'POSITIVE BOARDING' IMPLEMENTATION AT LONDON HEATHROW AIRPORT

Frequently Asked Questions (FAQs)

Malaysia Airlines will begin using London Heathrow Airport's 'Positive Boarding' technology effective 16 April 2014 to ease the airport process and reduce flight delays.

1. **What is 'Positive Boarding'?**

    'Positive Boarding' is a new technology designed to enable airlines to know if the passengers are airside in the Departure area of the airport, or otherwise.

    Scanning of the boarding pass at an automated gate before entry into the Departure area will clearly show passengers which gate they should be at, and if late, advise that they should proceed to the assigned gate immediately.

    With implementation of 'Positive Boarding', passengers are required to:
    1. Check-in for their flight no later than **45 minutes** before departure time
    2. Clear Security check point (*located after the automatic gate*) at least **35 minutes** before departure time

    If passengers are late to check-in, and subsequently late to clear Security, they will not be allowed access into the Departure area through the easy-to-use automated gate. Passengers will be required to return to the Malaysia Airlines check-in counters to seek assistance.

    To avoid further delay and much hassle, passengers are encouraged to manage their time and go through the airport processes ahead of the stipulated time.

2. **Why are we doing this?**

    *   As an airline that uses London Heathrow Airport, Malaysia Airlines is required to implement 'Positive Boarding'.
    *   It enables us to know if the passengers are airside in the Departure area of the airport, or still landside.
    *   The system makes it easier for passengers to go through the stringent airport processes of check-in, security, and arriving at the boarding gate on time.
    *   'Positive Boarding' helps reduce delays in flight departure.

3. **How does 'Positive Boarding' work?**

    *   Ensure passengers check-in before 45 minutes of the departure time.
    *   Proceed to enter the Departure area.
    *   Scan your boarding pass at the automated gate.
    *   The barcode information will verify flight details and clearly display on the screen the designated boarding gate.

- Proceed through Security.
- If the passenger is not allowed to pass the automatic gate, seek assistance from Malaysia Airlines check-in counter staff.

'Positive Boarding' works by utilising the existing barcode scanning at Heathrow's Automatic Ticket Presentation gates, Assistance desks, airside exit points and airline check-in desks airside.

Information gathered from passengers' boarding pass is used to populate a real-time passenger list by flight. Airlines access the passenger list facilitating real-time visibility of when and where their passengers went airside (*into the Departure area/lounge*), or equally importantly, when they have not done so.

Pre-determined rules of timing manage passenger access to the Departure area/lounge by assessing whether the passenger can make it to their departing flight on time, or whether they should be returned to check-in for assistance.

For example, if a passenger is in the wrong terminal, the barcode scan message on the screen at the automated gate will tell them where to go. If the passenger has limited time, they are instructed to go through Security and straight to the gate.

If a passenger tries to go through with too little time before their flight is due to depart, the passenger is asked to return to check-in and seek assistance from the airline.

4. **How does 'Positive Boarding' help passengers?**

With 'Positive Boarding', passengers get personalised advice to help make their departing journeys smoother. The system informs passengers of the departure gate number of their flight. If the time to departure is short, passengers will also be informed at the automated gate to go straight to the departure gate to avoid missing their flights.

For more information, contact Malaysia Airlines Call Centre:

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