

CONNECTING YOU 



# Contents

- 2 Preface
- 3 Our Background
  - Taking the First Step**
- 4 Vision & Mission
- 5 Our Business
  - A Holistic Global Airport Company**
- 7 Malaysian Airports
  - Operated by Malaysia Airports
- 8 Overseas Airports
  - Operated by Malaysia Airports
- 9 Our Corporate Responsibility
- 10 Marketplace Development
- 11 Workplace Development
- 13 Community Development
- 14 Environmental Sustainability
- 15 Our STOLports
- 17 Connecting With You
- 19 Group Corporate Structure
- 21 Our Subsidiaries



# Malaysia Airports

# Preface



Malaysia Airports is the main airports operator and manager in Malaysia, responsible for the nation's gateways to the world. Always driven to be the best airport services provider in the region and the world, customers' comfort and convenience remain at the top of our priorities.



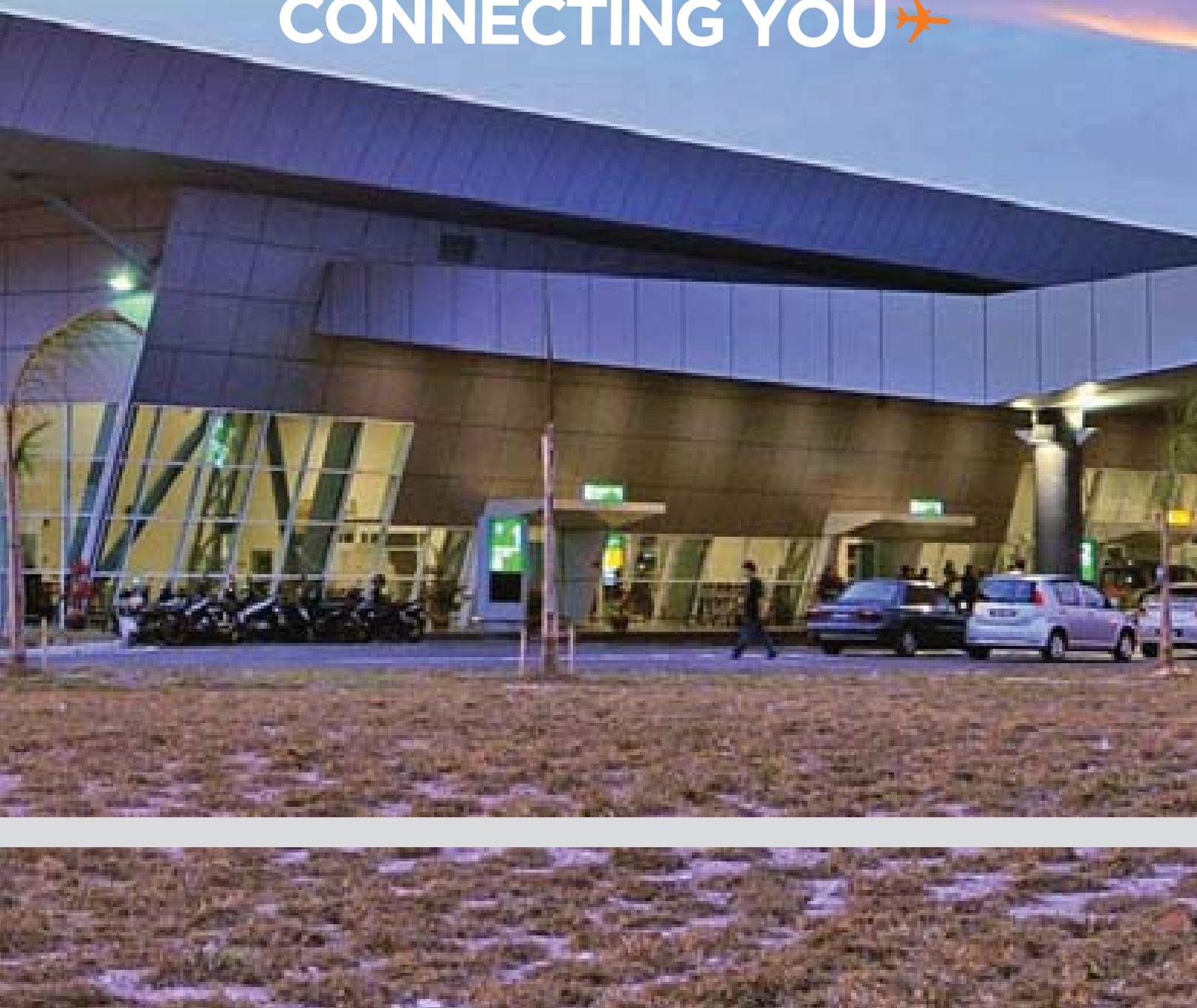
Today, airports around the world are taking on multiple roles and functions. Airports are no longer just an infrastructure but have evolved to become hubs that meet the needs of travellers – be it the exceptional travelling experience or retail experience. We are taking the stance to be bold and far-sighted in our vision to be a global player in the arena. At the face of the challenging era of automation and travel technology that focus more on people, we connect our business to all our stakeholders, community and environment in a balanced approach.



This booklet provides readers the guide to Malaysia Airports – from our humbling background and our vision to our global achievements. Our journey to success presents us with both opportunities and challenges. We continue to reach out and develop meaningful relationships with our stakeholders, whose supports have been the essence of our strength to seize these opportunities and to overcome many challenges.



CONNECTING YOU ✈️





**TO YOUR HERITAGE**





## Our Background Taking the First Step



In 1991, the Malaysian Parliament passed a bill to separate the Department of Civil Aviation (DCA) into two entities with different spheres of responsibilities. DCA remains as the regulatory body for the airports and aviation industry in Malaysia whilst the newly created entity, Malaysia Airports, was established in 1992 to focus on the operations, management and maintenance of airports.

Malaysia Airports Holdings Berhad was thereafter incorporated as a public listed company in the Main Board of Bursa Malaysia Securities Berhad in 1999, which became the first airport operator in Asia and the sixth worldwide to be listed in a stock exchange. Malaysia Airports is the only airport company with such a diverse airport portfolio, putting it in a league of its own. Airports under our stable of operations range from 5 international gateways, 16 domestic airports, to 18 short take-off and landing ports (STOL ports) that serves the rural and remote areas in Malaysia.



Aerial view of KL International Airport

# our vision

World-Class Airport Business



# our mission

Providing World-Class Aviation Gateways;  
Managing Cost Effective Airport Network and Services;  
Exceeding the Expectations of Customers, Shareholders  
and Other Stakeholders.

# Our Business

## A Holistic Global Airport Company



Operating and managing the country's aviation gateways is a privilege that comes with the responsibility to ensure that the capacity of the nation's airports is adequate to support and enhance state and national competitiveness.

Our core activities include the management, operation, maintenance and development of airports, both in aeronautical and in non-aeronautical component. Aeronautically, Malaysia Airports' revenue base comes from the collection of passenger service charge (PSC), aircraft landing and parking fees, and other ancillary charges to airlines. Non-aeronautical revenue base is mainly derived from non-airport operations business and commercial activities, which includes duty free and retail operations, hotel operations, free commercial zone operations, commercial space leases and management of parking facilities in our airports nationwide.

No other airport company in the world matches Malaysia Airports' business model and diverse portfolio. This uniqueness has transformed Malaysia Airports into a holistic global airport company that provides comprehensive scope of services and skills.





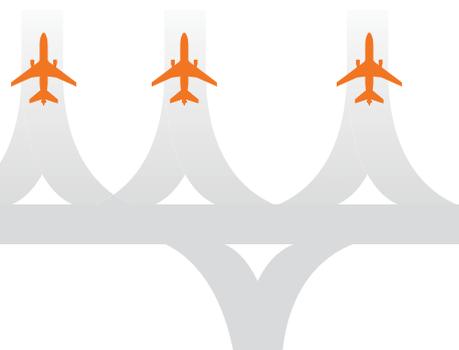
## Gateways to the nation

As the nation's flagship international gateway, KL International Airport (KLIA) is well-positioned as a key aviation hub for Southeast Asia. It boasts the flexibility to combine short-haul and long-haul connections with facilities that integrate both full-service and low-cost airlines' operations, and geographic centrality with adequate catchment areas within four to five hours of radius flight time from KLIA.

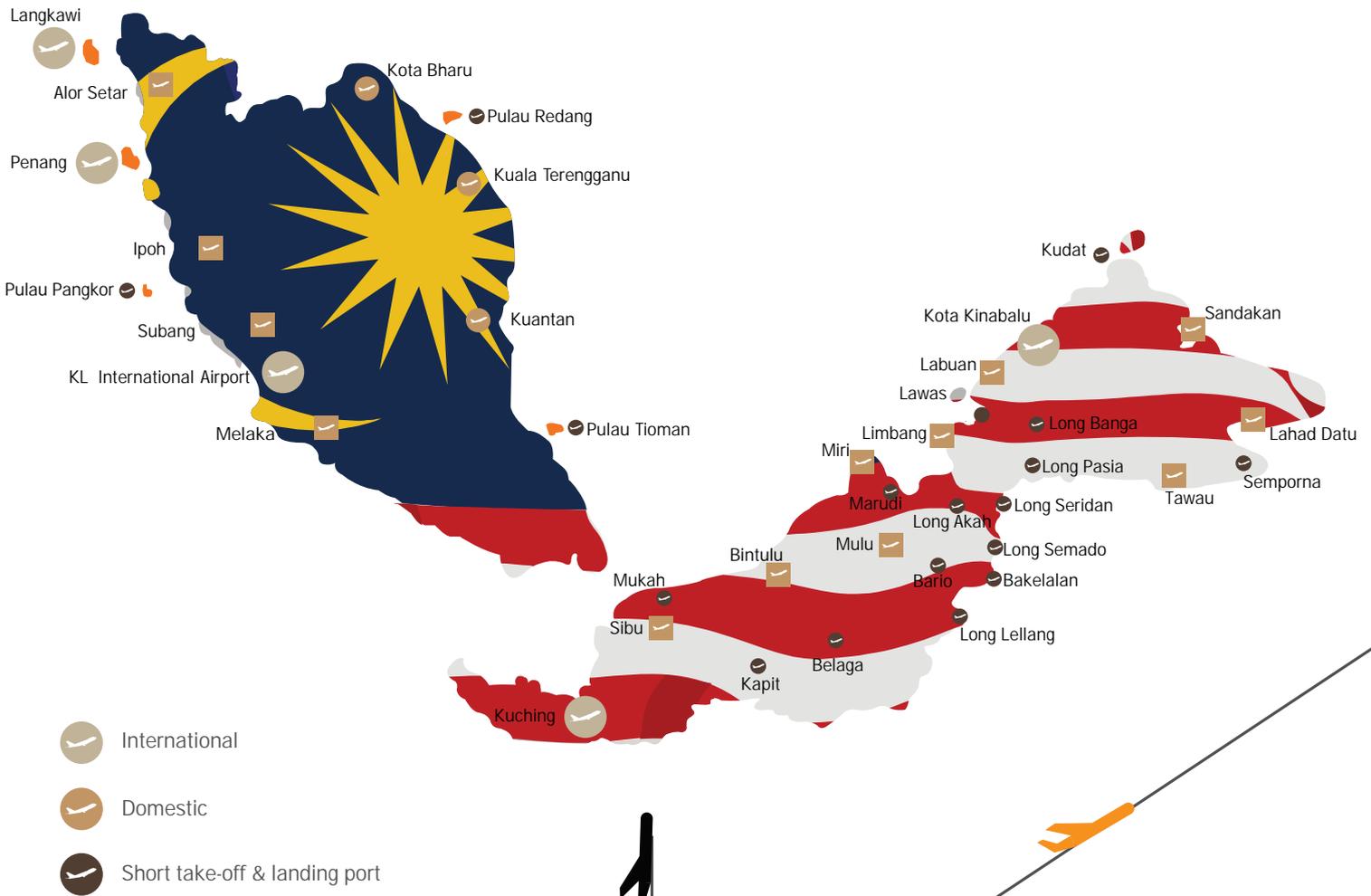
We look beyond the present and into the future by setting the pace with Next Generation Hub, a concept to transform KLIA as the ultimate hub where the world of full-service airlines and low-cost airlines are unified. While KLIA Next Generation Hub is created to promote airlines interconnectivity at KLIA, the world's first purpose-built terminal dedicated for low-cost carriers, klia2, is set to be the standard bearer for other future terminal of its kind in the world.

The unique feature of Malaysia Airports is its vastly diversified airport portfolio, in which each airport is characterised by different operating requirements. While these airports serve the same purpose of providing connectivity, their operating requirements varies from the different commercial offering and growth prospects resulting in mixed financial performance.

Over the year, we have been steadfast in growing our commercial activities that is essential in delivering strong returns to shareholders whilst enabling aviation charges to remain competitive and in turn driving further airport growth. This has allowed us to cross-subsidise the smaller community airports and STOLports by the larger and more profitable airports around the country. Thus, by providing air travel to these rural and remote areas that has no proper road access we fulfil a very important corporate social responsibility.



# Malaysian Airports Operated by Malaysia Airports



locals overseas



# Overseas Airports Operated by Malaysia Airports

Malaysia Airports has a proven track record in managing overseas international airports and has gained global recognition for airport management. Since 1995, we have been expanding our expertise overseas and managing a total of 6 international airports to date from Cambodia, Kazakhstan, The Maldives, India and Turkey.



## Cambodia

Siem Reap International Airport (1995-2005)  
Phnom Penh International Airport (1995-2005)



## Kazakhstan

Astana International Airport (2007-2009)



## Maldives

Ibrahim Nasir International Airport, Male (2010-2012)



## India

Indira Gandhi International Airport, New Delhi (2007-Present)  
Rajiv Gandhi International Airport, Hyderabad (2003-Present)



## Turkey

Sabiha Gocken International Airport, Istanbul (2008-Present)



CONNECTING YOU ✈️





**TO A BETTER LIFE**



# Our Corporate Responsibility



At Malaysia Airports, we take responsibility for our business processes and consistently look for innovative and eco-friendly ways to manage the impact of our business to our surrounding stakeholders and environment. We are committed to create a sustainable world-class aviation gateway and we continuously seek for value creation activities either through our business operations or through our corporate responsibility exercises.

We diligently give focus to four areas of corporate responsibility throughout our business operations using the Bursa Malaysia's CSR Framework as our guidance.

The four areas are Marketplace Development, Workplace Development, Community Development and Environmental Sustainability.





## Marketplace Development



As airport operator, our business operation identifies with wide-ranging stakeholders in the marketplace which include members of the airport community, passengers, government agencies, suppliers, business partners, media and many other relevant groups of the public. Our daily engagement with numerous suppliers and vendors requires us to ensure our strategic partnerships with either budding entrepreneurs or established businesses are continuously maintained.

We are also committed to helping entrepreneurs further develop their businesses across all our airports under the Vendor Development Programme. The programme aims to give stable, resilient and competitive vendors an opportunity to participate in procurement activities at Malaysia Airports. This will support and accelerate efforts in getting vendors' participation in works, services and supply activities.



## Workplace Development



At Malaysia Airports, we believe in a philosophy where the essence of a sustainable company is not about how much revenue were collected but that the essence lies in our people and their potentials. We acknowledged the success of our business endeavours is highly dependent on the skills and talents of our people. We also acknowledged the importance of nurturing a working culture filled with efficiency, respect, teamwork and effective communication within the organisation.



This philosophy is demonstrated through our Workplace Development programme that goes beyond addressing workplace and human resource issues. It is not limited to only providing healthy, safe and secure working environment to our people. Through our Human Capital Development programme, Malaysia Airports' staff had benefitted from trainings, educational and talent development programmes that help nurture and develop their potentials, enhance leadership skills and readiness of workforce to meet the global challenge in managing airports.



# Community Development



Malaysia Airports' flagship community programme, Beyond Borders, was launched in 2007. This nationwide school adoption programme is one of a kind as it aims to elevate healthy, competitive and creative academic standards, raising awareness on the importance of education, and to help enhance self-esteem among the underprivileged children. Beyond Borders is a partnership between selected schools and its overall school community and its programmes help to improve the academic standards of the students in these schools especially in English subject.

Beyond Borders focuses on academic enhancement and improvement through engagement and support programme, also to increase self-direction and personal efficiency by conducting project management workshops for the teachers, interschool competitions as well as motivational talk. With the tagline 'Give Them Wings, Let Them Fly', Beyond Borders continues to contribute into the nation building agenda since its inception.





## Environmental Sustainability

Efficient energy management and energy efficiency practice are part of Malaysia Airports' commitment to sustainability and environmental responsibility. Our dedication to run a sustainable business operation are closely guided by various laws and policy imposed by the Government. Malaysia Airports always aims to attain full compliance of the laws relevant to its operations. To demonstrate this commitment, Energy Management Unit was established to enforce the policy to control and manage energy effectively, reduce consumption to the lowest practicable level and maintain the standards without neglecting the safety of the airport operation.

One of our top environmental management priorities also includes reducing carbon emission at the airports where we have embarked on various initiatives in managing our energy and emissions level efficiently.

Our commitment on the sustainability of environment and working towards carbon neutral growth and carbon-free future for the aviation industry is underscored by our participation as one of the signatory of the Aviation Industry Commitment to Action on Climate Change, in which 5 of our airports pledged to the article.



# Our STOLports



A total of 18 out of the 39 airports operated and managed by us are small airports located in rural areas in Sarawak, Sabah and three islands in Peninsular Malaysia. These airports are called Short Take-Off and Landing Ports or STOLports. Some of these STOL ports provide the only access to air transport, vital food, medical and educational supplies to its surrounding community.

The STOLports in Sarawak and Sabah specifically are operated on a corporate responsibility basis, with no airport tax or Passenger Service Charge (PSC) being imposed on travellers.





It is our social obligation to ensure the operation of these non-profitable rural and remote airports is sustained so as to serve its surrounding communities where air transportation is the primary mode of speedy transport. We have been able to cross-subsidise domestic travel in general, which includes the domestic airports and these STOLports, by steadfastly growing our non-aeronautical business units.



A photograph of an airport tarmac. In the foreground, a mobile staircase is partially visible on the left. In the center, a mobile staircases is positioned. On the right, the tail section of a white airplane is visible. The sky is a pale, hazy blue. The text "CONNECTING WITH YOU" is overlaid in white, with a small orange airplane icon to the right of the word "YOU".

# CONNECTING WITH YOU





Service excellence is central to our business. We continuously strive to provide higher standard of flight and customer services across all our domestic and international airports to ensure our business remains viable and sustainable. Passengers and customers alike are always in our mind. It is our duty to enhance passengers' travelling experience not only through providing excellent service but also offering commercial activities that are designed to excite our customers.

We hold high regards for friendliness and hospitality by consistently benchmarking our services against international standards, by leveraging on new technologies and best practices to maximise operational efficiency and providing a seamless passenger journey.

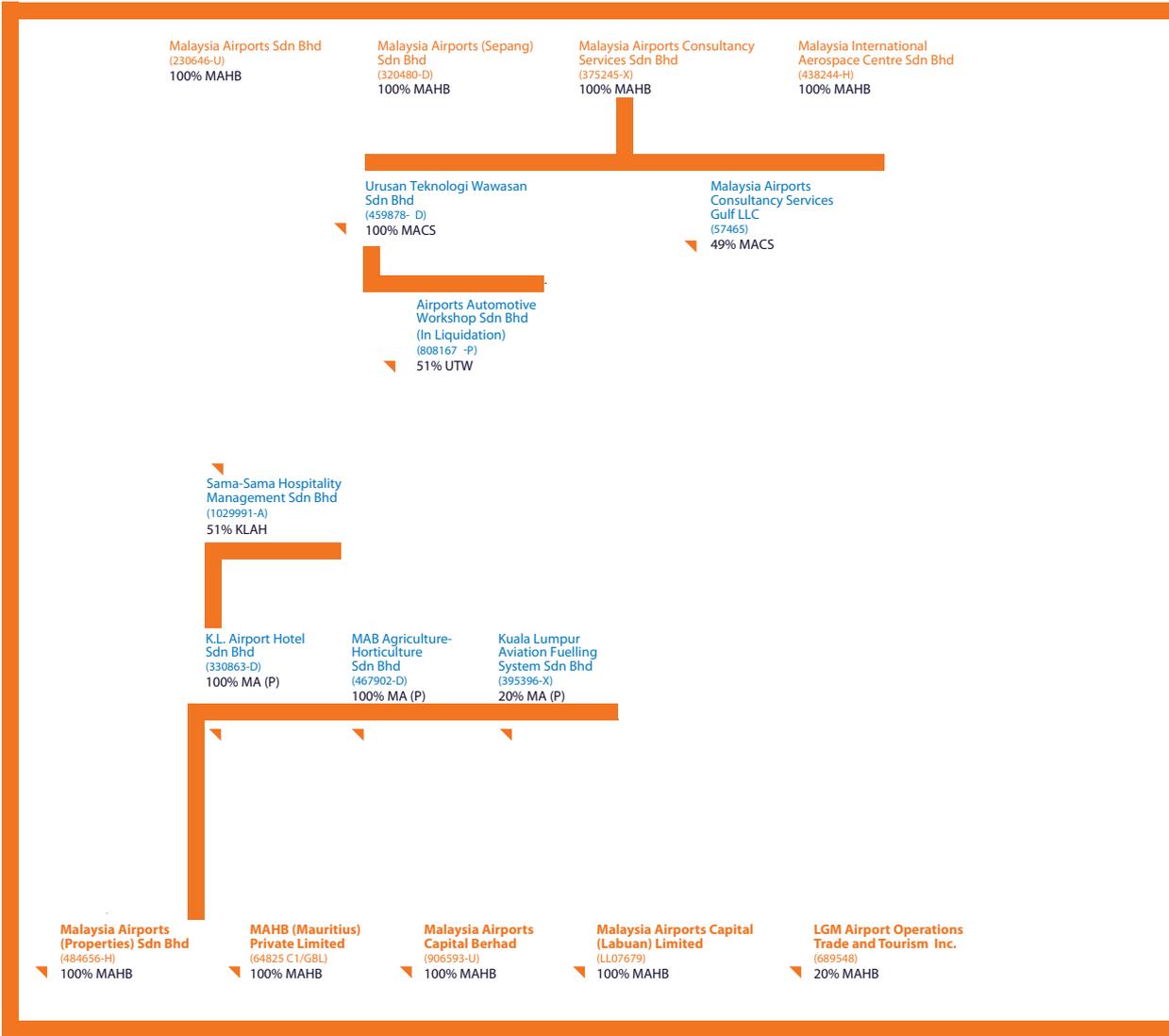
Dealing with thousands of passengers on a daily basis has pushed architecture, engineering and design to new limits. It has also driven us to continuously develop our people with the right skills to ensure we have the capabilities to deliver the highest service standards.



# Group Corporate Structure



MALAYSIA AIRPORTS HOLDINGS BERHAD  
(487092-W)



Malaysia Airports  
(Niaga) Sdn Bhd  
(281310-V)  
100% MAHB

Airport Ventures Sdn Bhd  
(512527-U)  
100% MAHB

Eraman (Malaysia)  
Sdn Bhd  
(324329-K)  
100% MA (NIAGA)

Malaysia Airports  
Private Limited  
(59049 C1/GBL)  
100% MA (NIAGA)

Malaysia Airports  
Technologies Sdn Bhd  
(512262-H)  
100% AV

Malaysia Airports  
MSC Sdn Bhd  
(51685 4-V)  
100% MA (TECH)

GMR Malé  
International Airport  
Private Limited  
(C0490/2010)  
23% MA (LABUAN)

Malaysia Airports (Labuan)  
Private Limited  
(LL05298)  
100% MAHB

MA Construction (Labuan)  
Private Limited  
(LL08348)  
100% MAHB

Istanbul Sabiha Gokcen International Airport  
Investment Development and Operation Inc.  
(656447)  
20% MAHB

Segi Astana Sdn  
Bhd  
(916663-H)  
30% MAHB

Airport Cooling Energy  
Supply Sdn Bhd  
(923025-D)  
23% MAHB



# Our Subsidiaries

## MALAYSIA AIRPORTS (SEPANG) SDN BHD



Malaysia Airports (Sepang) is a wholly-owned subsidiary of Malaysia Airports that manages, operates and maintains KLIA, including the low-cost carrier terminal (LCCT-KLIA). The subsidiary also provides airport related services such as parking space at the airport. Future developments of both KLIA and LCCT-KLIA as well as the management, operation and maintenance of KLIA's Free Commercial Zone is the subsidiary's main responsibility.

## MALAYSIA AIRPORTS SDN BHD



Malaysia Airports Sdn Bhd or MASB is a wholly owned subsidiary of Malaysia Airports that manages, operates and maintains all other airports apart from KLIA. These airports are the other 4 international airports, 16 domestic airports and 18 STOLports. We strive to provide a seamless travelling experience to our passengers by ensuring that all these airports are managed efficiently, safely and securely with the highest level of service standard.





### **MALAYSIA AIRPORTS (NIAGA) SDN BHD**



Malaysia Airports (Niaga) is Malaysia Airports' retail arm and was incorporated in 1993. Through its renowned brand ERAMAN, it started out with only high-end fashion boutiques at Sultan Abdul Aziz Shah International Airport. Today the brand is available at all international airports, including at the two low-cost carrier terminals and one of the domestic airports in the country operated and managed by Malaysia Airports. ERAMAN is positioned as the premier airport travel retailer in a wide range of duty-free and non duty-free products at all major Malaysian airports, with good prices that are always supported by excellent customer service.

### **MALAYSIA AIRPORTS (PROPERTIES) SDN BHD**



Malaysia Airports (Properties), another wholly-owned subsidiary of Malaysia Airports, primarily handles non-passenger related services which involve property management and establishing fixed asset requirements. Properties managed by the subsidiary include the Southern Comfort Amenities and Facilities near LCCT-KLIA, Malaysia Airports Corporate Office and Malaysia Airports' Staff Home Stay.

### **KL AIRPORT HOTEL SDN BHD**



K.L. Airport Hotel (KLAH) is a wholly-owned subsidiary of Malaysia Airports (Properties) and was incorporated in 16 January 1995. The company owns and operates Sama-Sama Hotel chain that includes a 5-star landside airport hotel, airside transit hotels at KLIA and soon-to-be-opened klia2. Sama-Sama brand marks Malaysia Airports' entry into the airport hotel sector and positions it as the region's first dedicated operator of airside and landside airport hotels, reinforcing Malaysia Airports' credentials and reputation as a world-class airport operator.

## MAB AGRICULTURE-HORTICULTURE SDN BHD



MAB Agriculture-Horticulture (MAAH) was incorporated in 1998 with the principal activity to cultivate and manage the plantations of oil palm, coconut and other agriculture products around KLIA. These plantations also serve as a green area to mitigate the effects of noise pollution and display a relaxing view to the surrounding areas besides generating extra revenue. It also provides landscaping services within Malaysia Airports' group of companies.

## MALAYSIA AIRPORTS CONSULTANCY SERVICES SDN BHD



Established in 1994, Malaysia Airports Consultancy Services (MACS) offers management, maintenance and technical services in airport operation, development and services. We have moved beyond Malaysia's borders, providing our expertise and services to international customers beyond the aviation and airport industry. We aim to be a leading professional service provider to cement our position as a fully-fledged global consulting company through MACS.





### **URUSAN TEKNOLOGI WAWASAN SDN BHD**



Incorporated in 1998, UTW is a subsidiary of Malaysia Airports Consultancy Services and is an established Integrated Facilities Management solutions and service provider with proven track record in providing services to some of the nation's most iconic and prestigious facilities and landmarks such as KL International Airport, Sepang International Circuit, Suria KLCC, Petronas KLCC Tower 3, Subang Skypark, Spirit Aerosystems and many more. UTW business focuses on ensuring optimal facilities uptime, efficiency, asset extended lifecycle and provision of reliable data through continuous improvement and management of clients' assets.

### **MALAYSIA INTERNATIONAL AEROSPACE CENTRE SDN BHD**



A wholly owned subsidiary of Malaysia Airports, the Malaysia International Aerospace Centre (MIAC) was established to spearhead the development of Malaysia's aerospace industry. The centre carries two-pronged objective; to be a catalyst towards realising the Government's goal to be a global aerospace player and to provide facilities and infrastructure as well as competitive leases to attract industry players. Located at the Sultan Abdul Aziz Shah Airport, MIAC has six core activities. They are Maintenance, Repair and Overhaul (MRO); Helicopter Centre; General Aviation Centre; Aerospace Training Centre; Aerospace Technology Centre; and Commercial support.



For further information, please contact:

Corporate Communications Division  
Malaysia Airports Holdings Berhad  
Malaysia Airports Corporate Office  
Persiaran Korporat KLIA  
64000 KLIA, Sepang  
Selangor Darul Ehsan, Malaysia  
Tel: +603 8777 7000  
Fax: +603 8777 7778  
[www.malaysiaairports.com.my](http://www.malaysiaairports.com.my)

Please visit our Corporate Website for more information on our other business and related subsidiaries.

We're in Social Media too:



Malaysia Airports



MY\_Airports



malaysiaairportsMAHB

Copyright (c) 2013 Malaysia Airports Holdings Berhad (Malaysia Airports). All rights reserved. Malaysia Airports makes no representations or warranties, either expressed or implied, as to the accuracy or completeness of the facts presented. Malaysia Airports accepts no liability as to the accuracy and completeness of the information used in this publication. Materials available in this publication are protected by copyright law. No part of the materials including graphics or logos, available in this publication may be copied, photocopied, reproduced translated or reduced to any electronic medium or machine-readable form, in whole or in part, without specific permission from Malaysia Airports.