

# INNER FEATURES

OPERATIONAL RESULT

NOVEMBER 2017

## GROWTH INDICATOR

MAIN INDICATOR	YTD NOVEMBER 2017 ▲	
PASSENGER CARRIED	3,024,309	5.85%
AIRCRAFT UTILIZATION	9:34	0:55
ASK (000)	5,052,966	8.08%
RPK (000)	3,720,265	8.05%
FREQUENCIES	23,092	1.58%
CARGO CARRIED (TON)	41,887	2.63%

### The Mount Agung Eruption Influences The Volume Of Garuda Indonesia International Flights.

In November 2017, Garuda Indonesia Group flew 3.02 million passengers or increased by 5.85% YoY. This positive trend is mostly contributed by Citilink and Garuda Domestic platform. In this month, the Garuda Domestic number of passenger increased by 2.42% YoY from 1,60 million passengers to 1,64 million passengers. The Citilink set number of passengers increased by 14.29% YoY from 907.07K passengers to 1,03 million passengers.

On the other hand, the Garuda International number of passenger slightly decreased by 0,30% YoY, affected by Mount Agung Eruption in the end of November. This condition influenced the market from Japan, Korea and China via Bali Airport were declined as international tourists from these areas postponed their vacation to Bali. Luckily, the Middle East market has support to offset the decline of international platform as Umrah flights were fully served in November 2017.

The production (ASK) increased by 8.08% YoY, this positive trend is supported by Garuda International and Citilink. As mentioned previously, the Middle East market was expanded significantly as Umrah demand increased. The Seat Load Factor (SLF) decreased by 0.02% mostly due to the eruption of Mount Agung in Bali.

Further, CASK and CASK ex-Fuel is maintained to decrease by 4.68% YoY and 7.91% YoY consecutively. The aircraft utilization increased by 55 minutes. The Group's number of cargo carried increased by 2.63% YoY from from 40.81K ton to 41.89K ton cargo carried.

## NEWS

### Garuda Indonesia and Australia Tourism Extend the Cooperation to Improve Tourism Promotion.

Garuda Indonesia and Australia Tourism extended their cooperation following the success of the two institutions to boost tourism between the two countries. Through this partnership Garuda Indonesia successfully flew 521K passengers in the Australian region during the period Sep 2016 - Jun 2017. Through the extension of this partnership, Garuda Indonesia and Australia Tourism have consistently agreed to promote Garuda Indonesia flight services via various destinations in Australia such as Sydney, Melbourne and Perth. This cooperation is also expected to provide value added for Garuda's passenger by offering "Kangaroo Routes", direct flights from London to Australia, with a very convenient connecting flight which takes only 2 hours transit at Terminal 3, Jakarta before continuing flight to Melbourne. With the "Kangaroo Route", Garuda also offers convenient connections for all passengers departing from Australia and wishes to continue the flight to other Garuda routes.

## Garuda Indonesia Reaches the Appreciation at the “Indonesia Good Corporate Governance Award 2017.

Garuda received the appreciation of Indonesia Good Corporate Governance Award this year, the awards ceremony was held at Crown Plaza on Thursday, November 2, 2017. The GCG Award 2017 aims to encourage all institutions in Indonesia to continue to provide information disclosure to the public because good corporate governance is a reflection and benchmark integrity of a company.

## Garuda Achieves “The Best in Achieving Total Customer Satisfaction” in the ICSA 2017 agenda.

Garuda Indonesia awarded the “Customer Customer Satisfaction Awards” (ICSA) as “The Best in Achieving Total Customer Satisfaction”, provided by SWA business magazine in collaboration with Frontier research institute based on the airline category. Indonesian Customer Satisfaction Index (ICSI) measures Total Satisfaction Score (TSS), which is the level of customer satisfaction with the brand ever used / consumed. TSS is measured through the parameters: Customer satisfaction of product / service and satisfaction with the price they pay.

### FLEET STRUCTURE

WIDE BODY				GARUDA INDONESIA						NARROW BODY		
	BOEING 777-300ER	NOV'16	DEC'16	NOV'17		BOEING 737-800NG	NOV'16	DEC'16	NOV'17			
		10	10	10			75	75	73			
	BOEING 747-400	NOV'16	DEC'16	NOV'17		CRJ1000 NEXTGEN	NOV'16	DEC'16	NOV'17			
		2	2	2			18	18	18			
	AIRBUS A330-300	NOV'16	DEC'16	NOV'17		ATR 72-600	NOV'16	DEC'16	NOV'17			
		17	17	17			15	15	16			
	AIRBUS A330-200	NOV'16	DEC'16	NOV'17	TOTAL NARROW BODY			NOV'16	DEC'16	NOV'17		
		7	7	7				108	108	107		
TOTAL WIDE BODY				NOV'16	DEC'16	NOV'17	TOTAL GARUDA INDONESIA			NOV'16	DEC'16	NOV'17
				36	36	36				144	144	143

### CITILINK

	AIRBUS A320-200	NOV'16	DEC'16	NOV'17		BOEING 737-500	NOV'16	DEC'16	NOV'17			
		41	44	50			3	3	3			
	BOEING 737-300	NOV'16	DEC'16	NOV'17	TOTAL CITILINK			NOV'16	DEC'16	NOV'17		
		5	5	5				49	52	58		
TOTAL FLEETS				NOV'16	DEC'16	NOV'17				NOV'16	DEC'16	NOV'17
				193	196	201				193	196	201

## APPENDIX 1. MONTHLY OPERATING STATISTIC

INDICATOR	NOV 2016	NOV 2017	CHG.	YTD 2016	YTD 2017	CHG.
<b>GARUDA INDONESIA GROUP</b>						
PASSENGER CARRIED*	2,857,135	3,024,309	5.85%	31,706,728	32,908,095	3.79%
ASK (000)	4,675,050	5,052,966	8.08%	53,214,307	56,344,624	5.88%
RPK (000)	3,442,955	3,720,265	8.05%	39,093,328	41,999,799	7.43%
SLF (%)	73.65	73.63	-0.02 pp	73.46	74.54	1.08 pp
AIRCRAFT UTILIZATION**	8:39	9:34	0:55	8:55	9:34	0:39
FREQUENCIES	22,733	23,092	1.58%	250,321	256,470	2.46%
ON TIME PERFORMANCE (%)**	90.78	84.20	-6.58 pp	90.16	87.40	-2.76 pp
FUEL BURN (LITER)	164,969,958	174,525,524	5.79%	1,864,197,206	1,953,565,586	4.79%
BLOCK HOURS	46,951	49,700	5.85%	518,199	549,480	6.04%
CARGO CARRIED (TON)	40,813	41,887	2.63%	373,875	405,412	8.44%
CLF (%)	70.51	73.53	3.02 pp	53.64	59.47	5.83 pp
PASSENGER YIELD (USC)	6.62	6.60	-0.30%	6.92	6.67	-3.61%
CASK (USC)	6.19	5.90	-4.68%	5.87	5.87	0.00%
CASK-EXCL FUEL (USC)	4.55	4.19	-7.91%	4.38	4.13	-5.71%
FUEL PRICE (USD/LITER)	0.46	0.50	8.70%	0.43	0.50	16.28%

Notes:

\* Number of passenger carried is calculated on the basis of origin/destination, regardless of the number of stage lengths undertaken.

\*\* All figures are for Garuda Indonesia and Citilink, except for aircraft utilization and on time performance are for mainbrand only.

### GARUDA INDONESIA (DOMESTIC)

PASSENGER CARRIED	1,596,478	1,635,138	2.42%	17,722,321	17,445,801	-1.56%
ASK (000)	1,882,208	1,902,538	1.08%	20,690,458	21,044,846	1.71%
RPK (000)	1,411,265	1,445,268	2.41%	15,318,938	15,205,448	-0.74%
SLF (%)	74.98	75.97	0.99 pp	74.04	72.25	-1.79 pp
PASSENGER YIELD (USC)	8.23	8.22	-0.12%	8.39	8.16	-2.74%
CARGO CARRIED (TON)	23,378	22,832	-2.33%	222,078	230,463	3.78%
CASK (USC)	7.38	7.09	-3.93%	6.97	6.98	0.14%
CASK-EXCL FUEL (USC)	5.56	5.13	-7.73%	5.28	4.99	-5.49%

### GARUDA INDONESIA (INTERNATIONAL)

PASSENGER CARRIED	353,584	352,511	-0.30%	3,967,210	4,371,944	10.20%
ASK (000)	1,857,961	2,114,769	13.82%	22,378,115	24,203,732	8.16%
RPK (000)	1,328,092	1,437,328	8.23%	16,014,991	17,947,447	12.07%
SLF (%)	71.48	67.97	-3.51 pp	71.57	74.15	2.58 pp
PASSENGER YIELD (USC)	5.87	5.99	2.04%	6.38	6.19	-2.98%
CARGO CARRIED (TON)	10,189	12,203	19.78%	85,205	107,664	26.36%
CASK (USC)	6.02	5.40	-10.30%	5.51	5.44	-1.27%
CASK-EXCL FUEL (USC)	4.52	3.93	-13.05%	4.19	3.91	-6.68%

### CITILINK

PASSENGER CARRIED	907,073	1,036,660	14.29%	10,017,197	11,090,350	10.71%
ASK (000)	934,881	1,035,659	10.78%	10,145,734	11,096,046	9.37%
RPK (000)	703,598	837,670	19.06%	7,759,400	8,846,904	14.02%
SLF (%)	75.26	80.88	5.62 pp	76.48	79.73	3.25 pp
PASSENGER YIELD (USC)	4.81	4.84	0.62%	5.13	5.11	-0.39%
CARGO CARRIED (TON)	7,247	6,852	-5.45%	66,592	67,285	1.04%
CASK (USC)	4.09	4.75	16.14%	4.43	4.68	5.64%
CASK-EXCL FUEL (USC)	2.55	2.98	16.86%	2.93	2.97	1.37%