

Airport GCEO Speaks

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 brims with joy over the airport operator's perfect score and quick wins in Airports Council International's (ACI) latest global Airport Service Quality (ASQ) survey. Other initiatives recently rolled out at its 23-year-old flagship KL International Airport (KLIA) offers not only greater convenience to its passengers but also heightened airport security, which are all part of its Airports 4.0 digitalisation plan.

Dato' Mohd Shukrie Mohd Salleh
Group Chief Executive Officer (GCEO) of
Malaysia Airports Holdings Berhad



I am overjoyed that KLIA scored full marks of 5.0 to gain the top spot in ACI's latest global ASQ survey for the over 40 million passengers per annum category in the last quarter of 2020. With our implementation of new travel protocols and newly refurbished washrooms that made our passengers feel safe and secure, we also won hands down for our exceptional customer experience in terms of courtesy and helpfulness.

All this was further augmented by us passing for the third quarter of last year all elements in the Quality of Service framework which measures passenger satisfaction and service performance in order to ensure consistent passenger comfort and improved travelling experience at KLIA.

Meanwhile, the quick response codes feedback we placed at each cubicle of KLIA's toilets have now been extended to Sultan Abdul Aziz Shah Airport, Kota Kinabalu International Airport and Langkawi International Airport. All our guests need to do is just send us their feedback via their smartphones.

We recently implemented our Front Liner Behavioural Assessment digital platform at KLIA to inculcate elements of how to be a caring host to our guests among our more than 2,000 frontliners. This platform, also part of our Airports 4.0 journey to improve service levels, has led to at least 20% improvement in each individual front liner's performance rating score as we provide bite-size e-learning skills and real-time notifications such as safe travelling tips for them to disseminate to our guests.

Our 23-year-old KLIA also saw the roll-out of a new passenger reconciliation system (PRS) in our collaboration with Malaysia Airlines to enhance safety and speed up the security screening process. So far, we have installed 10 and 12 PRS units at Terminals 1 and 2 respectively, promising enhanced customer experience by minimising queues and facilitating in safe physical distancing travelling under the new norms.

With this automated security screening system, we can scan and match information on the passenger's travel documents to Malaysia Airlines' passenger database in

real time. The use of double layer encrypted data will enable us to efficiently filter out fraudulent travel documents. Additionally, baggage belonging to no-show passengers can be immediately identified and offloaded from the aircraft, thus reinforcing security and improving the turnaround time.

The PRS will be key to an elevated e-boarding experience, allowing us to implement an 'open gate' concept at selected boarding gates, which will provide more space for passengers to sit and wait comfortably prior to boarding their flight. In our continuing efforts to offer dynamic solutions and maintain momentum as one of the world's top airports, we hope more airlines will come onboard to experience the PRS when air travel picks up again.

Looking forward to the recovery of our national aviation industry in the coming months, I welcome the government's recent announcements on reciprocal green lane or travel corridor arrangement between Malaysia and Indonesia, which are expected to have a positive impact on the air traffic movements between the two countries.



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Immunity Passports and Free Online Training Courses as Air Travel Industry Recovers

With the reopening of various sectors of the economy, many industry players are hopeful of a gradual recovery of domestic tourism over the next few months. Once the daily cases are effectively reduced and interstate travel restrictions relaxed, stakeholders such as Malaysia Airports is confident of air travellers building up.

The spike in the number of Covid-19 cases in Malaysia, which saw over 5,000 daily cases recorded at end-January for three consecutive days, have since dropped to 2,176 as at 15 February, according to the Health Ministry website. This is the lowest number of daily infections over the past one month.

Despite the drop in overall passenger traffic movements in Malaysia in January, Malaysia Airports latest data reveals that its international passenger traffic rose by about 25% from the preceding month even with border closures and strict quarantine measures imposed due to Movement Control Order 2.0.

According to the airport operator, this underscores the latent demands for travel, especially for business, employment and education purposes with KL International Airport (KLIA) capturing 97% of the total international traffic.

Malaysia Airports Group Chief Executive Officer (CEO) Dato' Mohd Shukrie Mohd Salleh says its cargo operations continue to be resilient with KLIA welcoming its latest cargo airline partner GetJet Airlines from Lithuania in February. This private charter airline, which has chosen KLIA to be its main base for its Jakarta-Kuala Lumpur route, is looking at connecting with more destinations from Southeast Asia to Central Asia.

Immunity passports

Malaysia's rollout of its national Covid-19 immunisation programme on 26 February will be seen as another contributing factor to the country's gradual economic recovery. With countries requiring an "immunity passport" for travel in future, the Covid-19 vaccination will be advantageous to those planning to travel overseas when international borders reopen.

It was recently reported Malaysia's Immutee Health Passport has partnered with Temasek-founded Affinidi to become the country's first health passport to be accepted in Singapore via Affinidi's Unifier digital credential platform, which is designed to offer travellers a pleasant and hassle-free experience during the pandemic.

To be launched in March, Immutee says it is an open-source system available at no charge to governments and organisations worldwide where its users can download the application (app).

"However, premium services such as the health passport can be subscribed to within the app should users wish to use the passport to travel. This will allow travel bubbles to open, negating the need to quarantine, as information will be verified electronically in the blockchain."

The Immutee Health Passport stores personal immunisation records and vaccine data besides verifying the authenticity of Covid-19 tests and vaccines, thus facilitating the user's clearance at border health checkpoints. It is also said to ensure data protection and security through blockchain.



According to its CEO Datuk Dr Nick Boden, Immitee provides a single Vaccine Registry Management System that unites private and public healthcare systems while simultaneously protecting confidential patient information.

He assures that government authorities and other organisations, including national healthcare systems, immigration systems, hotels, universities and schools, could only access relevant testing and vaccination information by scanning a secure QR code. They have no other access to any confidential information and there is no location tracking. The QR code contains information that could only be unlocked using a private “key” belonging to the user.



Meanwhile, the Malaysian government has announced that some 500,000 frontliners will be among the first people to come under the first phase of its immunisation programme. Anticipating the airport frontliners to be among this group and with the country's immunisation programme in place, Dato' Mohd Shukrie hopes more travel bubbles with other Southeast Asian countries can be implemented similar to the one between Indonesia and Malaysia.

Looking at the pre-Covid-19 period, nearly 50% of Malaysia Airport's international traffic were from this region. He adds that its group traffic movements are also largely contributed by Istanbul Sabiha Gokcen International Airport (ISGIA) operations, which is managed by them.

Despite restricted curfews and flight suspensions from the United Kingdom, South Africa and Denmark, ISGIA registered 1.3 million passenger movements or about 60% of the group's two million total traffic in January. Underlying demand for air travel in Turkey remains strong.

IATA's free online training course for airline crew

Tens of thousands of airline crew members have lost their jobs due to Covid-19 crisis. Responding to a recent survey which reveals that 78% of 800 laid off airline cabin crew wanted help to identify skills that can enable them to transfer into other roles, the International Air Transport Association (IATA) has stepped in to offer free online training course to help them re-enter the job market.

These staff, who registered between 9 and 23 February to attend this three-hour Cabin Crew – Leveraging Professional Skills course, which has been developed with input from former crew members, are taught practical tips on how to prepare for the job application process. They also have the opportunity to learn from the experience of colleagues that have transitioned to other roles outside the industry.

“

We hope to welcome them back to aviation but for now many will need to seek opportunities to earn a livelihood in other sectors. Fortunately, they have the skills to make the transition. Applying IATA's training expertise, we will help them to present these skills to potential employers.

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STÉPHANIE SIOUFFI
IATA Director of Training

This course is as part of the association's ongoing #WeAreAviation campaign in solidarity with the dedicated and passionate people who make up the global aviation sector. Prior to Covid-19, IATA had trained some 100,000 aviation professionals annually worldwide in critical skills to build their careers.





Qatar Airways Launches Boeing 777 to the US

January marked the introduction of Qatar Airways flights to Seattle (SEA) – allowing passengers traveling from the Pacific Northwest even more flexible travel options via Hamad International Airport (DOH).

The route is scheduled four times weekly on Monday, Tuesday, Wednesday and Friday.

Seattle marks the airline's eleventh U.S. gateway, surpassing the number of destinations it operated in the US pre-Covid-19. The four weekly flights will be operated by Qatar Airways' state-of-the-art Boeing 777 featuring 42 seats in Business Class and 312 seats in Economy Class.

Kicking off 2021 by expanding its West Coast footprint with inaugural flight to the Emerald City comes as the airline continues rapidly rebuilding – and expanding – its network across the globe. The new flights from Seattle follow last month's successful San Francisco (SFO) to Doha launch.

As a leading global connector, Qatar Airways currently operates over 800 weekly flights to more than 120 destinations, with plans to increase to over 130 destinations by the end of March. Passengers travelling to and from Seattle can enjoy seamless connections via the Best Airport in the Middle East, Hamad International Airport with the widest network of destinations in Africa, Asia-Pacific, South Asia and the Middle East.

Chargé d'Affaires of the US Embassy in Doha, Ambassador Greta C. Holtz, stated: "I am honored to celebrate the launch of Qatar Airways flights to yet another U.S. destination – operated on U.S.-made Boeing aircraft. This new route will open doors for more



tourism, business, and education opportunities. Opening this new route is just one more indicator of the growing ties between Qatar and the United States in all respects."

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An international destination renowned for innovation, technology and natural beauty, we are delighted to serve this increasingly important business and leisure market. And, as one of the top airports in the U.S., passengers will have an increased number of convenient connections when Alaska Airlines joins the oneworld alliance on March 31st – including to Alaska, Canada and Hawaii.

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AKBAR AL BAKER

Qatar Airways
Group Chief Executive

Alaska Air Group Chairman and CEO, Brad Tilden, said: "Qatar Airways is an outstanding airline known around the world for its excellent quality and service. We're tremendously proud to join them two months from now as a oneworld alliance member. Our guests will be able to earn and redeem miles on Qatar to amazing global destinations, along with an ease-of-travel experience and oneworld benefits for our elite flyers. Making connections even easier for our guests, Qatar flies to Doha not only from Seattle, but also from two of our other West Coast hubs: San Francisco and Los Angeles."

For more information, please visit www.qatarairways.com or call 03 – 2118 6100

MASkargo Delivers Pfizer-BioNTech Covid-19 Vaccine

Malaysia Airlines has been tasked to fly in the Covid-19 Pfizer-BioNTech vaccine for Malaysians on 21 February. The jetliner carried 312,390 doses of Pfizer-BioNTech vaccine for the first delivery to Malaysia under the National Covid-19 Immunisation Programme.

MASkargo, which is the air cargo division of Malaysia Airlines Bhd, was given the task to coordinate the responsibility of receiving the vaccine at KL International Airport (KLIA). MASkargo chief operations officer Mohd Zulkefly Ujang said there was no need to modify the passenger plane to transport the vaccine as only the cargo section of the plane would be used for the purpose. According to him, since the Covid-19 pandemic began, many passenger aircraft have been used for cargo service for the country's external trade. "During the pandemic, there are no

passengers. As such, we carry out the alternative P2C which is a passenger for cargo such as Covid-19 test kits, personal protection equipment (PPE) and face masks," he added.

Commenting on preparation at the vaccine arrival location, Zulkefly said intensive efforts are being carried out at the Advanced Cargo Centre (ACC), KLIA to ensure the process of receiving the vaccine proceeded smoothly. "We will ensure the standard operating procedure (SOP) to contain Covid-19 such as physical distancing is adhered by all present," he said.

Prime Minister Tan Sri Muhyiddin Yassin on 16 February announced that the Covid-19 Pfizer-BioNTech vaccine would be arriving in the country on 21 February, with the implementation of the National Covid-19 Immunisation Programme beginning in phases from the



24th of the same month. Muhyiddin received the vaccination on the first day of the programme implementation, together with the frontliners.

The first phase of the immunisation programme, which is until April, will involve the frontliners, followed by the second phase, which is from April to August, for the high-risk groups, namely senior citizens aged 60 years and above and the vulnerable group with morbidity problems as well as Persons with Disabilities.

The third phase, which is from May until February next year, is for those aged 18 and above.

Cebu Pacific Offers Covid-19 Insurance

The Philippines' leading carrier, Cebu Pacific (CEB) introduced COVID Protect on 27 January, its newest add-on to CEB Travelsure, to give travelers peace of mind when flying during this time. This upgrade, which will cover Covid-related hospitalisation and treatments, is timely as the carrier aims to provide more passenger options as it prioritises everyone's health and safety.

With COVID Protect, guests traveling who test positive for Covid-19 will get up to PHP 1 million coverage for hospitalisation and medical expenses. This upgrade to the airline's comprehensive travel insurance plan may be availed by all passengers flying to and from all CEB's domestic destinations,

as well as to its international destinations, for as low as PHP 270. Coverage begins on the date of departure from origin and ends two hours upon arrival back at origin, with a maximum travel duration of 30 consecutive days.

CEB Travelsure COVID Protect is underwritten by Insurance Company of North America (a Chubb Company). Chubb is the world's largest publicly traded property and casualty insurance company.

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We are very pleased to launch the CEB Travelsure COVID Protect in line with our commitment to restart travel and tourism safely and sustainably. With COVID Protect, guests will be able to travel more confidently as they are assured of coverage, especially if they have essential travel scheduled.

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CANDICE IYOG

CEB Vice President for
Marketing and Customer Experience

For more information, please visit
www.cebupacificair.com



Cathay Pacific Cargo Develops Solution for Vaccine Distribution

Cathay Pacific Cargo announced that it has built on its many years of experience in transporting pharmaceutical shipments to develop a vaccine solution specifically for the fast and effective distribution of Covid-19 vaccines across the globe.

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With our 20 dedicated freighters and cargo bellies of passenger aircraft supporting our extensive freighter network, we stand ready to assist with what will be the biggest humanitarian response to a situation involving civil aviation that anyone has ever seen.

”

TOM OWEN*Cathay Pacific Director Cargo*

Cathay Pacific Cargo is progressively rolling out Ultra Track as a key part of the vaccine solution. The next-generation track-and-trace system monitors information including temperature, GPS location, and humidity, using low-energy Bluetooth readers. This gives shippers and forwarders near real time visibility and ensures vaccines will remain within their transportation temperature ranges.

In addition, shipments using Ultra Track will also be monitored by the newly established Operations Control Centre. Based in Hong Kong, and staffed by dedicated cargo professionals 24/7, the team can instruct ramp and cargo terminal staff to take proactive steps to ensure the various storage requirements of vaccines are maintained.

Owen said: “Ultra Track will allow forwarders to monitor the condition of their vaccine shipments in near real time. It will be progressively rolled out through the first quarter of this year, and we will be offering the service free of charge for any Covid-19 vaccine shipments.”

The combined approach follows on from an airport-wide recertification of IATA’s CEIV Pharma accreditation (the internationally recognised quality-assurance scheme for pharmaceutical shipments) at Hong Kong International Airport. Cathay Pacific Cargo, the Cathay Pacific Cargo Terminal managed by Cathay Pacific Services Limited (CPSL) and ground-handling subsidiary Hong Kong Airport Services (HAS) have all been re-certified, offering a complete level of quality assurance at every stage of the import and transshipment journey.



The Cathay Pacific Cargo Terminal is being expanded to offer more temperature-controlled capacity. While it is currently able to temporarily hold and transit 6.6 million doses of vaccine a day, there is more to come. Owen added: “We have just expanded so that it can handle more than seven million doses, and there will be more cold storage coming online soon. This new cold room storage will be able to handle a further 1.6 million doses.”

“With the vaccine being so valuable and in such limited supply, it’s critical that we get it right at every stage of the journey. We are confident about meeting the challenge, and we stand ready to play our part.”

For more information, please visit www.cathaypacificcargo.com



British Airways First Airline to Trial Mobile Health Passport

KEEP TRACK OF YOUR HEALTH DOCUMENTS

1. DOWNLOAD
2. ADD DESTINATION
3. ADD RESULTS
4. ACTIVATE



British Airways announced on 29 January that it will trial a new travel health app, VeriFLY, with customers who are eligible to travel between London and the US from February 4. British Airways is the first airline in the UK to trial the use of a mobile travel health passport for customers travelling from London. It will also be the only airline outside the US to offer its customers the opportunity to trial VeriFLY.

The new digital health travel passport, which can be downloaded to a mobile device, is designed to offer peace of mind before travel by checking customers meet the entry requirements of their destination by providing digital health document verification and confirming eligibility. Use of the VeriFLY app will be optional and customers will also continue to be able to give evidence once they meet the US entry requirements at check-in.

The trial follows the recent announcement that American Airlines, British Airways' joint business and oneworld partner, now allows all customers to use VeriFLY when they are travelling to the US from all international destinations. Since American became the first airline to use VeriFLY in November for selected routes, thousands of customers have travelled

using the app, with many providing positive feedback to the airline on its ease of use.

“Although flying is currently restricted, it is essential we do as much as we can now to help those who are eligible to fly and prepare to help our customers navigate the complexities around changing global entry requirements when the world re-opens. We remain focused and committed to finding user-friendly, evidence-based solutions to make journeys as seamless they can be. Through these trials, we hope to provide travellers and governments on both sides of the Atlantic with the tools and the reassurance they need to make safe travel possible.”

SEAN DOYLE

British Airways
Chief Executive Officer

Robert Isom, American Airlines' President said: “We are pleased to be working hand-in-hand again with our partner, British Airways, to make transatlantic travel as seamless as possible for those who are permitted to fly by utilising the latest in digital technology.”

VeriFLY has been pioneered by private software company, Daon, which also works with some of the world's leading banking and credit card companies. The software will allow people to combine travel verification documents and Covid-19 test results in one place, ensuring travellers are fully compliant with the entry requirements for their destination before leaving home. Certified customers will be fast-tracked through the airport where specially designated desks will be available for check in.

VeriFLY can be downloaded to a customer's mobile device with ease from the iOS App Store or Google Play Store. After creating a secure profile, the platform prompts customers to confirm their flight information, upload details of a negative Covid-19 test result and any other essential documentation. The software confirms the test matches the country's regulations with a simple 'Pass' or 'Fail' message. VeriFLY will also provide users with reminders once the credential has expired.

For more information, please visit www.britishairways.com



Gulf Air Welcomes 70th Anniversary Edition A321neoLR

Gulf Air, the national carrier of the Kingdom of Bahrain, welcomed its new Airbus A321neoLR which landed in the new terminal of Bahrain International Airport on Friday, 5 February 2021. The aircraft is designed with the special 70th anniversary Golden Falcon livery which showcases the airline's iconic and vintage design from the last century with a revamped look.

Following its delivery from the Airbus delivery centre in Hamburg, Germany, the aircraft will operate long-haul European routes as well as a selection of GCC destinations. The aircraft is the second of the 17 A321neo aircraft order which includes 8 that are equipped with flat-bed seats. Gulf Air was the first airline in the Middle East to introduce fully flat-beds on this aircraft type.

Commenting on this milestone delivery, Zayed R. Alzayani, Chairman of Gulf Air's Board of Directors said: "We are delighted to welcome our newest aircraft, the Airbus A321neoLR into our fleet in its special 70th anniversary Golden Falcon livery. This addition will strengthen our position in the medium to long haul markets as it represents an upgraded product to offer best in class service to our passengers. The relationship that we have with Airbus is very strong and we continue to work closely with them to further develop our fleet and products to ensure the highest levels of customer satisfaction".

The new aircraft premieres 16 new flat-bed Falcon Gold seats and 150 economy class seats, further solidifying the commitment that Gulf Air has in being the boutique airline of the Middle East. All seats are equipped with latest in-flight entertainment technology and in-seat comfort features that are practical and user-friendly for every passenger. The aircraft boasts the essence of the overall boutique experience with the opportunity to provide more personalised service, a cosier cabin and faster process of boarding and disembarking. The new aircraft will also be equipped with wireless internet connection (WiFi) as the airline continues to offer the best in class service to passengers flying on its young fleet. As the airline expands its network to further places and include new destinations to its growing network map, it keeps elevating the service level with more appealing products and facilities to make journeys on Gulf Air more comfortable and enjoyable.

Gulf Air's A321neoLR is powered by CFM LEAP-1A engines and it is the largest and most advanced A320 family aircraft. Featuring the widest single aisle cabin in the market, the A321neoLR is also more eco-friendly than other types of the same size and it delivers up to 20% fuel burn reduction per seat, up to 14% lower cash operating costs per seat and 50% noise reduction.

For more information, please visit www.gulfair.com