

AIRLINK

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Routes World 2023: A Resounding Success

The recently concluded Routes World 2023 (RW23), hosted by iGA Istanbul Airport in Turkiye, recorded more than 3,300 delegates from airlines, airports and tourism authorities and service providers.

The attendee list on its website showed 692 organisations participating in its 28th edition to discuss the future of the aviation industry and more importantly routes development.

Over 13,000 networking meetings were held during RW23, which was attended by some 260 airlines. Malaysia Airports itself had more than 30 meetings with the airlines.



“

Observing a wealth of new partnerships forged in just three days and witnessing first-hand the strategic foresight and productivity employed in shaping our industry's future was truly invaluable.

”

SELAHATTIN BILGEN
Acting Chief Executive Officer
of iGA Istanbul Airport

RW23 is said to be the first event that China's largest carriers - Air China, China Eastern Airlines, China Southern Airlines, Hainan Airlines and Shandong Airlines - attended following the lifting of the COVID-19 travel restrictions earlier this year by the mainland Chinese government.

Part and parcel of RW23, its 2.5-day conference saw participation from associations, airline leaders, government ministers and suppliers with its programme featuring many interesting panel discussions.

Day one panellists discussed about evolving travel trends of sustainable tourism, what is next for route development and the future of aviation in various regions, including Asia Pacific (APAC).

Sharing insights into the future of the Saudi Arabian aviation sector, Ali Rajab, Chief Executive Officer of Saudi Air Connectivity Programme stressed the importance of unified laws in sustainable tourism which will not only benefit travellers but will also contribute to environmental sustainability.

By having consistent and harmonised regulations, he believed the aviation industry could adapt more seamlessly to changing circumstances.

Future of aviation in APAC

On regional trends in APAC, Dilhan Haradasa, Group head of network and regulatory affairs of AirAsia, envisaged India to be the new global dominant aviation player in the next five years.

With China not bouncing back as expected, India has become a significant growth market for Southeast Asia (SEA). Haradasa said AirAsia is also eyeing flying to secondary-tier airports in Australia, particularly from Indonesia.

He added that the low-cost carrier (LCC) plans to begin flights via its new Cambodian air operator's certificate by end-2023. However, it will be subject to AirAsia securing the two Airbus A320s.

The LCC will initially operate from Phnom Penh to ASEAN and domestic destinations in Cambodia as well, with plans to grow Sihanoukville and Siam Reap.

The RW23 Conference also zoomed in on airlines in SEA. Among them is Thai Airways/Thai Smiles' restructuring plan where Thiti Arayakhun, Head of Scheduling of Thai Airways, said the integration of Thai Smile subsidiary into the parent company is on track.



Once it is completed by January 2024, the airline will be operating 69 planes.

Meanwhile, two of Thai Smile's Airbus A320s have been transferred into the Thai flag carrier's fleet in early October with eight more by year-end and the remaining four by January 5, 2024

Arayakhun added that Thai Airways will be taking over routes previously served by Thai Smile, including Kaohsiung (Taiwan), Kolkata (India) and Penang (Malaysia).

Its focus in 2024 will be on route resumption to Milan and Oslo in Europe, and Japan. The Star Alliance member will also be increasing its frequencies in existing markets such as Sydney, Australia.

Day three of the RW Conference also provided the platform for the attendees to find out all they need to know about Thailand's new start-up, Really Cool Airlines from Wutcharin Thatan, its head of commercial.

The carrier plans to start full-service operations in 2024. Already been granted the air operating licence, it is now waiting to receive its air operator certificate from the Civil Aviation Authority of Thailand.

Routes World Awards 2023

Another highlight of Routes World 2023 is the recognition or awards given to outstanding achievements by stakeholders in the route development industry that have helped to restore and advance global air connectivity.

This year Paris Charles de Gaulle Airport (CDG) was named the Overall Winner as well as triumphing in the Over 20 Million Passengers category.

The other winners included Brussels Airport for the 10-20 Million Passengers category, Larnaka International Airport (5-10 Million Passengers) and Newcastle International Airport (Under 5 Million Passengers).

Cape Town Air Access bagged the Destination award for a second consecutive year. Spanish carrier, Vueling Airlines, won the Airline category while Tatamo Rakotozafy, head of aviation marketing at Ravinala Airports Madagascar, won the Rising Star award.

Lastly, Vicki Jaramillo, Executive Vice President and Chief Development Office of Orlando International Airport took home the Individual Leadership Award, which celebrates the lifetime achievement of the individual within the route development community during the course of their career.

Mohamed Sallauddin Mat Sah, former General Manager of Aviation Marketing and Development of Malaysia Airports, was one of the five candidates shortlisted for this hotly contested award.

The 29th edition of this prestigious event will be heading to the Kingdom of Bahrain from October 6-8, 2024 while Routes Asia, last hosted by Malaysia Airports in 2014, will be held in Malaysia from February 27-29, 2024.



Another Best African Airline
Recognition for Ethiopian Airlines

Ethiopian Airlines Group recently won the Best African Airline at the Business Traveller Awards 2023 held in London for four consecutive years since 2020.

Voted by the magazine's readers who are frequent business travellers, the results of the awards were authenticated by an independent auditing company and widely recognised as the market's benchmark for excellence.

“The award means a lot to us and it is very special as it comes at a perfect time when we start the New Ethiopian Year of 2016 or Enkutatash.”

MESFIN TASEW
Chief Executive Officer
of Ethiopian Airlines Group

Earlier this year, Ethiopian Airlines was also recognised as the Best Airline in Africa by Skytrax for six years in a row and by the APEX Passenger Choice Awards.

Ethiopian Airlines, which recently celebrated its 10th anniversary of flying to Seoul, the rising hub of East Asia, marked this special occasion by increasing the flights from its main hub in Addis Ababa to six times-weekly effective October 28, 2023 deploying its latest Airbus A350-900 aircraft.

Commanding the lion's share of the African passenger and cargo network, the airline is also pursuing its multi-hub strategy via a hub in Lomé, Togo with ASKY, a pan African airline; in Lilongwe, Malawi with Malawi Airlines and in Lusaka, Zambia with Zambia Airways.



For more information, call **03-2022 0168** or visit **www.ethiopianairlines.com**



Vietnam Airlines' Purchase of
50 Boeing 737 MAX Signals Growth Recovery

Vietnam Airlines' recent announcement of its intention to purchase 50 narrow-body Boeing 737-8s worth billions of dollars underpins its positive recovery momentum and optimistic outlook after the COVID-19 pandemic.

The decision is in line with the airline's 2025-2030 fleet strategy and vision for 2035

Dang Ngoc Hoa, Chairman of the Board of Directors of Vietnam Airlines said, "The new narrow-body aircraft will allow us to foster our overall development, extend the high-quality service on our domestic and Asian routes as well as modernising our fuel-efficient fleet."

Building on Boeing's long history of collaboration with Vietnam's civil aviation industry, the flag carrier's 737 MAX fleet will support the country's goal of becoming a leading aviation hub.

Vietnam Airlines said growing demand for single-aisle has driven it to acquire an additional 60 aircraft by 2030 and about 100 aircraft by 2035, including the Boeing 737 MAX, which offers between 150 and 230 seats.

Recognising Southeast Asia as one of the world's fastest growing aviation markets, Brad McMullen, Senior Vice President of Boeing Commercial Sales and Marketing envisaged the 737 MAX will help Vietnam Airlines meet the region's demand.

The 737 MAX fleet is also expected to bolster jobs and strengthen the bilateral economic partnership between the United States (US) and Vietnam.

The award-winning Vietnam Airlines currently has a fleet of 100 aircraft, including 65 narrow-body aircraft, serving 97 routes to 21 domestic destinations and 29 international destinations.

The SkyTeam Alliance member was recently honoured among 20 global airlines with a Five-Star rating at the 2024 Airline Passenger Experience Association (APEX) awards ceremony held in the US.

The rating is based on third-party passenger feedback and insights gathered through APEX's partnership with Triplt from the world's travel-organising application, Concur.

Dang Anh Tuan, Executive Vice President of Vietnam Airlines remarked, "Besides transporting passengers to their destinations safely, we are also a reliable companion to passengers on every memorable journey."



Dr Joe Leader, Chief Executive Officer of APEX quipped, "Their commitment to celebrating Vietnamese heritage while seamlessly integrating cutting-edge advancements in passenger experience is truly commendable."

For more information, call **+603-2031 166** or visit **www.vietnamairlines.com**



Record Passengers in Summer for flydubai

Dubai-based carrier, flydubai, has recorded an exceptional summer carrying more than four million passengers, up 30% compared to the same period in 2022. During this period between June and mid-September, it has added Corfu in Greece and Olbia in Sardinia.

Operating a fleet of 78 Boeing 737s that offers more than 32,000 flights across 120 destinations in 52 countries, its Chief Executive Officer Ghaith Al Ghaith said, "We believe these figures could have potentially been even higher if the aircraft we ordered had been delivered on schedule."

The carrier has signed an agreement to lease four Next-Generation B737-800 aircraft between October 17, 2023 and April 16, 2024 for the upcoming busy travel periods, thus enabling flydubai to add more capacity across its network, including its newly launched destinations.

They are its daily service to Cairo in Egypt, which commenced on October 28, 2023 followed by Poznan in Poland the next day.

Meanwhile, Mombasa in Kenya is scheduled to join flydubai's growing network from January 17, 2024 to be followed by the launch of its daily service to Langkawi via a short stop in Penang, Malaysia from February 10 deploying its Boeing 737 MAX aircraft that features lie-flat seats in the business class.

Ghaith Al Ghaith said, "These destinations in Malaysia offer cultural diversity, leisure activities and investment opportunities. Our new flights will be popular for passengers not only from the United Arab Emirates but also from the Gulf Cooperation Council and the European markets."

They will also expand flydubai's footprint in Southeast Asia to four destinations, including Krabi and Pattaya in Thailand. The carrier recently received the Four-Star Major Airlines rating for the first time from the Airline Passenger Experience Association (APEX).



For more information, visit www.flydubai.com



Vietjet is Asia's Leading Airline for Customer Experience 2023

Fast-growing Vietjet has been hailed Asia's Leading Airline for Customer Experience 2023 at the recent 30th Annual World Travel Awards held in Ho Chi Minh City, Vietnam.

Its recognition comes after Vietnam's first privately owned low-cost carrier (LCC) was honoured with other international awards from organisations such as Skytrax, World Business Outlook and Airline Ratings.

Graham Cooke, Founder of World Travel Awards said, "With its focus on convenience, attractive marketing campaigns to benefit its customers, powered by innovation and creativity, Vietjet has gained reputation for enhancing the overall passenger travel experience."

They include offering its passengers a complimentary SkyCare travel insurance package with comprehensive coverage benefits worth up to nearly US\$4,200 as well as products and services such as its Fly Now, Pay Later programme.

Vietjet also provides a premium business class service on its wide-body aircraft featuring comfy flat-bed seats. Its SkyJoy loyalty programme currently has nearly nine million members.

"Our ethos is to maximise our cost efficiency and transfer the savings into low-cost fares for our customers. Winning this recognition is another milestone for us as we expand our international operation's footprint"

MICHAEL HICKEY
Chief Operating Officer
of Vietjet

Responding to passengers' demands, the LCC will be introducing five new routes connecting Hanoi to Hong Kong, Phu Quoc to Taipei in Taiwan and Busan in South Korea as well as Ho Chi Minh City to Adelaide and Perth.

Vietjet's five times weekly flights from Ho Chi Minh City to the two capital cities of Western Australia and South Australia respectively will begin on November 21, 2023.

This will be followed by its Phu Quoc to Busan service starting December 10 and Hanoi to Hong Kong on December 22.



Hong Kong

Both are seven return flights per week while the airline's four times weekly flights from Phu Quoc to Taipei will commence from January 17, 2024.

Vietjet reportedly carried 4.2 million international passengers during the first seven months of 2023, 6.6 times higher compared to the same corresponding period last year.

For more information, visit www.vietjetair.com

Firefly will be expanding the connectivity from Penang International Airport (PEN) with direct five-times weekly flights to the Don Mueang International Airport (DMK) in Bangkok starting November 3, 2023.

The flights will be operated by its retrofitted Boeing 737-800 aircraft with 189 economy class seats.

Ahmad Luqman Mohd Azmi, Chief Executive Officer of Airlines from Malaysia Aviation Group (MAG), said, "This will mark Firefly's second point into Thailand following the launch of direct flights to Phuket last year.

"With this addition, we are solidifying Firefly's foothold in the region, which demonstrates our commitment to expand our jet operations across ASEAN to cater to the increasing demands of both leisure and business travellers alike."

A wholly-owned subsidiary of MAG, Firefly's Saver fare comes with a 10kg check-in baggage allowance, 7kg cabin baggage allowance and complimentary refreshments.



Firefly to Launch Direct Penang to Bangkok Route

However, travellers can upgrade to its Flex fare starting from RM249 to enjoy 30kg check-in baggage allowance, hot meals, unlimited flight changes and more.

Besides its PEN hub, the value carrier also operates the single-aisle ATR 72-500 turboprop aircraft from Sultan Abdul Aziz Shah Airport (SZB), its other hub in Subang, Selangor, for domestic routes.

For more information, visit www.fireflyz.com.my

Premium service carrier, PT TransNusa Aviation Mandiri (TransNusa), will be introducing flights to Guangzhou Baiyun International Airport (CAN) and Singapore Changi Airport (SIN) from Terminal 3 of the Soekarno-Hatta International Airport, Jakarta (CGK) on November 16 and 20, 2023 respectively.

Sales of the air tickets for these two new international destinations began on October 11.

Datuk Bernard Francis, Group Chief Executive Officer of TransNusa said, "It is a great achievement for TransNusa to become the second Indonesian airline to obtain approval to start scheduled commercial flights to CAN, China."

TransNusa will initially operate three return flights weekly from CGK to CAN. However, by December, the airline will increase the frequency to seven times a week.

Datuk Bernard remarked, "We are very proud to be able to start the roundtrip daily flights to SIN at such a short timeframe," adding that the services that TransNusa offer exceeds that of a low-cost carrier.



TransNusa's New Routes to Guangzhou and Singapore from Jakarta

"Many people look for competitive ticket prices when they want to travel but they also expect the best service. Therefore, we are committed to providing affordable and competitive ticket prices while still providing premium services to our customers."

They include more comfortable seats, high-quality food and beverages, as well as friendly and professional service from its crew.

TransNusa currently to Kuala Lumpur and Johor Bahru in Malaysia, Bali and Yogyakarta in Indonesia.

For more information, visit www.transnusa.co.id



Turkish Airlines Wins World Class Award for the Third Time

Turkish Airlines was honoured with the World Class award for the third time by the Airline Passenger Experience Association (APEX), one of the world's foremost airline evaluation organisations, for its global leadership in guest experience and service quality in the aviation industry.

Dr Joe Leader, Chief Executive Officer of APEX said, "Through rigorous and professionally executed audits across both economy and business class service, our team gleaned insightful revelations about their unwavering commitment to passenger experience, safety, and sustainability advancements."

He added, "On my own Turkish Airlines flights this year, I have been captivated by their new suite business class on selected Airbus A350 aircraft. Each of their new generation aircraft embodies enhanced opulence and innovation.

"With the touch of a Turkish Airlines flying chef, every meal becomes an unparalleled culinary journey, reminiscent of candlelit soirées under a starry Anatolian sky.

"Yet, it is their authentic and extravagant Turkish hospitality, a blend of warmth and luxury, that truly encapsulates the heart of their service. Bravo, Turkish Airlines, for crafting moments that transcend mere five-star status as one of the very few APEX World Class airlines!"

"This award showcases the result of the dedication shown by all our team members. Our ergonomic seats, personalised services and unique offerings aimed at meeting our guests' needs are all part of our efforts to make the flight experience exceptional."

AHMET OLMUŞTUR
Chief Executive Officer
of Turkish Airlines

Turkiye's flag carrier reported a net profit of US\$635 million for the second quarter of 2023 (2Q23), with 28% higher international passenger capacity than its 2019 level.

As Europe's leading network carrier in terms of daily flights operated for the last three years according to the European Organisation for the Safety of Air Navigation, Turkish Airlines has maintained its status for the 2Q23 as well.

With a fleet size of 419 aircraft, the airline has increased it by 10% compared to the same period last year, carrying over 21 million passengers with domestic and international load factors at 81.5% and 81.8% respectively.

For more information, call **+603-2053 1899** or visit www.turkishairlines.com

China Eastern Airlines' recent memorandum of understanding signed with Turkish Airlines in Shanghai saw it commencing its inaugural thrice-weekly flights from Shanghai to Istanbul while Turkish Airlines operates seven frequencies weekly on this route.

Li Yangmin, Chief Executive Officer of China Eastern Airlines said, "We look forward to strengthening communication and exchanges as well as cooperating in domestic and international transits, ground services and networks to jointly create a better future for both sides."

Headquartered in Shanghai, China Eastern Airlines is one of China's three state-owned backbone airlines. Listed on both the Shanghai and Hong Kong stock markets, it operates a fleet of about 800 aircraft.

In a move to retire a large number of its narrow-body aircraft due to their age, the airline recently announced its purchase of another 100 C919 aircraft on top of the five it had ordered in 2021

Valued at US\$10 billion, China Eastern

Accepting the Best Airline Alliance title for the 11th consecutive year at the recent 2023 Business Traveller Awards held in London, oneworld was represented by several of its member airlines.

The representatives included (second from left) Calum Laming, British Airways' Chief Customer Officer; Eric Odone, Qatar Airways' Vice President for Europe and Daniel Bainbridge, Malaysia Airlines' Regional Director for the United Kingdom (UK) and Europe.

Also present was Alejandro Lozano, American Airlines' Portfolio Manager for the UK (far right).

In the Business Traveller Awards 2023 recognising the industry's preferred travel and hospitality providers, oneworld member Singapore Airlines whisked five impressive wins for Best Airline, Best First Class, Best Economy Class, Best Cabin Staff and Best Asian Airline.

Qatar Airways bagged four awards for Best Long-Haul Airline, Best Business Class, Best Middle Eastern Airline and Best Inflight Food & Beverage while



China Eastern Airlines Orders More Aircraft for Network Expansion

Airlines' latest purchase is reportedly its largest order of the C919 from the manufacturer, Commercial Aircraft Corporation of China. These new jets are expected to be delivered from 2024 to 2031.

As the first to use the C919, China Eastern Airlines has so far received three out of five from its earlier purchase, with the remaining two to be delivered later this year.

In tandem with the strong recovery in air travel, China Eastern Airlines has been expanding its network with new connections to Australia, New Zealand and Singapore.

It launched its twice-weekly flights from Hangzhou to Singapore and a four times a week Jinan to Singapore direct service on October 29, 2023 using the Airbus A320.

From November 7, the airline plans to begin its twice-weekly Hangzhou-Sydney-Auckland service deploying the A330-200. Using the same aircraft type, China Eastern Airlines will fly three times a week from Jinan to Sydney starting November 11.

For more information, visit www.ceair.com



Best Airline Alliance Award for oneworld for 11th Year Running

British Airways won the Best Short-Haul Carrier, Best Frequent Flyer Programme, Best Travel App and Best Airport Lounge (Concorde Room at Heathrow T5).

His Excellency Akbar Al Baker, Chairman of oneworld and Chief Executive Officer of Qatar Airways Group said, "This latest award is a testament to the quality of oneworld member airlines, their commitment to impeccable customer service and dedication to our customers."

The global oneworld Alliance was also named this year the Favourite Airline Alliance for the sixth time by readers of Trazee Travel, an online publication for travellers aged 25 to 40.

For more information, visit oneworld.com



Etihad Airways to Start Double Daily Flights to Kuala Lumpur in January 2024

After unveiling an ambitious network overhaul to improve Abu Dhabi International Airport's (AUH) links to global markets and amplify the capital's tourism industry, Etihad Airways has announced it will be adding a second daily flight to KL International Airport (KUL) on 15 January 2024.

The airline will be using its state-of-the-art Boeing 787-9 Dreamliner aircraft which offers in-flight Wi-Fi connectivity.

With the double-daily flights, it will be offering 425,000 seats annually between AUH and KUL. This represents a year-on-year capacity increase of 75%.

The additional frequency is expected to increase the airline's total annual cargo capacity, open more business opportunities and support the growth of bilateral trade between the United Arab Emirates (UAE) and Malaysia.

The move will also provide more choices and connectivity this winter for travellers between AUH and Southeast Asia with Etihad offering up to 77 weekly flights, including its 14 weekly flights to KUL.

"With our convenient departures from AUH, our second KUL flights will optimise timings for the UAE residents wishing to have a break in Malaysia."

ARIK DE

Chief Revenue Officer
of Etihad Airways

He added, "The new daytime and night-time flights from KUL will allow travellers reaching AUH with more options to explore what the city has to offer in terms of business and pleasure."

The city's attractions range from its architectural masterpiece, Louvre Abu Dhabi, to adrenaline-filled adventures at Ferrari World Abu Dhabi.

Meanwhile, at the recent World Travel Awards Middle East (ME) held in Dubai, Etihad took home six awards, including being recognised as the ME's Leading Cabin Crew for the fifth year in a row.

The national airline also swept the awards for being the region's Best Business Class, Inflight Entertainment, Customer Experience and First-Class Lounge and Spa.

Its position as the winner of Best Inflight Entertainment for the seventh year in a row was sealed, thanks to its E-Box inflight entertainment offerings.

Earlier this year, Etihad launched complimentary 'chat' Wi-Fi connectivity for its guest members and enhanced surf packages, giving unlimited data to its guests during their flight.

Additionally, at the Golden Loyalty Awards 2023 held in Rio de Janeiro recently, Etihad emerged winner for the third year in a row, this time for the Best Use of Technology.

For more information, visit www.etihad.com



First Flight from London Gatwick to Accra by British Airways

British Airways' (BA) inaugural thrice weekly service from London Gatwick Airport (LGW) touched down at Kotoka International Airport (ACC) in Ghana's capital Accra on October 30, receiving a warm West African welcome.

They comprised dancers, drummers and a VIP delegation that included Harriet Thompson, British High Commissioner to Ghana. The BA crew members were attired in their new uniform designed by British-Ghanaian master tailor, Ozwald Boateng OBE.

“With 11 direct flights across two London gateways, we are pleased to offer a greater choice of products and prices.

Overall, we are doubling the number of seats between Accra and London with 55% more capacity next summer versus 2019.

NEIL CHERNOFF

Director of Network and Alliances
of British Airways

Using its newest and more-fuel efficient Airbus A350 fleet featuring the latest generation business class seat, Club Suite, plans are afoot to add a fourth weekly service from April 2024.

To celebrate the increase in its flights between Africa and London, BA is bringing Afrobeats, an exclusive playlist onboard from November 1 with global DJ sensation, Cuppy curating her top tracks for the airline's inflight entertainment system.

Meanwhile, BA will be resuming its daily service year-round between London Heathrow Airport (LHR) and Abu Dhabi International Airport's (AUH) Terminal A on April 20, 2024.

Using the Boeing 787-9 aircraft after a four-year hiatus, this route's resumption will complement the Oneworld alliance member's existing three times-daily service to Dubai, also in the United Arab Emirates.

On another note, BA has completed the final phase of its lounge refresh at LHR Terminal 5's B gates for its premium customers which includes a live food preparation area with new seasonal menu options using fresh, locally sourced ingredients.



At the airline's redesigned deli area, hot and cold dishes are available. BA has also introduced new bespoke furniture, flooring and soft furnishings for an elevated look and feel besides offering a quiet zone to relax.

BA also recently refreshed its First and Club (business class) lounges at LHR Terminal 3.

For more information, visit www.ba.com



THE FUTURE OF AIRLINE CHECK-IN AND PASSENGER EXPERIENCE Service Agreement Signing Ceremony Between Express Rail Link and SITA

6th October 2023

ERL Partners with Batik Air to Provide Enhanced Services

Following Express Rail Link Sdn Bhd's (ERL) reopening of its in-town check-in facility in KL Sentral to the passengers of Malaysia Airlines in September 2023, it has partnered next with another Malaysia-based airline, Batik Air, in mid-October to enable their passengers to do the same.

Travellers making their flight bookings via Batik Air's website can now also purchase their KLIA Ekspres tickets, thus streamlining the entire process into a single, hassle-free transaction.

“This collaboration underscores our unwavering commitment to deliver a seamless travel experience for both ERL and Batik Air passengers.

The passengers can conveniently check-in for their flights and drop off their luggage at KL Sentral and then hop on to the KLIA Ekspres to reach the KL International Airport (KUL) in 28 minutes.

NOORMAH MOHD NOOR

Chief Executive Officer
of ERL

This will enable them to not only save valuable time but also alleviate the burden of lugging their baggage to the airport.

Operating between 6.00am and 6.00pm, the KL Sentral's flight check-in facility aligns with KLIA Ekspres' train schedule, which starts at 5:00am and run every 20 minutes throughout the day until the last train at 12:00 midnight.

ERL is offering for a limited time RM10 off the passenger's next purchase of a KLIA Ekspres ticket for both these two airlines. Valid for redemption until end of 2023, the voucher is for an adult passenger's usage of the check-in facility at KL Sentral.

Earlier in October, ERL had signed under its new five-year contract with aviation technology provider, SITA, to equip it with four self-check-in and two self-bag-drop (SBD) kiosks initially at the KL City Air Terminal in KL Sentral.

Three conventional manned check-in counters will continue to be maintained for those who still need staff assistance while the new facilities are expected to be operational by the second quarter of 2024, with the hardware supported by SITA Flex, a next-generation platform that allows passengers to tag and drop off their bags within 30 seconds.

Noormah added, “Our renewed partnership with SITA aims to modernise our in-town check-in process and further enhance passenger experience. Self-check-in and SBD facilities can potentially provide cost efficiencies for airlines while offering added convenience for passengers.

“Every airline that currently allows their passengers to do kiosk check-in at KUL can automatically extend this convenience to KL Sentral.”

Sumesh Patel, President of Asia Pacific of SITA quipped, “The future of travel will be intermodal. We are excited to help join the dots between air and rail services via this partnership with ERL.”

For more information, visit www.KLIAekspres.com



EAT & WIN

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Spend a minimum of RM50* to participate.

1 NOVEMBER 2023 – 30 APRIL 2024

GRAND PRIZE x1
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x2
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x1
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*Spend minimum of RM40 at any food stalls plus spend of RM10 on Beverage and Dessert Counter.

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Take a photo of your purchase receipt.

SCAN QR

Submit receipt and fill in your details. Send.



*Terms & Conditions apply

Minimum spend of RM40 at any food stalls plus RM10 at Beverage and Dessert Counter.

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