





# THAI AIRWAYS INTERNATIONAL PCL Maybank Kim Eng Securities (Thailand) PCL

The New Myanmar and Investment Opportunities in Thailand and India **February 16, 2012** 

#### **DISCLAIMER**

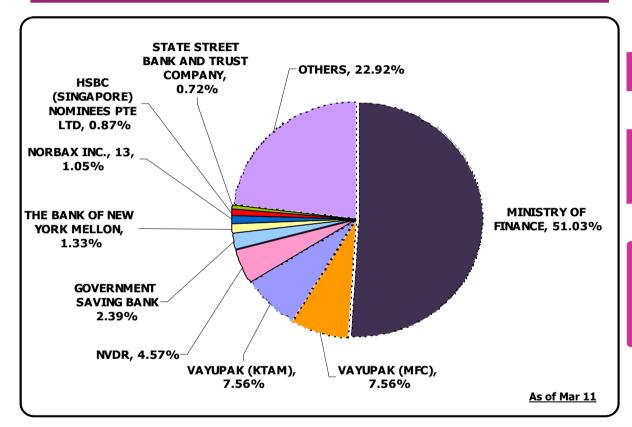
The information contained herein is intended to represent the Company's operating and financial position at a given point in time and may also contain forward looking information which only reflects expectations based on the prevailing geo-political, economic and non-controllable factors. Such information has been obtained from sources believed to be most reliable and the means in analyzing and preparation of such information for disclosure are based on approved practices and principles in the investment industry. The views are based on assumptions subject to various risks and uncertainties and no assurance is made as to whether such future events will occur, that projections will be achieved, or that the assumptions here-in are correct. Consequently no assurance is made as to the accuracy or completeness of information presented in this document.

This document should not be construed as an investment guide or as an offer or solicitation of an offer to buy or sell the Company's equity shares.



## **Company Facts**

### **Major Shareholders**



**Thailand's National Flag Carrier** 

51% directly, 68% indirectly owned by the Royal Thai Government

**Market Capitalization:** 

1,397 MUSD

(As of Jan 2012)

ORDINARY SHARES	Number of shares	Par (baht)	Total (baht)
Registered capital	2,698,900,950	10	26,989,009,500
Paid-up capital	2,182,771,917	10	21,827,719,170

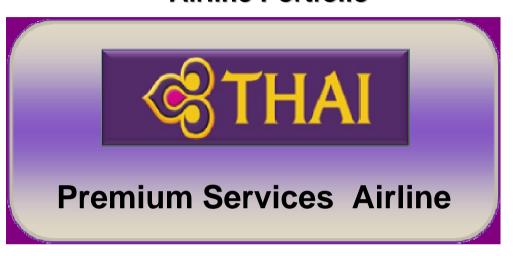
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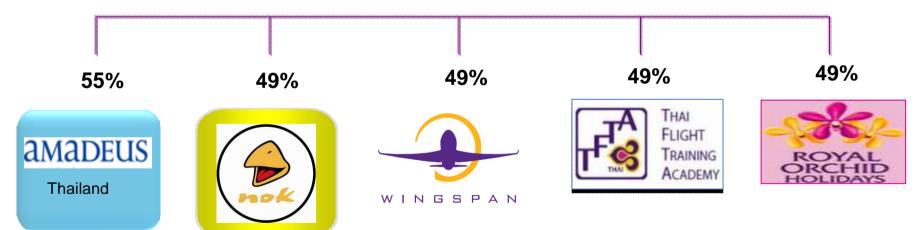
## **Company Facts**



## **Company Facts**

### **Airline Portfolio**

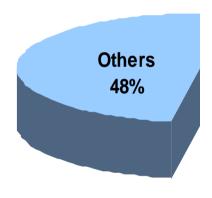


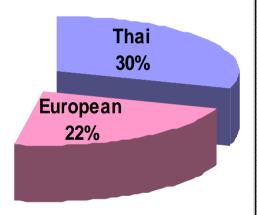


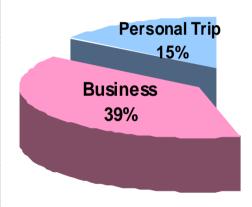
### **Customer Breakdown**

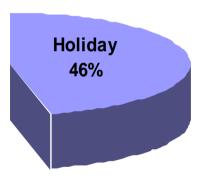
## **By Nationality**

## By Purpose of trip





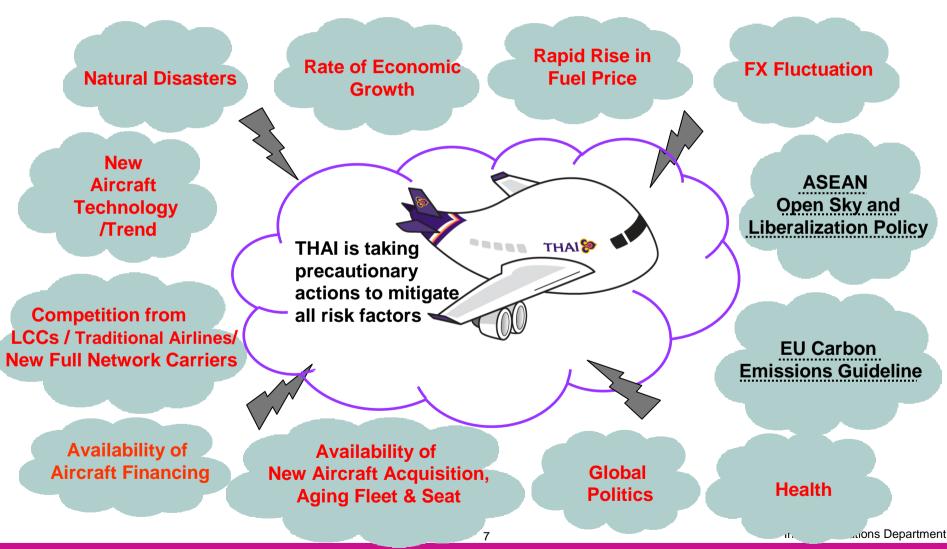




(As of 3Q/2011)

### **Factors of Concern**

### **Factors Affecting Aviation Business**



## **Snap Shot**



JanSept. 2011	мтнв	USD mn. Equiv.	% Change (YoY)
Assets	277,044	8,894	-1.5%
Total Revenue	147,371	4,731	+ 9.3%
Net Profit (Exclude FX)	- 1,484	- 48	- 132.0%



2011	JanDec.	% Change YoY
Passenger carried (Million)	18.4	+1.3%
Million Revenue Passenger Kilometers (MRPK)	55,267	-0.7%
Freight carried (tons)	689,640	-3.4%
Million Revenue Freight Ton Kilometers (MRFTK)	2,766	-4.4%

8



# of Aircraft	89*
<b>Destinations Served</b>	72
Countries Served	35

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## **Operating Summary**

	Units	4Q/2011	4Q/2010	% Change	JanDec. 2011	JanDec. 2010	% Change
Passenger Production	MASK	19,953	19,734	+1.1%	78,533	75,600	+3.9%
Passenger Traffic	MRPK	12,968	14,569	-11.0%	55,267	55,676	-0.7%
Cabin Factor	%	65.0	73.8	-12.0%	70.4	73.6	-4.4%
Passenger Yield*	THB/km	2.75 (Jan-Dec)	2.57 (Jan-Dec)	+7.0%	2.75	2.57	+7.0%
Freight Production	MADTK	1,210	1,288	-6.1	4,919	4,708	+4.5%
Freight Traffic	MRFTK	669	778	-14.0	2,766	2,895	-4.4%
Freight Factor	%	55.3	60.4	-8.5	56.2	61.5	-8.6%
Freight Yield*	THB/km	9.89 (Jan-Dec)	9.50 (Jan-Dec)	+4.1%	9.89	9.50	+4.1%
Avg. Fuel Cost	USD/gallon	(E) 3.14	2.39	+31.4	(E) 3.12	2.25	+38.7%

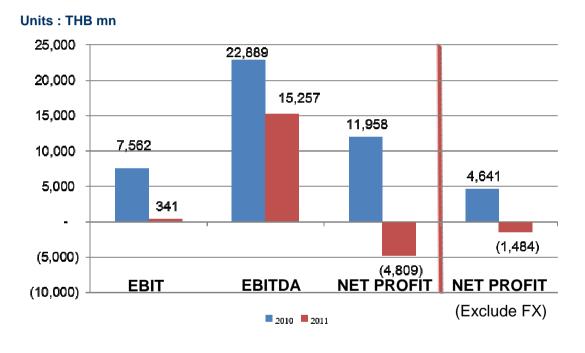
Note: Yield includes fuel surcharge

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### **Financial Performance**

## EBIT, EBITDA and Net Profit (9M/10 & 9M/11)





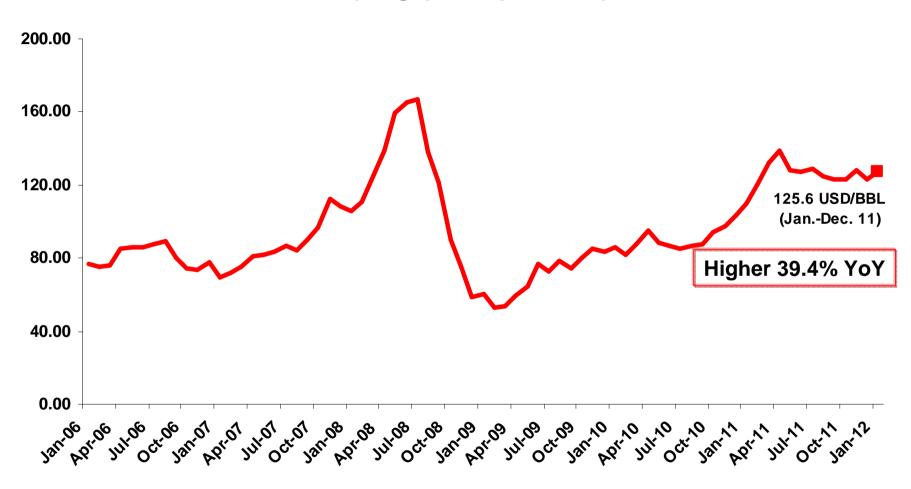
#### Factors Impacting 9M/11 Results

- Impact from Middle east unrest,
   Japan Earthquake & European
   economic weakness
- Fuel cost is approximately 41% higher YoY
- 4.2% increase in # of PAX carried
- Fuel surcharge coverage less than 100% from weak demand
- FX loss THB 3,325 mn.



## **Rising Fuel Cost**

# Price of Jet Fuel (USD/BBL) (Singapore Spot Price)



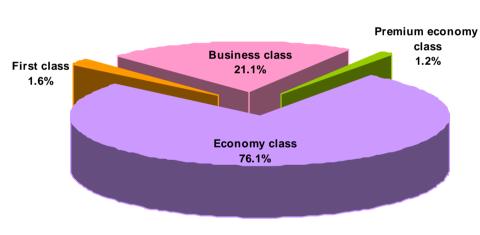


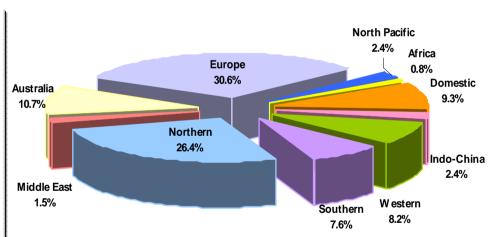
### Revenue

## **By Class**

## By Area

### Jan.-Nov. 2012





## Passenger revenue\* = 138,345 MTHB

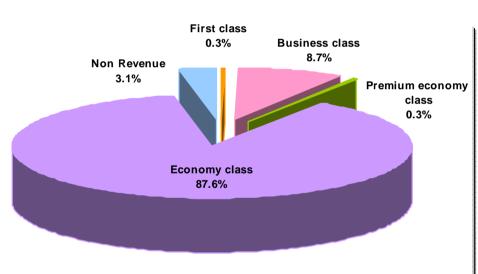
\* Schedule flight only

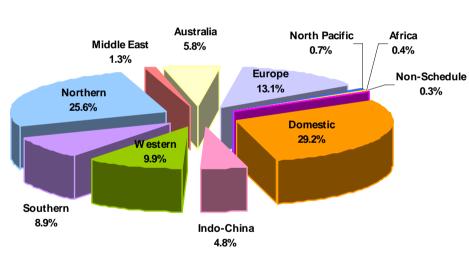


## **By Class**

## By Area

### Jan.-Nov. 2012





Total passengers in 2011 = 16.8 mn.

Total passengers in 2010 = 16.8 mn.

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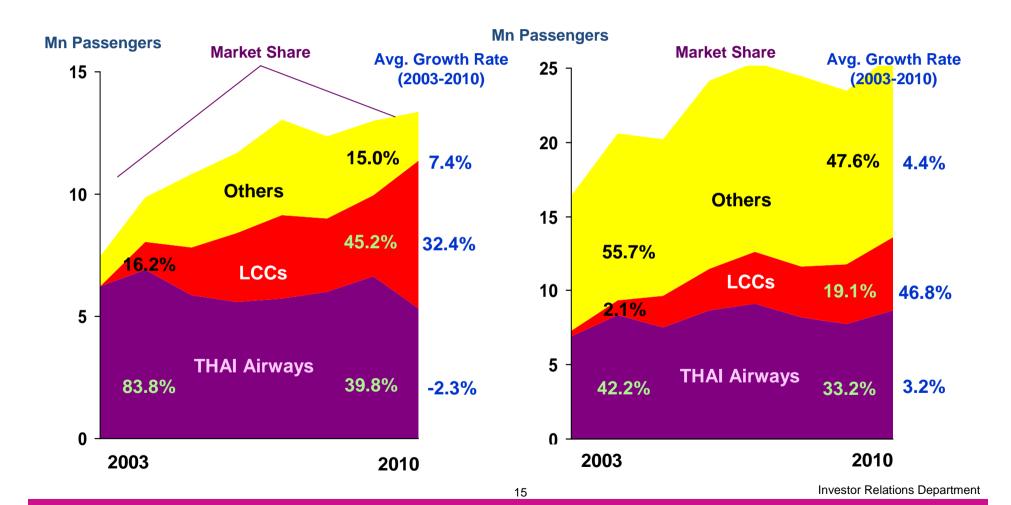
## **Competitors Have Increased Significantly**



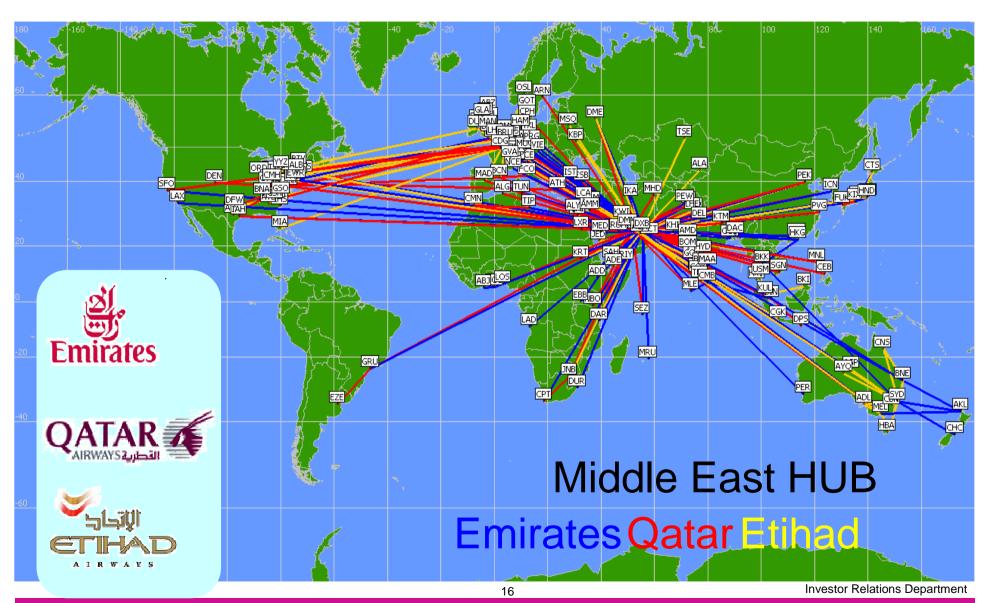
## **Market Share of LCCs Up Dramatically**

### **Domestic Market**

## **Regional Market**



## **New Strong Competitors from Middle East**





## **THAI** surrounded by LCC



LCC	Fleet	Order
AirAsia	106	284
Cebu Pacific	33	55
Indigo	43	232
Jetstar	79	32
Lion Air	65	360
Silk Air	19	-
SpiceJet	34	44
Tiger Airways	17	-
Total	396	1,007

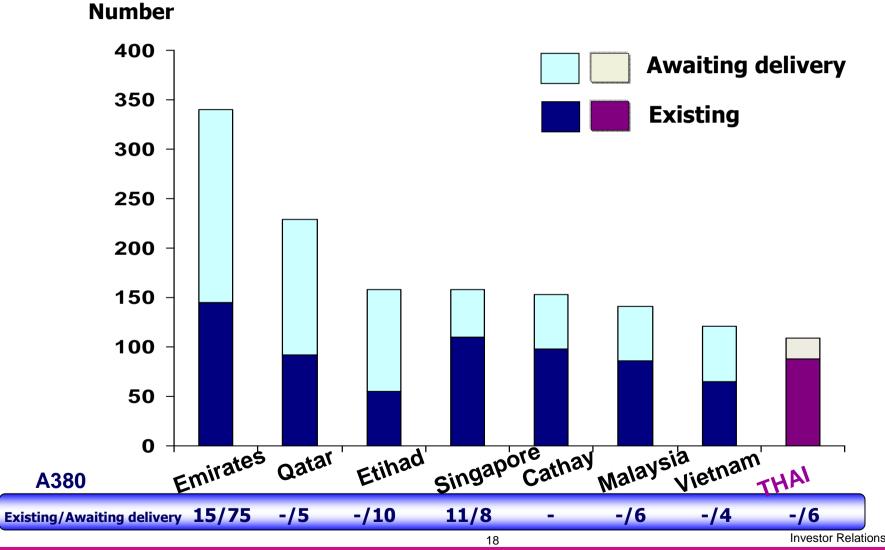
#### Note:

- Fleets shown only effected to THAI
- Leased aircraft not included

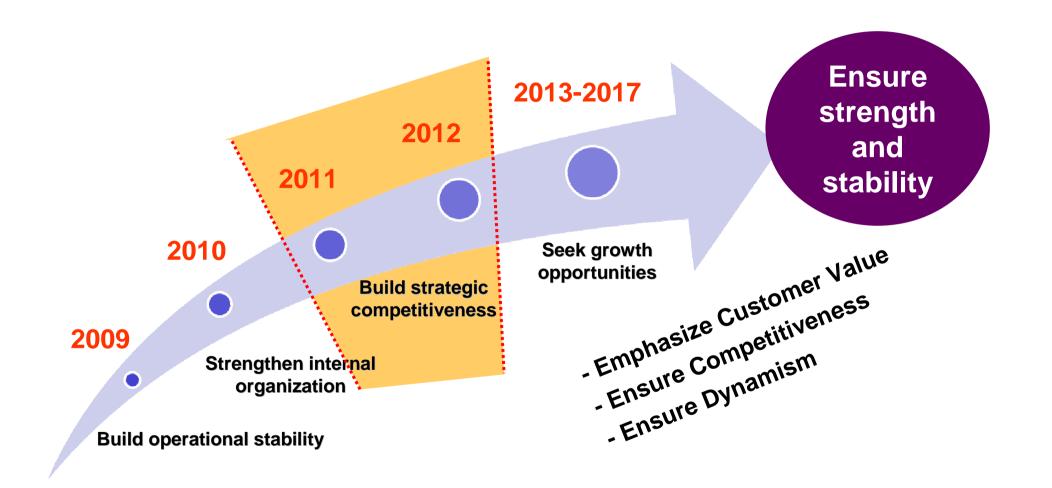
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## **Competitors' Fleet Expansion Plan**

### **Competitors' Fleet and Expansion Plan**



## **Overarching Strategic Plan**





## **Strategic Roadmap**

## **Overall Strategic Roadmap**

#### **Core Value**

"Striving together towards a strong and sustainable THAI"

Customeroriented

Competitive

**Dynamic** 

## **Strategic Transformation Areas Corporate Portfolio Strategy Customer Value Strategy** Route Network and Fleet Strategy **Commercial Strategy Corporate Social Responsibility** Strategy IT Strategy Efficiency, Flight Safety and Fuel Management Strategy **Human Capital & Organization Effectiveness Strategy Financial Strategy**

#### **Ultimate Goal**

"Restore THAI to be the pride of Thailand around the world,

as a leading
Asian carrier
that is
consistently
among the top 3
carriers in Asia
and top 5 in the
world

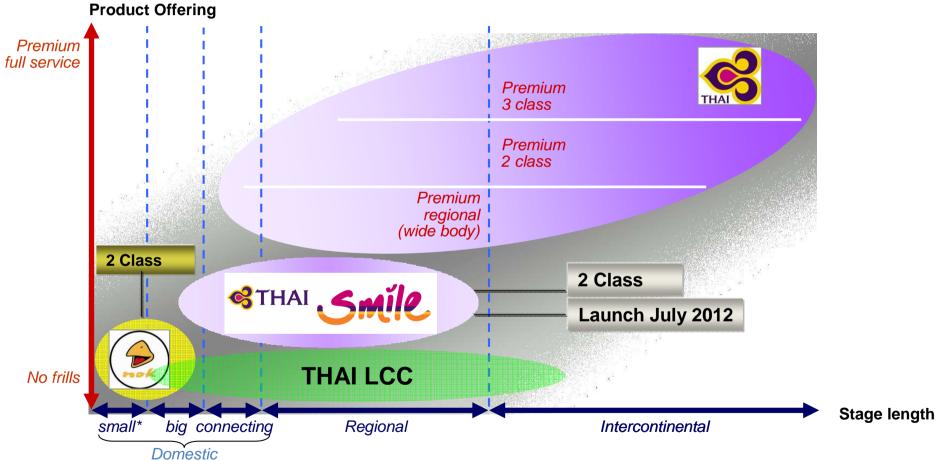
for overall customer experience"

ent

### Strategy to close THAI's business gap

#### THAI Smile to complement THAI's product offering

## Brand positioning matrix for THAI and affiliated companies



Note: \* NOK focuses on DMK only; \*\* Possibilities surrounding expanding fleet to include wide-body aircraft will be evaluated as opportunities arise

## **THAI's Portfolio**

## **Product by Cost Base**

Brand	Brand positioning	Cost base			
THAI	Premium network carrier	<ul> <li>MEDIUM to HIGH</li> <li>Minor improvements could be made in cost efficiency</li> </ul>			
STHAI SMÎLE	Regional carrier	LOW to MEDIUM  • Low cost base achieved through aspect of LCC model, such as single aircraft type, new fleet, etc.			
Jack .	Domestic value-for-money carrier	LOW to MEDIUM  • Domestic focus with some added value and maintaining very low cost			

## **THAI Smile's Strategies**

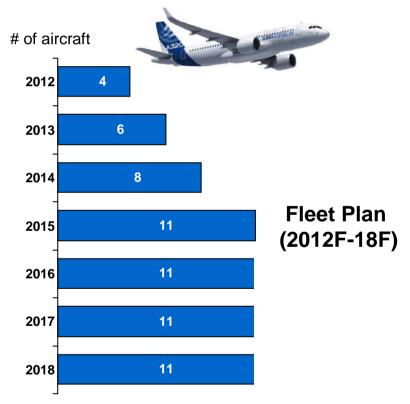
# THAI Smile's first flight will commence on July 1st, 2012 after receiving first brand new aircraft in June 2012





#### **BRAND Positioning** Differentiation Character Value **Affordable Trendy** Reliable **Good Price** Light Friendly **Enjoyable High Value Premium** Worthy Valuable

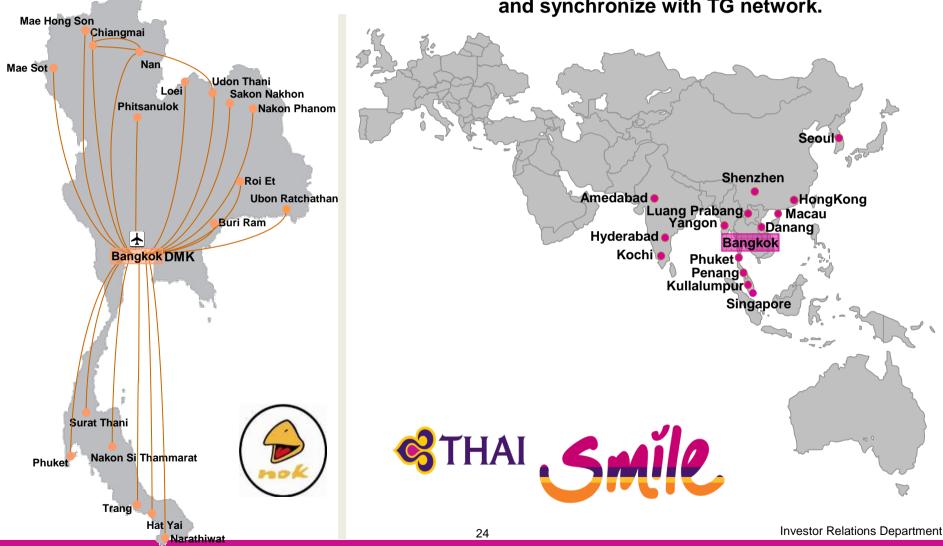
#### Brand new narrow body aircraft



### **Nok Air & THAI Smile Routes Network**

Nok Air base at DMK, operates only domestic point-to-point.

THAI Smile base at BKK, operates in domestic and regional secondary routes and synchronize with TG network.



## **Competition for THAI Smile**

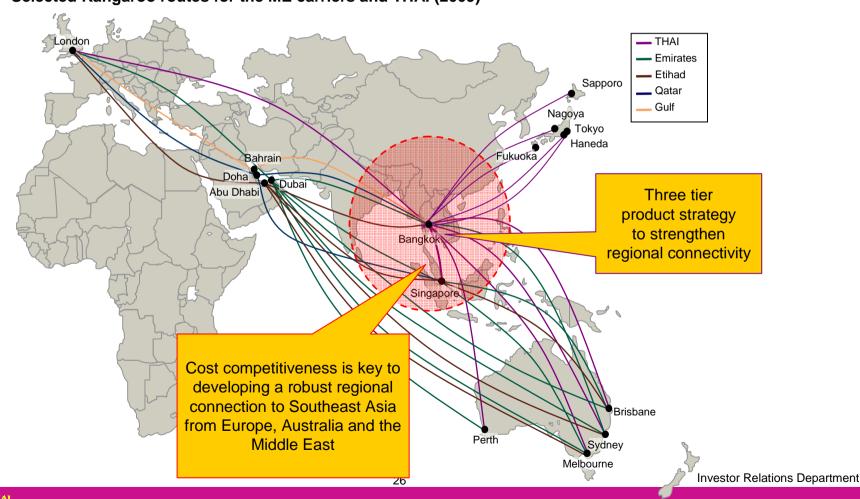




## **Building Connectivity Strength**

# THAI is developing short-haul and regional network strength to capture connecting traffic from Europe, Australia, and the Middle East

Selected Kangaroo routes for the ME carriers and THAI (2009)



## **Building Customer Value**

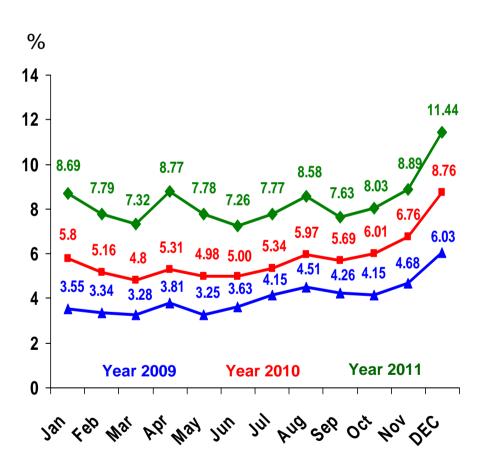
Ongoing enhancement and improvement in products and services at all touch points and the use of KPIs to ensure consistent quality service

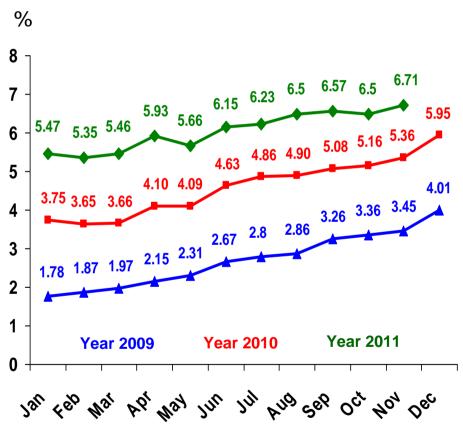


#### Statistic on Internet Check-in

### **Ticket Sales Via Internet**

### **Check-in via Internet**

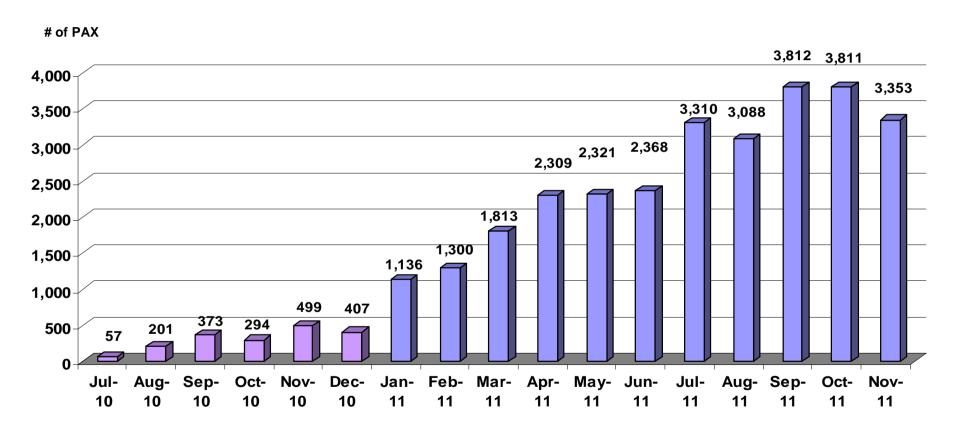




### Statistic on use of E-Services

### **Check-in via Mobile**

(http://m.thaiairways.com)



### **Current Fleet**

## **Current Fleet: 89 Aircraft**

51% of O 9% of OL 40% of FL
O=Owned OL=Operating lease FL=Financial lease

SHALL STREET, STREET,



(Note: Approximately)

Aircraft Type	Version	# of	# of Seat					Financial Method	
All Craft Type	Version	Aircraft	First	Business	Premium Economy	Economy	Total	rmanciai weulou	
A300-600	36R1	6	N.A.	46	N.A.	201	247	11 0	
	3452	5	N.A.	28	N.A.	232	260	110	
A340-500	3452	4	N.A.	60	42	113	215	1 O, 3 FL	
A340-600	3461	6	8	60	N.A.	199	267	6 FL	
A330-300	3302	12	N.A.	42	N.A.	263	305	10 O, 10 FL ,2 OL	
A330-300	3303	10	N.A.	36	N.A.	263	299	10 0, 10 1 2 ,2 0 2	
B737-400	7341	5	N.A.	12	N.A.	137	149	2 FL, 3 OL	
B747-400	7442	6	14	50	N.A.	325	389	11 O, 5 FL	
B747-400	7443	10	10	40	N.A.	325	375	110,312	
B777-200	7723	8	N.A.	30	N.A.	279	309	6 O, 2 OL	
B777-200ER	77E1	6	N.A.	30	N.A.	262	292	6 FL	
B777-300	7732	5	N.A.	34	N.A.	330	364	6 FL	
B777-300	7732 TKE	1	N.A.	34	N.A.	325	359	O FL	
B777-300ER	7739	5	8	30	N.A.	274	312	5 OL	
Total		89	40	532	42	3,528	4,142	39 O, 38 FL, 12 OL	

Exc. 2 of ATR-72 4 of 737-400

leased to Nok

(Note: N.A.. = Not available)

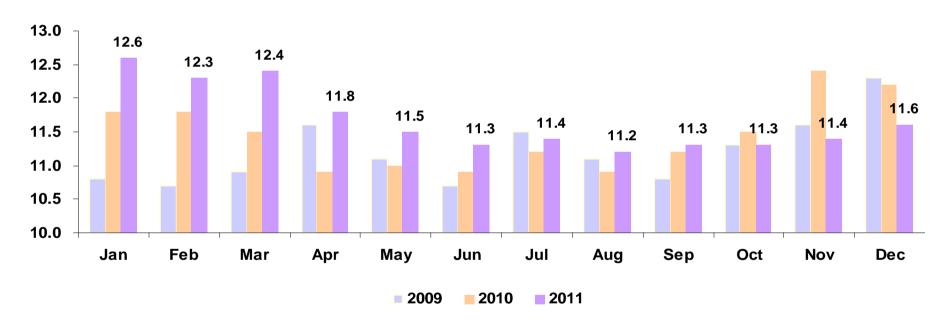
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### **Aircraft Utilization**

### **Aircraft Utilization**

#### Hours / Day / Aircraft





## **Aircraft Delivery Plan**

NEW A/C DELIVERY	2011	2012	2013	2014	2015	2016	2017	TOTAL
A380-800	-	3 (FL)	3 (FL)	-	-	-	-	6
B777-300ER	-	2 (OL)	6 (OL)	3 (FL)	3 (FL)	-	-	14
B777-300ER (Jet Airways)	1+1 (OL)							2
A330-300	5+2 (FL)	3 (FL)	2 (FL)	-	-	-	-	12
A350-900	-	-	-	-	-	2 (FL) + 2 (OL)	2 (FL) + 6 (OL)	12
B787-9	-	-	-	-	-	-	2 (OL)	2
B787-8	-	-	-	4 (OL)	2 (OL)	-	-	6
A320	-	4 (OL)	2 (OL)	2 (FL)	3 (FL)	-	-	11
TOTAL	9	12	13	9	8	4	10	65

Note : OL = Operating lease FL = Financial lease



## **Phase Out Plan**

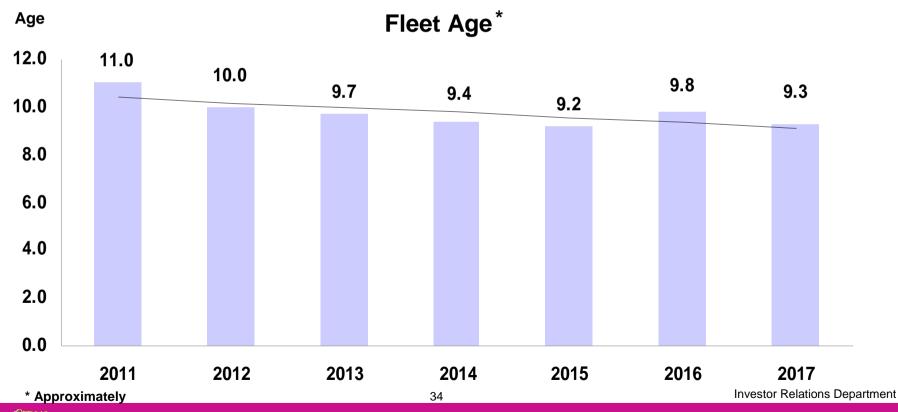
PHASE-OUT PLAN	2011	2012	2013	2014	2015	2016	2017	TOTAL
B747-400	2*	2	2					6
B777-300ER (Jet Airways)			5					5
A340-500		2	2					4
A340-600					2	2	2	6
B777-200							2	2
A330-300							3	3
A300-600	2	4	2	3	2			13
B737-400		3**	1**	2	3			9
ATR-72			2					2
TOTAL	4	11	14	5	7	2	7	50

Note: \* To be converted to cargo planes
\*\* Return from Nok Air



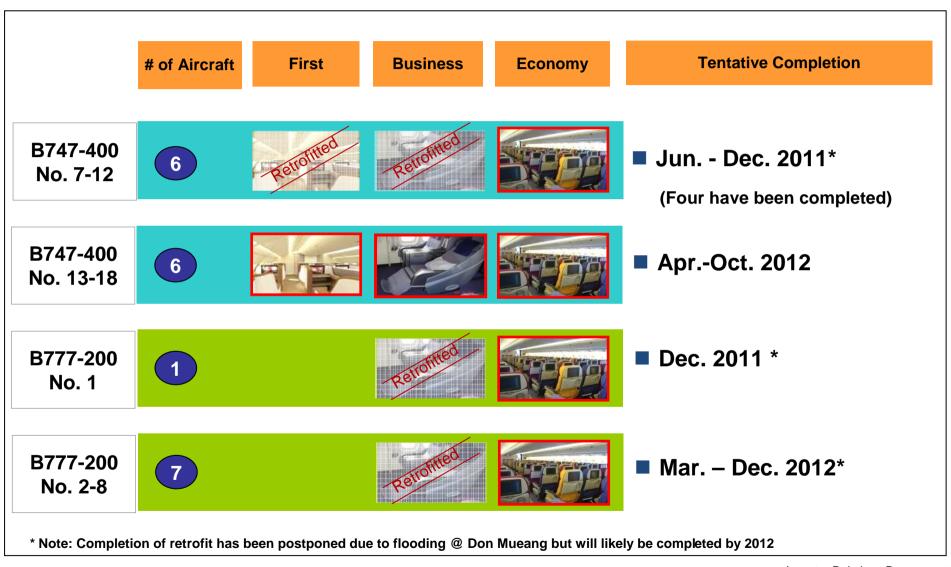
## Fleet Strategy Through 2017

	2011	2012	2013	2014	2015	2016	2017	TOTAL
# of Aircraft	89	93	95	99	100	102	105	
Total Seats in operation	26,691	28,249	29,570	30,972	31,581	32,391	33,660	
Seat Growth	5.8%	5.8%	3.8%	8.7%	2.0%	2.6%	3.9%	4.7%





## **Upgrades and Retrofit Schedule**



## **Aircraft lease to Supplement Capacity**

- Leased 3 B777-300ER aircraft from Jet Airways for 3 years
- Another 2 B777-300ER leased from Jet Airways
- Used on European flights and to replace routes where older A330-300 aircraft flies in the region

#### **First Class Seats**



### **Business Class Seats**



### **Economy Class Seats**



## New Aircraft A330 & A380

## New Airbus A380-800

# New Airbus A330-300

#### **Royal Silk Class**





#### **Economy Class**





#### **Royal First class**





**Royal Silk Class** 





**Economy Class** 





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# **New In-Flight Entertainment Interactive**

# Full Audio Video on Demand (AVOD) in all classes\* (\* Except A330-300, A300-600 and B737-400)

#### **Entertainment**

- Movies: 100 titles

Short program: 150 programsCD Album: 500 albumsGames: 60 games

- USB plug and play

# Connectivity

- Voice Call

- SMS Text Messaging

- GPRS Email

- Internet Access'

#### **Onboard Services**

- E-Meal Menu - E-Duty Free Shopping

- E-Magazine - Seat Chat



#### Infotainment

- About THAI
- Airport Information
- Window on Thailand
- Travel Destination Information

#### **Route Network and Fleet**

#### **Route Network Strategy**



- Develop Bangkok and Thailand as main hubs by implementing more direct flights into Thailand, focus on frequency increment and hub connectivity
- Enhance network strength in key markets to maintain leading market positioning and build network strength around homeland
- Expand network in secondary routes, operating by narrow body aircraft with light premium service
- Establish THAI LCC to compete in price sensitive market
- Leverage alliances and strategic partners to expand network and cover all market segments
- Increase flight schedule flexibility in respond demand dynamic, seasonality, and competitive environment
- Develop more direct flight to HKT as main destination

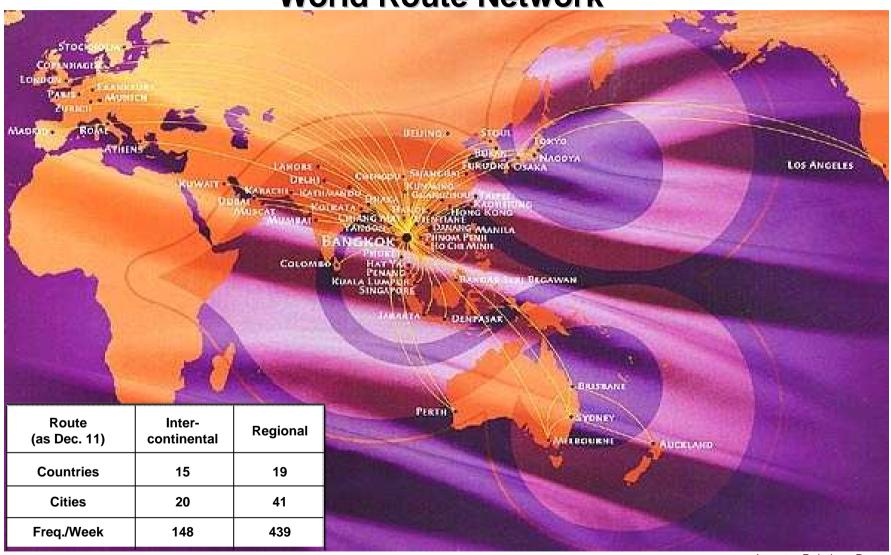
#### Fleet Strategy



- Improve fleet efficiency to lower maintenance and fuel expenses, reduce environmental impact and increase asset utilization
- Secure long-term fleet delivery positions to ensure continuous supply to support sustainable growth
- Implement fleet simplification in long-term to reduce operating costs and improve operating efficiency
- Match aircraft size with demand and competition
- Design proper seat configuration to gain competitive advantage

## **THAI Route Network**

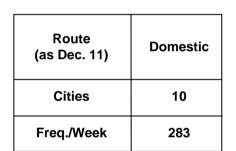
# **World Route Network**

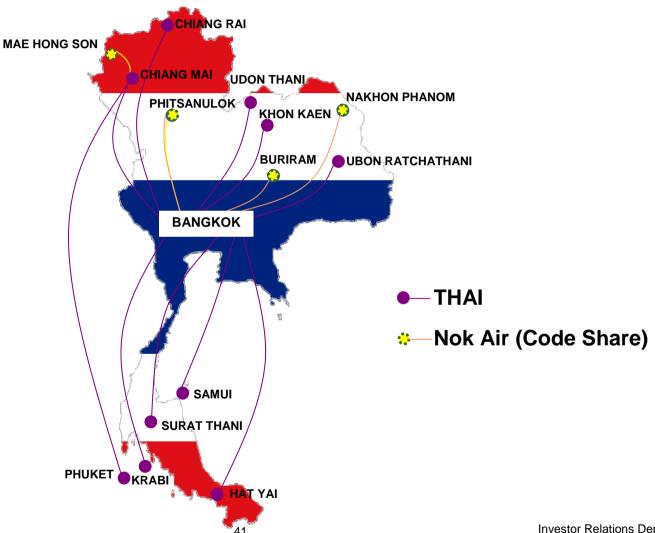


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## **THAI Route Network**

## **Domestic Route Network**





# **2011 Route Network Changes**

# Increase direct flights from BKK to secondary market and increasing over all connectivity but will adjust capacity to reflect demand

## **Winter Program**



#### **New Flights Opening**

BKK-Brussel v.v.	3 Flights / Week
BKK-Belgium v.v. (As from 17NOV11)	3 Flights / Week
BKK-Copenhagen-Phuket (As from 11NOV11)	3 Flights / Week
BKK-Osaka v.v. (As from 16NOV11)	3 Flights / Week
HKT-Seoul v.v.	3 Flights / Week
BKK-Singapore v.v.	7 Flights / Week

#### **Flight Resumption**

BKK-Beijing v.v.	4 Flights / Week
BKK-Kathmandu v.v.	3 Flights / Week
BKK-Hat Yai v.v.	7 Flights / Week

#### Route Adjustment Effective Oct. 3

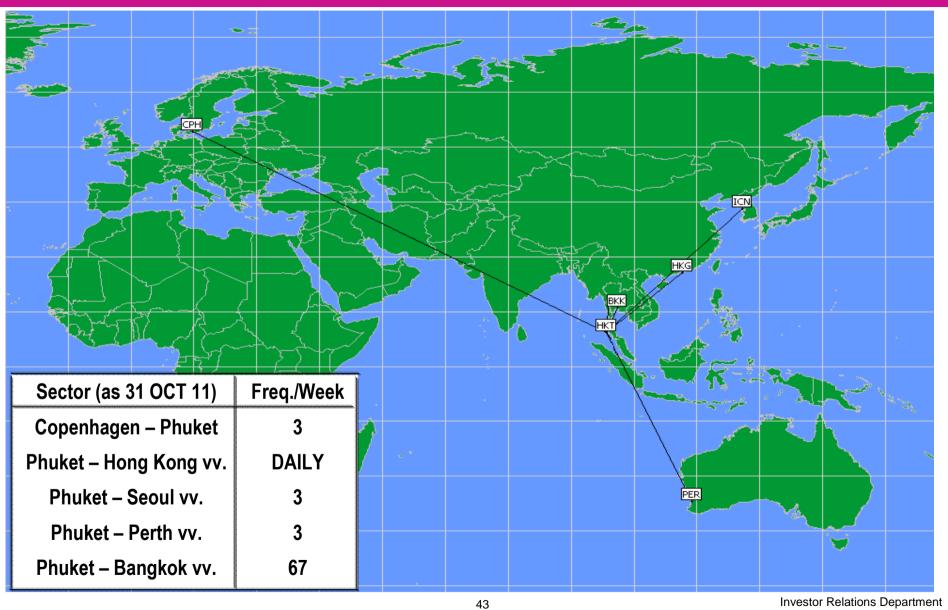
Effective Oct. 30, 2011 - Mar. 24, 2012

BKK-Phuket-Perth v.v.	HKT-Perth v.v.
BKK-Tokyo-Phuket	BKK-Narita v.v.
BKK-Chiang Mai-Phuket-BKK	BKK-Chiang Mai-Phuket v.v.

#### **Additional Frequency**

BKK-Oslo v.v.	5 to 7 Flights / Week
BKK-Perth v.v.	4 to 7 Flights / Week
BKK-Xiamen v.v.	3 to 4 Flights / Week
BKK-Chengdu v.v.	4 to 5 Flights / Week
BKK-Nagoya v.v.	10 to 11 Flights / Week
(As from 01JAN12)	
BKK-Mumbai v.v.	6 to 13 Flights / Week
BKK-Gaya-Varanasi v.v.	4 to 7 Flights / Week
(30OCT- 31DEC11)	

## **THAI Phuket Route Network**



# **IT Development**









Infrastructure

Redesign and Migrate to Cloud E-Payment Gateway Mobile Capability

**Data Management** 

**Enterprise Resource Planning (ERP)** 

**Internal Cooperation** 

**E-Collaboration / Knowledge management** 

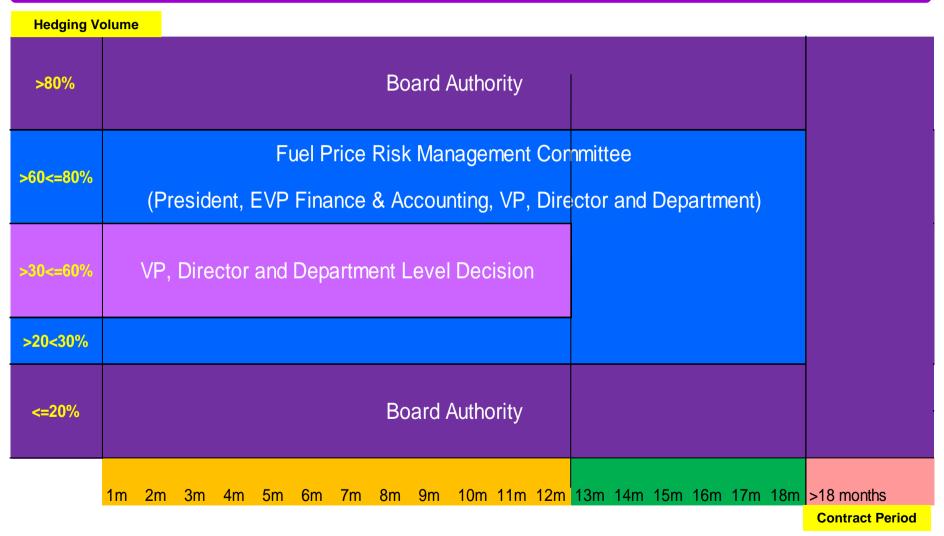
**Revenue Enhancement** 

**CRM / Cross Function Database** 



# **Fuel Management**

#### Minimum 20% fuel hedging requirement to mitigate risk of rapid fuel cost rise

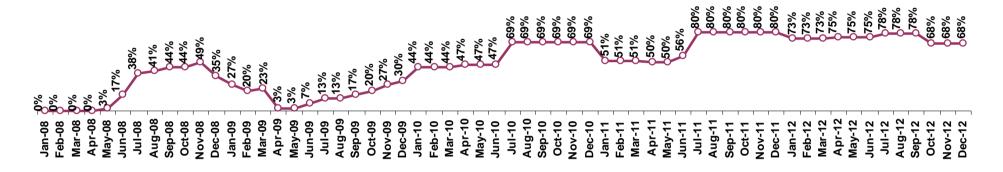




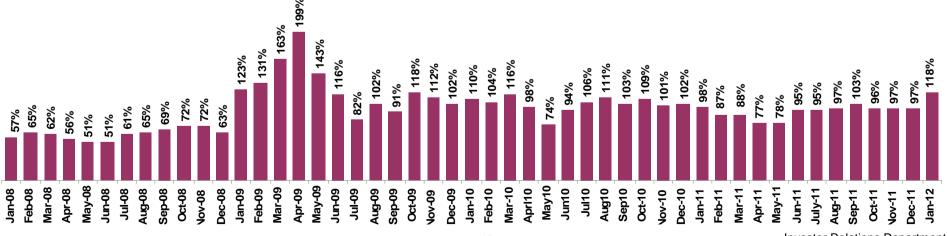
## **Fuel Management**

#### Hedging combined with fuel surcharge greatly mitigates fuel price fluctuation risk

#### Monthly fuel hedging 2008-2011 - % of consumption by month



#### Percentage of Fuel Surcharge & Hedging Coverage



#### **Emissions Control**

# **IATA Carbon Offset Program**





THAI is the first Asian airline with IATA to find means to offset fuel burn

# **Carbon Footprint**



•Determined the carbon footprint of 2 meals and provided labeling declaring carbon quantity for customers as their choice

## **Emissions Trading**

2012

**Monetary Value** 

Amount of Shortfall Carbon Credit ~200 MTHB



• CERs 60%

• EUAs 40%

# Improvements in Dynamism

#### **Project**

Uphold the principles of Good Corporate
Governance

**Expedite decision making** 

**Invest in IT** 

**Performance-based Culture** 

Structural change to enhance flexibility but also responsibility

#### **Changes Made**

- Ensuring transparency in all areas of operations
- Whistle Blower Policy
- Reduce steps to improve decision process
- IT capability improves not only efficiency, decision making but also enhances customer satisfaction
- Senior management having clear cut KPIs and compensation is measured accordingly
- Pushing KPI's down the management rungs
- Geared for BUs to enhance efficiency in decision process & management
- Signed "Service Level Agreements"



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# **Pending Legal Issues**

EC
US Cargo DOJ
US Cargo Class Action
Korea

Rescinded all charges against THAI
Stopped further proceedings
Settled by paying USD 3.5 mn
Pending charges is for KW 2.85 mn

**MTHB** 

In 2008 Put in reserve 4,290

In 2010 Wrote back 1,783

Outstanding in reserve 2,507



# **Improved Capital Structure**

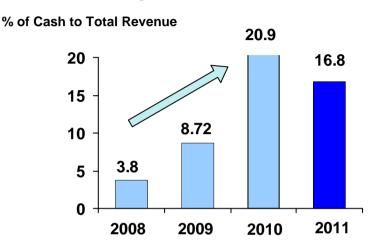
# Raised 15,000 MTHB in new equity

Received additional borrowing from financial institutions

Obtained Revolving Credit Lines

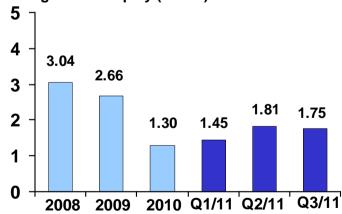
8,000 MTHB Debenture issued in May 13, 2011

#### **Improved Cash Position**



#### **Stable Capital Structure**

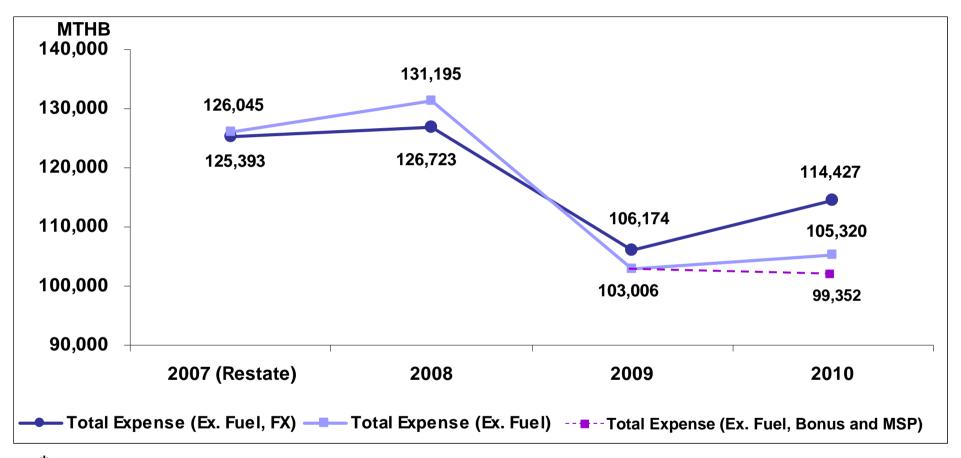
Net Interest Bearing Debt to Equity (Times)



# **Summary of Cost Reduction Estimation**

Cost Reduction Approach	Budgeted Cost Reduction (MTHB)
1. Personnel expense reduction (already approved)	1,016.59
2. Personnel expense reduction (in process)	314.53
3. Other costs (to be commenced)	4,609.63
4. Further expense reduction from Flight Operation	161.20
Total Budgeted Cost Reduction Target	6,101.95

## **Continued Cost Reduction**



\* Ex. = Exclude



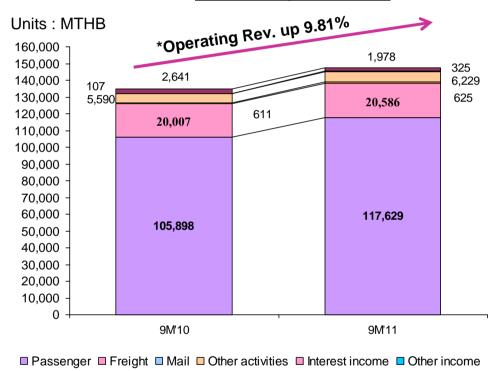
# **Performance Summary (9M/2010 & 9M/2011)**

#### THAI and its subsidiaries

	Jan-	Sep
(Units : MTHB)	2011	2010
Total Revenue	147,371	134,854
Total Expense	-144,871	-125,570
Foreign currency exchange (Gain)	-3,325	7,317
Share of profit of investments by the equity method	142	226
Profit (Loss) before finance costs, income tax	-683	16,827
Financial Cost	-4,195	-3,922
Net tax expense (income)	99	-907
Net profits (loss)	-4,779	11,998

# Operating / Total Revenue (9M/2010 & 9M/2011)

#### **Operating Revenue**



#### **Total Revenue**

Revenue	% Change	% to Tot. Rev.
Passenger	11.08	79.82
Freight	13.97	13.97
Mail	2.16	0.42
Other activities	11.44	4.23
Interest income	203.57	0.22
Other income	- 25.12	1.34
Total Income	9.28	100.00

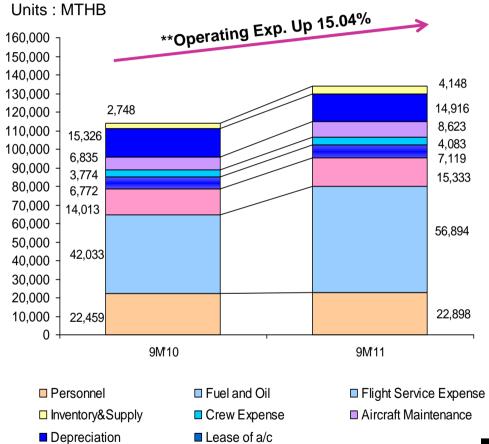
**Total revenue 9M/10 = 134,854 MTHB Total revenue 9M/11 = 147,371 MTHB** 



<sup>\*</sup>Excludes Interest & Other income Operating revenue 9M/10 = 132,106 MTHB Operating revenue 9M/11 = 145,069 MTHB

# Operating / Total Expense (9M/2010 & 9M/2011)





<sup>\*\*</sup> Excludes FX & Impairment losses
Operating expense 9M/10 = 125,004 MTHB
Operating expense 9M/11 = 143,812MTHB

#### **Total Expense**

	% Change	% of
Expense	YoY	Tot. Exp.
Personnel expense	1.95	15.45
Fuel and oil	35.35	38.39
Flight service expense	9.42	10.35
Inventories and supplies	5.13	4.80
Crew expense	8.18	2.75
Maintenance/overhaul	26.16	5.82
Depreciation/amortisation	- 2.68	10.06
Aircraft lease/spare parts	50.90	2.80
Other expense	230.50	9.58
Total Expense	25.32	100.00

Total expense 9M/10 = 118,253 MTHB Total expense 9M/11 = 148,195 MTHB



# Ratios - 9M/2010 & 9M/2011

Ratios	units	9M/10	9M/11
Earnings Per Share	(THB)	6.99	-2.20
Book Value per Share	(THB)	36.56	31.41
Price / Book Value	(Times)	1.15	0.64
EBIT	(MTHB)	7,331	341
EBITDA	(MTHB)	22,658	15,257
EBITDAR	(MTHB)	25,406	19,404
Operating Profit Margin	(%)	5.5	0.2
Net Profit Margin	(%)	9.1	-3.3
EBITDA Margin	(%)	17.2	10.5
Interest Bearing Debt to Equity	(Times)	1.9	2.0
Net Interest Bearing Debt to Equity	(Times)	1.4*	1.7*
Interest Coverage	(Times)	5.8	3.6

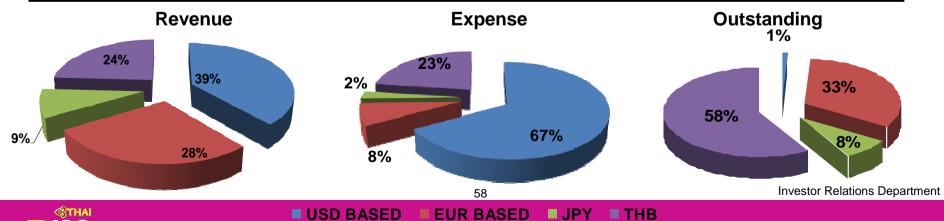
<sup>\* (</sup>Interest Bearing Debt – Cash and Cash Equivalent) / Equity

Unit · MTHR

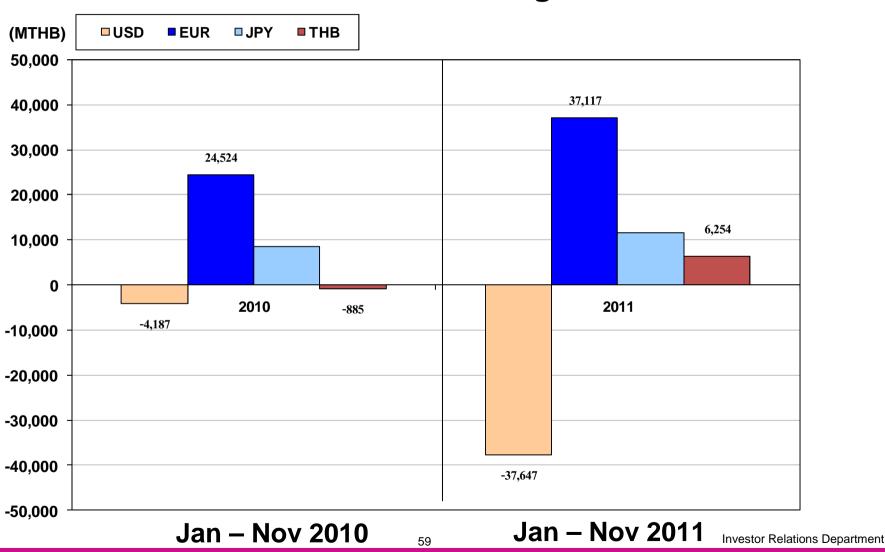
# **Foreign Currency Exposure**

Revenue & Expense as of Nov2011, Outstanding Borrowings as of Dec2011

	Revei	nue	Expe	nse	Surplus	O	utstanding	Borrowing	js –
					or Deficit	Before	Swap	After	Swap
	Amount	%	Amount	%	Amount	Amount	%	Amount	%
USD BASED	67,279	39	104,926	67	- 37,647	1,273	1	1,273	1
USD	18,172		98,023						
Others <sup>(1)</sup>	49,107		6,903						
EUR BASED	49,245	28	12,128	8	37,117	46,595	33	46,595	33
EUR	15,695		6,035						
Others <sup>(2)</sup>	33,550		6,093						
JPY	15,822	9	4,213	3	11,609	11,301	8	15,680	11
ТНВ	42,160	24	35,906	23	6,254	83,181	58	78,897	55
TOTAL	174,506	100.00	157,173	100.00	17,333	142,350	100	142,445	100



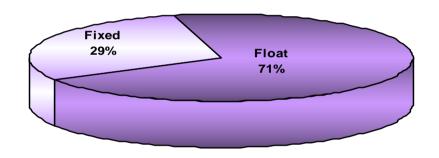
# TG continued to be net long Euro & Yen

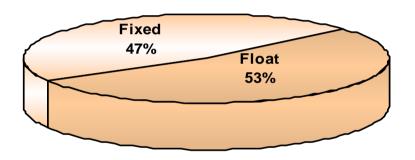


## Proportion of Fixed and Float (As of Dec. 2011)

## **Before Swap**

#### **After Swap**





Percentage of TOTAL (TOTAL = 142,350 MTHB)

Cost of funding = 3.78%

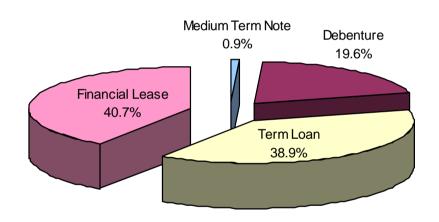
Percentage of TOTAL (TOTAL = 142,444 MTHB)

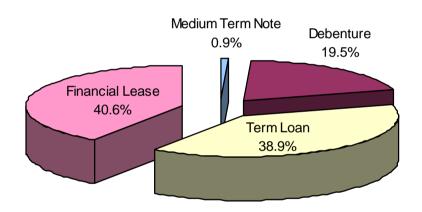
Cost of funding = 3.92%

# Proportion of Total Borrowing (As of Dec. 2011)

## **Before Swap**

## **After Swap**



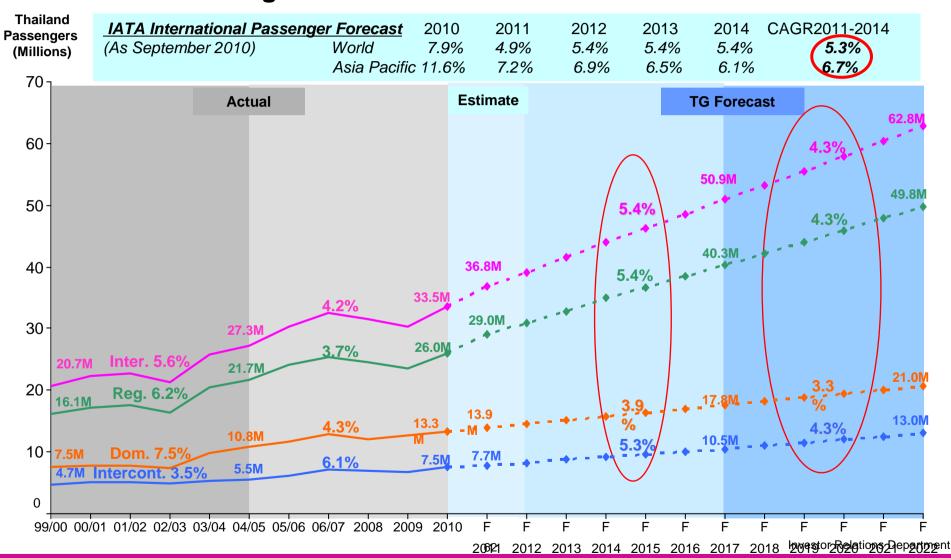


Percentage of Total
(Total of on Balance Sheet = 142,350 MTHB)

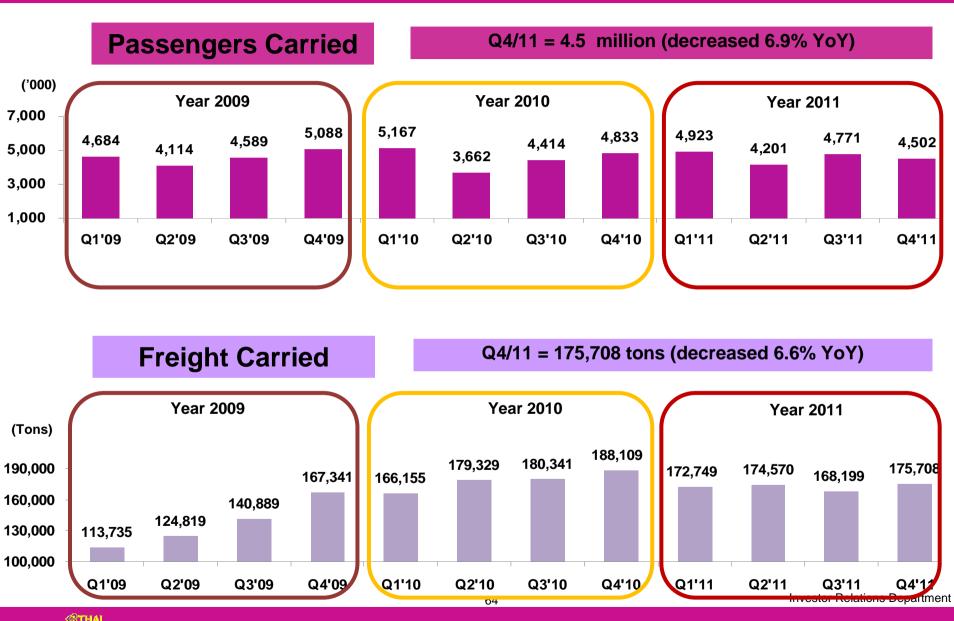
Percentage of Total
(Total of on Balance Sheet = 142,444 MTHB)

# **Industry Outlook**

#### Passenger from / to Thailand Forecast 2011-2022

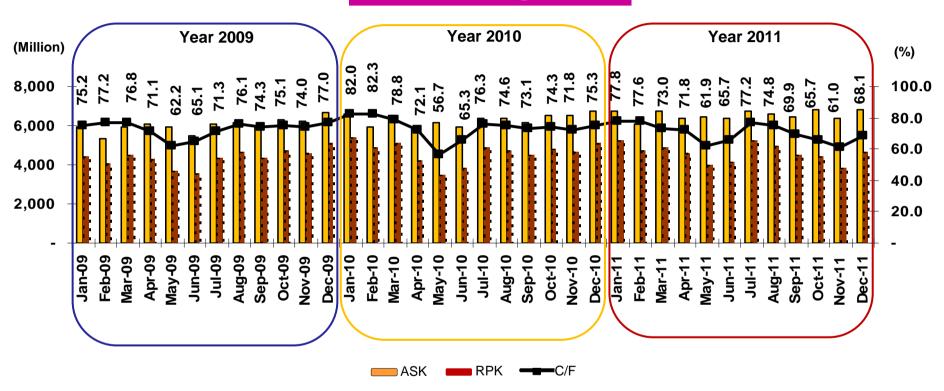


# **Appendix**



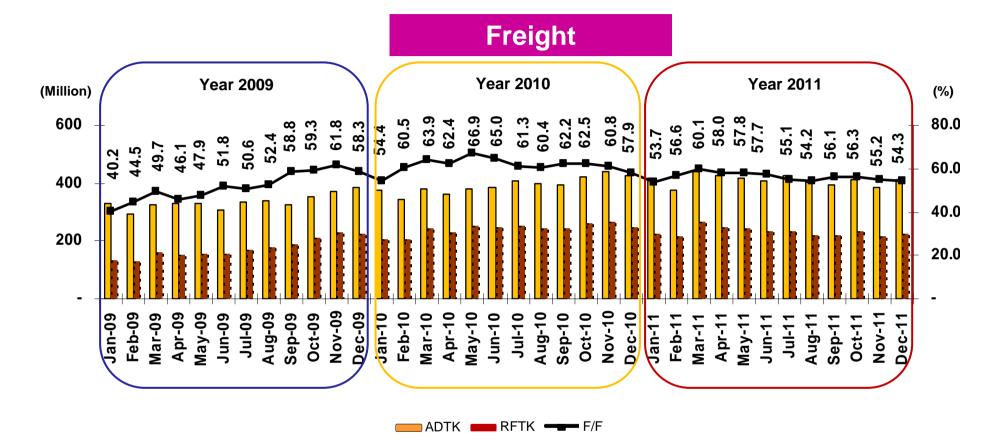


#### **Passenger**



	Yo	YoY (Month)			QoQ (Quarter)			YoY (Quarter)			YoY (Year)		
	Dec'11	Dec'10	YoY%	Q4'11	Q3'11	QoQ%	Q4'11	Q4'10	YoY%	2011	2010	YoY%	
MASK	6,806	6,756	0.7	19,953	19,837	0.6	19,953	19,734	1.1	78,533	75,598	3.9	
MRPK	4,632	5,085	- 8.9	12,968	14,681	- 11.7	12,968	14,569	- 11.0	55,267	55,678	- 0.7	
Cabin factor%	68.1	75.3	- 9.6	65.0	74.0	- 12.2	65.0	73.8	- 12.0	70.4	73.7	- 4.4	

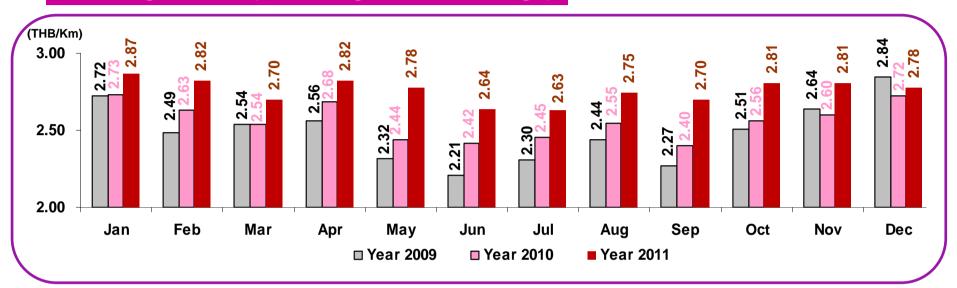
**T** 100



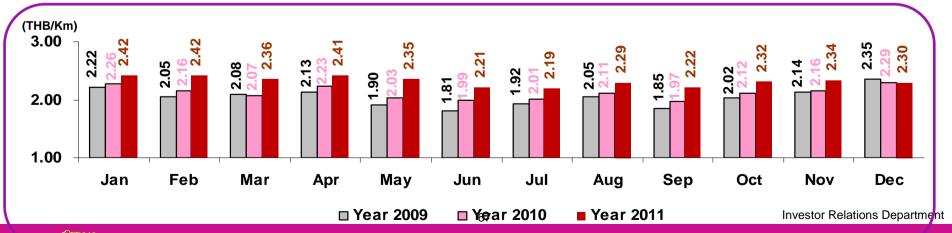
	YoY (Month)			QoQ (Quarter)			YoY (Quarter)			YoY (Year)		
	Dec'11	Dec'10	YoY%	Q4'11	Q3'11	QoQ%	Q4'11	Q4'10	YoY%	2011	2010	YoY%
MADTK	411	428	- 4.0	1,210	1,224	- 1.1	1,210	1,288	- 6.1	4,917	4,708	4.4
MRFTK	223	248	- 10.1	669	675	- 0.9	669	778	- 14.0	2,765	2,895	-4.5
Freight factor%	54.3	57.9	- 6.4	55.3	55.1	0.3	55.3	60.4	- 8.5	56.2	61.5	- 8.6

**7100** 

#### Passenger Yield (Including Fuel Surcharge)

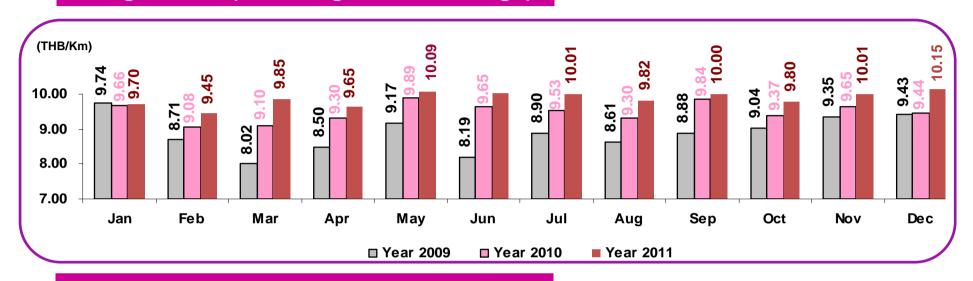


#### Passenger Yield (Excluding Fuel Surcharge)

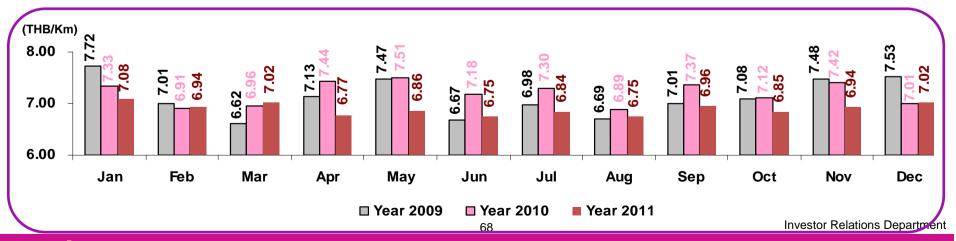




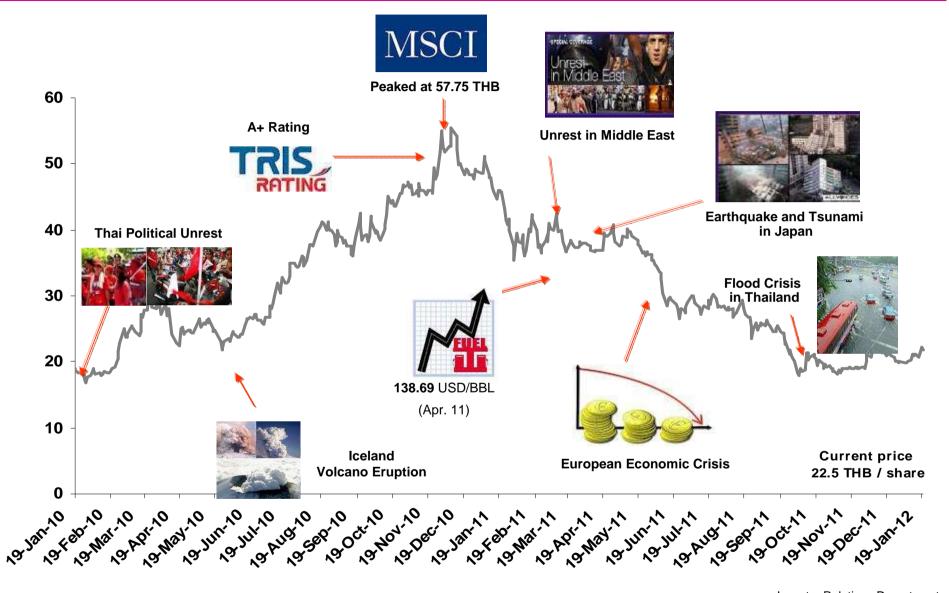
#### Freight Yield (Including Fuel Surcharge)



#### Freight Yield (Excluding Fuel Surcharge)



# **Price Volatility from External Events**



#### **Awards and Accolades**

#### **Achieved Top 5 in the World and Targeting Top 3 in Asia**

#### The World's Top Ten Airlines – Skytrax Skytrax 2011 Best Airline Seat - Economy Class Best On Board Catering - Economy Class 2011 2010 2009 **Business Traveler's Award 2011** QATAR 💉 3 4 Traveller 2nd for Best Airline SINGAPORE AIRLINES 2 2 2nd for Best Asia-Pacific Airline 3rd for Best Business Class \*\*\*\* 3 3 ASIANA AIRLINES **3rd for Best Economy Class** CATHAY PACIFIC 4 2nd for Best Frequent-Flyer Programme (1) 3rd for Best Airline Lounge in Asia-Pacific ☆☆☆☆ **含THAI** 9 10 **Norwegian Grand Travel Award 2011** 6 6 7 \*\*\* Best Intercontinental Airline 7 5 8 \*\*\* TTG Award 2011 **Best Business Class** 8 6 Best Southeast Asian carrier TURKISH AIRLINES 9 Skytrax 2010 Best Airline Lounge - First Class \*\*\* 10 8 5 **Best Airport Services Go Asia Award** Source: Skytrax 70 Best Asian carrier

