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For immediate release

CAAM ENFORCES QUALITY OF SERVICE COMPLIANCE FOLLOWING BAGGAGE HANDLING DISRUPTION AT KUALA LUMPUR INTERNATIONAL AIRPORT TERMINAL 1

PUTRAJAYA – The Civil Aviation Authority of Malaysia (CAAM) confirms that operations at Kuala Lumpur International Airport Terminal 1 have stabilised following a temporary disruption to the Baggage Handling System (BHS) that occurred yesterday evening.

The system has since been restored, and airport operations, including check-in and departures, have returned to normal.

As the aviation regulator, CAAM has exercised strict oversight of the recovery process and continues to engage with Malaysia Airports Holdings Berhad (MAHB) and the airlines to ensure full operational stabilisation and compliance with all applicable safety and service standards.

MAHB is obligated to comply with the established Quality of Service (QoS) standards, including the timely and efficient handling of passenger baggage, amongst others. In line with this, CAAM is enforcing compliance with these requirements and will take appropriate regulatory and enforcement actions in the event of any non-compliance. MAHB is also required to implement the necessary corrective and preventive measures to avoid recurrence.

CAAM remains committed to upholding the highest standards of safety, service quality and efficiency in Malaysia's aviation sector, and will continue to ensure accountability across all regulated entities.

About Civil Aviation Authority of Malaysia

The Civil Aviation Authority of Malaysia (CAAM) is the national aviation regulator, entrusted with ensuring the safety, security, and efficiency of Malaysia's civil aviation sector. CAAM provides comprehensive safety and security oversight of flight operations, aviation personnel licensing, and is responsible for the provision of air navigation services and air traffic management across Malaysian airspace. Operating in accordance with international standards set by the International Civil Aviation Organization (ICAO), CAAM is committed to fostering a safe, sustainable, and forward-looking aviation ecosystem through regulatory excellence, innovation, and strategic collaboration.

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