

COVID-19: Malaysia Airlines preventive measures

Dear valued customers,

At Malaysia Airlines, we understand that these are extremely concerning times for everyone. The coronavirus outbreak has brought us all into uncharted territory. With a growing number of countries around the world closing its borders, more customers are affected by travel uncertainties.

In response, Malaysia Airlines has introduced brand-new, flexible rebooking options with immediate effect. The Ultimate Flexibility waiver policy provides you - our customers, the flexibility to make changes to your existing bookings. For more information on the Ultimate Flexibility ticket change policy, please click [here](#).

At Malaysia Airlines, delivering Malaysian Hospitality is at the heart of everything we do. This includes providing a safe and comfortable flying experience for our customers and employees. We uphold high standards in cleaning and disinfecting our aircraft and work closely with the Ministry of Health to ensure we follow their guidance on health precautions related to COVID-19. Here are several measures that we practice to prevent the spread of COVID-19, providing you with a worry-free journey with Malaysia Airlines.



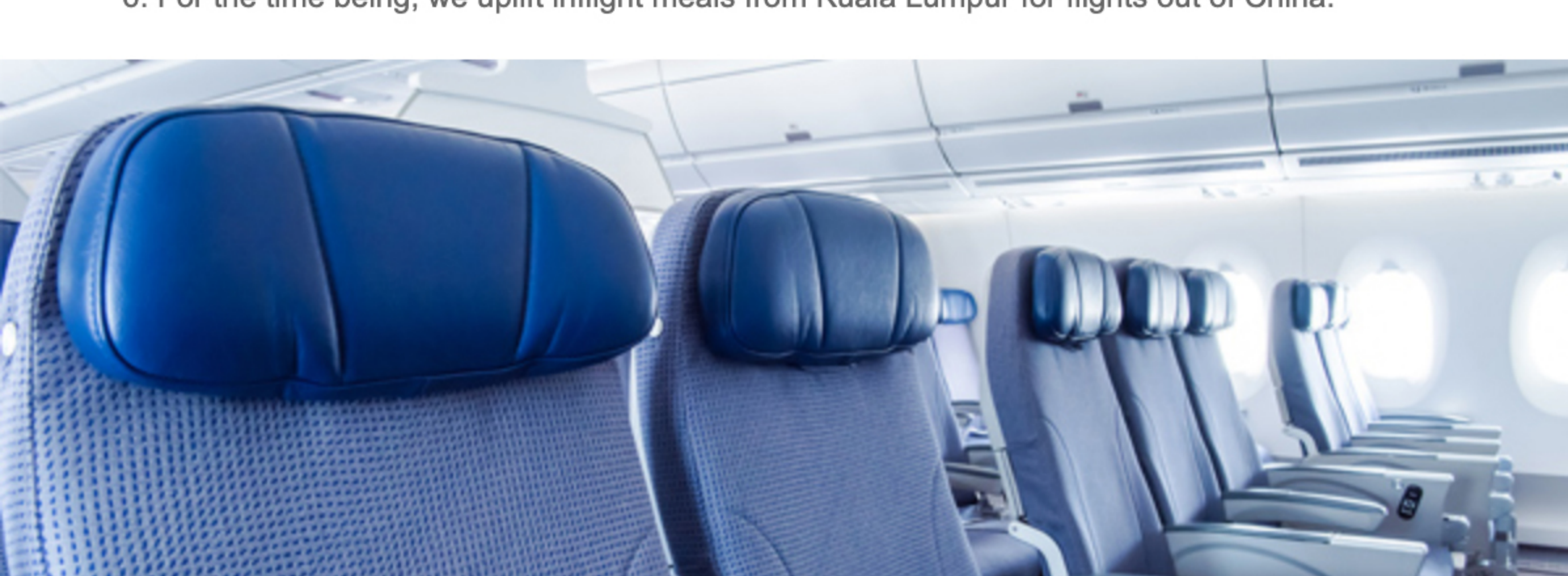
On the ground

1. In line with China government's directive, we conduct temperature screenings at the boarding lounge for all passengers and crew travelling into and out of China. We have also imposed the same to flights operating out of South Korea.
2. Pre-flight briefings are conducted for all crew to remind them of safety and hygiene. Hand sanitisers and masks are also provided at our flight crew centres for their use.
3. Our Check-in counters, Golden Lounge and boarding lounge are cleaned periodically throughout the day. Hand sanitisers are also provided at each of these checkpoints for the comfort of our passengers and employees.
4. We have also recently launched the Single Token Journey in KLIA, which leverages on facial recognition technology as an option for identification verification. Currently in its pilot phase, passengers on flights MH 70, bound for Tokyo (NRT) and MH 52, bound for Osaka (KIX) can opt for this biometric check in and boarding, where no fingerprint scan is necessary.



On board and catering

5. We provide gloves for cabin crew handling food items and contaminated utensils and have begun using disposable equipment in flight including cutleries and towels.
6. For the time being, we uplift inflight meals from Kuala Lumpur for flights out of China.



Air quality and cabin cleanliness

7. All our aircraft are equipped with High-Efficiency Particle Filters (HEPA) that filter and recirculate air from the cabin and mix it with fresh air. At the onset of the COVID-19 outbreak, our Engineering team initiated fleetwide replacement of HEPA filters and upgraded them to even better filtration capability filters to ensure the efficiency of the air recirculation.
8. We have also stepped up our efforts in aircraft interior cleaning, especially on aircraft servicing Mainland China routes, Taipei, Hong Kong and Singapore. A special aircraft manufacturer-approved chemical disinfectant is used on hard surfaces of the aircraft such as the arm rest, chair, table trays, galleys and toilets.
9. In the event when we have any Patient Under Investigation (PUI), the airline will engage the services of a bio-decontamination team to sterilise, disinfect and deep-clean the aircraft thoroughly to eliminate any pathogens with hydrogen peroxide solution.



Customer and crew care

10. Nightstops at Beijing Daxing and Shanghai Pudong have also been ceased to limit the risk of exposure to infection to our crew and assets.
11. Our cabin crew have also been notified of a modified CPR technique, where mouth to mouth resuscitation is no longer to be done and replaced with the use of Bag Valve Mask.
12. To reduce the risk of onboard disease transmission, all our aircraft are equipped with medical communicable disease kit to cater for ill passengers.

Malaysia Airlines has always placed you, our customers, at the heart of everything we do. We are committed to not only take you where you need to go, but to do so safely, comfortably and responsibly. For the latest information on flight status, please visit our [travel advisory page](#) or use the MH app.

I hope you and your loved ones stay safe and in good health.

Sincerely,

Captain Izham Ismail
Group CEO/Managing Director, Malaysia Airlines Berhad

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