

# INNER FEATURES

## Operational Result

March 2020

### KEY INDICATOR

| NOTE                  | March 2020 | CHG.      | YTD March 2020 | CHG.     |
|-----------------------|------------|-----------|----------------|----------|
| Passanger Yield (USc) | 6.79       | ▼ -16.38% | 7.37           | ▼ -3.15% |
| Cargo Yield (USc)     | 43.35      | ▲ 4.28%   | 43.52          | ▲ 2.21%  |

### March 2020 : The Social Distancing Inevitably Starts With Passenger Slump Of The Early Quarter.

#### Garuda Indonesia Group (The Group)

One way to slow the spread of viruses, such as corona virus, is social distancing. Peoples are required to stay home unless it is absolutely necessary to go outside. The protocol that Government has taken made the transportation companies adjust their capacity in average 50%. Garuda Indonesia Group (The Group) now rightsizing the capacity to apply the protocol from Government.

The Group's production (ASK) has fallen by 30.42% YoY, it mainly effected by international scheduled flights from those sectors: Middle East, China, Southeast Asia and Japan & Korea. This has also worsened, when domestic flight capacity was also affected by the presence of COVID-19. Aligning with this rightsizing capacity, aircraft utilization has fallen significantly from average 7:34 hours to be 5:02 hours in March 2020.

Following the capacity, the passenger traffic also fell by 40.86% YoY and made the Seat Load Factor (SLF) slumped by 22.26 pp to be 49.45% from 71.71% in the same period last year. But it seems that the worst is yet to come as traffic has continued to drop due to protocol that suspends all passenger travel across cities to prevent Ramadan exodus.

In purpose to support the Government's protocols, The Group continue to maintain its cargo services. The Group carried 22.26 ton cargo, or decreased by 28.73% mainly due to capacity rightsizing policy. This policy also helps the Group to maintain its fuel burned decreased by 31.78% YoY when fuel price decreased by 7.12% YoY to be US\$54.96 per liter.

In addition, Garuda Indonesia also serves charter repatriation flights aim for flying Indonesian citizens abroad back to Indonesia and also supports the Government through humanitarian assistance for cargo of medical devices such as PPE and medicines.

Further on financial perspective, passenger yield decreased by 16.38 YoY but cargo tariff increase by 4.28% YoY. The unit cost of CASK increased by 6.83% YoY due to capacity rightsizing policy.

#### Garuda Indonesia Domestic FSC :

- Passenger yield decreased by 14.64% YoY
- ASK decreased by 18.60% YoY
- Passenger decreased by 50.23% YoY
- Cargo yield increased by 5.06% YoY

#### Garuda Indonesia Main Brand FSC :

- Passenger yield decreased by 2.44% YoY
- ASK decreased by 42.25% YoY
- Passenger decreased by 55.56% YoY
- Cargo yield increased by 0.22% YoY

#### Garuda Indonesia International FSC :

- Passenger yield decreased by 2.68% YoY
- ASK decreased by 55.82% YoY
- Passenger decreased by 72.45% YoY
- Cargo yield decreased by 9.42% YoY

#### Citilink LCC :

- Passenger yield decreased by 36.39% YoY
- ASK increased by 17.77% YoY
- Passenger decreased by 12.61% YoY
- Cargo yield increased by 0.89% YoY

## NEWS

### Garuda Indonesia Helps Transport 40 Tons of Medical Devices for Covid-19 Handling

Garuda Indonesia transports 40 tons of medical equipment assistance from various investors from China. The assistance was brought in collaboration with the Ministry of Maritime Affairs and the Ministry of BUMN, Ministry of Health, Ministry of Defense, Ministry of Transportation, Ministry of Foreign Affairs, BNPB, Customs and Angkasa Pura II. Using the Boeing 777-300ER, this aid departed from Pudong International Airport, Shanghai and arrived at Soekarno-Hatta International Airport, Tangerang on Thursday (3/26) morning. Garuda Indonesia Delays Temporary Passenger Of Umrah Jemaah And Tourist Visa Holders To Saudi Arabia

### Garuda Indonesia Gives “Priority Access” Service To Indonesian Medical Persons That Will Be Assigned

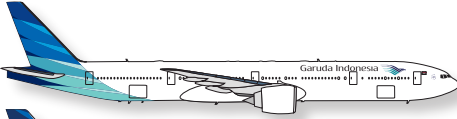



The national airline Garuda Indonesia provides priority access services for Indonesian medical personnel who will be on duty using Garuda Indonesia flight services. Provision of priority services in the form of flexibility to check in at the Premium Check in Counter, as well as the addition of other premium facilities such as priority baggage tags to priority boarding. Garuda Indonesia’s Managing Director, Irfan Saputra revealed, “Coinciding with the commemoration of World Health Day, we present a special appreciation to the crew of Indonesian medical personnel who are currently struggling in efforts to handle the COVID-19 pandemic in Indonesia through the provision of priority access facilities that can be enjoyed well before or after a flight “. These priority access services are effective from 7 April 2020 to 31 May 2020 for all domestic flights with additional priority services in the form of a Premium Check In Counter / Sky Priority Check In Counter that applies at all domestic airports, Sky Priority (Security Check Point 2) at the Airport Soekarno-Hatta International, Priority Boarding and Priority Baggage that apply at all domestic airport.

### Garuda Cargo Anticipates Spread of Corona Virus





Garuda Indonesia Cargo (Garuda Cargo) contributes to efforts to prevent the spread of the Corona virus (Covid-19) by sterilizing it using disinfectant liquid. Spraying was carried out on Sunday (15/03) starting at 09.00-16.00 WIB in all corners of the Garuda Cargo area, starting at the Garuda Cargo Center Building, Domestic-International Warehouse, Rush Handling (RH), Courier Service Companies (PJT), Masjid At Taqwa, technician room, to the Cargo Service Center Building (CSC). VP Cargo Commercial, Mr. Joseph Dajoe K. Tendean, said that the sterilization was carried out as an anticipatory measure so that the virus that had become a pandemic did not spread in the Soekarno-Hatta Airport Cargo Terminal complex, especially Garuda Cargo.



MARCH 2020



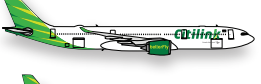



|   |   |                    |    |
|---|---|--------------------|----|
|  | ● | Boeing 777-300ER   | 10 |
|  | ● | Airbus A330-300    | 17 |
|  | ● | Airbus A330-900neo | 3  |
|  | ● | Airbus A330-200    | 7  |

WIDE BODY 37

|   |   |                            |    |
|---|---|----------------------------|----|
|    | ● | Boeing 737 MAX 8           | 1  |
|    | ● | Boeing 737-800NG           | 73 |
|    | ● | Bombardier CRJ1000 NextGen | 18 |
|  | ● | ATR72-600                  | 13 |

NARROW BODY 105

**GARUDA INDONESIA 142**

|   |   |                     |    |
|---|---|---------------------|----|
|  | ● | Airbus A320-200     | 41 |
|  | ● | Airbus A320-200 Neo | 10 |
|  | ● | Airbus A330-900 Neo | 2  |
|  | ● | Boeing 737-300      | 5  |
|  | ● | Boeing 737-500      | 3  |
|  | ● | ATR72-600           | 7  |

**CITILINK 68**

**GARUDA INDONESIA GROUP FLEETS 210**



## APPENDIX 1. MONTHLY OPERATING STATISTIC

| INDICATOR                     | Mar 2019       | Mar 2020       | CHG.      | YTD Mar 2019   | YTD Mar 2020   | CHG.     |
|-------------------------------|----------------|----------------|-----------|----------------|----------------|----------|
| <b>GARUDA INDONESIA GROUP</b> |                |                |           |                |                |          |
| Passanger Carried*            | 2,571,400.00   | 1,520,635.00   | -40.86%   | 7,721,483.00   | 6,008,373.00   | -22.19%  |
| ASK (000)                     | 4,998,134.34   | 3,477,730.61   | -30.42%   | 15,162,507.25  | 12,405,839.43  | -18.18%  |
| RPK (000)                     | 3,584,220.79   | 1,719,661.26   | -52.02%   | 10,968,677.67  | 7,756,491.37   | -29.29%  |
| SLF (%)                       | 71.71          | 49.45          | -22.26 pp | 72.34          | 62.52          | -9.82 pp |
| Aircraft Utilization**        | 07:34          | 05:02          | -02:32    | 07:51          | 06:05          | -01:46   |
| Frequencies                   | 19,197.00      | 16,804.00      | -12.47%   | 57,347.00      | 52,403.00      | -8.62%   |
| OTP**                         | 93.06          | 97.47          | 4.41 pp   | 91.91          | 93.69          | 1.78 pp  |
| Fuel Burn (Liter)             | 161,439,198.14 | 110,138,554.38 | -31.78%   | 490,496,419.28 | 399,082,004.91 | -18.64%  |
| Block Hours                   | 42,478.50      | 33,452.17      | -21.25%   | 128,134.68     | 111,959.25     | -12.62%  |
| Cargo Carried (Ton)           | 31,237.88      | 22,262.17      | -28.73%   | 90,584.08      | 69,135.33      | -23.68%  |
| CLF (%)                       | 57.76          | 74.02          | 16.26 pp  | 51.13          | 55.50          | 4.37 pp  |
| Passanger Yield (USc)         | 8.12           | 6.79           | -16.38%   | 7.61           | 7.37           | -3.15%   |
| CASK (USc)                    | 6.15           | 6.57           | 6.83%     | 6.10           | 6.58           | 7.87%    |
| CASK-Excl Fuel (USc)          | 4.24           | 4.83           | 13.92%    | 4.22           | 4.72           | 11.85%   |
| Fuel Price (USc/Liter)        | 59.17          | 54.96          | -7.12%    | 58.10          | 57.66          | -0.76%   |
| Cargo Yield (USc)             | 41.57          | 43.35          | 4.28%     | 42.58          | 43.52          | 2.21%    |

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)

|                       |              |              |           |              |              |           |
|-----------------------|--------------|--------------|-----------|--------------|--------------|-----------|
| Passanger Carried     | 1,190,925.00 | 592,758.00   | -50.23%   | 3,475,444.00 | 2,666,081.00 | -23.29%   |
| ASK (000)             | 1,425,703.85 | 1,160,482.18 | -18.60%   | 4,204,087.25 | 3,877,708.72 | -7.76%    |
| RPK (000)             | 1,055,492.43 | 531,185.84   | -49.67%   | 3,080,759.76 | 2,400,651.45 | -22.08%   |
| SLF (%)               | 74.03        | 45.77        | -28.26 pp | 73.28        | 61.91        | -11.37 pp |
| Passanger Yield (USc) | 11.75        | 10.03        | -14.64%   | 10.81        | 10.32        | -4.53%    |
| Cargo Carried (Ton)   | 15,998.61    | 10,770.95    | -32.68%   | 46,641.93    | 35,600.66    | -23.67%   |
| CASK (USc)            | 7.85         | 8.97         | 14.27%    | 8.11         | 8.71         | 7.40%     |
| CASK-Excl Fuel (USc)  | 5.64         | 6.81         | 20.74%    | 5.91         | 6.54         | 10.66%    |
| Cargo Yield (USc)     | 86.82        | 91.21        | 5.06%     | 86.11        | 92.38        | 7.28%     |

### GARUDA INDONESIA (INTERNATIONAL)

|                       |              |              |           |              |              |          |
|-----------------------|--------------|--------------|-----------|--------------|--------------|----------|
| Passanger Carried     | 376,352.00   | 103,695.00   | -72.45%   | 1,165,897.00 | 660,563.00   | -43.34%  |
| ASK (000)             | 2,483,555.77 | 1,097,198.61 | -55.82%   | 7,693,269.90 | 5,057,841.00 | -34.26%  |
| RPK (000)             | 1,714,157.89 | 504,567.57   | -70.56%   | 5,361,329.86 | 3,145,040.44 | -41.34%  |
| SLF (%)               | 69.02        | 45.99        | -23.03 pp | 69.69        | 62.18        | -7.51 pp |
| Passanger Yield (USc) | 5.98         | 5.82         | -2.68%    | 5.88         | 5.99         | 1.87%    |
| Cargo Carried (Ton)   | 9,276.74     | 6,463.21     | -30.33%   | 25,662.93    | 18,821.50    | -26.66%  |
| CASK (USc)            | 5.46         | 6.20         | 13.55%    | 5.33         | 5.97         | 12.01%   |
| CASK-Excl Fuel (USc)  | 3.66         | 4.46         | 21.86%    | 3.58         | 4.20         | 17.32%   |
| Cargo Yield (USc)     | 16.78        | 15.20        | -9.42%    | 16.23        | 12.64        | -22.12%  |

| INDICATOR                          | Mar 2019     | Mar 2020     | CHG.      | YTD Mar 2019  | YTD Mar 2020 | CHG.      |
|------------------------------------|--------------|--------------|-----------|---------------|--------------|-----------|
| <b>GARUDA INDONESIA MAIN BRAND</b> |              |              |           |               |              |           |
| Passanger Carried                  | 1,567,277.00 | 696,453.00   | -55.56%   | 4,641,341.00  | 3,326,644.00 | -28.33%   |
| ASK (000)                          | 3,909,259.62 | 2,257,680.78 | -42.25%   | 11,897,357.15 | 8,935,549.72 | -24.89%   |
| RPK (000)                          | 2,769,650.32 | 1,035,753.41 | -62.60%   | 8,442,089.61  | 5,545,691.89 | -34.31%   |
| SLF (%)                            | 70.85        | 45.88        | -24.97 pp | 70.96         | 62.06        | -8.90 pp  |
| Passanger Yield (USc)              | 8.18         | 7.98         | -2.44%    | 7.68          | 7.86         | 2.34%     |
| Cargo Carried (Ton)                | 25,275.34    | 17,234.16    | -31.81%   | 72,304.86     | 54,422.16    | -24.73%   |
| CASK (USc)                         | 6.33         | 7.62         | 20.38%    | 6.31          | 7.16         | 13.47%    |
| CASK-Excl Fuel (USc)               | 4.39         | 5.67         | 29.16%    | 4.40          | 5.22         | 18.64%    |
| Cargo Yield (USc)                  | 36.22        | 36.30        | 0.22%     | 36.80         | 36.55        | -0.68%    |
| <b>CITILINK</b>                    |              |              |           |               |              |           |
| Passanger Carried                  | 943,115.00   | 824,182.00   | -12.61%   | 2,957,548.00  | 2,728,480.00 | -7.75%    |
| ASK (000)                          | 1,035,984.96 | 1,220,049.83 | 17.77%    | 3,163,362.26  | 3,510,139.52 | 10.96%    |
| RPK (000)                          | 772,291.92   | 683,907.84   | -11.44%   | 2,441,630.41  | 2,242,309.04 | -8.16%    |
| SLF (%)                            | 74.55        | 56.06        | -18.49 pp | 77.18         | 63.88        | -13.30 pp |
| Passanger Yield (USc)              | 7.86         | 5.00         | -36.39%   | 7.36          | 6.13         | -16.71%   |
| Cargo Carried (Ton)                | 5,583.53     | 5,028.01     | -9.95%    | 17,559.75     | 14,933.35    | -14.96%   |
| CASK (USc)                         | 5.50         | 4.63         | -15.82%   | 5.31          | 5.09         | -4.14%    |
| CASK-Excl Fuel (USc)               | 3.71         | 3.28         | -11.59%   | 3.54          | 3.46         | -2.26%    |
| Cargo Yield (USc)                  | 106.73       | 107.68       | 0.89%     | 105.71        | 110.26       | 4.30%     |

