

COMPANY ANNOUNCEMENT

Malta International Airport plc (the “Company”)

MIA announces ranking for 2014

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Malta International Airport has been ranked the fourth best in Europe, according to the 2014 Airport Service Quality (ASQ) Awards.

The airport obtained its best score ever, with an overall passenger satisfaction score of 4.22 on a scale from one (poor) to five (excellent).

Despite a large increase in participating airports, Malta has ranked in the top five for five years running and this year’s overall performance exceeds results in previous years, even when placing first in 2010 and 2011.

“For the past five years, MIA has consistently achieved outstanding results in customer service, ranking as one of the Top 5 European airports in all categories. This is truly encouraging for us as a team and also for Malta as a tourism product, bearing in mind our airport forms the first and last impression of our island. Around the world, the standards to enhance passenger experience continue to rise, but this award indicates we are working in the right direction. The result motivates us to keep working harder,” said ad interim CEO Alan Borg.

This year saw more than 300 airports worldwide surveyed, 96 of which are European — an increase of 21 from last year. In total, there was an 81 per cent increase of European airports participating between 2010 and last year.

Of the top five European airports, only one other forms part of Malta International Airport’s category of airports serving between two to five million passengers.

Malta International Airport placed fourth after Keflavík (Iceland), Moscow Sheremetyevo (Russia) and Porto (Portugal) and followed by Zurich (Switzerland).


About the ASQ Survey

The annual ASQ Survey rates an airport's performance in 34 key service areas and compares results with those of more than 300 airports around the world to measure passenger satisfaction. The service areas include eight major categories, namely access, check-in, security, airport facilities, food and beverage providers and more. All participating airports use the same survey questions, to ensure an industry standard is set which makes it easier for airports to compare their progress in their own market and across the globe.

ASQ Awards are the only global airport survey based on measuring passengers' satisfaction while still at the airport. In 2014, some 550,000 passengers were surveyed prior to boarding their flight.

More information on the ASQ Awards can be found via the link below:
<http://www.aci.aero/Airport-Service-Quality/ASQ-Awards/Current-Winners>

Signed:

A handwritten signature in black ink, appearing to read "L. de Gabriele".

Louis de Gabriele
COMPANY SECRETARY