

# Transforming Airport Experiences

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An aerial view of the Kuala Lumpur skyline at sunset. The sky is a mix of orange, yellow, and pink. The city is filled with skyscrapers, many of which are illuminated with lights. The Petronas Twin Towers are prominent on the right side. A blue rectangular text box is overlaid on the upper left portion of the image, containing the text '35.6million tourist'. A white line extends from the right side of the text box towards the Petronas Twin Towers.

**35.6million tourist**

are expected to travel to Malaysia during  
VISIT MALAYSIA YEAR 2026 (VMY26)





• Reimagining Passenger Experience. •

Enjoy Seamless Journey, Enticing Shopping Rewards and  
Immerse in Unique Culture for a

**Total Airport Experience**





A photograph of a modern airport terminal interior. The ceiling is a complex, high-tech structure of glass and steel, with a large, curved, white, ribbed column in the foreground. The lighting is warm and modern. The text "Seamless journey begins from home" is overlaid in the center. The word "home" is highlighted in orange.

**Seamless  
journey begins  
from home**

# Optimizing Efficiency for Passenger Experience







# **Optimizing Efficiency for Passenger Experience**

It's always rewarding to **shop**  
and **dine** at the airport!





A nighttime photograph of an airport terminal. The building is illuminated with vibrant purple and blue lights. A large, leafy tree stands in the foreground, partially obscuring the view of the terminal. The terminal's facade features the words "AIRPORT" and "GALAS CEXAD" in illuminated letters. In the lower-left corner, there is a brightly lit structure, possibly a food stand or information kiosk, with a sign that includes the number "7". The overall atmosphere is festive and modern.

**It's always rewarding to  
shop and dine at the airport!**



• Enhancing Passengers **Experience**



# *A Malaysian Experience in the Airport*





# Commercial Reset Realisation

81% Stores  
Opened in  
Q1,2024





# • F&B is the **NEW** Retail •



1st in Malaysia



1st in airport in  
Malaysia



1st in the airport  
in the world



Forest in the  
airport **concept**





# • New Lounge Strategy •



Before



After





**Centre Court Forest Revitalisation**  
New nexus of premium shopping

The image is a detailed architectural rendering of a shopping mall's interior. The most striking feature is the ceiling, which consists of a complex, white, curved structural grid that supports a large glass skylight. This design allows natural light to flood the space while also providing a view of the sky and surrounding greenery. The floor is a highly reflective, polished white surface that mirrors the ceiling and the people walking through the mall. In the foreground, a row of retail stores is visible, including 'CLERMONT', 'TRADA', 'LOUVE', and 'VALENTIA'. Each store has a distinct facade and large glass windows. Above the stores, a lush, multi-level green roof is integrated into the building's design, featuring a variety of trees and plants. A sign for 'SOUTH MOUNTAIN' is visible on this green level. The overall atmosphere is bright, airy, and modern, emphasizing a connection between nature and urban commerce.



A whole new **walk-in duty-free mall** at  
Contact Pier International KLIA T1







LUCCE



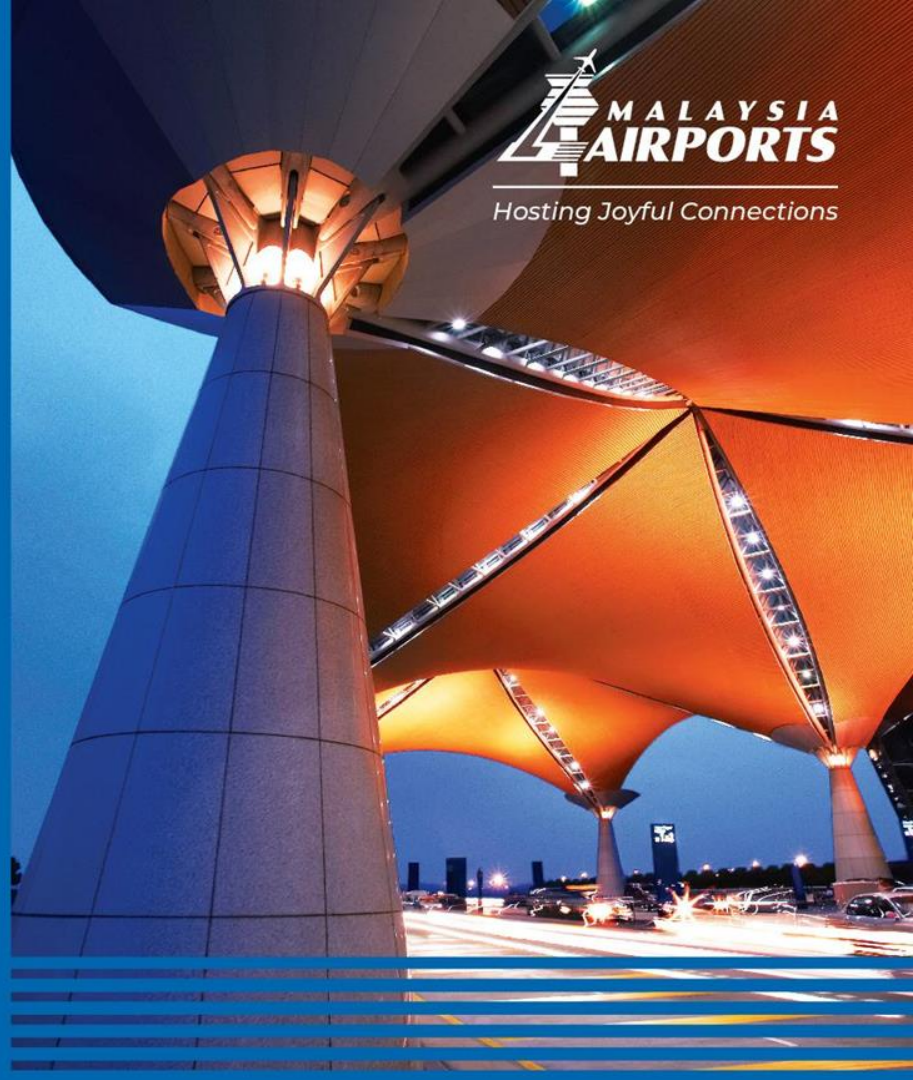
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