

Malta International Airport Plc

SUSTAINABILITY REPORT

2021



Sustainability Report 2021

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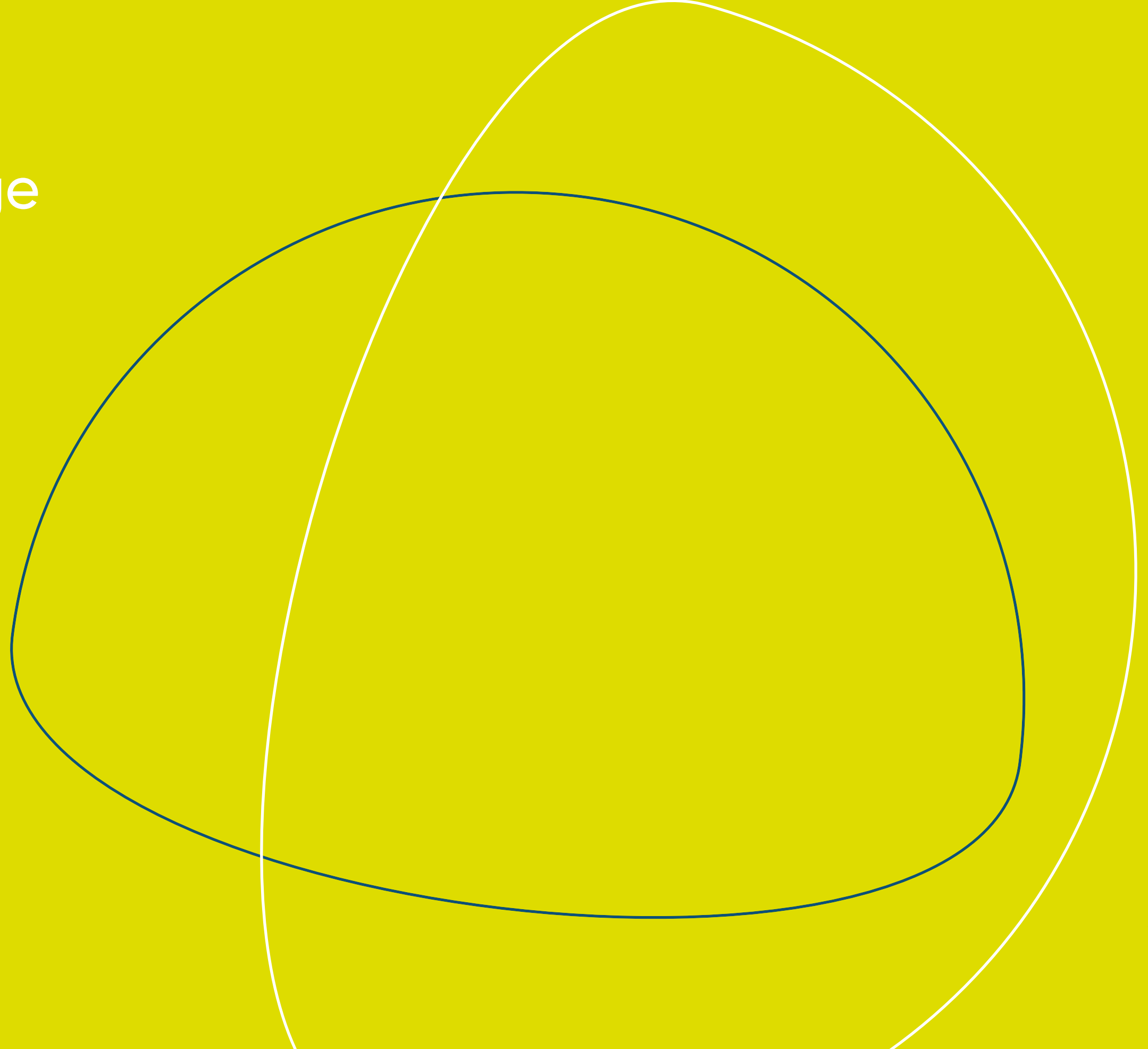
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CHAPTER 01
CEO's
Message





CEO's Message

AS I WAS WRITING THIS MESSAGE FOR OUR SEVENTH SUSTAINABILITY REPORT, THE UNITED NATIONS GENERAL ASSEMBLY ADOPTED A RESOLUTION THAT DECLARES ACCESS TO A CLEAN, HEALTHY, AND SUSTAINABLE ENVIRONMENT A HUMAN RIGHT. THIS RESOLUTION BODES WELL FOR THE FUTURE OF OUR PLANET AND ITS PEOPLE, AND WILL DOUBTLESSLY PUT ADDED PRESSURES ON US – BUSINESSES, ORGANISATIONS, AND WHOLE INDUSTRIES – TO ACCELERATE OUR EFFORTS TOWARDS ENSURING THAT THIS RIGHT CAN TRULY BE ENJOYED BY EVERYONE.

A look at July's headlines – dominated by record temperatures, marine heatwaves and the displacement of millions of people due to natural disasters – shows that for some, life on this planet, has already become difficult, but we must not be defeatist and believe in the power of our collective efforts to bring about change.

While COVID-related challenges could have sidelined Malta International Airport's environmental initiatives, in 2021 we persisted in our efforts to protect our planet, as can be seen in the following pages of this report. Convinced that we can have the biggest and most quantifiable impact in relation to carbon and energy management, last year we continued to focus on this priority area, largely through the installation of our fourth PV system, further replacements of old lighting systems and the commissioning of a Building Management System, which is helping us optimise our energy usage. Our progression to Level 2 of the Airport Carbon Accreditation Programme last year further reassured us that we are on track to reach our net-zero targets, as the wider aviation industry works towards aligning itself to the goals of the Paris Agreement.

The year 2021 also marked a turning point in our waste-separation efforts, with organic waste bins being introduced at our offices for the first time. We followed this up with a series of educational communications with our employees through which we strove to highlight that proper waste management is part of the solution to the climate crisis and pollution levels. We strongly believe that all our people should be educated and empowered to make a difference. I am particularly proud of our Environmental Working Group, which was set up last year giving employees from seven departments the opportunities to discuss the company's environmental performance according to its KPIs, whilst identifying areas of our operation that can be greener.

The environment continued to be a priority for the company throughout 2021; however, we were also attuned to the fact that the turbulence faced by the aviation industry constituted a great concern that overshadowed climate issues for many of our employees. For this reason, we upped our efforts to offer our people peace of mind in relation to job security and the company's ability to withstand further shocks arising from the pandemic. Having closed off the year 2021 with a net profit of €7 million despite the many hurdles encountered, I believe that we sent out a strong message of reassurance regarding our financial health to both our people and several other stakeholders who depend on Malta International Airport's recovery and success.

As important players in the local tourism industry, we feel that beyond our economic contribution, we also have a duty to protect the Maltese Islands' heritage. We believe that our continued investment in Malta's heritage, through the Malta Airport Foundation, is contributing to the creation of value for both tourists who visit us and the local community. Through its collaborations for 2021, the Foundation supported the reopening of a section of Valletta's underground war headquarters following a restoration project; a number of technical dives to an ancient shipwreck which has provided invaluable insight into the history of the central Mediterranean during the Archaic Period; and the start of conservation and restoration works on a 345-year-old painting by Mattia Preti.

These are only some of our achievements for 2021 which reflect our continued efforts to operate in a more environmentally, economically and socially responsible manner. Looking back on 2021 fills me with great pride and hope that what we have achieved continues to create ripple effects which inspire our many stakeholders and other local organisations to join us in being agents of positive change.

CHAPTER 02

About This Report



About This Report

THIS IS MALTA INTERNATIONAL AIRPORT PLC'S SEVENTH SUSTAINABILITY REPORT, COVERING THE PERIOD BETWEEN THE 1ST OF JANUARY 2021 AND THE 31ST OF DECEMBER 2021.

This report was prepared in line with the core option of the Global Reporting Initiative (GRI) standards. The company's initiatives and results are presented under the five United Nations Sustainability Development goals listed below, with the aim of showing that the company's sustainability endeavours are being made in parallel with wider global efforts to secure prosperity for people and the planet, now and for generations to come.

- | Good Health and Wellbeing;
- | Decent Work and Economic Growth;
- | Industry, Innovation, and Infrastructure;
- | Responsible Production and Consumption; and
- | Climate Action.



REPORT PROFILE

GRI 102-50 Reporting period for information provided

Year ending 31st December 2021

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

Year ending 31st December 2020

GRI 102-52 Reporting cycle

Annual

GRI 102-53 Contact point for questions regarding the report

The Marketing & Communications Department on MarketingandCommunications@maltaairport.com

GRI 102-54 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 ✓ in the present report for the year ended 31st December 2021.

For the GRI content index, please refer to Appendix 4 on pages 97-99.

THE COMPANY’S MATERIAL IMPACTS

Given that Malta International Airport’s impacts are far-reaching, in preparation for its first Sustainability Report, the company had identified the most material aspects for the business (inside the organisation) and the airport’s stakeholders (both outside and inside the organisation). The aspects that were identified back in 2015 have remained the same for the purpose of this report.

Category	Material Aspect	Inside the Organisation	Both Outside & Inside the Organisation
Social	Employment	•	
	Labour/Management Relations	•	
	Occupational Health & Safety		•
	Training & Education	•	
	Diversity & Equal Opportunity		•
	Equal Remuneration for Men & Women	•	
	Investment	•	
	Non-discrimination		•
	Freedom of Association & Collective Bargaining		•
	Security Practices		•
	Local Communities		•
	Anti-corruption		•
	Public Policy		•
	Anti-competitive Behaviour		•
	Compliance		•
	Supplier Assessment for Impacts on Society		•
	Grievance Mechanism for Impacts on Society		•
	Customer Health & Safety		•
	Product & Service Labelling	•	
	Marketing Communications		•
	Customer Privacy		•

Category	Material Aspect	Inside the Organisation	Both Outside & Inside the Organisation
Environmental	Energy		•
	Water		•
	Emissions		•
	Effluents & Waste		•
	Compliance		•
Economic	Economic Performance		•
	Market Presence		•
	Indirect Economic Impact		•
	Procurement Practices		•



CHAPTER 03

About the Company



MALTA INTERNATIONAL AIRPORT AT A GLANCE

29 YEARS

of connecting the Maltese Islands
to the rest of the world

LUQA, MALTA

location of the company's headquarters

4 ENTITIES

included in the consolidated
financial statement

SkyParks Business Centre Ltd, SkyParks
Development Ltd, Airport Parking Ltd, Kirkop
PV Farm Ltd

6 BRANDS

owned by the company

SkyParks Business Centre, La Valette Club, Malta
Meteorological Office, Airport Shopping, Airport
Parking, the Malta Airport Foundation

A LOOK AT 2021
TRAFFIC & CONNECTIVITY



2,540,335
PASSENGERS

travelled through the airport

27 AIRLINES

operated flights to and from the airport



101 ROUTES

connected the Maltese Islands to

35 MARKETS



INTEGRITY



TEAMWORK



SUSTAINABILITY



SERVICE EXCELLENCE

The 4 values that the company seeks to abide by in its day-to-day operation

FINANCIAL PERFORMANCE 2021

€47.4 MILLION

total revenue generated

€27.8 MILLION

from aviation-related activities

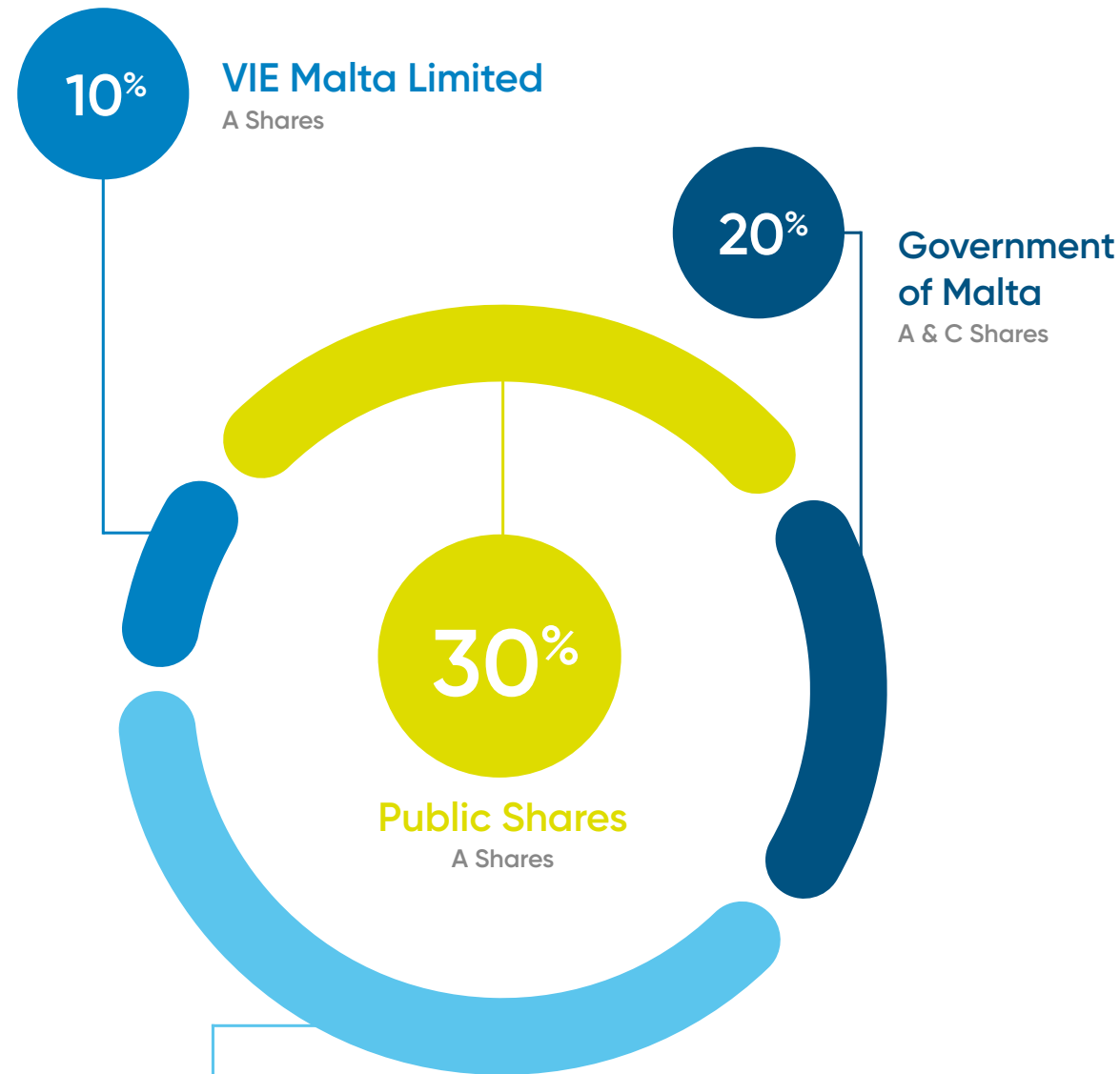
airport infrastructure catering for commercial airlines,
private jets, aviation schools, cargo and mail, VIP
products and airline office spaces

€19.6 MILLION

from non-aviation activities

SkyParks Business Centre, retail and F&B offering, parking,
advertising, property, the Malta Meteorological Office

THE COMPANY'S SHAREHOLDING



10%

VIE Malta Limited
A Shares

20%

Government
of Malta
A & C Shares

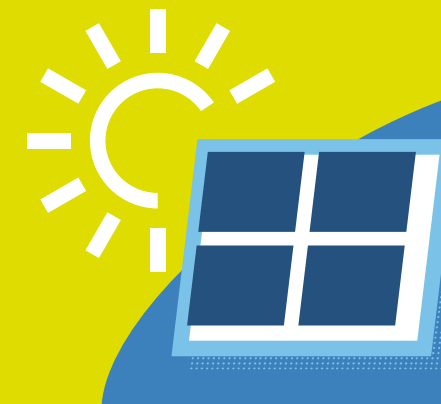
30%

Public Shares
A Shares

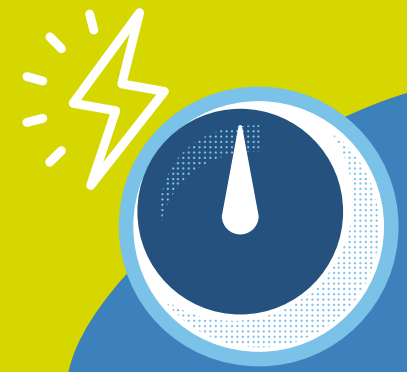
40%

Malta Mediterranean Link
Consortium
96% FLUGHAFEN WEIN AG
4% AIRPORT INVESTMENTS LTD
B Shares

Environmental Highlights & Achievements 2021

Commissioned the airport
campus's fourth PV system
having a**760** KWP
capacity

Registered a

24.6%drop in energy
intensity over 2020

Progressed to

Level 2of Airports Council
International's Airport
Carbon Accreditation
Programme

Purchased

21%less groundwater than
in the previous year

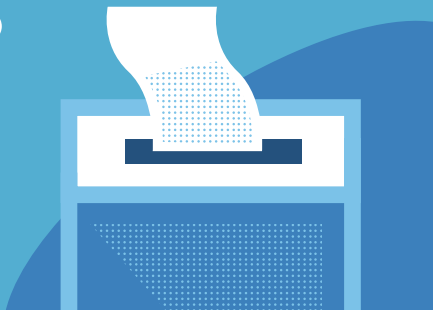
Social Highlights & Achievements 2021

Made training opportunities available to
99%
OF EMPLOYEES

DONATED OVER
€52,700
to different organisations from employee-driven events and the philanthropy fund



Held its second OHS elections
REGISTERING
A TURNOUT OF
83%



87% OF EMPLOYEES
would recommend Malta International Airport as a good employer



Became one of the first 9 airports worldwide to receive the prestigious Skytrax COVID-19 5-star health & safety rating

Economic Highlights & Achievements 2021

Closed off a challenging year with
A NET PROFIT OF
€7,000,000

Worked with
684 SUPPLIERS
with local suppliers benefitting from the largest spend



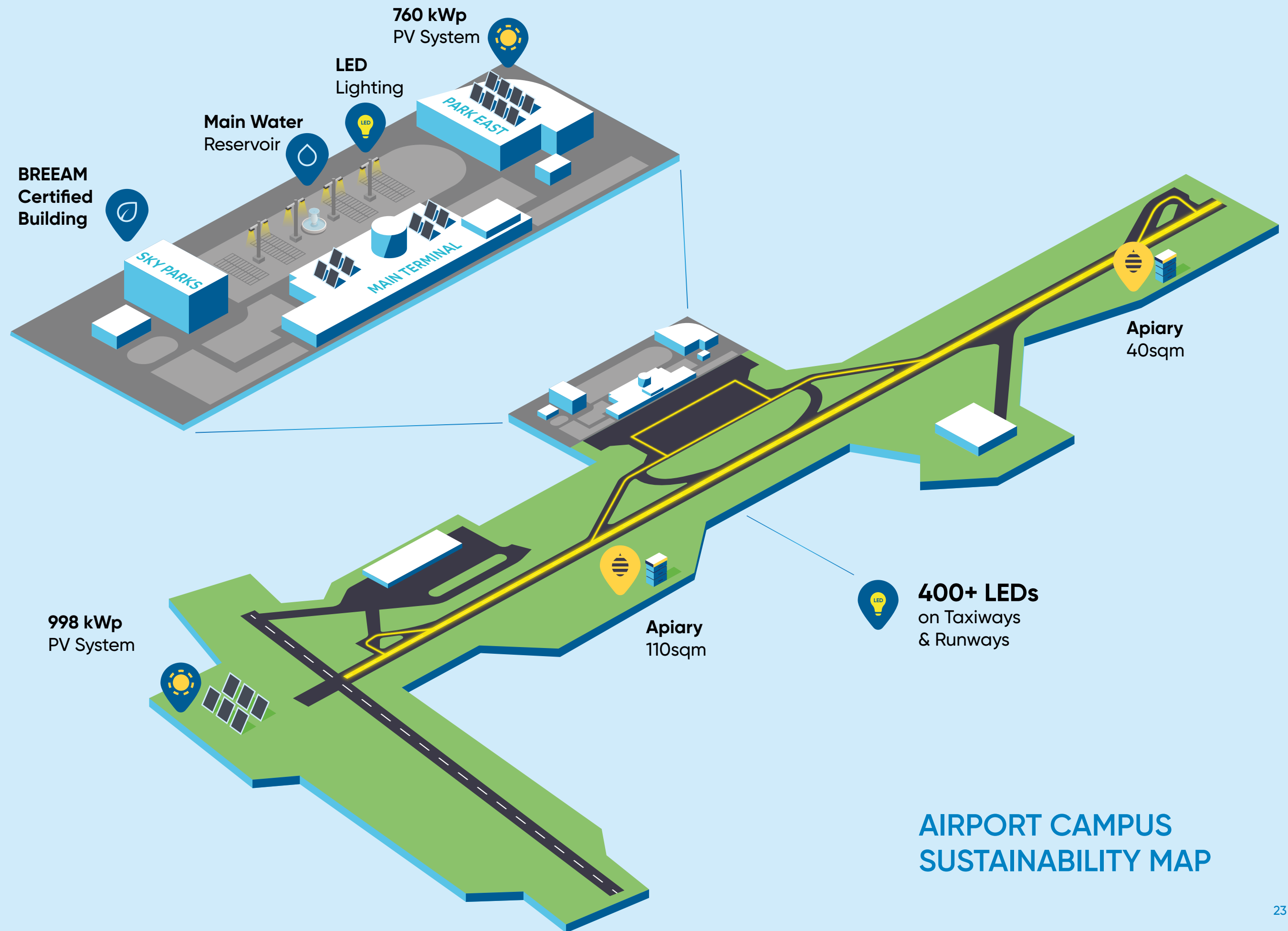
Distributed an economic value of
€29,300,000



RESTORED
78% of its pre-pandemic connectivity

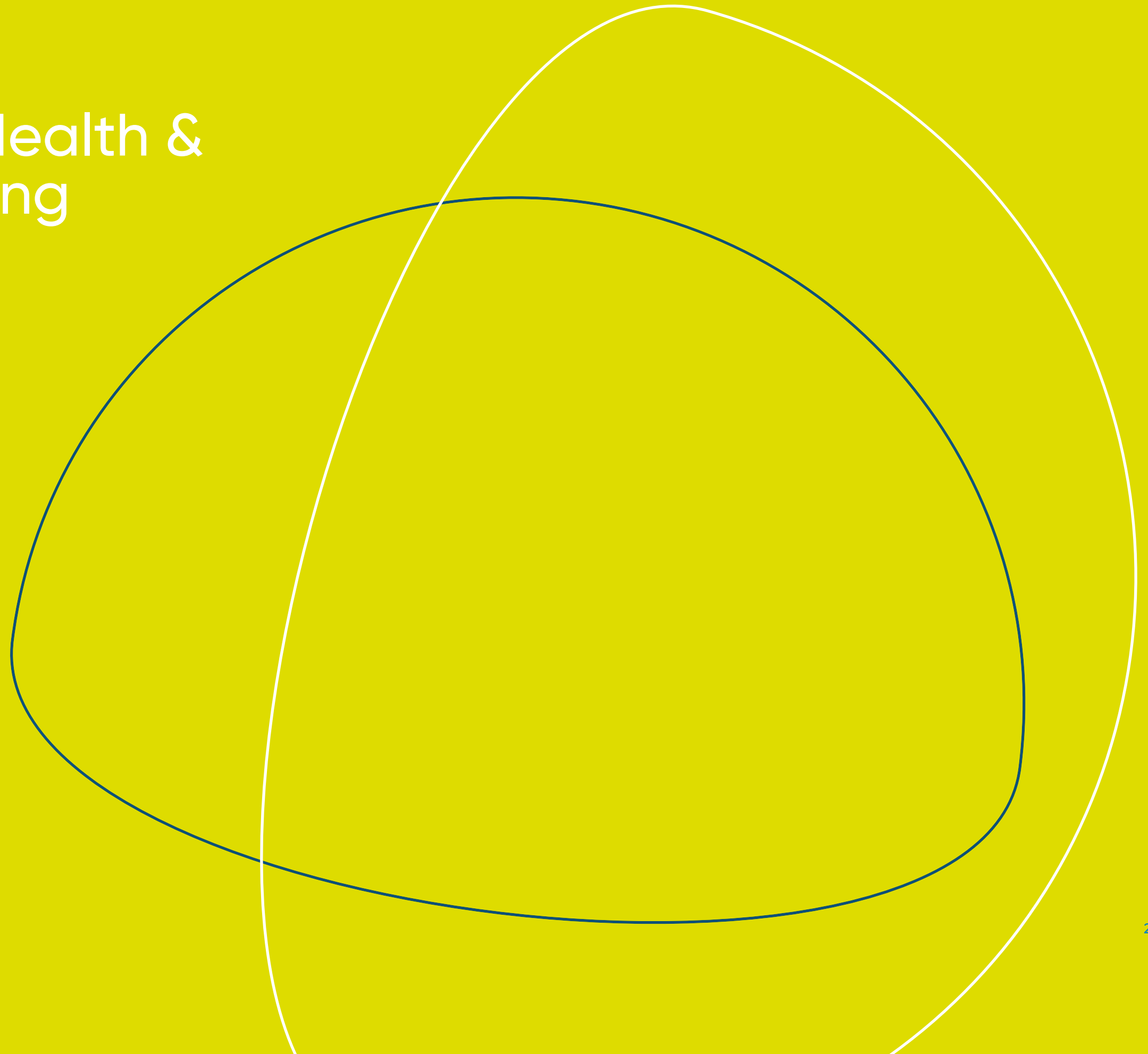


Named Company of the Year by the Malta Stock Exchange for its 2019 financial performance



CHAPTER 04

Good Health & Wellbeing



Good Health and Wellbeing

WORKING TOWARDS BETTER LEVELS OF EMPLOYEE WELLBEING

The company's employee wellbeing initiatives

The team of employees working at Malta International Airport has been fundamental to the company's success and growth throughout the years. One of the company's top priorities is to safeguard the mental and physical wellbeing of this team, whilst maintaining a safe work environment which allows each employee to reach their full potential uninhibited by risks.

During 2021, the company continued to work towards ensuring employee safety and mental wellbeing, as the number of COVID-19 cases fluctuated, new virus variants emerged, and day-to-day plans were upended. For added convenience, employees were given the opportunity to avail themselves of COVID-19 testing services on the airport campus for free. The company's COVID-related efforts led 88% of the respondents to the Annual Employee Survey conducted in 2021 to say that they felt safe reporting to work despite the pandemic.

In parallel, the company continued to provide the complimentary on-site services of a general practitioner three times a week, as well as health insurance coverage to all employees. Additionally, employees benefitted from the wellbeing initiatives¹ highlighted on the opposite page.

¹ For a full list of benefits, refer to GRI 401-2 on p. 92.

HEALTH & WELLBEING SNAPSHOT 2021

94%  of employees agreed that the company focuses sufficiently on employee wellbeing



6,000 KILOS
of fresh fruit delivered
to the offices



1,300
complimentary employee
GYM SESSIONS



**41 MENTAL
HEALTH
SESSIONS**
made available to
employees who needed
professional support



**179
COMPLIMENTARY
EYE TESTS**
provided to employees
at the workplace



Employees benefitted from
Wellbeing Allowances
totalling
€66,000+



2,312 HOURS
of health & safety training
delivered to the team



**90 INFLUENZA
JABS**
administered to
interested employees



9,600+ HOURS
of training delivered to
firefighters to be mentally
and physically prepared to
respond to emergencies



Talitha Vella
Airport Care Team Leader

The Airport Care Team was available to help passengers 24/7, seeking to ease stress and concerns through escorting, queue management, and giving reassurance to passengers who needed it while travelling during the very difficult times of COVID. Every passenger problem became the team's problem, and we persisted until it was resolved. Teamwork along with an approach to passengers' issues based on care and empathy, are what made the Airport Care Team such a successful COVID-19 initiative.

SAFEGUARDING PASSENGER WELLBEING

Malta International Airport's efforts rewarded by Skytrax and Airports Council International (ACI)

Malta International Airport continued to prioritise passenger health and safety throughout the year under review, and extended into 2021 the measures it had implemented at the onset of the pandemic.

The company's commitment to go beyond the health and safety protocols prescribed by the authorities, landed Malta International Airport a five-star COVID-19 safety rating, following a three-day on-site audit carried out by Skytrax. At the time, Malta International Airport was one of only nine airports worldwide to hold this prestigious rating.

Malta International Airport received praise from Skytrax for its Airport Care Team, which was disbanded in October 2021, 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 elements that left a particularly good impression during the audit.

Malta International Airport also received the Airport Health Accreditation from ACI, in acknowledgement of its efforts to protect passengers' health and safety and re-instill their confidence in air travel through a safe airport environment.



WHAT DID PASSENGERS THINK OF OUR COVID MEASURES AND TRAVEL IN 2021?

It was one of the airports with which I was very impressed with regard to the COVID approach, when the majority of European countries had not really taken any measures. But this airport made sure to screen the temperature of arriving passengers and there were posters about COVID too.

RJ KM via Google Reviews

Excellent COVID safety measures and smooth process on arrival for travellers.

Ravi Sharma via Google Reviews

There were a lot of measures against Coronavirus in place like everywhere in Malta, which I really appreciated. All in all, a very pleasant experience at Malta Airport.

Barbara Hass via Google Reviews



MALTA INTERNATIONAL AIRPORT’S BIT FOR THE COMMUNITY

Addressing the neighbouring communities’ concerns

While charity definitely begins at home with employee wellbeing, Malta International Airport also seeks to safeguard the best interests of the wider local community, which constitutes an important stakeholder group². Talks and meetings held with representatives of the local community led Malta International Airport to establish four main concerns of locals living in the airport’s neighbouring villages.



² For a full list of stakeholders and methods of communication with these stakeholders, refer to GRI 102-40 – GRI 102-44 on pp. 84-87.



Community Concern



Action Taken

Airport operations³ and their potential environmental⁴ impact

Accelerated efforts to operate in a more environmentally responsible manner and a commitment to reach net-zero status by 2050. The company also monitors air quality through the testing of honey samples collected from two apiaries based on the airport campus⁵. The company is committed to commission studies and reports to consider actual or potential impacts on neighbouring communities, in line with the precautionary principle⁶.

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 the 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 being prepared for an emergency, and works closely with stakeholders to be able to respond efficiently if an emergency scenario were to materialise. In 2021, the Terminal Emergency Planning Committee⁷ met three times and performed nine evacuation drills. Additionally, the Aerodrome Emergency Planning Committee met once and organised a table-top emergency exercise with the participation of all stakeholders who would be involved in an actual emergency scenario.

Aircraft noise⁸

Malta International Airport has collaborated closely with the Environmental Resources Authority on a noise mapping exercise related to 2019 traffic movements. Results are still to be made available and a post-COVID re-assessment is planned to be carried out. The airport has also submitted noise abatement proposals to the same authority, in contribution to the National Noise Action Plan, which is still being developed.

³ GRI 413-2 Operations with significant actual and potential negative impacts on local communities.
⁴ For more information about emissions, refer to the Responsible Consumption & Production and Climate Action section on pp. 58-71.
⁵ For more information about the apiary project, refer to the chapter on Responsible Consumption & Production and Climate Action on p. 60.
⁶ For more information about the adoption of the Precautionary Principle, refer to GRI 102-11 on p. 83.
⁷ In 2021, the Terminal Emergency Planning Committee was composed of 10 members⁷ representing 3.0%⁷ of the total workforce.
⁸ AO7 Number and percentage change of people residing in areas affected by noise.

Philanthropy for community wellbeing

In 2021, Malta International Airport continued to seek out opportunities for making a difference in the community through philanthropic and charitable work.

Employee-driven events led to the collection of €10,773, which were donated to the company's charity of the year – Hospice Malta. Moreover, in the run-up to Christmas, employees who were interested in helping out the Foodbank Lifeline Foundation were given a box to fill up with non-perishable items. The company delivered 40 food boxes to the Foodbank Lifeline Foundation, which was set up to help families and individuals facing crisis situations arising from low income, homelessness and sickness.



€52,773

Donated



€42,000

Philanthropy Fund



€10,773

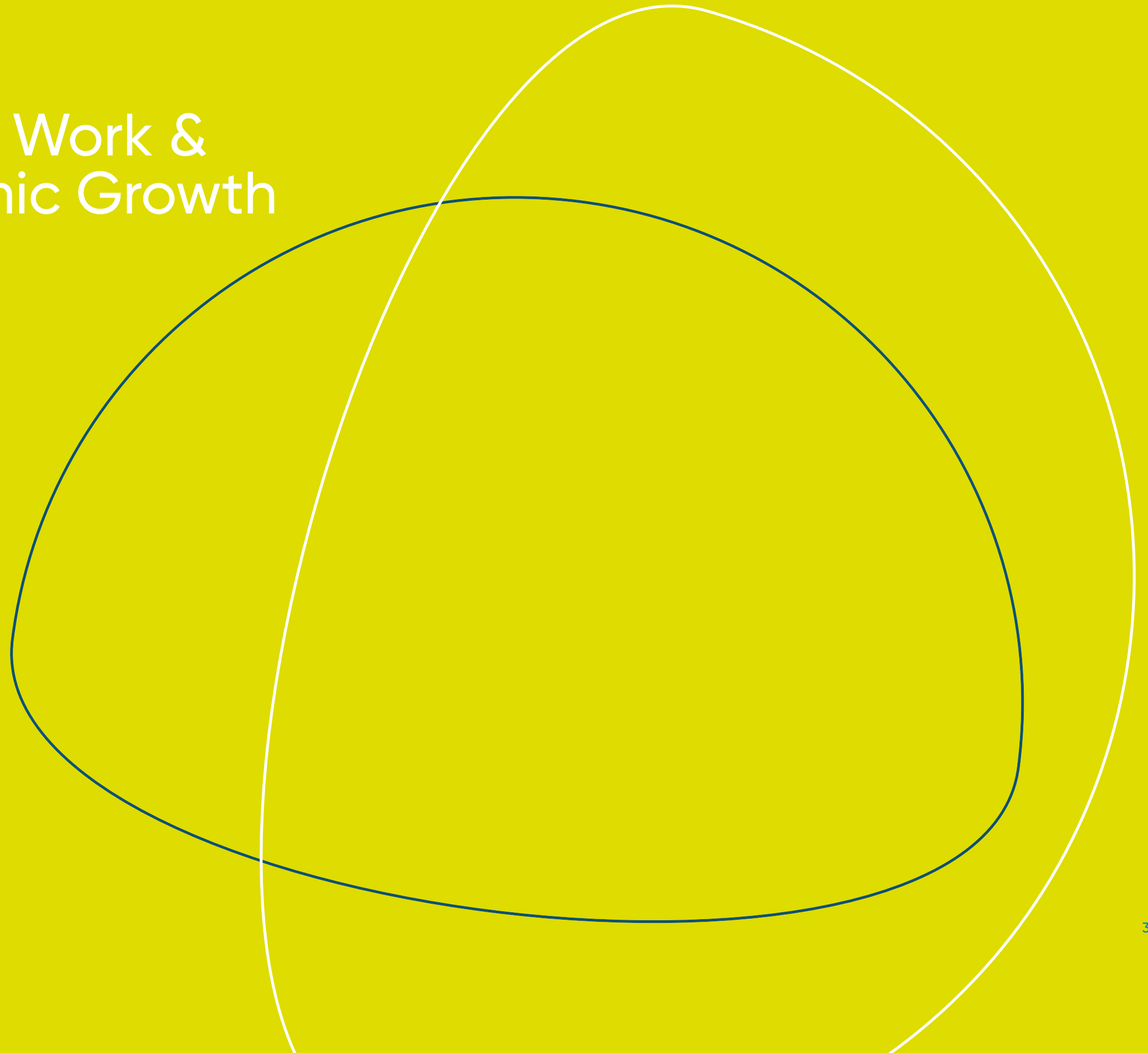
Employee-Driven Events

An additional amount totalling almost €42,000 was donated to several local organisations through the company's philanthropy fund, which falls under the responsibility of the airport's Corporate Responsibility Committee⁹.

Some of the initiatives that were supported through this fund during the year under review include the procurement of a van with a lifter for persons with reduced mobility benefitting from the respite services of Dar il-Kaptan, along with the installation of Wi-Fi infrastructure at Dar Pirotta, a community home for persons with disabilities, as part of a wider renovation project.

Another initiative that benefitted from the company's financial support was the Victory Kitchen project, which was set up with the aim of helping families which were hardest hit by the COVID-19 pandemic. Since its establishment in 2020, the Victory Kitchen project has served around 145,000 meals to some 26,000 underprivileged families.

CHAPTER 05

Decent Work &
Economic Growth

Decent Work & Economic Growth

DECENT WORK

Providing job security in a climate of uncertainty and mass redundancies

The world of aviation was shaken by the COVID-19 pandemic, leading to mass redundancies across the industry. A COVID-19 analysis fact sheet¹⁰ issued in September 2021 showed that 2.3 million jobs directly supported by aviation were at risk. Amid the uncertainty and worrying news headlines from the industry, Malta International Airport continued to work towards safeguarding its employees' jobs, as well as quelling any employee concerns by giving regular updates on how the company was faring and decisions¹¹ that had a direct impact on the team.

One such decision concerning salary reductions was communicated to employees directly by the Chief Executive Officer in January 2021. Given the bleak outlook at the beginning of the year and the fact that the company had to downgrade its initial passenger forecast for 2021, it was decided to propose tiered salary reductions¹² for all the team, from members of the board of directors and C-suite executives, to the management team and unionised employees.

All employees had the freedom to opt out or opt in to this cost-cutting measure. While members of the management team were given the opportunity to adjust their working hours to reflect a 10% salary reduction, negotiations between the company and the two unions representing employees covered by the Collective Agreement¹³ were entered into to ensure that both employees' and the company's best interests were safeguarded. These negotiations also saw the company argue for a delay in salary¹⁴ increases which were due in 2021, given the exceptional circumstances.

The salary reductions, which were in place between February and April, together with financial assistance received from the government¹⁵ through the COVID-19 wage supplement scheme along with other factors, allowed the company to register a decrease of 21.7% in staff costs over 2020.

¹⁰ Analysis by Oxford Economics working with ATAG, IATA, ACI World, CANSO, and published statements.

¹¹ GRI 402-1 Minimum notice period regarding operational changes. 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 Salary reductions were first introduced in 2020 for the period from April until July.

¹³ GRI 407-1 The Collective Agreement specifically safeguards employees from being restricted from exercising freedom of association or freedom of collective bargaining. Additionally, the company provides unions reasonable assistance to carry out legitimate functions.

¹⁴ For more information about salaries, refer to GRI 202-1 on p. 88 and GRI 405-2 on p. 95.

¹⁵ GRI 201-4 Financial assistance received from the government. Under the COVID-19 wage supplement scheme, Malta International Airport was eligible to receive a monthly wage supplement of €800 per full-time employee.



90%
Confident in the Company's
Decision-Making

While these salary reductions were particularly difficult for the team, over 90% of the employees who responded to the Annual Employee Survey 2021, expressed their confidence in the company's decision-making throughout the pandemic and the ability of the leadership to continue managing the situation.

On the other hand, despite the company's best efforts to instill confidence in the team and take timely decisions to safeguard their employment, a number of employees left the company during the year under review, some of whom sought better job stability in an industry that was not as heavily impacted as aviation by the pandemic. Given that not all vacancies were immediately filled since the company was focusing on using less resources to run its operation, the turnover rate increased from 7.8% in 2019 to 14.0% in 2021.

From maternity protection to retirement

The International Labour Organisation (ILO) describes decent work as "having a better life, through a whole lifecycle, from maternity protection to active aging". The company has procedures and initiatives in place to safeguard the wellbeing of categories of employees, including pregnant women and persons who are close to retirement, that have special needs or requirements.

In its Maternity Procedure, the company commits itself to carrying out the necessary risk assessments and showing flexibility in the assignment of tasks and the approval of leave requests, in order to protect the pregnant woman and the unborn child. Employees are also provided with the opportunity to take up to a year of unpaid special leave after maternity leave. Consequently, parental leave¹⁶ is not a popular type of leave amongst airport employees and, in 2021, no employees availed themselves of parental leave.

Recognising that retirement can be equal parts rewarding and stressful, the company has in place The Leaving Work Support Programme¹⁷, which is designed to support soon-to-be retirees in adjusting to a new lifestyle by finding purpose and meaning in this life phase. In 2021, three employees who were edging closer to retirement made use of this programme, which is offered in collaboration with one of the island's leading organisations in relation to mental health.

¹⁶ GRI 401-3 Parental leave.

¹⁷ GRI 404-2 Programmes for upgrading employee skills and transition assistance programmes.

TEAM SNAPSHOT

324

employees at the end of 2021

 210  114

Around
76%
covered by collective
bargaining agreements

40 YEARS
average age of team



14%
turnover rate

11 YEARS
average length
of service



80%
of senior management¹⁸ were
hired from the local community

¹⁸ GRI 202-2 Proportion of senior management hired from the local community.

**22 EMPLOYEES
HIRED**



Ensuring safe working conditions

Another pillar of decent work is the provision of safe working conditions for employees. The company seeks to fulfill its obligations in this regard through several initiatives, including the organisation of Occupational Health and Safety (OHS) elections.

The company's second Occupational Health and Safety election was organised in 2021, giving employees the opportunity to nominate representatives to be their voice in matters related to occupational health and safety for the period between 2021 and 2024. An encouraging turnout of 83% was registered in this election, which was organised in line with Chapter 424 of the Occupational Health and Safety Authority Act of the Laws of Malta.

While four OHS representatives were re-elected for another three-year term, two new employees were elected to represent the Rescue and Firefighting Department and the Customer Services Department. The Health and Safety Committee¹⁹, which was composed of nine members✓ - including the company's Health and Safety Manager - representing 2.8%✓ of the total workforce, met twice during the year under review.

One of the main roles of the OHS representatives is to be the link between employees and top management in relation to unhealthy or unsafe situations for both employees and third parties, identifying initiatives to resolve such situations effectively. There are no workers with the company with a high incidence or high risk of diseases related to their occupation.

¹⁹ 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 agreements with trade unions.

Training and personal development

Despite the fact that COVID-19 restrictions and limited budgets led to the scaling back of the company's training programme, each employee benefitted from an average of 21 hours of training²⁰ during the year under review. The recently launched online training platform Northpass helped the company in overcoming certain restrictions posed by the pandemic which prevented in-person courses and sessions, ultimately allowing 99% of the workforce to undertake training in 2021. Nearly 90% of the employees who undertook training expressed their satisfaction with the quality and the learning outcomes of the programme followed, while 88.5% said that their work is challenging but felt that they were equipped with the right skills for it.

In a bid to reward valuable employees and retain institutional knowledge, internal mobility was prioritised throughout 2021, with the company favouring existing employees over starting an external hiring process to fill leadership positions. While the company's target to fill 75% of leadership positions through internal promotions was reached, only 68% of the employees who participated in the Annual Employee Survey said that they were happy with the company and had not looked for employment elsewhere. On the other hand, 87% of the respondents said that they would recommend Malta International Airport as a good employer.

TRAINING SNAPSHOT

99%
OF EMPLOYEES
received training in 2021

90%
were satisfied with
the learning outcomes

Each employee benefitted
from an average of
21 HOURS
OF TRAINING

86%
said that their job is
challenging, but they
have the right skills for it

²⁰ For a detailed breakdown of training hours by gender and employment category, refer to GRI 404-1 on p. 93.

Freedom of expression and active participation

A number of important documents, including the Collective Agreement and the company's Anti-Harassment and Bullying and Human Rights²¹ Policies, are in place to safeguard employees' rights to express themselves freely without any intimidation.

The Annual Employee Survey, My CEO Time, and the company's committees all provide outlets through which employees can contribute actively to the shaping of the workplace. In 2021, a total of 248 employees completed the annual survey, sharing valuable feedback regarding their employment, their manager, teamwork, and job satisfaction. Additionally, 34 employees had the opportunity to discuss their ideas and any work-related concerns directly with the Chief Executive Officer through the ongoing initiative My CEO Time.

More recently the company introduced another initiative through which employees can have their say in relation to matters that impact them directly, as well as regarding the improvement of the guest experience at Malta International Airport. Employee Focus Groups (EFGs) were launched in 2020 and, in 2021, 40 sessions with the participation of 30 employees were organised. Participants described the company's wellbeing and active participation initiatives as some of the most positive aspects of life at Malta International Airport. On the other hand, participants highlighted the office environment and interdepartmental communication as two of the aspects that could be further improved by the company.

Some of the improvements that were carried out in 2021 based on feedback collected during EFG sessions included more convenient stores opening hours and improved workspaces for certain departments.

Employees from the Procurement, Security, HR, and Retail and Property Departments discussing improvements to the customer journey during one of the EFG sessions held in 2021.



²¹ While no training in relation to human rights policies and procedures was offered in 2021, the company's Human Rights Policy is available to all employees on the intranet (GRI 412-3 Employee Training on Human Rights Policies and Procedures).



Malta International Airport CEO Alan Borg receiving the Company of the Year Award from Minister for Finance and Employment Hon. Clyde Caruana.

ECONOMIC GROWTH

Maintaining financial stability in the second year of the pandemic

In the years leading to 2020, the company had always worked towards the achievement of sustainable financial and traffic growth. In 2021, Malta International Airport was named Company of the Year by the Malta Stock Exchange for its financial performance in 2019 and its corporate governance. However, at the onset of the pandemic, the focus had to be shifted to the protection of the company's liquidity and the retention of its core resources. The company continued to operate in 'survival mode' throughout 2021 by extending the cost-cutting programme it had introduced at the start of the pandemic.

Malta International Airport's responsibility to maintain its financial stability in order to be able to rebound at the first signs of the industry's recovery was not only towards its team but also towards some 7,000 shareholders²² with a stake in the company and persons whose livelihoods depend on the impacts stemming from the activities and operations undertaken at the airport. A recent study that was commissioned by the company showed that, in 2019, Malta International Airport supported around 9,600 jobs in the Maltese economy

²² In 2020 and 2021, Malta International Airport did not pay out a dividend to its shareholders as part of its cost-cutting and liquidity preservation initiatives. The company sought to keep its shareholders informed of decisions that directly impacted them and the airport's recovery through the Annual General Meeting, an annual report, the shareholders' newsletter MIA Link, and regular company announcements published on the Malta Stock Exchange (MSE).

GRI 203-2 SIGNIFICANT INDIRECT IMPACTS

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

	Gross Output (in € million)	GVA (in € million)	Taxes (in € 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

Malta International Airport's strong balance sheet at the beginning of the pandemic together with the implementation of timely measures allowed the company to turn around an inevitable loss of €4.3 million in 2020 to a net profit of €7.0 million at the end of 2021.

The direct economic value generated by Malta International Airport in 2021 increased by 46.9% over the previous year to total €47.7 million on the back of an increase of 47.4% in revenue. This increase was mainly driven by the growth of 55.7% in aviation-related revenues, as passenger traffic showed some signs of recovery in the second half of the year. Non-aviation revenues, on the other hand, increased by 36.9% to reach €19.6 million.

By the end of 2021, the company had distributed an economic value totalling €29.3 million in the form of operating costs, employee wages and benefits, payments to providers of capital and the government, and community investments, while the economic value retained amounted to €18,449,113 as seen in more detail on p. 44.



	2021	2020	% Change
Direct Economic Value Generated			
Revenues	€47,433,032	€32,189,163	47.4%
Sale of Assets	€283,603	€283,603	0.0%
Financial Investments	€15,431	€25,485	-39.5%
	€47,732,066	€32,498,251	46.9%
Economic Value Distributed			
Operating Costs	€16,196,755	€17,521,281	-7.6%
Employee Wages and Benefits	€6,774,849	€8,648,592	-21.7%
Payments to Providers of Capital	€2,000,814	€2,096,333	-4.6%
Payments to Government	€4,135,920	-€1,522,641	-371.6%
Community Investments	€174,615	€173,648	0.6%
	€29,282,953	€26,917,213	8.8%
Economic Value Retained			
EVG-EVD	€18,449,113	€5,581,038	230.6%
	€18,449,113	€5,581,038	230.6%

The company's suppliers and stakeholders²³

During the year under review Malta International Airport worked with 684 suppliers, who benefitted from a total spend of €46,873,258. These suppliers supported Malta International Airport in delivering a five-star experience to its guests through services related to cleaning, maintenance, repairs, ground handling and security, as well as in realising certain projects and infrastructure upgrades through the provision of services related to construction, technology, and planning.

Representing 83% of this total, local suppliers benefitted from the largest spend for yet another year, in line with Malta International Airport’s efforts to support Maltese companies for the benefit of the local community and the environment. However, given that Malta International Airport is the islands’ only air terminal with a set of unique needs and requirements, at times, certain products and services have to be sourced from other countries. Below is a breakdown of the company’s spend on local, EU and non-EU suppliers during the year under review and the preceding year.

GRI 204-1 PROPORTION OF SPENDING ON LOCAL SUPPLIERS

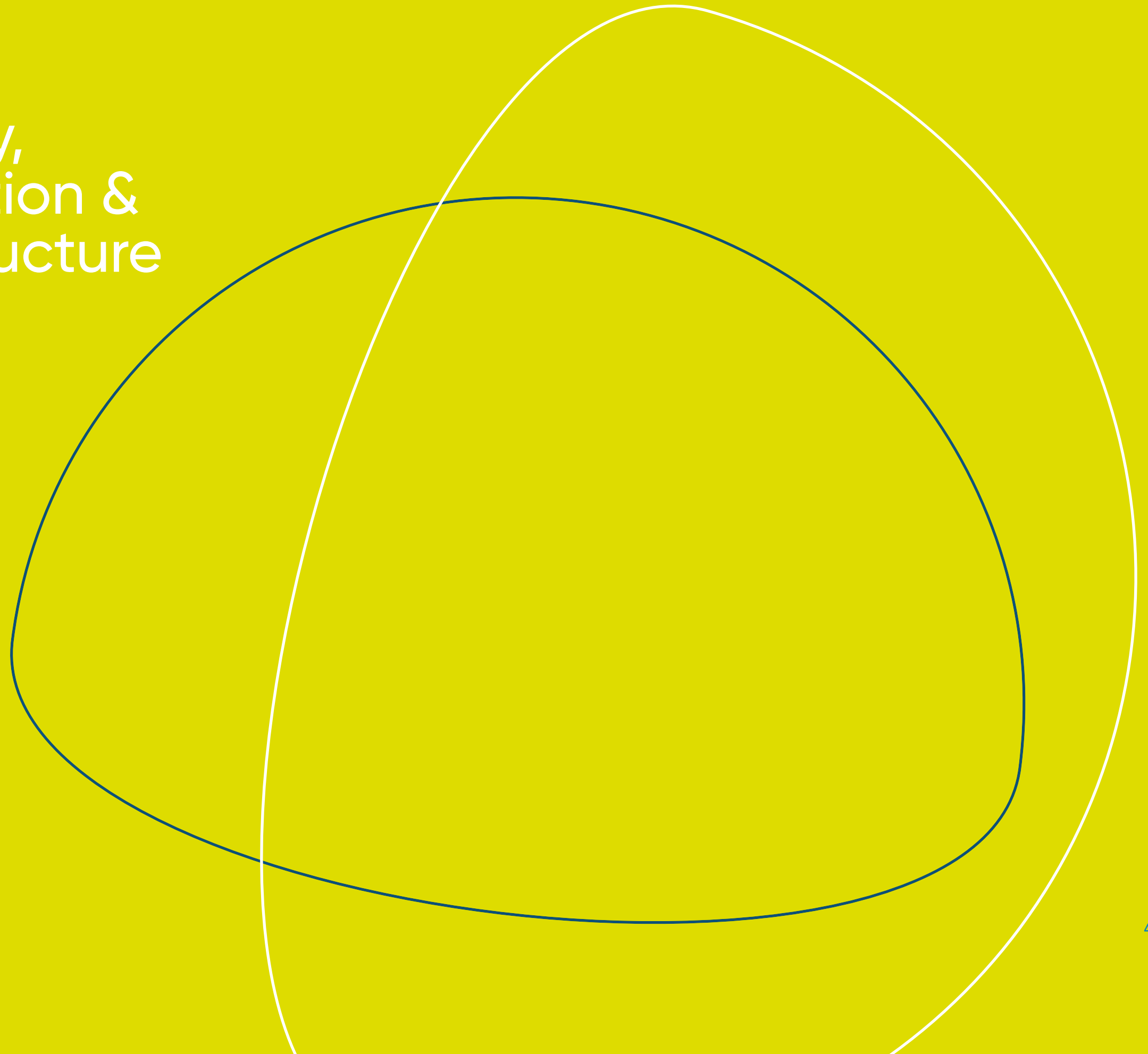
	2020	Share in 2020	2021	Share in 2021
Non-EU	€580,534	1%	€471,852✓	1%✓
EU	€10,303,571	21%	€7,703,165✓	16%✓
Local	€38,418,626	78%	€38,698,242✓	83%✓
Total	€49,302,731	100%	€46,873,258✓	100%✓

The company does not screen new suppliers using criteria for impacts on society and, in 2021, there were no significant, actual or potential negative impacts on society in the supply chain²⁴.

²³ GRI 102-9 A description of the organisation's supply chain.

²⁴ GRI 414-1 and GRI 414-2.

CHAPTER 06

Industry,
Innovation &
Infrastructure

INDUSTRY, INNOVATION & INFRASTRUCTURE

MALTA INTERNATIONAL AIRPORT AS A KEY PLAYER IN THE TOURISM INDUSTRY

Restoring connectivity and being a voice for the industry

Air connectivity is crucial to an island state like Malta, which depends on solid connections with the rest of the world to facilitate trade as well as the movement of locals and tourists. In 2019, almost 2.8 million tourists visited the Maltese Islands, with their total expenditure increasing by 5.7% over 2018 to surpass €2.2 billion²⁵. According to the OECD Tourism Trends and Policies 2020 Report, tourism contributed 12.8% to Malta's GDP in 2018, making it one of the top drivers of the local economy.

Consequently, one of Malta International Airport's main priorities for 2021 was the restoration of connectivity in collaboration with the Ministry for Tourism and the Malta Tourism Authority (MTA). The Traffic Development team and the MTA remained in close contact with the airport's airline partners, ensuring that they received regular status updates and information about route performance throughout the year, whilst discussing opportunities to retain or restart routes and gradually increase capacity.

Moreover, the airport's incentive programme for airlines was revised in 2021 to include additional incentive schemes aimed at rebuilding Malta's year-round connectivity.

These concerted efforts led to the recovery of 78% of the airport's pre-pandemic connectivity, along with an increase of 25% in connectivity during the summer months compared to the same season in 2020. These routes connected the Maltese Islands to 35 different markets, with the top markets for the year under review being Italy, the United Kingdom, Germany, France, and Poland. Some of the most noteworthy developments for the year under review included the launch of operations of Air France, Cyprus Airways and LOT Polish, together with the resumption of the Emirates service to Dubai.

While these results were encouraging, airport recovery data issued by Airports Council International (ACI) persistently showed that Malta was recovering at a slower pace than direct competitors such as Portugal, Spain, Greece, and Cyprus, as Malta's travel requirements remained some of the most stringent in Europe. Throughout 2021, Malta International Airport joined other industry stakeholders in putting pressure on the relevant authorities to align Malta's travel requirements with the European Union's framework in order to allow the Maltese Islands to compete on a more level playing field with similar Mediterranean destinations.

Air France's first flight to the Maltese Islands touched down at Malta International Airport on 5 July 2021.



INVESTING IN MALTA'S TOURISM PRODUCT THROUGH THE MALTA AIRPORT FOUNDATION

The Foundation was established in 2014 with the aim of investing in projects and initiatives that are geared towards safeguarding and promoting the Maltese Islands' cultural, artistic and environmental heritage. Since its inception, the independent Foundation has supported a number of organisations and institutions in bringing to fruition several projects around the Maltese Islands that have contributed to an enhanced tourism product. The Foundation's projects and initiatives are indicated on the map.



THE MALTA AIRPORT FOUNDATION'S LARGE-SCALE PROJECTS FOR 2021

Despite the COVID-related challenges that persisted throughout 2021, the Malta Airport Foundation continued to support two ongoing projects, going on to officially inaugurate the newly restored Combined Operations Room and ancillary chambers in Valletta in August 2021. Moreover, the Foundation identified a new project – the conservation and restoration of a painting by Mattia Preti – which was completed in July 2022. The Foundation continued to invest in the protection of the islands' heritage, with the aim to further improve Malta's tourist offering at a very critical time for the industry and its recovery.



The Restoration of the Combined Operations Room in Valletta

The Combined Operations Room, which is part of the underground headquarters in Valletta, was where top military strategists directed all defensive and offensive naval and military action in and from Malta during World War II.



€330,000



2017-2021

PROJECT PERIOD & AREA

World War II, Cultural Heritage

PROJECT PARTNER

Fondazzjoni Wirt Artna

The conservation and restoration of Mattia Preti's *Saints Roque, Blaise, Dominic and Nicholas of Tolentino Interceding for the Plague Stricken*

This painting is one of the seven works of art by the illustrious Baroque artist Mattia Preti found inside the church of Saint Catherine of Alexandria in Żurriq. Being carried out just a short drive away from Malta International Airport, this conservation and restoration project falls in line with one of the Foundation's top priorities of investing in the airport's neighbouring communities. During the year under review, the Malta Airport Foundation contributed €5,000 out of a total of €30,000 to this project.



€30,000



2021-2022

PROJECT PERIOD & AREA

17th Century, Artistic Heritage

PROJECT PARTNERS

The Archdiocese of Malta,
the Parish Church of Saint
Catherine



The Phoenician Shipwreck Excavation

The Phoenician shipwreck excavation was carried out over a number of years at an impressive depth of 110m, which marked a first for archaeological excavations conducted by divers. The discovery of this shipwreck, which is the oldest known shipwreck in the central Mediterranean, has shed new light on the economic history and trade networks of this region during the Archaic Period.



€120,000



2018-2021

PROJECT PERIOD & AREA

7th Century BC, Underwater Cultural Heritage

PROJECT PARTNER

University of Malta

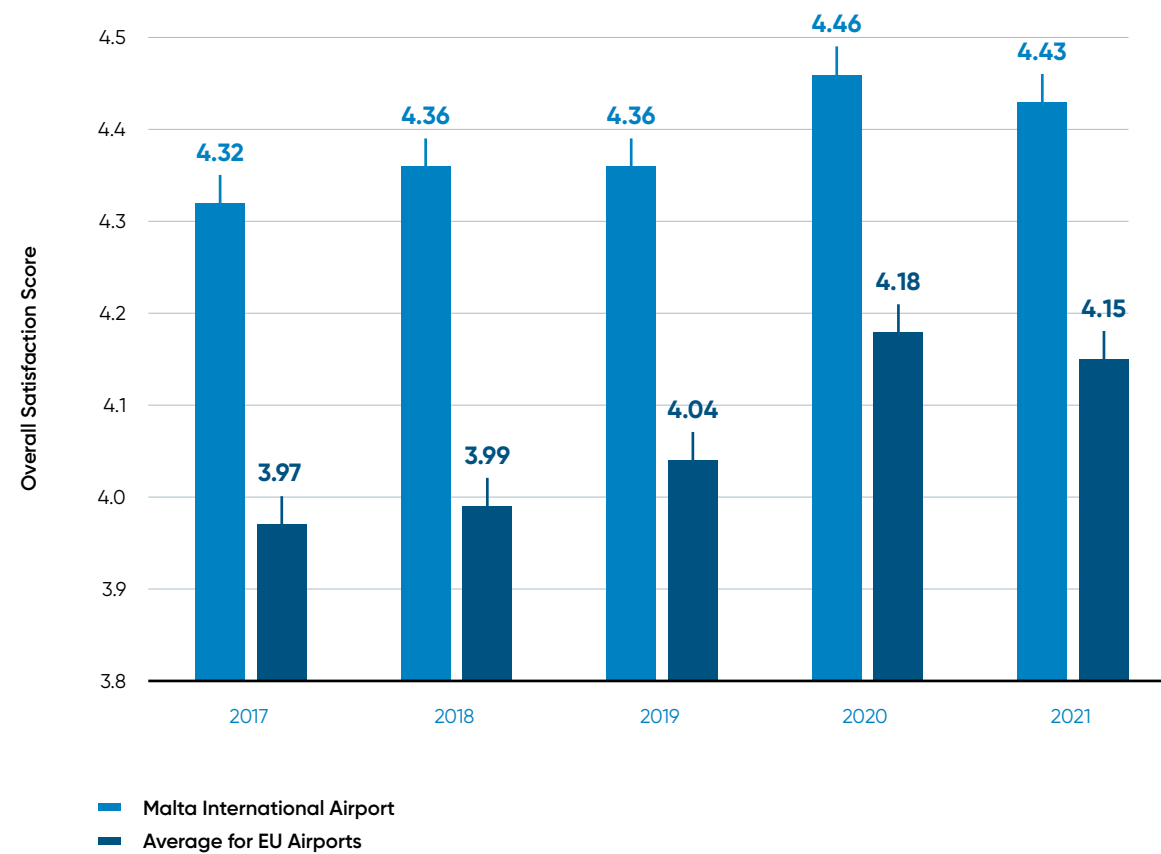
For more information about the Malta Airport Foundation's projects, visit maltairport.com/foundation

Collecting guest feedback for an improved experience and great first impressions of the Maltese Islands

One of Malta International Airport's top priorities is the continuous improvement of the guest experience, particularly since the airport is the point of entry for around 97% of all tourists visiting the Maltese Islands. The collection of guest feedback, through several surveys and channels, is one of the ways by which Malta International Airport gauges customer satisfaction with the airport's services and facilities, whilst identifying areas for improvement at the main passenger touchpoints. Guest feedback is discussed during the Customer Experience Committee, which is led by the Chief Executive Officer and convened five times during the year under review.

The Airport Service Quality (ASQ) Survey

The company collects feedback primarily through the Airport Service Quality (ASQ) survey, which also allows Malta International Airport to benchmark its performance against that of other European airports in its size category. In 2021, Malta International Airport was awarded the title 'Best Airport in Europe' for the fourth year running, with an overall satisfaction score of 4.43. Some of the best-performing indicators on this survey were terminal cleanliness, waiting time at security, and the courtesy and helpfulness of staff.



The Secret Passenger Programme (SPP)

The SPP was launched in 2021, giving passengers another channel through which they can rate their experience every time they travel through Malta Airport. Between the launch date in September and October, 358 departing and 126 arriving passengers had already submitted their feedback about the main touchpoints of the passenger journey. This encouraging response was complemented by comments in which respondents expressed their satisfaction at having contributed to a better experience.

More than 8,000 queries answered in 2021

Recognising that the experience extends beyond the terminal, the airport team also seeks to respond to passenger queries, which stream in through different channels such as the airport's social media platforms and website, as efficiently as possible. In 2021, the team received 8,314 queries, and was successful in maintaining an average first reply time of 11.4 hours. Malta International Airport's deep understanding of the guest experience and its management, led the airport to become the first in Europe to reach Level 3 of Airport Council International's Customer Experience Programme in 2021.

Stakeholder training for a 5-star airport experience

Malta International Airport strives to ensure that all stakeholders delivering a service on the airport campus understand their responsibility in making great first impressions on tourists travelling through the airport. To this end, the airport's Operations Quality manager delivered 51 training sessions to third parties providing security, ground handling, cleaning and health documentation services on the airport campus, as well as to immigration officials. Attendees to these sessions were requested to fill in feedback forms, through which the majority of respondents expressed their belief that it was 'likely' or 'very likely' that these stakeholder training sessions would lead to improvements in the airport customer experience.

Now that we're gradually coming out of a very challenging period for our industry, the customer experience for passengers travelling through our terminal and using our facilities is becoming even more important. It is imperative that each one of our stakeholders is aware of passengers' evolving needs and expectations. Through our stakeholder training on the customer experience and airport service quality standards, we seek to engage all our airport staff in the delivery of an excellent service.



Jeanette Zammit
Operations Quality Manager

INNOVATION AND INFRASTRUCTURE²⁶

Investing in digital technologies for a more seamless experience

In 2021, Malta International Airport completed the upgrade programme of its Common User Terminal Equipment (CUTE) system, which became fully operational in the last quarter of 2021. The programme primarily entailed the replacement of existing peripheral devices with the latest certified digital equipment and the installation of the latest operating system and software updates to all core servers and CUTE workstations.

Four new self check-in kiosks were also installed inside the Check-In Hall, with the aim of reducing physical interaction between airport staff and travelling guests by enabling passengers travelling with major legacy airlines to conduct the check-in process themselves. Each kiosk has been equipped with cutting-edge technology that will eventually support biometric processing, consequently eliminating the requirement for passengers to produce physical identification to check in for their flight and providing passengers with a completely touchless service.

In addition to these digital infrastructure developments, a new handling system for persons with reduced mobility (PRM) was introduced during the year under review. The digitised system, which utilises process automation to reduce human error, facilitates the delivery of PRM services at Malta International Airport in line with the company's vision of delivering an excellent service to all guests.

To highlight the company's continued commitment to service improvement at each step of the airport journey, Malta International Airport launched a redesigned website in June. The new data-driven user interface ensures that each visitor can navigate the airport website with ease, most notably by reducing visual clutter, prioritising high-traffic webpages, including the flight information and weather pages, and creating a more user-friendly search functionality for COVID-19 travel requirements at destination countries.

Investing in technology to heighten safety and security on the airport campus

Guaranteeing high levels of safety and security on the airport campus for visiting and travelling guests, stakeholders and employees remains among the company's topmost priorities. To this end, 20 fire detection panels and over 5,000 fire detectors were replaced or installed around the airport campus between 2019 and 2021. The modernised system boasts higher levels of precision in detecting the location of fires and distinguishing between real threats and false alarms. All the fire detectors that have been installed around the airport are marked in a digital portal that allows remote administration or maintenance to be securely performed at any time from any location, resulting in both safer and more efficient operations.

Moreover, during the year under review, two Rosenbauer Panther 6x6 fire trucks were delivered to Malta International Airport. The company's investment in these two fire trucks, together with a third truck that has been in use since 2020, amounted to €3 million and has enhanced Malta International Airport's rescue and firefighting capabilities considerably. The new vehicles are equipped with state-of-the-art features, including enhanced engine performance and extinguishing power, in-built thermal imaging cameras and a high-reach extendable turret, putting the Rescue and Firefighting department in a better position to respond more efficiently and effectively to emergency situations. In addition to these features, these low-emission vehicles are fitted with Euro 6 exhaust technology and will thus support the airport's ongoing efforts to reduce its CO₂ emissions and minimise its carbon footprint.

A new Building Management System (BMS) for enhanced levels of energy-use efficiency

In 2021, Malta International Airport commissioned a new, state-of-the-art BMS which allows for increased terminal automation as well as improved control and consumption of energy, thus reducing costs and supporting the company in reaching its energy targets. A total of 14 automation control panels were replaced inside plantrooms, which now store more than 1,500 physical connected points from where certain airport building systems, including air conditioning, electricity, ventilation, water storage and lighting, are controlled and monitored. The new system operates with innovative network technology, which combines technological and operational components with a resilient, cybersecure architecture. Using advanced technologies, the system not only facilitates the integration of the mechanical and electrical equipment on the airport campus but also allows employees to connect via web services and securely control the system remotely.

A better retail and F&B offering

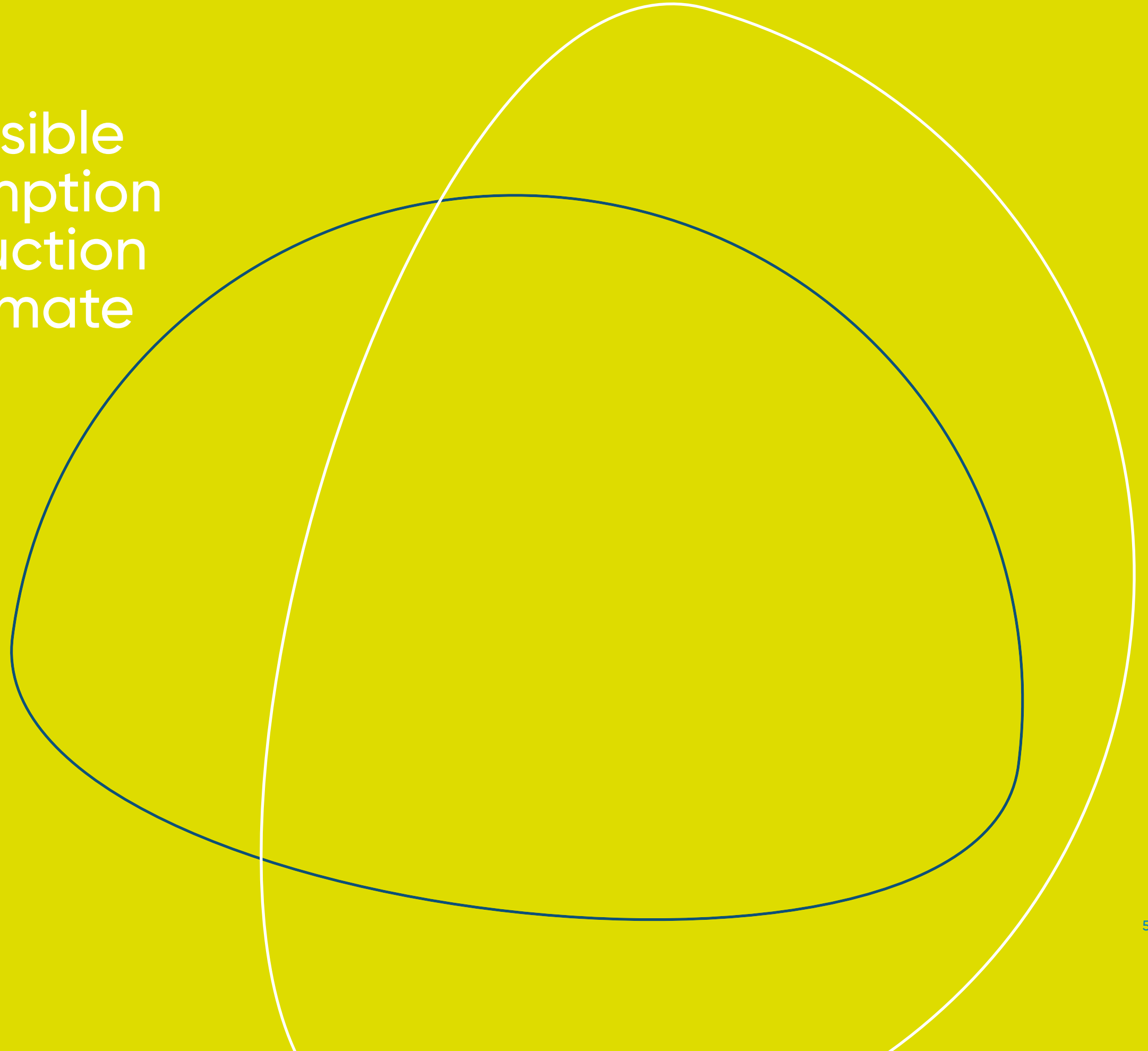
Malta International Airport has always invested significantly in its retail and food and beverage offering, given that it is an essential part of the guest experience. 2021 was a year in which significant strides were made in terms of enhancing the quality of the airport's food and beverage offering. A vacant retail space was transformed into a premium chocolaterie and gifting outlet, Sunday in Scotland, which opened its doors in June.

In the fourth quarter of the year, the Company also set the ball rolling on the Food Court project, with an approximate investment of €2 million. In May 2022, the first phase of the Food Court project was completed, with four new eateries joining anchor tenants Burger King and KFC on Level -1, and a completely new aesthetic revealed.

²⁶ GRI 203-1 Infrastructural investments and services supported.

CHAPTER 07

Responsible Consumption & Production and Climate Action



RESPONSIBLE CONSUMPTION & PRODUCTION AND CLIMATE ACTION

AN OVERVIEW OF ENVIRONMENTAL HIGHLIGHTS FOR 2021

2021 was another rewarding year for Malta International Airport in terms of environmental sustainability, during which the company continued to focus its efforts mainly on energy and climate management, water management and waste management.

The year started off with the establishment of the Environmental Working Group, within which the company's annual environmental key performance indicators (KPIs) and action plans are now being discussed before being approved by the Corporate Responsibility Committee, and ended with the commissioning of the company's fourth photovoltaic system, having a 760 kWp capacity.

In between, the company's waste management efforts were stepped up through the introduction of organic waste collection at the offices, and in the first half of the year, the airport's bee project was expanded with the installation of a second apiary along the perimeter.

The following pages give a more detailed look at Malta International Airport's projects and initiatives for 2021, which were undertaken as part of the company's pledge to operate in a more environmentally responsible manner.

MONITORING AIR QUALITY WITH THE HELP OF 750,000 HONEYBEES

Malta International Airport launched its honeybee project in 2016, back when, in collaboration with a local beekeeper, it had installed an airport apiary. In 2021, the second apiary was introduced along the airport perimeter, with the bee population going up to around 750,000 queens, workers and drones.

This project has the two-fold aim of providing the airport with an indication of the air quality in its surroundings along with providing a suitable habitat where bees can thrive, particularly given that many such habitats have been lost to the detriment of whole populations of these pollinators. One hundred and fifty square metres on the airport campus have been rehabilitated into bee-friendly environments, where melliferous plants and vegetation abound.

A sample of the honey produced by the bees on the airport campus is sent to a laboratory in Germany every year to be tested for concentrations of heavy metals and polynuclear aromatic hydrocarbons (PAH). These tests allow for the analysis of the impact of air traffic on the air quality of the surroundings. Test results received in 2022 for honey samples produced during the reporting year once again indicated that the concentrations of heavy metals and PAHs in the test samples were within the levels permitted by the Commission Regulation (EC) 1881/2006 setting maximum levels for certain contaminants in foodstuffs.



Additionally, samples produced on the airport campus are regularly benchmarked against honey produced in more rural areas. This exercise has consistently shown that the airport's honey samples are comparable to samples from these areas, in that they are not contaminated by heavy metals and PAHs. Malta International Airport is also currently exploring the possibility of installing air quality equipment on the airport campus.

The beekeeper managing this project was also awarded the gold medal for honey samples from his summer harvest in the 2021 London International Honey Awards (LIHA). Honey samples entered into this competition are judged by a panel of experts through a blind tasting and undergo extensive testing carried out by an independent laboratory.

CLIMATE ACTION

Climate change is one of the five principles that are listed in Malta International Airport's Environmental Policy, and in relation to which the company has committed itself to taking timely action. The Centre for Climate Adaptation rates the impact of climate change on the Maltese Islands as 'moderate' and, with a projected potential rise in the average air temperature of between 0.53°C and 1.32°C by 2030.

More extreme weather together with changing rainfall trends have led local experts to warn that Malta's climate is moving towards desertification, with negative implications for locals, as well as sectors ranging from agriculture to tourism²⁷. Desertification²⁸ and its consequences were also highlighted in Chapter 3 of the Special Report on Climate Change and Land (2019) of the Intergovernmental Panel on Climate Change (IPCC). Additionally, UNESCO recently advised Malta to be ready for a tsunami within the next 30 years.

It is worth noting that in 2019, almost 40%²⁹ of the tourists who visited Malta cited the weather as the top attraction to the islands. In its Risk Report, which was updated last in January 2021, Malta International Airport recognises that the company's failure to achieve its climate-related targets could impact the appeal of the Maltese Islands as a destination in the longer term. The company's climate action mainly takes place through the management of its energy usage, and this is explored in further detail in the following section.

Energy management

The company is committed to reaching net-zero status for emissions under its control by 2050, having signed both Airport Council International's (ACI) NetZero 2050 Resolution and The Toulouse Declaration. In order to better manage its energy usage and ensure that it is on track to reaching its net-zero target, Malta International Airport joined ACI's Airport Carbon Accreditation Programme at Level 1 (Mapping) in 2016. In 2021, Malta International Airport satisfied the requirements to progress to Level 2 (Reduction) of this multi-level institutionally endorsed programme.

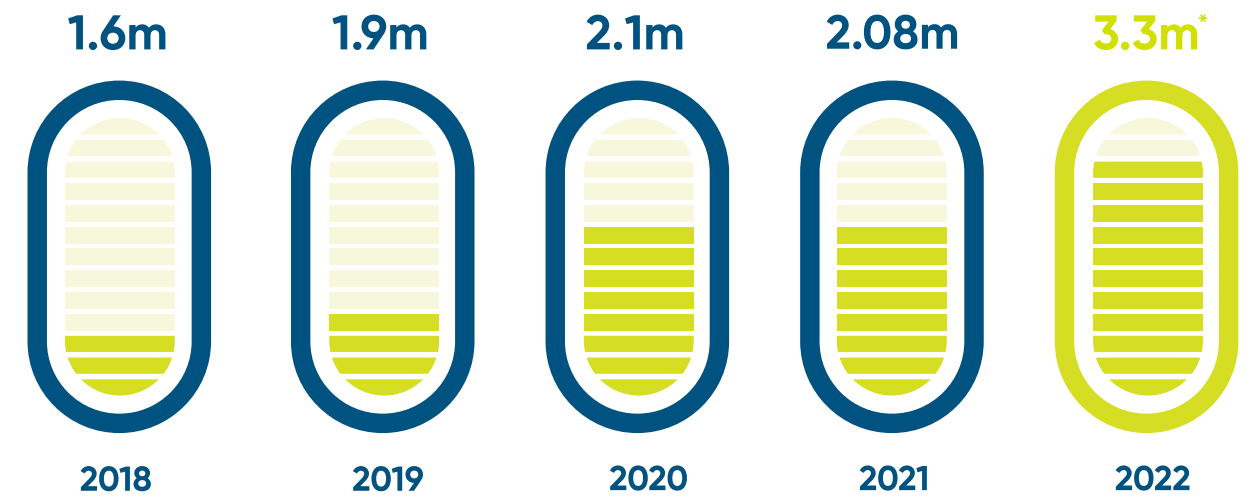
Electricity and fuel consumption are the two main contributors to the airport's greenhouse gas (GHG) emissions, with the contribution of the former being the more significant. Throughout the years, the airport has been making a gradual shift towards the use of clean energy, both in terms of electricity and fuel.

²⁷ GRI 201-2 Financial implications and other risks and opportunities due to climate change.

²⁸ According to a recent assessment report (ECA 2018), Europe is increasingly affected by desertification leading to significant consequences on land use, particularly in Portugal, Spain, Italy, Greece, Malta, Cyprus, Bulgaria, and Romania.

²⁹ Source: National Statistics Office.

CLEAN ENERGY GENERATED (kWh)



* Expected generation

Towards the end of 2021, the airport campus's fourth photovoltaic system was commissioned. Although the full effect of this system will be captured in 2022, which year is expected to register an increase of around 60% in the amount of clean energy generated, in 2021 the amount of clean energy generated on the airport campus had already totalled 2.08 million kWh.

Despite the company's replacement of airfield lighting with LEDs and the constant monitoring of the air handling units during the year under review, Malta International Airport's electrical consumption increased by 9.5% over 2020 to total 10.39 million kWh³⁰. This increase, however, can be explained by the much busier operation during the year under review, which saw 2021 passenger numbers increase by 45.3% over 2020, together with the first full year in operation of the Park East multi-storey car park.

In 2021, an increase of 2.0% in fuel consumption was also registered. A breakdown of the total consumption reveals that while the company was successful in lowering its diesel consumption by 1,994 litres, petrol consumption rose by 3,273 litres. The increase in petrol, which is considered the cleaner fuel, can be attributed to the replacement of the existing cars making up the management team's vehicle fleet with hybrid models running on a combination of petrol and electrical energy.

³⁰ For a more detailed breakdown of energy consumption, including electricity and fuel, refer to GRI 302-1 on p. 89.

As a result of the aforementioned initiatives and the increase in passenger movements, in 2021 Malta International Airport's electricity intensity³¹ decreased by 24.6% over the previous year, while GHG emissions intensity per passenger dropped by 25.8% over 2020.

ELECTRICITY INTENSITY



Year	2020	2021	Change 2021/2020
Passenger movements	1,747,677**	2,540,237**	45.3%
Energy Intensity (Net electrical consumption per passenger in kWh/passenger)	5.43	4.09	(24.6%)

Source of Emissions	2020	2021	Change 2021/2020
Scope 1 (CO ₂ gas emissions in tons)	379	344	(9.2%)
Scope 2 emissions (energy indirect GHG emissions)	3,529*	3,873*	9.8%
CO ₂ emissions intensity (kg of CO ₂ / passenger)	2.24*	1.66*	(25.4%)
Passenger movements	1,747,677**	2,540,237**	45.3%

*In the above calculations, the official Enemalta residual mix emission factor for scope 2 emissions for 2019, namely 0.378 kg of CO₂ per passenger, was used. At the time of printing of this report, the 2020 and 2021 emission factor had not been received.

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

³¹ GRI 302-3 Energy Intensity.

Water Management

Water stewardship is an important pillar of the airport's environmental initiatives, particularly given that Malta is a water-stressed country due to its arid climate, geomorphology, and population density. Water scarcity is not just an issue for the Maltese Islands, as it is also becoming a commonplace concern across the European Union, with droughts increasing both in northern and southern Europe.

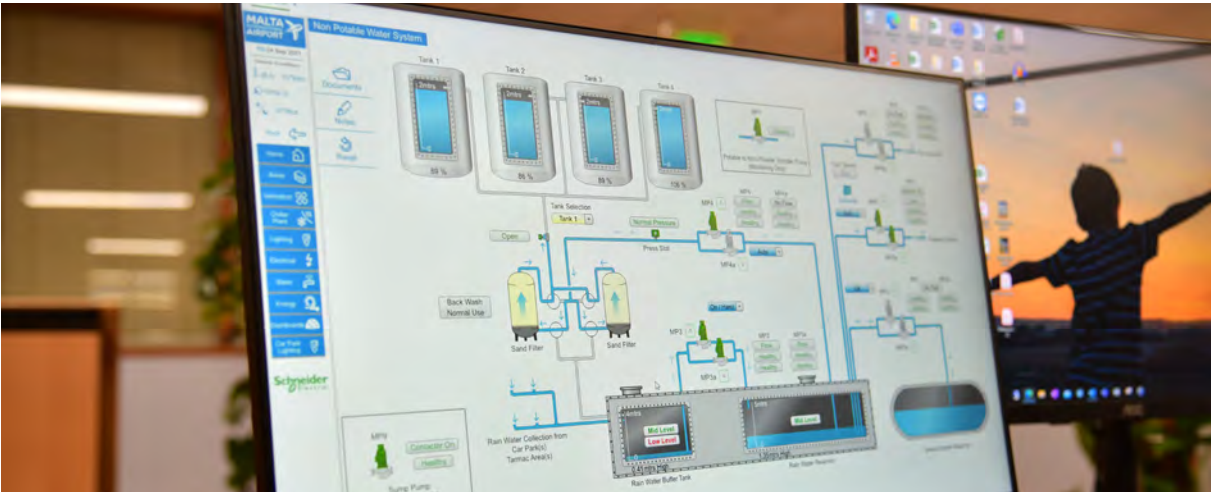
In 2021, the rainfall measured by the Meteorological Office in Hal Luqa amounted to 556.2 mm, with this total translating to an increase of 44% over 2020 and almost falling in line with the climatic norm. The significantly improved rainfall yield for 2021 allowed Malta International Airport to register an increase of 38.7% in the volume of rainwater harvested through the airport campus's seven reservoirs. Totalling 40,889 m³, Malta International Airport's harvested rainwater for the year under review was roughly equal to the annual water consumption of 1,000 persons residing in Malta. Additionally, tests conducted on stormwater runoff at the beginning of 2022 yielded satisfactory results³².

Better rainfall levels, together with more efficient irrigation practices and better leak management, led to a decrease of 21% in the volume of groundwater purchased by Malta International Airport during the year under review. This drop gains more significance given that groundwater on the islands has been subjected to over-extracting, as well as when considering that the transportation of purchased water contributes to emissions.

The groundwater used, including non-potable deliveries by a contractor and borehole water, totalled 38,616 m³. This total represents less than 0.3% of the total groundwater volume that can be sustainably extracted in Malta (in the region of 25 million metres cubed, as stipulated in the Food and Agricultural Organisation's report Water Resources Review (2016)). This falls well below 5% of the groundwater source, which means that the airport's groundwater consumption is not considered significant³³.

Malta International Airport's main water sources are the Water Services Corporation (WSC), groundwater supplied by another provider, and surface water including harvested rainwater. For a more comprehensive breakdown of the company's water withdrawal, discharge and consumption, refer to the table on pages 66 and 67.

The Building Management System allows for the monitoring of reservoir rainwater levels.



³² AO4 Quality of storm water by applicable regulatory standards.

³³ GRI 303-2 Water sources significantly affected by the withdrawal of water.

WATER CONSUMPTION BREAKDOWN



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 rainwater, and borehole water delivered by a third-party contractor.

Water withdrawal by source	Volume 2020 (in m³)	Volume 2021 (in m³)	Change 2021/2020 (in m³)
Surface water (incl. collected rainwater)	29,473	40,889✓	11,416✓
Groundwater	48,844	38,616✓	(10,228)✓
Third party water	18,300 *	16,745✓	(1,555)✓
Total water withdrawal	96,616*	96,250✓	(366)✓

*These figures were updated, and do not include the water consumption of SkyParks' tenants.

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 terminal building and used for the flushing of toilets and other cleaning operations.

Water withdrawal by source	Volume 2020 (in m³)	Volume 2021 (in m³)	Change 2021/2020 (in m³)
Third party water	18,300*	16,745✓	(1,555)✓
Surface and groundwater	24,625	28,458✓	3,833✓
Total water discharged	42,925*	45,203✓	2,278✓

*This figure has been updated from the previous year, and excludes the water consumption of SkyParks' tenants.

GRI 303-5 WATER CONSUMPTION

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

Water consumption	Volume 2020 (in m³)	Volume 2021 (in m³)	Change 2021/2020 (in m³)
Total water consumption (water consumption = total water withdrawal – water discharged)	53,691	51,047✓	(2,644)

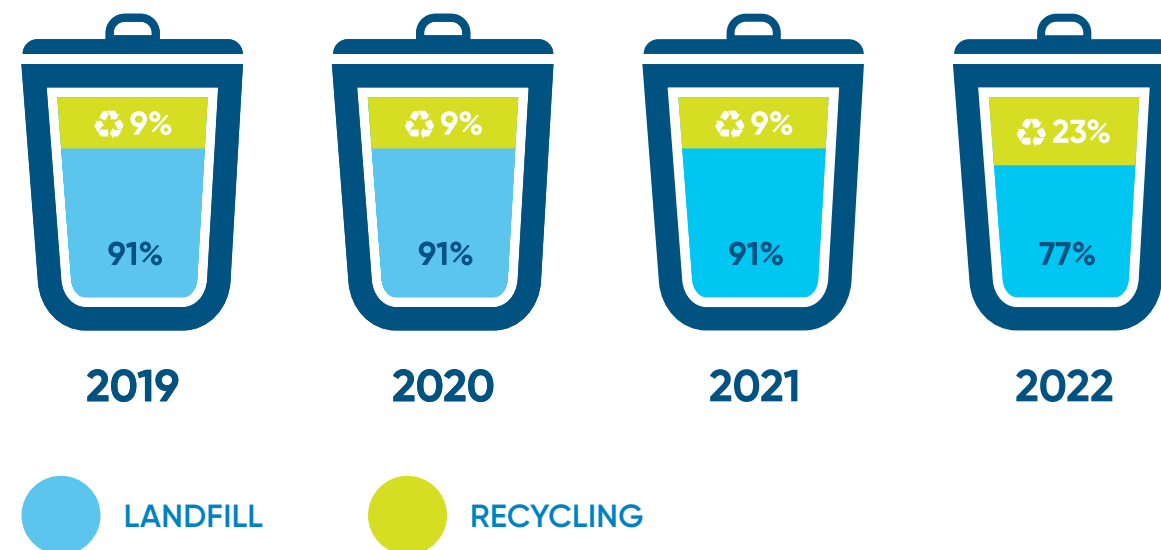
WASTE AND RESOURCE MANAGEMENT³⁴

The introduction of organic waste collection

In 2021, the company's waste and resource management efforts were stepped up through the introduction of organic waste collection at the offices and at the La Valette VIP lounge. This was an important move towards the management of significant waste-related impacts, particularly given that organic waste that ends up at a landfill releases methane which is effective at trapping heat and contributing to global warming.

Organic waste bins were only introduced in the last quarter of 2021, with the full effect of this initiative expected to be registered in 2022. The illustration below shows that the introduction of organic waste collection has already delivered encouraging results in the form of a higher percentage of recycled waste in the first six months of 2022. In 2021 it was also decided that from 2022 the company would start using the landfill waste per passenger metric in order to gauge and quantify the success of its waste-separation efforts, with a target of 0.20 kilos of landfill waste per passenger.

JANUARY TO JUNE RECYCLING AND LANDFILL SPLIT



³⁴ GRI 306-2 Management of significant waste-related impacts.

An exercise to reduce single-use plastic items

While the company had already eliminated several single-use plastic items, such as water bottles used during meetings, in recent years, during the year under review, the Procurement Department launched an ongoing exercise through which a number of unrecyclable or single-use items that are used as part of the day-to-day operations are gradually being replaced by more environmentally friendly alternatives.

Additionally, existing water fountains inside the terminal building were replaced by more modern ones with a better water flow, and a third fountain was installed. A fourth fountain is planned to be installed in the last quarter of 2022 in order to make it easier for passengers to refill their reusable bottles.

We have switched to biodegradable alternatives for various single-use plastic items such as disposable gloves, security 1 litre bags, mailing bags and security seals. Currently, we are also working with our suppliers to find options for other single-use plastic items. Although biodegradable and compostable options are increasing in popularity, it can sometimes be a challenge to source certified and quality products as a replacement. This is a continuous process as greener alternatives are constantly evolving and we are always open to the idea of procuring items that are better for the environment.



Natalie Camilleri
Procurement Associate & Member of the Environmental Working Group

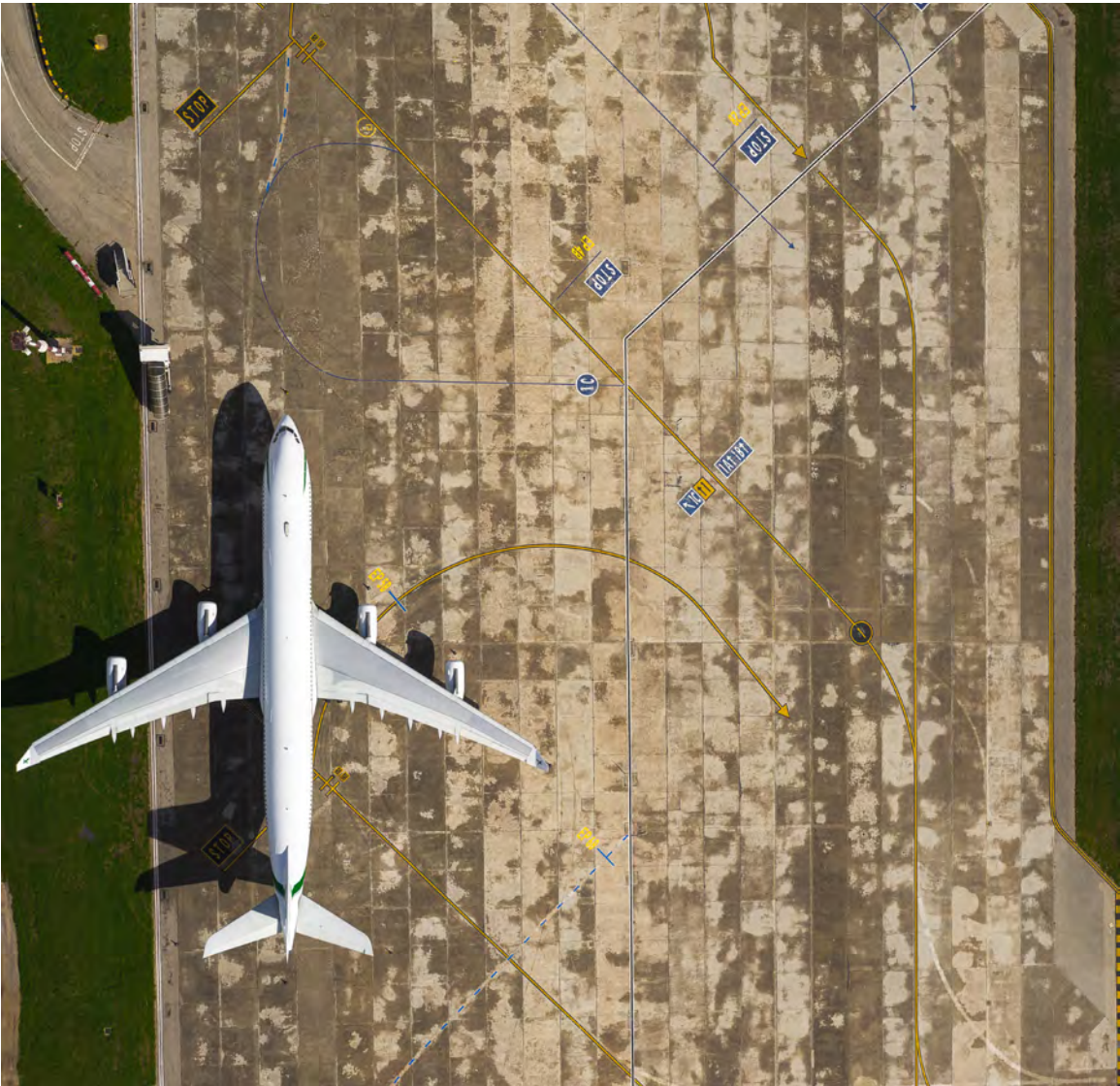
Using the internal reward system to promote more responsible consumption

Throughout the year, employees were encouraged to favour reusable items over single-use ones. To support them in making the switch to greener alternatives, the number of sustainable gifts that could be redeemed from the internal reward platform Bonusly was increased significantly, with employees having the option to choose from several reusable items as well as public transport credit. Eight per cent of the total gifts redeemed during the year under review were sustainable gifts. In parallel, the company sought to raise awareness about the negative impacts of waste and improper waste disposal, among other sustainability-related topics, among the team through the introduction of the newsletter GREENews.

Waste categories and spills³⁵















A more detailed look into the waste generated by the company in 2021 and the method of disposal for each waste category is shown on the opposite page. Increases in certain waste categories can be attributed to better waste separation efforts and heightened awareness in relation to proper waste disposal among employees. Additionally, 2021 saw a much busier operation than the previous year as well as fewer employees working from home. The Administration Department is currently reviewing a formal waste management procedure, which has been drafted as part of the company’s accelerated drive towards better waste management.

In addition to the waste categories identified in the waste table overleaf, a number of minor fuel spills, which are spillages covering an area smaller than 50 cm², as well as a few relatively serious fuel spillages, were reported during the year under review. In total, 122 kilos of absorbents and sand together with 97 litres of detergent were used in order to clear these spills and avoid contamination. It is worth noting that one of the commonly used oil absorbents is a vegetable-based product that is not toxic to the environment.



³⁵ GRI 306-3 Waste generated.

GRI 306-3, 306-4, 306-5 WASTE GENERATED , WASTE DIVERTED FROM DISPOSAL, AND WASTE DIRECTED TO DISPOSAL

Type of Waste	Unit	Method of Disposal	2020	2021	Change 2021/2020
 General Waste	kg	Landfill	300,620*	366,280✓	65,660✓
 Mixed Industrial Waste (includes construction material & sand)	kg	Landfill	221,830	109,228✓	(114,602)✓
 Cardboard	kg	Recycling	32,170	50,100✓	17,930✓
 Glass	kg	Recycling	5,020	15,580✓	10,560✓
 Organic Waste	kg	Recycling	NA	1,200✓	1,200✓
 Wood	kg	Landfill	NA	800✓	800✓
 Plastic	kg	Recycling	1,180	2,430✓	1,250✓
 Iron and Steel	kg	Recycling	0	760✓	760✓
 Paper	kg	Recycling	4,605	2,778✓	(1,827)✓
Total (Non-Hazardous Waste)	kg	Landfill & Recycling	565,425*	549,156✓	16,269✓
 IT / Electronic Equipment	kg	Disposal / Destruction by Third Party	0	3,650✓	3,650✓
 Batteries	kg	Disposal / Destruction by Third Party	0	0✓	0✓
 Tyres	kg	Action is being taken to separate tyres at source and keep records of the quantities disposed of.	1,060	620✓	(440)✓
 Other Hazardous Waste (inc. fluorescent tubes)	kg	Action is being taken to separate at source other 'hazardous waste' such as light bulbs and keep records of quantities disposed of.	720	1,231✓	511✓
Total (Hazardous Waste)	kg		1,780	5,501✓	4,781✓
 Open type skips emptied (general waste from various areas, mainly related		Landfill	281	141	(140)

* These figures were updated.

CHAPTER 08
Appendices



APPENDIX 1

CRITERIA FOR REPORTING ON SELECT SUSTAINABLE INFORMATION – 31ST DECEMBER 2021

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. 2021 entry level salaries 2. 2021 actual lowest salary paid	1. Information extracted from the most recent Collective Agreement (2018) 2. Information extracted from the company's payroll records	88
	Investments	GRI 203-1	Infrastructure investments and services supported by the Malta Airport Foundation	Donations and sponsorships made by the Malta Airport Foundation	Invoices and agreements relating to infrastructure investments and services supported by the Malta Airport Foundation	50-54
	Procurement practices	GRI 204-1	Proportion of spending on local suppliers at significant locations of operations	Local suppliers benefitted from 83% of the total spend.	Information was extracted from the Group's purchase ledger, adjusted to include accruals, and is inclusive of VAT	45
Environment	Energy	GRI 302-1	Energy consumption within the organisation	1. Indirect energy consumption in kWh (electricity) 2. Direct energy consumption in litres (Fuel: Diesel & Petrol)	Information was extracted from the Group's purchase ledger, adjusted to include accruals, and is inclusive of VAT	89
	Water	GRI 303-3 GRI 303-4 GRI 303-5	Water withdrawal by source Water discharge Water consumption	Water sourced from: 1. Water Services Corporation 2. Groundwater 3. Rainwater collection	1. Water consumption was based on MIA meter readings and supplier invoices 2. Information for groundwater extraction was based on third party invoices and meter readings 3. Estimates based on catchment areas and MET office rainfall readings	66-67
	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 12: published in November 2020 by Airports Council International.	90
		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 2019 have been used.	90
	Waste	GRI 306-3	Waste generated	554,798 kilos of waste were generated by the company in 2021.	Invoices supplied by waste disposal contractors.	71
		GRI 306-4	Waste diverted from disposal	72,848 kilos of non-hazardous waste were recycled in 2021.	Invoices supplied by waste disposal contractors.	71
		GRI 306-5	Waste directed to disposal	481,950 kilos of hazardous and non-hazardous waste were directed to disposal.	Invoices supplied by waste disposal contractors.	71
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	91
	Occupational health & safety	GRI 403-9 GRI 403-10	Work-related injuries & work-related ill health	1. Work-related injury 2. Work-related ill-health	1. Information was extracted from the Occupational Health & Safety Report 2. Information was extracted from MIA's payroll system	93
	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	93
		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	93
	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	94-95
	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 system	95

APPENDIX 2

INDEPENDENT ASSURANCE REPORT ON THE MALTA INTERNATIONAL AIRPORT P.L.C. SUSTAINABILITY REPORT FOR THE YEAR ENDED 31 DECEMBER 2021



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 2021 ('Sustainability Report 2021') ('Identified Sustainability Information').

Identified sustainability information

The Identified Sustainability Information for the year ended 31 December 2021 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 306-3, GRI 306-4, and GRI 306-5: Waste generated, waste diverted from disposal and waste diverted to disposal.
- 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.



have not performed any procedures with respect to any other unidentified elements included in the Sustainability Report 2021, 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 2021' on pages 74 and 75 of the Sustainability Report 2021 (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 2021, including responsibility for determining the Material Aspects (as defined in GRI Standards), Indicators (as so defined) and other content of the Sustainability Report 2021; and
- » Retaining sufficient and appropriate evidence to support the aforementioned.



Inherent limitations

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

Our independence and quality control

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

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

Our responsibility

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

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



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

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

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

Our procedures were limited to the Identified Sustainability Information, and we have not performed any procedures in relation to any other GRI disclosures included in the Sustainability Report 2021, 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 2021 is not prepared, in all material respects, in accordance with the Criteria.

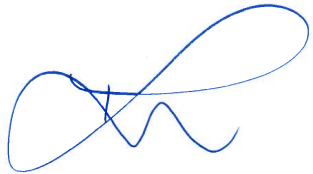
Restriction of use

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 2021, 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 2021. 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
18 October 2022

APPENDIX 3

GENERAL DISCLOSURES

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

GRI 102-8 Information on employees and other workers

Number of Employees		324	
	Full-Time	Part-Time	Total
Indefinite Contract	230	13	243
Definite Contract	66	15	81
Indefinite Contract	Female	Male	Total
Full-time	76	154	230
Part-time	8	5	13
Definite Contract	Female	Male	Total
Full-time	23	43	66
Part-time	7	8	15
All	Female	Male	Total
Full-time	99	197	296
Part-time	15	13	28
Other Workers			
Contracted			
Cleaning (Servizi Malta)		39	
Security (G4S)		99	
SITA			
Management		5	
Applications		3	
IT		9	
Networks		3	
Electronics		6	
Self-Employed			
Maintenance (JB)		1	
Employed with JB		2	

GRI 102-11 Describe how and why the precautionary approach or principle is addressed in the organisation

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

GRI 102-12 A list of externally developed economic, environmental and social charters, principles, or other initiatives to which the organisation subscribes, or which it endorses, and GRI 102-13 A list of the main memberships of industry and other associations, and national or international advocacy organisations

- 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 3 in 2021)
- Signatory to Airport Council International's NetZero 2050 Resolution (2019)
- Endorsed the Toulouse Declaration (2022)
- Member of the Malta Hotels & Restaurants Association (MHRA)
- Works closely with the Malta Tourism Authority (MTA), with the airport CEO sitting on the board of this authority
- Incentive Programme for Airlines including schemes such as free landing in winter, reductions on parking and marketing support (established in 2007, revised in 2021 to include additional incentive schemes aimed towards rebuilding the Maltese year-round connectivity)
- 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 operations
	Social Media Channels	Daily	Investments
	Email / Website contact	As needed	Passenger experience Retail offering
			Airport route network Facilities and services COVID-19 updates
Passengers	ASQ Survey	Quarterly	Passenger experience
	The Secret Passenger Programme	As needed	Facilities and services
	On-site Advertising	Daily	Waiting times, cleanliness and airport ambience
	Front-line Team Interaction	Daily	Flight information
	Website	Daily	Airport route network
	Social Media Channels	Daily	COVID-19 updates
	Flight Information Display System	Daily	
Investors	Company Announcements	As needed	Airport operations
	Traffic Results	Monthly	Investments
	Shareholders' Newsletter	Periodically	Facilities and services
	Annual Report	Yearly	Share price
	Phone / Email	As needed	Financial performance Traffic performance Corporate governance Dividend payout COVID-19 mitigating measures
Media	Press Releases, including traffic results	As needed	Airport operations
	Email / Phone Contact	As needed	Investments
	Meetings	As needed	Traffic performance
	Events	As needed	Financial performance Route development Weather Safety and security Environmental Impacts COVID-19 updates

GRI 102-43 Report the organisation's approach to stakeholder engagement – frequency of engagement with each stakeholder and if any engagement was specifically taken to prepare the report (incl. surveys, focus 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 directly impact its stakeholders or matter to them.

Stakeholder Group	Type of Engagement	Frequency of Engagement	Key Interests
Landside/ Local Visitors	Local advertising	Periodically	Retail offering
	On-site advertising	Daily	Parking availability
	Events	As Needed	
Students	Job shadowing/placements	Ongoing	Hands-on work experience Operational matters – slots Charges & incentives Airport services Route development opportunities Safety & security Airport planning & investments COVID-19 updates
Airlines	Day-to-day communications	As needed	Airport operations
	Conferences	As needed	Investments
	Meetings	As needed	Facilities and services
	Events	Biannual	Share price
	Newsletter	Periodically	Financial performance Traffic performance Corporate governance Dividend payout COVID-19 mitigating measures
Local Community	Local council meetings to discuss ongoing & new concerns	Biannual	Road congestion Parking limitations Air Quality Noise Impact of airport developments
Tenants	Meetings with main operators	Monthly	Passenger experience
	Marketing incentive meetings	Quarterly	Traffic performance
	Ad hoc meetings	As needed	Financial performance Operational issues Business continuity & long-term planning Customer feedback & consumption trends Impact of COVID-19
Suppliers	Day-to-day communications	As needed	Airport safety & security
	Key supplier meetings	Monthly	Ethics & integrity
	Presentations (pax. survey)	Biannual	Health & safety
	Feedback & improvements meetings (fuel services provider)	Monthly	Service performance
	ASQ feedback	As needed	Supply chain management
	Feedback on existing procedures & airline comments (MATS)	Bimonthly	Procurement practices

Stakeholder Group	Type of Engagement	Frequency of Engagement	Key Interests
Ground handling services	Occurrence report meetings	Monthly	Capacity constraints
	Resource allocation	Quarterly	Airport planning
	Customer experience improvements	Quarterly	Operational efficiency
	Aircraft turnaround meetings & other operational requirements	Quarterly	Safety & security
	ASQ feedback	Quarterly	Passenger experience
	Staff training & airport competency (PRM providers)	Bimonthly	Impact of COVID-19
Tourism Bodies MTA & MHRA	Meetings	Monthly	Connectivity & network development
	Day-to-day communications	As needed	Airline satisfaction
	Conferences	Quarterly	Top markets
Regulators & Committees (incl. Customs, Immigration, Airline Operator Committee, Airport User Committee)	Aircraft and passenger handling meetings (Airline Operator Committee)	Biannual	Passenger experience
	Terminal and airfield operations (Airport User Committee)	Biannual	Impact of COVID-19
	Day-to-day communications on aviation & airport security	Monthly	
	(OMAS/AVSEC)	As needed	
	Airport emergency planning meetings	Bimonthly	
	(AFM, CPD, MDH, Malta Police)	As needed	
	Aerodrome Regulatory Meetings (TM-CAD)	Bimonthly	
	ASQ feedback	As needed	
	Resource allocation meetings	As needed	

Stakeholder Group	Type of Engagement	Frequency of Engagement	Key Interests
Employees	Employee Survey	Annual	Occupational health & safety
	Internal newsletters	As needed	Business continuity & strategic planning
	Employee magazine (Connections)	Annual / biannual	Investments
	Exit interviews	As needed	Staff remuneration, employee wellbeing & benefits
	Performance reviews	Depending on department but at least annual	Job satisfaction
			New employees & reorganisations
			Route development
			Operational issues
			Impact of COVID-19
	Occupational Health & Safety Committee	Bimonthly	
	Departmental meetings	Quarterly	
	Employee Focus Groups	Weekly / Monthly	
	Communications as part of operational management	Daily	
	Digital noticeboards	Updated as needed	
	Intranet (Compass)	Updated as needed	
	My CEO Time	By appointment 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.



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 for certain employee categories. To calculate the wages tabulated below a payroll report covering up until the 31st December 2021 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 2021 (per Collective Agreement)	Ratio to Minimum Wage	Actual Entry Level Wage 2021	Ratio to Minimum Wage	Actual Entry Level Wage 2021	Ratio to Minimum Wage	Minimum Wage Full-time
			Female		Male		
Administration	€15,769✓	167%✓	€17,976✓	191%✓	€18,669✓	198%✓	€9,416✓
Operational	€17,677✓	188%✓	€18,286✓	194%✓	€17,677✓	188%✓	€9,416✓
Technical	€16,794✓	178%✓	€0✓	0%✓	€19,072✓	203%✓	€9,416✓



ENVIRONMENTAL

GRI 302-1 Energy consumption within the organisation

Electrical Energy

Description	2021 (kWh)	2020 (kWh)
Electricity consumption from Enemalta for MIA** operations	9,815,371✓	8,896,259*
Electricity consumption from PVS		
Electricity consumption from terminal PV system under FIT agreement	431,120✓	439,300
Electricity consumption from terminal PV system (with no FIT)	143,205✓	149,590
Total net electrical energy consumed by the organisation	10,389,696✓	9,485,149*

*Please note that these figures 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	2021 (kWh)	2020 (kWh)
Electricity consumption from airfield PV system (FIT agreement)	1,505,595	1,517,450

Fuel

Description	Fuel Type	2021 (litres)	2020 (litres)
Fuel used by generators	Diesel	3,220✓	2,047
Fuel used by vehicles	Diesel	54,621✓	57,789
Total vol. of diesel used by organisation	Diesel	57,841✓	59,835
Fuel used by vehicles	Petrol	6,311✓	3,083
Total vol. of petrol used by organisation	Petrol	6,311✓	3,083

GRI 305-1 Direct (Scope 1) GHG emissions

Description	Fuel Type	2021 (litres)	2020 (litres)	Emissions Factor (kg of CO ₂ / litre)	2021 (CO ₂ tonnes)	2020 (CO ₂ tonnes)
Fuel used by generators	Diesel	3,220✓	2,047	2.6753	8.6	5.5
Fuel used by vehicles	Diesel	54,621✓	57,789	2.6753	146.1	154.6
Subtotal	Diesel	57,841✓	59,835	2.6753	154.7	160.1
Fuel used by vehicles	Petrol	6,311✓	3,038	2.2718	14.3	6.9
Subtotal	Petrol	6,311✓	3,038	2.2718	14.3	6.9
Consumption of refrigerant gases					174.8	211.5
Consumption of CO ₂ extinguishers used for fire-fighting					0	0.1
Total for organisation	All fuel				344	379

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

Description	2021	2020
Energy consumed by MIA contributing to emissions (KWh)	10,246,491✓	9,335,559*
Emission factor Kg CO ₂ /KWh	0.378**	0.378**
CO ₂ emissions (kg)	4,217,000✓	3,908,00
CO ₂ emissions (Tonnes)	4,217✓	3,908

*Please note that this figure was restated

**The above calculations/results use the official Enemalta Residual Mix Emission factor for Scope 2 emissions for 2019, namely 0.378 kg CO₂/kWh. Updated emission factors for 2020 and 2021 have not yet been received from Enemalta.

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 contested the allegations before the Malta Industrial Tribunal and, in August 2021, the tribunal, having weighed all evidence, observed that as CEO of a company having a strategic role in the country, the applicant had breached company policies which he was duty-bound to safeguard.

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	7✓	2.16✓	11✓	3.40✓	6✓	1.85✓	10✓	3.09✓
30 - 50 years	6✓	1.85✓	7✓	2.16✓	0✓	0.00✓	5✓	1.54✓
Over 50 years	3✓	0.93✓	13✓	4.01✓	0✓	0.00✓	1✓	0.31✓

These figures exclude summer workers and interns.

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

GRI 403-9a Work-related injuries

	2021	2020
Average FTE	315✓	356
Hours Worked	584,640✓	663,584
Nr. of fatalities	0✓	0
Nr. of high-consequence	0✓	0
Other recordable work-related injuries	3✓	6
Rate for calculation	200,00✓	200,000
Rate of fatalities	0✓	0
Rate of high-consequence injuries	0✓	0
Rate of recordable work-related injuries	1.03✓	1.81

GRI 403-10a Work-related ill health

	2021	2020
Average FTE	315✓	356
Hours Worked	584,640✓	663,584
Nr. of fatalities	0✓	0
Other recordable work-related ill health	0✓	2
Rate for calculation	200,00✓	200,000
Rate of fatalities	0✓	0
Rate of recordable work-related ill health	0.00✓	0.60

GRI 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	4,473✓	2,555✓	480✓	1,265✓	3,750✓	1,533✓	7,028✓
Number of employees	210	114	35	63	173	53	324
Average number of hours (of formal training) per employee	21.30✓	22.41✓	13.71✓	20.08✓	21.68✓	28.92✓	21.69✓

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
Female	86	11	12	109	114	96%
Male	145	24	19	188	210	90%
Total	231	35	31	297	324	92%✓

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

*This total excludes two rotating guest members who represent the Security Services and Customer Services teams, for better representation.



GRI 405-1 Breakdown of employees per employee category according to gender, age group and minority group membership, and other indicators of diversity.

Employment Category / Gender	Age			Total
	Under 30	30 to 50	Over 50	
Management	2	25	7	35
Males	2	16	6	24
Females	1	9	1	11
Administration	19	37	7	63
Males	5	14	2	23
Females	14	23	3	40
Operations	51	81	41	173
Males	25	54	33	112
Females	26	27	8	61
Technical	12	28	13	53
Males	12	26	13	51
Females	0	2	0	2
Total	85	171	68	324

GRI 405-2 Ratio of basic salary and remuneration of men to women, by employee category and significant locations of operation

Employment Category / Gender	Male Employees	Female Employees
Management		
Ratio – Average Basic Salary	1.00✓	0.82✓
Ratio – Average Remuneration	1.00✓	0.82✓
Administration		
Ratio – Average Basic Salary	1.00✓	0.99✓
Ratio – Average Remuneration	1.00✓	0.98✓
Operations		
Ratio – Average Basic Salary	1.00✓	1.04✓
Ratio – Average Remuneration	1.00✓	1.08✓
Technical		
Ratio – Average Basic Salary	1.00✓	1.08✓
Ratio – Average Remuneration	1.00✓	1.00✓

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

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

GRI 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

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