

AIRLINK

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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 is optimistic of continued demand for air travel with new flight offerings by various airlines although passenger traffic figures remain lower for the first quarter of 2021 compared with the previous corresponding period. The airport operator also supported its retailers and many local brands by reintroducing two KLIA Crazy Sales in March and April this year.

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



Despite travel restrictions still being imposed by both Malaysia and Turkey, we will continue to step up our services at our network of airports to prepare for the return of travellers as we recover from the Covid-19 pandemic. Our country's flag carrier Malaysia Airlines has already reinstated destinations such as London and Jakarta at KL International Airport (KLIA). Its addition of 80 extra flight frequencies to domestic destinations had helped increase KLIA's total domestic weekly frequencies by 26.7%.

Although British Airways had to temporarily suspend its passenger flights for London-Kuala Lumpur, it is maintaining its presence in Malaysia by introducing new cargo services on this route. We are happy to note our other partner airlines are also forging ahead with their services and evolving to meet up with the demand in the new normal. Local cargo airline Raya Airways recently expanded its fleet with a new Boeing 767-200F aircraft to increase capacity, frequency and connectivity due to the boom in the e-commerce sector during the pandemic.

Despite our passenger movements contracted during the first quarter of this year, we saw some improvements with the relaxation

of movement control in certain parts of Malaysia and Turkey. Kota Kinabalu, Subang, Labuan, Lahad Datu, Sandakan and Tawau showed higher passenger movements for March compared to the first two months of 2021. Istanbul Sabiha Gokcen International Airport's (ISGIA) also achieved overall growth for the first time since the Covid-19 outbreak with a 7.4% growth in March 2021 over March 2020 with 1.2 million passengers for the domestic sector.

While air traffic recovery will largely be dependent on the efficacy of vaccine rollout and the level of control both the Malaysian and Turkish authorities have on the number of Covid-19 cases, as a responsible airport operator, we are continuously raising our safety standards to curb the pandemic. Besides KLIA, our other airports in Penang, Kota Kinabalu, Kuching, Langkawi and Subang are currently undergoing the Airport Health Accreditation (AHA) programme by the Airport Council International, which has already been received by ISGIA recently.

Following the public's positive response towards the two KLIA Crazy Sale last year which saw over 19,000 shoppers turning up and average daily sales up, we recently

reintroduced two such sales. The first, held from 25-28 March, offering discounts of up to 70%, was participated by eight of our major airport retailers: Eraman, Valiram, Dimensi Eksklusif, Heinemann, Sprint Cass, DR Group, Karyaneka and Retail One.

They comprised exclusive duty-absorbed travel retail products ranging from perfumes and cosmetics, chocolates and confectionery, fashion apparels and accessories as well as lifestyle products such as electronic gadgets. We also focused this time on local artisanal brands such as Batik Boutique that are part of the HIMPUN Online initiative on shopMYairports, Malaysia's first travel-retail e-commerce platform which aims to diversify the product offerings and showcase the very best of Malaysia.

This is in line with our commercial reset strategy to transform our airports into shopping and lifestyle destinations from being just mere transportation hubs. The success of the March KLIA Crazy Sale has led us to mount a second one with more mind-blowing deals from 22-25 April to take advantage on the pre-shopping for the Hari Raya festive season, raise revenue for our airport retailers, and to help stimulate our local economy. Selamat Hari Raya Aidilfitri!



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A Butterfly Adventure for KLIA's Passengers, Especially with "Hidden" Disabilities

Navigating through an airport can be a daunting experience for first timers, the elderly and more so for individuals with "hidden" disabilities such as autism spectrum disorder (ASD), attention-deficit/hyperactivity disorder, global development delay and sensory processing disorder.

Catering to the special needs of such travellers, who are often accompanied by their parents, guardians or caregivers, Malaysia Airports has initiated a wide range of facilities and services at KL International Airport (KLIA) as part of its Butterfly Effect initiative, which had been introduced earlier this year. This corporate social responsibility exercise of the airport operator was highlighted in April in conjunction with the World Autism Awareness Day celebration which fell on 2 April this year.

The newly launched facilities and services include priority access and lanes at all major touchpoints, a Calm Room and 10 sensory walls, of which six are located in Terminal 1 and four in Terminal 2 to provide endless exploration through tactile, visual, and auditory play for this specific group of passengers.

Sensory walls

Priority lanes have been allocated for them for drop-off at Doors 1 and 2 when they arrive at KLIA Terminal 1 while some of the sensory walls are sited on level five of this terminal building. The Gears sensory wall, for instance, has knobs which enable them to rotate the wheels. Besides holding their attention span, it will also provide them with a sense of control.

The Colour Wheel is another interesting sensory wall to stimulate their attention. The colour of the wheels changes when they turn them. Also sited on level five in a different part of the terminal is the Calm Room.

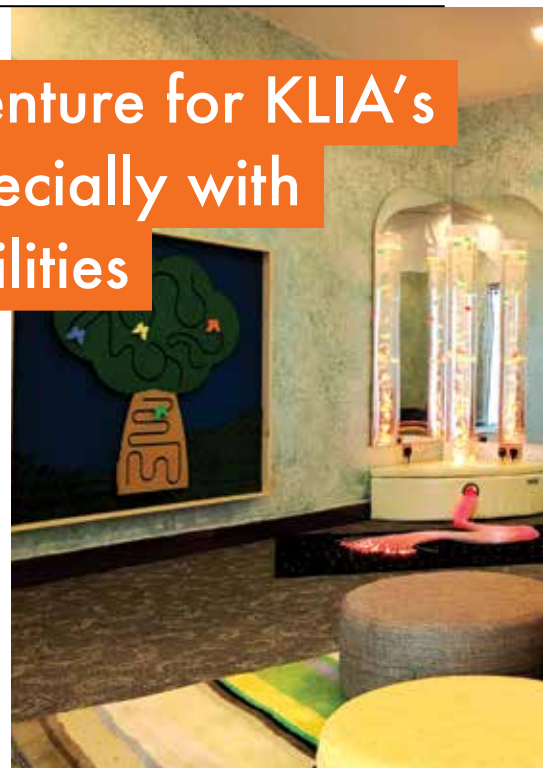
An enclosed safe haven shielded from outside noise to soothe these passengers with sensory issues, the Calm Room is equipped with multiple activity stations and soft toys to keep them happily occupied.

Over at the satellite building is another sensory wall called The Maze, which promotes social interaction and motor planning among those with hidden disabilities as they find their way out of the maze using butterflies.

Passengers wishing to use these facilities are advised to register via the airport operator's website, www.malaysiaairports.com.my/airport-amenities/services/butterfly-effect, three days prior to their flight.

The registrants are required to show their persons with disability (OKU) card or letter from a hospital/clinic confirming their disability at KLIA's Customer Information Counter. Following which, they will be given an attractive Butterfly Kit containing a complimentary Butterfly lanyard, information on the Calm Room, Butterfly Effect project and locations of the sensory walls.

The passengers and/or their guardians are required to wear their Butterfly lanyard for easy identification by its airport ground





representatives from the ABC; National Autism Society of Malaysia, a non-governmental organisation; and the OKU Council to view these exciting, new facilities at KLIA Terminal 1.

The Butterfly Adventure

It is offering a similar mock airport journey experience called the Butterfly Adventure for those with hidden disabilities and their families as it believes this will be a good opportunity for them to familiarise with the airport environment, its procedures besides checking out its newly introduced special facilities and services.

Malaysia Airports is conducting such pre-arranged tours fortnightly for five families in each session from mid-April to enable them to experience the whole airport journey from the check-in process to the security screening and until they enter the boarding gate. It will be releasing more details on its website and social media platforms.

Malaysia Airports corporate communications general manager Nik Anis Nik Zakaria says, "Being a Caring Host, we want to promote inclusivity where everyone can have a joyful experience at our airport when they travel."

She explains the Butterfly Effect represents a small change in one state which can result in a big difference at a later state. Malaysia Airports' introduction of its facilities for these special passengers is a start towards creating a memorable and less stressful journey for them.

For instance, they do not need to queue up to enter the airside area. Working with the Immigration Department, there is a special counter for these special needs' passengers.

Likewise, the Customs Department has also provided a special lane for them.

Nik Anis surmises, "Additional Covid-19 standard operating procedures (SOPs) that have been implemented may also mean a more challenging journey for this group of passengers. We hope to alleviate some of these anxieties for them."

With its Butterfly Effect initiative in place, she is confident that Malaysia Airports will not only be able to further ensure their safety and security but also ease their journey at KLIA and making it a fun-filled and joyful one.

Some Aut-some Facts

Statistics show that autism has been steadily on the rise with research pointing to a combination of genetic and environmental factors. The Autism Behavioral Centre (ABC) describes autism or autism spectrum disorder (ASD) as a neurological condition that affects the way a person experiences or interacts with the world.

It can affect individuals in different ways for both males and females. Interestingly, boys are four times more likely to have autism disorder spectrum (ASD) effects than girls. Thus, the level of support they require differs.

Those at level one of ASD are likely to face difficulties in organisation and planning that affect their independence. At level two, they require substantial support with their social interaction skills limited to narrow special interests.

They tend to engage in frequent repetitive behaviours while at level three, those with severe deficits in verbal and non-verbal social communication skills and difficulties in focusing will need more substantial support.

Some of the early signs of ASD to take note of are no eye contact, poor response to stimulus and social withdrawal, according to ABC, the therapy centre that supports individuals with autism.

staff who have been given training by Autism Behavioral Centre (ABC) to facilitate the special needs of these travellers, who might face difficulties in initiating social interactions or communications and distress in navigating their way at KLIA.

Malaysia Airports' professional team has the support of the airport community to ensure a joyful experience at KLIA for these guests who are given priority access at all major touchpoints and the Butterfly Effect facilities, which start from the kerbside of the terminal entrance upon their arrival right up to the boarding gate.

The airport operator recently organised an extensive walkabout for the media and

Global Health Recognition for MAHB Airports



Malaysia Airports continues to raise its safety standards in curbing the Covid-19 pandemic by having its airports undergo the Airports Council International (ACI) health assessment through its Airport Health Accreditation (AHA) Programme.

The seven airports that have been rigorously assessed include KL International Airport, Penang International Airport, Kota Kinabalu International Airport, Kuching International Airport, Langkawi International Airport, Subang Airport and Malaysia Airports' wholly owned Istanbul Sabiha Gokcen International Airport (ISG) in Turkey. Last month, ISG became the first airport in the Group to receive the accreditation. The other 6 airports are expected to receive the accreditation in the second quarter this year.

The AHA programme ensures the implementation of all health and safety measures at the airports are aligned with the industry best practices, particularly the ACI Aviation Business Restart and Recovery guidelines and recommendations by the International Civil Aviation Organisation (ICAO) Restart Task Force. The AHA is awarded based on the health measures and procedures implemented by the airports including cleanliness and disinfection, physical distancing, availability of facilities, staff

safety and passenger communications. The accreditation enables airports to demonstrate their safety practices in a measurable and an established manner.

“As a global airport operator, we have remained vigilant in upholding health and safety measures in our daily operations since the onset of the Covid-19 pandemic. Over and above this, the AHA programme ensures that we comply with strict standard operating procedures (SOPs) benchmarked with other global airports. We hope the accreditation programme will further encourage air travel for both domestic and international sectors. At ISG, we have seen better recovery rates where we registered 1.3 million passenger movements in the last 2 months consecutively, and we hope this new accreditation will further boost the recovery for ISG and the other airports.”

DATO' MOHD SHUKRIE MOHD SALLEH

Group Chief Executive Officer
(Group CEO) of Malaysia Airports

Malaysia Airports have leveraged on technology extensively in implementing safety measures at its network of airports such as high-end thermal scanners and UV ray disinfection facilities for washrooms, escalators and baggage reclaim, among others. The practice of physical distancing has also been brought a notch higher with the first 'Aerobot', a smart robot, that roams the terminal in ISG to remind passengers to keep a safe distance.

Besides that, the retail experience for passengers has also evolved to be safer and more efficient with the introduction of e-commerce platforms, 'shopMYairports' and 'shop@saw' in Malaysia and Turkey respectively, enabling orders and payments to be made online before passengers collect them at the airport prior to catching their flight. The travel-exclusive online shopping platforms ensure more effective practice of physical distancing, cashless payments, and contactless transactions with the emergence of new travel norms.

Cathay Pacific Pursues the Adoption of Digital Travel Passes



Cathay Pacific strongly supports the introduction of digital health platforms that securely validate compliance with the health-related entry requirements set by different governments, including negative Covid-19 tests and vaccination, enabling travellers to go overseas with reassurance and convenience.

The airline has just completed its latest trial of the technology, designed to validate and refine the departure processes on its flight CX880 from Hong Kong to Los Angeles on 15 March.

Cathay Pacific pilots and cabin crew volunteered for the trial, using the CommonPass app and pre-departure rapid PCR test records to create a digital pass that included their name, travel document number, and confirmation that their negative Covid-19 PCR test result was within the

prescribed timeframe and conducted at accredited labs, as required by authorities.

Adoption of digital travel passes will make the pre-departure journey more seamless and stress-free for passengers in the post-Covid world, while also delivering a sustainable solution that will allow airport operations to scale up as travel resumes. In future, this verification process can also be used to support border control processes to help enable the safe reopening of borders.

Cathay Pacific is very proud to have collaborated with the Airport Authority Hong Kong (AAHK), The Commons Project and Prenetics on the trial. This followed a previous successful trial conducted in October last year between Hong Kong and Singapore with the same partners. Cathay Pacific is also a member of the IATA Travel Pass Advisory Group.

“

International travel remains suppressed due to various travel restraints around the world. For borders to reopen fully once again, travellers may need to provide Covid-19 test and vaccination records that meet government requirements in order to travel.

We believe that digital travel passes will play an important role in helping facilitate the safe, progressive return of international travel. We have therefore been collaborating with our industry partners to pursue the adoption of universally recognised digital travel passes as we prepare to welcome more passengers onboard our flights. A very big thank you to our partners who have helped to make the trials a success.

”

VIVIAN LO

*Cathay Pacific General Manager
Customer Experience and Design*

For more information, please visit
www.cathaypacific.com

Royal Brunei Rated 7 Stars by Airlineratings.com



Royal Brunei Airlines (RB) has been rated with the highest seven star ratings against Covid-19 by the world's best one-stop airline safety and product review website – www.airlinerratings.com

The website is one of the first with Covid-19 ratings. They surveyed 430 airlines for Covid-19 compliance and found that many airlines have changed their policies to achieve the highest ranking.

The safety rating for each airline is based on a comprehensive analysis of crash and pilot related serious incident data

combined with audits from the world's aviation governing body International Civil Aviation Organisation (ICAO) and leading association, International Air Transport Association (IATA), along with the latest Covid-19 compliance data that is evaluated based on Covid-19 systems and procedures.

This includes Covid-19 website information and instruction, social distancing on boarding, flight attendant Personal Protection Equipment (PPE), face masks compulsory, meal service modified, passenger sanitizer kit and deep clean of aircraft.

“

RB's commitment to the health and safety of our guests and our employees are of paramount importance and embedded in our corporate core values. The revamp service is part of RB's Guest Charter for all guests flying with us at this time to ensure they continue to have peace of mind and better confidence when they travel on RB. With the highest ratings given, it further testify the significant steps we are taking from all touchpoints before travel, at the airport and in the air to enhance the precautionary measures that help keep our guests safe.

”

KAMAL ARIFFIN DATO PADUKA HAJI ABDUL RAHMAN

*RB Chief Risk and Change Officer
in his capacity as RB Acting
Chief Executive Officer*

RB has strengthened and implemented safety guidelines to minimise physical contact for the safety of our guests and staff. Aircraft are thoroughly sterilised every day, and all personnel are required to wear masks and gloves along with body temperature checks before flight.

In addition, except in unavoidable cases in the aircraft, the middle seat is left open and all aircraft are equipped with High Efficiency Particulate Air (HEPA) filters with similar performance to those used in hospital operation theatres. The cabin air is refreshed continuously through a control air conditioning and pressurisation system and filters are replaced frequently.

For more information, please call 03 – 2070 7166 for H Travel Sdn Bhd - Royal Brunei's General Sales Agent in Malaysia.



Japan Airlines Twice Awarded for Health Safety Measures



Japan Airlines (JAL) has been awarded the highest levels of Covid-19 safety certifications from two leading international airline advisory organizations, in recognition for its enhanced JAL FlySafe measures at the airport and on board on 31 March. JAL is the first airline in Asia and one of only two in the world to simultaneously achieve the highest level 5-Star Covid-19 Airline Safety Rating from SKYTRAX, and the highest Diamond Certification from APEX Health Safety powered by Simplifying, as of March 2021.

JAL has been highly evaluated for its well-measured portfolio of safety practices

“ Since the early stages of the Covid-19 pandemic, the JAL Group has taken proactive steps to implement and strengthen key measures against Covid-19 to provide customers a safe and secure travel experience. Through the efforts of our dedicated staff at the JAL Group, it is certainly an honor to receive this accreditation. The JAL Group will continue to strengthen our Covid-19 measures and look forward to the day when people around the world can travel worry-free.

YUJI AKASAKA

Japan Airlines President

to reduce the risks related to the spread of Covid-19, for enhancing physical distancing and hand hygiene, as well as increasing disinfection and cleaning protocols in the airport and onboard flights. JAL has also been recognised for their efforts put into using touchless technologies such as its domestic check-in and bag-drop, and robot customer service assistants to help customers with flight information at select airports in Japan.

Over the past year, JAL introduced key safety initiatives under the “JAL FlySafe Program” and became one of the first airlines to adopt and implement the recommended guidelines as described in the International Civil Aviation Organization’s CART (Council Aviation Recovery Task Force) Take-off Guidance. The Japanese carrier also offers complimentary JAL Covid-19 Cover, which provides support in case of Covid-19 infection during travel, for all international passengers to provide them with a greater peace of mind.

The JAL Group will continue to adopt and implement key measures, as the airline fully understands the need to restore public confidence in air travel.

For more information, please visit www.jal.co.jp





How Etihad Airways Navigated the Pandemic

Etihad Airways, the national airline of the UAE, marks one year since the UAE announced flights were to be grounded due to the Covid-19 pandemic. In recognition of this, Etihad has released a video charting the key milestones in the most challenging year in aviation history.

“

As the pandemic took hold, the announcement on 23 March 2020 to ground the UAE's airlines was not entirely unexpected, yet it was the toughest day of my career. Despite the unthinkable challenges, we recognise there have been so many accomplishments and small victories over the past year.

We quickly realised that we needed to turn this negative into an opportunity, and that's when the innovative, entrepreneurial spirit we're known for kicked in. Our agile operation allowed us to react quickly to the changing market conditions and regulatory framework, at the same time as developing the pioneering Etihad Wellness programme. Having been the first airline to require 100% PCR testing before departure and again on arrival, we then became the first airline to operate with all crew on board vaccinated.

”

TONY DOUGLAS

*Group Chief Executive Officer,
Etihad Aviation Group*

At the start of the pandemic, Etihad took advantage of having most of its fleet on the

ground to complete the most extensive aircraft maintenance programme in its history. All 96 passenger aircraft were surgically and clinically refreshed so they looked like they were fresh out of the hangar. This included minor maintenance tasks, such as seat repairs and updates to Inflight Entertainment Systems, to bringing forward scheduled engine changes and modifications on several aircraft.

In addition to normal scheduled flights, Etihad operated special freighter and humanitarian flights to countries in Africa, Europe and Asia including Havana and Costa Rica – destinations the airline had never flown to before.

Etihad Cargo, the airline's freight operation, had a strong year, driven by huge demand for medical supplies such as Personal Protective Equipment (PPE) and pharmaceuticals. In November 2020, Etihad joined the Hope Consortium, an Abu Dhabi-led coalition formed to facilitate the distribution of Covid vaccines across the world. The consortium has a complete end-to-end supply chain solution covering demand planning, sourcing and world-class facilities for transporting temperature sensitive cargo at ultra-cold conditions up to -80°.

Internally, Etihad also launched 'Project Vision', which prioritised envisioning what the travelling public would want from an airline post-Covid.

The first initiative to be inspired by this, in June 2020, was the Etihad Wellness programme. This involved the introduction of Wellness Ambassadors, who are available to support guests with their health and wellbeing needs online, at the airport and on board.

In another world-first, on 10 February 2021, the airline announced 100% of its crew on board – both cabin crew and pilots – were vaccinated against Covid. This achievement was a result of the organisation's tremendous efforts to ensure the health and wellbeing of its employees.

More recently, as a result of Project Vision, Etihad is working with a variety of different companies to develop the technology required for a global health certification system that would help passengers easily and securely manage their travel in line with government requirements for Covid tests or vaccines.

Douglas concluded, "In my opinion, Abu Dhabi has handled the response to the pandemic exceptionally well and this leaves us in a strong position as we move forward. I'm optimistic, thanks to the efforts of the UAE government, coupled with the strength and resilience of our turnaround strategy, that global passenger demand will start to recover very quickly."

For more information, please visit www.etihad.com or call 03 – 2687 2222

Ethiopian Airlines Joins African Union to Launch and Test Vaccine Passport

Ethiopian Airlines has partnered with the African Centers for Disease Control & Prevention (Africa CDC) on 17 March for the implementation of the African Union Trusted Travel Pass to make continental travel easier and safer amidst the Covid-19 pandemic.

Africa CDC has mobilised a broad multi-stakeholder public private partnership with the help of its strategic partners, the PanaBIOS Consortium and Econet, and with the objective of addressing current challenges posed by citizens' and institutions' difficulty in accessing accurate health information, high costs and inconvenience in cross border travel, and poor data for health policy and biosecurity planning.

The Trusted Travel pass program will ensure country regulations regarding Covid-19 travel requirements are met with minimal room for error and hassle to the travelling public.

Ethiopian Airlines' customers will now enjoy hassle free travel experience with their travel pass helping them verify whether their medical information meets various Covid-19 regulations of their destination.

The airline has been the pioneer in introducing new technologies to make travel contactless and convenient in an effort to curb the spread of the pandemic and restore passengers' confidence in air travel. This latest partnership considerably deepens this longstanding tradition by boosting the safety of passengers and nations alike; and reaffirms Ethiopian's strong commitment to be a major part of the African pandemic recovery effort.



We are offering new digital opportunities to our passengers to fully and safely restore air travel. We are pleased to have introduced a digital platform that will be pivotal in increasing the number of passengers while making air travel safer. The solution can address passengers' travel needs during Covid-19 pandemic as it helps them validate their test and vaccination documents before departure. As a safety-first airline, we are striving to make travel safe and seamless especially with regard to the implementation of Covid-19 prevention strategies.



GETINET TADESSE
Chief Information Officer at
Ethiopian Airlines

The trusted travel pass solution will help to validate test and vaccination certificates and verify that they are sufficient for their route and share testing or vaccination certificates with airlines and authorities to facilitate travel. The solution will also avoid fraudulent documentation and make air travel more convenient.

John Nkengasong, Director of the Africa CDC, welcoming Ethiopian's pioneering spirit, also underscored how such partnerships are critical in the present context, "The scale of the challenge presented by Covid-19 demands an unprecedented level of both innovation and cooperation, which is why Ethiopian's laudable decision to come onboard Trusted Travel marks a watershed in the continent's ongoing fightback against this pandemic's quest to suppress the Africa's development ambitions."

For more information, please visit www.ethiopianairlines.com or call 03 – 2141 2190



Air Premia Takes Delivery of Boeing 787

Air Premia announced on 31 March that it took delivery of a new Boeing 787-9 aircraft on long-term lease from Air Lease Corporation. Featuring Rolls-Royce Trent 1000 engines, this aircraft is the first of three new Boeing 787-9s confirmed to deliver to Air Premia from ALC's order book with Boeing this year.

“We are thrilled to announce this first of three Boeing 787-9 aircraft deliveries to Air Premia. As the first aircraft in the Air Premia fleet, this ALC Dreamliner will launch the new airline's international network and contribute to an excellent debut in the Korea marketplace.”

STEVEN F. UDVAR-HÁZY
Executive Chairman of
Air Lease Corporation

“We cannot describe in words how grateful and honored we are to receive our first Boeing 787 Dreamliner.”

Thanks to our great partnership with ALC, this is a historic moment for the Korean Air Transportation Industry with the birth of our new hybrid service carrier: Air Premia. Our airline will soon bring hope and joy to those in dire thirst of a true journey with comfort and care.

PETER JY SIM
Chief Executive Officer of Air Premia



Air Premia is South Korea's newly-established hybrid air carrier focused on direct trips from Seoul to worldwide international hubs. The innovative airline offers customers upscale services at a reasonable price. With an exclusive Boeing 787-9 Dreamliner fleet, Air Premia customers will be able to enjoy the most advanced in-flight experience.

For more information, please visit www.airpremia.com.

British Airways appoints Noella Ferns as Head of Sales Asia Pacific



British Airways has appointed Noella Ferns as Head of Sales, Asia Pacific, covering mainland China, Japan, Hong Kong, Singapore, Malaysia, Thailand and Australia, effective 1 April 2021. Noella will be based in Hong Kong and will be responsible for all sales and commercial activity for the region.

Over the last three years, as British Airways' Executive Vice President for Greater China & Philippines, Noella drove forward the airline's commercial and external communications strategy in key Chinese markets including Beijing and Shanghai.

Noella has over 30 years' experience at British Airways across senior management, sales and airport operations in Sydney, Hong Kong and Beijing. Results-driven and solutions-oriented, she brings to the team a notable track record of revenue and yield expansion, implementation of wider strategy, and team coaching. In her previous role at British Airways, Noella led the region's activities, driving growth in corporate accounts, trade partnerships and new business, while also overseeing the airline's channel shift strategy.

“I am honoured to be working across Asia Pacific; as such a dynamic, vibrant and innovative part of the world, it is a really important region for our airline.”

My immediate priority is to support all of our customers to book safe, flexible and hassle-free travel as soon as the skies open up. At British Airways we remain committed to providing world class innovation and technology to make our customers journeys as seamless as possible. And with direct flights to the UK we offer great connectivity to both our leisure and business travellers.

I look forward to supporting our customers with their travel needs as soon as we are able to.”

NOELLA FERNS
British Airways
Head of Sales, Asia Pacific

For more information, please visit www.britishairways.com

Qatar Airways Announces Summer Schedule



Qatar Airways has announced its summer schedule, maintaining its position as the leading international carrier providing reliable global connectivity. Having never stopped flying throughout the pandemic, the airline has worked diligently to be the world's leading airline for safety, innovation and customer experience. By the peak of the IATA Summer Season, the national carrier of the State of Qatar plans to operate over 1,200 weekly flights to more than 140 destinations.

The airline has been recognised with multiple awards, including being the first global airline in the world to achieve the prestigious 5-Star Covid-19 Airline Safety Rating by Skytrax. This was in addition to Qatar Airways' home and hub, Hamad International Airport (HIA), being the first airport in the Middle East and Asia to be awarded a Skytrax 5-Star Covid-19 Airport Safety Rating in December 2020.

“We are proud to lead the recovery of international aviation, implementing the highest standards of bio-safety and hygiene and investing in the latest innovations to simplify travel and restore passenger confidence during the most challenging period in aviation's history.”

AKBAR AL BAKER

Qatar Airways Group Chief Executive

“Having never stopped flying throughout the pandemic, we have used our unrivalled experience and modern, fuel-efficient fleet to operate a sustainable and reliable network our passengers, trade partners and corporate customers can rely on. We also continue to offer the largest international network, including launching seven new destinations, to provide the connectivity our passengers and cargo customers need.”

“As the global vaccine rollout begins to gather pace, we look forward to a gradual easing of entry restrictions throughout 2021 and welcoming back our millions of passengers on board the World's Best Airline.”

Qatar Airways Cargo has played a vital role in maintaining a reliable schedule across the network of destinations. Since the onset of the pandemic, the airline has helped transport over 500,000 tonnes of medical supplies and delivered more than 15,000,000 doses of Covid-19 vaccines to over 20 countries. The cargo carrier continues to focus on supporting its customers' business and enabling global trade, while supporting impacted regions worldwide.

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



Aviation Interview with Dato Ts Abd Radzak Abd Malek FCILT

International President
The Chartered Institute of
Logistics and Transport (CILT)

Having been with the CILT global family for over two decades and served twice before as CILT president for the Malaysian branch before his current position, Dato Abd Radzak remains passionate to ensure that the 102-year institute whose tagline is Stronger Together lives on to serve another 100 fruitful years. With his term ending on 31 December, the 69-year-old veteran continues to relentlessly pursue his key focus areas.

Also known as the “railway man” in acknowledgement of his 37 years with KTM Berhad, he also bears the Ts title and stands tall among 21,154 technologists registered with the Malaysian Board of Technologist where he is a technology and technical accreditation member. For him, every crisis means there are opportunities to be tapped.



How many members does CILT have and likewise for the CILT Malaysia Chapter?

As a leading professional body with 37 branches worldwide for those working in the supply chain, logistics and transport, CILT has over 33,000 members. Our latest member Rwanda came onboard in January this year.

CILT Malaysia Chapter, being the second largest international chapter outside of the UK, has 2,728 professional members, 71 corporate members and affiliations with bodies such as the Malaysian Service Providers Confederation and Malaysian Professional Centre. So far, Chapters have been established in Kuala Lumpur, Penang, Perak, Terengganu, Johor, Melaka, Sabah and Sarawak. Plans are afoot to expand to Selangor soon while other states such as Pahang, Kedah, Perlis, Kelantan and Negeri Sembilan are viewed as having potential.

CILT offers internationally recognised transportation and logistics degrees and courses. How many students has it churned out so far?

We have a total of 120 approved providers and 25 training partners globally. Since 2007, CILT International has produced over 25,000 graduates, excluding numbers from certain CILT countries, including Malaysia, which alone has about 7,200 graduates since 2002.

Malaysia’s logistics industry has been described as highly fragmented and very competitive. Is it still true and how can we progress forward in the 21st century?

Our logistics industry is not only highly fragmented and very competitive but also disruptive and innovative. The Covid-19 pandemic has compounded the ever-

challenging situation worldwide with various issues. Adapting quickly to the new normal is the way forward. The new normal is now the new reality. We have been sharing with our members best practices and experiences that will help build solutions together and lead us to focus on opportunities in 2021 and beyond.

Never before have logistics and transport been so critical since the pandemic. We are now focusing on key issues affecting the global supply chain. They include digitalisation, sustainability and the green agenda to reduce carbon emission's impact on the environment.

With the rise of e-commerce, on-demand and instant delivery of goods and services are on the uptrend. Do you see it happening in our logistics industry and what are the issues at stake?

Some last mile delivery issues involve the transfer of goods from the transport hub, which can be costly and a time-consuming process if they are not handled carefully. This is important because it affects customer loyalty. The last mile delivery applies also to vaccine distribution to remote places in Malaysia. Solutions are needed to expedite the demands for fast delivery on the final leg of shipment.

While crowd-sourcing through the digital platform and enabling the use of more mobile applications by customers can be the technology solutions to some of these challenges, let us be reminded that it is the human factor and high values such as integrity that should be the most important elements to consider.

You believe in inclusive leadership. Can you elaborate how this was executed in CILT during the Covid-19 pandemic?

It has been a challenging time since Covid-19 broke out globally. My stand has always been that failure is not an option when it comes to sorting out the crisis, which was managed by adhering to best practices and focusing on four key areas. They are the supply chain's response to medicine and essential items shortages; safe practices in

the passenger transport network; global shipping and the supply chain's short and long-term response; and lastly business continuity and ongoing management space.

We followed up with fortnightly webinars on those areas for our members, emphasizing on skill competency, in particular upskilling and reskilling. More importantly, soul searching and self-reflection are encouraged in order to bring back the courage and confidence into all of us.

Should there be another pandemic in future, we will be more prepared. We have to be prepared all the time as the situation is unpredictable. Risk management is crucial. As Covid-19 lingers on with no signs of subsiding, the issue now is about lives and livelihood to our members and their families; associates and partners worldwide. At CILT, we devote our time to find ease and comfort for them in the face of increasing challenges. In caring and supporting our professional members, we protect and stand by what we represent at CILT, ensuring that no one and nothing threaten us without us responding very strongly.

One of your focus areas is promoting the Young Professionals network at CILT. Please share some of the initiatives that have been implemented?

The Young Professionals has been changed to Next Generation Forum (NGF) to accommodate more young people, including those above 40 years old, to discuss industry matters and future leadership prospects. We are focused on mentoring and would like to make good our pledge that they have a voice at all branch councils so that they can participate in decision making and have opportunities to lead.

CILT Nigeria NGF successfully organised an event which provided a model for others to replicate mentorship and recognition brought together in the awards. CILT Sri Lanka NGF was also active, organising a virtual tour via Zoom to Colombo International Airport Ratmalana to view its passenger services, airside, hangar operations as well as fire and safety unit. The Chief Instructor of air traffic services

also conducted an online discussion under this Explore 2021 project. Meanwhile, NGF Malaysia held a first and last mile delivery webinar.

Women in Logistics and Transport (WiLAT) is another key focus area of your leadership. Apart from the Malaysian chapter, how many WiLAT chapters have been established at CILT branches and countries without CILT presence?

Since WiLAT's inception in 2010, it has grown to now have 29 Chapters with the Central Asia branch virtually launched on 16 March and followed by South Korea on 29 April. WiLAT will be introduced to eight new territories and countries, namely Cameroon, Greece, Poland, Seychelles, Sierra Leone, and North America being the United States, Mexico and the Caribbean.

What were some of WiLAT activities during the Covid-19 pandemic?

WiLAT hosted many webinar discussions in response to Covid-19. Among them was a chat session organised May last year on Reopening of Airports and Preparation. I do not expect the rebound in world air travel to happen until 2021 when vaccines have been developed and tested. The opening of air travel involving multiple cities in different stages of the virus outbreak would require a profound understanding on the nature of passenger and cargo movement.

Professional leadership is essential in harmonising different practices so that passengers would not find themselves unable to complete a trip because of multi-restrictions, quarantine requirements, health declaration and new travel protocols. CILT's global background has been a tremendous help by sharing good practices and guidelines during such challenging times.

WiLAT Global has also started a Career and Life Formula (CALF) programme for young executives and managers to prepare them with management and leadership skills. CALF's goals are to nurture these young talents, develop their capacity and learn the secret formula to success among other things. To me, this is an amazing initiative!



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