

Malaysia Airlines Product Presentation

by
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PROUDLY MALAYSIAN
FLY MALAYSIA

MALAYSIA AVIATION GROUP





ABOUT US



Malaysia Airlines – 7* COVID-19 Rating

The rating is based on seven criteria:

1. COVID-19 guidance on the airline's website,
2. Social distancing during boarding
3. Flight attendants wearing Personal Protective Equipment (PPE)
4. Compulsory wearing of face masks onboard
5. Modified meal service
6. Passenger hygiene kits
7. Deep cleaning of the aircraft.



OUR CUSTOMERS' HEALTH AND SAFETY ARE OUR PRIORITY

At every step of their travel journey, our customers can be assured that we uphold high standards in safety and hygiene protocols that are in accordance with the guidelines provided by the international and local health authorities such as the World Health Organisation (WHO) and our Ministry of Health (MOH).

Malaysia Airlines also complies with directives and guidelines provided by the international and local aviation authorities and industry players such as ICAO, CAAM and IATA.

So, when they are ready to fly, they have the assurance and peace of mind that we are ready to take care of them.

FLY CONFIDENTLY

As your health and safety are our priority, we uphold high standards in aircraft safety and hygiene procedures to protect our passengers and employees.

1 On the ground

Temperature screenings

All passengers and crew will be subjected to temperature checks.



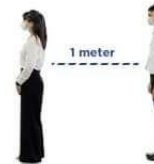
Hand sanitisers

Hand sanitisers will be available at all customer touch points.



Boarding by groups

Physical distancing of one meter will be observed at all times.



4 Customer and crew care



Mask on

All passengers and crew are required to wear protective masks at the airport and during flight, except during meal times.



Minimise contact

Seats will be alternated to maintain a safe distance on board.



ER on board

Our crew are trained with a modified CPR technique using a Bag Valve Mask.



Disease prevention

Our aircraft are equipped with medical communicable disease kits to cater for ill passengers.

2 On board and catering

Inflight meals

- Personal meal boxes and packaged drinks will be served.
- Single-use cutlery and towels will be provided.



3 Air quality and cabin cleanliness

HEPA air filters

The air filtration system in our cabins are capable of filtering 99.97% of dust particles and airborne contaminants such as viruses and bacteria.



Cabin cleaning

Our cabins are cleaned and disinfected with aircraft-manufacturer approved disinfectants.



Resumption of Double Daily Flights

Frequency	27Mar - 29Jun 2022 11x Weekly		30 June 2022 onwards 2x Daily
Routing	Flight No	Departure	Arrival
London Heathrow to Kuala Lumpur	MH003	11:00	07:15+1
	MH001	21:35	17:50+1
Kuala Lumpur to London Heathrow	MH004	09:50	16:35
	MH002	23:30	05:55+1

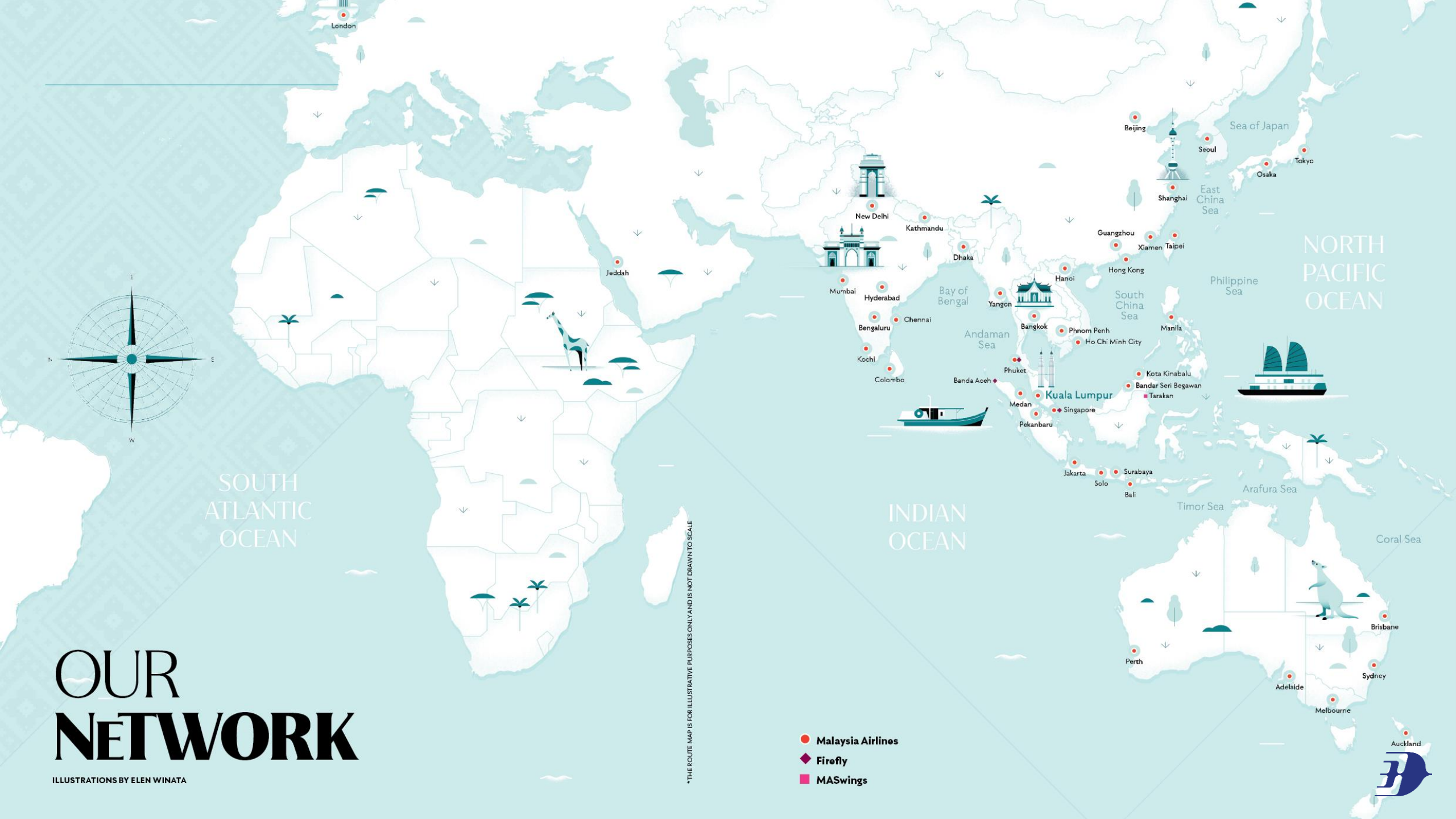
- Only carrier flying non-stop from UK to Malaysia
- Currently departing from LHR T2

OUR NETWORK

ILLUSTRATIONS BY ELEN WINATA

*THE ROUTE MAP IS FOR ILLUSTRATIVE PURPOSES ONLY AND IS NOT DRAWN TO SCALE

- Malaysia Airlines
- ◆ Firefly
- MASwings





14 global airlines.
One bright alliance.



travel **bright**



OVER 1000 DESTINATIONS

- Malaysia Airlines flies you to over 1000 destinations together with its oneworld partners
- Earn and redeem Avios points when flying on Malaysia Airlines





EXPERIENCE

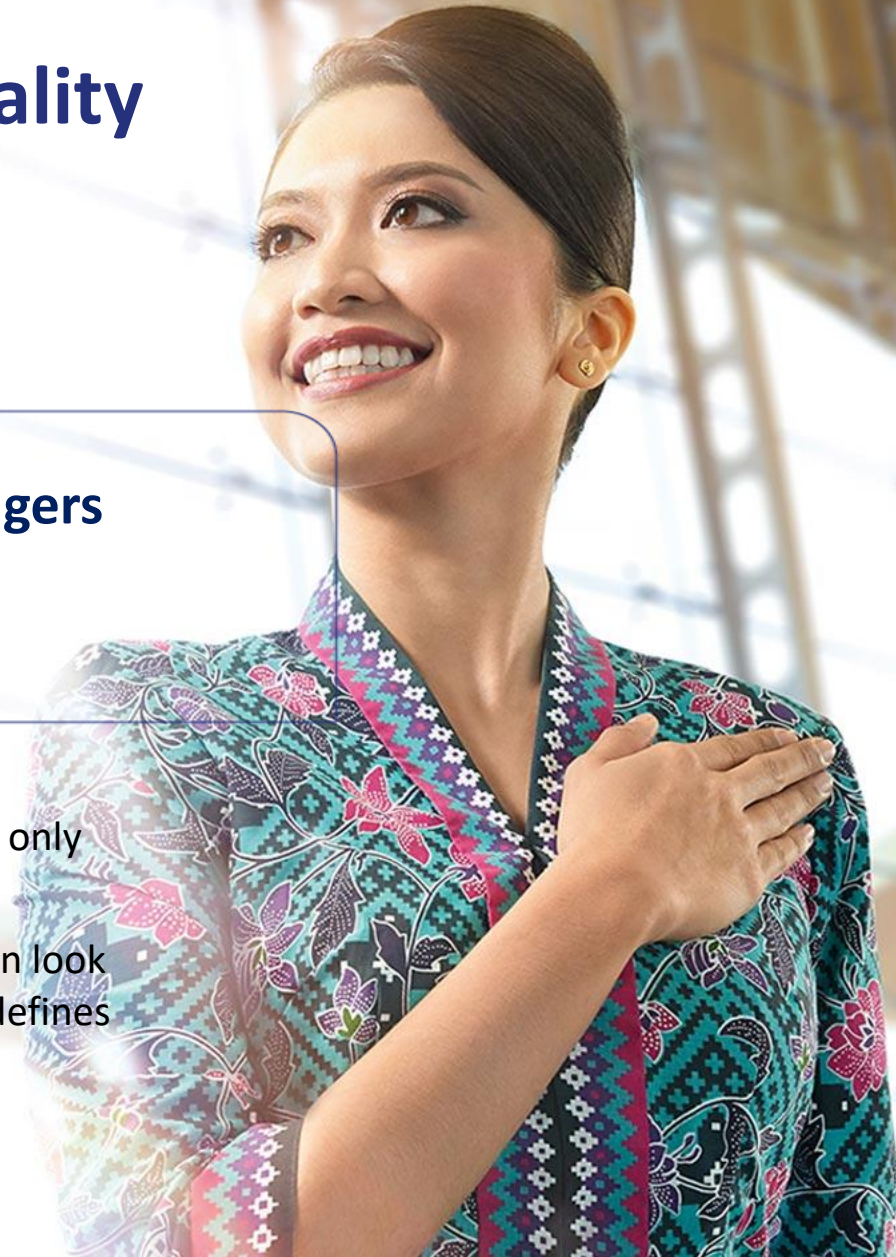


Malaysian Hospitality Begins with Us

**Treating everyone not as passengers
but as guests in our home.**

Malaysian Hospitality is about making connections not only between places, but between our hearts.

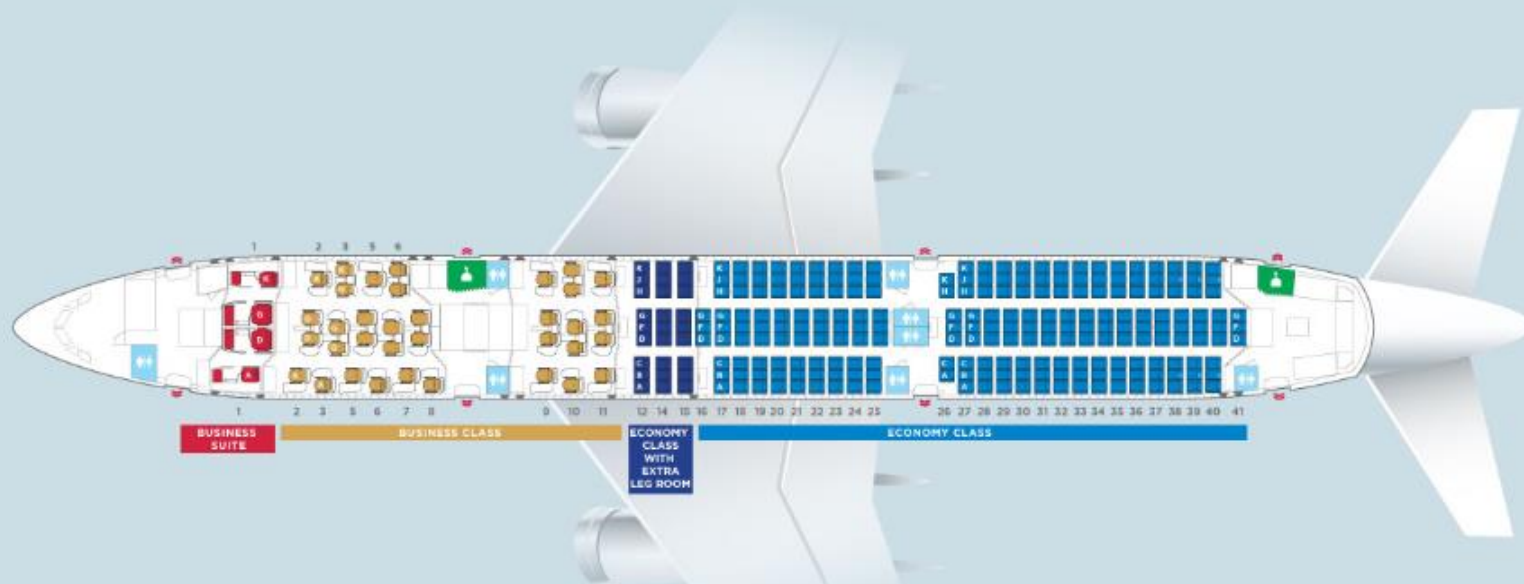
Warmth, sincerity, and generosity. It's what all guests can look forward to when they travel with us. After all, it's what defines us as a country and as an airline.



Our A350-900

AIRBUS A350-900 INTERIOR ARRANGEMENT

286 SEATS - 4 BUSINESS SUITE / 35 BUSINESS CLASS /
27 ECONOMY CLASS WITH EXTRA LEG ROOM /
220 ECONOMY CLASS



LEGEND



BUSINESS SUITE
SEAT



BUSINESS CLASS
SEAT



ECONOMY CLASS
WITH EXTRA LEG ROOM



ECONOMY CLASS
SEAT



PRAYER AREA



LAVATORY



STRETCHER SEAT



EXIT





GOLDEN LOUNGE

KUALA LUMPUR . KUCHING . KOTA KINABALU

As guests of Malaysia Airlines, enjoy Malaysian Hospitality and a premium travel experience right from the airport. Whether prior to departure or during a transfer, our Golden Lounge is the perfect place to unwind or catch up with work before your flight.



BUSINESS SUITE

Indulge in luxury on our flights

Meet and Greet. Get personalised assistance from the airport entrance to the check-in counter. **Skip The Queue.** Leave the long queues behind with our priority boarding counters for Business Suite passengers. **Unwind In Comfort.** Relax and stay connected at exclusive Golden Lounges worldwide before your flights. **Fine Dining In The Skies.** Delight your taste buds with our gourmet cuisine and our convenient Chef on Call.



BUSINESS CLASS

Experience true comfort when you travel

Skip The Queue. Avoid queues with priority boarding at our check-in lounge. **Fine Dining Onboard.** Order from our Chef on Call for the best gourmet cuisine. **Luxurious Waiting Areas.** Relax & stay connected at exclusive Golden Lounges Worldwide. **Spacious.** Spacious lie-flat seats offering you all the comfort you need*.

**Flat-bed features are only available on selected aircraft and routes*



ECONOMY CLASS

Sit back and enjoy the journey in comfort

Customised Meals. Personalise your meal by sharing your dietary needs in advance. **Pack All You Need.** Carry more with our generous 35kg checked baggage allowance.* **Choose Your Seats.** Pick your ideal seat for a small fee to elevate your journey. **Fun Onboard.** Be entertained by our vast movies and music galleries.



ECONOMY CLASS

Extra legroom

Sit back and relax comfortably in our Economy Seats. Choose to upgrade your seat to one with extra legroom and enjoy more space to stretch out.

Please note that extra legroom is only available on our A330 and A350 aircraft.



MAG Sustainability Blueprint

Across the Malaysia Aviation Group, we already have upto 66 different sustainability initiatives all at various phases of implementation, from the way our pilots operate the aircrafts whilst taxiing on the runway to digitising our inflight magazine to further reduce paper wastage.



An airplane is flying in the sky, visible through the large window of the airport terminal. The plane is white with a blue and red tail logo.

MHbiz TRAVEL

Connecting Your Business
To The Rest Of The World





MHbiz
PLUS

A customised business travel experience

Tailored exclusively for companies with a large volume of travel that prefer to have their corporate bookings managed by appointed Travel Management Companies.

ESSENTIAL

EXECUTIVE

PRESSIDENT

CUSTOMISED

MHbiz LOCAL DEAL

PLUS Standard Offerings

ESSENTIAL

EXECUTIVE

PRESSIDENT



Free
Sign-up



Upfront
Savings on
Ticket Price



Dedicated Corporate
Relationship Manager to
simplify communications



Standard commercial
package based on Tier
i.e. Essential,
Executive & President.



Recognitions &
Priorities



Opportunity for
single Point of
Origins



Low minimum spend.
As low as RM150,000
(GBP27,000) per
annum

MHbiz PLUS GLOBAL DEAL

Standard Offerings

EXECUTIVE

PRESSIDENT



Free
Sign-up



Upfront
Savings on
Ticket Price



Dedicated Corporate
Relationship Manager to
simplify communications



Standard commercial
package based on Tier
i.e. Essential,
Executive & President



Savings on re-
issuance fee*



Recognitions &
Priorities



Minimum spend as
low as RM500,000
(GBP90,000) per
annum



Opportunity for
multiple Point of
Origins

MHbiz PLUS

CUSTOMISED DEALING BENEFITS

Additional benefits

CUSTOMISED



Tailor-made commercial packages i.e. upfront discount, fee waivers, etc.



Dedicated Corporate Relationship Manager(CRM) - global assistance and support



Streamlined airline contract administration – from multiple local contracts into one contract



Consolidation of multiple Point of Sales total spend to enjoy higher discount and benefits



Scheduled travel reviews & insights



Highest Recognitions & Priorities



Opportunity for single/multiple Point of Origins



Opportunity for alliance contracting

Our Support

Head of Corporate Sales:

Anton Grossmann

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Corporate Account Manager:

Martyn Bell

martyn.bell@malaysiaairlines.com

UK based trade support to assist with your queries:

Monday – Friday

09:00 – 17:30

salesupport.uk@malaysiaairlines.com

Groups.uk@malaysiaairlines.com

Call Ralph on 0207 341 2078



**Thank
you**

谢谢
terima
kasih
நன்றி

