

# 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 expects to see further growth potential for Malaysia Airports with the recent opening of Mukah Airport after being upgraded from being a short take-off and landing air strip (STOLport), with a new terminal, runway and other facilities. The airport operator's Runway 1 at the KL International Airport (KLIA) has also been rehabilitated and is operational now. Another factor contributing to its growth is coming from its Turkish fully-owned asset Istanbul Sabiha Gokcen International Airport (ISGIA), which has been making good progress this year.**



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

**I** envisage our RM300 million spanning new domestic airport in Mukah, which has successfully completed its operational readiness and airport transfer trial in May, will be a boost to the town's economy and connectivity to other coastal towns and surrounding areas in Sarawak. Following the upgrading of the Mukah STOLport into an airport, Malaysia Airports still has eight other STOLports operating in the Land of the Hornbills which serve as key socio-economic contributors.

The Mukah Airport will be a vital rural hub for passenger and cargo movements. It can now accommodate up to 200 passengers at any one time compared to 67 previously as a STOLport. We are looking at up to 265,000 passengers a year. Its new runway, measuring 1,500 metres by 30 metres, will be suitable for turboprop and helicopter operations. The runway's length can be extended for larger jet airliners such as the Boeing 737 and Airbus A320 in future.

Facilities at the new airport include 100 car parking bays, 20 taxi parking bays, 20 motorcycle parking bays, two bus parking bays, passenger waiting area, the Air

Traffic Control Tower, a VIP building and fire station. Airport stakeholders' offices of the Civil Aviation Authority of Malaysia (CAAM) and the Meteorological Department are also housed here. Indeed, Mukah Airport's opening has never been timelier and more crucial, especially during the current challenging Covid-19 pandemic, when it comes to the delivery of essential supplies such as medicine, food and basic supplies to our country's remote rural areas.

I am also glad to announce that KLIA's Runway 1, which is part of the flagship airport's Runway Sustainability Master Plan, has been fully rehabilitated within its six months' schedule. It is now ready to support the recovery of safe flight operations after passing CAAM's recent calibration and audit checks. As always, we remain committed to providing top-notch facilities for the ultimate travel experience via our airports.

At full capacity, KLIA can handle up to 78 flight movements an hour. Our latest May data shows improvements in both our passenger and flight movements compared with the previous corresponding period. Currently, we have 41 commercial passenger

airlines and 10 cargo airlines operating at KLIA, which recently welcomed Kargo Xpress with its Kuala Lumpur-Kuching and Kuala Lumpur-Kota Kinabalu routes using the Boeing B737-400SF aircraft. Kargo Xpress has six weekly flights to each of these destinations.

Meanwhile, cargo operations at ISGIA have also been resilient, thanks to the growing demand in the logistics chain that has been driven aggressively by ecommerce. Despite the reintroduction of travel restrictions in Turkey, we are optimistic of its air travel recovery with Turkey's local carriers such as Pegasus Airlines and AnadoluJet introducing new flights to Batumi, Lyon, Hanover and Pristina. Out of the total 1.6 million passenger movements contributed by Malaysia Airports' network of airports in May, 1.1 million came from ISGIA.

I would like to reiterate that Malaysia Airports has been continuously ramping up our efforts in terms of safety measures to ensure that all our airports are ready to meet head on the new norms once the travel restrictions are lifted. Until then, stay safe!



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## Transformation of Subang Airport into APAC's MRO Hub Shaping Up

In order to elevate the competitive landscape of providing maintenance, repair and overhaul (MRO) services in the aerospace and aviation industry in the country, Malaysia Airports has been seizing opportunities to build partnerships with internationally recognised local-based aviation solution providers which will enable them to expand their value offerings and serve the Asia Pacific (APAC) market better.

One of its latest venture is with homegrown global player Dviation Group of Companies to establish Southeast Asia's first maintenance, repair and overhaul (MRO) facility, which can handle the full life cycle of aviation assets from acquisition to its end-of-life, at Sultan Azlan Shah Airport, popularly referred to as Subang Airport, in Selangor.

Offering end-to-end aftermarket services that include aircraft teardown, aircraft material recycling and parts trading, this new facility is part of Malaysia Airports' five-year Subang Airport Regeneration plan, which is expected to transform both Subang Airport and Malaysia into a global aviation champion within the region.

Catering to leading business aviation players, MRO service providers and emerging aviation technology demands, the Subang Airport Regeneration plan is expected to generate 5,000 highly-skilled technical jobs and contribute RM5.4 billion in terms of direct and indirect economic benefits to the country at maturity by 2035.

Malaysia Airports' partnership with Dviation has the potential of capturing a significant part of the US\$3,635 billion aftermarket services market share in the region over the next 20 years for the country. Based on Boeing, the world's largest aerospace and aviation company's latest report, APAC is expecting the highest aircraft deliveries at 41% of the total deliveries globally in the next 20 years.

This works out to be about 17,500 deliveries of aircraft, including the narrow and wide bodies as well as regional jets and freighters. With the aftermarket services market size for APAC expected to capture the largest 40% share of the total global market, Malaysia Airports Head of KLIA Aeropolis, Randhill Singh, says the Subang Airport Regeneration initiative will ensure the presence of a holistic and future-fit ecosystem to serve APAC.

"Moreover, when an aircraft retires after around 20 to 25 years in service, an estimated 85% to 95% of its weight can be recycled to ensure proper disposal. We can also take advantage of the many high-quality components it is made from."

He believes this multidisciplinary process involving different aspects of economics of aircraft and improvement of environmental performance will present new opportunities in Malaysia.

With Malaysia Airports' collaboration with Dviation built upon the latter's expertise in technical training and manpower solutions in aviation and other related approved trainings, it will open opportunities to strengthen the aerospace ecosystem, thus resulting in increased skilled labour for the industry.

Dviation Group Managing Director and technologist Kevin Teoh remarks, "We have taken an interest in championing environmental sustainability in the aviation industry. Hence, Malaysia Airports' ambition to promote the country as APAC's hub for MRO and aerospace ecosystem is especially timely with our growth plans for aircraft teardown and recycling activities.

"With an estimated 12,000 aircraft retiring in the next two decades and a significant portion of this being aircraft based in APAC, we believe that setting up a dedicated teardown facility fits well within our portfolio. At the same time, it serves as an ideal platform for the aviation community in this region to help reduce environmental footprint."



Aviation's core business units specialise in aviation consultancy, technical training, manpower solutions, fleet technical management and aircraft maintenance services. Headquartered in Selangor, the Swiss-based company whose presence covers Asia, Europe and the Middle East is poised to be one of the fastest-growing aviation solution providers in the small and medium enterprises category.

### Regional expansion by another global player in Subang Airport

Malaysia Airports also reached another major milestone in growing the MRO component of the Subang Airport Regeneration plan with the recent signing of a memorandum of understanding with global aerospace player, Skyways Technics Group from Denmark.

The Danish company has over 30 years of experience in maintenance of regional aircraft such as ATR, aircraft component MRO services, and spare parts support. Its Asian headquarters in Subang Airport started in 2014 with only a component repair workshop. It will now be expanding its APAC hub at the MRO Centre in Subang Airport with full-fledged end-to-end facilities.

Skyways Technics Group Chief Executive Officer Benjamin Nielsen remarks, "Building on seven years of spare parts support for regional aircraft operators and lessors throughout APAC, we feel the time is right to offer ever increasing services from our home at Subang Airport."

The company is looking at establishing hangars and growing its current component MRO workshops to a regional centre of excellence by offering a full range of MRO services that include line and base, ad-hoc and aircraft on ground services for ATR and other regional aircraft.

Meanwhile, Global Systèmes Asia Sdn Bhd's (GSA) announcement of its strategic acquisition of the Swiss giant RUAG International's MRO operation at the Malaysia International Aerospace Centre in Subang Airport has made it not only to be the first local MRO firm to acquire a foreign company but also the first in the country to offer both military and civil services.

GSA Chairman Datuk Nonee Ashirin Mohd Radzi says the deal will boost its MRO helicopter and aircraft capabilities while supporting its affiliate company, Global Turbines Asia Sdn Bhd (GTA), where she is also the chairperson.

GTA primarily provides MRO for Malaysia's Airbus Helicopter engines such as the Safran Makila 2A1 and Arrius 1A. It is also involved in the in-country support of Royal Malaysian Air Force's Airbus A400M TP400 turboprop engines. Following the deal, its portfolio of services will now include components, fuselage, starter generator and electrical systems.

Datuk Nonee Ashirin says this will make GSA the first Malaysian company to boast a complete MRO ecosystem portfolio covering

military (GTA) and civil (RUAG International) segments.

According to Aviation Week Network, GSA's acquisition deal, valued at RM24 million, comprises RUAG's entire 65% share in the RUAG's Malaysian venture, whose office was opened in 2016 under a 65:35 partnership with Prima Elite Technology Sdn Bhd. RUAG, with capabilities for electrical and lighting components, starter generator and search light services, is expected to add to GSA's capabilities in aviation turbine engine repair, components MRO and radar maintenance.

Datuk Nonee Ashirin believes the synergy between GSA-GTA and RUAG will boost its enhanced services portfolio, with GTA-GSA collective business avenues creating highly skilled jobs, new career pathways and opportunities amid the industry's transformation efforts.

Concurring with her, RUAG International head of the MRO international business unit, Felix Ammann, opines the transfer of its company's stake into GSA will help continue the current business activities and sustainably secure future jobs.

National Aerospace Industry Coordinating Office head Shamsul Kamar also sees GSA's acquisition as enhancing Malaysia's global footprint for the components MRO segment. Besides expanding its current aerospace portfolio, GSA will be a major catalyst in attracting quality business partners to consider Subang as their preferred location in this region, thus strengthening Malaysia's MRO ecosystem, he adds.

Given all these latest developments shaping Malaysia Airports' Subang Airport Regeneration initiatives, Subang Airport stands poised to become APAC's preferred MRO hub for ATR and regional aircraft, attracting RM1 billion worth of international and domestic investments. Malaysia Airports' RM1.3 billion masterplan to regenerate Subang Airport into more than just a city airport is certainly paying off.





# Malaysia Airports Launches Long-Term Plan to Develop Subang Airport

**M**alaysia Airports had submitted a comprehensive strategic plan for the long-term development of Lapangan Terbang Sultan Abdul Aziz Shah (LTSAAS) to the Government. The plan which has been verified through extensive benchmarking and stakeholder engagements, and further validated by independent parties is premised on three focus areas, namely Aerospace Ecosystem, Business Aviation and Urban Community Airport. It is meant to propel LTSAAS into becoming the preferred aerospace and business aviation hub in Asia Pacific in the next 5 years.

“

Since mandated by the government in 2005 to develop LTSAAS into an international aerospace park, we have grown the ecosystem by four times attracting the presence of 60 leading brand names and facilitating capital inflows of over RM500 million. It is a location magnet for international players that has also benefited local players. Currently there are over 35 local aviation operators, more than half of them are bumiputera companies. For example, LTSAAS is home to Asia AeroTechnic (AAT), the largest homegrown independent MRO with global MRO recognition. It also serves as an accelerator hub for MARA in entrepreneurship development and education. Malaysia's leading aerospace graduate and technical training college, UniKL's Malaysian Institute of Aviation Technology is here as well. In general, LTSAAS houses the nation's most complex manufacturing products and highest value MRO activities, creating high-skilled and specialised technical jobs for a total workforce of 4,000 with an average salary range of RM4,000 to RM25,000 per month. In 2020, the ecosystem generated 50% of the country's aerospace revenue, amounting to RM5.7 billion

”

**DATO' MOHD SHUKRIE  
MOHD SALLEH**  
Group CEO of Malaysia Airports

“Moving forward, Malaysia Airports' LTSAAS Regeneration Plan will grow the ecosystem further by three times, doubling the number of global and local operators to more than 100 that will create and support 19,000-strong high skilled workforce. It will spearhead Malaysia's transition into high technology driven IR4.0 industries and high-income nation with a projected value of over RM10.0 billion to the national economy. This is very much aligned to the strategic thrusts identified in the government's Shared Prosperity Vision 2030 and will achieve the aspirations of the Malaysian Aerospace Industry Blueprint 2030,” he added.

LTSAAS will have the full range of capabilities in the entire value chain of the aircraft lifecycle, from manufacturing, assembly, operations, maintenance and end-of-life recycling of aircraft. It will also provide the full suite of business aviation services such as FBO, charter operations, hangarage, parts and logistics, flight simulation and ground handling. Additionally, Malaysia Airports will add to the value proposition by providing ready-built or build-to-suit facilities as a “plug and play” real estate solution to potential operators. This will help alleviate the need for operators to raise capital for facility development and free up their capital for investment in other technology assets or



machinery. This is already being done with Subang Aerotech Park, with its developer partner, Axis REIT.

Dato' Mohd Shukrie also stated that Malaysia Airports is ready now to undertake the LTSAAS Regeneration Plan, “We have sufficient internal cash reserves for this. The plan requires infrastructure investment of RM300.0 million staggered over the next five years. This is well within our capability as we still have a strong cash and money market position of RM1.6 billion with RM914.0 million available for the Malaysian operations, as of 31 March 2021. The funding for ready-built or build-to-suit facility can be easily facilitated via a combination of internal cash as well as project financing options. Despite the pandemic, we retain credit ratings of AAA by RAM Ratings and A3 by Moody's investor Services, which is on par with Malaysia's country credit ratings.”

## Qatar Airways Resumes Phuket Flights



**Q**atar Airways marks a significant milestone in the rebound of international leisure travel with the resumption of four weekly flights to the famed holiday destination of Phuket, Thailand, starting 1 July. In addition to its 12 weekly Bangkok flights, the airline will operate a total of 16 weekly flights to Thailand, providing seamless connectivity for its passengers travelling from Europe, the Middle East and United States.

The Doha-Phuket route will fly four times weekly on Wednesday, Friday, Saturday and Sunday while the Phuket-Doha route will fly at the same frequency on Monday, Thursday, Saturday and Sunday.

As Thailand reopens to holidaymakers from around the world, fully vaccinated travellers will soon be able to visit once again whilst also enjoying the award-winning hospitality and service available on Qatar Airways and at its hub, Hamad International Airport, the first and only 5-Star Covid-19 Safety Rated Airport in the Middle East.

“

With the resumption of flights to Phuket, Qatar Airways marks a significant milestone in the recovery of international tourism. We are proud to have led the industry, setting the benchmark for safety, innovation and customer service throughout the pandemic.

“We know many of our customers are eager to get back flying and return to some of their favourite holiday destinations, such as Phuket. Famed for its many exotic beaches, family friendly atmosphere, turquoise waters and delicious local cuisine, Phuket is an ideal destination for a summer getaway. We look forward to working with our partners in Thailand to support the recovery of their tourism sector.”

”

**AKBAR AL BAKER**  
Group CEO of Qatar Airways

Launched in 2010, Phuket became Qatar Airways' 93rd destination at the time. The resort destination is a magnet for holidaymakers, particularly from Europe, the Middle East and United States. The route will be served by the airline's modern and sustainable Boeing 787 Dreamliner with seating for 22 passengers in Business Class and 232 in Economy Class.

For more information, please visit [www.qatarairways.com](http://www.qatarairways.com) or call 03 – 2118 6100



# Runway 1 of KLIA Fully Rehabilitated

The Runway 1 of KL International Airport (KLIA) has been fully rehabilitated and is now ready to support the recovery of flight operations after passing the recent calibration and audit checks by the Civil Aviation Authority of Malaysia (CAAM).

“ We remain committed in providing top-notch facilities for the ultimate travel experience via our airports. As such, we will never compromise the safety aspects of airport operations. Currently, 51 airlines which include 41 commercial passenger, and 10 cargo airlines are operating at KLIA and contributing to an overall increase in flight movements by 77.4% last month over the same period in 2020. As for passenger movements, KLIA also saw an increase by 88.2% last month over May 2020, at 166,000 passengers. This emphasises on the importance of improving our offerings to cater to the gradual return of air travel especially after the recent announcement on the possibility of permitting those who have been fully vaccinated to be allowed to travel interstate or even overseas.

**DATO' MOHD SHUKRIE  
MOHD SALLEH**  
Group CEO of Malaysia Airports



The rehabilitation exercise was part of the KLIA Runway Sustainability Master Plan that contains a full-fledged framework for the continuous safety of flight operations at the airport. Completed within 6 months as scheduled, the rehabilitation exercise comprised comprehensive maintenance works that were timely with the gradual recovery of air travel as herd immunity against the Covid-19 pandemic is being achieved across the globe with countries speeding up their vaccination programmes and initiatives. At full capacity, KLIA can handle up to 78 flight movements per hour.

As a group, Malaysia Airports recorded a total of 1.6 million passenger movements in May 2021, whereby the local airports in Malaysia registered 471,000 (International: 75,000; Domestic: 396,000) total passenger movements while the bulk of

it, 1.1 million passengers was contributed by our airport in Turkey, Istanbul Sabiha Gokcen International Airport (ISG). All these passengers undergo stringent health and safety screening measures as determined by the Ministry of Health to ensure they do not pose any risks prior to their departure or arrival.

The cargo airline operators are showing resilience with a growing demand in the logistic chain that has been aggressively driven by e-commerce. The logistics sector remains stable and resilient as seen through the performance of Malaysia Airports' air cargo partners that are operating at our network of airports nationwide. In Q1 2021, Malaysia Airports recorded 281,000 metric tonnes for total cargo operations, which was a significant increase by 23% from the same period last year.



## Network of KLM Destinations in North America Restored

**K**LM's North American network of destinations is practically back to its 2019 level, before the Covid-19 pandemic, the airline announced on 2 June. However, the seating capacity and flight frequencies are still far below that of 2019. Although there are still significant travel restrictions in the US and Canada, the vaccination rate is increasing both overseas and in Europe, which should gradually reduce restrictions. KLM is prepared for an increase in demand and is ready to welcome its customers safely and responsibly.

The network of destinations is central to KLM's strategy. During the Covid-19 pandemic, KLM preserved its network of destinations as much as possible by reducing seating capacity, so passengers could travel if necessary and cargo transportation was able to continue. This strategy greatly supported KLM during the Covid-19 crisis.

There will be a total of 16 North American destinations in the summer of 2021. That is one destination less compared to the summer of 2019, namely Salt Lake City. However, KLM will continue to offer a direct flight from Amsterdam to Salt Lake City in cooperation with its partner Delta Air Lines. KLM intends to add Las Vegas and Minneapolis over the summer, but this will depend on the end of travel restrictions between the United States and Europe.

In its winter schedule, which runs from 31 October 2021 through 26 March 2022, KLM will add two new destinations to its North American network: the Mexican resort of Cancun and Orlando in the American state of Florida. The frequency of flights to the destinations this summer will be lower than in the summer of 2019 and both the frequency and seating capacity vary per destination. Thanks to the increasing rate of vaccination and the gradual reopening of Europe and the United States, KLM expects that these numbers will gradually increase.

“

It's very positive that our North American destination network has practically returned to its original level, in terms of the number of destinations. North America is an important market for KLM. This relationship goes far back, illustrated by the fact that this year we commemorate 75 years of flights to New York. Hopefully the travel restrictions for the United States, Canada and Mexico will be reduced soon, offering our passengers more opportunities to travel once again to North America. An internationally valid vaccination passport would be very helpful for this.

”

**PIETER ELBERS**

*President & CEO of KLM*

For more information, please visit [www.klm.com](http://www.klm.com) or call 03 – 2058 5351



## ANA and Peach to Begin Offering Codeshare

All Nippon Airways (ANA), Japan's largest and 5-Star airline for eight consecutive years, has plan a codeshare agreement with Peach Aviation Limited (Peach). Set to begin in August, the codeshare agreement will allow travelers to reserve and purchase flights for Peach under ANA and accumulate ANA miles while flying on Peach aircraft. In addition, ANA mileage may be exchanged for Peach points.

"ANA is excited to expand our customer service options and reach new markets by offering codeshare flights with Peach," said Juichi Hirasawa, Senior Vice President and Junko Yazawa, Senior Vice President at ANA overseeing Customer Experience Management & Planning. "By combining our resources, both companies will be better equipped to provide travelers with more choices and the flexibility they need when



traveling. Since this partnership allows for passengers to accumulate ANA miles when travelling with Peach, it will also help open up new opportunities."

The codeshare flights are scheduled to begin sales in early August, ahead of the service launch in late August. Details on the service operations, sales date, applicable flights, flight schedule and services will be announced as soon as they are determined. Flights currently included in the codeshare



agreement include, Tokyo Narita and Sapporo Chitose; Tokyo Narita and Fukuoka; Tokyo Narita and Okinawa Naha; Nagoya Chubu and Sapporo Chitose; Nagoya Chubu and Okinawa.

The agreement helps ANA reach new markets and improve its business model amid a global decrease in demand over the past year. The Airbus A320 aircraft operated by Peach will provide service on the routes included in the codeshare agreement.

## Malaysia Airlines Expands IATA Travel Pass Trial to Tokyo and Melbourne Routes

Malaysia Airlines announced on 26 May that it is extending and expanding its trial of the IATA Travel Pass, conducted on flights out of Kuala Lumpur to Tokyo-Narita and Melbourne. This time, in addition to iOS users, passengers on Android devices will also be able to join the following stage of the trial. This makes Malaysia Airlines among the first airlines in the world to trial the Android application of the IATA Travel Pass.

Having completed the first trial on its Kuala Lumpur-London route on 29 April 2021, the second trial was completed on 30 May 2021 with MH129 along the Kuala Lumpur-Melbourne route, with the rest of the scheduled flights part of the trial following suit after.

Consolidating all the information passengers need to travel in one, simple easy-to-navigate application, while presenting their PCR test results and vaccination status, the application seeks to be the key to reopening international travel safely and securely. The trial of the IATA Travel Pass signals Malaysia Airlines' consummate and continuous efforts to reopen global travel safely and securely, while giving passengers the accessibility to carry out all the necessary preparations in one-easy-to-use application.

According to Group Chief Marketing and Customer Experience Officer of Malaysia Airlines, Lau Yin May, "The extension of the IATA Travel Pass pilot continuing on from



our initial flights along the KUL-LHR route seeks to further provide us insights on how we can ensure our passengers have a smooth travel experience, empowering them to travel with the freedom and knowledge to do so with just a few clicks on their smartphone. Malaysia Airlines continues to be committed in ensuring that it remains at the forefront of the industry's push to reopen international travel."

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



## Etihad Airways and SAUDIA Solidify Relationship

**E**tihad Airways, the national airline of the United Arab Emirates, and the Kingdom of Saudi Arabia's national flag carrier, SAUDIA, announced a new reciprocal loyalty agreement, expanding on the existing codeshare deal between the two airlines on 19 May.

Members of the Etihad Guest and ALFURSAN programmes can now earn and redeem miles on flights across both carriers' networks. Loyalty programme members from both airlines will also be able to earn Tier Miles and Tier Segments, helping them progress to the next tier level faster. In addition, members will be able to earn miles on Etihad and SAUDIA codeshare flights.

“As the aviation industry begins to restart and guests return to the skies, this partnership strengthens the airlines' commitment to growing inbound business and tourism in their respective markets. It complements Etihad's existing codeshare agreement with SAUDIA and opens more destinations for Etihad Guest members to earn and spend their miles through travel.”

**TERRY DALY**

*Executive Director (Guest Experience) of Etihad Airways*

“We are pleased to strengthen our partnership with Etihad through this latest agreement, which further builds on our shared history of successful collaboration. By offering our guests more opportunities to earn miles we are bringing greater value, flexibility and convenience to their travel experience, which will help fuel growth in demand and contribute to our goal of enhancing the Kingdom's aviation and tourism sectors.”

**KHALID AL-BASSAM**

*Chief Commercial Officer of SAUDIA*



The partners are also re-launching their codeshare cooperation beyond each other's hubs. Under this extensive commercial partnership, which has seen more than 110,000 passenger journeys facilitated over the past two years, SAUDIA has added its code to 15 destinations on the Etihad network in Saudi Arabia, Asia, the US and Europe. In addition, Etihad has added its code to SAUDIA destinations in the Kingdom and Pakistan. This facilitates growth and recovery for both airlines, provides greater choice, convenience and flexibility for guests and freight customers, and further strengthens the ties between the two nations.





## Lufthansa Launches Seven Additional Long-Haul Tourist Connections

**T**he Lufthansa Group announced that the airline is now offering exciting vacation destinations on long-haul tourist routes for summer 2022. In addition to four more routes from Frankfurt, the Munich hub will again be integrated more strongly into the Lufthansa Group's long-haul tourist offering.

From March 2022, flights will once again depart from Munich to the sunny destinations of Punta Cana in the Dominican Republic and Cancún in Mexico. Each destination will be served twice a week. Moreover, there will be two flights per week from the Bavarian capital to Las Vegas in the United States.

Departing from Frankfurt, travelers can look forward to four dream destinations back on the flight schedule: Starting in March 2022, the Lufthansa Group will offer three flights a week to Fort Myers in the sunny state of Florida as well as to Panama City in Central America. In addition, Salt Lake City in the western United States will be on the flight schedule for the first time starting in May 2022 - with three flights per week.

The Lufthansa Group is also expanding its services to East Africa and will be flying from Frankfurt to Kilimanjaro twice a week for the first time from June 2022. This summer, the flight schedule already includes Mombasa (Kenya) with onward flights to the dream island of Zanzibar (Tanzania).

All flights mentioned will initially be published with Lufthansa flight numbers and will be bookable via [lufthansa.com](https://lufthansa.com). They will be operated by Eurowings Discover in summer 2022. The new Lufthansa Group airline is specialised in tourist travel from the Frankfurt and Munich hubs.

For more information, please visit [www.lufthansagroup.com](https://www.lufthansagroup.com)



# Cathay Pacific Cargo Sets New Standard for Cargo Shipments



Cathay Pacific Cargo has taken a significant step towards the end-to-end digitisation of the global supply chain by taking the lead in its third pilot of IATA's ONE Record initiative, this time at its home hub in Hong Kong. The success of this pilot marks a major milestone for Cathay Pacific Cargo, which has pioneered the implementation of this initiative.

“ONE Record is a very important programme, which is going to set the future standard for air cargo.”

**TOM OWEN**  
Director Cargo of  
Cathay Pacific Cargo

IATA ONE Record creates a “Virtual Shipment Record” for all shipments; a single-record view of a shipment that will enable data to be shared by all stakeholders across the air cargo industry. The programme builds on paperless operations of the e-AWB (Electronic Air Waybill). Cathay Pacific Cargo was the first airline to implement 100% e-AWB operations in its home market and the airline has been the leader in its implementation around the world for the past 10 years,

contributing to Hong Kong's reputation as the leading international air cargo hub.

IATA's ONE Record initiative enables end-to-end transparency of consignments as they pass through multiple links in the chain from shipper to agent, airline, warehouse and statutory authorities such as customs, all following IATA's protocols for APIs – the interface that enables users to connect to the system – security and data sharing.

IATA Head of Digital Cargo Henk Mulder said: “The ultimate aim of the ONE Record programme is to enable a data-led digitisation of the global supply chain in order to improve service, speed and reliability, through the standardisation of competing or overlapping systems of the different stakeholders in the air cargo industry into one of shared intelligence and cooperation.”

AAHK General Manager, Aviation Logistics Alaina Shum said: “With our synchronised vision with IATA and Cathay Pacific Cargo, Hong Kong International Airport is actively exploring the development of a community-based air-cargo data platform to further enhance operational efficiency, supply chain

transparency and industry standardisation. With the digital collaborations among the airport cargo community stakeholders, we trust that Hong Kong is getting ready to bring the city's air cargo industry to a new frontier.”

Global Logistics System (HK) Co Ltd (GLS) also developed the platform for Cathay Pacific Cargo. GLS (HK) CEO Simon Ng said: “We have been supporting Cathay Pacific Cargo, our biggest airline customer, in all the ONE Record pilots to date. We are aiming at enabling data exchange between forwarders and Cathay Pacific based on the ONE Record standard over a web-based API by the third quarter of this year. This is a first step towards our ultimate vision in migrating all of our airline and forwarder customers to the ONE Record standard.”

Digitisation of this kind is central to Cathay Pacific Cargo's strategy to enable a more agile and responsive service for customers. The airline previously participated in ONE Record pilots in Amsterdam and London Heathrow. Following the success of this pilot, the airline's next objective is to introduce ONE Record across its global operations.





## Aviation Interview with Aida Ismail

Malaysia Chapter Head  
Asian Business Aviation Association (AsBAA)

At 44, Aida Ismail still has this insatiable desire for success and to be at the top in what she does. She wears many hats besides being a governor on the board of AsBAA, a non-profit association representing business and general aviation entities in Asia and around the world. She is also the president of Women in Corporate Aviation Asia (WCAA) and regional director of the Dubai-based Hadid International Services Asia, which provides aviation support and fixed base operator services. Occasionally, she still runs very small groups teaching children how to manage their pocket money and to her, that is the ultimate happiness.

**From an early career background of providing women healthcare and screening services, how did you stumble into the aviation sector and become the first Malaysian to hold the position as Hadid regional director?**

I was approached by an aviation professional during an event and before I knew it, I was the business development manager of a local aviation company in Subang. After a few years, I moved to greener pastures to Singapore as head of operations for an international company. I learnt a lot here and later left for Dubai, taking care of the business in Asia, Australia and New Zealand for Hadid.

Being with an international company, you are measured by your performance, credibility, leadership and profitability. The competition is stiff and it certainly is not easy to helm the fort. I am very proud to be the first and the only Malaysian working in this 40-year old company, which is one of the best in the world.

**Would you say that there is a dearth of women in the aviation sector?**

During the last two decades, the number of women involved in the aviation industry has steadily increased and they can now be found in nearly every aviation occupation. However, the numbers are small. Women pilots, for example, represent only six percent of the total pilot population. Women in aviation leadership positions are less than 1% in the United States. Unfortunately, we do not have the statistics in Malaysia as most of the time the Human Resource divisions refuse to be transparent due to reasons of their own.





**From the various positions you are holding, especially as WCAA president, how do you propose to inspire and empower more women to fill in the gaps of diversity in this sector?**

While aviation is not a rocket science, it calls for a mindset shift and attitude change from women. A lot more engagement and exposure are needed so that women could have access to relevant information directly from the right people in the aviation industry. It would be fantastic to see more women in aviation not only as pilots, engineers or support staff but also in positions of higher management.

Many of the stories of women in aviation are highly inspiring and rare, plus their experiences are really spectacular. We need more support from aviation-related organisations in hiring women and providing them with opportunities. At the same time, women need to step up, prepare themselves by attending appropriate courses and getting the right certifications as this industry is highly regulated and safety is always given top priority. Also, do not underestimate the importance of networking!

**How many members does AsBAA have and what are some activities you have organised since helming AsBAA Malaysia Chapter in April 2020 that has impacted the industry?**

We are 140 members strong. They include original equipment manufacturers (OEM) such as Gulfstream Aerospace Corporation, Airbus Corporate Jets, Dassault Aviation and Bombardier. AsBAA Malaysia Chapter has organised many engagements with the regulators, government agencies and the Transport Ministry. We also provided input and feedback in the formulation of the directives to the industry.

On 31 March-1 April 2021, we successfully organised our first virtual Malaysia Safety Forum that attracted many local industry players as well as regional and international aviation professionals. The opening speech was delivered by our Transport Minister followed by a special presentation from the National Transportation of Safety Board chairman Robert Sumwalt from Washington DC, US despite the different time zones. As the chairperson for this inaugural forum, I would like to say that the Covid-19 pandemic has made it more challenging. I would like to thank my team and the sponsors who made it possible.

**In your opinion, how can we resolve key issues affecting Malaysia's business aviation industry?**

We need a strong leadership who is willing to lead responsibly and committed to be solution-focused and flexible enough to size up the business situation. We require a conducive business aviation ecosystem from the infrastructure to the integrated system besides having the right professionals managing it.

A sustainable business environment, more stable political climate, better tax incentives as well as greater international engagements to attract investors and OEMs to relocate to Malaysia are what we hope for our local business aviation industry, which has been improving tremendously.

**AsBAA recently renewed its Memorandum of Understanding with Malaysia Airports to provide advisory and expertise from various fields as well as assist in airport planning. Can you please elaborate on this?**

As end-users and industry players who represent an important component that drive the aviation business and contribute to

the gross domestic product, we are glad to be part of the airport planning and various initiatives. AsBAA and Malaysia Airports need each other and moving harmonically as one orchestra is vital. We expect Malaysia Airports' Subang Airport Regeneration plan will be a game changer and catalyst for our future growth.

**How do you define success and what are the traits to have to succeed? What lessons have you learnt from your career in aviation that you wish to impart to those aspiring young ones planning to join this industry?**

To me, success is the ability to contribute, produce more leaders, stand up and do the right thing, speak the truth plus the ability to have a deeper sleep at night knowing that I have done and am doing my best. There is so much to learn when we listen to others and observe. We do not have to win every argument. Trust is one of the most valuable things in life that must not be compromised considering that integrity is very fragile nowadays. I usually follow my instincts and always believe knowledge is the master key to many things. Having that key is essential.

I have learnt that certain decisions made might not be popular but as a leader I have to do what is necessary. Ensuring everyone is happy is not what I can do each time and I do not plan to do that. Doing the right thing is what I want to do. Having an open mind and heart, being flexible and the ability to enjoy the process are also very important.

**Aviation apart, what are your other passions or interests in life?**

Scuba diving, travelling, reading and going to the spa are what I look forward to. I also love playing with children as I can learn so many things from these pure and innocent creatures. Having big hugs from them could really make my day and ease all my cares and worries.



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