

Although declining an interview, AirAsia did respond to some written questions from Al Jazeera's *101 East*. Here are their answers.

101 East: Has Indonesia AirAsia and the AirAsia group (including Indonesia AirAsia X) now trained all its pilots in High Altitude Recovery training following the Dec 28, 2014 crash?

AirAsia: Yes, AirAsia pilots have completed High Altitude Recovery training. Following the incident, Airbus revised their FCTM (Flight Crew Training Manual) to include Upset Recovery Training as an actual part of their recommended procedures to prevent this from ever happening again.

101 East: What steps have been taken to act on the findings of the Indonesian Crash report released late last year?

We have taken proactive measures to further enhance our operations and safety standards, including the recommendations stated in the report. Among the initiatives were the voluntary inclusion of upset recovery training to the group recurrent training syllabus as well as additional simulator training sessions, in addition to third-party audits of our processes and procedures. We will continue to ensure AirAsia Indonesia's operations and safety standards constantly evolve and remain at the highest level in the industry. The safety of our passenger and crew members is our utmost priority.

101 East: Why wasn't the plane grounded to repair the fault in the rudder limiter (see crash report) given it had existed within the plane for at least 12 months and the pilots had endured 23 alarms about it?

Fault messages relating to the rudder limiter were cleared on each occasion, following satisfactory ECAM or BITE test, in accordance with the Directorate General of Civil Aviation (DGCA) approved company maintenance manual and Airbus maintenance manual and TSM (trouble shooting manual). The aircraft was deemed airworthy when it departed from Surabaya on 28 December 2014.

101 East: What steps have been taken to improve the maintenance processes for Indonesia AirAsia?

We have implemented "AIRMAN" system across the group which provides real-time aircraft system monitoring. We monitor and review it closely to ensure that the information database and analysis are properly managed.

101 East: Why did AirAsia Indonesia not act on advisories from AIRBUS after the Air France crash in 2009 that all pilots needed to have High Altitude Recovery Training?

High Altitude Recovery Training was already included in our training syllabus since 2013 and was implemented following the simulator timeline schedule and cycle.

101 East: Can you confirm the plane that crashed on Dec 28, 2014 travelled back and forth between Bali and Perth at least 70 times in the previous 12 months with the rudder limiter fault?

Plane registration PK AXC. We can inform you that every aircraft being operated by AirAsia is airworthy in accordance with the DGCA approved company maintenance manual and Airbus maintenance manual.

101 East: When does Indonesia AirAsia-X and Indonesia AirAsia intend to complete the IOSA voluntary audit? Or do they not intend to complete it?

We intend to complete the IOSA voluntary audit as part of our commitment to achieve the highest safety standard. AirAsia X had successfully completed the IATA Operational Safety Audit (IOSA) in 2015 and received its second certification for the IATA Operational Safety Audit in 2016, and we are committed to getting all airlines in the group through the audit process, including AirAsia Indonesia and Indonesia AirAsia X. We are scheduled to commence the IOSA audit for AirAsia Indonesia and Indonesia AirAsia X in the first quarter of 2017.