

LESSONS LEARNED – OPERATOR'S COVID-19 EXPERIENCE



CAPSCA-AP/15
MOHAMMAD RAZIN KAMARULZAMAN
MALAYSIA AIRLINES BERHAD
14-16 DECEMBER 2022

PRESENTATION SCOPE AND OBJECTIVE

- Early Days of Crisis
- Disaster Management Cycle
- Application of COVID-19 Safety & Health Policy
- Emerging Safety Risk
- Recovery
- Conclusion



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MALAYSIA AIRLINES IN CRISIS – COVID-19 EARLY DAYS

TIMELINES

DEC 31, 2019

1ST REPORT OF CASES BY WHO

JAN 6, 2020

KKM-KLIA MEDICAL ALERTED OF N-COV 2019

JAN 23, 2020

WUHAN LOCKDOWN

JAN 28, 2020

MH CREW USES FACE MASK TO PRC DESTINATIONS

JAN 30, 2020

PUBLIC HEALTH EMERGENCY OF INTERNATIONAL CONCERN

JAN 30, 2020

MALAYSIA AIRLINES & GROUP ACTIVATE CODE YELLOW

MAR 11, 2020

PANDEMIC

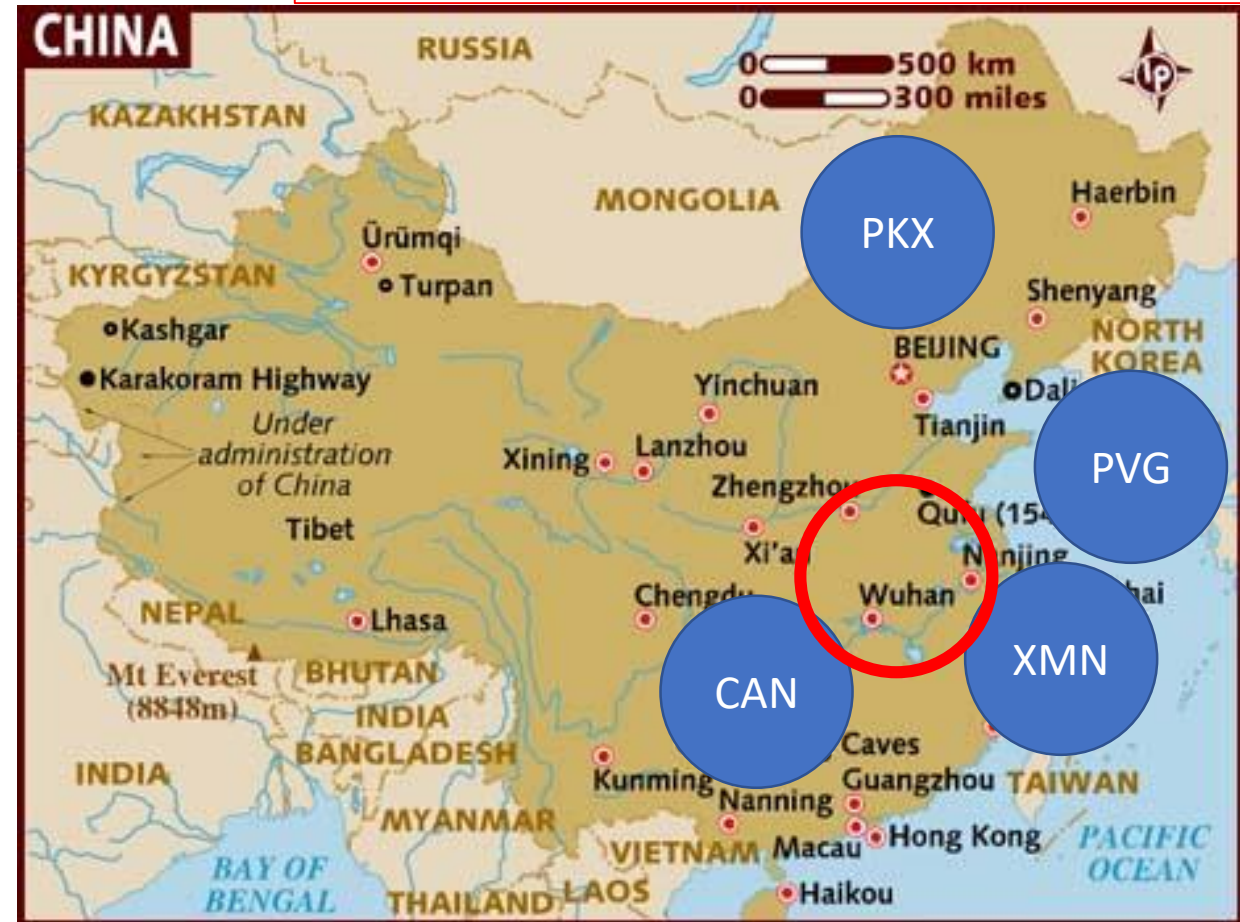
MAR 17, 2020

MALAYSIA AIRLINES & GROUP ACTIVATE CODE AMBER

APR 20, 2020

MALAYSIA AIRLINES IMPOSE FACE MASK ON PAX

LESSONS LEARNED: NETWORKING



MALAYSIAN COVID-19 CASES

From JHU CSSE COVID-19 Data · Last updated: 4 hours ago

LESSONS LEARNED: DATA MANAGEMENT



MAG DISASTER MANAGEMENT CYCLE COVID-19 PANDEMIC

3 GOOD HEALTH AND WELL-BEING



LINDUNG DIRI, LINDUNG SEMUA.

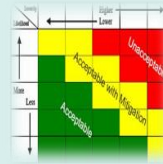
RECOVERY

- Vaccination Feb – Nov 2021
- VTL Discussion Jun 2021
- G to G
- Revision of Manuals/SOP
- Re-Start preparation
- Doc 10152 – Manual for Testing & Cross Border Risk Management
- VTL Implementation – KUL-SIN Nov 2021
- LGK Travel Bubble – INT – KUL – LGK Mar 2022

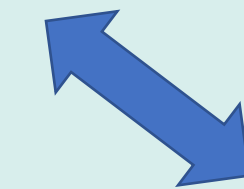


MITIGATION

- IHR 3rd 2005 – ICAO Annex 9
- Annex 6,11 & 14
- UPK Kits, CIQ - Vaccination
- Water, Meals, People, Vectors
- Aircraft Engineering



LESSONS LEARNED: APPLY DMC



PREPAREDNESS

- CAPSCA
- IATA Medical Contact Group
- Airport Disaster Management Committee
- KLIA Multiagency Pandemic Manual – May 2019
- TTX/FTX/JAA – Jun – Sep 2019



RESPONSE

- NSC-NADMA Directive No 20
- One Nation approach
- Strategic – MOH – MOT – Others
- Operational – Airport Disaster Management Committee
- Airlines – EOC (New Way of Working and Flying)
- Policies/Manuals/SOP
- ICAO CART Recommendations and TOGD – May 2020
- CAAM COVID-19 Guidelines
- Audits/Inspection



MANAGING CRISIS – EMERGENCY OPERATIONS COMMITTEE (EOC)

Fixed Agenda

- People
- Safety/Health/Security
- Finance
- Operations/Maintenance
- Government Affairs/Media
- Sister Co
- Other Matters

BOARD OF
DIRECTORS

GROUP CEO

EOC CHAIRMAN

EOC CRISIS
DIRECTOR

EOC SECRETARIAT

GHC

SEC
RISK

OPS

FIN

TMO

ICT
COMM

GIRA

SIS
CO

S&H

LESSONS LEARNED: C4

BUSINESS CONTINUITY

MAG COVID-19 HEALTH AND SAFETY POLICY AND MANUAL

LESSONS LEARNED: TAKE CHARGE

MALAYSIA AVIATION GROUP

SAFETY AND HEALTH POLICY FOR CORONAVIRUS DISEASE 2019 (COVID-19)

1. The Malaysia Aviation Group (MAG) Safety and Health Policy for COVID-19 is an addendum to the existing MAG Safety Policies.
2. The Safety and Health Policy for COVID-19 is based on the following principles and are of equal importance:
 - a. Aviation Safety and Security
 - b. Workforce Health Protection
 - c. Passenger and Customer Safety, Health and Comfort
 - d. Compliance to Regulatory Requirements
3. The Management is committed in ensuring that the above principles are adhered to at all times. The airline operations shall be guided by regulatory requirements issued by the authorities and those prescribed by industry standards.
4. The Workforce (which includes third-party service providers), Passengers and Customers shall adhere to the policies, processes, and procedures in place to ensure that they are protected from or do not unintentionally infect others with COVID-19.
5. The Workforce, Passengers and Customers shall be healthy to attend work or to fly. Health screening and or temperature measurement shall be done to ensure fitness to work or to fly.
6. The practice of physical distancing shall be applied in all areas where possible. The use of appropriate personal protective equipment is required should social distancing not be possible. The practice of handwashing or the use of hand sanitizer is strongly encouraged.
7. The Management shall conduct periodic or mandatory disinfection of its assets and infrastructure where necessary, to ensure that the airline working environment is free from COVID-19.
8. The application of the Company's Safety Management System shall be in place to ensure the integrity of this policy and its continuous improvement.
9. The Management shall allocate the required resources for the implementation of this Policy.
10. Managers and Supervisors are to ensure the above SOPs are strictly observed and enforced at all times.
11. Failure to comply with the Government, Regulatory and Company COVID-19 policies, process and procedures of prevention against COVID-19 may result in disciplinary action against the individual(s).



IZHAM ISMAIL
Group Chief Executive Officer
MAB Accountable Manager
01 March 2021

MALAYSIA AVIATION GROUP



Effective Date: 12 January 2021

Malaysia Aviation Group

SAFETY AND HEALTH MANUAL FOR CORONA VIRUS DISEASE 2019 (COVID-19)

Document Reference: MH/CSO/SHCOVID19

Revision 1.3.0

04-Jan-2021

27
Chapters

197
Pages



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PASSENGER AND WORKFORCE HEALTH PROTECTION

LESSONS LEARNED: FLIGHT SAFETY PARAMOUNT

➤ AIR

- Passenger
- Flight Crew
 - Flight Safety, Fatigue, PPE
- Cabin Crew
 - Flight Safety, Fatigue, PPE
 - Cabin First Aid Procedures

➤ GROUND

- Above the Wing
- Below the Wing
- Maintenance
- Cargo
- Training & Simulators

➤ BACKROOM STAFF & TRAINING CENTRE

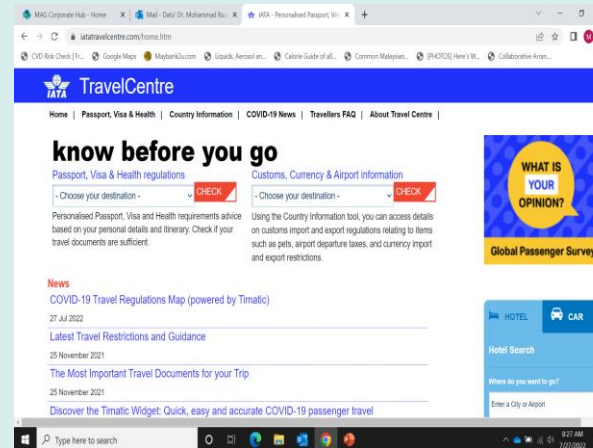
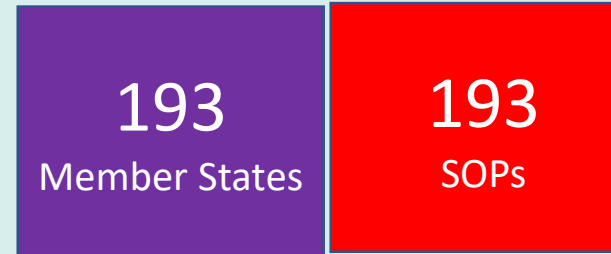
- Work From Home
- Team A and Team B



12%
1,200/10,800
WFH

LESSONS LEARNED: TOWARDS STANDARDIZATION

- Annex 9 – Facilitation / IHR 2005 – CIQ requirements
- Menus of SOPs and travel requirements – Pax and Crew
 - Face mask
 - Testing
 - Quarantine
 - Disinfection
 - Vaccine
- Local
 - MKN
 - MOH
- International
 - Local Regulatory Authorities

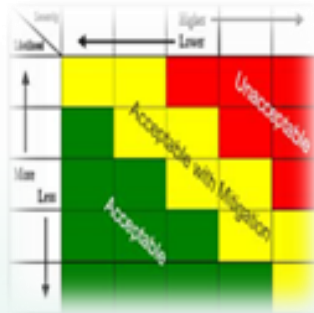
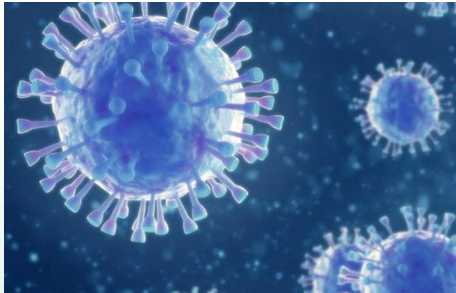


<https://www.iatatravelcentre.com/home.htm>

COVID-19 – EMERGING SAFETY RISK

LESSONS LEARNED: APPLY RISK MANAGEMENT

Direct - Health



Normal cases



Cases with COVID-19



Mental and LTC

Physical

Indirect - Safety



Man – Skill fade



Machine - LTP



Mission – Extended Flight Time



Mission – Cargo in Cabin



Medium – Birds & Bees

RECOVERY - VACCINE TRAVEL LANE

LESSONS LEARNED: EVIDENCE BASED PRACTICE

Vaccine Travel Lane – Public Health Corridor Concept
G to G Malaysia – Singapore
Langkawi (LGK) Travel Bubble

Strategic Level

MOH – MOT (CAAM) – MOFA – MOHA – MOTAC

Airline provided operations and health safety inputs

PUBLIC HEALTH CONSIDERATIONS

Epidemiology

Adult Population Vaccine coverage

Vaccine Types (WHO – EUL)

MATRIX

Based on Doc 10152

Vaccination Status

Test – PCR and RTK

Quarantine Days

Contact Tracing App

Doc 10152

Combined testing/quarantine strategies

7-day quarantine followed by testing Very high (94%)

5-day quarantine followed by testing High (88%)

Post-arrival testing and 4-day quarantine followed by the second testing Medium (69%) Medium
4-day quarantine followed by testing Medium (64%)

Pre-departure testing with post-arrival quarantine and testing



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LESSONS LEARNED: IDENTIFY THE ROOT CAUSE

COVID-19 impact on airline industry

- Lockdowns restricted travel and trade

International Air Transport Association reports

- Financial losses of USD 84 Billion in 2020

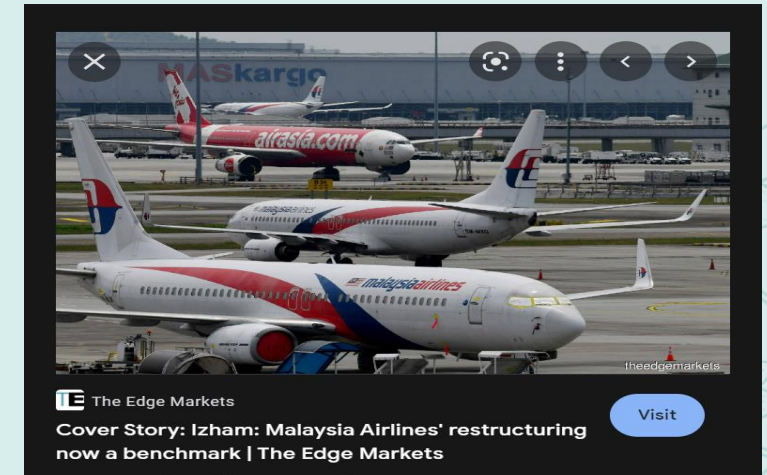
Air Transport Action Group (ATAG) estimates

- 11.3 million direct jobs,
- 18.1 million indirect jobs,
- 44.8 million jobs in tourism

MAG

- No lay offs – protect the B40
- Management and pilots pay cut 10 – 30%
- Contracts negotiated
- Financial restructuring
- LTBP 2.0

<https://www.theedgemarkets.com/article/cover-story-izham-malaysia-airlines-restructuring-now-benchmark>



USD 84bn
Losses in
2020

11.3m
Direct jobs

18.1m
Indirect jobs

44.8m
Tourism jobs

CONCLUSION

- Men have survived wars, disasters and pandemics
 - Men have become wiser and more advanced
 - Resilience, discipline, knowledge, human relations and faith
- Anonymous -



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