy-efficient vehicles. It is worth noting that the rise in petrol consumption resulted from the new hybrid vehicles running on a combination of electrical power and petrol rather than diesel. A total of 14 hybrid vehicles replaced older cars during the year under review as part of the company's ongoing Fleet Replacement Programme.

Greenhouse Gas (GHG) Emissions (KgCO₂)



²⁵For a more comprehensive breakdown of electricity consumption, refer to GRI 302-1 on pg 67.














Resource and waste management and spills²⁶

The drive to continue eliminating single-use plastic remained at the core of the company's resource and waste management efforts. The company succeeded in lowering its plastic consumption over 2019 by a further 4,630 kilos. In 2020, plastic water bottles which were previously made available at the La Valette lounge were replaced by a reverse osmosis system and cans of sparkling water. It is also worth

noting that inside the La Valette lounge physical publications were replaced with a library of digital publications out of environmental and health and safety considerations. Paper waste, however, increased by 2,315 kilos over 2019, a rise which can be attributed to the clearing of the company's archives during the airport's quietest months and better waste separation efforts.



A closer look at the types of waste generated by the company as well as the quantity and the method of disposal for each type.

Type of Waste	Unit	Method of Disposal	2019	2020	Change 2019/2020
 General Waste	Kg	Landfill	751,360	181,230✓	-570,130
 Mixed Industrial Waste (includes construction material & sand)	Kg	Landfill	424,530	300,600✓	-123,930
 Cardboard	Kg	Recycling	108,095	32,170✓	-75,925
 Glass	Kg	Recycling	26,860	5,020✓	-21,840
 Plastic	Kg	Recycling	5,810	1,180✓	-4,630
 Iron and Steel	Kg	Recycling	0	0✓	0
 Tyres	Kg	Recycling	3,340	1,060✓	-2,280
 Paper	Kg	Recycling	2,290	4,605✓	2,315
 Dry Powder / Gravel	Kg	Recycling	0	0✓	0
Total (Non-Hazardous Waste)			1,322,285	525,865✓	796,420
 Hazardous Waste – IT / Electronic Equipment	Kg	Disposal / Destruction by Third Party	1,100	0✓	-1,100
 Hazardous Waste - Batteries	Kg	Disposal / Destruction by Third Party	0	0✓	0
 Hazardous Waste – Other (includes fluorescent tubes)	Kg	Disposal / Destruction by Third Party	516	720✓	204
Total (Hazardous Waste)			1,616	720✓	-896
 Number of open type skips emptied (general waste from various areas, mainly related to works)	Number	Landfill	437	281	-156

Spills: There are three main spillage categories, these being spills caused by aircraft, spills caused by ground support equipment (GSE) and vehicles, and spills which occur during refuelling. Several minor fuel spills as well as a couple of relatively serious fuel spills were reported in 2020. 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. An example of a spill being cleared through the use of the detergent is shown on page 52.

Appendices

Appendix 1

CRITERIA FOR REPORTING ON SELECT SUSTAINABLE INFORMATION – 31ST DECEMBER 2020

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. 2020 entry level salaries 2. 2020 actual lowest salary paid	1. Information extracted from the most recent Collective Agreement (2018) 2. Information extracted from the company's payroll records	66
	Procurement practices	GRI 204-1	Proportion of spending on local suppliers at significant locations of operations	22% of total suppliers were 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	35
Environment	Energy	GRI 302-1	Energy consumption within the organisation	Indirect energy consumption in Kwh (electricity) Direct energy consumption in litres (Fuel: Diesel & Petrol)	Electricity consumption was based on MIA meter readings and supplier invoices (net of metered energy consumption by tenants/airport partners) Consumption of fuel purchased was based on supplier invoices	67
	Water	GRI 303-3	Water withdrawal by source	Water sourced from: Water Services Corporation Groundwater Rainwater collection	Water consumption was based on MIA meter readings and supplier invoices Information for groundwater extraction was based on third party invoices and meter readings Estimates based on catchment areas and MET office rainfall readings	48
	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.	67
		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 2018 have been used.	68
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	68
	Occupational health & safety	GRI 403-9, 403-10	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	Injury rate Lost day rate Absentee rate	Information was extracted from the Occupational Health & Safety Report Information was extracted from MIA's payroll system Information was extracted from MIA's payroll system	70
	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	70
		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	70
	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	71
	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	72

Appendix 2

INDEPENDENT PRACTITIONER'S LIMITED ASSURANCE REPORT ON THE MALTA INTERNATIONAL AIRPORT PLC SUSTAINABILITY REPORT FOR THE YEAR ENDED 31 DECEMBER 2020

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

We have undertaken a limited assurance engagement in respect of the selected sustainability information listed below and identified within the Malta International Airport plc ('MIA') sustainability report for the year ended 31 December 2020 ('Sustainability Report 2020') ('Identified Sustainability Information').

IDENTIFIED SUSTAINABILITY INFORMATION

The Identified Sustainability Information for the year ended 31 December 2020 is summarised below:

- Economic indicators, including:
 - GRI 202-1: Ratio of standard entry level wage by gender compared to the local minimum wage;
 - GRI 203-1: Infrastructure investments and services supported; and
 - GRI 204-1: Proportion of spending on local suppliers.
- Environmental indicators, including
 - GRI 302-1: Energy consumption within the organisation;
 - GRI 303-3, GRI 303-4 and GRI 303-5: Water withdrawal, discharge and consumption;
 - GRI 305-1 and GRI 305-2: Greenhouse gas emissions (Scope 1 and 2) ('GHG'); and
 - GRI 306-2: Waste by type and disposal method.
- Social indicators, including:
 - GRI 401-1: New employee hires and employee turnover;
 - GRI 403-9 and 403-10: Work-related injuries and work-related ill health;
 - GRI 404-1 and 404-3: Average hours of training per year per employee and percentage of employees receiving regular performance and career development reviews; and
 - GRI 405-1 and 405-2: Diversity of governance bodies and employees and ratio of basic salary and remuneration of women to men.

Our assurance relates to information pertaining to the year ended 31 December 2020 only. We have not performed any procedures with respect to any other unidentified elements included in the Sustainability Report 2020, 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 1 'Criteria for reporting on select Sustainable Information - 31 December 2020' on pages 56 and 57 of the Sustainability Report 2020 (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 given circumstances;
- Establishing objective criteria for preparing the Identified Sustainability Information;
- Applying the GRI principles to ensure compliance with GRI Standards at the Core level;
- Maintaining responsibility for the content of the Sustainability Report 2020, including responsibility for determining the Material Aspects (as defined in GRI Standards), Indicators (as so defined) and other content of the Sustainability Report 2020; 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.

Appendix 2

INDEPENDENT PRACTITIONER'S LIMITED ASSURANCE REPORT ON THE MALTA INTERNATIONAL AIRPORT PLC SUSTAINABILITY REPORT FOR THE YEAR ENDED 31 DECEMBER 2020

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;
- 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 2020, including the completeness thereof.

The procedures performed in a limited assurance engagement vary in nature and timing, 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 2020 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 2020, 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 2020. 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
17 December 2021

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		349	
	Full-Time	Part-Time	Total
Indefinite Contract	202	11	213
Definite Contract	120	16	136
Indefinite Contract	Female	Male	Total
Full-time	64	138	202
Part-time	7	4	11
Definite Contract	Female	Male	Total
Full-time	44	76	120
Part-time	8	8	16
All	Female	Male	Total
Full-time	108	214	322
Part-time	15	12	27
CONTRACTED			
Cleaning (Servizi Malta)	23		
Security (G4S)	108		
SITA			
Management	5		
Applications	3		
IT	3		
Networks	9		
Electronics	6		
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 2014)
- 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 and moved up to Level 2 in 2021
- Participant in Airport Council International's Customer Experience Programme, joined in 2019 and moved up to Level 2 in 2020
- Signatory to Airport Council International's NetZero 2050 Resolution (signed in 2019)
- Signatory to the European Aviation Safety Agency's (EASA) Aviation Industry Charter for COVID-19 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	Airport operation and development Passenger Experience Retail offering and airport value Route Network Facilities and Services COVID-19 updates
	Facebook	Daily	
	Twitter	Daily	
	Email / Web contact	As needed	
Passengers	ASQ Survey	Quarterly	Passenger Experience Retail offering and airport value Facilities and Services Waiting times, cleanliness, ambience Flight Information Route Network COVID-19 updates
	On-site Advertising	Daily	
	Customer Service Team Interaction	As needed	
	Feedback Forms	As needed	
	Flight Information Display System		
Investors	Company Announcements	As needed	Airport operation and development Terminal Facilities & Services Share Price Financial performance Traffic growth Corporate governance Dividend payments Measures taken by company to mitigate the impact of COVID-19 on its financials
	Shareholders' Newsletter	Periodically	
	Phone / Email contact	As needed	
	Annual Report	Yearly	
	Traffic Results	Monthly	
Media	Press Releases	As needed	Airport operation and development Traffic growth Weather Safety and Security Environmental Impact COVID-19 updates
	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	Retail offering and airport value Parking Availability – Value
	On-site Advertising	Daily	
	Events	As needed	
Students	Job Shadowing/Placements	Ongoing	Hands-on work experience Experience in a work environment
Airlines	Day-to-day communications	As needed	Operational Issues – Slots, Timely processes Charges – Incentives Safety & Security Airport planning and development Airport services COVID-19 updates
	Conferences	As needed	
	Meetings	As needed	
	Events	Biannual	
	Newsletter	Quarterly	
Local Community	Local Council meetings to discuss ongoing concerns	Biannual	Traffic Congestion Air Quality Noise Impact of airport developments
Tenants	Meetings with main operators	Monthly	Passengers – Experience and Growth Business continuity planning Operational Issues Staff benefits – parking etc. Marketing Collaborations Customer feedback and consumption trends Impact of COVID-19
	Marketing Initiatives Meetings	Quarterly	
	Ad hoc meetings	As needed	
Suppliers	Day-to-day communications	As needed	Airport safety and security Ethics and integrity Health & Safety Service performance Supply chain management Procurement practices
	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	Capacity constraints – airport planning Operational efficiency Safety & Security Passenger experience and the impact of COVID-19 Passenger growth
	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	Connectivity Airline satisfaction Passenger Growth Customer experience Impact of COVID-19
	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	Capacity constraints Airport planning and development Operational issues Airport safety and security
	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	Occupational Health and Safety Business continuity and strategic planning Staff remuneration, benefits and well-being Job Satisfaction Operational issues Corporate governance Compliance Impact of COVID-19 on the company
	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	2020	% change	2019
Revenues	€ 32,189,163	-67.9%	€ 100,232,676
Sale of Assets	€ 283,603	0.0%	€ 283,603
Financial Investments	€ 25,485	-31.9%	€ 37,436
	€ 32,498,251	-67.7%	€100,553,715
Economic Value Distributed			
Operating Costs	€ 17,521,281	-32.2%	€ 25,849,709
Employee Wages and Benefits	€ 8,648,592	-20.2%	€ 10,839,794
Payments to Providers of Capital	€ 2,096,333	-88.6%	€ 18,315,535
Payments to Government	-€ 1,522,641	-108.2%	€ 18,663,780
Community Investments	€ 173,648	-55.1%	€ 386,359
	€ 26,917,213	-63.7%	€ 74,055,177
Economic Value Retained			
EVG - EVD	€ 5,581,038	-78.9%	€ 26,498,538
	€ 5,581,038	-78.9%	€ 26,498,538

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 2020 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 2020 as per Collective Agreement	Ratio to Minimum Wage	Actual Entry Level Wage 2020	Ratio to Minimum Wage	Actual Entry Level Wage 2020	Ratio to Minimum Wage	Minimum Wage - FT
			FEMALE		MALE		18 YEARS +
Administration	€15,378✓	165%✓	€17,542✓	188%✓	€16,759✓	180%✓	€9,325✓
Operational	€17,249✓	185%✓	€17,975✓	193%✓	€17,249✓	185%✓	€9,325✓
Technical	€16,383✓	176%✓	€0✓	0%✓	€19,600✓	210%✓	€9,325✓

ENVIRONMENTAL

GRI 302-1 Energy consumption within the organisation
Electrical Energy

Description	2020 (kW)	2019 (kWh)
Electricity consumption from Enemalta for MIA** operations	8,895,678✓	13,078,540*
Electricity consumption from PVS		
Electricity consumption from terminal PV system under FIT agreement	439,300✓	486,796
Electricity consumption from terminal PV system (with no FIT)	149,590✓	73,017
Total net electrical energy consumed by the organisation	9,484,568✓	13,638,353*

*Please note that these calculations and numbers were restated.

**MIA's operation includes energy consumption from airfield, terminal operations, multi-storey car park, the service station and SkyParks Business Centre. Additionally, MIA's airfield has a separate PV system whose electricity is sold directly to Enemalta under a FIT agreement, but does not directly consume this energy.

Description	2020 (kWh)	2019 (kWh)
Electricity consumption from airfield PV system (FIT agreement)	1,517,450	412,410

Fuel

Description	Fuel Type	2020 (litres)	2019 (litres)
Fuel used by generators	Diesel	2,047✓	10,827
Fuel used by vehicles	Diesel	57,789✓	75,294
Total vol. of diesel used by organisation	Diesel	59,835✓	86,121
Fuel used by vehicles	Petrol	3,038✓	2,039
Total vol. of petrol used by organisation	Petrol	3,038✓	2,039

GRI 302-3 Energy intensity

Year	2020	2019	Change 2020/2019
Passenger Movements	1,747,677*	7,307,239*	-81.69%
Energy Intensity (Net electrical consumption per passenger in KWh/passenger)	5.43	1.87	175.92%

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

GRI 305-1 Direct (Scope 1) GHG emissions

Description	Fuel Type	2020 (litres)	2019 (litres)	Emissions Factor (kg of CO ₂ / litre)	2020 (CO ₂ tonnes)	2019 (CO ₂ tonnes)
Fuel used by generators	Diesel	2,047✓	10,827	2.6753	5.5✓	29.0
Fuel used by vehicles	Diesel	57,789✓	75,294	2.6753	154.6✓	201.4
Subtotal	Diesel	59,835✓	86,121	2.6753	160.1✓	230.4
Fuel used by vehicles	Petrol	3,038✓	2,039	2.2718	6.9✓	4.63
Subtotal	Petrol	3,038✓	2,039	2.2718	6.9✓	4.63
Consumption of refrigerant gases*					211.5✓	156.2
Consumption of CO2 extinguishers used for fire-fighting*					0.1✓	0.81
Total for organisation	All Fuel				379	392

*Please note that refrigerant gas consumption and CO2 / fuel consumptionused in fire-fighting training were included as from 2020. In light of this, the figures for 2019 have been restated.

GRI 305-2 Energy Indirect (Scope 2) GHG emissions

	2020	2019
Energy consumed by MIA contributing to emissions (KWh)	9,334,978✓	13,565,336
Emission factor Kg CO ₂ /KWh	0.378*✓	0.378*
CO ₂ emissions (kg)	3,528,622✓	5,127,697
CO ₂ emissions (Tonnes)	3,529✓	5,128

*The emission factor used here was revised downwards from 0.443 kg CO₂ / 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 307-1 Non-compliance with environmental rules and regulations

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

SOCIAL

GRI 205-1 Operations assessed for risks of corruption

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

Department	Procurement & Administration
Key Business Function	Procurement Management
Main Objective	Ethical conduct in supplier relationships
Key Risk	Bribery / corruption of Malta International Airport officials in the award and administration of supplier Purchase 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	4✓	1.15✓	7✓	2.01✓	3✓	0.86✓	9✓	2.58✓
30 – 50 years	6,✓	1.72✓	17✓	4.87✓	0✓	0.00✓	7✓	2.01✓
Over 50 years	1✓	0.29✓	10✓	2.87✓	0✓	0.00✓	1✓	0.29✓

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'.

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
Non-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 403-9a Work-related injuries

	2020	2019
Average FTE	356✓	357
Hours Worked	663,770✓	665,448
No fatalities	-	0
No of high-consequence	-	0
Other recordable	6 ✓	10
Rate for calculation	200,000 ✓	200,000
Rate of fatalities	0✓	0
Rate of high-consequence	0✓	0
Rate of recordable	1.81✓	3.01

GRI 403-10a Work-related ill health

	2020	2019
Average FTE	356✓	357
Hours Worked	663,770✓	665,448
No fatalities	-	0
Other recordable	2✓	0
Rate for calculation	200,000 ✓	200,000
Rate of fatalities	0✓	0
Rate of recordable	0.60✓	0.00

404-1 Average hours of training per year, per employee, per gender, and per employee category

	MALE	FEMALE	MANAGEMENT	ADMINISTRATION	OPERATIONS	TECHNICAL	TOTAL
Formal Training	3,701✓	1,547✓	311✓	505✓	3,522✓	910✓	5,248✓
Number of employees	226	123	37	69	184	59	349
Average number of hours (of formal training) per employee	16.4✓	12.6✓	8.4✓	7.3✓	19.1✓	15.4✓	15.10✓

The training hours tabulated above do not include internal training carried out by the fire-fighting team during the course of duty. In 2020, the fire-fighting crew benefitted from more than 2,900 hours of theoretical, practical and familiarisation training. Additionally, more than 3,900 hours of physical training were logged by the team, and the onboarding of three new fire-fighters amounted to 960 hours.

GRI 404-3 Percentage of employees receiving regular performance and career reviews by gender and by employee category.

	Collective Agreement Employees	Management	Professionals	Total Reviews Conducted	Total Employees	% of Total Employees completing review
Number of Reviews Conducted						
Female	94	11	12	117	123	95.1%
Male	159	26	22	207	226	91.6%
Total	253	37	34	324	349	92.8%✓

Disclosure 102-18 Governance Structure / GRI 405-1 Diversity of governance bodies and employees

The company has 11 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✓	5✓	3✓	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	2✓	8✓	1✓	11
Occupational Health & Safety Committee	2✓	6✓	8	2✓	4✓	2✓	8
Terminal Emergency Planning Committee	2✓	6✓	8	1✓	6✓	1✓	8
Audit Committee	1✓	3✓	4	0✓	3✓	1✓	4
Corporate Responsibility Committee	2✓	7✓	9	1✓	6✓	2✓	9
Customer Experience Committee	5✓	5✓	10	1✓	8✓	1✓	10
Finance Committee	1✓	5✓	6	0✓	3✓	3✓	6
Risk Management Committee	3✓	4✓	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			
	UNDER 30	30-50	OVER 50	TOTAL
MANAGEMENT	3✓	25✓	9✓	37✓
Males	2✓	16✓	8✓	26✓
Females	1✓	9✓	1✓	11✓
ADMINISTRATION	26✓	33✓	10✓	69✓
Males	9✓	11✓	7✓	27✓
Females	17✓	22✓	3✓	42✓
OPERATIONS	54✓	83✓	47✓	184✓
Males	27✓	54✓	36✓	117✓
Females	27✓	29✓	11✓	67✓
TECHNICAL	15✓	28✓	16✓	59✓
Males	13✓	27✓	16✓	56✓
Females	2✓	1✓	0✓	3✓
TOTAL	98✓	169✓	82✓	349✓

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	26✓	11✓
Ratio – Average Basic Salary	1✓	0.64✓
Ratio – Average Remuneration	1✓	0.60✓
Administration	27✓	42✓
Ratio – Average Basic Salary	1✓	0.95✓
Ratio – Average Remuneration	1✓	0.94✓
Operations	117✓	67✓
Ratio – Average Basic Salary	1✓	1.02✓
Ratio – Average Remuneration	1✓	1.06✓
Technical	56✓	3✓
Ratio – Average Basic Salary	1✓	1.08✓
Ratio – Average Remuneration	1✓	1.00✓

GRI 410-1 Security Personnel trained in human rights policies and procedures

In 2020, the company did not organise any training programmes on human rights policies and procedures concerning aspects of human rights that are relevant to operations.

412-2 Employee Training on Human Rights Policies and Procedures

During the year under review, no training on human rights policies and procedures was organised for existing employees. The company’s Human Rights Policy is available to all employees on the intranet, and new employees were introduced to this policy during induction training.

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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