

# AIRLINK

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# MORE THAN AN ISLAND, A GATEWAY TO LEGENDARY TREASURES.

LANGKAWI INTERNATIONAL AIRPORT, THE GATEWAY TO GETAWAYS

It all begins at Langkawi International Airport (LGK). Journey into the laidback archipelago of 99 islands and get lost in the wonders of Langkawi UNESCO Global Geopark. Plan your route to a world of rich experiences and natural splendour.

**A corporate leader with diverse experience, he is harnessing the latest technological advances to spur Malaysia Airports to greater heights as a smart aviation regional hub.**

**This month, Dato' Mohd Shukrie Mohd Salleh shares the significant role its flagship KL International Airport's (KLIA) electronic world trade platform (eWTP) is playing as a key global hub delivering medical supplies to combat the novel coronavirus (Covid-19) pandemic and the good news that departure seats across Asia-Pacific have risen at the end of April for the first time since the crisis started.**

## Airport GCEO Speaks



I am elated that Alibaba Group has selected KLIA's eWTP as one of its three global hubs besides Belgium and Ethiopia for the speedy delivery of medical goods in the global community's fight against Covid-19. This will not only further strengthen Malaysia's role as a major trading hub for logistic operations in Asia-Pacific but will also spur our KLIA Aeropolis' Digital Free Trade Zone (DFTZ) Park's efforts to support our country's ecommerce aspirations stipulated in the National eCommerce Strategic Roadmap launched in 2016.

Ecommerce will be the main driver of our air cargo business. We have seen several cargo and chartered flights take off since April and are expecting to see more of them taking place in the coming months. Meanwhile, latest data from our Research and Planning Department has confirmed our worst fears with April's passenger traffic performance at our network of airports nosediving by 99% to 137,000 compared to the same period a year ago.

This is attributed to the full enforcement of the government's Movement Control Order (MCO) in Malaysia. We also take cognisance of travel restrictions imposed by other countries, which have led to such dismal

performance, not only in our country but also globally. According to the United Nations specialised agency for tourism, World Tourism Organisation's (UNWTO) recent statement, out of the 217 destinations worldwide, 156 or 72% have placed a complete stop on international tourism.

Its research data, as of 27 April, also shows that in 25% of the destinations, the restrictions have been in place for at least three months while in 40% of the destinations, they have been introduced at least two months ago. The last category applies to Malaysia as our MCO started on 18 March. Breaking the data by region, UNWTO says 83% of destinations in Europe have implemented complete closure of borders for international tourism followed by the Americas (80%), Asia-Pacific (70%), the Middle East (62%) and Africa (57%).

Discussions for the lifting of the travel bans are underway. Looking at China, which has eased its lockdown restrictions, we have seen the recovery of the Chinese domestic market in the last two months. In the easing of restrictions by our government under the Conditional MCO from 4 May, several businesses have been allowed to resume under tight standard operating procedure guidelines. This augurs well for the economy of our country. The

duty-free shops at our airports have been able to restart their business alongside the retail outlets providing essential services. Some of the food and beverage outlets now offer dine-in besides takeaway orders.

Looking at how the Asia-Pacific aviation market is responding to the pandemic based on OAG data, we are happy to learn that the number of departure seats across the region rose on 27 April for the first time since the Covid-19 crisis began, with capacity totalling 17.7 million seats, up 5% from 20 April. The OAG data also shows growth in other regions with South East Asia's capacity increasing by 346,657 seats to 3.26 million.

And, with our own local airlines recommencing their flights to key domestic routes with minimal frequencies from 29 April and their plans to have more flights in tandem with the government's endorsement to allow more inter-state border movements, although under strict travelling guidelines, we see the return of some glimmer of hope for our travel and aviation industry. In keeping with the new normal, we have stepped up the standard operating procedures and precautionary measures at our airports. Stay safe and don't forget to wear your face masks!





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#### Advisor

Dato' Mohd Shukrie Mohd Salleh

#### Managing Editor

Mohamed Sallauddin Hj. Mat Sah

#### Editorial & Concept

Octagon Creative  
melisa.fly@octagon.com.my

#### Advertising & Production

Noor Hafiza Ruslan  
hafiza@malaysiaairports.com.my

Mohd Faizal Md Haris

faizalmd@malaysiaairports.com.my

#### Design & Distribution

Mediate Communications Sdn. Bhd.

#### MALAYSIA AIRPORTS HOLDINGS

BERHAD (487092-W)

Airline Marketing Division  
Level 3, Arrival Hall (Domestic)  
Main Terminal Building  
KL International Airport  
64000 Sepang  
Selangor Darul Ehsan, Malaysia  
Tel : 603-8776 4949  
Fax : 603-8776 4040  
Email : marketing@malaysiaairports.com.my

## Post Covid-19's Impact on The Future of Business Events

It would be difficult to put a finger when the global novel coronavirus pandemic (Covid-19) will be over considering that it is a moving target among the affected countries. The possible emergence of a second wave with the recent new clusters detected in Wuhan, China, the epicentre of the outbreak, and South Korea, has made the whole situation trickier to manage.

While we are still unsure when Malaysia can expect to receive tourists, business travellers and conference delegates back to shores, the various industries, including aviation, hope the process would not take too long.

For the business events (BE) industry, which contributed RM11.3 billion worth of dealings in 2018 from the 114 BE that were recorded that year from its 50,000 international attendees and over a million local participants, a number of its businesses have been impacted by Covid-19 since the start of 2020.



**Datuk Vincent Lim**

President of Malaysia Association of Convention and Exhibition Organisers and Suppliers (MACEOS)

The Malaysian Association of Convention and Exhibition Organisers and Suppliers (MACEOS) President Datuk Vincent Lim says as at mid-March, there have been 713 cancellations and 537 postponements respectively. Estimating the total loss of income at RM1.5 billion, he adds that many of the postponed events have been pushed to the third or fourth quarter.

When China went into lockdown to contain the spread of Covid-19, Malaysian Association of Tour and Travel Agents (MATTA) deputy president Mohd Akil Mohd Yusof attests that the local travel agency industry, valued at slightly more than RM4 billion, also incurred losses.

Made up of 65% leisure and 35% corporate, he says the business for these two segments has been reduced to less than 5% each in March.

On Covid-19's impact on the hotel industry, Malaysian Association of Hotel (MAH) board member Mohd Halim Merican says its survey for January-March showed occupancy fell below 25% and was fast declining.

Based on that, MAH did a calculation to estimate the loss in revenue from March to June and estimated at RM2.5 billion in terms of room cancellations. Not expecting the situation to improve soon, he says the association is now working out the extent of the loss from June to September due to Covid-19's impact on the hotel industry.

Describing the business event industry to be in a "shutdown mode" currently with a number of events postponed to the third and fourth quarter, Lim of MACEOS worries about Malaysia's border remaining closed and foresees it will take six months for the BE industry to slowly get back on its feet.

Meanwhile, the president says MACEOS has established a task force to work out the standard operating procedures (SOPs) for post Covid-19 and urges its members to set their minds on reinventing their businesses.

"We can forget about doing international events in the mid-term," states Lim, who is looking at nurturing more home-grown events to regional and international stature. This would benefit the country, including the aviation industry.

Arts, Live Festivities and Events Association special advisor Para Rajagopal suggests its members consider sourcing for new income stream in order to survive post Covid-19. Besides building confidence in the market, he feels a key component of the mitigation measures should incorporate regular communication with core team members on the recovery process.

While hoping to see some business returning in October or November, he says live events such as concerts, which are listed lower than non-essentials, would take a longer time to recover and could be smaller in capacity in compliance with social distancing norms.

The same goes for conferences until a vaccine is in place for Covid-19, which would likely to be in 12 to 18 months. Taking note of this and other factors, Mohd Akil expects the BE and travel situation in Malaysia to take 12 to 24 months from now to improve.

He warns, however, they would not be returning to the previous norms and with the additional health and safety measures after Covid-19 such as one person in every two seats onboard and with coaches and aircraft carrying less capacity, more cost will incur for the operators and customers.

#### Middle Seat Issue

While the International Air Transport Association (IATA) supports the wearing of face coverings for passengers and masks for crew while onboard to be implemented temporarily, it came out with a statement on 5 May saying it "does not support mandating social distancing measures that would leave 'middle seats' empty" as evidence suggests low transmission risk onboard aircraft.

"Mask-wearing by passengers and crew will reduce the already low risk while avoiding the dramatic cost increases to air travel that onboard social distancing measures would bring," adds IATA, which represents some 290 airlines that comprise 82% of global air traffic.

India's civil aviation ministry's draft standard operating procedures (SOPs) proposal shows that it is adopting IATA's stance in doing away with the rule of keeping the middle seat vacant.

United Airlines ran foul when it had nearly every seat in its Boeing 737 aircraft filled on 9 May on its New York-San Francisco flight, much to chagrin of its passengers, which included 25 medical professionals who were flown for free.

After some social media posts, the carrier announced on 11 May it would try to notify passengers 24 hours in advance and offer rebooking or credits at the gate when the flights are more than 70% full. It says these new options would continue through 30 June, while reiterating that it would not be cutting flight capacity nor guaranteeing that the middle seats would be kept empty.

Whether air travel would cost more post Covid-19 is debatable as some scheduled commercial airlines are removing inflight meals. This could also be done in terms of hygiene, minimising contact and ensuring the safe handling of food.

In the last few months, a huge number of airlines have lost their business with no flights taking off except for some repatriation and essential services. Domestic flights are beginning to take shape of late with reservations for international flights now on.

Raising the confidence to start people in travelling and flying again should be uppermost in the minds of our industry players if we want to promote Malaysia as a destination, be it a tourism or BE destination. Moving forward, working out strategic partnerships with airlines will be crucial to ensure air connectivity to our destination.



**Datuk Musa Yusof**

Director-General of Tourism Malaysia

Tourism Malaysia Director-General Datuk Musa Yusof could not agree more, reminding that we need to reset our minds and the way of selling post Covid-19. The efforts will begin with strengthening our domestic BE per se since companies travel a lot and organise incentive trips for their staff as well.

Sabah Tourism Board general manager Noredah Othman quips, "We need routes and air accessibility. We need to reinvent ourselves, come out with SOPs and new norms for hygiene."

Her sentiment is shared by many in the industry, including Sarawak Convention Bureau acting chief executive officer (CEO) Amelia Raziman, who is keen to further strengthen the collaboration between Peninsular Malaysia and East Malaysia and hopes that in a year's time, the BE industry would have made progress with the new normal being put into place.



## MAHB Donates Comfort Kits to Frontliners



Malaysia Airports has donated 2,000 units #MYAirportCARES comfort kits containing sleeping bags, toiletries and chocolates to the dedicated frontliners at Hospital Sungai Buloh (HSB) who are working tirelessly to handle the Covid-19 pandemic in the country.

Group Chief Executive Officer (GCEO) of Malaysia Airports Dato' Mohd Shukrie Mohd Salleh said that the airport operator is doing this to show solidarity with the nation in fighting against Covid-19, "As the airport operator, we are also frontliners. On a daily basis, our staff are on the ground facilitating efforts by the government to screen incoming passengers and send them for quarantine. So, we would like to show support to other frontliners by contributing to their wellbeing. It is also our gesture of thanks for their tireless sacrifice."

He added that the comfort kits were delivered to HSB on 10 April 2020 and was well received by the hospital personnel. HSB was chosen as it is the main hospital handling the pandemic for the country and is also the

designated reference hospital for all passengers passing through KL International Airport who have to go for further treatment.

"We are also distributing the same kits to stranded passengers. Some unfortunate passengers have been stranded at the airport due to the restrictions imposed by the MCO and lack of connecting flights as many airlines have cancelled flights. As a caring host, the least we can do is try to make their time at the airport a little more comfortable while we work closely with Wisma Putra and their respective embassies to help them," he added further.

The distribution to stranded passengers started on 9 April 2020 and will continue on a need basis. Meanwhile, Malaysia Airports has also provided 500 #MYAirportCARES cheer packages containing chocolate snacks courtesy of Eraman Malaysia, the country's largest airport travel retail and duty-free



brand, for the frontliners at Hospital Queen Elizabeth, Kota Kinabalu.

The #MYAirportCARES comfort kits and cheer packages are a token of Malaysia Airports commitment to ensure the wellbeing of, not only of its airport guests but also the nation at large.

## Malaysia Airlines Flies Medical Experts Across Nation

Malaysia Airlines is proud to serve the nation by providing integral connectivity for the contingent of medical experts handpicked by China's National Health Commission, who aim to share their expertise in dealing with the Covid-19 pandemic that has swept the nation and the world at large.

The medical experts, who hail from Guangdong province in China, arrived in Kuala Lumpur on 19 April, to provide indispensable aid to the nation by evaluating the local hospital services and providing first-hand advice on the best way to address the pandemic. The team comprises eight delegates with a high degree of proficiency and specialisation in respiratory, intensive care, psychiatry, infectious diseases, data analysis, virology and traditional Chinese medicine led by Mr Li Jun.

Malaysia Airlines ferried the group from Kuala Lumpur to Kuching on 26 April on MH2536 that departed at 2:05pm from KL International Airport (KLIA). Malaysia Aviation Group (MAG) CEO Captain Izham Ismail and MABkargo CEO Ibrahim Salleh greeted the team of medical experts and delegates from the Ministry of Health led by Deputy Health Minister, YB Datuk Aaron Ago Dagang. Representatives from the People's Republic of China were also present.



From Kuching, Malaysia Airlines flew the contingent to Kota Kinabalu before heading back to Kuala Lumpur at the end of the month. With the experts estimated to spend around two weeks in the nation, Malaysia Airlines is happy to play its part in ensuring that the nation benefits as much as it can from the gracious help provided by the Chinese Government.

According to Captain Izham, "The extra service that we provide today is for the

benefit of all Malaysians. Especially in times of crisis, we must prioritise doing our best to address the management of the pandemic in the country, and as the national carrier, it means we carry an additional responsibility to go above and beyond the call of duty."

Since the Covid-19 outbreak, airlines under the Malaysia Aviation Group – Malaysia Airlines, MASkargo, MASwings and Firefly support Malaysia's Ministry of Health (MOH) with movement of health equipment and supplies as well as offering to fly medical staff across its domestic and international network including rural areas within Sabah and Sarawak. The airlines have also positioned standby aircraft at Subang Airport, KLIA and Kota Kinabalu International Airport to initiate rapid mobilisation of medical staff and professionals as well as other (non-Covid-19) patients to support MOH's capacity/resource management efforts across Malaysia.

For more information, please visit [www.malaysiaairlines.com](http://www.malaysiaairlines.com)





## KLM Begins to Restore Network

**K**LM has gradually restored its European network by resuming a daily service, from 4 May 2020, to the following destinations: Barcelona, Madrid, Rome, Milan, Budapest, Prague, Warsaw and Helsinki. KLM's target for May is the resumption of 15% of its flights, compared to the period before the Covid-19 outbreak. A considerable number of the intercontinental flights are currently being operated on a cargo-only basis.

Since the Covid-19 outbreak began, KLM has introduced many measures around screening and hygiene to protect customers and KLM staff, on board and at airports. KLM's policy is based on national (RIVM) and international (WHO, IATA) guidelines, and complies with international law and regulations.

From 11 May, and simultaneous with the restoration of the KLM network, masks are compulsory on board and during boarding. KLM has advised that passengers are responsible for providing their own face masks. For the time being, this measure applies until 31 August 2020.



For airlines, flying during the corona crisis means operating under exceptional circumstances. The current situation calls for a series of measures KLM is taking in order to safely carry out its operation for passengers and crew. The obligation to wear facial protection are part of these measures, which also include aircraft being cleaned more frequently and thoroughly and keeping contact moments between crew and passengers during the flight to a minimum. In addition, passengers from high-risk areas will have to fill in a health declaration to assess whether they are fit to fly.

This article was written based on a published official press statement by KLM on 4 May 2020. The most up-to-date information can be found at KLM.com, in the KLM app or passengers' pre-travel and check-in information.

Alternatively, please call 03-7712 4555



## MASkargo Operates First Cargo Flight with A380

**M**ASkargo has recently operated an Airbus A380 aircraft on a cargo-only flight – moving e-commerce goods from KL International Airport to Heathrow Airport (London).

The airline said that — as far as it is aware — this is the first time an A380 has been used on a cargo-only basis.

MASkargo said that flight MH04 departed KLIA at 9.50am on Tuesday with 26 tonnes of cargo made up of mostly e-commerce goods originating from Guangzhou.

"This is definitely an innovative and 'beyond-the-box approach' on our part; as no other Airbus A380 equipped airline that we know, has done this," said Ibrahim Mohamed Salleh, MASkargo's Chief Executive Officer.

"Our freighters' flying hours have been utilised to the maximum allowable due to humanitarian Covid-19 relief efforts and

other business demands. When the freighters can no longer cope, we initially innovated via the passenger-to-cargo (P2C) project where we use our A330 passenger fleet to carry cargo. With the volume of cargo increasing coupled with lesser cargo capacity into Heathrow, we had no choice but to utilise the biggest aircraft in the Malaysia Airlines fleet to meet our customers' expectations. The originally scheduled A350, could not cater for the volume of cargo that we need to move."

The CEO of MASkargo added, "This would not have been possible without the teamwork and unwavering cross support for each other within the Malaysian Aviation Group. We have more flights in the pipeline and we could not have managed them on our own. We will keep our aircraft flying to make sure the medical and business needs of the world, especially Malaysia, are fulfilled. I believe that our perseverance and innovations during this dark period will bear great results which

we can all celebrate together soon. In the meantime, please stay home, stay safe and stay healthy."

MASkargo said that on the return leg the aircraft was also fully laden with cargo, primarily pharmaceutical products and mail. Ooi Cheng Heong, MASkargo's Regional Senior Manager, said: "I am ecstatic that the A380 P2C rotation is a success. It took a lot of coordination between ourselves in Kuala Lumpur, our Guangzhou office led by Oscar Chien and our London office, headed by Anita Sehgal.

"Everyone had a major role in filling up the aircraft from each end especially on the return flight with a substantial load in short notice. Our customers are happy that we have managed to pull this off."

For more information about MASkargo, please visit [www.maskargo.com](http://www.maskargo.com)





## Etihad Adds More Special Flights to Global Network



Etihad Airways continued to increase the number of special flights it is operating from Abu Dhabi to several key destinations around the world for May, as it prepares for an eventual return to scheduled flights, subject to the lifting of current travel restrictions.

Throughout May, the airline increased frequencies on announced special flights from Abu Dhabi to Amsterdam, Barcelona, Brussels, Frankfurt, Jakarta, Kuala Lumpur, London Heathrow, Manila, Melbourne, Seoul Incheon, Singapore, Tokyo Narita, Zurich, as well as adding flights to Dublin and New York JFK.

Etihad's special flights to Kuala Lumpur were scheduled for 2, 9, 16, 23 and 30 May 2020\*.

Travellers that wished to book these flights were advised to visit [www.etihad.com](http://www.etihad.com) to review their options, and to remain informed on the appropriate entry regulations at their end destination. Flights were also

available for booking through the mobile app, by calling the Etihad Airways Contact Centre on +971 600 555 666 (UAE), or through a local or online travel agency.

Etihad follows all UAE and international government and regulatory authority directives, and implements an extensive sanitisation and customer wellbeing programme, to boost its already stringent procedures, and to ensure the highest standards of hygiene at every touch point of the guest journey, including social distancing in-flight. The airline has also revised its meal service to ensure it upholds international Covid-19 health and hygiene requirements, while continuing to offer a high-quality inflight dining experience.

For more information, please call 03-2687 2222

\*Based on Etihad's official press release published on 29 April 2020

## SriLankan Airlines Launches Cargo Flights Globally



Sri Lanka's national carrier SriLankan Airlines made a decisive move to rescue the country's much troubled export industries by launching dedicated cargo services to a host of destinations and throwing a lifeline to the nation's economy at a time of gravest peril.

Ashok Pathirage, Chairman of SriLankan Airlines said: "SriLankan Airlines has always considered the nation's interests foremost in every crisis during the past 40 years. We are keenly aware of our duty to support the Government of Sri Lanka and the nation as a whole, even at a time when our Company itself is facing a difficult situation."

"We have no doubt that every single export industry will benefit from this bold initiative that we plan to launch on 18 May 2020, at a time when some other airlines are keeping their fleets grounded and global trade by air is under a lockdown situation. The Government is extremely keen on restarting the country's export industries at the earliest

possible moment, and we at SriLankan Airlines have been intent on restarting our services from the day that we reluctantly suspended regular operations in the face of the global pandemic," said Pathirage.

This come as a reminder of the important role that a national carrier must play during a time of crisis comes during the global airline industry's gravest period, when airlines around the world are staring at bankruptcy and laying off thousands of employees.

According to the source, SriLankan will commence 27 dedicated cargo flights per week out of Colombo that will connect Sri Lanka with major cities in Europe, the Middle East, the Indian Subcontinent and the Far East. Destinations include London and Frankfurt in Europe; the Chinese cities of Beijing, Shanghai and Guangzhou (Canton); Melbourne in Australia; Singapore and Tokyo (Narita) in the Far East; Doha and Dubai in the Middle East; and in South Asia the Maldivian capital Male, the Bangladeshi

capital Dhaka and several cities in India where SriLankan has for many years been the largest foreign carrier.

These dedicated cargo flights are a vital link for local exporters to take their produce to new and existing international markets and will also enable the importation of much needed raw materials required for the production of export goods. This includes the apparel industry, which has long been one of the cornerstones of the nation's economy.

The airline's existing fleet of Airbus A320 and A330 aircraft are utilised for these flights and SriLankan has enhanced the cargo carrying capacity of the aircraft beyond the usual capacity of the cargo holds.

SriLankan Airlines is represented by Oscar Holidays Sdn Bhd as their General Sales Agent (GSA) in Malaysia.

For more information, please call 03-2694 4803



## Emirates Becomes First Airline to Conduct Rapid Covid-19 Testing



Emirates recently became the first airline to conduct on-site rapid Covid-19 tests for passengers. The airline coordinated with Dubai Health Authority (DHA) to introduce rapid blood testing in combating the Covid-19 virus. On 15 April, passengers on a flight to Tunisia were all tested for Covid-19 before departing from Dubai, whereby authorities were able to produce results within 10 minutes.

Adel Al Redha, Emirates Chief Operating Officer said: "The testing process has gone smoothly and we would like to take this opportunity to thank the Dubai Health Authority for their initiatives and innovative solutions. This would have not been possible without the support of Dubai Airport and other government authorities. We are working on plans to scale up testing capabilities in the future and extend it to other flights, this will enable us to conduct on-site tests and provide immediate confirmation for Emirates passengers travelling to countries that require Covid-19 test certificates. The health and safety of staff and passengers at the airport remain of paramount importance."

The airline's check-in and boarding formalities have also been adapted with social distancing in mind. Protective barriers have been



installed at each check-in desk to provide additional safety measures to the passengers and employees during any interaction. Gloves, masks and hand sanitisers have been made mandatory for all employees at the airport.

Additionally, passengers are required to wear their own masks at the airport and on board the aircraft, and to follow social distancing guidelines. Emirates has modified its inflight services for health and safety reasons.

Magazines and other print reading material will not be available, and while food and beverages will continue to be offered on

board, packaging and presentation will be modified to reduce contact during meal service and minimise risk of interaction. Cabin baggage are currently not accepted on flights. Carry-on items allowed in the cabin are limited to laptop, handbag, briefcase or baby items. All other items have to be checked in, and Emirates will add the cabin baggage allowance to customers' check-in baggage allowance.

All Emirates aircrafts will go through enhanced cleaning and disinfection processes in Dubai after each journey.

For more information, please visit [www.emirates.com](http://www.emirates.com)

## ANA Transports Medical Supplies in Passenger Cabins



All Nippon Airways (ANA) announced it is the first Japanese airline to carry vital medical supplies (i.e. masks, hazmat suits and test kits) as cargo, on its passenger seats and overhead compartments. This move by ANA increases cargo capacity, allowing the airline to transport approximately 1.4 times more cargo than the conventional cargo compartments.\*

Due to the expansion of entry restrictions caused by the coronavirus pandemic (Covid-19), passenger flights have been largely suspended or reduced worldwide, resulting in limited space for air cargo.

To meet the increased demand for transportation of vital medical supplies, ANA began transporting masks and other items using the baggage storage space above the seats on the Shanghai to Haneda flights starting 10 April 2020. Moving forward, ANA has also begun usage of its passenger seats as cargo space on this route since 22 April and is considering expanding this on other existing routes as well. Other efforts include the operation of charter flights with the freighters.

"ANA is honored to help relief efforts in Japan and help deliver these vital medical supplies," said Toshiaki Toyama, President of ANA CARGO INC. and Executive Vice President of ANA. "We are excited to use ANA Group's resources in a creative way to deliver goods to people in need."



As the world faces these unprecedented times, ANA will continue to take on new challenges to secure space for air cargo and emergency transportation needs to help address the demand for these medical supplies.

For more information about ANA, please call 03-2032 1331

\*Total of cargo capacity, passenger seat and overhead compartment load compared to the Boeing 787-9 cargo load



## AirAsia Launches Freightchain - World's First Digital Air Cargo Network



**A**irAsia's logistics arm Teleport announces Freightchain, the world's first digital air cargo network run on blockchain. With Freightchain, a shipper or freight forwarder can now instantly book and confirm any of AirAsia's 247 aircraft to carry cargo without the need to go through traditional time-consuming sales or email channels.

Freightchain will assist shippers and their freight forwarders to discover all available cargo network connections owned by airlines for their supply chain needs. It then facilitates on-demand bookings in real-time through bids submitted and validated on blockchain.

Especially during this unprecedented period, air cargo is vital in the global fight against Covid-19. A software to transparently bid

and confirm urgent air cargo capacity in real-time is vital to keep global supply chains for life-saving medical supplies and equipment moving.

Freightchain Chief Technology Officer, Vishal Batra said, "We deliberately launched Freightchain during this period of uncertainty within global supply chains, caused by the coronavirus pandemic. Agile software platforms like Freightchain help to connect uneven supply and demand amidst a rapidly evolving environment. Trust and transparency are needed now more than ever."

The first pilot booking on Freightchain was successfully conducted to ship pharmaceutical cargo from Bengaluru, India to Ulan Bator, Mongolia. An instant itinerary via Kuala Lumpur, Malaysia and Seoul, South Korea was confirmed in real-time with flights from three different carriers through a smart contract on blockchain.

Due to the unavailability of direct flights from Bengaluru to Ulan Bator, the shipper had to manually enquire about the availability of connecting flights with multiple airlines and agents over phone calls and emails, a very tedious and time-consuming process. Freightchain simplified the booking process and confirmed the itinerary 10 times faster for shippers by programmatically discovering the available routes with connecting flights within the shipper's budget and passing on significant cost savings to shippers. For the airlines, the dynamic on-demand interlining of flights helped improve otherwise underutilised flights.

For more information, shippers can visit [www.freightchain.world](http://www.freightchain.world) or [www.airasia.com](http://www.airasia.com) to start securing cargo space instantly.

## Air New Zealand Marks 80 Years of Flying



**D**espite recent turbulence experienced by the aviation industry, in its video *80 years of Air New Zealand*, the airline takes a moment to reflect on some of the special memories it's shared with customers both at home and abroad over the past eight decades.

Since its first TEAL flight to Sydney, a nine-hour journey using a Short S30 flying boat on 30 April 1940, Air New Zealand has connected Kiwis and their products with the world. The airline has also played a key role representing New Zealand on the world stage with its world class service delivery, operational excellence, passion for innovation with its safety videos and products like the SkyCouch, and commitment to sustainability.

Chief Marketing and Customer Officer Mike Tod says the 80<sup>th</sup> anniversary birthday is a time to reflect on milestones and thank New Zealanders for their continued support of the airline, which has been named best in the world on numerous occasions.

"While this birthday sees the airline operating in some of the most extraordinary circumstances in its 80-year history, the heart and passion of our people remain as strong as it was on that historic first day of operation," Tod says.

"The Kiwi can-do spirit is woven into everything we do and we look forward to building on the legacy of the past 80 years as we open a

new chapter in our airline's history and begin the rebuilding process after the severe impact of Covid-19."

Air New Zealand General Manager Global Brand and Content Marketing Jodi Williams says the airline's video released recently, *The Story of the Koru*, expresses the true meaning of exploration and what it means to be a Kiwi abroad. New Zealanders are intrepid explorers, and people often tell me it's the Koru and the "kia ora" they experience when they step onboard our aircraft that makes them feel like they're already home. Over the years the people, destinations and aircraft may have changed, but the Air New Zealand Koru remains constant."

The General Manager added, "The koru is symbolic of new life and new beginnings, and now is more important than ever to be reminded of how resilient we are as a business and as a nation - to continue to regenerate and bring new life to how we travel and connect with each other."

To download and view the Air New Zealand's '80 years of Air New Zealand' and 'Story of the Koru' videos, please visit [www.airnewzealand.co.nz](http://www.airnewzealand.co.nz)

For more information, please call 03-2715 5020 or email [airnz@discover-kul.com](mailto:airnz@discover-kul.com)





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