



**INFORMATION ARTICLE** (Part **1** of 2)

**CRISIS COMMUNICATIONS CASE STUDY - BACKGROUND MATERIAL**

**Malaysia Airlines Incident (Flight MH 370 - KUL to PEK) - 08 March 2014**

*(Aircraft 'disappeared' during the early stage of a scheduled flight from Kuala Lumpur to Beijing - 227 passengers + 12 crew on board)*



Boeing 777-200ER - Malaysia Airlines (MAS) 9M-MRO - taken at LFPG (Paris) 2011

Photo - Laurent Errerra - via [FLICKR](#) & [Wikipedia](#) (Creative Common Attribution - [Share Alike 2.0 Generic Licence](#))  
<http://www.flickr.com/photos/30949611@N03/9272090094/in/set-72157625848109277>

This information article is largely based on 'official' Media Statements and Press Briefings released / held by Malaysian Airlines / Malaysian Government in the aftermath of the disappearance of flight MH 370 during the early hours of 8 March 2014. It tries to complete at least part of the crisis communications 'big picture' by also including various (selected) media articles / reports / comment - from all types of media - relating to the 'incident' flight

Some critical (good and bad) comment (from various so called 'expert' organisations / individuals) has also been included - related to how well or otherwise the airline / government was perceived to be handling its crisis communications effort. Occasional comment from the author (of this information article) is also made, where some form of additional information / explanation was thought to be possibly beneficial to the overall intent of this information article





Note from Author of this Information Article - 30 April 2014

**IMPORTANT** - Before reading this 'Part 1' information article about MH flight 370 (pages 3 to 184) - please see first the author's additional (updating) notes starting page 186

This information article has been frequently updated since Malaysian Airlines flight MH 370 'disappeared' during the early hours of 08 March 2014

As at 03 September 2015 all efforts to find the missing aircraft had been unsuccessful. However, on that date French authorities confirmed **beyond doubt** that an aircraft part found on a beach in the West Indian Ocean island of Reunion (French territory) on 29 July 2015 - came from the Boeing 777 aircraft which operated flight MH 370. (Reunion is approximately 2,500 miles / 4,300 km from the 'best guess' search operation location [latter being around 3,000 km west-south-west of Perth, Australia in January 2017]). Subsequently (up to early 2017) a small number of other parts from the same aircraft had also been found in this West Indian Ocean / East African seaboard general area

It may be that the closest that the massive search (to date) ever came to finding the aircraft was during the second to third week of April 2014 when several 'pings' (radio signals) which might have been transmitted by the lost aircraft's 'black box' were investigated insofar as was technically possible so to do at the time. However, nothing was found from the associated 'sonar-scan' underwater search of the relatively small area from which it was calculated the pings might have come. It is highly likely that the black box batteries finally expired around this time

Following this lack of success, it was deemed that (going forward) the search would need to take on a different form - effectively meaning far less hope of ever finding the lost aircraft

The first purpose of this information article (part 1 of two parts) was to record what the 'media' were reporting day by day as the search progressed - with particular emphasis on the 'crisis communications' effort made by Malaysia (both [as it eventuated] by the Malaysian government and by Malaysia Airlines itself)

A significant number of 'informed comment or otherwise' type articles on the latter (MH 370 related crisis communications) have been included in this information article. They generally come from purported 'experts' in the field of crisis communications. As is always the case with humanity in general - there is a mix of praise, condemnation and middle of the road type feedback. The informed reader can study all of the above in this article - and form his / her own opinions on the issue

The second purpose of this (part 1 of two parts) information article was to provide background material for the **associated case study** - which is contained in a **separate** document (part 2 of two parts) found at:

<http://www.aviationemergencyresponseplan.com/information/>

(When you open the above link, scroll down the displayed webpage until you find the 'information article' entitled '..... Information Article - Crisis Comms - Case Study (Part 2 - case study itself) - Malaysian Airlines flight MH 370.....')





### From the Media & Similar - 08 March 2014 to 30 April 2014

Note 1 - Many press conferences / briefings etc. were held throughout the initial four weeks or so of this incident response. Whilst many are included herein - an internet search should provide at least some viewing coverage of the remainder, if required. Same goes for TV and radio coverage of the incident in general

Note 2 - Adobe Flash Player or equivalent will typically be required to run video type connections shown herein

Update January 2016 - since this document (information article) was first written (commenced March 2014) quite a few of the links originally shown herein have been discontinued / lost / broken etc. for one reason or another - and have thus been removed. The author of this information article checks all such links several times per year but it is possible that in between such checks further links will cease working. If a reader discovers such a situation, the author will be very grateful for notification of same (via email) at 'info@aviation-erp.com'

#### **First Airline Verbal Statement - probably given at around 0345 GMT / 1145 MYT - 08 Mar**

<http://english.astroawani.com/videos/show/buletin-awani/mas-press-conference-on-the-missing-mh370-kl-beijing-flight-27083>

#### **0740 GMT - 08 March 2014 - Daily Telegraph**

<http://www.telegraph.co.uk/10684770/At-least-239-people-feared-dead-as-Malaysian-airlines-plane-vanishes-off-Vietnam.html>

#### **YOUTUBE - early on in crisis on 08 March 2014**

<http://www.youtube.com/watch?v=6JaTCOS3WyE>

#### **Malaysian Prime Minister's Press Conference (around 1230 GMT / 2030 MYT on 08 March 2014)**

<http://english.astroawani.com/videos/show/buletin-awani/prime-ministers-press-conference-on-the-mh370-flight-27114> (Note - they start speaking English at around 8.5 minutes into the clip)

#### **1505 GMT - 08 March 2014 - Daily Mail**

<http://www.dailymail.co.uk/news/article-2576087/Malaysia-Airlines-says-plane-missing.html>





**Press Conference with DIR Civil Aviation Malaysia** (around **0100 GMT** / 0900 MYT on **09** March 2014)

<http://english.astroawani.com/videos/show/buletin-awani/latest-report-on-the-mh370-missing-flight-9-00am-9-3-2014-27144>

**Q & As - with acting transport minister Malaysia** (around **0325** GMT / 1125 MYT on **09** March 2014)

<http://english.astroawani.com/videos/show/buletin-awani/q-a-on-missing-mh370-flight-11-25am-9-3-2014-27153>

**0714 GMT - 09 March 2014 - BBC**

<http://www.bbc.co.uk/news/world-asia-26502843>

**0822 GMT - 09 March 2014 - Guardian** (*Note - AEST is GMT + 10 hours*)

<http://www.theguardian.com/world/2014/mar/09/malaysia-airlines-missing-plane-investigation-widens-live>

**???? GMT - 09 March 2014 - FOX News**

<http://www.foxnews.com/world/2014/03/09/malaysia-airlines-loses-contact-with-plane-carrying-23-people/>

**1409 GMT - 10 March 2014 - National Post (Canada)**

<http://news.nationalpost.com/2014/03/10/nine-countries-in-massive-three-day-search-for-malaysia-airlines-jet-have-only-ocean-debris-to-show-for-efforts/>

**???? GMT - 10 March 2014 - Restless Communications** (*Professional comment [in this case re use of social media] on MH's and Malaysian Government's crisis communications response to date*)

<http://www.restlesscommunications.co.uk/best-practice-crisis-communications-and-malaysia-airlines/>

**0620 GMT - 10 March 2014 - The Conversation.com** (*More comment on MH's and Malaysian Government's crisis communications response to date*)

<http://theconversation.com/clock-is-ticking-on-malaysia-airlines-in-crisis-management-24160>







**0815 GMT - 11 March 2014 - BBC**

<http://www.bbc.co.uk/news/world-asia-26525281>

**1622 GMT - 12 March 2014 - CISION / VUELIO** (More comment on MH's and Malaysian Government's crisis communications response to date)

<http://www.vuelio.com/uk/blog/crisis-communications-malaysia-airlines-missing-mh370/>

???? GMT - 12 March 2014 - HILL + KNOWLTON (More comment on MH's and Malaysian Government's crisis communications response to date)

<http://archive.hkstrategies.com/www.hkstrategies.com/blogs/crisis/mh370-communicating-information-vacuum.html>

Note: Link no longer functioning as at late 2018

**0610 GMT - 13 March 2014 - Guardian**

<http://www.theguardian.com/world/2014/mar/13/malaysia-airlines-flight-how-long-plane-kept-flying>

**???? GMT - 13 March 2014 - freemalaysiatoday.com**

<http://www.freemalaysiatoday.com/category/opinion/2014/03/13/chaotic-handling-of-tragedy/>

**2227 GMT - 13 March 2014 - CBC** (More comment on MH's and Malaysian Government's crisis communications response to date)

<http://www.cbc.ca/news/world/malaysia-airlines-mh370-how-to-make-a-crisis-worse-1.2570213>

**???? GMT - 13 March 2014 - AGNES + DAY** (More comment on MH's and Malaysian Government's crisis communications response to date)

<http://agnesday.com/malaysia-airlines-crisis-communications-flight-mh370/>





**???? GMT - 14 March 2014 - Sachs Media** *(More comment on MH's and Malaysian Government's crisis communications response to date + a useful article on use of social media in general re aircraft (airline) related crisis)*

<http://sachsmedia.com/socialmedia-crisis/>

**0859 GMT - 15 March 2014 - Huffington Post**

[http://www.huffingtonpost.co.uk/2014/03/15/missing-malaysia-airlines\\_n\\_4969193.html?icid=maing-grid7|uk|dl1|sec1\\_Ink1%26pLid%3D250059](http://www.huffingtonpost.co.uk/2014/03/15/missing-malaysia-airlines_n_4969193.html?icid=maing-grid7|uk|dl1|sec1_Ink1%26pLid%3D250059)

**1103 GMT - 15 March 2014 - BBC**

<http://www.bbc.co.uk/news/world-asia-26591056>

**2151 GMT - 15 March 2014 - Guardian**

<http://www.theguardian.com/world/2014/mar/15/flight-mh370-malaysia-hunt-speculation>

**1856 GMT - 16 March 2014 - National Post**

<http://news.nationalpost.com/2014/03/16/malaysia-airlines-flight-mh370-pilot-suicide/>





**0153 GMT - 17 March 2014 - Daily Telegraph**

<http://www.telegraph.co.uk/news/worldnews/australiaandthepacific/australia/10701957/Malaysia-Airlines-MH370-no-sign-missing-plane-neared-Australia.html>

**2220 GMT - 17 March 2014 - Daily Telegraph**

<http://www.telegraph.co.uk/news/worldnews/asia/malaysia/10700892/Malaysian-Airlines-MH370-live.html>

**2034 GMT - 17 March 2013 - Daily Telegraph** (More comment on MH's and Malaysian Government's crisis communications response to date)

<http://www.telegraph.co.uk/news/worldnews/asia/malaysia/10704165/Malaysian-officials-out-of-their-depth-in-MH370-crisis-management.html>

**1530 GMT - 18 March 2014 - The Drum (Media & Marketing)** (More comment on MH's and Malaysian Government's crisis communications response to date)

<http://www.thedrum.com/opinion/2014/03/18/flight-mh370-malaysian-officials-criticised-poor-pr-how-do-you-prepare>

**???? GMT - 18 March 2014 - South China Morning Post** (More comment on MH's and Malaysian Government's crisis communications response to date)

<http://www.scmp.com/business/companies/article/1451411/some-disasters-can-defeat-firms-best-efforts-crisis>

**???? GMT - 18 March 2014 - Agnes & Day** (More comment on MH's and Malaysian Government's crisis communications response to date)

<http://agnesday.com/dont-know-malaysia-airlines-theyve-handled-crisis-flight-mh370/>

Note - this useful article relates to some of the legal data protection / personal information aspects - re provision of personal information (into the 'public domain') or otherwise - regarding those on board MH 370





???? GMT - 18 March 2014 - *theopen-road* (More comment on MH's and Malaysian Government's crisis communications response to date)

<http://www.theopen-road.com/mh-370-a-culture-clash-in-crisis-communication>

Note: Link no longer functioning as at late 2018

???? GMT - 18 March 2014 - *deeson-creative* (More comment on MH's and Malaysian Government's crisis communications response to date)

<https://www.deeson.co.uk/blog/seven-ways-malaysia-airlines-handling-crisis-communications>

1122 GMT - 19 March 2014 - Daily Mail

<http://www.dailymail.co.uk/news/article-2583807/Did-Malaysian-fisherman-missing-flight-MH370-flying-low-Gulf-Thailand.html>

1149 GMT - 19 March 2014 - Zee News

[http://zeenews.india.com/news/world/malaysia-airlines-mh370-live-wish-we-could-hijack-the-plane-say-pakistani-taliban\\_918618.html](http://zeenews.india.com/news/world/malaysia-airlines-mh370-live-wish-we-could-hijack-the-plane-say-pakistani-taliban_918618.html)

1408 GMT - 19 March 2014 - BBC

<http://www.bbc.co.uk/news/world-asia-26626204>

???? GMT - 19 March 2014 - Guardian (Reuters)

<http://www.theguardian.com/world/video/2014/mar/19/malaysia-airlines-flight-mh370-relative-press-video>





**???? GMT - 19 March 2014 - simonwakeman** *(More comment on MH's and Malaysian Government's crisis communications response to date)*

<http://www.simonwakeman.com/blog/2014/03/19/flight-mh370-crisis-public-relations-and-social-media/>

*(More information on the social networking media aspects of crisis communications as related to MH 370)*

**0515 GMT - 20 March 2014 - Daily Telegraph**

<http://www.telegraph.co.uk/news/worldnews/asia/malaysia/10704769/Malaysian-Airlines-MH370-March-19-as-it-happened.html>

**???? GMT - 21 March 2014 - PR Week** *(More comment on MH's and Malaysian Government's crisis communications response to date)*

<http://www.prweek.com/article/1286333/analysis-malaysia-airlines-mishandled-response-mh370-crisis>

**???? GMT - 21 March 2014 - Global Insurance Intelligence** *(More comment on MH's and Malaysian Government's crisis communications response to date)*

<http://www.globalreinsurance.com/what-the-missing-malaysia-airlines-mh370-case-reveals-about-poor-crisis-management/1407586.article>

**???? GMT - 21 March 2014 - Braud Communications** *(More comment on MH's and Malaysian Government's crisis communications response to date)*

<http://blog.braudcommunications.com/?p=1753>

[http://www.ragan.com/Main/Articles/5\\_lessons\\_learned\\_from\\_Malaysia\\_Airlines\\_crisis\\_re\\_48122.aspx#](http://www.ragan.com/Main/Articles/5_lessons_learned_from_Malaysia_Airlines_crisis_re_48122.aspx#)

*(This link provides a 26 March update to the info provided in the 21 March link immediately above)*





**0832 GMT - 22 March 2014 - Daily Telegraph**

<http://www.telegraph.co.uk/news/worldnews/asia/malaysia/10710250/Malaysian-Airlines-MH370-live.html>

**1004 GMT - 22 March 2014 - BBC**

<http://www.bbc.co.uk/news/world-asia-26691013>

**0001 GMT - 23 March 2014 - Sydney Morning Herald**

<http://www.smh.com.au/world/malaysia-airlines-defends-battery-cargo-on-missing-mh370-20140322-35b41> (if a popup box displays asking for a user name and password - click [in that box] on 'Cancel' - and the article should then open)

**0355 GMT - 23 March 2014 - Daily Mail**

<http://www.dailymail.co.uk/news/article-2587129/Relatives-missing-passengers-Malaysia-Airlines-Flight-370-struggle-anger-frustration-wait-answers-two-weeks-loved-ones-went-missing.html>

**2345 GMT - 23 March 2014 - Daily Telegraph**

<http://www.telegraph.co.uk/news/worldnews/asia/malaysia/10717049/Malaysia-Airlines-MH370-March-23-live.html>

**???? GMT - 23 March 2014 - mesh&moser** (*More comment on MH's and Malaysian Government's crisis communications response to date*)

<https://www.meshandmoser.com/2014/03/23/mh370-week-three-time-to-criticize-malaysia-airlines-crisis-communications-no/>





**1659 GMT - 24 March 2014 - Huffington Post**

[http://www.huffingtonpost.co.uk/2014/03/24/missing-plane-mh370-text-message\\_n\\_5021134.html?icid=maing-grid7|uk|dl1|sec1\\_Ink1%20%26pLid%3D252107](http://www.huffingtonpost.co.uk/2014/03/24/missing-plane-mh370-text-message_n_5021134.html?icid=maing-grid7|uk|dl1|sec1_Ink1%20%26pLid%3D252107)

Note - may take a minute or two to download

**1849 GMT - 24 March 2014 - BBC**

<http://www.bbc.co.uk/news/uk-26720772>

**1918 GMT - 24 March 2014 - The Guardian**

<http://www.theguardian.com/world/2014/mar/24/flight-mh370-inmarsat-aaib-analysis>

Note - Updated to 25 March - 0747 GMT

**0001 GMT - 25 March 2014 - Herald Sun**

<https://www.heraldsun.com.au/travel/travel-news/malaysia-airlines-flight-mh370-incident-may-have-sparked-drop-in-australians-malaysia-travel-interest/story-fnjiv9zn-1226863566135>

Also take a look at the video clip shown at the top of the article found at the end of the above link (it might take a little while to open). It effectively shows the Malaysian Prime Minister 'formally' declaring (in so many words) that 'MH 370 had crashed in the Southern Indian Ocean. On 29 March a further statement was made by the airline that the disappearance of MH 370 was formally (as of that date) classified as an accident and all those on board assumed to have perished

**0600 GMT - 25 March 2014 - Daily Telegraph**

<http://www.telegraph.co.uk/news/worldnews/asia/malaysia/10720237/Malaysia-Airlines-crash-Suicide-mission-theory-of-MH370-investigators.html>

**1053 GMT - 25 March 2014 - BBC**

<http://www.bbc.co.uk/news/world-asia-26728045>

**???? GMT - 25 March 2014 - BizNews.com** (More comment on MH's and Malaysian Government's crisis communications response to date)

<http://www.biznews.com/interviews/2014/03/25/how-not-to-handle-a-communications-crisis-alan-hilburg-on-mh370/>







aviationemergencyresponseplan.com (Parent Website)

**1907 GMT - 26 March 2014 - Mail Online**

<http://www.dailymail.co.uk/news/article-2588109/How-got-After-Malaysia-Airlines-jet-said-crashed-Indian-Ocean-look-ended-far-course.html>

**1931 GMT - 26 March 2014 - South China Morning Post (Hong Kong)**

<http://www.scmp.com/news/asia/article/1457610/us-firm-representing-mh370-families-initiates-lawsuit-against-malaysia>





**1020 GMT - 27 March 2014 - BBC**

<http://www.bbc.co.uk/news/world-asia-26763358>

**???? GMT - 27 March 2014 - The Independent**

<http://www.independent.co.uk/news/world/asia/missing-malaysian-flight-mh370-qa-as-the-lawyers-move-in-how-much-compensation-will-be-paid-out--and-who-will-be-liable-9219049.html>

**0805 GMT - 27 March 2014 - Business Zone** *(More comment on MH's and Malaysian Government's crisis communications response to date)*

<http://www.businesszone.co.uk/blogs/charlie-laidlaw/pr-and-marketing/crisis-communications-and-search-mh370>

**???? GMT - 27 March 2014 - Argyle Communications** *(More comment on MH's and Malaysian Government's crisis communications response to date)*

<http://argylepr.com/learning-from-tragedy-malaysian-airlines-and-crisis-communications/>

**???? GMT - 27 March 2014 - Sydney Morning Herald** *(More comment on MH's and Malaysian Government's crisis communications response to date)*

<http://www.smh.com.au/world/missing-malaysia-airlines-jet-new-zealand-family-criticises-mh370-death-text-20140326-zqnfk.html>

Includes **radio** interview with an Australian family (praising the information flow and similar) from Malaysian Airlines - and a **written** report of criticism of same from a New Zealand family (Note – as at November 2017 this radio interview is no longer available in the above article)

**0747 GMT - 28 March 2014 - Daily Telegraph**

<http://www.telegraph.co.uk/news/worldnews/asia/malaysia/10728682/Malaysia-Airlines-MH370-live.html>





**???? GMT - 28 March 2014 - The Independent**

<http://www.independent.co.uk/news/world/asia/mh370-malaysia-airlines-could-be-liable-for-450-million-compensation-to-families-as-chinese-life-insurance-companies-start-to-pay-out-9219037.html>

**???? GMT - 28 March 2014 - Malay Mail Online**

<http://www.themalaymailonline.com/malaysia/article/under-siege-malaysians-hit-back-at-china-over-mh370>

**1242 GMT - 28 March 2014 - The Holmes Report** *(More comment on MH's and Malaysian Government's crisis communications response to date)*

<http://www.holmesreport.com/news-info/14756/Malaysia-Airlines-Calls-In-Ketchum-For-MH370-Crisis-PR-Counsel.aspx>

**1731 GMT - 28 March 2014 - SCMP** *(More comment on MH's and Malaysian Government's crisis communications response to date)*

<http://www.scmp.com/comment/insight-opinion/article/1459099/mh370-communications-disaster-lays-bare-malaysias>

**2045 GMT - 28 March 2014 - ollielawsonpr** *(More comment on MH's and Malaysian Government's crisis communications response to date)*

<http://ollielawsonpr.wordpress.com/2014/03/28/malaysia-airlines-flight-mh370-crisis-communications-a-text-message-was-not-a-great-idea-but-what-where-the-alternatives/>

**0724 GMT - 29 March 2014 - BBC**

<http://www.bbc.co.uk/news/world-asia-26797866>

**0850 GMT - 29 March 2014 - news.com.au**

<https://www.news.com.au/travel/travel-updates/search-for-missing-malaysia-airlines-flight-mh370-shifts-to-new-area-west-of-perth-after-objects-spotted/story-fnizu68q-1226867213460>

Note 1 - Video in above report shows as 'no longer available'. Note 2 - If link does not work at first attempt – try again





**0058 GMT - 30 March 2014 - Daily Telegraph**

<http://www.telegraph.co.uk/news/worldnews/asia/malaysia/10732433/Search-for-missing-Malaysia-Airlines-plane-is-this-the-wreckage-of-flight-MH370.html>

**1900 GMT - 30 March 2014 - Daily Telegraph**

<http://www.telegraph.co.uk/news/worldnews/asia/malaysia/10732437/Malaysia-Airlines-MH370-Sunday-March-30-as-it-happened.html>

**???? GMT - 31 March 2014 - The Independent**

<http://www.independent.co.uk/news/world/australasia/missing-malaysia-airlines-flight-mh370-black-boxes-must-be-found-by-april-before-they-stop-emitting-locator-pings-9225286.html>

**0728 GMT - 01 April 2014 - BBC**

<http://www.bbc.co.uk/news/world-asia-26830703>

**01 April 2014 - The Australian + ABC Australia**

<https://www.theaustralian.com.au/news/world/furious-malays-release-mh370-transcript/news-story/4a52e6be67eaeabd6771294cc7e8ee43>

Note - Videos in above report shows as 'no longer available'

<http://www.abc.net.au/news/2014-04-01/malaysia-airlines-mh370-cockpit-transcript-final-words-released/5360484>

**1419 GMT - 01 April 2014 - National Post**

<http://news.nationalpost.com/2014/04/01/flight-mh370-malaysian-officials-struggle-with-credibility-after-changing-last-words-heard-from-lost-aircraft/>





**0415 GMT - 03 April 2014 - CNN**

<http://edition.cnn.com/2014/04/02/world/asia/malaysia-airlines-plane/>

**2117 GMT - 03 April 2014 - abc.net**

<http://www.abc.net.au/news/2014-04-03/malaysia-airlines-mh370-missing-director-general-abdul-rahman/5365992>

**2250 GMT - 03 April 2014 - NZ Herald**

[http://www.nzherald.co.nz/nz/news/article.cfm?c\\_id=1&objectid=11232214](http://www.nzherald.co.nz/nz/news/article.cfm?c_id=1&objectid=11232214)

**???? GMT - 03 April 2014 - Crisis Solutions** (More comment on MH's and Malaysian Government's crisis communications response to date)

<http://www.crisis-solutions.com/category/case-study/>

(Look for the article 'MH 370 Communications Breakdown' in the 'category archives' page which displays)

**0054 GMT - 04 April 2014 - abc.net**

<http://www.abc.net.au/news/2014-04-04/malaysia-airlines-mh370-search-resumes-as-alert-discounted/5366948>

Note that some of the images shown in the box at the top of the page have been taken as late as August 2015

**???? GMT - 04 April 2014 - Take Five** (More comment on MH's and Malaysian Government's crisis communications response to date)

<http://takefiveblog.org/2014/04/04/malaysian-flight-370-a-case-study-in-how-not-to-conduct-public-diplomacy/>





**xxxx GMT - 05 April 2014 - abc.net**

<http://www.abc.net.au/news/2014-04-05/malaysia-airlines-mh370-chinese-search-vessel-detects-pulse/5370186>

**0811 GMT - 06 April 2014 - Metro**

<http://metro.co.uk/2014/04/06/third-important-and-encouraging-pulse-signal-detected-in-search-for-malaysia-airlines-flight-mh370-4690144/>

**1142 GMT - 07 April 2014 - BBC**

<http://www.bbc.co.uk/news/world-asia-26917934>

**1500 GMT - 08 April 2014 - Daily Telegraph**

<http://www.telegraph.co.uk/news/worldnews/asia/malaysia/10749151/MH370-missing-Malaysia-Airlines-plane-live.html>

**0844 GMT - 08 April 2014 - The Straits Times** *(More comment on MH's and Malaysian Government's crisis communications response to date)*

<http://www.straitstimes.com/news/singapore/more-singapore-stories/story/mh370-straits-times-web-special-weighs-mas-crisis-manage>

**2305 GMT - 08 April 2014 - the edge markets.com** *(More comment on MH's and Malaysian Government's crisis communications response to date)*

<http://www.theedgemarkets.com/my/article/just-say-it-mh370-saga-poor-communication-skills-crisis-management-weaknesses>





**???? GMT - 08 April 2014 - The Straits Times** (More comment on MH's and Malaysian Government's crisis communications response to date)

<http://www.straitstimes.com/STI/STIMEDIA/2014/mh370-special/index.html>

The Straits Times' Malaysian Bureau Chief Carolyn Hong gives her analysis in the ST Web Special at '**Lost: The Untold Stories of MH370**'

**0441 GMT - 09 April 2014 - BBC**

<http://www.bbc.co.uk/news/world-asia-26950387>

**1340 GMT - 09 April 2014 - CNN**

<http://edition.cnn.com/2014/04/09/world/asia/malaysia-airlines-plane/>  
Updated to 1355 GMT - 10 April 2014

**1120 GMT - 10 April 2014 - BBC**

<http://www.bbc.co.uk/news/world-asia-26972045>

**1542 GMT - 11 April 2014 - Reuters**

<http://www.reuters.com/article/2014/04/11/us-malaysia-airlines-idUSBREA3A06W20140411>

**0432 GMT - 12 April 2014 - Daily Telegraph**

<http://www.telegraph.co.uk/news/worldnews/australiaandthepacific/australia/10761969/Malaysia-Airlines-MH370-Australian-PM-warns-of-lengthy-search-ahead.html>

**1359 GMT - 12 April 2014 - Huffington Post**

[http://www.huffingtonpost.co.uk/2014/04/12/mh370-copilot-call\\_n\\_5138147.html?icid=maing-grid7|uk|dl1|sec1\\_Ink2%26pLid%3D257064](http://www.huffingtonpost.co.uk/2014/04/12/mh370-copilot-call_n_5138147.html?icid=maing-grid7|uk|dl1|sec1_Ink2%26pLid%3D257064)







**0930 GMT - 14 April 2014 - Daily Telegraph**

<http://www.telegraph.co.uk/news/worldnews/australiaandthepacific/australia/10764523/Malaysia-Airlines-MH370-submarine-to-be-deployed-as-oil-slick-spotted.html>

**0340 GMT - 15 April 2014 - CBC**

<http://www.cbc.ca/news/world/malaysia-airlines-mh370-search-area-too-deep-for-robot-sub-1.2610338>

Updated to 1237 GMT - 15 April 2014

**???? GMT - 15 April 2014 - The Independent**

<http://www.independent.co.uk/news/world/asia/missing-malaysia-airlines-flight-mh370-acclaim-for-retired-australian-defence-chief-angus-houston-who-is-leading-the-search-for-the-airliner-9262982.html>

**???? GMT - 16 April 2014 - The Independent**

<http://www.independent.co.uk/news/world/asia/missing-malaysia-airlines-flight-mh370-submarine-returns-to-depths-after-second-mission-again-stopped-short-9264866.html>

**1420 GMT - 17 April 2014 - Reuters**

<http://uk.reuters.com/article/2014/04/17/uk-malaysia-airlines-idUKBREA3G07N20140417>





### **18 April 2014 - ABC News**

<http://www.abc.net.au/news/2014-04-18/australia-malaysia-work-on-deal-over-mh370-recovery/5399466>

Note that some of the images shown in the box at the top of the page have been taken as late as **August 2015**

### **2155 GMT - 19 April 2014 - CBC News**

<http://www.cbc.ca/news/world/malaysia-airlines-mh370-current-underwater-search-could-end-within-week-1.2615475>

### **???? GMT - 20 April 2014 - CBS News**

<http://www.cbsnews.com/news/malaysia-airlines-flight-370-government-families-start-talking-compensation/>

### **0421 GMT - 21 April 2014 - BBC**

<http://www.bbc.co.uk/news/world-asia-27100087>

### **1259 GMT - 22 April 2014 - Huffington Post**

[http://www.huffingtonpost.co.uk/2014/04/22/mh370-missing-news-indian-ocean-doubts\\_n\\_5190761.html?icid=main-grid7|uk|dl1|sec1 lnk2%26pLid%3D259157](http://www.huffingtonpost.co.uk/2014/04/22/mh370-missing-news-indian-ocean-doubts_n_5190761.html?icid=main-grid7|uk|dl1|sec1 lnk2%26pLid%3D259157)  
Updated to 1358 GMT on 23 April 2014

### **???? GMT - 22 April 2014 - The Independent**

<http://www.independent.co.uk/news/world/malaysia-airlines-distressed-relatives-of-passengers-aboard-flight-mh370-to-be-issued-with-death-certificates-9274227.html>





**2209 GMT - 24 April 2014 - CNN.com**

<http://edition.cnn.com/2014/04/24/world/asia/malaysia-pm-interview/>

(Please wait for this site to download)

Note the 'Independent' newspaper's report at the bottom of the [previous](#) page - and contrast it with this report (immediately above). It is obvious that the Malaysian government had 'second thoughts' on this matter between 22 April and 24 April. **In fact, the disappearance of flight MH 370 was not 'officially' classified as an accident until January 2015**

**???? GMT - 25 April 2014 - The Independent**

<http://www.independent.co.uk/news/world/asia/missing-malaysia-airlines-flight-mh370-angry-relatives-hold-staff-at-beijing-hotel-for-10-hours-9288834.html>

**0149 GMT - 30 April 2014 - Daily Telegraph**

<http://www.telegraph.co.uk/news/worldnews/australiaandthepacific/australia/10797476/Malaysia-Airlines-MH370-searchers-dismiss-claims-of-wreckage-found-in-Bay-of-Bengal.html>

**0546 GMT - 02 May 2014 - news.com.au**

<https://www.news.com.au/travel/travel-updates/jeanpaul-troadec-brought-in-to-help-find-malaysia-airlines-flight-mh370/story-fnizu68q-1226903454549>

**YOUTUBE release by Malaysian Airlines dated 30 April** - first appeared on MAS website on 02 May

<http://www.youtube.com/watch?v=zCySKIEJu7A&feature=youtu.be>

**1414 GMT - 08 May 2014 - The Star Online**

<http://www.thestar.com.my/Business/Business-News/2014/05/08/No-more-cash-from-Govt-Tourism-Minister-says-MAS-will-not-get-more-financial-aid/>





**???? GMT - 10 May 2014 - The Economist**

<http://www.economist.com/news/asia/21601902-having-bashed-malaysia-over-missing-flight-china-now-making-up-geopolitics-mh370>

**11 May 2014 - Brisbane Times**

<http://www.brisbanetimes.com.au/world/missing-malaysia-airlines-flight-mh370-puzzle-raises-legal-problems-20140511-zr9fz.html>

**16 May 2014 - Reuters**

<http://www.reuters.com/article/2014/05/16/malay-airline-results-idUSL3N0O204820140516>

**22 June 2014 - The Daily Mail**

<http://www.dailymail.co.uk/news/article-2664882/Captain-missing-MH370-flight-revealed-chief-suspect-Malaysias-official-police-investigation.html>

***Social Communications / Networking / Media (On-going)***

Note - the below are shown as just a few examples of the kinds of social media that Malaysian Airlines uses - and used during its MH 370 response. The Twitter hashtags (#) shown below were assigned specifically (initially by the 'general public' [they should have been assigned by Malaysian Airlines - but they were slow off the mark here – although they did eventually make use of the hashtag]) to this incident and became a primary source of social comment - including comment by the airline itself. Note that Malaysian Airlines has its own 'official' Twitter site (not included below) which it used with regard to MH 370. However, the hash-tagged (Twitter) sites shown below very quickly became the major source of Twitter derived comment at the time

Note that Malaysian Airlines also uses 'Facebook', 'Google +' and 'YouTube' - and used same to make comments / provide information related to MH 370. For these you will need to scroll back until you get to the appropriate time period related to MH 370. Alternatively, use the 'search' tool if available (type in 'MH 370')

- TWITTER (#MH370)** - <https://twitter.com/search?src=hash&q=%23MH370>
- TWITTER (#MASalert)** - <https://twitter.com/search?q=%23MASalert&src=hash>
- FACEBOOK** - <https://www.facebook.com/malaysiaairlines/>
- GOOGLE+** - <https://plus.google.com/+MalaysiaAirlines/posts>
- YOUTUBE** - <http://www.youtube.com/MalaysiaAirlines>





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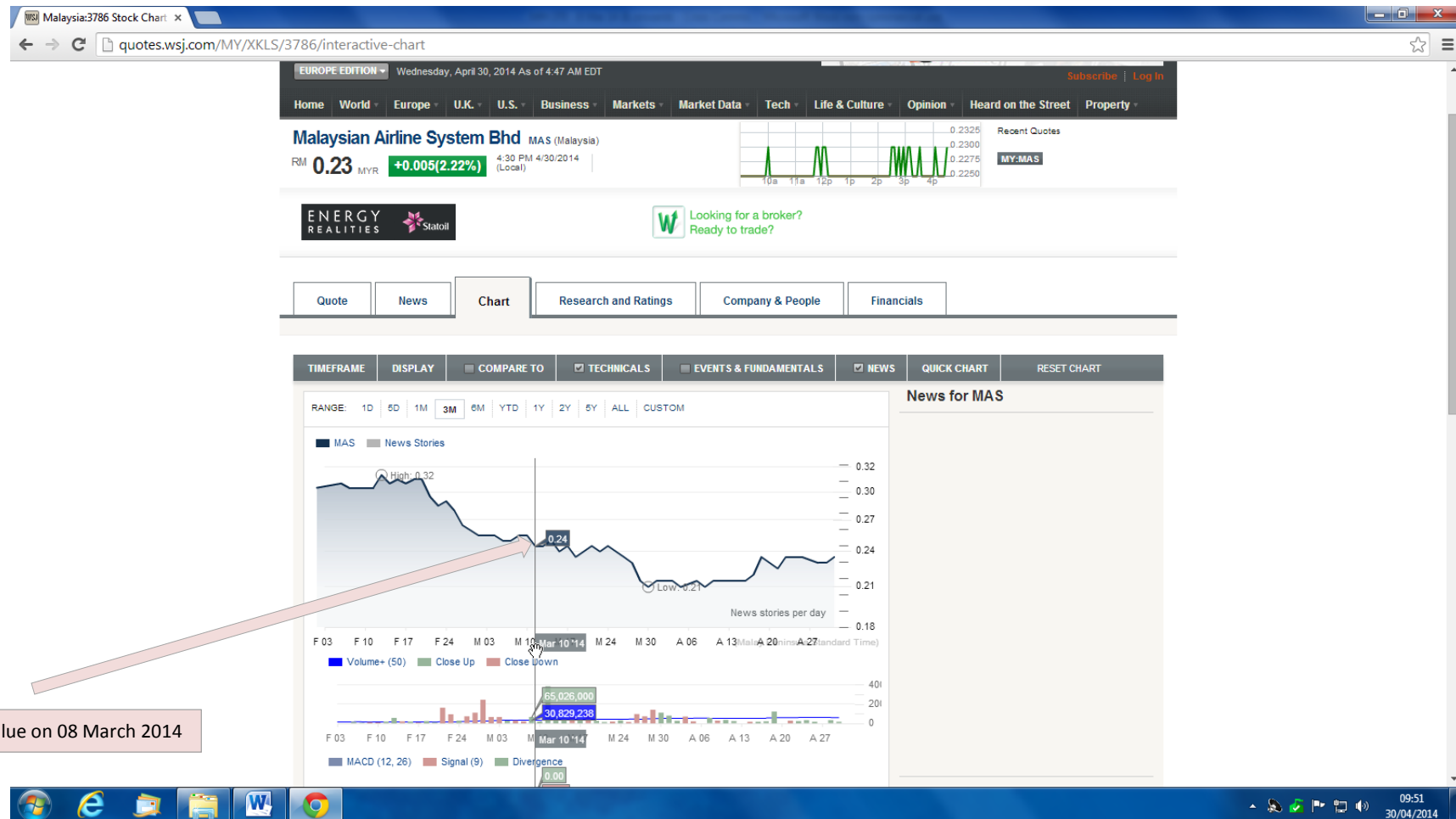
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## Malaysia Airlines Share Price Information for period February through April 2014 (MH 370 flight disappeared on 08 March 2014)





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Malaysian Airline 'home page' 09 May 2104 - (almost back to normal)

Firefox | English | Malaysia Airlines

www.malaysiaairlines.com/uk/en.html

Most Visited Getting Started Suggested Sites Web Slice Gallery

malaysia airlines

Contact Sign Up Login

BOOK & PLAN DEALS MH EXPERIENCE DESTINATIONS ENRICH BOOK HOLIDAYS MANAGE CHECK-IN

5 STAR AIRLINE SKYTRAX

Skytrax World Airline Awards 2013  
The World's 5-Star Airline Award

Quick Links

- Deals of the Day
- E-timetable
- Enrich
- Flight Status
- Manage Booking
- Check-in

Updates on MH370  
Read more

SUMMER GETAWAY SPECIAL

Book: Now till 1 Jun 2014  
Travel: 7 Jul - 14 Aug 2014

ECONOMY CLASS (RETURN)  
KUALA LUMPUR FROM GBP 939\*

\*Kids pay only 25% of the fare  
All-Inclusive fares  
Terms & Conditions Apply

Book now >

One Way Return Multi-city ?

From  
To

Departure 10/05/2014 Return 18/05/2014

Adults ? Children ? Infants ?

1 0 0

More than 9 passengers?

Cabin Economy Class

Coupon

Find Flights >

Travel Advisory Malaysia Airlines implements 'Positive Boarding' at London Heathrow Airport

Check in from anywhere  
Save time at the airport, pick seats

Put on weight when you fly  
Pack more with our 30kg Economy,

Get your favourite spot  
Select the seat you like best in advance and make your

13:16  
09/05/2014





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Malaysian Airlines Website Home Page (top part) - 19 April 2014 - see next page to see what is displayed after clicking on 'UPDATES ON MALAYSIA AIRLINES FLIGHT MH 370'

Firefox | English | Malaysia Airlines

www.malaysiaairlines.com/hq/en.html

Most Visited Getting Started Suggested Sites Web Slice Gallery

malaysia airlines

Contact Sign Up Login

BOOK & PLAN DEALS MH EXPERIENCE DESTINATIONS ENRICH BOOK HOLIDAYS MANAGE CHECK-IN

Skytrax World Airline Awards 2013  
The World's 5-Star Airline Award

Quick Links

- Deals of the Day
- E-timetable
- Enrich
- Flight Status
- Manage Booking
- Check-in

Interview with Captain Edward Lewis  
Fleet Manager B777, Line Operations Department

Travel Advisory  
Malaysia Airlines implements 'Positive Boarding' at London Heathrow Airport

UPDATES ON MALAYSIA AIRLINES FLIGHT MH370

Put on weight when you fly  
Pack more with our 30kg Economy,

Get your favourite spot  
Select the seat you like best in advance

Latest updates  
Media statement and information on flight MH370 incident

19:16  
19/04/2014

<http://www.youtube.com/watch?v=BXePOJ9b4qM> (clip dated 18 April)





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## Malaysian Airlines Website Home Page (top part) - 19 April 2014

Firefox | English | Malaysia Airlines | Media Statement & Information on FL... | Google

www.malaysiaairlines.com/my/en/site/mh370.html

Most Visited | Getting Started | Suggested Sites | Web Slice Gallery

malaysia airlines | Home | Flight Status

**Media Statement & Information on Flight MH370**

Interview with Intan Darlina Muhammad  
Associate Trainer with the Special Assistance Team, Malaysia Airlines

A message from Captain Edward Lewis  
Fleet Manager B777, Line Operations

A message from Noorazhar Abd Halim  
Manager, Engineer and Maintenance,

Interview with Intan Darlina Muhammad  
Associate Trainer with the Special Assistance Team, Malaysia Airlines

www.youtube.com/watch?v=B9df-757YrQ

19:22  
19/04/2014

<http://www.youtube.com/watch?v=FQJL3mNizBA> (clip dated 18 April)





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## Malaysian Airlines Website Home Page (top part) - 19 April 2014 - continued

The screenshot shows the top portion of the Malaysian Airlines website. The browser window is Firefox, displaying the URL [www.malaysiaairlines.com/my/en/site/mh370.html](http://www.malaysiaairlines.com/my/en/site/mh370.html). The page features a navigation bar with links like 'Most Visited', 'Getting Started', 'Suggested Sites', and 'Web Slice Gallery'. Below this is a carousel of three video thumbnails: 'Interview with Anneliza Zainal', 'Message from Dr. Hugh Dunleavy', and 'Interview with Ahmad Jauhari'. The main content area is divided into two columns. The left column contains a red banner for a 'Saturday, April 19, 02:30 PM MYT +0800 MH370 Press Briefing by Hishammuddin Hussein, Minister of Defence and Acting Minister of Transport', followed by an 'Introductory Statement' by the Minister. The right column is titled 'Contact Information' and lists toll-free numbers for various regions including South China, North China, Malaysia, Indonesia, Australia, US/Canada, and New Zealand. The Windows taskbar at the bottom shows the date as 19/04/2014 and the time as 19:24.

Firefox | English | Malaysia Airlines | Media Statement & Information on FL... | www.malaysiaairlines.com/my/en/site/mh370.html

Most Visited | Getting Started | Suggested Sites | Web Slice Gallery

Interview with Anneliza Zainal  
Vice President of Customer Care, Malaysia Airlines

Message from Dr. Hugh Dunleavy  
Director of Commercial, Malaysia Airlines

Interview with Ahmad Jauhari  
Group CEO of Malaysia Airlines

**Saturday, April 19, 02:30 PM MYT +0800 MH370 Press Briefing by Hishammuddin Hussein, Minister of Defence and Acting Minister of Transport**

**Introductory Statement**

I would like to begin this with a message.

On behalf of the Malaysian Government and specifically the MH370 SAR team, we would like to extend deepest sympathies and condolences to those on board the tragic incident involving the South Korea ferry that departed from Incheon planned for Jeju. We empathies and can imagine how difficult it can be for the families and the SAR team coping with the situation. All our thoughts and prayers are with them.

I will now continue with MH370.

We have now entered day 43 of the search operation for the MH370. It has been six weeks since we started the operation in which we have continuously refined the search area in the quest to locate the missing aircraft. We have pursued every possible lead presented to us at this stage and with every passing day, the search has become more difficult.

**Contact Information**

Family Support Centre  
(Toll-free number)

South China  
10-800-130-1364

North China  
10-800-713-1404

Malaysia  
1800-81-4819

Indonesia  
001-803-015-203-7708

Australia  
1800-198-163

US/Canada  
877-504-4210

New Zealand  
080-045-4029

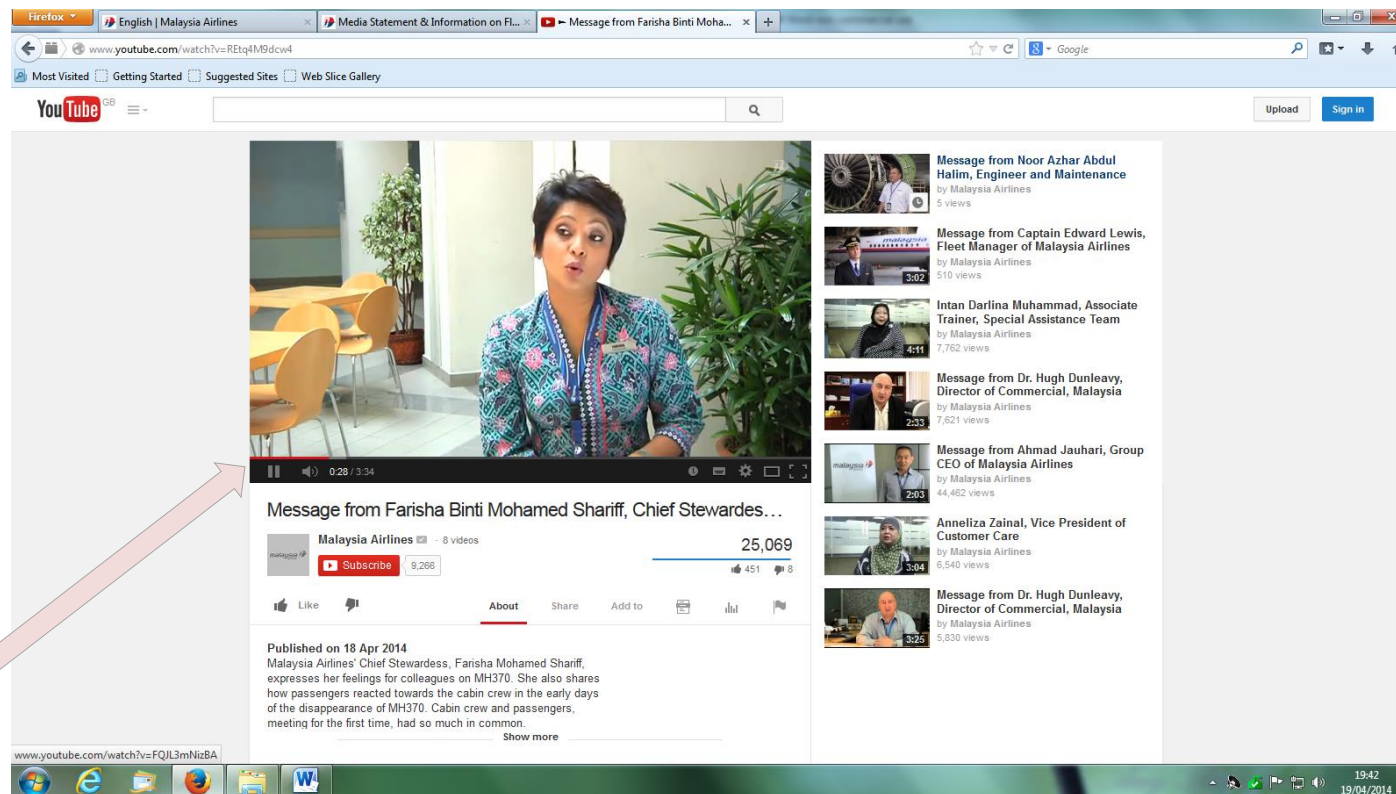






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Note that the video clip below did not feature directly on the 19 April website page (it was, however, published on Malaysia Airlines Facebook & Twitter sites). It was only found by opening e.g. the video clip of Captain Lewis (see page 28) - and was then noticed on the 'video clip menu' to the right of the main video clip itself. As this is arguably the most impacting video clip prepared to date by Malaysian Airlines - benefit might have been gained by also displaying it directly on the Malaysian website?



<http://www.youtube.com/watch?v=REtq4M9dcw4> (clip dated 18 April) (Note - this clip has subsequently become 'private' and may no longer be publicly accessible)





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Malaysian Airlines Website Home Page (top part) - 18 April 2014 - note the change from previous format shown on page 35 - *particularly the 'SKYTRAX 5 STAR AIRLINE' award - shown to the left of the main image*. Displaying such information at a 'respectful' time following a major incident is one crisis communications tactic for trying to retain / regain the initiative, as associated with brand, image and reputation matters

The screenshot shows the Malaysia Airlines website home page in English. The browser is Firefox, and the URL is www.malaysiaairlines.com/hq/en.html. The page layout includes a header with the airline's logo and navigation links. A prominent feature is the Skytrax World Airline Awards 2013 badge, which states 'The World's 5-Star Airline Award'. Below this, there are quick links for Deals of the Day, E-timetable, Enrich, Flight Status, Manage Booking, and Check-in. A video message from Dr. Hugh Dunleavy, Director of Commercial, is displayed. To the right is a flight booking form with fields for origin, destination, departure and return dates, and passenger details. Below the main content, there are sections for Travel Advisory, Updates on Malaysia Airlines Flight MH370, and a footer with social media links and a copyright notice.





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Malaysian Airlines Website Home Page (top part) - 14 April 2014 - note the change from previous format shown on page 37 - *particularly the re-introduction of commercial information* directly beneath the 'Travel Advisory' banner. *Note also that to date, no update has been made re the 'media statement & information on MH 370 incident' box (shown at bottom right of image) - since 07 April*





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Malaysian Airlines Website Home Page (top part) - 11 April 2014 - note the change from previous format shown on page 39

<http://www.youtube.com/watch?v=rQmTXGbaiFw>





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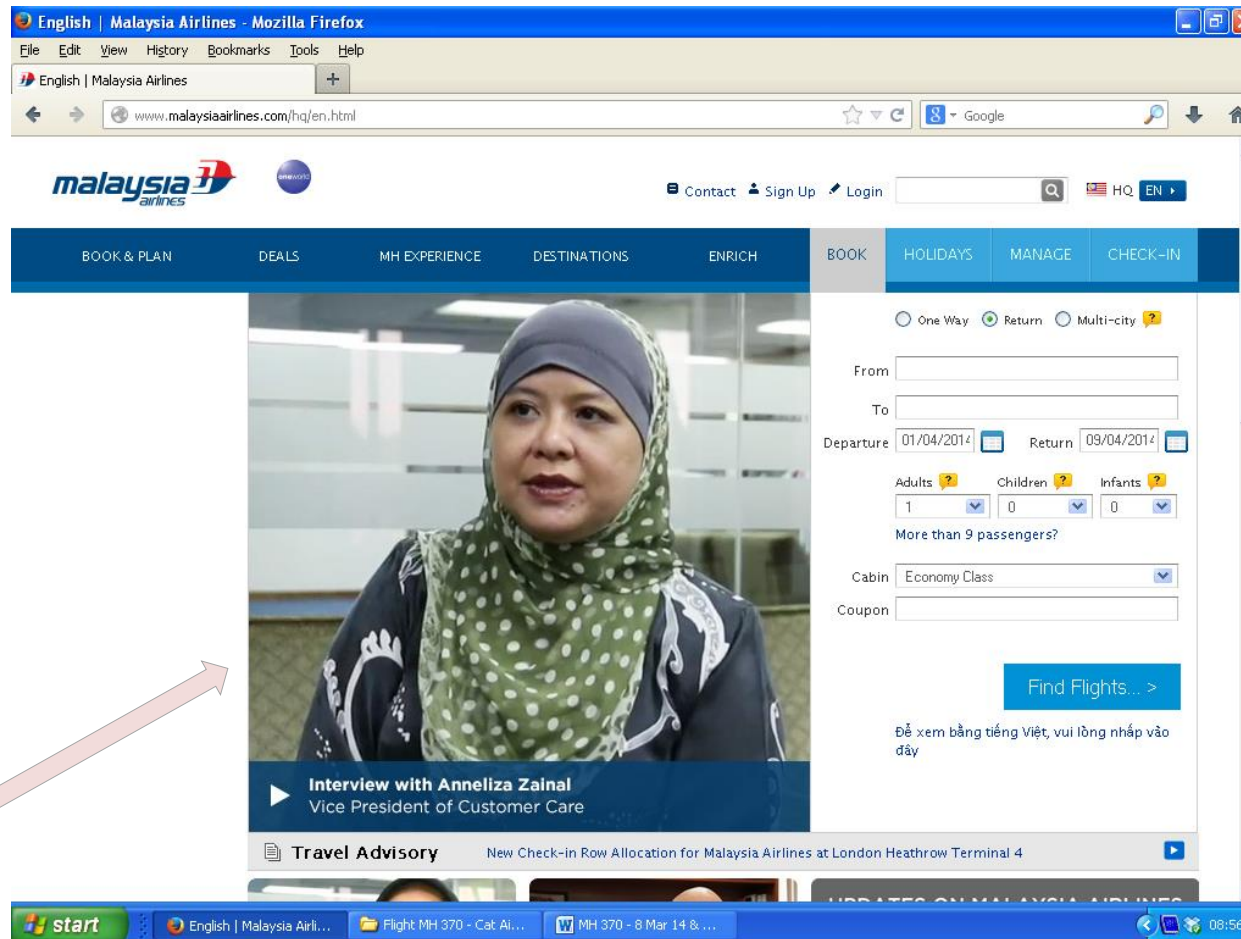
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Malaysian Airlines Website Home Page (top part) - 01 April 2014 - note the change from previous format shown on page 42



[http://www.youtube.com/watch?v=p\\_bgCdgbOWg](http://www.youtube.com/watch?v=p_bgCdgbOWg) (posted 27 March 2014 - on MAS website from 01 April)







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### Malaysian Airlines Website Home Page (bottom part) - 01 April 2014

The screenshot shows the bottom part of the Malaysian Airlines website as viewed in a Mozilla Firefox browser window on April 1, 2014. The browser's address bar shows the URL [www.malaysiaairlines.com/hq/en.html](http://www.malaysiaairlines.com/hq/en.html). The page content includes a video player for an interview with Anneliza Zainal, Vice President of Customer Care. Below this is a travel advisory for a new check-in row allocation at London Heathrow Terminal 4. There are also video messages from Intan Darlina, Associate Trainer with the Special Assistance Team, and Dr. Hugh Dunleavy, Director of Commercial. A section titled 'UPDATES ON MALAYSIA AIRLINES FLIGHT MH370' provides the latest updates on the flight. The footer contains navigation links for 'BOOK & PLAN', 'DEALS', 'MH EXPERIENCE', 'DESTINATIONS', and 'ENRICH'. The Windows taskbar at the bottom shows the Start button and several open applications, including the Malaysian Airlines website, a flight search page, and a document titled 'MH 370 - 8 Mar 14 & ...'.

**English | Malaysia Airlines - Mozilla Firefox**

File Edit View History Bookmarks Tools Help

English | Malaysia Airlines

[www.malaysiaairlines.com/hq/en.html](#) Google

**Interview with Anneliza Zainal**  
Vice President of Customer Care

**Travel Advisory** New Check-in Row Allocation for Malaysia Airlines at London Heathrow Terminal 4

**UPDATES ON MALAYSIA AIRLINES FLIGHT MH370**

**Their story**  
Intan Darlina, Associate Trainer with the Special Assistance Team

**Video message**  
Dr. Hugh Dunleavy, Director of Commercial

**Latest updates**  
Media statement and information on flight MH370 incident

**What's the buzz**  
Come connect with us. Pick your channel of choice and engage.

**BOOK & PLAN**  
Book Now  
How to Book  
Travel Options

**DEALS**  
Deals of the Day  
Golden Holidays

**MH EXPERIENCE**  
First Class  
Business Class  
Economy Class

**DESTINATIONS**  
Route Map  
Beach Holidays  
City & Nightlife

**ENRICH**  
About Enrich  
About oneworld  
Enrich Online

start English | Malaysia Airli... Flight MH 370 - Cat Ai... MH 370 - 8 Mar 14 & ... 08:57







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Malaysian Airlines Website Home Page (top part) - 27 March 2014 - note the changes from previous format shown on page 47

The screenshot shows the Malaysia Airlines website in a Mozilla Firefox browser window. The browser's address bar displays [www.malaysiaairlines.com/hq/en.html](http://www.malaysiaairlines.com/hq/en.html). The website's header includes the Malaysia Airlines logo, a search bar, and links for Contact, Sign Up, and Login. A navigation menu below the header lists: BOOK & PLAN, DEALS, MH EXPERIENCE, DESTINATIONS, ENRICH, BOOK, HOLIDAYS, MANAGE, and CHECK-IN. The main content area is split into two sections. On the left, a large black box with white text reads: **OUR DEEPEST CONDOLENCES**  
We are all deeply saddened by the news of MH370. Our sincerest condolences go out to the loved ones of the 239 passengers, friends and colleagues. Words alone cannot express our enormous sorrow and pain. They have left us too soon, but they will never be forgotten. They will forever remain in our thoughts and prayers.  
From the Board of Directors, Management and Staff of Malaysia Airlines. A small tooltip labeled 'main\_banner\_en\_condolence' points to this section. On the right, a flight booking form is visible, featuring radio buttons for One Way, Return (selected), and Multi-city. It includes fields for From, To, Departure (27/03/2014), and Return (04/04/2014). Passenger counts are shown as Adults: 1, Children: 0, and Infants: 0. A 'Find Flights... >' button is at the bottom of the form. Below the main content, a 'Travel Advisory' banner states: 'System maintenance impacting online booking facilities, 12am-5am 28 Mar (GMT+8)'. The Windows taskbar at the bottom shows the Start button, open windows for 'MH 370 - 8 Mar 14 & ...' and 'English | Malaysia Airli...', and the system clock at 10:57.





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Malaysian Airlines Website Home Page (bottom part [1]) - 27 March 2014 - note the changes from previous format shown on page 47

The screenshot shows the Malaysian Airlines website in a Mozilla Firefox browser window. The page layout includes a header with the airline's name and language options, a navigation bar, and a main content area. Key elements and annotations include:

- Travel Advisory:** A banner at the top right stating "System maintenance impacting online booking facilities, 12am-5am 28 Mar (GMT+8)".
- Updates on Malaysia Airlines Flight MH370:** A section on the right with a video player and text: "UPDATES ON MALAYSIA AIRLINES FLIGHT MH370".
- Video Messages:** Two video thumbnails are shown. The first is titled "Their story" and features Intan Darlina, Associate Trainer with the Special Assistance Team. The second is titled "Video message" and features Dr. Hugh, Director of Commercial. A pink arrow points to the "Video message" section with the annotation "First Posted March 23rd".
- Latest updates:** A section below the video messages with the text "Media statement and information on flight MH370 incident".
- What's the buzz:** A section at the bottom left with social media links for Google+, YouTube, Facebook, and Twitter.
- Footer:** A navigation bar with links for "BOOK & PLAN", "DEALS", "MH EXPERIENCE", "DESTINATIONS", and "ENRICH".

Annotations on the page:

- A pink box labeled "Posted March 27th" with an arrow pointing to the "Travel Advisory" banner.
- A pink box labeled "First Posted March 23rd" with an arrow pointing to the "Video message" section.

At the bottom of the page, two YouTube links are provided:

- <http://www.youtube.com/watch?v=B9df-757YrQ>
- <http://www.youtube.com/watch?v=xb--lmvhRvY>





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Malaysian Airlines Home Page (bottom part [2]) - 27 March 2014 - note what might be interpreted as 'insensitive advertising' on display





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**Message from Ahmad Jauhari - Group CEO Malaysia Airlines - Posted 23 March 2014**

<http://www.youtube.com/watch?v=nQd3C6peYG4>

(Note - this clip has subsequently become 'private' and is no longer publicly accessible. Why would Malaysian Airlines do this - especially as the message is from its CEO?)





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Malaysian Airlines Home Page (top part) - 26 March 2014 - note the changes from previous format shown on page 50

The screenshot shows the Malaysia Airlines website in a Mozilla Firefox browser window. The address bar displays [www.malaysiaairlines.com/hq/en.html](http://www.malaysiaairlines.com/hq/en.html). The website features the Malaysia Airlines logo and a navigation menu with links: BOOK & PLAN, DEALS, MH EXPERIENCE, DESTINATIONS, ENRICH, BOOK, HOLIDAYS, MANAGE, and CHECK-IN. A large black banner with white text reads: "OUR DEEPEST CONDOLENCES. We are all deeply saddened by the news of MH370. Our sincerest condolences go out to the loved ones of the 239 passengers, friends and colleagues. Words alone cannot express our enormous sorrow and pain. They have left us too soon, but they will never be forgotten. They will forever remain in our thoughts and prayers. From the Board of Directors, Management and Staff of Malaysia Airlines." To the right of the banner is a flight booking form with fields for "From", "To", "Departure" (26/03/2014), "Return" (03/04/2014), "Adults" (1), "Children" (0), and "Infants" (0). A button labeled "Find Flights >" is visible. At the bottom, a "Travel Advisory" banner mentions "New Check-in Row Allocation for Malaysia Airlines at London Heathrow Terminal 4". The browser's taskbar at the bottom shows the Windows Start button and several open applications, including "English | Malaysia Airli...", "Flight MH 370 - Cat Ai...", and "MH 370 - 8 Mar 14 & ...". The system clock shows 09:03.





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Malaysian Airlines Home Page (bottom part of webpage) - 26 March 2014. Note that commercial info is still on display

English | Malaysia Airlines - Mozilla Firefox

File Edit View History Bookmarks Tools Help

English | Malaysia Airlines x Enrich - Enrich Services | Malaysia Airlines x +

www.malaysiaairlines.com/hq/en.html

UPDATES ON MALAYSIA AIRLINES  
FLIGHT MH370

Read more ▶

1

**What's the buzz**

Come connect with us.  
Pick your channel of  
choice and engage.

g+ YouTube f t

BOOK & PLAN	DEALS	MH EXPERIENCE	DESTINATIONS	ENRICH
Book Now	Deals of the Day	First Class	Route Map	About Enrich
How to Book	Golden Holidays	Business Class	Beach Holidays	About oneworld
Travel Options		Economy Class	City & Nightlife	Enrich Online
Payment Options	<b>TRAVEL INFO</b>	Chef-on-Call	Culture & Heritage	Earn Enrich Miles
Baggage	Airport Guide	Golden Lounge	Diving	Redeem Enrich Miles
Flight Timetable	Visas and Taxes	Fleet	Free & Easy	Cash + Miles
Manage My Booking	Cabin Conditions	Kids' Corner	Nature & Adventure	Enrich Services
Check-in	Medical Care While Travelling	Special Travel Needs		World of Riches
Flight Status		Special Meal Requests	<b>COMMERCIAL SERVICES</b>	News and Offers

start English | Malaysia Airli... Flight MH 370 - Cat Al... MH 370 - 8 Mar 14 & ... 09:08







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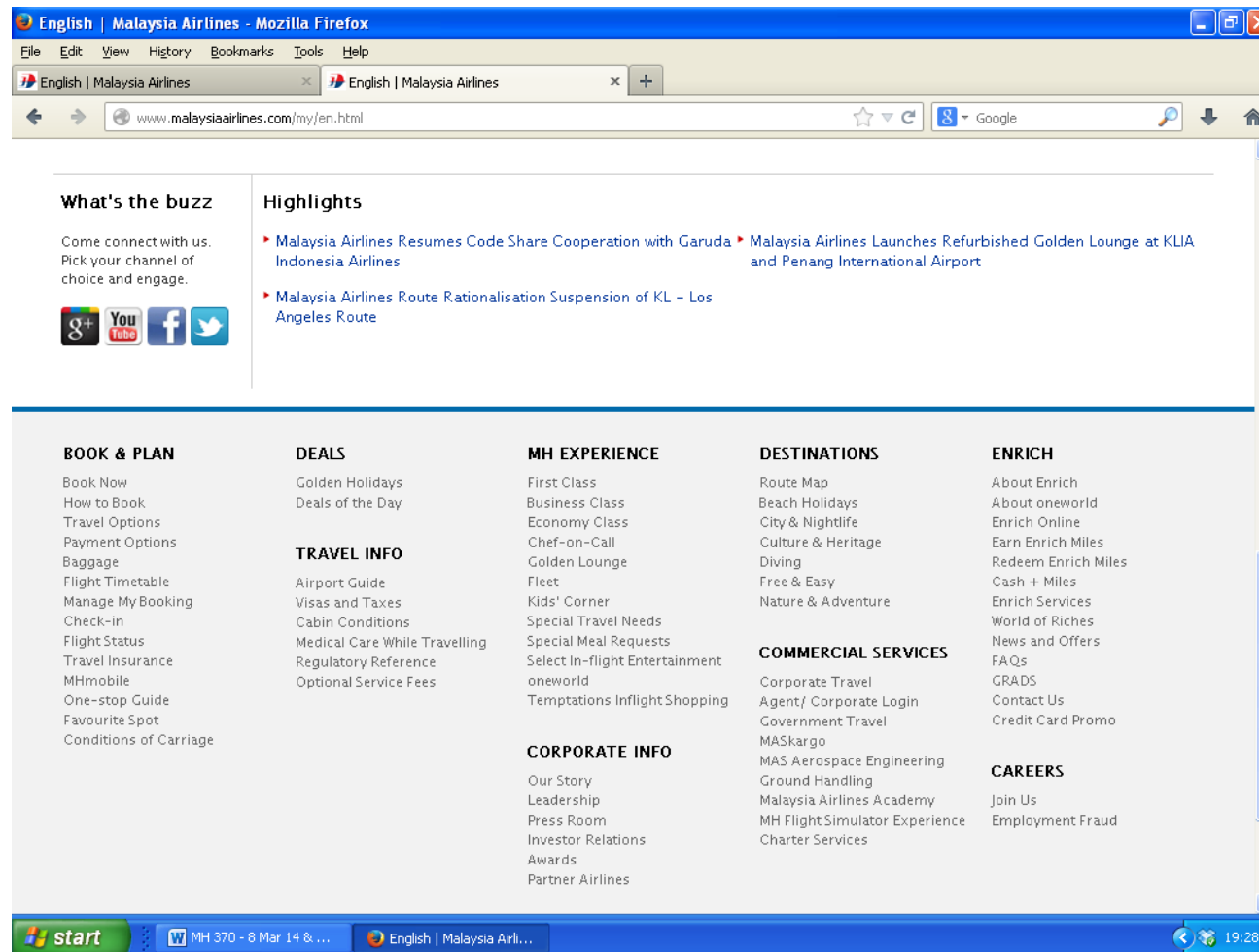
Malaysia Airlines Home Page - around 1450 GMT - 24 March 2014 (23<sup>rd</sup> Media Statement made at this time - effectively stating that flight MH 370 is assumed lost and all on board presumed not to have survived. Note the background colour change compared to that shown on page 54)





aviationemergencyresponseplan.com (Parent Website)

This is the bottom portion of the home page at around 1450 GMT - 24 March. Note that the home page is not a true 'dark site' in the accepted sense of the term i.e. it has been a mix of dark site- and 'normal operations' home page (e.g. commercial information & similar has continued to be displayed throughout the crisis to date)





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aviationemergencyresponseplan.com (Parent Website)

Results of a Google search for 'Malaysian Airlines' on 08 March (note that words '**Experience Award-Winning.....**' have not yet been taken down)  
See page 57 for a comparison of this same web search page taken a day or so later

The screenshot shows a Google search results page for 'malaysia airlines' in a Mozilla Firefox browser window. The address bar shows the search URL. The page includes a cookie notice, a sidebar for Malaysia Airlines, and several search results. A red arrow points to the link 'Welcome to Malaysia Airlines - Experience Award-Winning ...'.

**malaysia airlines - Google Search - Mozilla Firefox**

File Edit View History Bookmarks Tools Help

malaysia airlines - Google Search

https://www.google.co.uk/search?q=malaysia+airlines&ie=utf-8&oe=utf-8&rls=org.mozilla:en-US:official&client=firefox-a

Cookies help us deliver our services. By using our services, you agree to our use of cookies. **OK** Learn more

**News for malaysia airlines**

**Malaysia Airlines: experts surprised at disappearance of 'very safe' Boeing 777**  
The Guardian - 32 minutes ago  
Malaysia Airlines Boeing 777 Ground staff park a Malaysia Airlines Boeing 777-200 at Kuala Lumpur International airport. Photograph: Francis ...

**Malaysia Airlines denies crash report, says plane still missing**  
Reuters UK - 1 hour ago

**Welcome to Malaysia Airlines - Experience Award-Winning ...**  
www.malaysiaairlines.com/   
Book flights to Kuala Lumpur, Kota Kinabalu, London, Los Angeles, Australia, Asia, Europe, the Middle East and other destinations on **Malaysia Airlines**.

**BBC News - Search on after Malaysia Airlines flight vanishes**  
www.bbc.co.uk/news/world-asia-26492748   
8 hours ago - A search begins in waters between Malaysia and Vietnam after a **Malaysia Airlines** plane carrying 239 people vanishes on a flight to Beijing.

**Malaysia Airlines denies crash report, says plane still missing ...**  
www.reuters.com/.../us-malaysiaairlines-flight-idUSBREA27017201403...   
37 mins ago - KUALA LUMPUR/HANOI (Reuters) - A **Malaysia Airlines** flight carrying 227 passengers and 12 crew went missing over the South China Sea on ...

**Malaysia Airlines loses contact with plane carrying 239 people ...**  
www.theguardian.com > News > World news > Air transport   
by Ben Quinn - in 35 Google+ circles

**Malaysia Airlines**

259,761 followers on Google+

Malaysian Airline System is the flag carrier of Malaysia. Malaysia Airlines operates flights from its home base, Kuala Lumpur International Airport and with a secondary hub at Kota Kinabalu and Kuching. [Wikipedia](#)

CEO: Ahmad Jauhari Yahya  
Founded: 1947

**Track flight status**

Enter flight number  **Track flight**

**Recent posts**

Your trip to Bali will not be complete without a diving adventure! Get those gears ready, pack your bags and experience the ocean life with us. 6 Mar 2014

Feedback

start 0740 GMT - Microsoft... malaysia airlines - Go... 09:21





aviationemergencyresponseplan.com (Parent Website)

Top part of Malaysian Airlines home page on 08 March 2014 (Note that website generally *continued to operate normally* despite a massive increase in hits due to incident)

The screenshot shows the Malaysia Airlines website in a Mozilla Firefox browser window. The browser's address bar displays 'www.malaysiaairlines.com/hq/en.html'. The website's header includes the Malaysia Airlines logo, a 'Contact' link, and 'Sign Up' and 'Login' buttons. A search bar is also present. The main navigation menu features links for 'BOOK & PLAN', 'DEALS', 'MH EXPERIENCE', 'DESTINATIONS', 'ENRICH', 'BOOK', and 'HOLIDAYS'. On the left side, there are two sections: 'Take me to' with links to 'oneworld', 'Deals of the Day', 'eNewsletter', 'MHmobile', 'Flight Status', 'E-Timetable', and 'Chef on Call'; and 'Travel ideas' with links to 'Beach Holidays', 'City & Nightlife', 'Culture & Heritage', 'Diving', 'Free & Easy', and 'Nature & Adventure'. The central content area features a large banner for 'UPDATES ON MALAYSIA AIRLINES FLIGHT MH370' with a 'Read more here' link. To the right, there is a flight booking form with fields for 'From', 'To', 'Departure' (set to 08/03/2014), 'Adults' (set to 1), 'Cabin' (set to Economy Class), and 'Coupon'. A 'Find Flights >' button is at the bottom of the form. A dropdown menu is open, showing options for 'Country' (Global) and 'Language' (English), with a 'Remember my selection' checkbox and a link for users who cannot see their country of residence. At the bottom of the page, a 'Travel Advisory' section states: 'Malaysia Airlines to operate temporarily at Dubai World Central - Al Maktoum International Airport'. The Windows taskbar at the bottom shows the 'start' button, open applications including '0740 GMT - Microsoft...', and the system clock showing '09:24'.





aviationemergencyresponseplan.com (Parent Website)

Bottom part of Malaysian Airlines home page on 08 March 2014

The screenshot shows the bottom section of the Malaysian Airlines website. The browser window title is "English | Malaysia Airlines - Mozilla Firefox". The address bar shows "www.malaysiaairlines.com/hq/en.html". The page content includes a "What's the buzz" section with social media links (Google+, YouTube, Facebook, Twitter) and a "Highlights" section with three news items. Below these are five main navigation columns: "BOOK & PLAN", "DEALS", "MH EXPERIENCE", "DESTINATIONS", and "ENRICH". The "BOOK & PLAN" column lists options like "Book Now", "How to Book", "Travel Options", "Payment Options", "Baggage", "Flight Timetable", "Manage My Booking", "Check-in", "Flight Status", "MHmobile", "One-stop Guide", "Favourite Spot", and "Conditions of Carriage". The "DEALS" column lists "Deals of the Day" and "Golden Holidays". The "MH EXPERIENCE" column lists "First Class", "Business Class", "Economy Class", "Chef-on-Call", "Golden Lounge", "Fleet", "Kids' Corner", "Special Travel Needs", "Special Meal Requests", "Select In-flight Entertainment", "oneworld", "Temptations Inflight Shopping", "CORPORATE INFO", "Our Story", "Leadership", "Press Room", "Investor Relations", "Awards", and "Partner Airlines". The "DESTINATIONS" column lists "Route Map", "Beach Holidays", "City & Nightlife", "Culture & Heritage", "Diving", "Free & Easy", "Nature & Adventure", "COMMERCIAL SERVICES", "Corporate Travel", "Agent/ Corporate Login", "Government Travel", "MASKargo", "MAS Aerospace Engineering", "Ground Handling", "Malaysia Airlines Academy", "MH Flight Simulator Experience", and "Charter Services". The "ENRICH" column lists "About Enrich", "About oneworld", "Enrich Online", "Earn Enrich Miles", "Redeem Enrich Miles", "Cash + Miles", "Enrich Services", "World of Riches", "News and Offers", "FAQs", "GRADS", "Contact Us", and "CAREERS", "Join Us", and "Employment Fraud". The Windows taskbar at the bottom shows the "start" button, a taskbar with "0740 GMT - Microsoft...", and a system tray with a clock showing "20:13".

**English | Malaysia Airlines - Mozilla Firefox**

File Edit View History Bookmarks Tools Help

English | Malaysia Airlines

www.malaysiaairlines.com/hq/en.html

Google

**What's the buzz**

Come connect with us.  
Pick your channel of choice and engage.

g+ YouTube f Twitter

**Highlights**

- Malaysia Airlines Resumes Code Share Cooperation with Garuda Indonesia Airlines
- Malaysia Airlines Launches Refurbished Golden Lounge at KLIA and Penang International Airport
- Malaysia Airlines Route Rationalisation Suspension of KL - Los Angeles Route

**BOOK & PLAN**

- Book Now
- How to Book
- Travel Options
- Payment Options
- Baggage
- Flight Timetable
- Manage My Booking
- Check-in
- Flight Status
- MHmobile
- One-stop Guide
- Favourite Spot
- Conditions of Carriage

**DEALS**

- Deals of the Day
- Golden Holidays

**TRAVEL INFO**

- Airport Guide
- Visas and Taxes
- Cabin Conditions
- Medical Care While Travelling
- Optional Service Fees

**MH EXPERIENCE**

- First Class
- Business Class
- Economy Class
- Chef-on-Call
- Golden Lounge
- Fleet
- Kids' Corner
- Special Travel Needs
- Special Meal Requests
- Select In-flight Entertainment
- oneworld
- Temptations Inflight Shopping

**CORPORATE INFO**

- Our Story
- Leadership
- Press Room
- Investor Relations
- Awards
- Partner Airlines

**DESTINATIONS**

- Route Map
- Beach Holidays
- City & Nightlife
- Culture & Heritage
- Diving
- Free & Easy
- Nature & Adventure

**COMMERCIAL SERVICES**

- Corporate Travel
- Agent/ Corporate Login
- Government Travel
- MASKargo
- MAS Aerospace Engineering
- Ground Handling
- Malaysia Airlines Academy
- MH Flight Simulator Experience
- Charter Services

**ENRICH**

- About Enrich
- About oneworld
- Enrich Online
- Earn Enrich Miles
- Redeem Enrich Miles
- Cash + Miles
- Enrich Services
- World of Riches
- News and Offers
- FAQs
- GRADS
- Contact Us

**CAREERS**

- Join Us
- Employment Fraud

start 0740 GMT - Microsoft... English | Malaysia Airli... 20:13





aviationemergencyresponseplan.com (Parent Website)

Malaysian Airlines 'Flight Status' page - included here to show firstly that web-site was still operating normally (had not 'locked-up') - and secondly that the airline had not yet removed or corrected the flight status page for incident flight MH 370 - despite the fact that this page was updated 27Hours 20Minutes after MH 370 departed KUL

**Book & Plan - Flight Status | Malaysia Airlines - Mozilla Firefox**

File Edit View History Bookmarks Tools Help

Book & Plan - Flight Status | Malaysia Airlines

www.malaysiaairlines.com/hq/en/book-and-plan/flight-status.html

Home Book & Plan Flight Status

### Check the Latest Flight Status Updates

Please enter the departure date, departing and arrival cities or flight number to search for the flight's status.

**Flight Date** 08 Mar 2014 **From** KUALA LUMPUR **To** BEIJING **Flight No.** MH

**Search**

*For Flight No. please use 4-digit format. Example: For MH1, enter MH0001.*

### Search Results

Time displayed is based on local departure/arrival city time.

Flight No.	Status	Departure City	Departure Date & Time	Arrival City	Arrival Date & Time
0370	DEPARTED	KUALA LUMPUR	08 Mar 2014 00:27	BEIJING	08 Mar 2014 06:15
0360	ARRIVED	KUALA LUMPUR	08 Mar 2014 18:39	BEIJING	09 Mar 2014 00:40

Last Updated on: 09 Mar 2014 04:00 (MYT)

Please note that the schedules are subject to change without prior notice and status displayed may not represent all possible and additional flights available. You can also access the same facility on MHmobile via flymas.mobi on your phone's browser. For the latest updates, please contact your departure/arrival airport.

start 0740 GMT - Microsoft... Book & Plan - Flight S... 20:03







aviationemergencyresponseplan.com (Parent Website)

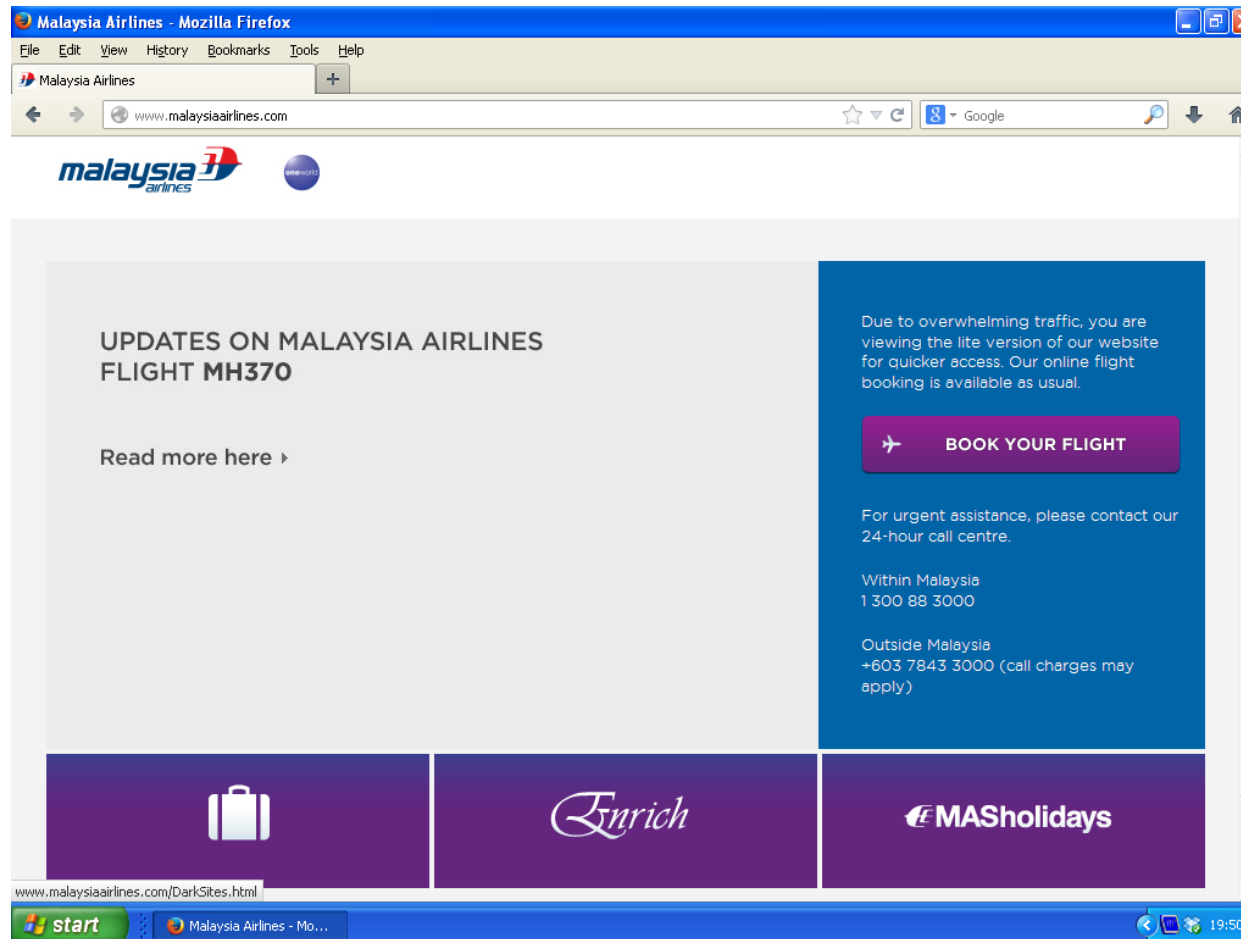
The screenshot shows a Mozilla Firefox browser window with the title 'malaysia airlines - Google Search - Mozilla Firefox'. The address bar shows the URL 'https://www.google.co.uk/search?q=malaysia+airlines&ie=utf-8&oe=utf-8&rls=org.mozilla:en-US:official&client=firefox-a'. The search bar contains 'malaysia airlines'. The search results are displayed on the 'Web' tab, showing 'About 235,000,000 results (0.18 seconds)'. A cookie notice is visible at the top of the results. The first result is a news article titled 'Missing Malaysia Airlines plane: China steps up airport security' from BBC News, dated 1 hour ago. The article text states: 'Malaysia Airlines flight MH370 disappeared at 02:40 local time on Saturday (18:40 GMT on Friday) with 239 people on board. The BBC's John ...'. Below the article is a photo of people looking at a map. To the right of the article is a link to 'Malaysia Airlines plane vanishes from radar ...' from The Guardian, dated 6 hours ago. Below this is a link to 'More news for malaysia airlines >'. The second result is the official Malaysia Airlines website, 'www.malaysiaairlines.com/'. The website description says: 'Book flights to Kuala Lumpur, Kota Kinabalu, London, Los Angeles, Australia, Asia, Europe, the Middle East and other destinations on Malaysia Airlines.' Below this is a link to 'BBC News - Malaysia Airlines flight to Beijing vanishes' from www.bbc.co.uk/news/world-asia-26492748, dated 3 hours ago. The article text states: 'South-east Asian states join forces to search waters between Malaysia and Vietnam after a Malaysia Airlines plane carrying 239 people ...'. On the right side of the search results is a sidebar for 'Malaysia Airlines', an airline company. It includes the airline's logo and a description: 'Malaysian Airline System is the flag carrier of Malaysia. Malaysia Airlines operates flights from its home base, Kuala Lumpur International Airport and with a secondary hub at Kota Kinabalu and Kuching.' Below this is the CEO's name, 'Ahmad Jauhari Yahya', and the founding year, '1947'. There is a 'Track flight status' section with a text input field for 'Enter flight number' and a 'Track flight' button. At the bottom of the sidebar is a 'Recent posts' section with a link to a tweet: '[#MASAlert] We would like to humbly ask all Malaysians and people around the world to pray for flight MH370 - http://bit.ly'. The Windows taskbar at the bottom shows the 'start' button, a clock showing '0740 GMT - Microsoft...', and a search bar with 'malaysia airlines - Go...'. The system clock in the bottom right corner shows '20:15'.





aviationemergencyresponseplan.com (Parent Website)

On 17 March 2014 Malaysian Airlines changed its main website home page to what you see below. When trying to access the MH flight 370 updates at around 1900 GMT on 17 March the site kept crashing. On the following morning (GMT 18<sup>th</sup> March - being the next time that the website was viewed by the author of this information article) the webpage had returned to the previous format as shown on page 54 - and was working normally again





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***MH370 Flight Incident - Official Media Statements, Press Briefing Summaries and Similar***





Home | Malaysia Airlines <http://www.mal...te/mh370.html>

[www.malaysiaairlines.com/my/en/site/mh370.html](#) Google

Most Visited Getting Started Suggested Sites Web Slice Gallery

**Sunday, June 15, 01:00 PM SGT +0800 Media Statement 34 by Ahmad Jauhari Yahya, Group Chief Executive Officer, Malaysia Airlines MH370 Incident**

It has been the longest 100 days since the disappearance of our MH370.

Our thoughts and prayers remain with the families of the 239 persons on board the flight. The families has been on our minds throughout these past 100 days, and will continue to do for a long while to come. We feel the families' pain, we miss our colleagues and friends on board MH370. We feel the families' anguish, and like them, Malaysia Airlines continues to hope and seek answers that will bring us closer to finding out what happened to MH370.

We thank the Governments and agencies of Malaysia, Australia and China, and the many nations that have come forward to search for MH370. Despite the best efforts and resources over the last 100 days, this most extensive search in history has still not found answers.

Malaysia Airlines continues to support the search operations, continues to support the next-of-kin and continues to keep in touch.

It has been the longest and most painful 100 days in Malaysia Airlines' history.

-ends.

**Monday, June 09, 04:00 PM SGT +0800 BRIEFING BY JAILANI JOHARI, DEPUTY MINISTER FOR COMMUNICATIONS AND MULTIMEDIA, CHAIR OF THE LIAISON, COMMUNICATION AND MEDIA COMMITTEE**

**INTRODUCTORY STATEMENT**

It has been three months since MH370 went missing. As we enter the 14th week of the search operations, we would like to note that the Transition Phase is well underway. On the Malaysian side, led by YB Dato' Seri Hishammuddin Tun Hussein and the four ministerial sub committees, we continue to work closely hand-in-hand, with our counterparts in Australia and China as we face the challenges in the weeks and months ahead. Indeed, this is a concerted effort between our three nations and we stand together in facing this task to find the missing airplane.

**LIAISON, COMMUNICATIONS AND MEDIA COMMITTEE**

As mentioned previously by the Acting Minister of Transport, my task as the Chair of the Liaison, Communication and Media Committee is to liaise with Australia and China to further strengthen and solidify the Tripartite Agreement between our three nations. This provides itself as an opportunity to establish

**Contact Information | 联系方式**

**Family Support Centre | 家属支持中心**  
**(Toll-free number) |(免费电话)**  
  
South China | 中国华南区  
10-800-130-1364  
  
North China | 中国华北区  
10-800-713-1404  
  
Malaysia | 马来西亚  
1800-81-4819  
  
Indonesia | 印度尼西亚  
001-803-015-203-7708  
  
Australia | 澳大利亚  
1800-198-163  
  
US/Canada | 美国/加拿大  
877-504-4210  
  
New Zealand | 新西兰  
080-045-4029  
  
India | 印度  
000-800-100-3449  
  
France | 法国  
080-091-2622  
  
  
Family members may also get in touch with the centre at | 家属也联系以下号码  
  
+603 8777 5770  
  
**Press/Media Contact | 新闻/媒体联系**

Windows taskbar: 18:16 22/06/2014





Home | Malaysia Airlines × http://www.mal...te/mh370.html × +

www.malaysiaairlines.com/my/en/site/mh370.html

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**LIAISON, COMMUNICATIONS AND MEDIA COMMITTEE**  
As mentioned previously by the Acting Minister of Transport, my task as the Chair of the Liaison, Communication and Media Committee is to liaise with Australia and China to further strengthen and solidify the Tripartite Agreement between our three nations. This provides itself as an opportunity to establish strong working relationships and inter-governmental ties between Australia, Malaysia and China, all in the spirit of camaraderie. As directed by YB Dato' Seri Hishammuddin, our immediate task is to finalise the arrangements regarding this new phase of the search operations together with our Tripartite partners. In line with Malaysia's stand in ensuring greater transparency in communicating, we will keep you updated on the progress of these discussions and plans as we go along.

**TRIP TO CANBERRA & BEIJING**  
Tomorrow, Rahim Bakri, Chair of the Asset Deployment Committee will be leading a team to Canberra to coordinate and finalise the terms and arrangements for Malaysia's participation in this phase of the search operation. The meeting is primarily aimed at ensuring all parties involved are on the same page. Immediately after, all the four Chairs of the ministerial sub committees led by Hamzah Zainudin will be heading to Beijing to update our Chinese counterparts on the latest efforts at the Tripartite level and Malaysia's contribution. We would also be discussing with the Chinese leadership on their views and future plans with regards to the MH370 search operation ranging from issues related to the Next of Kins, asset deployment and technical expertise. This team has the mandate from the Malaysian Prime Minister to fully engage with the Chinese government. It must be noted that this trip is a follow up to the recent discussions between the Prime Ministers of Malaysia and China in which both nations have agreed that we remain committed in the search for MH370.

**NEXT OF KIN COMMITTEE**  
With regards to the Next of Kin committee, we acknowledge Voice370's request to meet with Malaysia's Prime Minister, the Acting Transport Minister and the Chair of the Next of Kin Committee. This meeting will be arranged in due time and we look forward to establish a working template in dealing with issues raised by the Next of Kins. We will continue our direct engagement efforts with the Next of Kin primarily in Malaysia and China. On that note, we would also like to praise the Chinese government's efforts in handling the issues related to the Next of Kins. We give our full assurance to the next of kins, wherever they may be, that we remain fully committed in our search for their loved ones.

**ASSET DEPLOYMENT COMMITTEE**  
On the asset deployment front, the sub committee has been tasked, in the meeting in Canberra, to coordinate the participation of Malaysia's assets especially with regards to the Government Furnished Equipment (GFE), consistent with ATSB's tender process requirements. On a similar note, we will also raise with our Tripartite partners how best to manage and coordinate the deployment of assets that Malaysia has personally requested for from the US and other nation partners.

**CONCLUDING REMARKS**  
To conclude, we would like to reiterate our commitment to the search operation in this Transition Phase. In this phase, my colleagues and I will strive to give our

+603 8777 5770

**Press/Media Contact | 新闻/媒体联络**

Malaysia | 马来西亚:  
+603 8787 1276  
+603 8777 5698

**For the passenger manifest of MH370, [click here](#)**

**MH370旅客名单, [点击此处](#)**

**Department of Civil Aviation  
Official Newsroom | 马来西亚民航局  
新闻中心**

For official updates on MH370 search operations, [click here](#)

MH370搜索工作的官方更新, [点击此处](#)

18:19 22/06/2014







Home | Malaysia Airlines

http://www.mal...te/mh370.html

www.malaysiaairlines.com/my/en/site/mh370.html

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**Wednesday, June 04, 07:00 PM SGT +0800 PRESS STATEMENT**  
**Y.B. DATO' SERI HISHAMMUDDIN TUN HUSSEIN MINISTER OF DEFENCE AND ACTING MINISTER OF TRANSPORT**

**Introductory Statement**  
It has been 89 days since MH370 went missing. We have entered a new difficult phase which brings with it new challenges which we will overcome together. Today, I met up with the 4 Ministerial Committees and we discussed on our way forward in the search for MH370.  
  
Let me begin by stating that the ASEAN Member States have publicly acknowledged in April their solidarity as reflected by the concerted efforts in the search mission of the missing MH370. They also recognised the unwavering support from all Member States in this new phase of this unprecedented search. This was again emphasised at the 8<sup>th</sup> ASEAN Defence Ministers' Meeting held in Nay Pyi Taw on the 20<sup>th</sup> of May 2014.  
  
We also have a firm commitment, formalised by our Tripartite Agreement on the 5<sup>th</sup> of May 2014, between Malaysia, Australia and China that the search needs to be a continuous and intensified effort.  
  
In the Joint Communique between the People's Republic of China and Malaysia in conjunction with the 40<sup>th</sup> anniversary of the establishment of diplomatic relations, China and Malaysia have also agreed to work closely together in the next phase of the search operation for MH370 in the southern Indian Ocean. This Joint Communique was signed and agreed upon on the 31<sup>st</sup> of May by both the Prime Minister of Malaysia, YAB Dato' Sri Najib Tun Razak and the Premier of the People's Republic of China, Premier Li Keqiang.  
  
The Defence Ministers of the Five Power Defence Arrangement have also reaffirmed their continued support for the search mission of MH370.  
  
As we enter the new phase of this search, we are grateful for the continuous support that we have received from the international community.  
  
**Next Of Kin Committee**  
  
With regards to the next of kin, we will continue to engage with the families of those on board MH370 by providing them with timely updates on the search operation. This initiative has been led by Datin Paduka Chew Mei Fun. We appeal to all parties to be understanding during this extraordinary and difficult time.  
  
My pledge to all the families, wherever they are, is the same: we will do everything in our power to keep you informed. We also appreciate all that has been done by the Chinese Government on this matter.  
  
**Technical Committee**  
  
Preparations are well underway for the next phase of the search operations which includes the refinement of the search area. A team of experts set up and led by the Australian authorities in Canberra are currently conducting the re-analysis together with Inmarsat. This team has given me the assurance that

**Contact Information | 联系方式**  
  
**Family Support Centre | 家属支持中心**  
**(Toll-free number) |(免费电话)**  
  
South China | 中国华南区  
10-800-130-1364  
  
North China | 中国华北区  
10-800-713-1404  
  
Malaysia | 马来西亚  
1800-81-4819  
  
Indonesia | 印度尼西亚  
001-803-015-203-7708  
  
Australia | 澳大利亚  
1800-198-163  
  
US/Canada | 美国/加拿大  
877-504-4210  
  
New Zealand | 新西兰  
080-045-4029  
  
India | 印度  
000-800-100-3449  
  
France | 法国  
080-091-2622  
  
  
Family members may also get in touch with the centre at | 家属也联系以下号码  
  
+603 8777 5770  
  
**Press/Media Contact | 新闻/媒体联**

18:22  
22/06/2014







Home | Malaysia Airlines

http://www.mal...te/mh370.html

www.malaysiaairlines.com/my/en/site/mh370.html

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### Technical Committee

Preparations are well underway for the next phase of the search operations which includes the refinement of the search area. A team of experts set up and led by the Australian authorities in Canberra are currently conducting the re-analysis together with Inmarsat. This team has given me the assurance that the search area remains in the arc of the Southern Corridor.

### Asset Deployment Committee

On the asset deployment front, we have been in discussions with several Malaysian companies to deploy highly specialised underwater systems and platforms including the Autonomous Unmanned Vehicles (AUVs), Deep-water towed side scan sonars, Remotely Operated Vehicles (ROVs), and support vessels to deploy these assets to join in the new phase of this search mission.

On that note, I am pleased to announce that PETRONAS has agreed to deploy assets under the Government Furnished Equipment (GFE) approach where Malaysian companies are part of the resources to fund the search operations.

PETRONAS will contribute by providing funds for a Deep Towed Side Scan Sonar. A complete system will accompany the asset with a dedicated support vessel complete with crew members.

Boustead is finalising terms for specialised assets and services to be deployed which will include an Oceanographic Survey Vessel with bathymetric survey capabilities, a Deep Towed Side Scan Sonar for deep sea search and a ROV for recovery purposes.

I also had the opportunity to meet with Chuck Hagel, Secretary of Defence for the United States of America during the Shangri-La Dialogue in Singapore last weekend. I have officially requested for the US to continue its lease for the Bluefin-21 AUV, to provide the Orion Deep Towed Side Scan Sonar and the Curv-21 ROV.

In addition, the Chinese survey ship, Zhu Kezhen, has covered 4,088km<sup>2</sup> as part of the bathymetric survey process.

It is important for all the Malaysian entities involved in this effort to be on the same page- working as one team, flying the Malaysian flag to find MH370.

### Communication, Coordination And Media Committee

On that note, the previously announced Communication, Coordination and Media Committee will be liaising with our Australian and Chinese counterparts. Jailani Johari, the Deputy Minister for Communications and Multimedia, will lead this team, consisting of members from all 4 ministerial committees along with the Director General of the Department of Civil Aviation, the Deputy Chief of the Royal Malaysian Navy and Datin Paduka Chew Mei Fun, to Canberra first to acquire the latest updates on the search operation and will then travel to Beijing.

Indeed, this will further strengthen our Tripartite Agreement between Malaysia, Australia and China that the search needs to be a continuous and intensified effort.

### Concluding Remarks

Let me stress that the search has not stopped and we will keep searching for the plane for as long as it takes. I would like to conclude by stressing that we will

+603 8777 5770

**Press/Media Contact | 新闻/媒体联络**

Malaysia | 马来西亚:  
+603 8787 1276  
+603 8777 5698

**For the passenger manifest of MH370, [click here](#)**

**MH370旅客名单, [点击此处](#)**

**Department of Civil Aviation  
Official Newsroom | 马来西亚民航局  
新闻中心**

For official updates on MH370 search operations, [click here](#)

MH370搜索工作的官方更新, [点击此处](#)

18:24  
22/06/2014





aviationemergencyresponseplan.com (Parent Website)

Home | Malaysia Airlines x http://www.mal...te/mh370.html x

www.malaysiaairlines.com/my/en/site/mh370.html

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In addition, the Chinese survey ship, Zhu Kezhen, has covered 4,088km<sup>2</sup> as part of the bathymetric survey process.

It is important for all the Malaysian entities involved in this effort to be on the same page- working as one team, flying the Malaysian flag to find MH370.

**Communication, Coordination And Media Committee**

On that note, the previously announced Communication, Coordination and Media Committee will be liaising with our Australian and Chinese counterparts. Jailani Johari, the Deputy Minister for Communications and Multimedia, will lead this team, consisting of members from all 4 ministerial committees along with the Director General of the Department of Civil Aviation, the Deputy Chief of the Royal Malaysian Navy and Datin Paduka Chew Mei Fun, to Canberra first to acquire the latest updates on the search operation and will then travel to Beijing.

Indeed, this will further strengthen our Tripartite Agreement between Malaysia, Australia and China that the search needs to be a continuous and intensified effort.

**Concluding Remarks**

Let me stress that the search has not stopped and we will keep searching for the plane for as long as it takes. I would like to conclude by stressing that we will continue with the search operations until we have fully covered the search area. We will strive to explore all possible options in finding MH370

- end -

**Friday, May 23, 07:45 PM SGT +0800 Media Statement 33 - MH370 Incident**

Malaysia Airlines would like to reiterate that it has committed to communicate all matters with regard to the disappearance of MH370 to all family members.

From 7 May 2014 onwards (after the closure of the Family Assistance Centre (FAC)), the airline has been updating family members with news from JACC and the Malaysian Government as and when it is made available via its caregivers and the Family Support Centre (FSC).

However on 3 May 2014, the US law firm, Ribbeck Law Chartered, formally notified Malaysia Airlines' lawyers that it had been appointed as the legal representative for the family members of some of the crew and provided evidence that they had been retained by these families. Once a legal representative has been engaged, professional etiquette and rules of conduct dictate that contact with a party who is legally represented should ordinarily be through his or her lawyers.

Malaysia Airlines confirms that its lawyers have had discussions with the US lawyers engaged by the families of some of its crew. As a result of those discussions, certain protocols have now been agreed to enable the airline to continue to maintain direct contact with the families concerned and to provide them with the care and assistance that they need at this difficult time. As

18:26 22/06/2014





**Friday, May 23, 07:45 (1945) PM MYT +0800 - MH370 Incident (1140 GMT 23 May)**

**33<sup>rd</sup> Media Statement** (3.5 days since last press statement; 9 days since 32<sup>nd</sup> media statement)

Malaysia Airlines would like to reiterate that it has committed to communicate all matters with regard to the disappearance of MH 370 to all family members

From 7 May 2014 onwards (after the closure of the Family Assistance Centre (FAC)), the airline has been updating family members with news from JACC and the Malaysian Government as and when it is made available via its caregivers and the Family Support Centre (FSC)

However on 3 May 2014, the US law firm, Ribbeck Law Chartered, formally notified Malaysia Airlines' lawyers that it had been appointed as the legal representative for the family members of some of the crew and provided evidence that they had been retained by these families. Once a legal representative has been engaged, professional etiquette and rules of conduct dictate that contact with a party who is legally represented should ordinarily be through his or her lawyers

Malaysia Airlines confirms that its lawyers have had discussions with the US lawyers engaged by the families of some of its crew. As a result of those discussions, certain protocols have now been agreed to enable the airline to continue to maintain direct contact with the families concerned and to provide them with the care and assistance that they need at this difficult time

As lawyers have now been retained, Malaysia Airlines is unable to comment on any legal issues in relation to these families but the airline will be informing them of what it has agreed with the family members' lawyers.





**Tuesday, May 20, 10:00 AM MYT +0800 (0200 GMT 20 May)**

**JOINT PRESS STATEMENT BY INMARSAT UK AND DCA MALAYSIA** (12 hours since last media statement)

Following the announcement by the Malaysian Minister of Defence and Acting Minister of Transport on 19th May 2014, the Malaysian Department of Civil Aviation (DCA) is pleased to provide further information on the discussion with Inmarsat, assisted by the AAIB, to get a common descriptor for the Inmarsat satellite data which had been provided to Malaysia Airlines when MH370 first went missing

It must be noted that previously where reference has been made to “data communication logs” and “raw data” - they refer to the same set of data.

In moving forward, it is imperative for us to provide helpful information to the next of kin and general public - which will include the data communication logs as well as relevant explanation to enable the reader to understand the data provided. It must also be noted that the data communication logs is just one of the many elements of the investigation information

In line with our commitment towards greater transparency, all parties are working for the release of the data communication logs and the technical description of the analysis for public consumption

DCA notes Inmarsat’s full support for the ongoing MH370 investigation”





**Monday, May 19, 10:00 (2200) PM MYT +0800 (1400 GMT 19 May)**

## **PRESS STATEMENT**

**BY HISHAMMUDDIN HUSSEIN MINISTER OF DEFENCE & ACTING MINISTER OF TRANSPORT (5 days since last media statement)**

It has been 73 days since MH370 went missing. As we enter the tenth week of the search operations, we have now started moving into a new phase, which involves deep-sea search requiring specialized expertise and assets. As deliberated in the Tripartite meeting in Canberra, a team of hydrographic experts from Malaysia, China and Australia, met over the weekend and agreed that an extensive bathymetric survey of the areas provided by the Australian Transport Safety Bureau will be carried out in the Southern Indian Ocean. This survey will be conducted by the Chinese navy vessel, Zhu Kezhen. The vessel is scheduled to sail for the survey area on Wednesday, 21 May 2014, weather permitting

On a similar note, a team of technical experts had convened in Canberra to discuss and refine the satellite data, calculations and analysis which have been made available by Inmarsat

In light of the recent demands by the Next of Kin (NOK) for the Inmarsat “raw data”, I have instructed the Malaysian Department of Civil Aviation (DCA) to discuss with Inmarsat on the release of the aforementioned data for public consumption. This is consistent with our stand for greater transparency and prioritizing the interests of the family members of those on board MH370.





**Thursday, May 15, 05:30 (1730) (0930 GMT 15 May) PM MYT +0800 - MH370 Incident**

**PRESS BRIEFING BY HISHAMMUDDIN HUSSEIN MIN OF DEFENCE & ACTING MIN OF TRANSPORT**

(Around 25 days since last press briefing)

**INTRODUCTORY STATEMENT**

It has been 69 days since MH370 went missing. After more than nine weeks, the search has now entered a Transition Phase prioritising deep sea search. Since the last time I held a press conference in Kuala Lumpur, Malaysia, along with China and Australia have met and agreed upon the next course of action which will be jointly undertaken. Reiterating what the Deputy Prime Minister of Australia, the Honourable Warren Truss said when we met in Canberra last week - we have entered a new difficult phase which brings with it new challenges which we will overcome together

**TRIPARTITE MEETING**

With regards to the Tripartite Ministerial Meeting, I have briefed the Malaysian Cabinet yesterday on the outcomes of the meeting and it has been deliberated. I now have the mandate to announce that the details of the Transition Phase have been approved

As previously mentioned, our three nations have agreed that the search operation has entered a Transition Phase prioritising deep--sea search. In this context, the air and surface search has been suspended. However, an Australian P3 Orion and naval ships from Malaysia, Australia and the People's Republic of China (PRC) remain on standby in Perth for any eventuality. In the meantime sub-surface search using the Bluefin- 21 will ensure the continuation of previous efforts. During this transition phase, the 3 main priorities are:

1. To re-analyse all data to verify a more accurate search area. This analysis will be conducted by the group of experts together with INMARSAT
2. To conduct a bathymetric survey involving an extensive mapping of the seabed.
3. To conduct the search operation by identifying and deploying the relevant towed and autonomous underwater vehicles (AUV) required for the undersea terrain

It is important that the bathymetric survey and deep water search needs to be seamless. In the meeting, we have also agreed to conduct weekly conferences via video teleconferencing between representatives of the three nations to discuss the latest developments regarding the search operation. This will commence next Monday 19 May.





## ASSET DEPLOYMENT

With regards to Asset Deployment, the Tripartite Meeting has agreed that specific assets would be required for the new phase of the search and we are jointly finalising the acquisition process. Prior to that, a comprehensive bathymetric survey will be undertaken. This is so that experts can better understand the sea bed terrain to ensure the AUVs and Deep Water Towed Side Scan Sonars, which are very expensive and scarce, are safely deployed. The same knowledge of the ocean floor will be required for the operation of the Remotely Operated Vehicles (ROV)

The meeting also confirmed that procurement arrangements for the use of commercial contractors will be undertaken by Australia, in consultation with Malaysia. This will reinforce our strong bilateral relationship and enhance the coordination of activities for the overall search

The procurement process will be done through an open or limited tender process based on Commonwealth standards, in order to facilitate cost-effectiveness and best value for money

Malaysia and China will be consulted and detailed briefings will be provided at each step of the process. The meeting also emphasised the requirement that these contracts be put in place as soon as possible to ensure that search operations are not interrupted.

Besides the commercial assets, Malaysia and China are also assigning specific assets for operations in this new phase. On that note, Malaysia is in the process of acquiring related assets from Petronas, SapuraKencana, Boustead and Deftech. It should be noted that, any services that will or may be provided by government agencies of the 3 nations or other friendly nations will be complementary to the services and contribute to cost savings.

## NEXT OF KIN

Our three nations have also agreed to a proposed reception programme for any planned visit for the next of kin to Perth. In the event of confirmation of the final resting place of MH370, or identification of debris related to MH370, it was agreed that any visit will take place between two to four weeks upon confirmation.

Australia has agreed to provide necessary support and information to the next of kin in terms of entry requirements to ensure their travel into and out of Australia are well taken care of. The Western Australian Government will take a lead role in organising services according to their traditions and religions, and facilitate arrangements for basic needs of the next of kin during their stay in Australia.

Malaysia Airlines will be responsible for travel arrangements for the next of kin from Malaysia and all other countries. The airline will also retain broad responsibility for their support during the visit including flights, accommodation, transportation and family support. The Chinese government has also given their assurance that they will continue to actively facilitate and support matters relating to the Chinese next of kin.





We understand the anguish that the families are going through and I can assure you that their interests have always been paramount in all our considerations thus far

## TECHNICAL

With regards to the Technical Committee, the establishment of the International Investigation Team has fared well with the International Civil Aviation Organisation, the international aviation community and the next of kin. The announcement of the establishment of the International Investigation Team has assured them that the investigation would be conducted by an independent, competent and credible team in accordance with Annex 13 - Aircraft Accident and Incident Investigation, the Chicago Convention.

## COMMUNICATION, COORDINATION AND MEDIA COMMITTEE

In the Malaysian Cabinet meeting yesterday, the Malaysian Cabinet has agreed on establishing a specialised Communication, Coordination and Media committee which will be headed by Jailani Johari, the Deputy Minister for Communications and Multimedia. The Committee will be focusing on streamlining and strengthening effective communication between the three nations, families of those on board MH370 and other related stakeholders. This is to ensure the release of timely and transparent information which is consistent with our effort to improve communications related to this incident.

As the negotiation process about further details of the operation are expected to continue for the next 1 to 2 months, Malaysia is placing a special team in Canberra which includes representatives from all the committees to represent Malaysia during the period. This special team will coordinate any aspects related to the operations between Malaysia and Australia

This team will comprise of senior officials from the 4 respective ministerial committees. First Admiral Hanafiah Bin Hassan and Colonel Hassan Bin Loman will represent the Asset Deployment Committee to discuss aspects of the acquisition of assets. Captain Meor Mohamad Nor Badrishah from the Civil Aviation Department will represent the Technical Committee to discuss data analysis and investigative matters and HE Dato' Zainal Abidin Ahmad, the Malaysian High Commissioner in Canberra will represent the Next of Kin Committee to discuss aspects relating to the Next of Kin management

2 Officers from the newly established Communications, Coordination and Media Committee will also be placed along with the team for media affairs. To update you, a part of the team are already in Australia.

I understand that the disappearance of MH370 has caused terrible anguish for the families. As pointed out by the Malaysian Prime Minister, the lack of definitive evidence combined with all the speculation that has been going around has made this all the more difficult to bear. The best we can offer at this point in time is our personal assurance that Malaysia will keep searching for the plane for as long as it takes







**Wednesday, May 14, 05:30 (1730) PM (0930 GMT 14 May) MYT +0800 - MH370 Incident**

**32<sup>nd</sup> Media Statement** (around 11 days since last media statement)

Since the disappearance of Malaysia Airlines flight MH370 on 8 March 2014, the airline's focus has been in supporting and caring for the needs of the families and loved ones of the passengers and crew o-board

More than two months have passed since the tragedy, the airline continues to work hard to return the company to recovery and to support a sustainable future albeit a more challenging outlook

The Company is aware of the intense speculation on the possible course of actions to be undertaken by the Company. The management would like to put it on record that at this juncture, a thorough review of the business plan is being undertaken and all avenues are being explored to ensure the long term sustainability of the Company. As always, the plan will be shared with the relevant stakeholders at the appropriate time when the necessary approvals and endorsements have been obtained

Safety remains an integral part of Malaysia Airlines' service delivery and the airline ensures maintenance is done in accordance with strict compliance to stringent regulatory requirements and obligations.

Winning back customers and a relentless cost focus will be part of the airlines' Recovery plan and these two exercises are critical enablers to energise its recovery.





**Saturday, May 03, 11:00 AM MYT +0800** (0300 GMT on 03 May) - MH370 Incident

**31st Media Statement** (25 hours and 30 minutes since last press statement)

Malaysia Airlines confirms that representatives from its Family Support Center have been in touch with the next-of-kin of those persons on-board flight MH370 - that went missing on 8 March 2014, to initiate an advance compensation payment process

This is to assist the family members in meeting their economic needs and will not affect their rights to claim compensation according to the law at a later stage. It will be calculated as part of the final compensation

Matters with regards to compensation remain private and confidential and as such Malaysia Airlines reiterates that it will not be discussing any related details publicly, out of respect to the grieving families.

-Ends-





**Friday, May 02, 09:30 (2130) PM** (1330 GMT 02 May) MYT +0800 - MH370 Incident

**30<sup>th</sup> Media Statement** (26 hours and 30 minutes since last press statement)

Malaysia Airlines wishes to make further clarification on the following matters:

**1) Malaysians On-Board**

Malaysia Airlines confirms that 38 passengers of the 239 persons on board MH370 on 8 March 2014 were Malaysians. The names of the 38 Malaysians on board had been earlier shared in the Passenger Manifest which has been made public previously. Please see attached document for names of all Malaysian passengers on-board MH370

**2) Exchange of Signals and Aircraft in Cambodia**

On the exchange of signals between ground and the aircraft soon after Ho Chi Minh Air Traffic Control advised that radio contact had not been established with MH370, as carried in the recently released MH370 Preliminary Report, Malaysia Airlines clarifies that what was referred to as signals was actually the aircraft displayed on the 'Flight Following System' screen. This was based on the aircraft projection at that point of time and not the actual aircraft position

When KL-ATCC (Kuala Lumpur Air Traffic Control Centre) Watch Supervisor queried Malaysia Airlines OPS (Operations) on the status of MH370, Malaysia Airlines OPS informed KL-ATCC Supervisor that MH370 was still sighted over Cambodian airspace in the Flight-Following System, which is based on a flight-projection

The word "Cambodia" was displayed by the Flight-Following System on the screen when zoomed in - leading Malaysia Airlines to deduce that the aircraft was flying in Cambodian airspace. The Flight-Following System did not display the name "Vietnam", even though the aircraft was over Vietnam airspace

The responsibility of aircraft tracking monitoring resides with Air Traffic Control Centres. For airlines, it is normal to engage flight following systems to assist its pilots to manage in weather conditions or route diversions. Such airline flight-following systems are non-primary and non-positive controlling. Flight-following systems also do not trigger airlines of any abnormality. Such situations have to be pilot initiated. Unless (advised???) otherwise, airlines' operations control centres would continue to see the aircraft as flying on its normal route, based on projected or predicted positions and locations

To make the flight-following systems work successfully and effectively, it is important to have visual depiction of the aircraft's position, coupled with confirmation by air-to-ground communications, such as through ACARS or Satcomm or VHF or HF





In the case of tracking MH370, Malaysia Airlines' flight-following system indicated that the aircraft was flying, however, there was no communication from or with the pilot. Malaysia Airlines OPS attempted to communicate with MH370 after we were flag by KL-ATCC, but was never able to make contact

### 3) On the Cargo Carried

About 2 tons, equivalent to 2,453kg, of cargo was declared as consolidated under one (1) Master Airway Bill (AWB). This Master AWB actually comprised 5 house AWB. Out of these 5 AWB, two (2) house AWB contained lithium ion batteries amounting to a total tonnage volume of 221kg. The balance 3 house AWB, amounting to 2,232kg, were declared as radio accessories and chargers.

Ends

Comment from author / owner of this information article:

- There was no attachment to this press release [see para 1) above] when it was viewed on 05 May
- Note lack of care with use of English in the above (this has been commented upon before)





**Thursday, May 01, 07:00 (1900) PM** (1100 GMT 01 May 2014) MYT +0800

**29<sup>th</sup> Media Statement** - by Ahmad Jauhari Yahya, Group Chief Executive Officer, Malaysia Airlines (5 days, 23 hours and 20 minutes since last press statement)

Kuala Lumpur - 55 days since Malaysia Airlines' flight MH370's disappearance on 8 March 2014, a multi-nation search is still ongoing for the missing aircraft, its passengers and crew

This enormous search mission was carried out with the support from more than 20 states, firstly in the South China Sea, in the Malacca Straits, and on land along the Northern Corridor, and since mid-March when specialised assets were deployed in the air, on the sea and underwater in the southern Indian Ocean, where top experts concluded the aircraft's last known position was

Despite such an intensified search operations, probably the largest one in human history, we have to face the hard reality that there is still no trace of the aircraft, and the fate of the missing passengers and crew remains unknown till this day

Malaysia Airlines is acutely conscious of, and deeply sympathetic to the continuing unimaginable anguish, distress and hardship suffered by those with loved ones on board the flight. We share the same very feelings and have been doing whatever we can to ease the pain of the families and to provide comfort for them

The Joint Agency Coordination Centre (JACC) in Australia has announced early this week that the search operation in the southern Indian Ocean will be moving to a new phase in the coming weeks, and it is certainly not ending. In this new phase, the Malaysian Government, working together with Australia and Chinese governments, other international partners and specialised companies, plans to intensify the undersea search by deploying more technologically advanced assets in the search zone.

The Malaysian Government recently announced its decision to establish an international investigation team led by Malaysia. The members will include accredited representatives from the US, UK, Australia, China, France and Singapore. Also included are representatives from relevant international organisations and the civil aviation industry. This investigation is an independent process in accordance with ICAO standards and recommended practices. Malaysia Airlines commits itself to fully support this independent investigation and provide full information and assistance as required

From past experience, we understand the continuing search and investigation would be a prolonged process. While Malaysia Airlines is committed to continuing its support to the families during the whole process, we are adjusting the mode of services and support

Instead of staying in hotels, the families of MH370 are advised to receive information updates on the progress of the search and investigation and other support by Malaysia Airlines within the comfort of their own homes, with the support and care of their families and friends





In line with this adjustment, Malaysia Airlines will be closing all of its Family Assistance Centres around the world by 7 May 2014. Malaysia Airlines will keep in close touch with the families on news updates through telephone calls, messages, the Internet, and face-to-face meetings

With the support of the Malaysian Government, the airline's Family Support Centres will be established in Kuala Lumpur and in Beijing. The detailed plan of follow-up support and services will be informed in person to the families

Malaysia Airlines will make advanced compensation payments soonest possible to the nominated next-of-kin who are entitled to claim compensation, in order to meet their immediate economic needs. Such advanced payments will not affect the rights of the next-of-kin to claim compensation according to the law at a later stage, and will be calculated as part of the final compensation.

Immediately after the next-of-kin have returned home, our representatives will be in touch with them at the earliest opportunity to initiate the advanced compensation payment process.

At this very difficult time, we wish to once again thank everyone for their understanding and support, especially from the families of the passengers and crew on board. Malaysia Airlines' thoughts and prayers remain with the families of all those on-board MH370.

-Ends-

Below statement and attached documents were made public and shared with NOKs at 8:27pm (Malaysia local time [1227 GMT same day]), 1 May 2014:

1. 1. ATC Delivery
2. 2. KL Ground
3. 3. KL Tower
4. 4. KL Approach
5. 5. KL Radar
6. Actions taken between 0138 and 0614
7. Cargo Manifest and Airway Bill
8. Maps
9. Preliminary Report
10. Seating plan





**Friday, April 25, 07:40 (1940) PM** (1140 GMT 25 April) *MYT +0800* - Malaysia Airlines MH370 Flight Incident

**28th Media Statement** (5 days, 3 hours and 05 minutes since last press briefing) (over 26 days since last media statement (Number 27))

Subang, 25 April 2014:

Malaysia Airlines confirms that its staff were held at the Lido Hotel ballroom in Beijing by the family members of MH370 as the families expressed dissatisfaction in obtaining details of the missing aircraft on 24 April 2014 at 3pm. The 200 over family members requested for the presence of a Malaysian official as only Malaysian Airline staff were present at the briefing session

The 10 airline staff, then, were told to wait at the ballroom whilst a group of 60 family members left for the Malaysian Embassy in an attempt to get a government official to attend the briefing. The group finally released the staff at 1.44am, 25 April 2014.

In another incident, Malaysia Airlines Security supervisor, Kalaichelven Shunmugam was attacked by a Chinese family member whilst on duty at Lido Hotel in Beijing on 22 April 2014. The airline staff tried to stop an aggressive family member who demanded access to the secretariat, when the latter kicked the staff in his left knee. Those at the scene managed to defuse the situation and later brought Kalaichelven to the secretariat for first aid assistance. The staff sustained only light injury.

Malaysia Airlines had filed a police report following the incident





**Sunday, April 20, 04:00 (1600) PM (0800 GMT 20 April) MYT +0800 MH370**

**Press Briefing - by Hamzah Zainuddin, Deputy Minister of Foreign Affairs & Chair of Next of Kin Committee Transport** (1 day, 1 hour and 30 minutes since last press briefing)

### ***Introductory Statement***

Firstly, let me touch on the question of Malaysia's response. This situation is unprecedented. We are in the middle of a multinational search involving many countries.

I have chaired three (3) NOK Committee Meetings on the 7th, 10th and a sub-committee meeting on the 14th of April 2014. The meetings were attended by representatives from 16 relevant Ministries and Agencies. This morning, my committee had another meeting with the next of kin in Malaysia to try and find a solution for the family members to move forward.

As the chair of the next of kin committee, I understand the anguish and pain the families are going through and I give my personal assurance that our committee is keeping the families' best interest close to our hearts

### ***Areas of Discussion***

Let me take this opportunity to update you on the progress of our committee so far

We have looked into various issues related to the NOK of passengers on MH370. The sub-committee on NOK, as stated by Dato Seri Hishammuddin in his press conference yesterday, is working closely with various Governments especially the countries whose nationals were on board MH370. From the meetings with the respective embassies and high commissions, various issues that needed urgent attention were addressed such as the objective and framework of our committee.

The sub-committee has also undertaken steps to address the needs and welfare of the Chinese NOK including assigning Datin Paduka Chew Mei Fun to discuss with the Chinese Government on the needs and welfare of the Chinese NOK. During the meeting, both sides have exchanged views and discussed ways and means to assist the next of kin in Beijing

In my capacity as Deputy Minister of Foreign Affairs, I will be travelling to Beijing soon to also ensure that bilateral relations between the two countries will continue to be strong and unaffected by the MH370 issue







### ***Today's Engagement***

This morning I met with some of the family members of those on board MH370

Part of our discussion with the next of kins was to find a solution for the family members to move forward as they have gone through so much. I can completely understand their need to find answers however as I said in the briefing, we are looking for the answers ourselves

We also touched on the topic of financial assistance in the meeting this morning, and they have decided that they will propose a plan for financial assistance, which will be emailed to us as soon as possible. I have promised them that I will bring up this matter in the committee meeting tomorrow. We are working closely with them to ensure that, as said before, their best interests would remain close to our hearts.

### ***Concluding remarks***

We realise this is an excruciating time for the families of those on board. No words can describe the pain they must be going through. We understand the desperate need for information on behalf of the families and those watching around the world. In the meantime, our thoughts remain with the families and friends of those on board.





**Saturday, April 19, 02:30 (1430) PM** (0630 GMT 19 April) MYT +0800 MH370

**Press Briefing - by Hishammuddin Hussein, Minister of Defence & Acting Minister of Transport** (3 days, 23 hours and 15 minutes since last press briefing)

### ***Introductory Statement***

I would like to begin this with a message

*On behalf of the Malaysian Government and specifically the MH370 SAR team, we would like to extend deepest sympathies and condolences to those on board the tragic incident involving the South Korea ferry that departed from Incheon planned for Jeju. We empathies and can imagine how difficult it can be for the families and the SAR team coping with the situation. All our thoughts and prayers are with them*

I will now continue with MH370

We have now entered day 43 of the search operation for the MH370. It has been six weeks since we started the operation in which we have continuously refined the search area in the quest to locate the missing aircraft. We have pursued every possible lead presented to us at this stage and with every passing day, the search has become more difficult

### ***Search Updates***

On Thursday, I spoke with Angus Houston and he has briefed me on the images captured from the Bluefin – 21 AUV. I can confirm that the Bluefin - 21 has captured clear and sharp images of the seabed while its search mission in the underwater search area. However, from all 6 missions conducted, no contacts of interest have been found to date. Bluefin - 21 AUV's seventh mission has been commenced this morning

From the images, Angus has also confirmed me that the terrain of the seabed is undulating and the Bluefin - 21 is focusing on the immediate search area based on the pings that have been detected. Some media reports have stated that it would take Bluefin -21 from six weeks to two months to scan the entire underwater search area. This is incorrect. The immediate search area that the Bluefin - 21 is now scouring should be completed within the next week.

As Prime Minister Abbott stated earlier this week, and I quote -

“We will regroup and reconsider the SAR operations, if there are no new updates in the given time” - end quote





I have to stress that this is not to stip operations but to also consider other approaches which may include widening the scope of the search and utilizing other assets that could be relevant in the search operation. The search will always continue. It is just a matter of approach. All efforts will intensified for the next few days with regards to the underwater search

I would also like to take this opportunity, on behalf of the Malaysian government, to again thank Australia on narrowing the search area and doing all they can in the search for MH370.

### ***Updates on Ministerial Committees***

As I announced a few weeks ago, three ministerial committees have been established. They have been working tirelessly and I will now update you on their progress.

The next of kin committee, led by Hamzah Zainuddin, Deputy Minister of Foreign Affairs, is working closely with various Governments especially the countries whose nationals were on board MH370. From the meetings with the representative embassies and high commissions, various issues that needed urgent attention were addressed. Hamzah has also discussed with his counterparts in Beijing and both sides have exchanged views and discussed ways and means to deal with the situation with regards to the families of those on board.

The technical committee, led by Aziz Kaprawi, Deputy Minister of Transport, has developed and drafted the proposed structure and Terms of Reference of the Aircraft Accident Investigation Team For MH370 in accordance with the Malaysian Civil Aviation Regulations 1996 (MCAR 1996) and Annex 13 - Aircraft Accident and Incident Investigation, Chicago Convention. The structure was developed after consulting the experts from the Air Accidents Investigation Branch, United Kingdom (AAIB), National Transportation Safety Board (NTSB), United States, Australia Transportation Safety Board (ATSB) and Air Accident Investigation Department, China. The proposed team would comprise of local and international experts

We have also spoken with the ASEAN secretariat on the possibility of appointing some of our counterparts to come on board. This is in accordance with the ASEAN Memorandum of Understanding on Cooperation Relating to Aircraft Accident and Incident Investigation that was signed in 2008.

The Asset Deployment committee has identified private companies that have the capabilities for deep water salvage and recovery work, and other national assets that can be deployed to support this operation. Local companies such as DEFTECH and Boustead have been tasked to discuss with their international collaborative partners such as SAAB, DCNS (Direction des Constructions Navales) and other to identify the relevant assets and instruments required for the search operation.

I have also been in consultations with Jean Paul Troadec given his experience in handling Air France 447 in deploying private commercial assets to assist in their search operations.

### ***Concluding Remarks***

As we move on to the next phase of the search, I am humbled that more friends from other nations have been expressed their willingness to assist and support our efforts to locate MH370 - Thank you





**Tuesday, April 15, 03:15 (1515) PM** (0715 GMT 15 April) MYT +0800

**Press Briefing - by Hishammuddin Hussein Minister of Defence & Acting Minister of Transport** (7 days, 19 hours and 30 minutes since last press briefing)

### ***Introductory Statement on MH370***

It has been 39 days since MH370 went missing. We have now entered a new phase for the search operations expanding into deep ocean search with deployment of the Bluefin - 21 Autonomous Underwater Vehicle (AUV). As stated by the Joint Agency Coordinating Centre in Perth earlier today, there are 9 military aircraft, 2 civil aircraft and 11 ships which have been assigned to search for MH370

#### ***1. International Investigation Team***

The Cabinet has agreed to set up an International Investigation Team to specifically look into the MH370 incident. The Ministry of Transport (MOT) will spearhead the efforts to draft the Terms of Reference for the investigation team and will be recruiting the members for the team in accordance with international standards

The sub-committee, let by Aziz Kaprawi, Deputy Minister of Transport has been assigned the task to coordinate the formation of the International Investigation Team. On that note, Malaysia as a Contracting State and a Council Member of the International Aviation Organization (ICAO) will observe and comply with the standards and recommended practices of ICAO - set mainly to look into the safety of international civil aviation

It is imperative for the government to form an independent team of investigators which is not only competent and transparent but also highly credible

The main purpose of the International Investigation Team is to evaluate, investigate and determine the actual cause of the incident so similar incidents could be avoided in the future. I would like to stress that this investigation is not aimed at apportioning blame or liability with regards to the incident. I would also like to note that the investigation will not include criminal aspects - which are under purview of the Royal Malaysian Police

The investigation will be carried out in accordance with the (*Malaysia*) Civil Aviation Regulation 1966 and the standards set out under ICAO Annex 13 of the Chicago (*ICAO*) Convention (Aircraft Accident and Incident Investigation) - which requires each party to investigate air accidents independently with full powers in their respective countries





The investigation team will include three groups:

- a. an airworthiness group, to look into issues such as maintenance records, structures and systems
- b. an operational group, to examine flight recorders, operations and meteorology
- c. a medical and human factors group, to investigate issues such as psychology, pathology and survival factors

We are also discussing appointment of experts from other ASEAN countries in accordance with the ASEAN MOU on 'Cooperation Relating to Aircraft Accident and Incident Investigation' - which was signed in 2008

## **2. *Developments on the Ministerial Committees***

As mentioned previously, the Malaysian government has established three ministerial committees. These three committees have started their respective tasks and I will now update on you on their progress

The next of kin committee, led by Hamzah Zainuddin - Deputy Foreign Minister, has looked into various issues related to the next of kin of passengers on board MH370. It is now working closely with various Governments - especially of those countries whose nationals were on board MH 370

The technical committee, led by Aziz Kaprawi - Deputy Transport Minister, has developed the structure and drafted the terms of reference for the International Investigations Team which will be made known to the public in due course

The asset deployment committee, led by Abdul Rahim Bakri - Deputy Defence Minister, has directed the deployment of the existing assets involved in the current SAR operation. They will be consulting relevant partner countries through our defence cooperation mechanism to further assist JACC in the recovery process of MH370

I have instructed leading members of the three sub committees to head to Perth to hold discussions with the JACC.

## **3. *SAR Operations Updates***

As mentioned by Angus Houston yesterday, the Bluefin-21 AUV (autonomous underwater vehicle) has been deployed. The search area is based on the identified location where the ping transmission was last detected and verified to be from an electronic device

The Bluefin-21 which will be deployed daily to locate the black box, will take 24 hours to complete a full mission. It takes 2 hours for it to descend to the bottom level, 16 hours to search and photograph the seabed, 2 hours to ascend back to the surface and 4 hours to download the images

We are still waiting verification of the oil slick found and collected yesterday 5.5 kilometres away from the site where a ping was detected





This is consistent with our stand to only accept corroborated and verified evidence - and therefore we appreciate JACC's effort in treating this new potential lead cautiously

### **Concluding remarks on MH370**

A Framework Agreement on Cooperation between the governments of Malaysia and Australia in relation to MH370 is currently being drafted. A first draft has been sent to the High Commission of Australia for their deliberation

I would like to conclude by reiterating that the search for the MH370 has entered yet another phase. The information release yesterday has provided new leads, and given new direction to the search process. When possible, we will keep the media fully briefed, but our priority remains with the search operations

#### *Comment from author of this information article - re the above press briefing*

- *There has been a lapse of almost 8 days since the last press briefing held on 07 April. Nothing else of significance (except for a youtube clip [dated 01 April] appearing on the Malaysian Airlines website for the first time on 11 April) would appear to have been officially released by Malaysia (whether from the government and / or the airline) in the intervening period - not even the occasional press release. However, it is assumed here that appropriate families continued to have been kept directly updated on events from one official source or another (e.g. from the Australian led JACC)?*
- *The number of English language (US or UK English differences disregarded) spelling and grammar etc. errors in this particular press briefing are surprising (what you see above has been corrected from the 'official' version [latter appears - starting on next page] by the author of this information article)*

*The reason for commenting on this here and now is the marked departure from previous briefings / statements / releases etc. which, in their written (English) form, were largely free of spelling and grammar errors - as is to be reasonably expected given the gravity of the situation, the source (Malaysian government / Malaysian Airlines - supported by crisis communications specialist advisors) and the intended audiences / recipients*

- *Combining the information provided in the 2 bullet points above, something 'different' would now appear to be 'going on' in Malaysia (compared with previous, associated circumstances) e.g. is it acceptable to release nothing officially for 8 days having previously been so diligent in this matter? - and it is almost inexcusable for a national government and /or national airline to publish such a document to the world - without due diligence to the basics such as spelling and grammar*

*So..... what has changed - and why? For example, are we seeing the first phases of an exit strategy and a return to 'normal' business by Malaysia and Malaysian Airlines (with the exception of ongoing search & rescue operations)? For example, have the enlisted (external) crisis communications experts 'gone home' - and thus the deterioration in written presentation? Watch this space!*





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### MH370 Flight Incident

#### Tuesday, April 15, 03:15 PM MYT +0800 Press Briefing by Hishammuddin Hussein Minister of Defence and Acting Minister of Transport

##### Introductory Statement on MH370

It has been 39 days since MH370 went missing. We have now entered a new phase for the search operations expanding into deep ocean search with deployment of the Bluefin - 21 Autonomous Underwater Vehicle (AVU). As stated by the Joint Agency Coordinating Center in Perth earlier today, there are 9 military aircraft, 2 civil aircrafts and 11 ships which haven assigned to search for MH370.

1. International Investigation Team

The Cabinet has agreed to set up an International Investigation Team to specifically look into the MH370 incident. The Ministry of Transport (MOT) will spearhead the efforts to draft the Term of Reference for the investigation team and will be recruiting the members for the team in accordance with international standards.

The sub committee, let by Aziz Kaprawi, Deputy Minister of Transport has been assigned the task to coordinate the formation of the International Investigation Team.

On that note, Malaysia as the Contracting State and a Council Member of the International Aviation Organization (ICAO) will observe and comply with the standards and recommended practices of ICAO set mainly to look into the safety of international civil aviation. It is imperative for thr government to form an independent team of investigator which is not only competent and transparent but also highly credible.

The main purpose of the International Investigation Team is to evaluate, investigate and determine the actual cause of the incident so similar incidents could be avoided in the future. I would like to stress that this investigation is not aimed at apportioning blame or liability with regards to the incident. I would also like to

#### Contact Information

**Family Support Centre  
(Toll-free number)**

South China  
10-800-130-1364

North China  
10-800-713-1404

Malaysia  
1800-81-4819

Indonesia  
001-803-015-203-7708

Australia  
1800-198-163

US/Canada  
877-504-4210

New Zealand  
080-045-4029

India  
000-800-100-3449

France  
080-091-2622

Family members may also get in touch with the centre at  
+603 8777 5770

**Press/Media Contact**





also highly credible.

The main purpose of the International Investigation Team is to evaluate, investigate and determine the actual cause of the incident so similar incidents could be avoided in the future. I would like to stress that this investigation is not aimed at apportioning blame or liability with regards to the incident. I would also like to note that the investigation will not include criminal aspects which are under purview of the Royal Malaysian Police.

The investigation will be carried out in accordance with the Civil Aviation Regulation 1966 and the standards set under Annex 13 - Aircraft Accident and Incident Investigation, the Chicago Convention, which requires each party to investigate air accidents independently with full powers in their respective countries.

The investigation team will include three groups:

- a. an airworthiness group, to look into issues such as maintenance records, structures and systems;
- b. an operational group, to examine flight recorders, operations and meteorology;
- c. a medical and human factors group, to investigate issues such as psychology, pathology and survival factors.

We are also discussing to appoint experts from other ASEAN countries in accordance with ASEAN MoU on Cooperation Relating to Aircraft Accident and Incident Investigation that was signed in 2008.

## 2. Developments on the Ministerial Committees

As mentioned previously, the Malaysian government has established three ministerial committees. These three committees have started their respective tasks and I will now update on you their progress.

The next of kin committee, led by Hamzah Zainuddin, Deputy Foreign Minister has looked into various issues related to the next of kin of passengers onboard MH370. They are now working closely with various Governments especially the countries whose nationals were on board.

The technical committee, led by Aziz Kaprawi, Deputy Transport Minister has developed the structure and drafted the terms of reference for the International Investigations Team which will be made known to the public in due course.

The asset deployment committee, led by Abdul Rahim Bakri, Deputy Defence Minister has directed the deployment of the existing assets involved in the current SAR operation. They will be consulting relevant partner countries through our defence cooperation mechanism to further assist JACC in the recovery process of MH370.

I have instructed leading members of the three sub committees to head to Perth to hold discussions with the JACC.

Family members may also get in touch with the centre at  
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Malaysia:  
+603 8787 1276  
+603 8777 5698

**For the passenger manifest of MH370, [click here](#)**

**Department of Civil Aviation  
Official Newsroom**  
For official updates on MH370 search operations, [click here](#)







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SAK operation. They will be consulting relevant partner countries through our defence cooperation mechanism to further assist JACC in the recovery process of MH370.

I have instructed leading members of the three sub committees to head to Perth to hold discussions with the JACC.

### 3. SAR Operations Updates

As mentioned by Angus Houston yesterday, the Bluefin-21 AUV (autonomous underwater vehicle) has been deployed. The search area is based on the identified location where the ping transmission was last detected and verified to be from an electronic device.

The Bluefin-21 which will be deployed daily to locate the black box, will take 24 hours to complete a full mission. It takes 2 hours for it to descend to the bottom level, 16 hours to search and photograph the seabed, 2 hours to ascend back to the surface and 4 hours to download the images.

We are still waiting verification of the oil slick found and collected yesterday 5.5 kilometres away from the site where a ping was detected. This is consistent with our stand to only accept corroborated and verified evidence and therefore we appreciate JACC's effort in treating this new potential lead cautiously.

#### Concluding remarks on MH370

A Framework Agreement on Cooperation Between The Government of Malaysia and The Government of the Commonwealth of Australia in relation to MH370 is currently being drafted. A first draft has been sent to the High Commission of Australia for their deliberation.

I would like to conclude by reiterating that the search for the MH370 has entered yet another phase. The information release yesterday has provided new leads, and given new direction to the search process. When possible, we will keep the media fully briefed, but our priority remains with the search operations.

### Monday, April 07, 07:45 PM MYT +0800 Malaysia Airlines MH370 Flight Incident - Press Briefing by Hishammuddin Hussein, Minister of Defence and Acting Minister of Transport

#### Introductory statement

It has been 31 days since MH370 went missing. As we enter this new week of the search operations, there has been a significant lead in the search for the missing

21:07 15/04/2014





## **Monday, April 07, 07:45 (1945) PM (1145 GMT 07 April) MYT +0800 - Malaysia Airlines Flight MH370 Incident**

**Press Briefing** - by Hishammuddin Hussein, Minister of Defence & Acting Minister of Transport (49 hours and 39 minutes since last press briefing)

### ***Introductory statement***

It has been 31 days since MH370 went missing. As we enter this new week of the search operations, there has been a significant lead in the search for the missing aircraft. As stated by the Joint Agency Coordinating Centre in Perth earlier today, the towed pinger locator deployed from HMAS Ocean Shield has detected signals consistent with those emitted by aircraft black boxes. While this may be a step closer towards finding MH370, there are still many steps to be taken before we can positively verify that these signals are from MH370

#### **1. *Developments from Australia***

This morning, Prime Minister Najib Razak had a call with Prime Minister Tony Abbott who updated him on the latest findings regarding the signals detected. According to the Joint Agency Coordination Centre in Perth, two separate signal detections have occurred 1,650 kilometres northwest of Perth within the northern part of the defined search area. The first detection was held for approximately 2 hours and 20 minutes. HMAS Ocean Shield then lost contact before conducting a turn and attempting to re-acquire the signal

The second detection on the return leg was held for approximately 13 minutes. On this occasion, two distinct pinger returns were audible. Significantly, as stated by Angus Houston, this would be consistent with transmissions from both the flight data recorder and the cockpit voice recorder

Separately, the Chinese Ship Haixun 01 has also detected similar signals twice

In line with Malaysia's consistent stand of verifying and corroborating new evidence since day 1 of the search operations, I would strongly urge all the parties concerned to treat this information responsibly and to give time and space for the authorities to conduct further verification. Malaysia also concurs with the statement by Prime Minister Abbott that all parties must be cautious about unconfirmed findings and making conclusions

I have also personally spoken to Air Chief Marshal (ret) Angus Houston earlier today, who has confirmed the above and has briefed me on the ongoing operations based on information received from all parties involved





Despite all this, we are cautiously hopeful that there will be positive developments in the next few days

## 2. *Way forward for committees*

As I have elaborated last Saturday, the Government - in order to streamline and strengthen our on-going efforts, has established three ministerial committees namely:

1. The Next of Kin committee, led by Hamzah Zainuddin, the Dep Minister of Foreign Affairs
2. The Technical committee, led by Abdul Aziz Kaprawi, the Dep Minister of Transport
3. The Deployment of Assets committee, led by Abdul Rahim Bakri, the Dep Minister of Defence

These three committee have started their respective tasks and we will be reporting to the public on their findings in due course

I would also like to confirm that efforts to appoint an independent investigator in charge, based on ICAO standards to lead an investigation team, are underway. Three groups have been established, namely:

- An airworthiness group, to look at issues such as maintenance records, structures and systems
- An operations group, to examine things such as flight recorders, operations and meteorology
- A medical and human factors group, to investigate issues such as psychology, pathology and survival factors

We are in the process of identifying to include accredited countries into this investigation team

## *Concluding remarks*

The new developments over the last few hours have been the most promising lead we have had so urge all Malaysians and the international community to unite in their prayers and not give up hope.

We will continue with all our efforts to find MH370





**Saturday, April 05, 06:06 (1806) PM** (1006 GMT - 05 April 2014) **MYT +0800 Malaysia Airlines MH370 Flight Incident**

**Press Briefing** - by **Hishammuddin Hussein, Minister of Defence & Acting Minister of Transport** (54 hours and 06 minutes since last press briefing)

### 1. *Introduction*

It's been almost a month since MH370 went missing. The search operation has been difficult, challenging and complex. In spite of all this, our determination remains undiminished. We will continue the search with the same level of vigour and intensity. We owe this to the families of those on board, and to the wider world. We will continue to focus, with all our efforts, on finding the aircraft

### 2. *Investigation into MH370*

As per the requirements set out by the ICAO in Annex 13 of the International Standards and Recommended Practices, Malaysia will continue to lead the investigation into MH370. As per the ICAO standards, Malaysia will also appoint an independent 'Investigator-in-Charge' to lead an investigation team. The investigation team will include three groups:

- An airworthiness group, to look at issues such as maintenance records, structures and systems
- An operations group, to examine things such as flight recorders, operations and meteorology
- A medical and human factors group - to investigate issues such as psychology, pathology and survival factors

The investigation team will also include representatives from 'accredited' countries. Malaysia has already asked Australia to be accredited to the investigation team and they have accepted. We will also include China, the United States, the United Kingdom and France as accredited representatives to the investigation team, along with other countries that we feel are in a position to help

### 3. *Formation of committees*

In addition to the new investigation team mentioned above, the Government - in order to streamline and strengthen our on-going efforts - has established three ministerial committees.

Firstly, we have established a *Next of Kin Committee*. Hamzah Zainuddin, the Deputy Minister of Foreign Affairs, leads this committee

This committee will oversee all aspects regarding the Next of Kin of those on board MH370, providing families with information on the search operation - and offering support after the search operation has been concluded





The committee will co-ordinate with relevant foreign governments and will complement the work already being done for the families by Malaysian Airlines.

The *second committee oversees technicalities* - specifically the formation and the appointment of the investigation team. Abdul Aziz Kaprawi, the Deputy Minister of Transport, leads this committee.

The third committee takes over issues related to the deployment of assets for the search operation. Abdul Rahim Bakri, the Deputy Minister of Defence, leads this committee. This committee will work with foreign counterparts involved in the search operation and liaise closely with the Australian Joint Agency Co-ordination Centre

#### 4. *US-ASEAN Defence Forum*

This morning, I returned from the US-ASEAN Defence Forum, which I attended in my capacity as Defence Minister. At the forum, I updated our ASEAN counterparts, and the United States, on the latest developments in the search for MH370. I also spoke to officials from other countries involved in the multi-national search operation

The spirit of co-operation at the meeting, and the support offered, was commendable. During my bilateral meeting with US Defence Secretary Chuck Hagel, he reiterated his commitment that the United States would continue to support the search operation and will provide whatever assets are deemed necessary. I thanked Secretary Hagel for the United States' unwavering support, which has included both the deployment of naval and air assets, sophisticated underwater search equipment, and assistance from the FBI, the NTSB and the FAA

At the Forum, I also received strong support from our ASEAN partners in the search for MH370. I would like to read out the joint statement issued by the ASEAN Ministers, which I believe underscores the tremendous spirit of co-operation within ASEAN, in the face of this difficult search operation:

*"We, the Defence Ministers of the member states of the Association of Southeast Asian Nations express our deepest sympathies to the family members of the passengers and crew on board the missing Malaysia Airlines Flight MH370*

*We acknowledge that the member nations of ASEAN have participated in the search operations directly and indirectly since the plane went missing on 8th March 2014. From the South China Sea, the Andaman Sea to the Indian Ocean - ASEAN has continued to assist in every way possible, true to the spirit of regional cooperation and friendship without any hesitation in sharing of information, assets and expertise*

*We believe that Malaysia has done its level best in its response to this unprecedented predicament given the sheer scale of the Search and Rescue (SAR) operation - which is the biggest and most complex we have ever seen*





*We reaffirm our commitment for greater cooperation between each member nation - especially in the field of disaster management under the framework of the ASEAN Agreement on Disaster Management and Emergency Response. This incident stressed upon us the importance of information and resource sharing as we strive to be in the utmost state of readiness in mitigating potential calamities and risks*

*ASEAN's unity will remain solid and is totally committed to assisting Malaysia in coordinating this massive search and rescue (SAR) effort to locate MH370. We are resolute in finding a closure to this tragic chapter in aviation history. Our thoughts and prayers remain with the families in these difficult times."*

## **5. Concluding remarks**

Before I end, let me touch on some unfounded allegations made against Malaysia.

These allegations include the extraordinary assertion that Malaysian authorities were somehow complicit in what happened to MH370. I should like to state, for the record, that these allegations are completely untrue

As I have said before, the search for MH370 should be above politics. And so I call on all Malaysians to unite; to stand by our armed forces as they work in difficult conditions with their foreign counterparts, thousands of miles from home - and to support all those who are working tirelessly in the search for MH370

Lastly, as I mentioned on Wednesday, while I was at the US-ASEAN Defence Forum, I spoke by telephone to the British Secretary of State for Defence, Phillip Hammond, regarding the nuclear-powered submarine HMS Tireless. I hereby confirm that the submarine is now in the search area and helping in the search operation. I shall now invite the Chief of the Defence Force to update you on the submarine's capabilities.

-ENDS-





## **Thursday, April 03, 12:00 PM (0400 GMT 03 April 2014) MYT +0800 Malaysia Airlines MH370 Flight Incident**

**Press Briefing - by Najib Razak, Prime Minister of Malaysia** (42 hours and 15 minutes since last press briefing)

I would like to start by thanking the men and women who are giving their all to find MH370. Over the past three weeks, hundreds of people have journeyed thousands of kilometres to help. They have searched through stormy seas and freezing fog. They have sailed through cyclones to find the plane. We owe them each a debt of gratitude

This has been a remarkable effort, bringing together nations from around the world. When MH370 went missing, dozens of countries answered the call for help. Their commitment will not be forgotten

In a time of great tragedy - for the countries with citizens on board, and the families whose loved ones are missing - this co-operation has given us all heart. Differences have been set aside, as 26 nations have united behind a common cause. The disappearance of MH370 is without precedent; so too is the search.

This morning I met sailors and aircrew at Pearce Air Force Base. I also spoke to the commanders of the seven nations who are here to search for MH370. They told me of the difficulties of a search like this; of distance, and weather, and of maintaining morale amidst so many false sightings. As we speak, 10 aircraft and 9 ships are searching the Indian Ocean for any sign of the missing plane. The search area is vast, and the conditions are not easy. But the courage of the crews is more than equal to the task. Once again, I thank them all for what they are doing

I would also like to thank Prime Minister Abbott for hosting us here in Perth; for formally agreeing to lead the search operations in the southern Indian Ocean; and for accepting our invitation for Australia to participate as an Accredited Representative in the investigation. We will continue to work closely with the Australian government to draw up a comprehensive agreement on the search.

At this difficult time, Australia has proven an invaluable friend. The Australian authorities, like so many others, have offered their assistance without hesitation or delay. I would like to sincerely thank Australians for all they have done, and are doing, to find the plane.

We are also grateful to all those who have brought their expertise to bear on what Prime Minister Abbott rightly called 'one of the great mysteries of our time'.





The disappearance of MH370 has tested our collective resolve. Faced with so little evidence, and such a difficult task, investigators from Australia, China, France, Malaysia, the UK and the US and have worked without pause to reveal the aircraft's movements. Their collective efforts have led us here.

We are here today, but our thoughts are thousands of kilometres away - in the cities and countries around the world, where families of those on board wait desperately for news - and in the vastness of the Indian Ocean, where MH370 awaits.

I know that until we find the plane, many families cannot start to grieve. I cannot imagine what they must be going through. But I can promise them that we will not give up.

Thank you.







**Tuesday, April 01, 05:45 (1745) PM (0945 GMT 01 April 2014) MYT +0800 Malaysia Airlines MH370 Flight Incident**

**Press Briefing** by Hishammuddin Hussein, Minister of Defence & Acting Minister of Transport (23 hours and 30 minutes since last press briefing)

**1. Briefing for families**

To-morrow a closed-door briefing meeting for the families will be held in Kuala Lumpur. The Department of Civil Aviation and Malaysia Airlines will lead the briefing, which will be moderated by the Prime Minister's Special Envoy to China. Technical experts from Malaysia, China and Australia will participate in the briefing, and the Chinese Ambassador to Malaysia will attend

**2. Transcript**

Today we are releasing the full transcript of communications between flight MH370 and Air Traffic Control Kuala Lumpur. The transcript has been shared with the families, and is attached as an Annex to this press release (click [here](#) for the transcript). There is no indication of anything abnormal in the transcript. The transcript was initially held as part of the police investigation. Previously, Malaysia Airlines had stated initial investigations indicated that the voice which signed off was that of the co-pilot. The police are working to confirm this belief, and forensic examination of the actual recording is on-going.

The international investigations team and the Malaysian authorities remain of the opinion that, up until the point at which it left military primary radar coverage - MH370's movements were consistent with deliberate action by someone on the plane.





**Monday, March 31, 06:15 (1815) PM (1015 GMT 31 March 2014) MYT +0800 Malaysia Airlines MH370 Flight Incident**

**Press Briefing** - by Hishammuddin Hussein, Minister of Defence & Acting Minister of Transport (26 hours and 30 minutes since last Media Statement)

***Introductory statement***

Before I begin today's briefing, I would like to reiterate what Australian Prime Minister Tony Abbot said this morning. The international co-operation underway in the search for MH 370 is nothing short of tremendous. The militaries of Malaysia, Australia, the United States, New Zealand, China, Japan and Korea are all working to find the missing plane. I should also like to point out that Indonesia has given clearance for 94 sorties - by aircraft from nine different countries - to fly in their airspace, as part of this search. As Prime Minister Abbot said, it is heartening to see so many different countries working together for a humanitarian cause, to resolve this extraordinary mystery - and to bring closure for the families of those on board

**1. *Prime Minister's trip to Perth***

This morning, the Prime Minister spoke with Australian Prime Minister Tony Abbot. Prime Minister Abbot gave a full update on the status of the search operations, headed out of Perth. Our Prime Minister has decided to travel to Perth on Wednesday for a working visit to Pearce Air force base, to see the operations first hand and also to thank the personnel involved in the multinational search effort, including the Malaysian personnel

**2. *Operational update***

This afternoon, the Australian High Commissioner to Malaysia briefed me on the creation of a new, Joint Agency Co-ordination Centre (JACC), which will be based out of Pearce Air force base in Perth. The JACC will be headed by Air Chief Marshal (ret.) Angus Houston, the former Chief of the Defence Force Australia. The JACC will co-ordinate operations between all Australian government agencies and international search teams. As per the information that we have received from the Australian authorities, the area of search today is 254,000 square kilometres

Today, nine military aircraft and one civilian aircraft travelled to the search area. These planes were:

- 2 Malaysian C-130
- 1 Chinese Ilyushin IL-76
- 1 Japanese Coast Guard G5
- 1 Australian P3 Orion





- 1 New Zealand P3 Orion.
- 1 New Zealand civilian aircraft.
- 1 American P8 Poseidon.
- 1 Japanese P3 Orion.
- 1 Korean P3 Orion.

Today eleven ships were also deployed to the search area:

- Eight Chinese ships:
  - Xue Long,
  - Kunlunshan,
  - Haikou,
  - Qiandaohu Jian,
  - Jing Gang Shan,
  - Haixun,
  - Dong Hai Jian,
  - Nan Hai Jian.
- Three Australian ships:
  - HMAS Success,
  - HMAS Toowoomba
  - MV Barkley Pearl, which is currently transiting in the search area.

The Malaysian ship, the KD Lekiu, is expected to arrive in the search area on 3 April. The ADV Ocean Shield - fitted with the towed pinger locator and a Bluefin 21 autonomous underwater vehicle - is due to arrive in the search area on 3 April.

In terms of the sightings of potential objects:

- a) On Saturday, five objects were retrieved by HMAS Success and the Haixun. However, it was found that none of these objects were related to MH 370
- b) On Sunday, an Australian P3 Orion made visual sightings of seven potential objects. A Korean P3 Orion also made visuals of three potential objects. The Chinese ship, the Haixun, was tasked on Monday to retrieve these potential objects.

### 3. ***ASEAN Defence Ministers' meeting***

In my capacity as Malaysian Defence Minister, I will leave tonight for the United States Pacific Command in Hawaii. I will attend the ASEAN Defence Ministers' meeting, which will be held from 1st to the 3rd of April. The meeting is being convened by US Defence Secretary Chuck Hagel. On behalf of the Malaysian Government, I will share with my ASEAN counterparts, and the Government of the United States, the latest developments regarding the search for MH 370





I will convey to our ASEAN neighbours and the United States, Malaysia's utmost appreciation for their invaluable help in the multi-national search effort. I will also use this opportunity to discuss the possibility of deploying more specific military assets, in the event that we need to embark on a more complex phase of the operation. I shall be discussing with the United States, and our other friends and allies, how best we can acquire the assets needed for possible deep sea search and recovery.

#### **4. *Meeting with the Indonesian Special Envoy***

Today, I held a meeting with the Indonesian Special Envoy and Special Advisor to the Foreign Minister, Madam Wiwiek Setyawati Firman, and her delegation. The delegation included H.E. Mr. Herman Prayitno, the Ambassador of Indonesia to Malaysia. The Special Envoy expressed her heartfelt gratitude to the Government of Malaysia and the multinational team conducting the search operation. The Special Envoy also stated that Indonesia fully understands the complexity and the magnitude of the challenge ahead, and reaffirms its unshakeable support for Malaysia.

#### **5. *Next of Kin***

Yesterday a group of families whose loved ones on board MH 370 - arrived in Kuala Lumpur from Beijing. The Government is due to hold a high-level briefing soon for these families, to update them on the latest developments regarding the search for MH 370. The briefing will include international experts who were not available during the briefings in Beijing, including experts from China. It will also be broadcasted live to other families in Beijing.

The search for MH370 continues to be a large, complex, multinational effort involving many countries and international agencies. Much of the research that has been used to track MH 370 has been provided to the Malaysian investigators by our international partners. This research is extremely complicated, involving teams of highly specialised experts, many of whom are based in different countries around the world. The briefing will provide an opportunity for the families to hear directly from some of these experts. The experts will be able to explain the research, the data and the methodology that has informed the search operation

#### **6. *Concluding remarks***

We understand that it has been a difficult time for all the families. And we appreciate that many families want to see physical evidence before they will accept that MH 370 ended in the southern Indian Ocean

We find ourselves in a difficult position. I repeat - the question that the families principally want answered, is the question we simply do not have the answer to - namely, where their loved ones are, and where is MH 370. On Saturday I met with the Malaysian and Chinese families based in Kuala Lumpur. It was the most difficult meeting I've ever attended. The families are heartbroken. For many, the strain of the past few weeks has been unbearable. But the one message they delivered to me again and again is not to give up hope. And I promised the families that Malaysia, working with our international partners, will not give up hope. We will continue with all our efforts to find MH 370

This is a promise that Malaysia intends to keep. We will continue searching, and we will keep investigating, and we will never give up until we find out what happened to MH 370





**Sunday, March 30, 03:45 (1545) PM (0745 GMT 30 March 2014) MYT +0800 Malaysia Airlines MH370 Incident**

**27<sup>th</sup> Media Statement - by Ahmad Jauhari Yahya, Group Chief Executive Officer** (46 hours and 00 minutes since last press briefing)

Malaysia Airlines wishes to clarify that it will be making arrangements to fly family members to Perth, only once it has been authoritatively confirmed that the physical wreckage found is that of MH370.

Arrangements will be made as soon as the relevant government agencies have provided clearances for Malaysia Airlines to bring family members to the site where aircraft wreckage will be kept.

A Family Assistance Centre (FAC) will be established in Perth. The FAC will become the focal point for all activities that have been planned for the families including briefings, religious and prayer services.

Malaysia Airlines is fully committed to supporting all efforts by the relevant foreign Governments who continue to search for and recover the aircraft, and it continues to cooperate with all authorities involved in the investigation.

Malaysia Airlines continues to provide welfare and support to the families of the passengers.





### **Saturday, 29 March 2014**

*Comment from author of this information article:*

*Note that for the first time since MH 370 disappeared on 08 March - the Malaysian Government / Malaysian Airlines has not issued any form of media statement - or delivered any press briefing - during the 24 hours of 29 March. Also nothing on airline's official social media (TWITTER & FACEBOOK) for the same period*

*Looking forward in time from this point (date) – 'media statements / press briefings / information updates' generally ceased to follow what had been a daily cycle - and instead became (from 01 April) every other day up to the Press Briefing given on 07 April. Thereafter, nothing was produced up to and including 14 April*

.....





**Friday, March 28, 05:45 (1745) PM (0945 GMT 28 March 2014) MYT +0800 Malaysia Airlines MH370 Flight Incident**

**Press Briefing** by Hishammuddin Hussein, Minister of Defence and Acting Minister of Transport (7 hours and 30 minutes since last media statement)

***Introductory statement***

Today, the search for MH370 has been further refined. The international investigation team continue working to narrow the search area and shed further light on MH370's flight path. We are, as always, grateful for the continuing co-operation of our partners in this difficult and intensive search

Whilst search operations are on-going, we continue to focus our efforts on caring for the families. In Cabinet this morning, we discussed the importance of continuing to support the relatives of the passengers and crew

**1. *Refined search area***

On Monday, the Prime Minister announced that based on new data analysis, Inmarsat and the AAIB had concluded that MH370 flew along the southern corridor, and that its last position was in the middle of the Indian Ocean, west of Perth. On Tuesday, I confirmed that further study of this data would be undertaken to attempt to determine the final position of the aircraft. The Malaysian investigation team set up an international working group, comprising agencies with expertise in satellite communications and aircraft performance, to take this work forward.

The international working group included representatives from the UK, namely Inmarsat, AAIB, and Rolls Royce; from China, namely the CAAC and AAID; from the US, namely the NTSB, FAA, and Boeing; as well as the relevant Malaysian authorities. The group has been working to refine the Inmarsat data, and to analyse it - together with other information, including radar data and aircraft performance assumptions - to narrow the search area.

Information which had already been examined by the investigation was re-examined in light of new evidence drawn from the Inmarsat data analysis. In addition, international partners - who continue to process data in their home countries, as well as in the international working group - have further refined existing data. They have also come up with new technical information, for example on aircraft performance.

Yesterday, this process yielded new results, indicating that MH370 flew at a higher speed than thought previously, which in turn means it used more fuel & could not travel as far. This information was passed to RCC Australia by the NTSB, to help further refine and narrow the search area





The Australian authorities have indicated that they have shifted the search area approximately 1,100 kilometres to the north east. Because of ocean drift, this new search area could still be consistent with the potential objects identified by various satellite images over the past week. This work is ongoing, and we can expect further refinements. *As the Australian authorities indicated this morning, this is standard practice in a search operation. It is a process of continually refining data which in turn further narrows the search area.* With each step, we get closer to understanding MH370's flight path.

*Searches must be conducted on the best information available at the time. In the search for MH370, we have consistently followed the evidence, and acted on credible leads. Our search and rescue efforts have been directed by verified and corroborated information. This latest refinement of the search area is no different*

## 2. **Satellite images**

Last night, Japanese authorities announced they had satellite images which showed a number of floating objects approximately 2,500 kilometres southwest of Perth. Early this morning we received separate satellite imagery from the Thai authorities which also showed potential objects

These new satellite images join those released by Australia, China, France, and Malaysia, all of which are with RCC Australia. The range of potential objects, and the difficulty in re-identifying them shows just how complex this investigation is. We remain grateful to all our partners for continuing to assist in the search operations.

## 3. **Concluding remarks**

The new search area, approximately 1,680 kilometres west of Perth, remains in the Australian area of responsibility. Australia continues to lead the search efforts in this new area, and the Australian Maritime Safety Authority gave a comprehensive operational update earlier today. As more information emerges, they will be issuing frequent operational updates, including on assets deployed.

I would like to echo their statements that the new search area, although more focused than before, remains considerable; and that the search conditions, although easier than before, remain challenging.

For the families of those on board, we pray that further processing of data, and further progress in the search itself, brings us closer to finding MH370.







**Friday, March 28, 10:15 (1015) AM (0215 GMT 28 March 2014) MYT +0800 Malaysia Airlines MH370 Flight Incident**

**26th Media Statement - by Ahmad Jauhari Yahya, Malaysian Airlines Group Chief Executive Officer**  
(69 hours and 45 minutes since last media statement) (16 hours and 30 minutes since last press briefing)

These past couple of days have been especially difficult for everyone

For Malaysia Airlines, it was very difficult to break the devastating news of the loss of the aircraft, especially to the large number of family members of passengers and crew on-board MH370, located in many places around the world, within a short time before the Prime Minister's public announcement

However, the well-being and feelings of family members are and have always been close to our hearts and minds

Ever since the disappearance of Flight MH370, Malaysia Airlines' focus has been to comfort and support the families of those involved and support the multi-national search effort. We will continue to do this, while we also continue to support the work of the investigating authorities.

Malaysia Airlines is extremely thankful for the support pouring in from governments around the world and also of Malaysia, especially the Prime Minister's Office and the Ministry of Transport. Both Prime Minister Dato' Seri Najib Tun Razak and Acting Transport Minister Dato' Seri Hishammuddin Tun Hussein and their staff have been at the forefront of every effort in locating MH370

Ever since satellite findings first indicated that flight MH370 ended in the South Indian Ocean nearest to Australia, the Australian government too has given immense support to Malaysia Airlines, from coordinating the search for the aircraft to offering an exemption of visa application process for families of passengers and crew on board MH370. Malaysia Airlines will be making arrangements to take family members to Perth, should physical wreckage be found. We are extremely grateful for such support

*Whilst we understand that there will inevitably be speculation during this period, we do ask people to bear in mind the effect this has on the families of all those on board. Their anguish and distress increases with each passing day, with each fresh rumour, and with each false or misleading report.*

Malaysia Airlines wishes to thank *media publications that have been responsible in their reporting of MH370*. We shall continue to cooperate in providing such information as we can but independent investigations are now underway and we do operate under strict constraints in this regard

In the meantime our top priority remains to provide any and all assistance to the families of the passengers and crew.

Please note translation for this statement to Chinese language is in progress





**Thursday, March 27, 05:45 (1745) PM** (0945 GMT 27 March 2014) **MYT +0800 Malaysia Airlines MH370 Flight Incident**

**Press Briefing** by Hishammuddin Hussein, Minister of Defence and Acting Minister of Transport (24 hours and 00 minutes since last media statement)

### 1. *Chinese Special Envoy*

- a) Yesterday, His Excellency Zhang Yesui, the Chinese Vice Minister of Foreign Affairs and Special Envoy of the Government of China, met with the Prime Minister and Dato' Seri Hishammuddin, the Acting Minister of Transport and the Minister of Defence
- b) Following the meeting with Dato' Seri Hishammuddin, His Excellency Zhang Yesui also received a comprehensive technical briefing by the international working group, led by the AAIB. Inmarsat's findings - which led to the conclusion that MH370 ended in the southern Indian Ocean - were explained during the meeting
- c) The Civil Aviation Administration of China (CAAC) and Aircraft Accident Investigation Department (AAID) of the CAAC were present at yesterday's technical briefing. The CAAC and AAID have been, and will continue to be, members of the international working group
- d) Today His Excellency Zhang Yesui also met with the Chinese relatives of those on board MH370 who are currently in KL
- e) Malaysia is committed to working closely with the Government of China and to sharing all information related to MH370 in full

### 2. *Family briefing in Beijing*

- a) Yesterday, the Malaysian high-level team met with the Chinese relatives of those on board MH370 who are based in Beijing, for the fourth time. Over the duration of the three hour meeting, the relatives received a technical briefing and an update on the search operation. The high-level team also answered questions. Today, the high-level team met relatives again, at 3:25pm Malaysia time. The meeting is still underway
- b) Malaysia is working hard to try and make the briefings to the Chinese relatives in Beijing more productive. Malaysian officials met with His Excellency Huang Huikang, China's Ambassador to Malaysia, to request the Government of China to engage and clarify the actual situation to the affected families in particular and the Chinese public in general





### 3. *Operational update*

- The planned area of search today was 16,298 square nautical miles in the West sector, and 6,506 square nautical miles in the East sector
- The area identified by the Malaysian Remote Sensing Agency (MRSA) yesterday - where the 122 potential objects were sighted - was also due to be searched today
- Today, nine planes travelled to the search area - five in the East sector and four in the West sector

In the East sector, searches by air were conducted by:

- two Australian civilian aircraft
- one Chinese Ilyushin IL-76
- one New Zealand civil aircraft
- one Japanese Gulfstream

In the West sector, searches by air were conducted by:

- two Australian P-3 Orions
- two Australian civil aircraft
- Today six ships were deployed in the search area - one in the east sector and five in the west sector

In the east sector, searches by ship were conducted by one Chinese ship (the Xue Long)

In the west sector, searches by ship were conducted by four Chinese ships (the Kunlunshan, Haikou, Qiandaohui, and Zhonghaishaohua).....and one Australian ship (HMAS Success)

One Chinese ship (the Hai Xun) is expected to arrive in the search area tonight

- Today the weather deteriorated in the search area and search operations were suspended at 11:40am.

### 4. *Malaysian team going to Perth*

Malaysia is in the process of sending a team, comprised of the DCA, MAS, the Royal Malaysian Navy and the Royal Malaysian Air Force, to Perth. This team will work closely with the Australian Rescue Co-ordination Centre to assist with the search operation.





**Wednesday, March 26, 05:45 (1745) PM (0945 GMT 26 March 2014) MYT +0800 Malaysia Airlines MH370 Flight Incident**

**Press Briefing** by Hishammuddin Hussein, Minister of Defence and Acting Minister of Transport (22 hours and 55 minutes since last media statement)

***Introductory statement***

The search for MH370 continues. Our efforts are now focused in the southern Indian Ocean, where a multi-national team, led by Australia, is combing the waters trying to find debris from the flight.

Our determination to find MH370 remains steadfast. As we have said all along, we will never give up trying to find the plane - in order to bring closure for the families, and to establish exactly what happened to MH370.

***1. New satellite images***

Australia, China and France have already released satellite images, showing objects that may be related to MH370. Yesterday, on 25 March, the Malaysian Remote Sensing Agency (MRSA) received new satellite images from Airbus Defence and Space, which is based in France. The images were taken on 23 March. MRSA analysed the images and - in one area of the ocean measuring some 400 square kilometres - were able to identify 122 potential objects. Some objects were a metre in length; others were as much as 23 metres in length. Some of the objects appeared to be bright, possibly indicating solid materials. The objects were located approximately 2,557 kilometres from Perth. We will issue hand-outs relating to this new information, after this press conference.

MRSA's findings were immediately forwarded to the Australian Rescue Co-ordination Centre in Perth yesterday. It must be emphasized that we cannot tell whether the potential objects are from MH370. Nevertheless, this is another new lead that will help direct the search operation. We have now had four separate satellite leads, from Australia, China and France, showing possible debris. It is now imperative that we link the debris to MH370. This will enable us to further reduce the search area, and locate more debris from the plane.

***2. Operational update***

Australia is leading the search effort in the southern Indian Ocean, based out of Perth. Malaysia continues to play a co-ordinating role. All countries involved are displaying unprecedented levels of co-operation; that has not changed. Australia has divided the search area into two sectors, East and West. Today the weather has improved, and twelve planes will travel to the search area - six in the East sector and six in the West





In the East sector, searches will be conducted by:

- One Australian P3 Orion, and three Australian civilian aircraft.
- One Chinese Ilyushin IL-76.
- One New Zealand P3 Orion.

In the West sector, searches will be conducted by:

- One US P8 Poseidon.
- One Korean P3 Orion.
- One Japanese P3 Orion.
- Two Australian P3 Orions and one civilian aircraft.

Two ships will also join the search operations.

Yesterday 'HMAS Success' was redeployed to the south of the search area due to bad weather. Today the ship has returned and will support the search operation in the West sector. Meanwhile, the Chinese ship 'Xue Long' has today been deployed to the East sector. A Japanese Coast Guard gulfstream aircraft left Subang this morning for Perth, to join the search operation.

As I mentioned yesterday, the search operations in the northern corridor, and in the northern part of the southern corridor, have been called off. The Ministry of Foreign Affairs has sent diplomatic notes to all relevant countries to formally inform them of this change.

Before I continue, I would like to convey our appreciation to the Australian authorities, and in particular to Prime Minister Tony Abbot, for making such an extraordinary contribution to the search operation.

### 3. *Chinese Special Envoy*

Today, the Prime Minister met with His Excellency Zhang Yesui, the Chinese Vice-Minister of Foreign Affairs and Special Envoy of the Government of China. I also met with His Excellency this afternoon.

During our conversation His Excellency conveyed China's commitment to continue and intensify the search operation in any way possible, and to deploy any assets that may be required. Malaysia has provided his His Excellency and his delegation with a full update on the latest information from Inmarsat. His Excellency and his delegation also received a comprehensive briefing from the international technical team.





#### 4. **International Working Group**

As I mentioned yesterday, based on the new information provided by Inmarsat, we have established an international working group. The agencies involved in this working group include: Inmarsat, AAIB, the Chinese CAAC and AAID, NTSB, FAA, Boeing and Rolls Royce, as well as the relevant Malaysian authorities

The role of the working group is to help try and refine the Inmarsat data and, if possible, more accurately determine the final position of MH370.

#### 5. **Further information**

*I should like to note that the CEO of Malindo Airlines, Chandran Rama Murthy, has joined me on stage today, and will be able to answer any questions that you might have.*

*Note from author of this information article - without amplifying explanation, readers of this Malaysian Airlines press briefing (as per the sentence immediately above) may wonder why the CEO of Malindo Airlines was on stage and answering questions? The reason is as follows:*

*‘.....Earlier on the morning of Wednesday 26 March a Malindo Airlines ATR twin turboprop airliner experienced an engine fire after take-off from Kuala Lumpur’s Subang Airport - on an internal sector to Kuala Terengganu. The aircraft turned back to Subang and landed safely with no injuries.....’*

*0416 GMT (1216 PM Malaysian Time) - Wed 26 March - THE STAR Online*

<http://www.thestar.com.my/News/Nation/2014/03/26/Malindo-Air-fire-statement/>

As I announced yesterday, MAS is now taking a lead in communicating with the families and is conducting their own press conferences. MAS will hold another press conference tomorrow.

#### **Concluding remarks**

New satellite images continue to provide clues in the search for MH370. And with improved weather conditions, aircraft are now able to investigate objects of interest.

I would like to thank once again our international partners for their continued support and assistance. The search for MH370, and the investigation into what happened on board the flight, is now a truly international effort.





**Tuesday, March 25, 06:50 PM (1850) (1050 GMT 25 March 2014) MYT +0800 Malaysia Airlines MH370 Flight Incident**

**Press Briefing** by Hishammuddin Hussein, Minister of Defence and Acting Minister of Transport (06 hours and 20 minutes since last media statement)

The screenshot shows a Mozilla Firefox browser window displaying the Malaysia Airlines website. The page title is "MH370 Flight Incident | Malaysia Airlines". The URL in the address bar is "www.malaysiaairlines.com/my/en/site/dark-site.html". The page features the Malaysia Airlines logo and a "Home | Flight Status" link. A blue banner at the top of the content area reads "MH370 Flight Incident". The main content area is divided into two columns. The left column contains a red banner with the text "Tuesday, March 25, 06:50 PM MYT +0800 Malaysia Airlines MH370 Flight Incident – Press Briefing by Hishammuddin Hussein, Minister of Defence and Acting Minister of Transport". Below this is an "Introductory statement" section with two paragraphs of text. The right column contains a "Contact Information" section with a list of phone numbers for various regions: South China, North China, Malaysia, Indonesia, Australia, US/Canada, New Zealand, and India. The Windows taskbar at the bottom shows the Start button and several open applications, including "MH370 Flight Incident...", "Flight MH 370 - Cat Ai...", and "MH 370 - 8 Mar 14 & ...". The system clock shows 12:17.

**MH370 Flight Incident | Malaysia Airlines - Mozilla Firefox**

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www.malaysiaairlines.com/my/en/site/dark-site.html

Google

Home | Flight Status

**MH370 Flight Incident**

**Tuesday, March 25, 06:50 PM MYT +0800 Malaysia Airlines MH370 Flight Incident – Press Briefing by Hishammuddin Hussein, Minister of Defence and Acting Minister of Transport**

**Introductory statement**

As the search for MH370 continues, we remain focused on narrowing the search area.

With such strong co-operation from our international partners, the challenge is no longer diplomatic. It is now primarily technical and logistical. Because the scale of the investigation is now much more complex, the release of technical and logistical information will be handled differently. As you have seen today, this means that Malaysia Airlines will take the lead in communicating with the families.

As the search area has narrowed, new challenges have arisen, including managing resources in a remote search and rescue effort. We continue to work closely with our friends and partners as we seek to marshal more specific resources in support of the operations in that area.

**1. New data**

Last night the Prime Minister announced that according to new analysis of satellite

**Contact Information**

**Family Support Centre (Toll-free number)**

South China  
10-800-130-1364

North China  
10-800-713-1404

Malaysia  
1800-81-4819

Indonesia  
001-803-015-203-7708

Australia  
1800-198-163

US/Canada  
877-504-4210

New Zealand  
080-045-4029

India  
000-800-100-3449





**MH370 Flight Incident | Malaysia Airlines - Mozilla Firefox**

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www.malaysiaairlines.com/my/en/site/dark-site.html

Google

Last night the Prime Minister announced that according to new analysis of satellite data, Inmarsat and UK Air Accidents Investigation Branch (AAIB) have concluded that flight MH370 ended in the southern Indian Ocean.

Today I will provide further details of how the data was analysed, as provided to us the UK AAIB. This information is quite technical in nature. So although I will give you as much information as I can, I will not be in a position to answer questions about this data analysis today.

However, we will accept written questions which will be answered as soon as possible. We will be providing this information as a press release at the end of this press conference. This is the information provided to us by the AAIB.

## 2. Further details

In recent days Inmarsat developed a second innovative technique which considers the velocity of the aircraft relative to the satellite. Depending on this relative movement, the frequency received and transmitted will differ from its normal value, in much the same way that the sound of a passing car changes as it approaches and passes by. This is called the Doppler effect.

The Inmarsat technique analyses the difference between the frequency that the ground station expects to receive and that actually measured. This difference is the result of the Doppler effect and is known as the Burst Frequency Offset.

The Burst Frequency Offset changes depending on the location of the aircraft on an arc of possible positions, its direction of travel, and its speed. In order to establish confidence in its theory, Inmarsat checked its predictions using information obtained from six other B777 aircraft flying on the same day in various directions. There was good agreement.

While on the ground at Kuala Lumpur airport, and during the early stage of the flight, MH370 transmitted several messages. At this stage the location of the aircraft and the satellite were known, so it was possible to calculate system characteristics for the aircraft, satellite, and ground station.

During the flight the ground station logged the transmitted and received pulse frequencies at each handshake. Knowing the system characteristics and position of the satellite it was possible, considering aircraft performance, to determine where on each arc the calculated burst frequency offset fit best.

The analysis showed poor correlation with the Northern corridor, but good correlation with the Southern corridor, and depending on the ground speed of the aircraft it was then possible to estimate positions at 0011 UTC, at which the last

000-800-100-3449

France  
080-091-2622

Family members may also get in touch with the centre at  
+603 8777 5770

**Press/Media Contact**

Malaysia:  
+603 8787 1276  
+603 8777 5698

**For the passenger manifest of MH370, [click here](#)**

**Department of Civil Aviation  
Official Newsroom**  
For official updates on MH370 search operations, [click here](#)

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www.malaysiaairlines.com/my/en/site/dark-site.html

correlation with the Southern corridor, and depending on the ground speed of the aircraft it was then possible to estimate positions at 0011 UTC, at which the last complete handshake took place. I must emphasise that this is not the final position of the aircraft.

There is evidence of a partial handshake between the aircraft and ground station at 0019 UTC. At this time this transmission is not understood and is subject to further ongoing work. No response was received from the aircraft at 0115 UTC, when the ground earth station sent the next log on / log off message. This indicates that the aircraft was no longer logged on to the network.

Therefore, sometime between 0011 UTC and 0115 UTC the aircraft was no longer able to communicate with the ground station. This is consistent with the maximum endurance of the aircraft.

This analysis by Inmarsat forms the basis for further study to attempt to determine the final position of the aircraft. Accordingly, the Malaysian investigation has set up an international working group, comprising agencies with expertise in satellite communications and aircraft performance, to take this work forward.

**3. Technical background**

The new analysis I have described above was convincing enough for the AAIB to brief the Prime Minister that MH370 flew along the southern corridor, and that its last position was in the middle of the Indian Ocean, west of Perth. Within a few hours, the families had been informed, and the Prime Minister announced the new development to the world.

As the Prime Minister stated, this type of analysis has never been done in an investigation of this sort. There remains more work to be done, and we are grateful to Inmarsat, AAIB and the international investigations team, who are continuing to work with the Malaysian authorities. This is a developing situation, and as soon as we know more, we will share it.

**4. Operational update**

As a result of this new data analysis, the search and rescue operation in the northern corridor has been called off. We have also stopped the search and rescue operation in the northern part of the southern corridor, close to Indonesia.

All search efforts are now focused in the southern part of the southern corridor, in an area covering some 469,407 square nautical miles, as against the 2.24 million square nautical miles which we announced on 18th March.

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www.malaysiaairlines.com/my/en/site/dark-site.html

Google

We are currently working to further narrow down the search area, using the four methods I mentioned previously: gathering information from satellite surveillance, analysis of surveillance radar data, increasing air and surface assets, and increasing the number of technical and subject matter experts.

On the assets deployed, 2 Korean aircraft left Subang airport for Perth this morning, to help in the multinational search operation. No flights from Perth to the search area took place today, due to bad weather. 6 Chinese ships are currently in the search area. They are expected to arrive within the vicinity of MH370's last known position by tomorrow morning. These ships include the ice breaker 'Xue Long'.

HMAS Success is also currently in the search area.

The American Towed Pinger Locator - an instrument that can help find a black box - is currently en route to Perth and will arrive tomorrow. The system will be fitted onto the Australian ship Ocean Shield, which is due to dock in Perth on 28th March. The Ocean Shield, fitted with the Towed Pinger Locator, is due to arrive in the search area on 5 April.

**5. Concluding remarks**

The new analysis shared with the investigation by Inmarsat and the AAIB has focused our efforts on the southern part of the southern corridor.

Although yesterday's news was incredibly hard for the family members, as our Prime Minister said, it was released out of a commitment to openness and respect for the relatives, two principles which have guided the investigation.

-ENDS

**Tuesday, March 25, 12:30 PM MYT +0800 Malaysia Airlines MH370 Flight Incident – Media Statement 25**

By: Tan Sri Md Nor Md Yusof, Chairman of Malaysia Airlines

As you will be aware, last night the Prime Minister of Malaysia, Dato' Seri Najib Tun Razak, announced new evidence regarding the disappearance of MH370 on 8th

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## Tuesday, March 25, 12:30 (1230) PM (0430 GMT 25 March 2014) MYT +0800 - Malaysia Airlines MH370 Flight Incident

**25<sup>th</sup>** Media Statement -by Tan Sri Md Nor Md Yosof - **Chairman** Malaysia Airlines (12 hours 00 minutes since last media statement)

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www.malaysiaairlines.com/my/en/site/dark-site.html

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**By: Tan Sri Md Nor Md Yusof, Chairman of Malaysia Airlines**

As you will be aware, last night the Prime Minister of Malaysia, Dato' Seri Najib Tun Razak, announced new evidence regarding the disappearance of MH370 on 8th March.

Based on this evidence, the Prime Minister's message was that we must accept the painful reality that the aircraft is now lost and that none of the passengers or crew on board survived.

This is a sad and tragic day for all of us at Malaysia Airlines. While not entirely unexpected after an intensive multi-national search across a 2.24 million square mile area, this news is clearly devastating for the families of those on board. They have waited for over two weeks for even the smallest hope of positive news about their loved ones.

This has been an unprecedented event requiring an unprecedented response. The investigation still underway may yet prove to be even longer and more complex than it has been since March 8th. But we will continue to support the families - as we have done throughout. And to support the authorities as the search for definitive answers continues. I will now ask our Group Chief Executive, Ahmad Jauhari Yahya, to provide you with fuller details of our support for the families.

**By: Ahmad Jauhari Yahya, Group Chief Executive Officer, Malaysia Airlines**

I stand before you today not only as the Group Chief Executive Officer of Malaysia Airlines, but also as a parent, as a brother, as a son. My heart breaks to think of the unimaginable pain suffered by all the families. There are no words which can ease that pain. Everyone in the Malaysia Airlines family is praying for the 239 souls on MH370 and for their loved ones on this dark day. We extend our prayers and sincere condolences.

We all feel enormous sorrow and pain. Sorrow that all those who boarded Flight MH370 on Saturday 8th March, will not see their families again. And that those families will now have to live on without those they love. It must be remembered too that 13 of our own colleagues and fellow Malaysians were also on board.

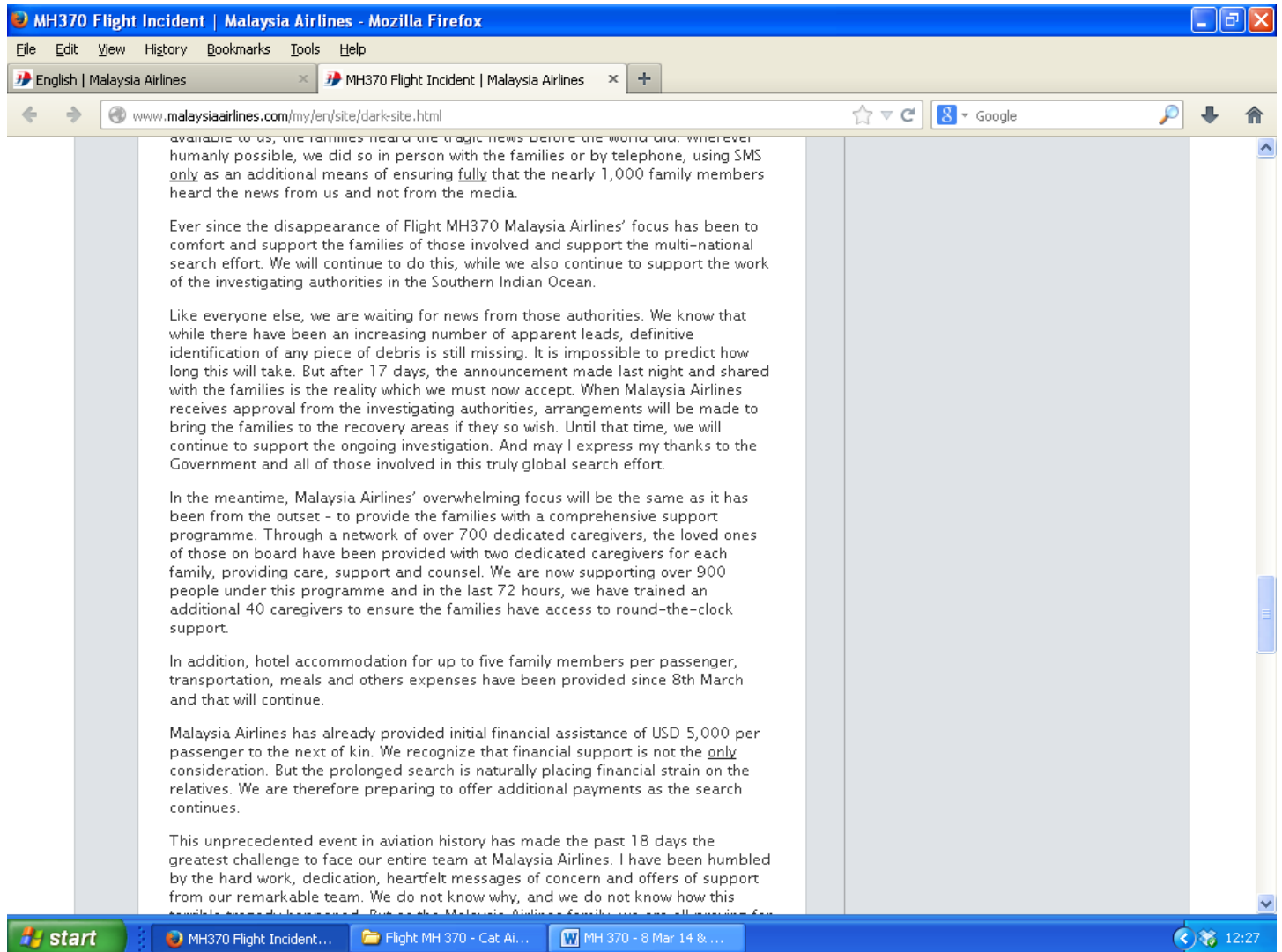
And let me be very clear on the events of yesterday evening. Our sole and only motivation last night was to ensure that in the incredibly short amount of time available to us, the families heard the tragic news before the world did. Wherever humanly possible, we did so in person with the families or by telephone, using SMS

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12:26







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www.malaysiaairlines.com/my/en/site/dark-site.html

continues.

This unprecedented event in aviation history has made the past 18 days the greatest challenge to face our entire team at Malaysia Airlines. I have been humbled by the hard work, dedication, heartfelt messages of concern and offers of support from our remarkable team. We do not know why, and we do not know how this terrible tragedy happened. But as the Malaysia Airlines family, we are all praying for the passengers and crew of Flight MH370.

-end-

*Note: Please attribute all quotes to Malaysia Airlines*

**马航MH370事件 媒体声明25**

**2014年3月25日 中午12:30发布**

**马来西亚航空公司董事长丹斯里诺干瑟夫**

正如大家所知，马来西亚总理纳吉布先生在昨晚宣布了于3月8日失联的MH370航班的新线索。

根据这些线索，总理先生所传达的信息是，我们必须接受这样一个沉痛的现实：这架飞机已经失事，机上乘客和机组成员无人生还。

对于马航的每一个人来说，这都是无比沉痛的一天。尽管在经历了224万平方英里的多国集中搜救行动之后，这样的消息并非完全出人意料，但它对于机上人员的家属们来说一定是沉重的打击。在两个多星期的时间里，他们一直在等待关于亲人的消息，哪怕仅存一线希望。

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**Tuesday, March 25, 12:30 (0030) AM** (1630 GMT 24 March 2014) **MYT +0800 - Malaysia Airlines MH370 Flight Incident**

**24<sup>th</sup> Media Statement** (02 hours 15 minutes since last media statement)

It is with deep sadness that Malaysia Airlines earlier this evening had to confirm to the families of those on board Flight MH370 that it must now be assumed the flight had been lost

As the Prime Minister said, respect for the families is essential at this difficult time - and it is in that spirit that we informed the majority of the families *in advance* of the Prime Minister's statement in person and by telephone. *SMS (text messages) were used only as an additional means of communicating with the families*

Those families have been at the heart of every action the company has taken since the flight disappeared on 8th March and they will continue to be so. When Malaysia Airlines receives approval from the investigating authorities, arrangements will be made to bring the families to the recovery area and until that time, we will continue to support the ongoing investigation.

Please note translation for this statement to Chinese language is in progress.

请您理解本声明的中文版本目前正在翻译中。

**Monday, March 24, 10:15 (2215) PM** (1415 GMT 24 March 2014) **MYT +0800 - Malaysia Airlines MH370 Flight Incident**

**23<sup>rd</sup> Media Statement** (04 hours 45 minutes since last press statement)

Note: The communication below was shared with the family members of passengers and crew of MH370

Malaysia Airlines deeply regrets that we have to assume that MH370 ended in the southern Indian Ocean

As you will hear in the next hour from Malaysia's Prime Minister, new analysis of satellite data suggests the plane went down in the Southern Indian Ocean

On behalf of all of us at Malaysia Airlines and all Malaysians, our prayers go out to all the loved ones of the 226 passengers and of our 13 friends and colleagues at this enormously painful time

We know there are no words that we or anyone else can say which can ease your pain. We will continue to provide assistance and support to you, as we have done since MH370 first disappeared in the early hours of 8 March, while flying from Kuala Lumpur to Beijing





The ongoing multinational search operation will continue, as we seek answers to the questions which remain. Alongside the search for MH370, there is an intensive investigation, which we hope will also provide answers

We would like to assure you that Malaysia Airlines will continue to give you our full support throughout the difficult weeks and months ahead

Once again, we humbly offer our sincere thoughts, prayers and condolences to everyone affected by this tragedy

#### 马来西亚航空公司MH370航空事件 媒体声明廿三

(2014年3月24日晚上10时15分发布)

注：以下信息谨与MH370航班的乘客及机组人员的家属共享。

随着马来西亚首相即将在一项简报声明中指出，根据卫星数据的新分析，MH370航班已坠毁于南印度洋，为此，马来西亚航空公司深感悲痛与遗憾地告知各位，我们唯有假设此航班已终结于南印度洋。

在此极度悲伤的时刻，我们谨代表马来西亚航空公司全体同仁与所有马来西亚人，向226乘客以及本航13名友人兼同事的爱人与亲属致以深切的哀悼与祈祷。

大家悲痛的心情，我们感同身受。我们也知道，此时此刻，不管何人或何语言，都难以抚平内心的伤痛。我们将继续给您提供援助与支持。正如MH370于3月8日失联后数小时般，从吉隆坡赶往北京，展开进一步的行动。

仍在进行着的多国搜救行动依然在持续着，毕竟我们寻求答案的问题依然存在。在搜寻MH370之际，尚有许多方面有待调查，希望也能得到答案。

我们向您保证马来西亚航空在您整个艰巨难熬时期与未来的数月中，继续给您全面的支援与帮助。

我们谨此再次向所有遭受此悲剧的每一位表示深切的哀悼与慰问。





**Monday, March 24, 05:30 1730 PM** (0930 GMT 24 March 2014) **MYT +0800 Malaysia Airlines MH370 Flight Incident**

**Press Statement** by Ministry of Transport, Malaysia (23 hours 30minutes since last press statement)

#### Introductory statement

The search for MH370 continues. Over the past few days, new leads from satellite data have focused our search and rescue operations in the southern corridor. Our partners continue to deploy assets to assist us, as we work to narrow the search areas

#### 1. Operational update

Yesterday, 18,500 square nautical miles were searched in the Australian search area. Two orange objects approximately one metre in length and one white coloured drum were sighted by search aircraft - but remain unidentified and have not been conclusively linked to MH370. HMAS Success detected two radar targets within the search area, but could not locate the targets on further investigation of the area

Earlier today, a Chinese search plane reportedly sighted objects in the Australian search area. These objects are not in the vicinity of those which were identified by the Australian authorities last week.

A few minutes ago the Prime Minister received a call from the Prime Minister of Australia, who informed him that an Australian search aircraft had located two objects in the Australian search area, one circular and one rectangular.

HMAS Success is in the vicinity and it is possible that the objects could be received within the next few hours, or by tomorrow morning at the latest.

Three search areas, totalling approximately 20,000 square nautical miles, have been identified for operations today. RCC Australia anticipates that 10 aircraft will be used. HMAS Success remains the only vessel in the search area. A number of Chinese vessels are expected to commence arriving within the search area on 25th March

3 aircraft - 2 from Japan and 1 from the UAE - have already departed from Subang today and are en route to the southern corridor

6 Malaysian ships, with 3 ship-borne helicopters, are now in northern part of the southern corridor. 10 Chinese ships are in the southern corridor, carrying out search and rescue operations. HMS Echo is currently refuelling in the Maldives and will be sailing to the southern corridor this evening.

In the northern corridor, Turkmenistan has confirmed that they have not had any sightings of MH370 on their radar. Each piece of information we receive from our partners in the northern corridor helps us to continuously narrow the corridor







## 2. Satellite images

New leads into MH370's possible location have come from satellite data. This was one of the four tools we identified that could narrow the search area, along with surveillance radar data, increasing surface and air assets, and bringing in more technical experts.

The most recent images were obtained by French satellites, which captured radar images of potential objects in the vicinity of the southern corridor on 21st March. These images were received by Malaysia on the evening of the 22nd March, and were relayed to RCC Australia on the morning of the 23rd March, as they are leading the search in that particular area of the southern corridor. This morning we have received a further set of images from French satellites, this time captured by cameras. These images were taken yesterday and have been relayed to RCC Australia

## 3. Family briefings

Yesterday, the high-level team met with families in Beijing for more than eight hours.

The families asked many questions and made detailed requests for radar readings and other data. Some of these questions could not be answered and some of the data they requested was still being held by the investigation, as is standard procedure in investigations of this sort.

After meeting with the families for a total of more than twelve hours and taking hundreds of questions, the high-level team has returned to Kuala Lumpur to discuss the matters raised at the meetings. They will return to Beijing tomorrow to continue.

The briefings in Kuala Lumpur over the last two days went smoothly and the families responded as positively as could be expected, with the families engaging with representatives from the relevant authorities.

It has always been our intention to keep the families as fully informed as possible. We continue to do so

## 4. Specific questions

There are a few specific questions I would like to respond to:

On the police investigation, we can confirm that the police have interviewed more than a hundred people, including families of both the pilot and co-pilot

As far as the transcript is concerned, the technical committee is considering releasing it and we will keep you informed about the decision

The Inspector General of the Police will attend tomorrow's press conference to answer further questions on the investigation





We can also confirm that MH370 was carrying wooden pallets. However, there is as yet no evidence that these are related to the wooden pallets reportedly sighted in the Australian search area

## 5. Concluding remarks

The search for MH370 has taken us halfway around the world. At the moment there are new leads, but nothing conclusive. Our thoughts continue to be with the families who are still waiting for news. In the meantime, we are grateful for the on-going co-operation shown by our partners in this multinational search.





**Sunday, March 23, 06:00 (1800) PM** (1000 GMT 23 March 2014) **MYT +0800 Malaysia Airlines MH370 Flight Incident**

**Press Statement** by Ministry of Transport, Malaysia (24 hours 01 minutes since last press briefing)

**1. Search and rescue operational update**

- a. The search and rescue operation remains an international effort, co-ordinated by Malaysia. A number of countries are leading in their respective search areas and all countries involved are displaying unprecedented levels of co-operation.
- b. This morning, Malaysia received new satellite images from the French authorities showing potential objects in the vicinity of the southern corridor. Malaysia immediately relayed these images to the Australian rescue co-ordination centre.
- c. Two Chinese Ilyushin IL-76s have arrived in Perth, and will depart for the search and rescue operation tomorrow at 05:00 and 06:00.
- d. Two Japanese P3 Orions today left Subang airport for Perth.
- e. The Australian rescue co-ordination centre will deploy eight aircraft (four military and four civilian) to the southern corridor today, to conduct visual searching.
- f. The Australian Defence Vessel 'Ocean Shield', which has a sub-sea remotely operated vehicle, is currently en route to the southern corridor.
- g. As of 2:30pm Malaysia time, Australian officials have informed us that they have not made any new sightings regarding MH370.
- h. One Indian Navy P8 Poseidon and one Indian Air Force C130 left Subang airport today to join the search and rescue operation in the northern part of the southern corridor, which is being led by Indonesia.
- i. A number of other sorties from Subang airport to the southern corridor were cancelled today due to bad weather caused by tropical cyclone Gillian.
- j. Australia, China and France have now released satellite images that show potential objects, which may be related to MH370, in the vicinity of the southern corridor. All this information has been forwarded to Australia, as the lead country in the area of concern.





## **2. *Family briefing***

a. The Malaysian high level team started a briefing in Beijing this morning for relatives of those on board MH370. The meeting lasted more than 6 hours. This is the third such meeting that has been held. The team presented information to the relatives and answered questions. The Government wishes to reiterate its commitment and continued engagement with the relatives of those on board MH370.

## **3. *Update on ACARS transmission***

a. The last ACARS transmission, sent at 1.07am, showed nothing unusual. The 1.07am transmission showed a normal routing all the way to Beijing.





**Saturday, March 22, 05:59 PM (1759) (0959 GMT 22 March 2014) MYT +0800 Malaysia Airlines MH370 Flight Incident**

**Press Briefing** by Hishammuddin Hussein, Minister of Defence and Acting Minister of Transport (24 hours and 29 minutes since last press briefing)

### ***Introductory statement***

Diplomatic, logistical and technical efforts continue in the search for MH370. As we intensify the search and rescue operations, the overall emphasis remains the same: using all available means to narrow the search areas in both corridors.

#### ***1. Operational update***

In the northern corridor, in response to diplomatic notes, we can confirm that China, India, Pakistan, Myanmar, Laos, Kyrgyzstan and Kazakhstan have verbally informed the search and rescue operation that based on preliminary analysis - there have been no sightings of the aircraft on their radar.

With respect to the southern corridor, today two Chinese Ilyushin IL-76s will arrive in Perth to begin operations. The Shaanxi Y-8 which arrived yesterday will be operating from Subang air base in Malaysia. China is also sending an additional two ships from the Andaman Sea to join the five Chinese ships already in the southern corridor. Two Indian aircraft, a P-8 Poseidon and C-130 Hercules, arrived in Malaysia at 18:00 last night to assist with the search.

HMS Echo is currently in the Persian Gulf and is en route to the southern corridor. The ship is equipped with advanced sensors that allow it to search effectively underwater

#### ***2. Australian search area***

Five aircraft and two merchant ships were involved in the search and rescue operations in the vicinity of the objects identified by the Australian authorities, which are approximately 2,500km southwest of Perth. Despite improved visual search conditions yesterday, there were no sightings of the objects of interest.

Operations continue, and today they plan to search an area of approximately 10,500 square nautical miles. The Rescue Co-ordination Centre Australia anticipates that 6 aircraft, 4 military and 2 civilian, will be visually searching the area. Two merchant vessels will also be present during search operations, and HMAS Success was due to reach the search area at 14:30 today.





Generally, conditions in the southern corridor are very challenging. The ocean varies between 1,150 metres and 7,000 metres in depth. In the area where the possible objects were identified by the Australian authorities there are strong currents and rough seas

A cyclone warning has been declared for Tropical Cyclone Gillian, which is located in the southern corridor. Very strong winds and rough seas are expected there today

### **3. *Family briefings***

The briefing for families in KL yesterday went well. The briefing in Beijing, however, was less productive. Despite the best intentions, I understand there were tense scenes. I have received a report from the Malaysian high-level team, as well as a copy of the declaration from the Chinese families. I have asked the Ministry of Foreign Affairs, together with the authorities in China, to investigate what happened

We will continue to engage with the families. We are working hard with Chinese authorities and the Chinese working group to create a more conducive environment for the briefings. I have instructed my technical team to do a review of both briefings so that we can improve them. We appeal to all parties to be understanding during this extraordinary and difficult time. My pledge to all the families, wherever they are, is the same: we will do everything in our power to keep you informed

### **4. *Transcript***

The original transcript of the conversation between MH370 and Malaysian air traffic control is with the investigations team, where it is being analysed. As is standard practice in investigations of this sort, the transcript cannot be publicly released at this stage. I can however confirm that the transcript does not indicate anything abnormal.

### **5. *Cargo manifest***

On the matter of MH370's cargo, the cargo manifest is with the investigations team, and will be released in due course. Preliminary investigation of the cargo manifest has not shown any link to anything that might have contributed to MH370's disappearance. As was stated yesterday, all cargo carried on MH370 was in compliance with International Civil Aviation Organisation and International Air Transport Association standards

### **6. *Concluding remarks***

Over the past two weeks, the search for MH370 has taken many twists and turns. From satellite images to eyewitness accounts, we have followed every lead and investigated every possibility. Today we are focused on leads from the satellite images announced by the Australian authorities on Thursday. We continue to be updated by the Australian authorities on an hourly basis.





I know this rollercoaster has been incredibly hard for everyone, especially for the families. We hope and pray this difficult search will be resolved, and bring closure to those whose relatives were on board

I would like to take this opportunity to thank all 26 countries who are with us in this effort; from ordinary people to the highest levels of government

I would also like to pay special tribute to the men and women from all countries who are putting themselves in harm's way in the search for MH370

As we speak, people are sailing through a cyclone to help find the missing plane. We are immensely grateful to all our partners for their efforts.





**Saturday, March 22, 10:45 AM** (0245 GMT 22 March 2014) **MYT +0800 Malaysia Airlines MH370 Flight Incident**

**22<sup>nd</sup>** **Media Statement** (66h35mins since last *media statement*) (17h15mins since last *press briefing*)

Malaysia Airlines wishes to clarify that the lithium ion batteries carried on-board MH370 on 8 March 2014 were in compliance with the International Civil Aviation Organisation (ICAO) and the International Air Transport Association (IATA) requirements - in which they are classified as non-dangerous goods

马来西亚航空公司MH370航空事件  
媒体声明廿二  
(2014年3月22日上午10时45分发布)

马来西亚航空公司特此澄清2014年3月8日MH370航班上运载的锂离子电池乃符合国际民航组织 (International Civil Aviation Organisation, 缩写ICAO) 及国际航空运输协会 (International Air Transport Association, 缩写IATA) 条列, 被归类为非危险品。







**Friday, March 21, 05:30 PM (1730) (0930 GMT 21 March 2014) MYT +0800 Malaysia Airlines MH370 Flight Incident - MH370**

**Press Briefing** by Hishammuddin Hussein, Minister of Defence and Acting Minister of Transport (24 hours since last press briefing)

### ***Introductory statement***

Malaysia continues to work on the diplomatic, technical and logistical challenges involved in the search for MH370.

We are still awaiting information from the Australian search and rescue operation as to whether the objects shown in the satellite images released by Australia yesterday are indeed related to MH370. In the meantime, we are continuing search and rescue operations in the rest of the southern and northern corridors. I will now give you a brief operational update

#### ***1. Operational update***

Search efforts southwest of Perth continue, and the Australian authorities are intensifying their efforts in the area. HMAS Success is due to reach the vicinity of the objects tomorrow. China has deployed 5 ships and 3 ship-borne helicopters, which are currently heading toward the southern corridor. 3 Chinese aircraft (2 Ilyushin IL-76s and 1 Shaanxi Y-8) arrived in Malaysia at 11:00 this morning. They will also be searching in the southern corridor. Japan is deploying its assets to Perth, including 2 P-3 Orions, to assist with the Australian search efforts.

This morning I have spoken with the acting High Commissioner from the United Kingdom, who confirmed that the Prime Minister has spoken to the Prime Minister of the UK, and that HMS Echo is already heading towards the southern Indian Ocean to support the search effort. He also confirmed that the UK will be providing us with a list of possible assets that can be deployed if needed. He also has reaffirmed that, in addition to the technical support provided so far, the UK stands ready to provide further specialist search and investigative assistance once more information about the fate of MH370 becomes known.

I have also been in touch with the French delegation, which is led by the French Ambassador to Malaysia, and includes the man who led the investigation into the Air France 447 crash. They have agreed to assist us with their considerable experience and expertise.





I will also be speaking to the US Secretary of Defence at 21:15 tonight, to request further specialist assets to help with the search and rescue efforts, including remotely-operated vehicles for deep ocean salvage.

The Kazakhstan authorities have assured us that they have found no trace of MH370, and we are awaiting permission for Kazakhstan to be used as a staging point for search operations.

On the police investigation, the Ukraine police have confirmed that the background checks on the Ukrainian passenger have come back clear.

## 2. *Satellite data processing*

I would like to briefly discuss the processing of the Inmarsat data.

The investigations team received the complete raw Inmarsat satellite data which included the six handshakes at approximately 15:00 on Wednesday 12th March.

This type of data is not normally used in investigations of this sort. It is only because we have so little other information to go on in this difficult and unprecedented situation that the data is being used.

Upon receiving the raw data, the Malaysian authorities immediately discussed with the US team how this information might be used. The US team and the investigations team then sent the data to the US, where further processing was needed before it could be used. Initial results were received on Thursday 13th March at approximately 13:30, but it was agreed by the US team and the investigations team that further refinement was needed, so the data was again sent back to the US.

The results were received at approximately 14:30 on Friday 14th March, and presented to the investigations team at a high-level meeting at 21:00 on Friday. The UK AAIB, who had also been processing this data independently, presented their results - which concurred with ours and those of the US team - at that meeting.

The Prime Minister was briefed on this satellite information at 08:00 Saturday 15th March, and publicly announced it at the press conference at Saturday lunchtime. Search and rescue operations were immediately shifted to the northern and southern corridor

## 3. *Family care*

Last night in Kuala Lumpur we held a briefing for the relatives of those on board MH370. As I mentioned in yesterday's statement, the briefing was to update family members on the latest developments, and to answer questions and clear up any confusion.

The meeting was well attended by family members from different nations, including Malaysia, and by representatives from the Chinese Embassy in Kuala Lumpur. A high-level Malaysian delegation, including representatives from Malaysia Airlines, the Department of Civil Aviation, the Ministry of Transport, the Ministry of Defence, the Ministry of Foreign Affairs and the National Security Council also attended the meeting





We had a very constructive and frank discussion. Although we answered most of the questions they raised, we could not answer them all. These briefings will continue - at the families' convenience - for as long as the families want them.

The briefing brought the families and the Malaysian authorities closer together, not just in terms of sharing information, but also in terms of listening to the voice of the family members. The Prime Minister's Special Envoy to China will be co-ordinating the briefings in Kuala Lumpur from now on.

The high-level team I announced yesterday arrived in Beijing last night. Today they met with family members for three and half hours

#### 4. *Concluding remarks*

There continues to be a multinational effort co-ordinated by Malaysia and involving dozens of countries from around the world. We continue to receive offers of assistance, including specialist assets that can help with the search and rescue. We welcome all assistance as we continue to follow every credible lead.





**Thursday, March 20, 05:30 PM (1730)** (0930 GMT 20 March 2014) **MYT +0800 Malaysia Airlines MH370 Flight Incident - MH370**

**Press Briefing** by Hishammuddin Hussein, Minister of Defence and Acting Minister of Transport (72 hours since last press briefing) (48 hours since last press conference) (25HRS20MINS since last media statement)

#### 1. *Australian satellite images*

At 10:00 this morning, the Prime Minister received a call from the Prime Minister of Australia, informing him that 'two possible objects related to the search' for MH370 had been identified in the Southern Indian Ocean. The Australian authorities in Kuala Lumpur have also briefed me on the situation, and the Australian Foreign Minister has spoken to the Foreign Minister of Malaysia.

The Australian Maritime Safety Authority (AMSA) continues co-ordinating the search for the missing Malaysia Airlines aircraft within Australia's search and rescue area, with assistance from the Australian Defence Force, the New Zealand Air Force, and the US Navy.

AMSA's Rescue Co-ordination Centre (RCC) Australia has received satellite imagery of objects possibly related to the search for MH370.

RCC Australia received an expert assessment of commercial satellite imagery today. The images were captured by satellite. They may not be related to the aircraft. The assessment of these images was provided by the Australian Geospatial Intelligence Organisation as a possible indication of debris southwest of Perth.

As a result of this information, four aircraft have been re-orientated to an area 2,500 kilometres southwest of Perth. A Royal Australian Air Force P-3 Orion aircraft arrived in the area at about 10:50AM.

Another 3 aircraft have been tasked by RCC Australia to the area, including a second RAAF Orion, a Royal New Zealand Air Force Orion, and a US Navy P-8 Poseidon. The Poseidon was expected to arrive early this afternoon. The second RAAF Orion was expected to depart RAAF Base Pearce, Perth, mid-afternoon. The New Zealand Orion was due to depart this afternoon.

An RAAF C-130 Hercules aircraft has been tasked by RCC Australia to drop datum marker buoys to assist in drift modelling. They will provide an on-going reference point if the task of relocating the objects becomes protracted.





A merchant ship that responded to a shipping broadcast issued by RCC Australia on Monday was also expected to arrive in the area this afternoon. The Royal Australian Navy ship HMAS Success is en route to the area but is some days away. The ship is well equipped to recover any objects located and proven to be from MH370.

Every effort is being made to locate the objects seen in the satellite imagery. It must be stressed that these sightings, while credible, are still to be confirmed

## 2. *Assets deployed*

The search for MH370 is a multinational effort. I will now give you an update on the assets which have been deployed.

During the course of this operation, the Chief of the Defence Force has spoken to his counterparts from countries including:

- Australia
- China
- India
- Indonesia
- Japan
- Maldives
- Nepal
- New Zealand
- Singapore
- Thailand
- Vietnam
- The UK
- And the USA.

All were very supportive, and all offered their assistance. As the focus of the search has moved from the South China Sea and Straits of Malacca to the northern and southern corridors, our international partners have continued to provide whatever support they can.

A number of assets have been deployed at different phases of the search and rescue operation. Currently, there are 18 ships, 29 aircraft and 6 ship-borne helicopters deployed along the northern and southern corridors, as follows:

### *Aircraft*

In the northern corridor, there are 4 aircraft:

- 2 from Malaysia
- 1 from Japan
- 1 from the US





In the southern corridor, there are 25 aircraft:

- 2 from Malaysia
- 5 from Australia
- 3 from China
- 4 from Indonesia
- 2 from India
- 4 from Japan
- 1 from New Zealand
- 2 from South Korea
- 1 from the UAE
- 1 from the USA.

### *Ships*

All 18 ships are in the southern corridor:

- 6 from Malaysia
- 1 from Australia
- 5 from China
- 6 from Indonesia.

This deployment includes 6 helicopters:

- 3 from Malaysia and 3 from China.

Until we are certain that we have located MH370, search and rescue operations will continue in both corridors. I can confirm that Malaysia is sending 2 aircraft to Kazakhstan and the UK is planning to send 1 ship to the southern corridor.

In addition to the assets I just listed above, a number of countries in the northern corridor are carrying out search and rescue operations within their own territory:

- China is using every means possible, including 21 satellites, to search the area within its borders, and is ready to send more ships and aircraft wherever they are needed.
- In Cambodia, 4 helicopters are conducting search operations within Cambodian territory.
- The Laos Air Force is carrying out search operations within Laos.
- Singapore is using its International Information Fusion Centre, where a Malaysian representative is stationed, to notify mariners and help with the search.
- The Thai military are conducting search operations in the northern part of Thailand with all available aircraft.
- And Vietnam is conducting search operations within their territory using an unspecified number of aircraft.

Together this represents a significant international force deployment. I am thankful for the co-operation of our partners as we continue to focus on finding MH370





### 3. *Family care*

The high-level team I announced yesterday is leaving for Beijing this evening.

I would also like to confirm that representatives from the Malaysian government spoke to the families who were present here yesterday.

In addition, the Prime Minister's Special Envoy to China, and the Chinese Ambassador to Malaysia, will lead a briefing today for the Chinese families who are here in Kuala Lumpur.

Also in attendance will be the Department of Civil Aviation, the Armed Forces, the Royal Malaysia Police, the Ministry of Foreign Affairs and MAS. A similar briefing will also be held for the other families

### 4. *Concluding remarks*

For families around the world, the one piece of information they want most is the information we just don't have - that is the location of MH370.

Our primary focus has always been to find the aircraft. And with every passing day, our efforts have intensified.


Yesterday I said that we wanted to reduce the area of the search. We now have a credible lead. There remains much work to be done to deploy the assets. This work will continue overnight.





**Wednesday, March 19, 04:10 (1610) PM** (0810 GMT 19 March 2014) **MYT +0800 Malaysia Airlines MH370 Flight Incident**

**21st Media Statement** (70h55mins since last *media statement*) (22h40mins since last *press conference*)

**malaysia airlines**  Home | Flight Status

## **MH370 Flight Incident**

### **Wednesday, March 19, 04:10 PM MYT +0800 MH370 Incident – 21st Media Statement**

The passengers and crew on-board flight MH370, their families and loved ones, have been at the centre of every action Malaysia Airlines has taken as a Company since we first learned the flight disappeared.

The Malaysian Government is coordinating an unprecedented international search effort covering 2.24 million square nautical miles. With this simply enormous area we cannot determine how long it will take to locate the aircraft.

Considering these challenges, our caregivers have informed the family members of the missing passengers and crew that we have taken the decision to continue to provide information and assistance through the further enhanced Family Support Centre (FSC) based in Kuala Lumpur which has been operational since 8 March 2014 rather than the various Family Assistance Centers (FACs).

The Family Support Centre will continue to proactively provide relatives waiting for news at home with daily updates. In addition to personal phone calls, Malaysia Airlines will now send out SMS blasts with brief updates to the families. We have also set up an email address for family members as a channel for them to communicate with us. Updates via the Malaysia Airlines website are also available.

This Family Support Centre will be open round-the-clock and will house family support representatives trained to assist those who are seeking answers and further information.

### **Contact Information**

**Family Support Centre (Toll-free number)**

South China  
10-800-130-1364

North China  
10-800-713-1404

Malaysia  
1800-81-4819

Indonesia  
001-803-015-203-7708

Australia  
1800-198-163

US/Canada  
877-504-4210

New Zealand  
080-045-4029

India  
000-800-100-3449







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www.malaysiaairlines.com/my/en/site/dark-site.html

This Family Support Centre will be open round-the-clock and will house family support representatives trained to assist those who are seeking answers and further information. The representatives will be divided into four shifts with ten staff handling each shift. This will ensure that someone is available to attend to the families at all times. The centre will also have Mandarin speaking personnel.

Below are the toll-free numbers that has been set-up for eight different countries. A back-up number is also given to the families in the event they are not able to reach the toll-free number. The number to call to get in touch with this centre is +603 8777 5770.

Countries	Toll-free number
China	10-800-130-1364 (South China) / 10-800-713-1404 (North China)
Malaysia	1800-81-4819
Indonesia	001-803-015-203-7708
Australia	1800-198-163
US/Canada	877-504-4210
New Zealand	080-045-4029
India	000-800-100-3449
France	080-091-2622

000-800-100-3449

France  
080-091-2622

Family members may also get in touch with the centre at +603 8777 5770

**Press/Media Contact**

Malaysia:  
+603 8787 1276  
+603 8777 5698

**For the passenger manifest of MH370, [click here.](#)**

All this while, the families have always been briefed first, followed by the media and then the public whenever new information surfaces. However, the often conflicting information and wild speculation have caused a major distress to the families.

The Airline continues to work closely with the authorities and we appreciate the help we are receiving from all local and international agencies during this critical and traumatic period.

Our top priority remains to provide any and all assistance to the families of the passengers and crew.

*Please note translation for this statement to Chinese language is in progress.*

请您理解本声明的中文版本目前正在翻译中。

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**Tuesday, March 18, 05:30 PM (1730) (0930 GMT 18 March 2014) MYT +0800 Malaysia Airlines MH370 Flight Incident - MH370**

**Press Conference** *presumably by Hishammuddin Hussein, Minister of Defence and Acting Minister of Transport (24 hours since last press **briefing**)*

Please note translation for this statement to Chinese language is in progress.  
请您理解本声明的中文版本目前正在翻译中。

**Tuesday, March 18, 05:30 PM MYT +0800 Malaysia Airlines MH370 Flight Incident – MH370 Press Conference on 18 Mar**

MH370 PRESS CONFERENCE – 18/03/14  
马来西亚航空公司MH370航空事件  
新闻发布会  
2014年03月18日

**Introductory statement**

引言：

Yesterday I stated that the search for MH370 has entered a new phase, which brings new diplomatic, technical and logistical challenges. Today, I would like to give you an update on the logistical and diplomatic aspects of the search.

昨天，我曾表示，有关MH370的搜救工作已经进入到一个新的阶段，这给外交、技术以及后勤方面带来了新的挑战。今天，我将向大家提供有关后勤和外交方面的搜救工作的最新消息。

The search and rescue operations have taken on a new international dimension. The search is still coordinated by Malaysia, but our partners have taken an increasing role in organising and carrying out operations, both within their own territory and also within agreed search sectors. My colleague the Foreign Minister Dato' Seri Anifah Aman will give a more detailed statement on our diplomatic efforts in a moment.





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Amran Aman will give a more detailed statement on our diplomatic efforts in a moment.

搜救措施现已进入到新的国际层面。搜救工作仍由马来西亚统一协调，但无论是在自己的领域内，还是在获准搜索的其它领域，其它合作国家在组织和开展搜救工作中的作用都在逐渐增加。马来西亚外交部长达图·斯里·阿尼法·阿曼(Dato' Seri Anifah Aman)稍后将就我们的外交努力进行更加详细的说明。

On the logistical front, over the past 24 hours we have been working hard with other countries to narrow the search corridors. Our focus is on four tasks: gathering information from satellite surveillance, analysis of surveillance radar data, increasing air and surface assets, and increasing the number of technical and subject matter experts.

在后勤方面，在过去的24小时里，我们和其它国家一直在尽力缩小搜索走廊的范围。我们主要聚焦于四项任务：从卫星监测系统获取信息、分析监测雷达的数据、增加空中和海面搜索能力以及增加技术和主题专家的人数。

On satellite surveillance, I cannot disclose who has what satellite capability, but I can confirm we have contacted every relevant country that has access to satellite data.

关于卫星监测，我无法透露哪个国家拥有何种卫星能力，但我可以确认，我们已经联系了所有可获取卫星数据的国家。

On analysis of radar data, in the southern corridor Australia and Indonesia have agreed to take the lead of their respective parts of the search corridor. In the northern corridor, China and Kazakhstan have agreed to lead in the search areas closest to their countries.

在雷达数据的分析方面，位于南部走廊的澳大利亚和印度尼西亚已同意，在各自的搜索领域内带头进行搜索。位于北部走廊的中国和哈萨克斯坦也已同意，在其国家的周边领域带头进行搜索。

On air and surface assets, I have spoken to almost all ASEAN leaders to request further support, including assets with deep ocean surveillance detection capabilities. We are also asking international partners who have assisted us before to take another look at their primary radar data.

在空中和海面资源方面，我已与几乎所有的东盟(ASEAN)领导人进行了沟通，请求他们提

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another look at their primary radar data.

在空中和海面资源方面，我已经与几乎所有的东盟(ASEAN)领导人进行了沟通，请求他们提供进一步的支持，其中包括深海监测能力。我们也请求此前向我们提供援助的国际伙伴再次分析他们获得的雷达初步数据。

**1. Operational update措施更新**

In the northern corridor, we have divided the search area into seven quadrants. Each of the seven quadrants is 400 nautical miles by 400 nautical miles - or 160,000 square nautical miles in total. We have also divided up the southern corridor into seven quadrants. Just like in the north, each quadrant covers an area of 160,000 square nautical miles. The entire search area is now 2.24 million square nautical miles.

在北部走廊，我们将搜救区域划分为7个部分。每个部分的长度和宽度均为400海里，总面积为16万平方海里。我们也将南部走廊划分为7个部分。与北部走廊一样，每个部分的面积为16万平方海里。目前整个搜索面积为224万平方海里。

This is an enormous search area. And it is something that Malaysia cannot possibly search on its own. I am therefore very pleased that so many countries have come forward to offer assistance and support to the search and rescue operation.

搜索区域十分广阔。单凭马来西亚一个国家的能力是无法完成的。因此我非常高兴看到这么多的国家愿意提供搜救援助和支持。

In terms of the deployment of specific assets:

具体的资源部署：

Today, the Royal Malaysian Navy deployed two more ships to the southern corridor. This deployment includes a Super Lynx helicopter, which can operate from either ship. This brings the total number of Malaysian ships deployed to the southern corridor to four; with two Super Lynx helicopters.

今天，马来西亚皇家海军派出2艘以上的船只搜索南部走廊。此外还包括1架“超级山猫”(Super Lynx)直升机，它可被任何一艘船只控制。这使得马来西亚部署到南部走廊的船只增加到4艘；以及2架超级山猫直升机。

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加到4艘；以及2架超级山猫直升机。

Today, Malaysia also deployed two C-130 aircraft to the Indonesian sector of the southern search corridor.

今天，马来西亚还部署了2架C-130飞机前往南部搜索走廊的印度尼西亚区域。

Other countries are also contributing the following assets:

其它国家也提供了以下资源：

The United States has deployed one P-8 Poseidon, and will redeploy a P-3 Orion aircraft.

美国部署了1架P-8“波赛冬”海上巡逻机，并将重新部署1架P-3“猎户座”海上巡逻机。

Australia, as I mentioned yesterday, has deployed three P-3 Orions and one C-130 Hercules.

正如我昨天所说，澳大利亚部署了3架P-3“猎户座”海上巡逻机和1架C-130“大力神”运输机。

New Zealand is redeploying a P-3 Orion to support Australian search efforts.

新西兰正在重新部署1架P-3“猎户座”海上巡逻机，来支持澳大利亚的搜救工作。

The Republic of Korea has committed one P-3 Orion and one C-130 Hercules.

韩国已承诺提供1架P-3“猎户座”海上巡逻机和1架C-130“大力神”运输机。





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The Republic of Korea has committed one P-3 Orion and one C-130 Hercules.  
韩国已承诺提供1架P-3“猎户座”海上巡逻机和1架C-130“大力神”运输机。

Japan has committed two P-3 Orions, two C-130s and one Gulfstream jet.  
日本已承诺提供2架P-3“猎户座”海上巡逻机、2架C-130“大力神”运输机和1架“湾流”喷气机。

The UAE has committed one C-17 aircraft and one Bombardier Dash-8 aircraft.  
阿联酋已承诺提供1架C-17运输机和1架庞巴迪Dash-8飞机。

The assets from Korea, Japan, and the UAE are currently in Malaysia awaiting orders from their respective governments.  
韩国、日本和阿联酋提供的搜救资源正在马来西亚等待各自政府的命令。

Aside from deploying its assets to the northern corridor, China has also made arrangements with Australia to deploy an aircraft to the southern corridor.  
除了向北部走廊部署资源外，中国还与澳大利亚达成一致，向南部走廊提供了1架飞机。

**2. ACARS 飞机通信寻址和报告系统**

I would like to clarify what has been said about ACARS and the sequence of events before the air turn back.  
我想要针对飞机通信寻址和报告系统以及飞机传回信号前的情况加以说明。

On Saturday, we stated that - and I quote -





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On Saturday, we stated that — and I quote —

“Based on new satellite information, we can say with a high degree of certainty that the Aircraft Communications Addressing and Reporting System (ACARS) was disabled just before the aircraft reached the East coast of peninsular Malaysia. Shortly afterwards, near the border between Malaysian and Vietnamese air traffic control, the aircraft’s transponder was switched off.”

在周六，我们表示——引用——

“根据新的卫星信息，我们可以肯定地说，在飞机即将到达马来西亚东海岸之前，飞机通信寻址和报告系统被禁用了。不久后，在马来西亚和越南的空中交通管制之间的边界附近，飞机的应答机被关掉了。”

These findings were drafted together with representatives from the lead international investigators, based on the information available at the time.

根据当时可用的信息，我们与牵头的国际调查员共同起草了以上发现。

Yesterday Malaysia Airlines clarified that we cannot determine exactly when ACARS had been disabled, only that it occurred within a specific time range: from 01:07 - approximately when the aircraft reached the east coast of peninsular Malaysia, and the last ACARS transmission occurred - to 01:37, which was the next scheduled reporting time. That is indeed the case.

昨天，马来西亚航空公司澄清到，我们无法确定飞机通信寻址和报告系统失效的准确时间，只知道它是在确定的时间段里发生的，即从01:07开始，大约是飞机到达马来西亚东海岸的时候，这也是飞机通信寻址和报告系统最后传回消息的时候，到01:37结束，即下一次预定的报告时间。这就是真实的情况。

This does not change our belief, as stated, that up until the point at which it left military primary radar coverage, the aircraft’s movements were consistent with deliberate action by someone on the plane. That remains the position of the investigating team.

这不会改变我们的想法，即在飞机离开海军雷达覆盖范围之前，它的行动被机上某些人员的蓄意行为所控制。这仍然是调查小组的立场。

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蓄意行为所控制。这仍然是调查小组的立场。

It is also important to recognise that the precise time ACARS was disabled has no bearing on the search and rescue operation. We know that the last known position of the plane as confirmed by the international investigations team was in either the northern or southern corridors, which is where our search and rescue efforts are focused. Our priority has always been to find the plane.

清楚地认识到飞机通信寻址和报告系统失效的准确时间与搜救工作无关。我们知道，国际调查小组所确定的飞机最后已知位置不是在北部走廊就是在南部走廊，这正是我们开展搜救工作的重点区域。我们的首要任务一直都是找到飞机。

**1. Police investigation 警方调查**

I am aware there is a lot of interest in the Royal Malaysia Police investigation into the passengers and crew of MH370. I hope you understand that I cannot comment on the specifics of the investigation, which is still on-going.

我知道，马来西亚皇家警察对MH370乘客和机组人员的调查引起了人们的极大关注。我无法透露调查的相关细节，希望大家能够理解，而且调查正在进行当中。

I would also like to state that the search for MH370 is bigger than politics. I urge all Malaysians to put our differences aside and unite during this difficult time as we focus on finding the aircraft and the 239 people on board.

我还要指出的是，对MH370的搜救工作高于政治。我希望所有马来西亚人能够抛开政治分歧，在寻找飞机和239名乘客的艰难过程中团结一致。

**2. Concluding remarks 结语**

The search for MH370 remains our top priority. We will continue to provide you with operational updates, including further information about assets being deployed, as soon as they are available.

寻找MH370仍是我们的首要任务。我们将继续为大家提供搜救的最新消息，包括有关资源部署的更多信息。

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## 2. Concluding remarks 结语

The search for MH370 remains our top priority. We will continue to provide you with operational updates, including further information about assets being deployed, as soon as they are available.

寻找MH370仍是我们的首要任务。我们将继续为大家提供搜救的最新消息，包括有关资源部署的更多信息。

In the last few days we have been intensively contacting our friends across the search regions. The co-operation we saw in the first phase continues in this new phase. In fact, there is even more commitment to assist us in this much larger and more complex multinational operation.

在过去几天，我们已经与搜救领域的伙伴们进行了深入沟通。第一阶段的合作关系将进入到一个新的阶段。事实上，更多的国家承诺对这项范围越来越广、难度越来越大的跨国搜救工作提供帮助。

In the meantime our thoughts remain with the families and friends of those on board.

在此期间，我们将与乘客的家人和朋友们保持沟通。

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**Monday, March 17, 05:30 PM (1730) (0930 GMT 17 March 2014) MYT +0800 Malaysia Airlines MH370 Flight Incident - MH370**

**Press Briefing** by Hishammuddin Hussein, Minister of Defence and Acting Minister of Transport (24 hours since last press briefing)

### **Introductory statement**

Before answering your questions I would like to give a brief statement, starting with an operational update.

#### **1. Diplomatic efforts**

During the last 24 hours, the Prime Minister has spoken to the Prime Minister of Australia and the Premier of China. Malaysia's Ministry of Foreign Affairs has sent diplomatic notes to all countries involved in the search and rescue operation.

This includes two groups: first, countries in the search corridors; and second, countries from which we are seeking assistance and expertise.

For countries in the search corridors, we are requesting radar and satellite information, as well as specific assets for the search and rescue operation. We are asking them to share their land, sea and aerial search and rescue action plans with the Rescue Co-ordination Centre here in Malaysia, so that we can co-ordinate the search effort. We have asked for regular updates, including daily reports on both search activities, and details of any information required from Malaysia.

We are not at liberty to reveal information from specific countries. As the co-ordinating authority we are gathering all information as part of the on-going search and rescue operation.

#### **2. Search and rescue operations**

Over the past 48 hours, Malaysia has been working on the diplomatic, technical and logistical requirements of the search for MH370. The number of countries involved in the search and rescue operation has increased to 26.

Malaysia continues to lead the overall co-ordination of the search effort. The southern corridor has been divided into two sections, according to International Civil Aviation Organisation (ICAO) demarcations.





These demarcations were agreed by the ICAO - of which Malaysia is a council member - before MH370 went missing. Australia and Indonesia have agreed to lead search and rescue operations in their respective regions as demarcated by ICAO

Today, I can confirm that search and rescue operations in the northern and southern corridors have already begun.

Countries including Malaysia, Australia, China, Indonesia and Kazakhstan have already initiated search and rescue operations.

The Royal Malaysian Air Force and the Royal Malaysian Navy have deployed assets to the southern corridor. Two Malaysian ships have been deployed: the offshore patrol vessels KD Kelantan and KD Selangor. This deployment also includes a Super Lynx helicopter, which can operate from either ship.

Australia has already moved a P-3 Orion aircraft to the region of the Cocos and Christmas Islands. Today, the Prime Minister of Australia confirmed that Australia will send an additional two P-3 Orions and a C-130 Hercules. A US P-8 Poseidon aircraft will be travelling to Perth today to help with the search.

### **3. Expert involvement**

Malaysia has been working with international investigators and aviation authorities since day one. Yesterday, experts from Civil Aviation Administration of China joined the investigations team. Today, officials from the French Office of Investigations and Analysis for the Safety of Civil Aviation also joined the team. These authorities are working with Malaysia Airlines and the DCA to refine data that can help with the search.

### **4. Police investigation**

On Saturday 8 March, the Royal Malaysia Police started investigations into all crew members on board MH370, including the pilot and co-pilot, as well as all ground staff handling the aircraft. On Sunday 9 March, police officers visited the homes of the pilot and co-pilot. Officers also spoke to family members of the pilot and co-pilot.

Police visited the homes of the pilot and co-pilot again on Saturday 15 March. The pilot's flight simulator was taken from his house with the assistance of his family. The simulator was re-assembled at police headquarters.

At this point, I would like to stress that Malaysia has been co-operating with the FBI, Interpol and other relevant international law enforcement authorities since day one.

### **5. Malaysia's response**

I would also like to address the speculation that Malaysia has held back information about MH370's movements.





For the families, I understand that every day prolongs the anguish. I understand because Malaysia, too, is missing its sons and daughters. There were 50 Malaysians on board the plane.

Our priority has always been to find the aircraft. We would not withhold any information that could help. But we also have a responsibility not to release information until it has been verified by the international investigations team.

This responsibility is not only to the families and to the investigation, but also the search and rescue operation. It would be irresponsible to deploy substantial assets merely on the basis of unverified and uncorroborated information.

As soon as the possibility emerged that the plane had carried out an air turn back to the Straits of Malacca, we expanded our search to that area. I would like to reiterate the US investigating team's statement about that decision: based on the information and data given by the Malaysian authorities, the US team was of the view that there were reasonable grounds for the Malaysian authorities to deploy resources to conduct search on the western side of peninsular Malaysia.

As soon as we verified and corroborated the new satellite information as to the possible last known whereabouts of the aircraft, we recalibrated our search efforts to the northern and southern corridors as announced by the Prime Minister. After my statement we will release a more detailed map of the northern and southern corridors.

## **6. Malaysia Airlines**

Malaysia Airlines has set up operations centres in both Kuala Lumpur and Beijing, to care for the families of the crew members and passengers.

The airline has allocated each family a caregiver, who will be on 24hours duty. They have sent more than 100 staff and caregivers to Beijing.

The airline gives daily briefings to the families. They provide counselling sessions. And they contact families that have elected not to come to Malaysia between two and three times a day.

## **7. Concluding remarks**

Over the past two days, we have been recalibrating the search for MH370. It remains a significant diplomatic, technical and logistical challenge. Malaysia is encouraged by the progress made during such a short period of time. We are grateful for the response by the heads of government that we have spoken to, all of whom have expressed a commitment of assistance.

With support from our many international partners, this new phase of the search is underway. Assets are being deployed, and search and rescue operations have begun. I wish to thank our partners from around the world for their continued support.





**Sunday, March 16, 05:30 (1730) PM (0930 GMT 16 March 2014) MYT +0800 Malaysia Airlines MH370 Flight Incident**

**Press Briefing by Hishammuddin Hussein, Minister of Defence & Acting Minister of Transport**

‘..... I know many of you have submitted questions, and I will try to answer some of those questions in my statement today.

Every day brings new angles, especially as we are refocusing and expanding the search area - and as always, we have a responsibility to release only information that has been corroborated and verified.

We cannot respond to every request immediately, so I ask you to bear with us.

**1. Search area**

As the Prime Minister said yesterday, the operation has entered a new phase. The search was already a highly complex, multinational effort. It has now become even more difficult.

The search area has been significantly expanded. And the nature of the search has changed. From focusing mainly on shallow seas, we are now looking at large tracts of land, crossing 11 countries, as well as deep and remote oceans.

The number of countries involved in the search and rescue operation has increased from 14 to 25, which brings new challenges of co-ordination and diplomacy to the search effort.

This is a significant recalibration of the search. The search and rescue operation continues to be a multi-national effort, one led and co-ordinated by Malaysia.

In the last 24 hours, the Prime Minister has spoken to the Prime Minister of Bangladesh, the President of Turkmenistan, the President of Kazakhstan and Prime Minister of India.

Yesterday the Foreign Ministry of Malaysia briefed representatives from countries along the northern and southern corridors.

At 2pm today, the Foreign Ministry of Malaysia briefed representatives from 22 countries, including those along the northern and southern search corridors, as well other countries that may be able to help. These include Kazakhstan, Uzbekistan, Kyrgyzstan, Turkmenistan, Pakistan, Bangladesh, India, China, Myanmar, Laos, Vietnam, Thailand, Indonesia and Australia.





Malaysian officials are requesting support from these countries - as well as others. This support includes general satellite data, radar playback - both primary and secondary - provisions for ground, sea and aerial search, and assets as appropriate.

We are currently discussing with all partners how best to deploy assets along the two search corridors. At this stage, both the northern and southern corridors are being treated with equal importance.

We are asking countries that have satellite assets, including the US, China and France amongst others, to provide further satellite data. And we are contacting additional countries who may be able to contribute specific assets relevant to the search and rescue operation. Surveillance aircraft are required, and maritime vessels are needed, particularly for the southern corridor.

## **2. Police investigation**

As the Prime Minister said yesterday, up until the time the aircraft left military primary radar coverage, its movements were consistent with deliberate action by someone on the plane.

I cannot comment on speculative theories as to what might have caused the deviation from the original flight path, as I do not wish to prejudice the on-going investigation. I understand the hunger for new details. But we do not want to jump to conclusions. Out of respect to the families, and the process itself, we must wait for the investigation to run its course.

The Malaysian authorities are refocusing their investigation on all crew and passengers on board MH370, as well as all ground staff handling the aircraft.

Yesterday, officers from the Royal Malaysia Police visited the home of the pilot. They spoke to family members of the pilot and experts are examining the pilot's flight simulator. The police also visited the home of the co-pilot. According to Malaysia Airlines, the pilot and co-pilot did not ask to fly together on MH370.

I would like to stress that Malaysia has been working with international law enforcement agencies since day one.

## **3. Aircraft maintenance**

Malaysia Airlines has confirmed that the aircraft was subjected to the required maintenance program: the Boeing Maintenance Planning Document. Checks are done according to this program. The aircraft had been fully serviced and was fit to fly.





#### 4. New involvement

The Inmarsat team arrived yesterday and will support the investigations team, which includes the Malaysian authorities, and the UK and US teams.

#### 5. Concluding remarks

I would like to conclude by reiterating that the search for MH370 has entered a new phase. The information released yesterday has provided new leads, and given new direction to the search process.

We will provide more detail on the redeployment of assets when it becomes available. Facts must be corroborated and verified before being released.

When possible, we will keep the media fully briefed, but our priority remains the search and rescue operation. To that end, we have been engaged in diplomatic and investigative efforts over the past 24 hours .....

**Sunday, March 16, 05:15 (1715) PM** (0915 GMT 16 March 2014) **MYT +0800 Malaysia Airlines MH370 Flight Incident**

**20th Media Statement** (23h30mins since last statement)

The current general enquiry number +603-7884 1234 for the MH370 incident will change effective Monday, 17 March 2014 at 12.00 noon.

Moving forward, families of passengers and crew of MH370 may call +603-8777 5770. This is a dedicated number for families only.

For media queries, kindly contact +603 8777 5698/ +603 8787 1276.

Our thoughts and prayers are with the passengers and our colleagues on board MH 370 as well as their families and loved ones.

*From author of this info article - see my note at bottom of page 153*





**Saturday, March 15, 05:45 (1745) PM (0945 GMT 15 March 2014) MYT +0800 Malaysia Airlines MH370 Flight Incident**

**19th Media Statement** (29h45mins since last statement)

Further to the statement by the Malaysian Prime Minister Datuk Seri Najib Tun Razak earlier today into the ongoing search for Flight MH370, Malaysia Airlines has shared all available information with the relevant authorities since the moment we learned that the aircraft had disappeared, in the early hours of Saturday 8th March. This includes the very first indications that MH370 may have remained airborne for several hours after contact was lost, which the Prime Minister referred to today.

This is truly an unprecedented situation, for Malaysia Airlines and for the entire aviation industry. There has never been a case in which information gleaned from satellite signals alone could potentially be used to identify the location of a missing commercial airliner. Given the nature of the situation and its extreme sensitivity, it was critical that the raw satellite signals were verified and analysed by the relevant authorities so that their significance could be properly understood. This naturally took some time, during which we were unable to publicly confirm their existence.

We were well aware of the ongoing media speculation during this period, and its effect on the families of those on board. Their anguish and distress increases with each passing day, with each fresh rumour, and with each false or misleading media report. Our absolute priority at all times has been to support the authorities leading the multinational search for MH370, so that we can finally provide the answers which the families and the wider community are waiting for.

We remain absolutely committed to sharing confirmed information with family members and the wider public in a fully open and transparent manner. However given the nature of the situation, the importance of validating new information before it is released into the public domain is paramount.

Our thoughts and prayers remain with the families of the 227 passengers and our 12 Malaysia Airlines colleagues and friends on board flight MH370. They will remain at the centre of every action we take as a company, as they have been since MH370 first disappeared.







## Friday March 14, 12:00 AM (0400 GMT 14 March 2014) - Malaysia Airlines MH370 Flight Incident

### 18<sup>th</sup> Media Statement (24h50mins since last statement)

A 'screen print' of the 18<sup>th</sup> media statement is shown below



Comment from author of information article:

*Note that contact information for Beijing has been omitted for media statements following this one (18<sup>th</sup>) or possibly the next one (19<sup>th</sup>). However, it has now also disappeared from all other 'historic' statements in which it had previously been included i.e. from 7<sup>th</sup> media statement onwards*

*There may be several reasons for removing the Beijing contact information - a clue to one of which comes from the 20<sup>th</sup> media statement (March 16<sup>th</sup> - see page 151) which indicates (an educated guess only) that Malaysian Airlines may have closed down its main 'emergency call centre' for use by families, relatives & friends of those on board MH 370. If this is so, it is again likely that inbound call volumes had decreased to a level manageable by the airline itself. This is based on the assumption that Malaysian (like many other airlines worldwide) had been using the services of an external, third party (commercial) specialist entity to operate the main emergency call centre on behalf of the airline (possibly Atlanta, USA based company 'AVIEM'?)*





**Thursday, March 13, 11:10 AM** (0310 GMT 13 March 2014) **MYT +0800 Malaysia Airlines MH370 Flight Incident**

**17th Media Statement** (10h25mins since last statement)

As a mark of respect to the passengers and crew of MH370 on 8 March 2014, the MH370 and MH371 flight codes will be retired from the Malaysia Airlines' Kuala Lumpur- Beijing-Kuala Lumpur route.

With effect from 14 March 2014, the new flight number to replace MH370 and MH371 will be:-

MH 318 - Kuala Lumpur - Beijing

MH 319 - Beijing - Kuala Lumpur

There are no changes to the frequency of our services and we will continue to operate double daily services to Beijing.

Our thoughts and prayers remain with the families of our colleagues and passengers of MH 370.

**Thursday, March 13, 12:45 (0045) AM** (1645 GMT 12 March 2014) **MYT +0800 Malaysia Airlines MH370 Flight Incident**

**16th Media Statement** (01h15mins since last statement)

Malaysia Airlines wishes to clarify the claims that some families of the passengers were flown to India instead of Malaysia. This is not true.

Malaysia Airlines flies directly from Beijing to Kuala Lumpur without a transit. There are also no Malaysia Airlines' direct flights from Hong Kong to Mumbai or any part of India.

The welfare of both the crew and passenger's families remain our focus. At the same time, the security and safety of our passengers is of the utmost importance to us.





**Wednesday, March 12, 11:30 (2330) PM (1530 GMT 12 March 2014) MYT +0800 Malaysia Airlines MH370 Flight Incident**

**15th Media Statement** (10h30mins since last statement)

Similar to the situation in Kuala Lumpur, the focus of Malaysia Airlines team in Beijing is to provide care for the families of passengers.

Malaysia Airlines has to-date deployed a team of 112 caregivers to provide assistance to the family members during this trying time.

Once the news of the incident became known, a total of 94 caregivers including the Senior Management members of Malaysia Airlines were deployed to Beijing immediately. In the days that followed, an additional 18 caregivers were deployed.

The caregiver's primary role is to provide family members with emotional support and ensure their basic needs are met to try and make this difficult time relatively bearable.

Malaysia Airlines also provided equal amount of initial financial assistance to all families of passengers, over and above meeting their basic needs. All travel arrangements, accommodation, meals, and medical support are also absorbed by the Airline.

Regular briefings are conducted to update the families on current progress. During these briefings, the team also takes questions from the families to clear any doubt that they may have. We have arranged a team of translators to convey our messages in Mandarin. We also continue to keep the Chinese media informed and updated via regular press conferences.

Malaysia Airlines also received support from the Department of Civil Aviation Malaysia (DCAM), who deployed two of their officers to join the team in Beijing. This was to facilitate questions and provide information on the search and rescue mission which is coordinated by the DCAM.

The Airline continues to work closely with the authorities and we appreciate the help we are receiving from all local and international agencies during this critical period.

Our top priority remains to provide any and all assistance to the families of the passengers and crew.

Malaysia Airlines reiterates that it continues to be transparent in communicating with the general public via the media on all matters affecting MH370.





**Wednesday, March 12, 01:00 (1300) PM** (0500 GMT 12 March 2014) **MYT +0800 Malaysia Airlines MH370 Flight Incident**

**14th Media Statement** (13h30mins since last statement)

Malaysia Airlines' primary focus at this point in time is to care for the families of the passengers and crew of MH370. This means providing them with timely information, travel facilities, accommodation, meals, medical and emotional support. All these costs are borne by Malaysia Airlines.

We have deployed teams of caregivers consisting of trained MAS staff and volunteers from Mercy Malaysia and Tzu Chi Foundation. These caregivers are stationed at five different locations at Beijing and four different locations in Kuala Lumpur.

As of now, we have 115 family members in Kuala Lumpur and they are taken care of by 72 different caregivers. At least one caregiver is assigned to each family together with a Mandarin translator for the families from China.

The caregivers have been keeping the families updated on the search and rescue efforts as well as provide emotional support.

Equal amount of initial financial assistance are being given out to all families of passengers and crew over and above their basic needs. This amount is extended to families of all crew and passengers in Malaysia as well those from other nations.

We regret and empathise with the families and we will do whatever we can to ease their burden. We are as anxious as the families to know the status of their loved ones.





**Tuesday, March 11, 11:30 (2330) PM** (1530 GMT 11 March 2014) **MYT +0800 Malaysia Airlines MH370 Flight Incident**

**13th Media Statement** (06h01mins since last statement)

Malaysia Airlines has become aware of the allegations being made against First Officer, Fariq Ab Hamid which we take very seriously. We are shocked by these allegations.

We have not been able to confirm the validity of the pictures and videos of the alleged incident. As you are aware, we are in the midst of a crisis, and we do not want our attention to be diverted.

We also urge the media and general public to respect the privacy of the families of our colleagues and passengers. It has been a difficult time for them.

The welfare of both the crew and passenger's families remain our focus. At the same time, the security and safety of our passengers is of the utmost importance to us.

<http://www.cbsnews.com/news/malaysia-airlines-probing-report-2-women-visited-pilot-in-cockpit-in-2011/>

**Tuesday, March 11, 05:29 (1729) PM** (0929 GMT 11 March 2014) **MYT +0800 Malaysia Airlines MH370 Flight Incident**

**12th Media Statement** (06h14mins since last statement)

This statement is in reference to the many queries on the alleged five (5) passengers who checked-in but did not board MH370 on 8 March 2014 from Kuala Lumpur to Beijing despite having valid tickets to travel.

Malaysia Airlines wishes to clarify that there were four (4) passengers who had valid booking to travel on flight MH370, 8 March 2014, but did not show up to check-in for the flight. As such, the issue of off-loading unaccompanied baggage did not arise, as the said four passengers did not check in for the flight. Hence, the above claim is untrue.





**Tuesday, March 11, 11:15 AM** (0315 GMT on 11 March 2014) **MYT +0800 Malaysia Airlines MH370 Flight Incident**

**11th Media Statement** (17h45mins since last statement)

As we enter into Day 4, the aircraft is yet to be found. The search and rescue teams (SAR) have expanded the scope beyond the flight path to the West Peninsular of Malaysia at the Straits of Malacca. The authorities are looking at a possibility of an attempt made by MH370 to turn back to Subang. All angles are being looked at. We are not ruling out any possibilities.

The mission is aided by various countries namely Australia, China, Thailand, Indonesia, Singapore, Vietnam, Philippines and the United States of America. The assets deployed to cover the search and rescue is extensive. In total there are nine aircraft and 24 vessels deployed on this mission.

Apart from the search in the sea, search on land in between these areas is also conducted. The search and rescue teams have analysed debris and oil slick found in the waters. It is confirmed that it does not belong to MH370.

The B777-200 aircraft that operated MH370 underwent maintenance on 23 February 2014, 12 days before this particular flight on 8 March 2014. The next check is due on 19 June 2014. The maintenance was conducted at the KLIA hangar and there were no issues on the health of the aircraft.

The aircraft was delivered to Malaysia Airlines in 2002 and have since recorded 53,465.21 hours with a total of 7525 cycles. All Malaysia Airlines aircraft are equipped with continuous data monitoring system called the Aircraft Communications Addressing and Reporting System (ACARS) which transmits data automatically. Nevertheless, there were no distress calls and no information was relayed.

Malaysia Airlines has a special task force to take care of families. Mercy Malaysia and Tzu Chi and others are also helping Malaysia Airlines by providing special psychological counselling to families and also the MH crew.

The Chinese government officials in Malaysia are also working closely with Malaysia Airlines. A representative from the embassy is stationed at the Emergency Operations Centre to assist with the emergency management and matters related to families in Kuala Lumpur.

In Beijing, the Prime Minister's special envoy to China, Tan Sri Ong Ka Ting is there to assist and coordinate all operational matters with Malaysia Airlines.

We regret and empathise with the families and we will do whatever we can to ensure that all basic needs, comfort, psychological support are delivered. We are as anxious as the families to know the status of their loved ones.

To the families of the crew on-board MH370, we share your pain and anxiety. They are of the MAS family and we are deeply affected by this unfortunate incident.

Malaysia Airlines reiterates that it will continue to be transparent in communicating with the general public via the media on all matters affecting MH370.





**Monday, March 10, 05:30 (1730) PM** (0930 GMT on 10 March 2014) **MYT +0800 Malaysia Airlines MH370 Flight Incident**

**10th Media Statement** (7h30mins since last statement)

The purpose of this statement is to update on emergency response activities at Malaysia Airlines.

On notification of the incident the following steps have been taken:-

**The EOC:-**

1. Activation of the Emergency Operations Centre (EOC) in the early morning of 8 March 2014. The EOC is the central command and control facility responsible for carrying out emergency management functions at the strategic level during a disaster.
2. In addition to the EOC, various departments of Malaysia Airlines are also addressing to all the different needs during this crisis.

**Family Management**

1. Malaysia Airlines is working closely with the government of China to expedite the issuance of passports for the families intending to travel to Malaysia, as well as with the immigration of Malaysia on the issuance of their visas into Malaysia.
2. Malaysia Airlines is deploying an additional aircraft to bring the families from Beijing to Kuala Lumpur on 11 March 2014.
3. When the aircraft is located, a Response Coordination Centre (RCC) will be established within the vicinity to support the needs of the families. This has been communicated specifically to the families.
4. Once the Response Coordination Centre is operational, we will provide transport and accommodation to the designated areas for the family members.
5. Our **oneworld** partners have been engaged to help bring family members in other countries aside from China into Kuala Lumpur.

**Search and Rescue**

1. Malaysia Airlines has been actively cooperating with the search and rescue authorities coordinated by the Department of Civil Aviation Malaysia (DCA) and the Ministry of Transport
2. DCA has confirmed that search and rescue teams from Australia, China, Thailand, Indonesia, Singapore, Vietnam, Philippines, New Zealand and the United States of America have come forward to assist. We are grateful for these efforts.





**We also want to address a few common queries from the media.**

We are receiving many queries about how the passengers with the stolen passports purchased their tickets. We are unable to comment on this matter as this is a security issue. We can however confirm that we have given all the flight details to the authorities for further investigation.

We also confirm that we are making necessary arrangements for MH370 passengers' families from Beijing to travel to Kuala Lumpur. However, flight details of the families' arrival are highly confidential. This is to protect the privacy and well-being of the families during this difficult time and to respect their space. Our position is not to reveal any information on the flight or movements of the families.

Malaysia Airlines' primary focus at this point in time is to care for the families of the passengers and crew of MH370. This means providing them with timely information, travel facilities, accommodation, meals, medical and emotional support. The costs for these are all borne by Malaysia Airlines.

All other Malaysia Airlines' flights are as per schedule. The safety of our passengers and crew has always been and will continue to be of utmost importance to us.

The airline continues to work with the authorities and we appreciate the help we are receiving from all local and international parties and agencies during this critical and difficult time.

Malaysia Airlines reiterates that it will continue to be transparent in communicating with the general public via the media on all matters affecting MH370.

**马来西亚航空公司MH370航班事件**

**媒体声明十**

**马航首席执行官阿末佐哈里发表声明**

(2014年3月10日下午6点10发布) .....etc.







**Monday, March 10, 10:00 AM** (0200 GMT on 10 March 2014) **MYT +0800 Malaysia Airlines MH370 Flight Incident**

**9th Media Statement** (19h17mins since last statement)

It has been more than 48 hours since we lost contact with our flight MH370 from Kuala Lumpur to Beijing.

Despite not being able to establish any positive findings on the whereabouts of the aircraft, Malaysia Airlines has been actively cooperating with the search and rescue authorities coordinated by the Department of Civil Aviation Malaysia (DCA).

DCA has confirmed that search and rescue teams from Australia, China, Thailand, Indonesia, Singapore, Vietnam, Philippines and the United States of America have come forward to assist. We are grateful for these efforts.

Malaysia Airlines' primary focus at this point in time is to care for the families. This means providing them with timely information, travel facilities, accommodation, meals, medical and emotional support. The costs for these are all borne by Malaysia Airlines.

Initial financial assistance has been given out to all families over and above their basic needs. At least one caregiver is assigned to each family. These caregivers are well-trained staff and volunteers from Malaysia and other organisations.

As of now, there are more than 150 "Go Team" members consisting of senior management and caregivers at Beijing to attend to these families. In Kuala Lumpur, a different group of caregivers are attending to the families' needs.

Families from other nations apart from China have been arriving at Kuala Lumpur since early yesterday. More are expected to arrive today.

Malaysia Airlines is working closely with the government of China to expedite the issuance of passports for the families as well as with the immigration of Malaysia for their visas into Malaysia.

When the aircraft is located, a Response Coordination Centre (RCC) will be activated within the vicinity to support the needs of the families. This has been communicated specifically to the families.

The airline continues to work with the authorities and we appreciate the help we are receiving from all parties and agencies during this critical and difficult time especially the members of the media.

Malaysia Airlines reiterates that it will continue to be transparent in communicating with the general public via the media in all matters affecting MH370.

Malaysia Airlines is similarly anxious and we appreciate the patience, support and prayers from everyone.





## 马来西亚航空公司MH370航班事件 媒体声明九

马航首席执行官阿末佐哈里发表声明  
(2014年3月10日早9点53分发布)

.....etc.

Example (next 3 pages) portrays actual format of media statements

<http://www.malaysiaairlines.com/my/en/site/dark-site.html>





staff and volunteers from Malaysia and other organisations.

As of now, there are more than 150 "Go Team" members consisting of senior management and caregivers at Beijing to attend to these families. In Kuala Lumpur, a different group of caregivers are attending to the families' needs.

Families from other nations apart from China have been arriving at Kuala Lumpur since early yesterday. More are expected to arrive today.

Malaysia Airlines is working closely with the government of China to expedite the issuance of passports for the families as well as with the immigration of Malaysia for their visas into Malaysia.

When the aircraft is located, a Response Coordination Centre (RCC) will be activated within the vicinity to support the needs of the families. This has been communicated specifically to the families.

The airline continues to work with the authorities and we appreciate the help we are receiving from all parties and agencies during this critical and difficult time especially the members of the media.

Malaysia Airlines reiterates that it will continue to be transparent in communicating with the general public via the media in all matters affecting MH370.

Malaysia Airlines is similarly anxious and we appreciate the patience, support and prayers from everyone.

**马来西亚航空公司MH370航班事件**  
**媒体声明九**  
**马航首席执行官阿末佐哈里发表声明**  
(2014年3月10日早9点53分发布)

我们与吉隆坡飞往北京的MH370失联航班失去联系已超过48个小时。尽管目前仍然未有任何关于MH370失联航班确切位置的发现，航空公司已经全力支持由马来西亚民航部门协调的搜救团队开展搜救工作。





Note - media statements etc. were accessible by clicking on the 'Read more here ►' link - as shown in [this](#) information article, on the page 54 screenshot





**Sunday, March 09, 02:43 (1443) PM** (0643 GMT on 09 March 14) **MYT +0800 Malaysia Airlines MH370 Flight Incident**

**8th Media Statement** (5h13mins since last statement)

Statement by MAS GCEO, Ahmad Jauhari Yahya

Together with all those affected by the MH370 incident, we understand the need to provide regular updates on the progress of the search and rescue operations. As the hours turn into days, we at Malaysia Airlines are similarly anxious and we appreciate the patience, support and prayers from everyone.

We however acknowledge that the most affected group in this incident is the families of those on-board. As such, our primary focus at this point in time is to care for the families. This means providing them with timely information, travel facilities, accommodation, meals and emotional support. Initial financial assistance has been given out to all families. Caregivers are already assigned to each family and they are trained staff and volunteers from Malaysia and Australia.

Family members of the MH370 passengers from Beijing who wish to travel will be flown in stages to Kuala Lumpur on the available flights. We are also communicating with the families from other nations to similarly arrange for their travel to Kuala Lumpur.

In the event flight MH370 is located, a Response Control Centre (RCC) in the area will be activated to support the needs of families.

The airline continues to work with the authorities and we appreciate the help we are receiving from all parties during this critical and difficult time.

我们理解所有失联航班的乘客和乘务员家属的心情，我们会第一时间更新搜救团队的在搜救工作中的最新进展。随着时间的推移，我们在马来西亚同样万分焦急。同时我们也感谢那些帮助，支持，以及MH370失联航班祈福的人员。

我们承认大部分受失联航班影响的家属来自海外，所以我们的首要任务是为这些家属提供照顾与帮助。对此，我们会提供各个方面的援助，包括信息的及时通知，交通，住宿，食物以及情绪安抚方面的工作。我们的工作团队已经分别派往各个家庭开始工作，他们都是来自澳大利亚和马来西亚接受过专业指导的工作人员

身处北京的MH370失联航班家属如果想前往吉隆坡，我们会根据适当的航班依次负责接转。对于在其它国家的MH370失联航班家属我们也会提供同样便利。

一旦MH370失联航班的位置被确定，我们的应急指挥控制中心会立即行动，为有需要的家庭提供帮助与照顾。

在这非常时期，航空公司将会继续与有关部门密切合作应对这一事件，同时表达对所有提供帮助的部门和相关团体表示感谢！





**Sunday, March 09, 09:30 AM** (0130 GMT on 09 March 14) **MYT +0800 Malaysia Airlines MH370 Flight Incident**

**7th Media Statement** (7h30mins since last statement)

Selangor, 9 March 2014: More than 24 hours after losing of contact with Malaysia Airlines Flight MH370, the search and rescue teams are still unable to detect the whereabouts of the missing aircraft.

The airline is doing its utmost to provide support to the affected family members, this includes immediate financial aid.

The airline has deployed a team of 94 caregivers consisting of well-trained staff and also Tzu Chi Foundation members to provide emotional support to the families. The airline will also be deploying another set of caregivers to Beijing later today.

Last night, a Malaysia Airlines' Senior Management team arrived at Beijing to address the media and met with family members. Families of affected passengers in Kuala Lumpur were also met by the team.

Meanwhile, Malaysia Airlines will set up a command centre at Kota Bharu, Malaysia or Ho Chi Minh, Vietnam as soon as the location of the aircraft is established and the airline will make the necessary arrangements.

The airline is continuously working with the authorities in providing assistance. In fearing for the worst, a disaster recovery management specialist from Atlanta, USA will be assisting Malaysia Airlines in this crucial time.

*Note - Was the above specialist 'AVIEM'?*

我们与MH370航班失去联系已经超过24个小时，搜救团队目前仍然没有失联航班的行踪。

航空公司正在尽全力为MH370失联航班的乘客以及乘务员家属提供援助。航空已经安排一支由94名成员组成的专业团队为他们提供情感方面的援助。

航空公司高层管理团队已经于昨天晚上抵达北京接见媒体与失联航班乘客家属，他们也曾于昨天在吉隆坡接见其它失联航班家属。

同时，航空公司已经在马来西亚哥打京那巴鲁市和越南胡志明市建立管理指挥中心。一旦失联航班位置被确定，指挥中心立即做开展相关援助，支持工作。

航空公司将继续与正在搜救的有关部门密切合作，并提供相关支持。为做各个方面的准备，一只来自美国亚特兰大的心理恢复专家团队也会在此次航班失联事件中帮助马航，提供对应的帮助。





#### Contact Information

You may contact this number for query:

Malaysia: +603 7884 1234

***Beijing: +8610 6437 6249***

Press/Media Contact

Malaysia: +603 8777 5777

For the passenger manifest of MH370, [click here](#).

Note that Beijing contact number above was only published starting with the 7<sup>th</sup> media statement. However, it has subsequently also been inserted in the contacts information panel on all previous (1 to 6) media statements





**Sunday, March 09, 02:00 AM (1800 GMT on 08 March 14) MYT +0800 - Malaysia Airlines MH370 Flight Incident**

**6th Media Statement** (6h40mins since last statement)

**Selangor, 9 March 2014:** Malaysia Airlines humbly asks all Malaysians and people around the world to pray for flight MH370.

It has been more than 24 hours since we last heard from MH370 at 1.30 am. The search and rescue team is yet to determine the whereabouts of the Boeing 777-200 aircraft.

An international search and rescue mission from Malaysia, Singapore and Vietnam was mobilized this morning. At this stage, they have failed to find evidence of any wreckage. The sea mission will continue overnight while the air mission will recommence at daylight.

We are dispatching all information as and when we receive it. The situation in Beijing is also being monitored closely. As many families of passengers are in China, we have deployed our “Go Team” to Beijing with a team of caregivers and volunteers to assist the family members of the passengers.

Immediate families of passengers are advised to gather at Kuala Lumpur International Airport. Travel arrangements and expenses will be borne by Malaysia Airlines. Once, the whereabouts of the aircraft is determined, Malaysia Airlines will fly members of the family to the location.

Our sole priority now is to provide all assistance to the families of the passengers and our staff. We are also working closely with the concerned authorities in the search and rescue operation

The families may contact +603 7884 1234.

For media queries, kindly contact +603 8777 5698/ +603 8787 1276.

There will be a press conference at Sama Sama Hotel at 9.00 am tomorrow by DCA.







**Saturday, March 08, 07:20 PM** (1920 [1120 GMT 08 March]) **MYT** +0800 Malaysia Airlines MH370 Flight Incident

**5th Media Statement** (3h00mins since last statement)

Selangor, 8 March 2014: The families of all passengers on board MH370 *are being informed*. The flight was carrying a total number of 239 passengers and crew - comprising 227 passengers (including 2 infants) and 12 crew members

An international search and rescue mission was mobilized this morning. At this stage, our search and rescue teams from Malaysia, Singapore and Vietnam have failed to find evidence of any wreckage. The sea mission will continue while the air mission will recommence at daylight.

*For the passenger manifest of MH370, click here* (note to reader - see page 171)

The passengers are of 14 different nationalities. All crew on-board are Malaysians. The below table shows the latest number of passengers and their nationalities:-

Nationality	Total
China/Taiwan	153 including infant/1
Malaysia	38
India	5
Indonesia	7
Australia	6
France	4
USA	3 including infant
New Zealand	2
Ukraine	2
Canada	2
Russian	1
Italy	1
Netherlands	1
Austrian	1

Our thoughts and prayers are with all affected passengers and crew and their family members.

The public may contact +603 7884 1234

For media queries, kindly contact +603 8777 5698/ +603 8787 1276.





#### Contact Information

For family members and friends, you may contact this number for query:

Malaysia: +603 8787 1269 / +603 8787 1629

Press/Media Contact

Malaysia: +603 8777 5777

Public Contact

Malaysia: +603 7884 1234

For the passenger manifest of MH370, click here (note to reader of this information article - see page 171)





## MH370 Passenger Manifest

8 Mar 2014

NO	NAME	NATIONALITY	AGE
1	AN/WENLAN	CHN	65
2	BAO/YUANHUA	CHN	63
3	BAI/XIAOMO	CAN	37
4	BIAN/MAOQIN	CHN	67
5	BIAN/LIANGJING	CHN	27
6	BIBYNAZLI/MOHDHASSIM	MYS	62
7	BRODSKII/NIKOLAI	RU	43
8	BURROWS/RODNEYMR	AUS	59
9	BURROWS/MARYMRS	AUS	54
10	CAO/RUI	CHN	32
11	CHAN/HUANPEENMR	MYS	46
12	CHE/JUNZHANG	CHN	68
13	CHEN/JIAN	CHN	58
14	CHEN/CHANGJUNMR	CHN	35
15	CHEN/WEI	MYS	43
16	CHEN/YUNMS	CHN	57
17	CHEW/KARMOOIMS	MYS	31
18	CHUANG/HSIULINGMS	TWN	45
19	CHNG/MEI	MYS	33
20	CHUSTRAK/OLEG	UKR	45
21	DAI/SHULING	CHN	58
22	DAISY/ANNE	MYS	56
23	DEINEKA/SERGII	UKR	45
24	DI/JIABIN	CHN	36
25	DINA/MOHAMEDYUNUSRAMLI	MYS	30
26	DING/YING	CHN	28
27	DING/LIJUN	CHN	43
28	DING/YINGMS	CHN	62
29	DONG/GUOWEI	CHN	48
30	DOU/YUNSHANMR	CHN	61
31	DU/WEN	CHN	50
32	FENG/DONG	CHN	21
33	FENG/JIXIN	CHN	70
34	FU/BAOFENG	CHN	28
35	GAN/TAO	CHN	44
36	GAN/FUXIANG	CHN	49
37	GAO/GE	CHN	27
38	GU/NAIJUN	AUS	31





NO	NAME	NATIONALITY	AGE
39	GUAN/HUAJINMS	MYS	34
40	GUAN/WENJIEMR	CHN	35
41	HAN/JING	CHN	53
42	HASHIM/NOORIDA	MYS	57
43	HOU/AIQINMS	CHN	45
44	HOU/BO	CHN	35
45	HU/SIWANCHD	CHN	3
46	HU/XIAONINGMR	CHN	34
47	HUANG/YIMS	CHN	30
48	HUANG/TIANHUI	CHN	43
49	HUE/PUIHENGMR	MYS	66
50	JIA/PING	CHN	32
51	JIANG/CUIYUN	CHN	62
52	JIANG/XUEREN	CHN	62
53	JIANG/YINGMS	CHN	27
54	JIAO/WEIWEI	CHN	32
55	JIAO/WENXUE	CHN	58
56	JINGHANG/JEE	MYS	41
57	JU/KUN	CHN	32
58	KANG/XU	CHN	34
59	KOH/TIONGMENG	MYS	40
60	KOLEKAR/CHETANA	IND	55
61	KOLEKAR/SWANAND	IND	23
62	KOLEKAR/VINOD	IND	59
63	KOZEL/CHRISTIAN	AUT	30
64	LAWTON/CATHERINEMRS	AUS	54
65	LAWTON/ROBERTMR	AUS	58
66	LEE/KAHKINMR	MYS	32
67	LEE/SEWCHUMDM	MYS	55
68	LI/YANLIN	CHN	29
69	LI/ZHI	CHN	41
70	LI/GUOHUI	CHN	56
71	LI/HONGJING	CHN	20
72	LI/JIE	CHN	27
73	LI/MINGZHONG	CHN	69
74	LI/WENBO	CHN	29
75	LI/YAN	CHN	31
76	LI/YUAN	AUS	33
77	LI/YUCHEN	CHN	27
78	LI/ZHIJIN	CHN	30





NO	NAME	NATIONALITY	AGE
79	LI/ZHIXIN	CHN	35
80	LI/LE	CHN	36
81	LIANG/LUYANGMR	CHN	60
82	LIANG/XUYANG	CHN	30
83	LIM/POWCHUAMS	MYS	43
84	LIN/ANNANMR	CHN	27
85	LIN/MINGFENG	CHN	34
86	LIU/FENGYING	CHN	65
87	LIU/JINPENGMR	CHN	33
88	LIU/QIANG	CHN	40
89	LIU/RUSHENG	CHN	76
90	LIU/SHUNCHAO	CHN	46
91	LIU/ZHONGFU	CHN	72
92	LOU/BAOTANG	CHN	79
93	LU/JIANHUA	CHN	57
94	LU/XIANCHU	CHN	33
95	LUI/CHING	CHN	45
96	LUO/WEI	CHN	29
97	MA/WENZHI	CHN	57
98	MA/JUNMR	CHN	33
99	MAIMAITIJIANG/A	CHN	35
100	MAO/TUGUI	CHN	72
101	MARALDI/LUIGI	ITA	37
102	MARIA/MOHAMEDYUNUSRAMLI	MYS	52
103	MATRAHIM/NORFADZILLAHMISS	MYS	39
104	MENG/NICOLECHD	USA	4
105	MENG/BING	CHN	40
106	MENG/FANQUAN	CHN	70
107	MENG/GAOSHENG	CHN	64
108	MOHDKHAIRULAMRI/SELAMATMR	MYS	29
109	MOHAMADSOFUAN/IBRAHIMMR	MYS	33
110	MUHAMMADRAZAHAN/ZAMANIMR	MYS	24
111	MUSTAFA/SUHAILIMISS	MYS	31
112	MUKHERJEE/MUKTESH	CAN	42
113	NG/MAYLIMS	MYS	37
114	NORLIAKMAR/HAMIDMDM	MYS	33
115	OUYANG/XIN	CHN	38
116	PUSPANATHAN/SUBRAMANIAN	MYS	34
117	RAMLAN/SAFUANMR	MYS	32
118	SHARMA/CHANDRIKAMS	IND	51





NO	NAME	NATIONALITY	AGE
119	SHI/XIANWEN	CHN	26
120	SHIRSATH/KRANTI	IND	44
121	SIM/KENGWEI	MYS	53
122	SIREGAR/FIRMAN	IDN	25
123	SONG/FEIFEIMR	CHN	32
124	SONG/CHUNLINGMS	CHN	60
125	SONG/KUN	CHN	25
126	SU/QIANGGUO	CHN	71
127	SUADAYA/FERRYINDRAMR	IDN	42
128	SUADAYA/HERRYINDRAMR	IDN	35
129	SUGIANTO/LOMR	IDN	47
130	SURTIDAHLIA/MRS	NLD	50
131	TAN/TEIKHINMR	MYS	32
132	TAN/AHMENGMR	MYS	46
133	TAN/WEICHEWMR	MYS	19
134	TAN/CHONGLING	MYS	48
135	TAN/SIOH	MYS	42
136	TANG/XUDONG	CHN	31
137	TANG/XUEZHUMS	CHN	57
138	TANURISAM/INDRASURIAMR	IDN	57
139	TEE/LINKEONGMR	MYS	50
140	TEOH/KIMLUNMR	MYS	36
141	TIAN/JUNWEI	CHN	29
142	TIAN/QINGJUN	CHN	51
143	TONG/SOONLEEMR	MYS	31
144	VINNY/CHYNTHYATIOMRS	IDN	47
145	WAN/HOCKKHOOONMR	MYS	42
146	WANG/SHOUXIAN	CHN	69
147	WANG/SHU	CHN	61
148	WANG/XIANJUN	CHN	61
149	WANG/CHUNHUAMR	CHN	34
150	WANG/CHUNYONG	CHN	43
151	WANG/DAN	CHN	54
152	WANG/HAITAO	CHN	26
153	WANG/HOUBIN	CHN	28
154	WANG/LINSHI	CHN	59
155	WANG/WILLYSURIJANTOMR	IDN	53
156	WANG/YONGGANGMR	CHN	27
157	WANG/YONGHUI	CHN	33
158	WANG/YONGQIANG	CHN	30





NO	NAME	NATIONALITY	AGE
159	WANG/LIJUN	CHN	49
160	WANG/XIMIN	NZL	50
161	WANG/RUI	CHN	35
162	WANG/MOHENG	CHN	2
163	WATTRELOS/AMBRE	FRA	14
164	WATTRELOS/HADRIEN	FRA	17
165	WATTRELOS/LAURENCE	FRA	52
166	WEEKS/PAULMR	NZL	39
167	WEN/YONGSHENG	CHN	34
168	WEN/HAO	CHN	32
169	WENG/MEI	CHN	39
170	WONG/SAISANGMR	MYS	53
171	WOOD/PHILIP	USA	51
172	XIE/LIPING	CHN	51
173	XIN/XIXIMS	CHN	32
174	XING/FENGTAO	CHN	36
175	XING/QIAO	CHN	27
176	XIONG/DEMING	CHN	63
177	XU/CHUANE	CHN	57
178	YA/NA	CHN	26
179	YAN/LINGMR	CHN	29
180	YAN/PENG	CHN	29
181	YAN/XIAO	CHN	27
182	YANG/LI	CHN	35
183	YANG/AILINGMS	CHN	60
184	YANG/JIABAO	CHN	26
185	YANG/MEIHUA	CHN	65
186	YANG/QINGYUANMR	CHN	57
187	YANG/XIAOMINGMS	CHN	59
188	YAO/JIANFENG	CHN	70
189	YAO/LIFEI	CHN	31
190	YAP/CHEEMENGMR	MYS	39
191	YIN/BOYAN	CHN	33
192	YIN/YUEWANG	CHN	21
193	YUAN/JIN	CHN	63
194	YUE/GUIJUMS	CHN	51
195	YUE/WENCHAO	CHN	26
196	YUSOP/MUZIMR	MYS	50
197	ZANG/LINGDI	CHN	58
198	ZHANG/CHI	CHN	58





NO	NAME	NATIONALITY	AGE
199	ZHANG/LIQIN	CHN	43
200	ZHANG/QIMS	CHN	31
201	ZHANG/YAN	CHN	45
202	ZHANG/HUAMR	CHN	43
203	ZHANG/LIJUANMS	CHN	61
204	ZHANG/NAMS	CHN	34
205	ZHANG/SIMING	CHN	71
206	ZHANG/XIAOLEIMS	CHN	32
207	ZHANG/HUALIAN	CHN	42
208	ZHANG/JIANWU	CHN	31
209	ZHANG/JINQUAN	CHN	72
210	ZHANG/MENG	CHN	29
211	ZHANG/XUEWENMR	CHN	61
212	ZHANG/YAN	CHN	36
213	ZHANG/YAN	USA	2
214	ZHANG/YANHUI	CHN	44
215	ZHANG/ZHONGHAI	CHN	43
216	ZHANG/SHAOHUA	CHN	32
217	ZHAO/GANGMR	CHN	46
218	ZHAO/QIWEIMR	CHN	37
219	ZHAO/YINGXINCHD	CHN	3
220	ZHAO/PENG	CHN	25
221	ZHAO/YAN	FRA	18
222	ZHAO/ZHAOFANG	CHN	73
223	ZHENG/RUIXIAN	CHN	42
224	ZHOU/FENG	CHN	56
225	ZHOU/JINLING	CHN	61
226	ZHOU/SHIJIE	CHN	64
227	ZHU/JUNYAN	CHN	41







## **MH 370 - PILOTS & CABIN CREW**

<b>NO</b>	<b>NAME</b>	<b>NATIONALITY</b>
1	ZAHARIE BIN AHMAD SHAH (COMMANDER)	Malaysian
2	FARIQ BIN AB HAMID (FIRST OFFICER)	Malaysian
3	PATRICK FRANCIS GOMES	Malaysian
4	ANDREW NARI	Malaysian
5	GOH SOCK LAY	Malaysian
6	TAN SER KUIN	Malaysian
7	WAN SWAID BIN WAN ISMAIL	Malaysian
8	JUNAIDI BIN MOHD KASSIM	Malaysian
9	MOHD HAZRIN BIN MOHAMED HASNAN	Malaysian
10	NG YAR CHIEN	Malaysian
11	FOONG WAI YUENG	Malaysian
12	TAN SIZE HIANG	Malaysian





**Saturday, March 08, 04:20 (1620 [0820 GMT 08 March]) PM MYT +0800 Malaysia Airlines MH370 Flight Incident**

**4th Media Statement** (1h50mins since last statement)

Selangor, 8 March 2014: Malaysia Airlines is still unable to establish any contact or determine the whereabouts of flight MH370. Earlier today, Subang ATC had lost contact with the aircraft at 2.40am. The last known position of MH370 before it disappeared off the radar was 065515 North (longitude) and 1033443 East (latitude).

We are still trying to locate the current location of the flight based on the last known position of the aircraft. We are working with the International search and rescue teams in trying to locate the aircraft. So far, we have not received any emergency signals or distress messages from MH370. We are working with authorities and assure that all sources are deployed to assist with the search and rescue mission.

*The passenger manifest will not be released until all families of the passengers have been informed.* The flight was carrying a total number of 239 passengers and crew - comprising 227 passengers (including 2 infants) and 12 crew members.

We are deploying our "Go Team" to Beijing which will depart Kuala Lumpur International Airport at 4.30pm with a team of caregivers and volunteers to assist the family members of the passengers. The passengers are of 14 different nationalities. All crew on-board are Malaysians.

Please take note that the earlier statement did not include the number of Indian nationals. This was due to confusion between the country code of Indonesia and India.

The below table shows the latest number of passengers and their nationalities:-

Nationality	Total
China/Taiwan	154 including infant
Malaysia	38
India	5
Indonesia	7
Australia	6
France	4
USA	3 including infant
New Zealand	2
Ukraine	2
Canada	2





Austrian	1
Russian	1
Italy	1
Netherlands	1

Our focus now is to work with the emergency responders and authorities and mobilize our full support.

Our thoughts and prayers are with all affected passengers and crew and their family members.

The public may contact +603 7884 1234.

For media queries, kindly contact +603 8777 5698/ +603 8787 1276.

The airline will provide regular updates on the situation. There are many invalid reports out in the media and Malaysia Airlines strongly urges the media and the public at large to only report from official statements from Malaysia Airlines and the Government of Malaysia.

#### Contact Information

For family members and friends, you may contact this number for query:

Malaysia: +603 8787 126 / +603 87871629

Press/Media Contact

Malaysia: +60387775777

Public Contact

Malaysia: +603 7884 1234





**Saturday, March 08, 02:30 PM (1430 [0630 GMT 08 March]) MYT +0800 Malaysia Airlines MH370 Flight Incident **update** as at 2.30pm (4h00mins since last statement)**

We regret to announce that Subang Traffic Control lost contact with flight MH370 at 2:40 am today. We are currently working with international authorities on the search and rescue mission and as at 1400 hours, 08 March 2014, we have no information on the location of the aircraft.

MH370 is a Boeing 777-200 aircraft on a *code share with China Southern Airlines*. It departed Kuala Lumpur at 12.41 am today for Beijing. The aircraft was scheduled to land at Beijing International Airport at 6.30am local Beijing time. The flight had a total number of 227 passengers and 12 crew members. The passengers were from 14 different countries, most of who are from China.

Our team is currently calling family members of passengers to keep them updated on the situation and our focus now is to work with the emergency responders and the authorities. We are sending a MH team to support the families of passengers at Beijing. The airline will continue to publish regular updates on the situation.

Our thoughts and prayers are with all passengers, our crew and their family members.

Family members please call: 03 8787 1269 or call 87871629.  
Media: +603 8777 5698/ +603 8787 1276.  
Public: +603 7884 1234

我们很遗憾MH370航班于今天凌晨2点40分与苏邦空中管制台失去联系。

我们目前正与搜寻与救援机构通力合作，截至2014年3月8日下午2点，还没有飞机确切位置的信息。

MH370航班由波音777-200机型执飞。该航班于今天凌晨0点41分由吉隆坡起飞前往北京，原计划于北京时间早晨6点30分抵达北京首都国际机场。航班搭载227名旅客及12名机组人员。乘客来自于14个国家，多数为中国人。

我们的工作人员正在联络乘客亲属并告知事件的最新进展，航空公司正在是与紧急工作组及有关当局紧密合作以了解最新事态。马航总部已派出专门小组前往北京为乘客家属提供协助。航空公司将根据事件进展及时提供最新资讯。

我们为所有乘客、机组人员及其家属祈福。

亲属可以联络：+603 8787 1269 / 8787 1629  
媒体可以联络：+603 8777 5698 / +603 8787 1276  
公众可以联络：+603 7884 1234

#### Contact Information

For family members and friends, you may contact this number for query:

Malaysia: +603 8787 126 / +603 87871629

Press/Media Contact

Malaysia: +60387775777

Public Contact

Malaysia: +603 7884 1234





**Saturday, March 08, 10:30 AM** [0230 GMT 08 March] **MYT** +0800 Malaysia Airlines MH370 Flight Incident

**3rd Media Statement** (1h25mins since last statement)

Ladies and Gentlemen, we are deeply saddened this morning with the news on MH370.

Malaysia Airlines confirms that flight MH370 had lost contact with Subang Air Traffic Control at 2.40am, today. There has been speculation that the aircraft has landed at Nanming. We are working to verify the authenticity of the report and others.

Flight MH370 was operated on a Boeing 777-200 aircraft. It departed Kuala Lumpur at 12.41 am earlier this morning bound for Beijing. The aircraft was scheduled to land at Beijing International Airport at 6.30am local Beijing time.

The flight was carrying a total number of 239 passengers and crew - comprising 227 passengers (including 2 infants), 12 crew members. The passengers were of 14 different nationalities - citizens from:-

1. China / Taiwan - 152, 1 infant / 1
2. Malaysia - 38
3. Indonesia - 7
4. Australia - 6
5. France - 3
6. United States of America -- 3 PAX plus 1 infant
7. New Zealand - 2
8. Ukraine - 2
9. Canada - 2
10. Russia - 1
11. Italy - 1
12. India - 5
13. Netherlands - 1
14. Austria - 1

We are working with authorities who have activated their Search and Rescue team to locate the aircraft.

Our team is currently calling the next-of-kin of passengers and crew.

The flight was piloted by Captain Zaharie Ahmad Shah, a Malaysian aged 53. He has a total flying hours of 18,365 hours. He joined Malaysia Airlines in 1981. First officer, Fariq Ab.Hamid, a Malaysian, is aged 27. He has a total flying hours of 2,763 hours. He joined Malaysia Airlines in 2007. Our focus now is to work with the emergency responders and authorities and mobilize its full support. Our thoughts and prayers are with all affected passengers and crew and their family members.





The airline will provide regular updates on the situation. The public may contact +603 7884 1234. For media queries, kindly contact +603 8777 5698/ +603 8787 1276.

Next-of-kin may head to the Support Facility Building at KLIA's South Support Zone. For directions, call 03 8787 1269

女士们，先生们，

我们对今晨发生MH370航班事件深表遗憾。

马来西亚航空公司证实MH370航班于今天凌晨2点40分与苏邦空中交通管制台失去联系。目前有推测该客机在Nanming地区降落，我们正在和有关当局证实该信息的真实性。

MH370航班由波音777-200机型执飞，该航班于今天凌晨0点41分由吉隆坡起飞前往北京，原计划于北京时间早晨6点30分抵达北京首都国际机场。

该航班总共运载239人 - 其中包括227名旅客（2名婴儿）及12名机组人员。航班的乘客来自于14个地区。

1. 中国内地152成人及1婴儿 / 中国台湾1人
2. 马来西亚 – 38人
3. 印度尼西亚 – 7人
4. 澳大利亚 – 6人
5. 法国 – 3人
6. 美国 – 3成人及1婴儿
7. 新西兰 – 2人
8. 乌克兰 – 2人
9. 加拿大 – 2人
10. 俄罗斯 – 1人
11. 意大利 – 1人
12. 印度 – 5人
13. 荷兰 – 1人
14. 奥地利 – 1人

马来西亚航空公司目前正与搜寻与救援机构通力合作以确定飞机位置。工作人员正在与乘客和机组人员的亲属联系。

该航班机长为Zaharie Ahmad Shah，马来西亚籍，年龄53岁，总计飞行时间18,365小时，于1981年加入马航；副驾驶为Fariq Ab.Hamid，马来西亚籍，年龄27岁，总计飞行时间2,763小时，2007年加入马航。

航空公司与紧急工作组及有关当局紧密合作，提供全力支持。航空公司将会根据事件进展及时提供最新讯息。

公众可以联络+603 7884 1234

媒体可以联络+603 8777 5698 / +603 8787 1276





**Saturday, March 08, 09:05 AM** [0105 GMT 08 March] **MYT** +0800 Malaysia Airlines MH370 Flight Incident

**2nd Media Statement** (1h41mins since last statement)

We deeply regret that we have lost all contacts with flight MH370 which departed Kuala Lumpur at 12.41 am earlier this morning bound for Beijing. The aircraft was scheduled to land at Beijing International Airport at 6.30am local Beijing time. Subang Air Traffic Control reported that it lost contact at 2.40am (local Malaysia time) today.

Flight MH370 was operated on a Boeing B777-200 aircraft. The flight was carrying a total number of 239 passengers and crew - comprising 227 passengers (including 2 infants), 12 crew members. The passengers were of 13 different nationalities. Malaysia Airlines is currently working with the authorities who have activated their Search and Rescue team to locate the aircraft. Our team is currently calling the next-of-kin of passengers and crew.

Focus of the airline is to work with the emergency responders and authorities and mobilize its full support. Our thoughts and prayers are with all affected passengers and crew and their family members. The airline will provide regular updates on the situation.

The public may contact +603 7884 1234. For media queries, kindly contact +603 8777 5698/ +603 8787 1276.

For the next-of-kin, please inform them to Anjung Tinjau, Level 5, KLIA. Our staff will be there to assist. Transport will be provided to go to the South Support Zone Facility building for the next-of-kin.

Or next-of-kin may head straight to the Support Facility Building at KLIA's South Support Zone

(2014年3月8日雪邦讯) 马来西亚 航空公司对与MH370航班失去所有联系的事件深表遗憾。该航班于今天凌晨0点41分由吉隆坡起飞前往北京，原计划于北京时间早晨6点30份抵达北京首都 国际机场。苏邦空中交通管制台证实该航班于今天凌晨2点40分（马来西亚时间）与管制台失去联系。

MH370航班由波音777-200机型执飞，该航班总共运载239人，包括227名乘客（2名婴儿）及12名机组人员，航班的乘客来自于13个国家。马来西亚航空公司目前正与搜寻与救援机构通力合作以确定飞机位置。工作人员正在与乘客和机组人员的亲属联系。

航空公司与紧急工作组及有关当局紧密合作，提供全力支持。航空公司将会根据事件进展及时提供最新讯息。

公众可以联络+603 7884 1234

媒体可以联络+603 8777 5698 / +603 8787 1276.





**Saturday, March 08, 07:30 AM** [2330 GMT 07 March] **MYT +0800**

**1<sup>st</sup> Media Statement** - MH370 Incident released at **7.24am** (4h 44mins since loss of contact with Flight MH 370)

Sepang, 8 March 2014: Malaysia Airlines confirms that flight MH370 has lost contact with Subang Air Traffic Control at **2.40am**, today (8 March 2014).

Flight MH370, operated on the B777-200 aircraft, departed Kuala Lumpur at **12.41am (0041** [1641 GMT 07 March]) on 8 March 2014. MH370 was expected to land in Beijing at **6.30am** the same day. The flight was carrying a total number of 227 passengers (including 2 infants), 12 crew members.

Malaysia Airlines is currently working with the authorities who have activated their Search and Rescue team to locate the aircraft.

The airline will provide regular updates on the situation. Meanwhile, the public may contact +603 7884 1234 for further info

(2014年3月8日雪邦讯) 马来西亚航空公司证实MH370航班于2014年3月8日凌晨2点40分与苏邦空中交通管制台失去联系。

MH370航班由波音777-200机型执飞，于2014年3月8日凌晨0点41分由吉隆坡起飞，预计今晨6点30份抵达北京。该航班运载227名旅客（包括2名婴儿）及12名机组人员。

马来西亚航空公司目前正与搜寻与救援机构通力合作以确定飞机位置。

航空公司将会根据事件进展及时提供最新讯息。公众可以联络+603 7884 1234了解更多信息。

#### Contact Information

For family members and friends, you may contact this number for query:

Malaysia: +603 8787 126 / +603 87871629

Press/Media Contact

Malaysia: +60387775777

Public Contact

Malaysia: +603 7884 1234







aviationemergencyresponseplan.com (Parent Website)

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*Updating Note from Author of this Information Article - 02 May 2014*

The Youtube clip immediately below (dated 02 May 2014) is fairly indicative that Malaysian Airlines is now getting back (in a more significant way than evidenced to date) to 'normal business' mode. However, the search for MH 370 and the associated investigation obviously continue - whilst family, relatives and friends of those on board MH 370 continue to receive 'support' - commensurate with the gradual, future wind-down of such support, which is 'standard procedure' for such operations:

[http://www.youtube.com/watch?v=DXEHgdsNkul&list=TLBH\\_-45OCP46eFzpmHbXKAcl9QR4eBYVd](http://www.youtube.com/watch?v=DXEHgdsNkul&list=TLBH_-45OCP46eFzpmHbXKAcl9QR4eBYVd)

*Updating Note from Author of this Information Article - 18 July 2014*

It is incredible for me to write that during the afternoon (local time) of Thursday, 17 July 2014 - Malaysian Airlines suffered another mass fatality catastrophe to one of its flights i.e. we are no longer discussing Malaysian Airlines flight **MH 370** here (which disappeared with all on board on **08 March 2014** - and which is the main subject of the information article which you are now reading [latter starts on page 3])

Malaysian Airlines flight **MH 17** (another Boeing 777 - like the aircraft which operated MH 370) departed Amsterdam for Kuala Lumpur at **1015 GMT** on Thursday, **17 July**. There was a crew of 15 on board together with 283 passengers - including a large number of children. It appears that whilst overflying the eastern part of Ukraine, the aircraft was 'shot down' at 1415 GMT - with no survivors

At the time of the alleged 'shooting down' Ukraine was undergoing what may be termed a vicious civil war - mainly in the eastern part of the country. Anti-government forces had previously shot down several military (government) aircraft (mainly helicopters) during the conflict

It is not the intention to study how Malaysian Airlines handled crisis communication for this second tragedy. However, the first 3 press releases from the airline have been included below (starts page 188) - together with a statement by the Malaysian Prime Minister:

<http://www.bbc.co.uk/news/world-europe-28354856>

*Updating Note from Author of this Information Article - 09 August 2014*

Please follow below links:

<http://www.bbc.co.uk/news/business-28700926>

<http://www.reuters.com/article/us-malaysia-airline-idUSKBN0G807E20140808>





*Updating Note from Author of this Information Article - 09 October 2014*

Please follow below link:

<http://www.spiegel.de/international/business/mh370-emirates-head-has-doubts-about-investigation-a-996212.html>

*Updating Note from Author of this Information Article - 29 November 2014*

Please follow below link:

[http://www.huffingtonpost.co.uk/2014/11/29/malaysia-airlines-tweet\\_n\\_6240574.html?ncid=webmail1](http://www.huffingtonpost.co.uk/2014/11/29/malaysia-airlines-tweet_n_6240574.html?ncid=webmail1)





aviationemergencyresponseplan.com (Parent Website)

Home | Malaysia Airlines x

www.malaysiaairlines.com/my/en.html

Travel Advisory MH17 : Latest Media Statement & Information

malaysia airlines

CONTACT SIGN UP LOGIN Search EN

Deals Plan Discover Experience Enrich

### MH17 Flight Incident

Our thoughts and prayers are with those on board flight MH17, as well as their families and loved ones.

BOOK MANAGE CHECK-IN FLIGHT STATUS HOLIDAYS

From To Depart Return Return One-way Multi-city

**LATEST UPDATES ON FLIGHT MH 17**

Read more here ►

11:51 18/07/2014





aviationemergencyresponseplan.com (Parent Website)

The screenshot shows the Malaysia Airlines website interface. At the top, there's a navigation bar with links like Home, Flights, and About Us. Below this is a flight search form with fields for 'From', 'To', 'Depart', and 'Return', along with radio buttons for 'Return', 'One-way', and 'Multi-city'. A prominent section titled 'LATEST UPDATES ON FLIGHT MH 17' includes a link to 'Read more here'. The footer area is divided into three columns: 'Highlights & News' with links to MH370 updates and mandatory self check-in; 'Travel Advisory' with links to KLIA lounge closure and MH17 media statements; 'Corporate Info' with links to Careers, Fly Green, and Press Room; and 'Commercial Services' with links to Corporate Travel, Government Travel, and MASkargo. The bottom of the page features a dark blue footer with 'Sitemap', 'Legal', 'Privacy Policy', and 'Accessibility' links, and a copyright notice for 2014 Malaysian Airline System Berhad. The Windows taskbar at the bottom shows the time as 11:52 on 18/07/2014.





aviationemergencyresponseplan.com (Parent Website)

www.malaysiaairlines.com x

www.malaysiaairlines.com/my/en/site/mh17.html

### Media Statement & Information on Flight MH17

**Media Statement #3**  
0530 GMT / 18 July 2014

**Friday, July 18, 01:30 PM GMT +0800 Media Statement 3 : MH17 Incident**

**Media Statement 3 : MH17 Incident**

The B777-200 aircraft bearing registration no. 9M-MRD that operated MH17 on 17 July, 2014 had a clean maintenance record. The aircraft's last maintenance check was on 11 July 2014. The next check was due on 27 Aug 2014. The maintenance was conducted at Malaysia Airlines' hangar at KLIA. The aircraft had a clean bill of health.

The aircraft was manufactured in July 1997, and so had 17 years in service. The aircraft had recorded 75322 hours with a total of 11434 cycles. All communication system on the aircraft were functioning normally. The B777-200 uses the Rolls-Royce Trent-800 engine and has a 282 seat capacity.

-end-

**Media Statement #2**  
2330 GMT / 17 July 2014

**Friday, July 18, 07:30 AM GMT +0800 Media Statement 2 : MH17 Incident**

**Media Statement 2 : MH17 Incident**

With immediate effect, all European flights operated by Malaysia Airlines will be taking alternative routes avoiding the usual route.

Malaysia Airlines flight MH17, which was on a scheduled flight from Amsterdam to Kuala Lumpur went down in eastern Ukraine. Malaysia Airlines confirms that the aircraft did not make a distress call.

The usual flight route was earlier declared safe by the International Civil Aviation Organisation. International Air Transportation Association has stated that the airspace the aircraft was traversing was not subject to restrictions.

As opposed to the earlier statement, the flight was carrying a total number of 298 people - comprising 283 passengers including three infants of various nationalities and 15 crew of Malaysian nationality. Some of the nationalities of the passengers are yet to be determined.

List of number of passengers and crew according to nationality are as follows:-

Nationality: \_\_\_\_\_

Test: \_\_\_\_\_

**Contact Information:**

**Malaysia**  
+603 7884 1234

**Netherlands**  
+317 03487 770

**Press/Media:**  
Malaysia  
+603 8787 1276  
+603 8777 5698

12:10  
18/07/2014





www.malaysiaairlines.com

www.malaysiaairlines.com/my/en/site/mh17.html

Media Statement #2  
2330 GMT / 17 July 2014  
.....continued

As opposed to the earlier statement, the flight was carrying a total number of 298 people - comprising 283 passengers including three infants of various nationalities and 15 crew of Malaysian nationality. Some of the nationalities of the passengers are yet to be determined.

List of number of passengers and crew according to nationality are as follows:-

Nationality	Total
Netherlands	154
Malaysia	43 (including 15 crew & 2 infants)
Australia	27
Indonesia	12 (including 1 infant)
United Kingdom	9
Germany	4
Belgium	4
Philippines	3
Canada	1
Unverified	41
Total	298

Malaysia Airlines is in the process of notifying the next-of-kin of the passengers and crew.

Our focus now is to work with the emergency responders and authorities and mobilize its full support to provide all possible care to the next-of-kin. Malaysia Airlines is deploying its "Go Team" to Amsterdam with a group of caregivers and volunteers to assist the family members of the passengers.

Our thoughts and prayers are with all affected passengers and crew and their family members.

The airline will provide regular updates on the situation.

Families of passengers and crew may contact +603 7884 1234 (Malaysia) or +31703487770(Netherlands).

For media queries, kindly contact +603 8777 5698/ +603 8787 1276.

Please also log on to [www.malaysiaairlines.com](http://www.malaysiaairlines.com) for updates.

-end-

1 2

Back to top

12:11  
18/07/2014





aviationemergencyresponseplan.com (Parent Website)

www.malaysiaairlines.com x

www.malaysiaairlines.com/my/en/site/mh17.html

**malaysia airlines**

**Media Statement & Information on Flight MH17**

**Friday, July 18, 04:15 AM GMT +0800 Statement by Prime Minister Najib Razak: Malaysian Airlines flight 17**

Yesterday evening, I was informed of the terrible and deeply shocking news that a Malaysia Airlines jet went down in eastern Ukraine.

Malaysia Airlines has confirmed that the jet was Malaysia Airlines flight 17, which was on a scheduled flight from Amsterdam to Kuala Lumpur.

The flight departed Amsterdam at 12.15pm, local time. It was scheduled to arrive in Kuala Lumpur at 6.10 am, local, Malaysian time.

The aircraft was a Boeing 777-200.

The aircraft's flight route was declared safe by the International Civil Aviation Organisation.

And International Air Transportation Association has stated that the airspace the aircraft was traversing was not subject to restrictions.

Malaysia Airlines has confirmed that the aircraft did not make a distress call.

The flight was carrying a total number of 295 people – comprising 280 passengers and 15 crew members.

Malaysia Airlines is in the process of notifying the next-of-kin of the passengers and crew. All possible care will be provided to the next-of-kin.

The Government of Malaysia is dispatching a special flight to Kiev, carrying a Special Malaysia Disaster Assistance and Rescue Team, as well as a medical team.

According to information provided by Kiev Air Traffic Control, the location of the plane's emergency locator beacon is 48 degrees 7 minutes and 23 seconds North; and 38 degrees 31 minutes and 33 seconds East.

The Ukrainian authorities believe that the plane was shot down.

**Contact Information:**  
**Malaysia**  
+603 7884 1234  
**Netherlands**  
+317 03487 770  
**Press/Media:**  
**Malaysia**  
+603 8787 1276  
+603 8777 5698

Malaysian Prime Minister's Statement  
2015 GMT / 17 July 2014

Windows taskbar: 12:02 18/07/2014







aviationemergencyresponseplan.com (Parent Website)

www.malaysiaairlines.com X

www.malaysiaairlines.com/my/en/site/mh17.html

At this early stage, however, Malaysia is unable to verify the cause of this tragedy.

But we must – and we will – find out precisely what happened to this flight.

No stone can be left unturned.

If it transpires that the plane was indeed shot down, we insist that the perpetrators must swiftly be brought to justice.

Emergency operations centres have been established. In the last few hours, Malaysian officials have been in constant contact with their counterparts in Ukraine and elsewhere.

And I will be speaking to a number of world leaders over the coming hours.

I have had several conversations with the Prime Minister of the Netherlands.

I have also spoken to the President of Ukraine. He has pledged that there will be a full, thorough and independent investigation, and Malaysian officials will be invited to take part.

The Ukrainian president also confirmed that his government will negotiate with rebels in the east of the country, in order to establish a humanitarian corridor to the crash site.

Just now, I received a call from President Obama.

He and I both agreed that the investigation must not be hindered in anyway.

An international team must have full access to the crash site.

And no one should interfere with the area, or move any debris, including the black box.

This is a tragic day, in what has already been a tragic year, for Malaysia.

As we work to understand what happened, our thoughts and prayers are with the family and friends of those onboard the flight.

I cannot imagine what they must be going through at this painful time.

The flight's passengers and crew came from many different countries.

But today, regardless of nationality, we are all united in grief.

-end-

**Friday, July 18, 12:30 AM GMT +0800 Media Statement 1: MH17 Incident**

12:07  
18/07/2014





aviationemergencyresponseplan.com (Parent Website)

www.malaysiaairlines.com x

www.malaysiaairlines.com/my/en/site/mh17.html

The Ukrainian president also confirmed that his government will negotiate with rebels in the east of the country, in order to establish a humanitarian corridor to the crash site.

Just now, I received a call from President Obama.

He and I both agreed that the investigation must not be hindered in anyway.

An international team must have full access to the crash site.

And no one should interfere with the area, or move any debris, including the black box.

This is a tragic day, in what has already been a tragic year, for Malaysia.

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I cannot imagine what they must be going through at this painful time.

The flight's passengers and crew came from many different countries.

But today, regardless of nationality, we are all united in grief.

-end-

**Friday, July 18, 12:30 AM GMT +0800 Media Statement 1: MH17 Incident**

**Media Statement 1: MH17 Incident**

Malaysia Airlines confirms it received notification from Ukrainian ATC that it had lost contact with flight MH17 at 1415 (GMT) at 30km from Tamak waypoint, approximately 50km from the Russia-Ukraine border.

Flight MH17 operated on a Boeing 777 departed Amsterdam at 12.15pm (Amsterdam local time) and was estimated to arrive at Kuala Lumpur International Airport at 6.10 am (Malaysia local time) the next day.

The flight was carrying 280 passengers and 15 crew onboard.

More details to follow.

-end-

1 2

[Back to top](#)

Media Statement #1  
1630 GMT / 17 July 2014

Windows taskbar: 12:08 18/07/2014





aviationemergencyresponseplan.com (Parent Website)

*Deliberately Blank*





*Updating Note from Author of this Information Article - 29 December 2014*

**Air Asia Indonesia** (49% owned by Air Asia **Malaysia**)

Air Asia Indonesia's Flight QZ 8501 'disappeared' (lost contact with ATC) at 2320 GMT / 27 Dec 14 (0620 Surabaya time / 28 Dec 14) - whilst en route from Surabaya (East Java, Indonesia) to Changi (Singapore)

[http://www.huffingtonpost.co.uk/2014/12/28/airasia-flight-vanishes\\_n\\_6386242.html?icid=main-grid7%7Cuk%7Cdl1%7Csec1\\_Ink1%26pLid%3D318234](http://www.huffingtonpost.co.uk/2014/12/28/airasia-flight-vanishes_n_6386242.html?icid=main-grid7%7Cuk%7Cdl1%7Csec1_Ink1%26pLid%3D318234)

<http://www.bbc.co.uk/news/world-asia-30614627>





aviationemergencyresponseplan.com (Parent Website)

A screenshot of the AirAsia website interface. The browser window shows the URL [www.airasia.com/ot/en/home.page?cid=1](http://www.airasia.com/ot/en/home.page?cid=1). The page features the AirAsia logo and navigation links: Web Check-In, Travel information, Business / Government, and a BIG Shot login link. The main content area includes a flight search form with tabs for Flight, Hotel, Flight + Hotel, and Car. The Flight tab is active, showing options for Return, One way, and Multi-city. The search form includes fields for Origin, Destination, Depart date, Return date, Number of passengers (1 Adult), and Currency. A red Search button is at the bottom right of the form. To the right of the search form is a large grey box with the text "Updates on AirAsia flight QZ8501". Below the search form, there are sections for "Follow us on" (Facebook and Twitter) and "Have a question?" (AskAirAsia). The bottom of the page shows a Windows taskbar with icons for Internet Explorer, Google Chrome, and other applications. The system clock in the bottom right corner indicates 11:51 on 28/12/2014.





aviationemergencyresponseplan.com (Parent Website)

Home > AirAsia Indonesia Flight QZ8501

## AirAsia Indonesia Flight QZ8501

AirAsia Indonesia regrets to confirm that **flight QZ8501 from Surabaya to Singapore** has lost contact with air traffic control at 07:24 (Surabaya LT) this morning. The flight took off from Juanda International Airport in Surabaya at 0535hours.

The aircraft was an Airbus A320-200 with the registration number PK-AXC. There were two pilots, four flight attendants and one engineer on board.

The captain in command had a total of 6,100 flying hours and the first officer a total of 2,275 flying hours

There were 155 passengers on board, with 138 adults, 16 children and 1 infant. Also on board were 2 pilots and 5 cabin crew.

Nationalities of passengers and crew onboard are as below:

- 1 Singapore
- 1 Malaysia
- 3 South Korea
- 1 France
- 156 Indonesia

At this time, search and rescue operations are being conducted under the guidance of The Indonesia of Civil Aviation Authority (CAA). AirAsia Indonesia is cooperating fully and assisting the investigation in every possible way.

The aircraft was on the submitted flight plan route and was requesting deviation due to enroute weather before communication with the aircraft was lost while it was still under the control of the Indonesian Air Traffic Control (ATC).





AirAsia Indonesia Flight Q x

crisis.airasia.com/index.html

Apps SkyDemon Plan Doc... NATS | AIS - Home Fly On Track https://www.gov.uk... How to Make Ginge... AOL Mail: Simple, Fr... Google

engineer on board.

The captain in command had a total of 6,100 flying hours and the first officer a total of 2,275 flying hours

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Nationalities of passengers and crew onboard are as below:

- 1 Singapore
- 1 Malaysia
- 3 South Korea
- 1 France
- 156 Indonesia

At this time, search and rescue operations are being conducted under the guidance of The Indonesia of Civil Aviation Authority (CAA). AirAsia Indonesia is cooperating fully and assisting the investigation in every possible way.

The aircraft was on the submitted flight plan route and was requesting deviation due to enroute weather before communication with the aircraft was lost while it was still under the control of the Indonesian Air Traffic Control (ATC).

The aircraft had undergone its last scheduled maintenance on 16 November 2014.

AirAsia has established an **Emergency Call Centre** that is available for family or friends of those who may have been on board the aircraft. The number is: **+622129850801**.

AirAsia will release further information as soon as it becomes available. Updated information will also be posted on the AirAsia website, [www.airasia.com](http://www.airasia.com).

Note to Editors: We ask that members of the news media do not call the AirAsia Emergency Call Centre, as this line is reserved for family members seeking information about those who may have been on board.

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This website is owned and operated by AirAsia Berhad ("AirAsia").

11:54 28/12/2014





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AirAsia (@AirAsia) on Twi... x

Twitter, Inc. [US] https://twitter.com/airasia

Apps SkyDemon Plan Doc... NATS | AIS - Home Fly On Track https://www.gov.uk... How to Make Ginge... AOL Mail: Simple, Fr... Google

Search Twitter Have an account? Log in

**AirAsia**

TWEETS 31.8K FOLLOWING 601 FOLLOWERS 1.27M FAVOURITES 25 LISTS 4

**AirAsia** @AirAsia

Welcome to our official Twitter account where we tweet exclusive updates, contests & our low fares all in just 140 characters!

KLIA2, Sepang, Malaysia  
airasia.com  
Joined March 2009

1,412 Photos and videos

**Tweets** Tweets & replies Photos & videos

**Pinned Tweet**

**AirAsia** @AirAsia · 9h  
AirAsia Indonesia regrets to confirm that QZ8501 from Surabaya to Singapore has lost contact at 07:24hrs this morning [on.fb.me/1xpx5pl](https://on.fb.me/1xpx5pl)

47K 5.3K

**AirAsia** @AirAsia · 2h  
[Updated statement] QZ8501 as at 6:54pm (GMT+8) [on.fb.me/1vjWooS](https://on.fb.me/1vjWooS)

513 209

**AirAsia** @AirAsia · 8h

Don't miss any updates from AirAsia.

Full name  
Email  
Password  
Sign up for Twitter

Worldwide Trends · Change

#KMJSTheOne  
#QZ8501  
#My2015Wishlist  
#MyNewYearResolution  
#askjul  
Lloris  
MYX PowerVote DARREN'S Somebody.T

13:15  
28/12/2014







aviationemergencyresponseplan.com (Parent Website)

The screenshot shows the AirAsia Facebook page. The header includes the AirAsia logo and the text "AirAsia Transport/Freight". The main content area displays a timeline of posts. The first post, dated 2 hours ago, is an "Updated statement" regarding flight QZ8501, mentioning a correction on passenger nationality breakdown. The second post, dated 7 hours ago, is another "Updated statement" confirming the loss of contact with flight QZ8501 from Surabaya to Singapore at 07:24. The sidebar on the left features app recommendations: "XSighting Sydney", "Take Off AirAsia", and "AirAsia Awesome". The bottom of the page shows a Windows taskbar with various application icons and a system clock indicating 13:17 on 28/12/2014.





Family members of passengers on board Air Asia Indonesia's flight QZ 8501 look at a passenger list inside a crisis centre at Juanda Airport in Surabaya, East Java December 28, 2014. (Reuters)

Note from Author of this Information Article - 29 December 2014

The above image would appear to show the passenger list on public display at Surabaya airport, Indonesia. The image was published less than 12 hours after the aircraft's disappearance

The International Civil Aviation Authority - ICAO (the United Nations Civil Aviation body) \* 'policy' on this matter advises that details of passengers (in such circumstances) should generally not be released into the public domain until appropriate family, relatives and friends have first been advised and, even then, not without further permission of the closest relative / next of kin / equivalent person etc. A small number of countries ('states' in ICAO terminology) have their own laws / best practices to make this mandatory e.g. USA; European Union etc.

\* ICAO Doc 9973 AN/486 - Manual on Assistance to Aircraft Accident Victims & their Families - 2013

However, ICAO also states in the same policy that failure to rapidly publish a passenger list can hinder the provision of essential information on the identification of air accident victims to associated family, relatives and friends. The author of this information article is of the strongest opinion that the **advantages** of rapidly releasing an accident flight's passenger list into the public domain, very significantly outweigh the **disadvantages** of associated loss of personal privacy and data protection - and that US and EU legislation (and similar) on this matter is essentially not in the overall (on balance) interests of the victims themselves and their associated family, relatives and friends





The release of passenger information for flight QZ 8501 (if the above is to be believed - and the image indicates that this *is* what actually happened) is reminiscent of the disappearance of **Malaysian Airlines flight MH 370** on 08 March 2014, where the airline (Malaysian Airlines) stated in a press release (15 hours after the 'disappearance') that:

*'.....The passenger manifest will **not** be released until **all families of the passengers have been informed.....'***

However, just 3 hours later the airline did publish the full passenger and crew list on its website!

Again, the author of this information article believes that this was the best approach for Malaysian Airlines to have taken, given the 'circumstances on the day'

Note - Please see following 5 pages for a little more on the Crisis Communications aspects of QZ 8501 - culminating (on 30 December) in the finding of some bodies and debris in the sea area near where the aircraft had lost contact with ATC





Home > AirAsia Indonesia Flight QZ8501

## AirAsia Indonesia Flight QZ8501

**As of 29 December 2014 10.30 AM LT (GMT+7)**

AirAsia Indonesia has received confirmation from The National Search and Rescue Agency Republic of Indonesia (BASARNAS) that an international search and rescue mission from Indonesia, Singapore and Malaysia has been mobilized in the search of flight QZ8501. The mission in Surabaya has resumed today at 06.00 AM LT (GMT+7).

AirAsia Indonesia continue to support these efforts and has been actively cooperating with the search and rescue authorities.

AirAsia Indonesia's primary focus remains on the families and Sunu Widyatmoko, Chief Executive Officer of AirAsia Indonesia is currently stationed at the family centre in Surabaya. We have been keeping the families updated on the search and rescue efforts as well as provide emotional support. Another group of AirAsia officials are providing the same to the families based in Singapore.

An emergency call centre has been established and available for families seeking information. The number is **+622129270811** or **031-8690855** or **031-2986790** (Surabaya).

Family members of QZ8501, please contact:  
**Malaysia:** +60 3 21795959  
**Indonesia:** +62 2129270811  
**Singapore:** +65 63077688  
**Korea:** 007 98142069940

Note: Hotline is strictly for family members only

We will release further information as soon as it becomes available and our thoughts and prayers are with those on board QZ8501.

Note to Editors: We ask that members of the news media do not call the AirAsia Emergency Call Centre, as this line is reserved for family members seeking information about those who may have been on board.





aviationemergencyresponseplan.com (Parent Website)

The screenshot shows a web browser window displaying the Twitter profile of AirAsia (@AirAsia). The main tweet from AirAsia, dated 8:45 pm on 28 Dec 2014, reads: "[Updated statement] QZ8501 as of 29 December 2014 10.30am (GMT+7) on.fb.me/1wWhqzj". It has 491 retweets and 167 favourites. Below the main tweet are three replies. The first reply is from Jason Rabinowitz (@AirlineFlyer) at 8:47 pm on 28 Dec 2014, which reads: "No new details. Search resumed. RT @AirAsia: [Updated statement] #QZ8501 as of 29 December 2014 10.30am (GMT+7) on.fb.me/1wWhqzj". A yellow arrow points to this reply. The second reply is from Bertrand Dussert (@bertranddussert) at 8:47 pm on 28 Dec 2014, which reads: "@AirAsia: [Updated statement] QZ8501 as of 29 December 2014 10.30am (GMT+7) on.fb.me/1wWhqzj" | sending thoughts to all concerned. The third reply is from Touch Theriot (@tutched) at 8:47 pm on 28 Dec 2014, which reads: "@AirAsia Thank u. So relieved u took lessons from #MH370 for every1s benefit. May #QZ8501 be found soon. Sincere condolences, God love u all". A text box on the right side of the screenshot contains the following text: "Note the 'non-airline' hash tagged Twitter address used here which could typically develop into the 'public's' main avenue of Twitter comment on this tragic incident (i.e. in contrast with other 'official' and 'semi-official' twitter sources of accident flight information). Similar happened with MH 370 i.e. airline's '@MAS' versus public's '#MH370'".

Note the 'non-airline' hash tagged Twitter address used here which could typically develop into the 'public's' main avenue of Twitter comment on this tragic incident (i.e. in contrast with other 'official' and 'semi-official' twitter sources of accident flight information)

Similar happened with MH 370 i.e. airline's '@MAS' versus public's '#MH370'





aviationemergencyresponseplan.com (Parent Website)

Tweets about #QZ8501 ha x

Twitter, Inc. [US] https://twitter.com/hashtag/QZ8501?src=hash

Apps SkyDemon Plan Doc... NATS | AIS - Home Fly On Track https://www.gov.uk... How to Make Ginge... AOL Mail: Simple, Fr... Google

#QZ8501 Have an account? Log in

Get instant updates on #QZ8501

Full name

Email

Password

Sign up for Twitter

Everything

People

Photos

Videos

News

Timelines

Advanced Search

Everywhere

Near you

Worldwide Trends - Change

#DongYanWedding

#HappyVday

#السعودية البحر

#confessionnight

#KampusTanjung

Results for #QZ8501

Top / All

Top news story

ST Foreign Desk @STForeignDesk - 39 mins

#AirAsia flight #QZ8501: Plane spots 'shadow' on seabed believed to be jet: Search chief bit.ly/1y3iqmL

1. C-295 A0 120000 HAN 08:00 WIB  
2. C-130 TNI AL A 1319 13:30 WIB  
3. C-130 TNI AL A 12:40 WIB MENEMUKAN EMERGENCY EXIT  
4. KR BUNG TOMO HAN 14:10 WIB PENEMUAN GABUNG ENEMUKAN

Oh My English! @Oh\_My\_English - 2 mins

All of us at Astro extend our heartfelt condolences to the families & friends of those who were on board #QZ8501.

All of us at Astro extend our heartfelt condolences to the families and friends of those who were on board QZ8501.

#REMEMBERING

Who to follow - Refresh - View all

Holly Willoughby @hol... Follow

fearne cotton @Fearne... Follow

Jkcorden @JKCorden Follow

Popular accounts - Find friends

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09:10 30/12/2014







aviationemergencyresponseplan.com (Parent Website)

The screenshot shows a web browser window displaying a Facebook post. The browser's address bar shows the URL: <https://www.facebook.com/notes/airasia/airasia-indonesia-flight-qz8501-update-as-of-29-december-2014-1030-am-gmt7/10152670490528742>. The Facebook header is visible with the 'facebook' logo and a 'Sign Up' button. The post itself is titled 'AirAsia Indonesia Flight QZ8501 Update (as of 29 December 2014 10.30 AM (GMT+7))' and is dated '28 December 2014 at 20:43'. The text of the post reads: 'SURABAYA, 29TH DECEMBER 2014 – AirAsia Indonesia has received confirmation from The National Search and Rescue Agency Republic of Indonesia (BASARNAS) that an international search and rescue mission from Indonesia, Singapore and Malaysia has been mobilized in the search of flight QZ8501. **The mission in Surabaya has resumed today at 06.00 AM LT (GMT+7).** AirAsia Indonesia continue to support these efforts and has been actively cooperating with the search and rescue authorities. AirAsia Indonesia's primary focus remains on the families and Sunu Widyatmoko, Chief Executive Officer of AirAsia Indonesia is currently stationed at the family centre in Surabaya. We have been keeping the families updated on the search and rescue efforts as well as provide emotional support. Another group of AirAsia officials are providing the same to the families based in Singapore. An emergency call centre has been established and available for families seeking information. The number is +622129270811 or 031-8690855 or 031-2986790 (Surabaya). We will release further information as soon as it becomes available and our thoughts and prayers are with those on board QZ8501. Note to Editors: We ask that members of the news media do not call the AirAsia Emergency Call Centre, as this line is reserved for family members seeking information about those who may have been on board.' The post has 425 shares and is liked by Nurul HieDayah, Dija Rikan, NH Mohamad and 1,846 others. The browser's taskbar at the bottom shows various application icons and the system clock indicating 09:09 on 30/12/2014.





### Bodies and Debris Found floating in Sea - 30 Dec 14

<http://www.bbc.co.uk/news/world-asia-30630330>

[http://www.huffingtonpost.co.uk/2014/12/30/airasia-crash-bodies\\_n\\_6394298.html?ncid=webmail1](http://www.huffingtonpost.co.uk/2014/12/30/airasia-crash-bodies_n_6394298.html?ncid=webmail1)







*Updating Note from Author of this Information Article - 29 January 2015*

Please follow below link:

<http://www.bbc.co.uk/news/world-asia-31039460>

*Updating Note from Author of this Information Article - 02 June 2015*

Please follow below link:

<http://www.bbc.co.uk/news/business-32955818>

*Updating Note from Author of this Information Article - 04 September 2015*

Please follow below link:

<http://www.theguardian.com/world/2015/sep/03/reunion-debris-flaperon-malaysia-airlines-flight-mh370-confirmed>

**IMPORTANT NOTE** - THE INFORMATION CONTAINED IN THE ABOVE LINK CONFIRMS THAT WRECKAGE (AN AIRCRAFT PART KNOWN AS A 'FLAPERON') WASHED UP ON THE SHORE OF REUNION ISLAND (LOCATED WESTERN INDIAN OCEAN) IN LATE JULY 2015..... BELONGED TO THE BOEING 777 AIRCRAFT WHICH OPERATED MALAYSIAN AIRLINES FLIGHT MH 370





*Updating Note from Author of this Information Article - 24 February 2016*

Please follow below link:

<https://www.malaysiakini.com/a?language=en&q=Voice370>

For readers so interested, the information found by following the above link (one article from August 2015 and another from February 2016) gives some insight into how family and relatives (of MH 370 victims) are still struggling on the matter of being able to 'sue' Malaysia airlines in the courts - with regard to compensation, damages etc.

*Updating Note from Author of this Information Article - 24 July 2016*

Please follow below link:

[http://m.nzherald.co.nz/world/news/article.cfm?c\\_id=2&objectid=11680140](http://m.nzherald.co.nz/world/news/article.cfm?c_id=2&objectid=11680140)

For readers so interested, the information found by following the above link implies that the Captain of MH 370 had been practising (on his home computer - and in the period relatively shortly before the disappearance of the flight) for a scenario similar to that which most 'experts' now believe was the most likely to have occurred

This scenario envisages the possibility of suicide by the Captain - accomplished by deliberately taking his aircraft off-course towards the SE Indian Ocean area and crashing the aircraft into the sea - either under control or out of control (e.g. because the aircraft's fuel ran out in the latter supposition)

If this turns out to be true of course (and we may never know for sure) the Captain also murdered all other persons on board the flight

What is most disturbing about this supposition, however, is that it has only come 'officially' to light (i.e. apparently released by those that might best be aware and were almost certainly aware around March 2014) in July 2016 - some 28 months after the flight's disappearance!





*Updating Note from Author of this Information Article - January 2017*

Please follow below links:

<http://www.bbc.co.uk/news/world-asia-26503141>

<https://www.theguardian.com/world/2017/jan/18/malaysia-airlines-flight-mh370-australia-says-cost-didnt-force-suspension-of-search>

<https://www.theguardian.com/world/2017/jan/18/compensation-battle-stalls-for-families-of-mh370-victims>





aviationemergencyresponseplan.com (Parent Website)

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