

&ULVLV 5HVSQRQVH 6WUDWHJ\ DQO
6XLWDELOLW\ \$ 3UHOLPLQDU\ 6WX

Noratika 0RKDPDG \$VKDUDQza Maisha\$EDQJ \$KPDGG Chairil
6DPDQL

'HSDUWPHQW RI &RPPXQLFDWLRQ JHDWHJ &WFKLQVFBWLYHUV
0DOD\VLV 6DUDZDNDPDUD.RDQ 0DOD\VLV

\$EVWUDFW WLPH RI FULVLV WKH RUJDQLVDWLRQ JHDWHJ WDFV
FULVLV DFFRUGLQJ WR LW DQWVSWLRQ PVD\ VL
HIIRUW WR VXUYLYH LWV UHSXWDWLRQSDROGHDPDJHV
VWUDWHJ\ &56 UHSTORLUDWLRQV ZKWKIRQWKH\ 0DOD\VLV
PRUHR ZLWK WKH JUHDWHU DQGDVSRUPHQRW XVH RI
WKH RUJDQLVDWLRQ LQ FULVLV IWR SUHHDOLK IRQDW WR LW
SDSHU VWXGLHV WKH 0+ FULVLV DQDOLJWKW RI &RPP
&RPPXQLFDWLRQ 7KHFRUWR 6&GLVFXVW DFKHV KXILWDELOLV
&56 DSSOLHG E\ 0DOD\VLV \$LUSHQHV 6\ VWHP
WKDW ZDV ZHUH H[SHULHQFHG E\ WRH RUKLDQLVDWLRQ
SDSHU WR LQYHVWLJDWH WKH FULVLV 56\ SH V RI 0+
DSSOLHG E\ 0\$6 E\ FRQWHQW DQDO\VLQJ PHGLD VW
GLVVHPLQDWHG GLQHFWDOLRQV WWHHNEHBBNOGHUV RQ)
GXULQJ WKH ILUUVW GDVXIOVWKHXDULVFDWHVOWLQJRZ DQ
DQDO\VLV WR WKH FULVGVWVKS H RLVGDEDSOLHG WK
E\ 0\$6 IRU WKDW PDWWHU

,QWURGXFWRQ

&ULVHV LPSOLFDWH UHSXWDWLRQDQDOLJQJ WRWFKDWKFDQRQ
UHSXWDWLRQDO FKDOOHQJHV WR HVGHFURLVLDQEDQWGLRQD
JUHDW H[WHQW ORVH WKH RUJDQLVDWLRQV E\ 0+ VEUVSKXWDWLRQ
LQ FULVLV 5HJDUGOHVV RIH WKHDOZIDJMD USHRSXME
HYHU\ RUJDQLVDWLRQRW RUIDFHV DQW XDWLRQV

7KLV SDSHU SRVLWLRQV 6LWXDWLRQDQDOLJQJ &ULV\LQ &DP
IRXQGDWLRQ RI WKLV VWXG\ SDUULFXLOD WOSHLQJH JDUK
RI FULVLV UHVSQRQVH VWUDWHJLVH V&6W \$DQ DRUJODQFV
UHSXWDWLRQ LV D YDOXHG UHVRQDFRURW R D WULV 6&87U HD
WR SUHGLFW WKH UHSXWDWLRQDQDOLJQJ UHVFUDVHS&56\ 6QHW E
SURWHFW UHSXWDWLRQDO DVVHVVHWB@ZLQK WDR \$WHS
DVVHVVLQJ WKH LQLWLDQ FULVLVWVWVSRQVWVKEHOMLVQW
DVVHVVLQJ WKH RWKHU WZR LQWVHVVHWB@ZLQK WDR \$WHS
SULRU UHODWLRQV KLS UHSXWDWLRQDQDOLJQJ WRKJHVRI FULVLV W

&RUUHVSQRGLQJ DXWKRU PRQDUDWLNDK#XQLPDV P\

SULRU UHODWLRQVKLS UHSXWDWLRQWR DIOOGRZF DMKHH VRKJ
UHVSQRVLELELW\ WKDW LV SRVHONXSKROGEMU D Q S HUKFXM
UHDFWLRQ WR ZDQJ GAK HV RH JDUQLVLDWLRQ LWVHOI

5HVSQRVLELELW\ UHTXLUHV DFFRVLQMLDREQL QXWW DIOGGV ZH
DFWLRQ > @ \$IWHU D FULVLV QVVDWHRQLVQ LFU EVIXF LDF
VWDNHNKROGHUV LPPHGLDWHO\ 7KLV LV ZKHUH FULVLV
ZKDW WKH RUJDQLVDWLRQ LQ FUKMLVDMBFWDIQRZ GRVDMN
SHUFHLYH WKH RUJDQLVDWLRQ DVVZHO QWDDN WIKRIOFGHLLWL
WKH RUJDQLVDWLRQ LQ FULVLV FDQHGAXLHWUPELQH WRLS
UHSXWDWLRQ +HQFH LQ RUGHU WRWU YHS DLIUHWWH DQHS
QHJDWLYH EHKDYLRXUDO LQWHQW LERQV XJHO DW HYXHO W&R
W\SHV 3DVV VWXGLHV FRQILUPV WKDW WY D VD Q 56 V&RFRZ P
FRFHUQ IRU YLFWLPV VWDNHNKROGHNLUQJSJUHFDWLMH WIKV
IRU WKH FULVLV > @ 7KHUHQWU MKRXX QG DQJWEDOW HV KQ
HVWDEOLVKLQJ D VXFFHVVIXO &56 W B HPSLQQ Q L Q H RVK HV KGH
VFRSH RI FULVH ZLW D B H X S R H

7KH RQOLQH HQYLURQPHQW WKURXJK PDRFDOLVH B QH
YLWDO SODWIRUPV XVHG E\ PDQ\ RQV D Q W R D X G Q H Q W R V
WKDW LV PRVW DSSURSULDWH WR DMQIRQLD Q G B S X J H D W
3OXV UHVHDFK LQGLFDWHV WKDW D FULVLV ZHEVLWH
GXULQJ D FULVLV EHFDXVH LW LQ DQRFKLHVLP SDQVHG W
WKH VWRU\ > @ \$SDUW IURP ZHEV VWRXO G W QHR W HEQH LLJQV
WKDW DUH LPSOHPHQWHG WKURXJK PDRVFLDQ D B B X W M Q K K
LWV NH\ VWDNHNKROGHUV LV VWUFDW G B L F D Q O H Q P S B Q W D
RULHQWHG QDWXUH 6RFLDO PHGDV LSRJHW HQRWWRHOSOR U W X
RI D FULVLV ZLWKRXW EHLQJ VXE D H Q W H R G Q W R V M B X L G Q D Y
FULVHV DV SUDFWLFHG LQ WKH SUPHHVLP D H G I H D P R Q W Q Q
VHQGLQJ FDXWLRQV WR FRQGXFWWRL W Q D W L B Q B I O D E D N L H
QHWZRUNLQJ DELOLWLHV DQG WKW SUKRPLWIR W H B X Y H H P
PHGLD OLNH)DFHERRN DQ DSSURSPULDQLH DMWLRQ IRHVS E
EHQHILWV FULVLV FRPPXQLFDWLRQRILUQ DVQLFLDVL R G G LZL
FRQWURO RI WKH DXGLHQFH UHVSQRVBLVWRH ZPLDQDW HV
1HYHUWKHOHVV WKLV SRLQWV WLR Q W K Q J W H L D W H W R H W
UHVSQRVH VR WKDW WKH &56 W D F O G L X S R Z Q W K W K H F U L V

0+ 0DOD\VLDQ \$LUOLQH 6\VWHP 0\$6 DV D
&ULVLV

7KHUH LV VWLOO VKRUWDJH RI WKHRLVHVVV F D Q W W X I G
0DOD\VLDQ RUJDQLVDWLRQV GHV SFLWLVH WAK HV KHDZV QRFDQD E
IRU WKH VWXG\ RI FULVLV WISH D Q G V & B B W X L W L D E L S O L R V L
LV WKH WUDJHG\ RHV O D O D K W L D O \$ L U O L Q H S W D D D I F F G I R I)
0+ IURP .XDOD /XPSXU 0DOD\VLD Q W R I % H L S I D Q V H Q K H Q Y
FUHZPHPEHUV KDG ULPSOILVFDWLVHQ VZK M W R D W K R Q Q V P R A K W H U
KLVWRU\ RI LWV HVWDEOLVKPHQWDI&H R Q W H I G V H S G \ V W W B N H O
DW VXFK ODUJH VFDQ ZKLFK LQ F O G H V W K H 0 D O D \ V L D
&RPLQJ IURP WKDW LW LV XQGHUW W K H Q G D E X G H W I K B W L
DQG &56 JLYHQ 0+ FULVLV LV DOWRHZH D P R Q Q R W Q Y D
DXGLHQFHV DW DQ LQWHUQDWLRQDOD V F M W L V Q J N Q R L Z O K H
DUH QR NQRZQ HPSLULFDO VWXGLH & 56 S H L Q W D D W H L D Q J R U R J D V
HVSHFLDOO\ LQ 0DOD\VLD \$OWKRXJKV L S D Q L S L F O U H Q W

0\$% WKH RUJDQLVDWLRQ LQ FKULV WKLQ O\$% EUH OI
 WKH WLP HOLQH RI WKH VWXG\ SDUWUHQXGDUO\ ZKHQ 0+
 7KLV VWXG\ FRQVLGHUV VHOHFWLQJ QJW KHQ VIFDILDOQ W
 RUJDQLVDWLRQ\ V &56 7KDW LV WGL DG SDV HJW FLQW KW KOS GR
 PDLQ SDJHV GLUHFWO\ H VWDEOLVGH GR E\ WKKH SRWJSDQ\HM
 VWXG\ \$V WKLV VWXG\ LQWHQGV WRO RI D PLRFL DG ZP MCK
 &56 SDJHV H VWDEOLVKHG E\ VWDNXIGRORZHO WRXU FVKL
 3UD\RU0+ DUH QRW FRQVLGHUHG WKHOFDQWLVRU\$W
 UHVSRRGHG WR LWV VWDNHKROGHUV WKURXJK YDULRX
 RQH RI WKHP 2Q WKH ILUVV GDUHRGLVHPLQDW
 0\$6\ V RIILFLDO)DFHERRN SDJH 'XHWMLR WVKXGUHVOKLP LV
 OLPLWHG WR WKH ILUVV GD\ ZKHQ WVKM\SHR VVLE\LOLV W FFXUW
 LQIOXHQFHG E\ RWKHU H\WHUQDO IEDW RVV KXDFU\ DV DG
 RSLQRQV PDGH E\ RWKHU SDUWLVWV\KXW OW KH WFO\$SH
 FRQWLRQV RI RIILFLDO PHGLD VWDWHPHQW\ UHRFDU\$6K
 MXVWLILHV WKDW WKH ILUVV GD\OHDZ\ FIK WKRH FULQJ
 DXWKHQWLF\ RWKRZ WVKHSRQGD\QWRDWKH FULV WR L
 RUJDQLVDWLRQ\ V LQLWLDQ FRQWURO RYHU LQIRUPDWL
 ,Q WKDW UHVSHFV WKH PDLQ DXPWDEWGLV\ VFKGZHWG
 W\SHV DQG WKH &56 DSSOLHG GXULQJLQ BUWHDU DW DQ
 WRWDO RI VHYHQ PHGLD VWDWHPHQWV WKDW ZHUH UH
 GD\ RI WKH FULVLV WK ODUFK W\XGHQBMLQKHVSRSDQD
 DQDO\VLV > @ DV D PHWKRQ RI VWXG\ DQ\ VLGDSMERQY%
 WKLV VWXG\ UHIHUV WKDW D VLDV OH VLDVOR KQDQ CRM D
 ZLOO IRUP D IUDPH 7KH ZD\ WKHVH DUDFKHV V DGH WRWPH
 W\SH V RI FULVLV DQG &56 DSSOLHG\ IEN US6VHD WFKHBMGF
 DOO IRUPV RI ZRUG V DQG VHQWHQW\KDW DDU B WFRQVLELV
 UHOHYDQW WR WKH FDWHJRULHV DQK W KH FSLLR\$R VW VSLRV
 7KH LQWHUSUHWDWLRQ RI WKH FRXGHQFJ ERXOWHG RQFK
 LH IRU FULVLV W\SHV YLFWLPURQEXG WFLQ EVK X+R KFXW
 VHYHQ PHGLD VWDWHPHQWV
 7KLV VWXG\ LV V LJQLILFDQW DV LGLDVHQDQW BWHG DFO
 WKH SXEOLF XSRQ WKH P\VVHULRXV WLVHSSM DUDQEH K
 ORUHRYHU WKLV VWXG\ V RPHZKDWU EVLQJ E\ ORJNV GRX D
 FULVLV FOXVWHU LW IDOOV LQWR VLDQDQV QVH\K HMKH M
 WKH FXUUHQW ELWLWKH FRJQRWQRIQPHGLD

,GHQWLILQJ & ULG\ LMW\SHV DQJ 6XLWDEOH &

6&7 VXJJHVUV WKDW WKH LQLWLDQ FULVLV DVVHVVP
 W\SH LV KRZ WKH FULVLV LV EHLQZRIUGPHSKVDDP\V LQD
 WKDW LQIRUPDWLRQ LV SUHVHQWHG\ LGHD PHH VSRJHOHP
 RI SUREOHPV DWWULEXWLRQV RRLOH\SRQVHEVQD\$HDC
 D PHVVDJH LV IUDPHG > @ 7KH IUDP\LDQ LNDWEWQKBS
 FHUWDLQ HOHPHQWV WR IRFXG\ RQUHZ W\HF\WVI DQGD
 FRQWDLQHG LQ WKH VHYHQ PHGLD VWDWHPHQW\ PHVKB
 FHQWHU W\SHURSHWKR\$WLDWWULEXVRSVQZRQOVH DQGRPRD
 MXGJPHQWV WRZDUGV WKH FULVLV DPLQJ &LQ VIKL FVK SHD
 KLJKOLJKWV FHUWDLQ DVSHFVV WIDWKKRFOGLWLV R7XJKWH
 D FULVLV > @ 7KH RUJDQLVDWLRQV WU\LDVPPWR E\GRY\XOV
 FHUWDLQ FXHV RU DWWULEXWHV VHRF\$XRYLVGRI LQKRIU P

ZKH WKHU WKH FULVLV LV DQ DFFLGHQW D IRUFH RI QD
LI VWDNHKROGHUV D HPH WKH S FV D E B W DJHJ ORU H RUFHP LEQD
GHHUPLQHV WKH UHVS RQVLELOLWRV FIDWV HGL B XRV HVG HW R U
VWDNHKROGHUV 7 KWUSHV DUH @ LGUHWU H HG FLDQ VZK/L FIO XY
IRUPXODWHG EDVHG XSRQ DWWUL E X W L R Q Z Q RD QFGU LHM ISV D
7DEOH

Table 1. 6 & 7 & ULVLV & VLSHW EOXVWHUV DGRSWHG IURP

9LFWLP FOXVWHU , Q WKHVH FUDV VLV FVISH RI WVKH FULD QLV D WL	: HDN DWWULEXV S R Q V L E R I O F U L V L V M K G V H D V X W D W L R Q D O
7 \ S H Natural disaster 5 X P R U : R U L R S O H D F F H Y 3 U R G X F W 7 D P S H U L Q J 0 D O H	
\$ F F L G H Q W D O F O X V W H U , Q W K H F W L F R Q W L O H D G S I Q V W R K M V R H U F D U L	X Q L Q W H Q W L R Q D O
0 L Q L P D O D V R W F U E X W L R Q H S R Q V I D E W L R M S O W W K U H D W	
7 \ S H Challenges Technical-error accidents, technical-error product harm	
3 U H Y H Q W D E O H F O X V W H U , Q W K R Z H Q F I D V L Q D W H S C S H R V S O H R D W D O	L Q D S S U R S U L D R O D D V H G L D Q D E U U H U X O D W L R Q
6 W U R Q J D W W U L E X S R I R Q V E I R O L F W L R Q D M O U H K U H D V X W D W L	
7 \ S H Human-error accidents Human-error product harm Organisational misdeed with no injuries	Organisational misdeed management misdeed, Organisational misdeed with injuries

, Q W K L V V W X G \ W K H F U L V L V W \ S H W W U L E H X W H H V P L Z H L G G
V H Q W H Q F H V W K D W D U H U H O H Y D Q W Q Z G W K W K H H F X L P V E V
D E R Y H W K U H H F O X V W H U V

2 Q F H W K H W \ S H R I F U L V L V R U R Q O L Q V F U H L V L V V F D Q H
K R Z P X F K D W W U L E F K M G R Q Z W L O R E H J S P O L F K D W H B Q W D D Q L R Q D
L W L V I D F L Q J D Q G W K H U H I R U H 6 & 8 7 V S K H R R U B W V F D O H E B
& 5 6 6 L P L O D U W R W K H F D V H R I 0 + 6 & 7 \ V O L V W I R U
R U J D Q L V D W L R Q K D M O F F H S W H S R Q R I E L O H W A K I R U L W K W W \
S U L P D U \ F R Q V L V W V R I W K U H H J O G X S D V B G Q L S R Q S H B E C
D F F H S W L Q J U H V S R Q V L E L O L W \ I R U I B 5 F U L E R O V W @ U L T K H M
D V D V X S S O H P H Q W D O V W U D W H J \ L Q W R R E R R V W W K H R
V K R Z Q D Q G G H I L Q H G L Q 7 D E O H

Table 2. 6 & 7 & ULVLV 5HVS RQVH 6WUDWHJLHV DGRSWH

3 U L P D U \ & 5 6	
' H Q \ & 5 6	Attack the accuser, Denial, Scapegoat
' L P L Q L V K	Excuse, Justification
5 H E X L O G	Compensation Apology
6 H F R Q G D U \ & 5 6	
% R O V W H U	Remorse, Ingratiation, Victimage

7 K H U H D U H W K U H H R E M H F W L Y H V R V & 5 6 W @ H F U M L R V
F K D Q J H S H U F H S W L R Q V R I W K H R U G X F I H V D W K I R Q H J O W F I L Y L
J H Q H U D W H G E \ W K H F U L V L V , Q R U E G H I D W F S I D F K Z L H W Y K I W K F
U H V S R Q V L E L O L W \ I R U W K H F U L V L V R I W K H H F & 5 6 L D V W L S
R U J D Q L V D W L R Q L Q J H W W L Q J L W V O W I L C I D V R H O X K M V K H V R H I G L
E H F R P H W K H V W D N H K R O G H U V \ I U D R H K H \ F R H G W I X H L S X O S S R
) D F H E R R N S D J H \$ H H R Q H V X O L O W D E I O G H O 5 6 @ L V Q V R U J G H U W M C R V
F U L V L V F O X V W H U F U Q 7 E H D E F R B D E I G O L H W R 7 D E

Table 3. 66 & 7 & ULVLV 5HVSRQVLELQJ FULVLV UHVS

QIRUPLQJ DQJ FULVLV UHVS	RQVLELQJ FULVLV UHVS	RQVLELQJ FULVLV UHVS	RQVLELQJ FULVLV UHVS
9LFWLPDJH FDXVH RI WKH	GLVDVWHUV DQG UXPRUV	'LPLQLV FULVLV UHVS	RQVLELQJ FULVLV UHVS
'LPLQLV FULVLV UHVS	RQVLELQJ FULVLV UHVS	RQVLELQJ FULVLV UHVS	RQVLELQJ FULVLV UHVS
5HEXLOG FULVLV UHVS	RQVLELQJ FULVLV UHVS	7KH GHQ\ SRVSRQVH	FULVLV UHVS
0DLQWDLQ FRQWUWHV	FRQWUWHV	FRQWUWHV	FRQWUWHV

5HVXOWV \$QDO\VLV DQG 'LVFXVVLRQ

& ULVLV & OXVWHUV DQG 7\SHV ([SHULHQFHG

%DVHG RQ WLP HOLQH RI WKLV VWXG\ WKH WHUHQVW ZHUVH QVDFWXDO FDXVH RI WKH FULVLV WKH WHUHQVW ZHUVH QVDFWXDO FDXVH RI WKH FULVLV WKDW 0+ ILWV LQWRUHV DW HQJ BQ BWHOR QHW X FULVLV FOXVWHUV L H YLFWLP DFFLGHQWDO DQG SU 7KH ORZHVW FRXQW IRU W\SH RI FULVLV LQYROYLQJ 0 WKH 5XPRXU W\SH There has been speculation that the aircraft has landed at Nanming) 7KHUHIRUH 0\$6 GLG QRW HPSKDFLVHG WKLV GULQJ WKH ILUVV GD\ RI WKH DFFLGHQW DO FULW 0+ LV IUDPHG DV D 7HFKQ Malasia Airlines Reddies Flat Eight MH370 has lost contact with Subang Air Traffic Control XH WR WKH SKUDVH 3 7KLW WHFKQLFDO HUURU FRXOG FRQVWXNDHQW DNLQGLFD KDV QRW ORVW FRQWDFW MH370 was expected to land in Beijing FRQW at 6.30am the same day \$FFLGHQWDO FULVLV DOVR KLJK QJ KWV KXPdq OLYHV KHQFH XVXDOO Wdare working with authorities HQF\ S who have activated their Search and Rescue team to locate the aircraft GHU WKH VD DFFLGHQWDO FOXVWHU WKHUH LV LQDQDFRQFH F RQHQ F RVXQDWI UHFHLYHG VWDNH RQV G MUKH\ F DFN PRV Q ER US \$ WL RQ JL understand/ everyone's concern/ on MH370 pax & crew \$V D SUHYHQWDEOH FULVLV WKH WHUHQVW ZHUVH QVDFWXDO FDXVLQJ WKH... We have lost all contacts with flight MH370 E\ WDNLQJ QR RI WKH ZRUG '3ZH' +RZHYHU E\ S B D F L F J L Q H Q W Z R U D V 3WKH IOLJKW KDV ORVW FRQWDFW ZHUVH LGFDEO EU SRU D B PHQWLRQHG LQ WKH DFFLGHQWDO EOVH QWULQDM [SODH FDXVH DQG QDWXUH RI WKH FULWLV Q L Q J W P R H W U S V L F 0+ LV WKH SUHYHQWDEOH FULVLV ZUFQVW D W L R Q D O F B

ZLWKRXXW , QMXULHV DQG 2UJDQLV D W G R F R D F X U V G I B M G Z L
 SRVVHV HTXDO QXP EHHU HRD UFRKH QW VL QW KHUSUHW WKDW V
 PHQWLRQV WKH SDVVHQJHUV DQG The flight was carrying a total G LQ V
 number of 239 passengers and crew; 1. China – 152 infant; 2. Malaysia - 38 LQ
 ZKLFK VWDNHNKROGHUV DUH SXW DWF KURLOVU LHFIDV O H U E (S
 RUJDQLVDWLRQ , W LV FKDOOHQJ R Q W W R H G H I V Z H U P L Q G \ D
 LQMXULHV LQYROYHG ZLWKLQ WK R D M W U P I S H U D W F H G P H H Q S W
 UHJUHW WRZDUGV W O U H t h o u g h s N a n m i n g P r a y e s H a r e / w i t h a l l a f f e c t e d
 passengers/ and crew/ and their family members 2Q WKH RWKHU KDQG
 KLJKOLJKWLQJ WKH HIIR We are working with authorities/ who have
 activated their Search and Rescue team/ to locate the aircraft W K X V L Q G L F D W H
 RUJDQLVDWLRQ KDV SXW WKHVH V F K R D R K R B D O G H L D Q G G W H R
 XQFHUWDLQW\ 1HYHUWKHOHVV L Q H V G Z L W K B M F W W , Q M X W L
 EH LQWHUSUHWHG DV VXFK GXH W F R I W K K H D W D L F Q G I R F L D Q H I R
 ZHUH LQMXULHV RFFXUULQJ ZLWKLQW W K D W D W H I R R I O G D F U
 RUJDQLVDWLRQ QRW EHLQJ DEOH F U R L V L U R Y Q G W K W K V W D R
 RWKHU ZRUGV WKH IUDPL Q Y H U O W S S L Q W D D Q G P H Q W X H Z H Q
 FULVLV WISH

7KHUHIRUH WKH U H R V S K U R F K H U Q M W K H J R U L R I V 6 W & S H % D V
 WKH FULVLV WISH IUDPHG LQ WKH Q V G L D M P R I Q V D W W R K H V
 KXPDQ LQMXULHV RI WKH VWDNHNK R V O I G H I R V J D Q I E R D W G R I Q Q
 GRZQ WKH GHWDLOHG LQIRUPDWLRQ Z R P W R D I X D H I H F K H L G
 DFFXUDWH GHVFUL SDW I E R Q V I Q G W K V D E Q L L E L H Q X P / F R U V D B M Q X D C
 KXPDQ LQMXULHV SHUKDSV DQR W W M U W K D W W L D U M \ S V W X
 DGGHG WR WKH WKHRU\

&56 \$SSOLHG D O G V X Z W D E & U L V L V 7 \ S H V

7KH ORZHVW FRXQW RI &56 D S \$ B L G H G \ E V W O S W
 VSHFLILFDOO\ 6FD S H e r e h a s b e e n s p e c i a l i z e d t h a t t h e a i r c r a f t h a s l a n d e d
 at Nanming; We are working to verify/ the authenticity of the report and other. H Q \
 VWUDWHJLHV VHHN WR HVWDEOL P R Y E B D O L V O L V Q I N D J H E H W
 RUJDQLVDWLRQ DQG WKH FULVLV Q R O V I Z Q Y R Q Y H V R L G R D Q
 QRW VXIIHU DQ\ GDPDJH IURP WKHX F R R Q V D Q G K B B I O R O U H Q J
 WISHV WKDW DUH IUDPHG LQ WKH P V G D W H W B B O H W K L V &
 5H V X O W V K R Z W K D W J O S Q X F E L O U V H V S I F L O P D D O 0 5 6 W K B G L
 VWUDWHJ\ -XVW M L F D W L R Q P L Q R V K F U L V L V U H V S R Q V H V
 VWDNHNKROGHUV WKDW 0+ FULVW O I S 6 Q R V Q F D W E B G S R V Q
 WKH FULVLV RFFXUUHQFH > @ , D W K H J D O S S H K M Q W W (L F W W
 WR FRQWURO WKH HYHQW E\ X M a l a y s i a W i r e l e s s C o m f i n e s t h a t 3 O R V W
 flight MH370 had lost contact/ with Subang Air Traffic Control at 2.40am, today
) X U W K H U P R U H W K H V H V W U D W H J L H Q / W K H D S O S G H D Q I S Q W K K H
 DQG KHOS 0\$6 VWDNHNKROGHUV VHH WKH FULVLV LQ D C
 0\$6 JHQUHDOO\ XVHV -XVWLILFDW Q R R L W H R Q K R Z W L L V V H F L P E
 RI WKH RUJDQLV D W Y G R I Q F & U K D G L F E G H I H Q V G H L W I H F D W H L G R Q Q V W
 Flight MH370 was operated on a Boeing 777-200 aircraft the flight was piloted by
 Captain Zaharie Ahmad Shah, a Malaysian aged 53./ He has a total flying hours of
 18,365hours./ He joined Malaysia Airlines in 1981 2Q WKH JURXQG V WKDW 0+
 DFFLGHQWDO FULVLV DQG WKDW 0\$6 H K M K H Q G Y L P U Q L D G E V
 DSSOLHG LV GHHP B G D L Q L W G D E Q H D I E O H L W H P Q R

5HEXLOG VWUDWHJLHV KHOS DOWHULS JHDFH\$WVLRQV>
 RIIHULQJ UHDO RU V\PEROLF IRUPV The bird The Gill p... W LV &
 regular updates on the situation WR YLFWLPV DQG D VanMLQJWWLKH IDU IRRUF
 \$SRORLJ We deeply regret/ that we have lost all contacts with flight MH370 H V H
 VWUDWHJLHV DWWHPSW WR WDNH WKH IRFXV RII WKH I
 UHVSQRVH VWUDWHJLHV VKRXOGE EMLXRVHG RR U FLUWLWHV H
 SUHYHQWDEOH FULVHV > @ UHUBDGGWHLRQ VKLSUUMSBXVK
 VWXG\ DOWKRXXJK VXLWDEOH LQ WHIRPVURIE WHFKQLVDD
 QRW VXLW WKH KLJK FRXQWV RI SUHYHQWDEOH FULVLV
 \$ VHFRRGDU\ W\SH RI UHVSQRVH KURHOVFRXQWV LQ DVK
 VWDWHPHQWV DQDODWHGLQZKHOK Y\$QWPSIKJWILWLV B K
 WKDW FDQ PDNH VWBNVHKZLGHU V\$ESDVKRZLQJ HPSD
 VWDNHKROGHUV D We understand Every One's Concern/ In MH370 pax &
 crew./ We're accelerating/ every effort/ with relevant authorities/ to locate the aircraft
 7UXH HQRXJK WKLV VWUDWHJ\ GRBQGS&DOOXIQWBERULZ
 WKDW 0+ LV IUDPHG DV PHQWLRQSGHFRBQWLHMKHDSG
 UHVSQRVHV LQ WKH PHGLD VWDWHPHQWV
 ,Q WKH DVSHFW RI RYHUDOO VXLWDELOLWLSH RIL&66QJFM
 WKDW WKH KLJKHVW FRXQW IRU &66 DSSOLWDEOGLZILQKV
 FRXQW RI FULVLV W\SH WKDW LVHYHDPWGELOH WFOHVMISUD
 ZHLJKV PRUH RQ SULPDU\ &56 SDUWHLFXODUHOVRQ GKRL
 EH DVVRFLDWHG PRUH ZLWK YLFWLQPLBUV DDFWLGPHQQWDO KF
 0+ DV D SUHYHQWDEOH FOXVWHU HDQGRXQMVUIRIRUWH
 VWUDWHJLHV ZKLFK FRPSULVHV RQ\ DFRXQWRRU GR
 VWUDWHJLHV

&RQFOXVLRQ DQG 'LUHFWRQV

\$W D JODQFH UH\XOWLWKRZVLWKDWRKDDVOFRPISWHMHP
 FOXVWHUV PDLQO\ SUHYHQWDEOH LQUDWDXGXUG V\KHVH
 VWDWHPHQWV WKH UHVHDFKHUVH LGEDWLRV DQDULXN
 FOXVWHUV 1HYHUWKHOHV DQDQWLWKRHUWKLHV FDLOVR
 GHVFULELQJ D FULVLV WKDWFULVLVXQIEYHQQWVWV
 SUHOLPLQDU\ VWXG\ LQ ZKLFK WKHDFVRDQGHQJQRVVDHUMV
 ZRUG V DQG DVQVSDQBBWH IUDPHVLVWKM VDWXWHREHVGH
 D PDMRU IUDPH \$DUDKHVY WVKVHUKNDMLQGLGDVHBRHQFDQ
 WKDW DV D PDMRU IUDPH WKH WSHGµRQIFUHLWV D LQ 07+L
 WKH UHSHWLWLRQ RI WKH SKUDRUµLQRQVWVFRQVLDQFLQJ D
 FULVLV 6&&7 KDV \HW DEOH WR FRW\SHR WKHUWBRVVL
 UHVHDFKHUV SURSRVH WZR GLUHLFWRRQDMRU PXWXDHH
 LQ 0+ &56 WR GHWHUPLQH LWV XQWLPDWHQGHSHWRPH
 PHGLD VWDWHPHQWV DQG H[SDQGLDQGLM[DPRQDDQVR
 \$OVR WKLV VWXG\ ILQGV WKDW OFSVXWSDRPHQHQRWV
 &56 PDLQO\ LQ WHUPV RI MXVWLILVDFRQFQUGVGDWVWV
 VHH LW DV D FRPSOHZKLFKDWKIRQSVSGQGDVFRNYHQGHV
 VXLWDELOLW\ RI RQFKUQLQVLWVSHDFXORIVQKRZ5WKDV
 0+ LV DQDQVHG EDVHG RQ LWV HHVSHFWL&56 FULSVM
 GHHPHG VXLWDEOH +RZHYHU ZKHQ WKH FULVLV LV DQ
 &56 DSSOLHG LV IRXQG WR EH QRWVXLVDEOHDFRGEG
 DV D SUHYHQWDEOH FULVLV WGHWRZDQVSDQIEHGG
 YLFWLP FULVLV

\$V IDU DV WKH UHVHDUFKHUV NQRZTO BGRHW SRWWWW
 WLPHIUDPH DVSHFW DV SDUW RI WKH UUL FRQWLG&H BV
 VWDNHHKROGHUV 7DNLQJ LQWR DFFRXQW WKH WLPHIUD
 JXLGHOLQHV RI &56 \$SDUW IURP WKH UUL FRQWLG&H BV
 FRXOG DOVR IXUWKHU H[SORUH WKH ZR WKUHD IDL WLVQ HVDC
 E\ WKH RUJDQLVDWLRQ 6LQFH 6&&7 ULV UR@WHWKG DJVP
 VWDNHHKROGHUV WHQG WR VHDUFKHU DRUL WKH DFG XVQH\ SRH
 @ VWDNHHKROGHUV WRHUI DOFRG VPRKWL RYDQW &RZD
 WKDW WKLW VWXG\ FDQ EH H[SDQGGR IREW DD DONDVHP
 ORRNQJ DW WKH VWDWHPHQWV UDWLRQDO RU HPI
 FRPSDVVLRQ 7KLV FDQ FRQVHTXHSOW EZDQG VOLVWQW
 UDWLRQDO RU HPRWLRQDO UHDFWLRQV R,W&58 DOMRV SU
 ORRNQJ DW WKH VWDNHHKROGHUV IDQVSHFWJERPPHQ
 VWDNHHKROGHUV LQ HDFK RI WKH VWDWHPHQWV DPGLVQ
 &56 HIIHFWLYHQHUV WKH FRXW KYWKRSW&56 DW@ULEXWL
 FULVLV FDKJLQJ SHUFHSWLRQGR RI WKH RFLDQ WKH
 HIIHFW JHQHUDWLG LGMFWLRWLV BV HIIHFWLYHQHV

5HIHWHQFHV

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