ACS
Aviation Co-ordination Services (Pty) Ltd

INSIDERS UPDATE



DELIVERING SERVICE EXCELLENCE

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EDITOR'S NOTE

Dear Team, Stakeholders, and Partners,

Welcome to another edition of the ACS Insiders Update!

In this edition, we bring you the latest operational updates, highlights from the 2026 AASA Annual General Assembly, and a celebration of the outstanding performance demonstrated by our GRJ Airport team. We also look back on some of the moments that brought us together, from our Mandela Day 67 Minutes initiative and Women's Day celebrations to our recent team-building activities.

These stories reflect more than just events and achievements. They represent the dedication, collaboration and commitment of our people, whose contributions play an important role in delivering service excellence across our organisation.

As we move towards the close of the year, let us continue to embrace opportunities for growth, support one another, and remain focused on the goals we share. Every contribution matters, and every achievement moves us forward.

Thank you for being part of the ACS journey. We hope you enjoy this edition!

Warm regards,

Marcus Modimokwane
Brand & SME Development Specialist



MESSAGE FROM THE CEO

Dear Colleagues,

As we enter the final stretch of the year, I want to say thank you. Every milestone we have achieved came from people who showed up, gave their best, and carried the ACS name with pride. You are the reason this company is what it is today.

Our values are not words on a wall. They live in how you serve our stakeholders, how you treat one another, and how you hold yourselves accountable. You have built a company that people are proud to belong to, and I appreciate each of you collectively for that.

The year-end can be demanding, but I encourage you to stay motivated and keep supporting one another. Check in on your colleagues, share the load, and celebrate each other's wins. Let us finish the year strong, together.



With sincere appreciation,
Duke Phahla
Chief Executive Officer

OPERATIONS UPDATE



Thapelo Mokwena
Divisional Executive: Operations

HOLD BAGGAGE SCREENING (HBS) OPERATIONS

Our Explosives Detection Systems (EDS) continue to demonstrate operational resilience despite ongoing challenges with the availability of spare components from the Original Equipment Manufacturer (OEM), particularly for the CTX EDS units. Of significant concern is the prolonged unserviceability of two CTX EDS units at O.R. Tambo International Airport (ORTIA) and Cape Town International Airport (CTIA), respectively, due to the unavailability of suitable replacement components. Notwithstanding these challenges, the back-up X-ray units continue to sustain operations and ensure screening continuity while we await the delivery of the required spares.

Project Update: Installation & Commissioning of the level 3 Back-up X-Ray machines

Airports Company South Africa (ACSA) has successfully allocated suitable installation windows at King Shaka International Airport (KSIA) and ORTIA to facilitate the replacement of four Level 3 back-up X-ray machines. The replacement at KSIA was successfully completed on 04 September 2026, following the necessary approval and sign-off by the South African Civil Aviation Authority (SACAA), after which the unit was formally handed over to Operations.
The project team subsequently commenced the ORTIA replacement programme during the week of 05 October 2026, prioritising the OOG North unit. The installation was successfully completed, with the unit receiving the requisite SACAA approval and subsequently being handed back to Operations.

However, the project team may need to review and adjust the remaining installation schedule following the breakdown of the primary Level 3 CTX EDS screening unit at the Bussing Terminal (TA Transfer). To maintain 100% HBS compliance and operational continuity, the existing back-up X-ray unit must remain operational and cannot be taken offline to facilitate its replacement. Consequently, the project team is assessing the implications of this constraint on the remaining installation activities, with any necessary adjustments to be made in consultation with the relevant stakeholders

AVSEC

During the reporting period, the AVSEC team prioritised the implementation of the Internal Quality Control Programme (IQCP), aimed at standardising and harmonising AVSEC operations to ensure consistency, compliance, and alignment across all operational areas.
Another key focus was the adoption and utilisation of the AVSEC digital reporting platform. Teams have commenced using the system, with implementation progressing steadily. Any technical issues or system bugs identified are being addressed in collaboration with the service provider to ensure the platform's stability, reliability, and effective utilisation.

BAGGAGE RECONCILIATION SYSTEM (BRS)

The prolonged BRS system outage at ELS remains a significant concern for the airport community, as baggage reconciliation continues to be performed manually, placing an additional operational burden on stakeholders. ACS has been actively engaging with the SITA technical team to expedite the restoration of the system. The technical team has confirmed that a viable solution has been identified, with implementation works scheduled for 22 October 2026. However, ACS has urged SITA to bring this date forward, given the prolonged disruption and inconvenience experienced by the airport community.

The BRS Version 7 project continues to make good progress, with most of the major technical issues now resolved. The project team has commenced user familiarisation sessions to ensure a smooth transition to the new user interface ahead of the planned cut-over. The objective remains to complete the cut-over at ORTIA and other major airports ahead of the December 2026 peak travel period, thereby ensuring operational readiness and minimising potential disruptions during this critical period.

AASA CONFERENCE

56TH AASA AGA

2026 Airlines Association of Southern Africa (AASA) Annual General Assembly
The 2026 AASA Annual General Assembly brings together key stakeholders from across the aviation industry to engage on industry developments, challenges and opportunities shaping the future of aviation. Guided by the theme “Decisions that Demand Discipline. Execution that Delivers Value,” the gathering highlights the importance of strategic decision-making, disciplined leadership and effective execution in driving meaningful results across the aviation sector. It also provides a valuable platform for networking, knowledge-sharing and strengthening industry partnerships.





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GRJ AIRPORT TEAM CELEBRATES OUTSTANDING PERFORMANCE



On the 05th of September 2026, Securitas Management at GRJ Airport hosted an awards ceremony to recognise and celebrate the station's exceptional achievements over the FY2025-FY2026 period.

The event highlighted the dedication and professionalism of the screening team, whose efforts contributed to an outstanding compliance record. During the period under review, the station successfully passed six audits, covert tests, and inspections without receiving any findings, recommendations, or observations.

Auditors consistently provided positive feedback, commending the screening staff for their strong knowledge of standard operating procedures and their commitment to maintaining high security standards.

The awards ceremony served as a well-deserved recognition of the team's hard work and dedication, reflecting the station's ongoing commitment to excellence and operational compliance.

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MOMENTS THAT MATTER

ACS Celebrates Mandela Day



In celebration of Mandela Day, ACS employees across our stations and Head Office came together to participate in the annual 67 Minutes initiative. Employees dedicated their time to giving back to their communities, embracing the spirit of compassion, kindness and service that Nelson Mandela stood for.

Through their participation, ACS employees demonstrated the power of collective action and the importance of making a positive difference, no matter how big or small. Together, we continue to honour Madiba's legacy by putting our hands and hearts to work in building stronger communities.

Celebrating Women: Honouring Strength, Courage, and Progress

Women's Day is an opportunity to celebrate the strength, resilience, achievements, and contributions of women in our workplaces, homes, and communities. It is a time to recognise the women who continue to break barriers, challenge stereotypes, and inspire positive change in the world around them.

At ACS, we celebrate the women who contribute to the organisation's success through their dedication, leadership, and commitment.

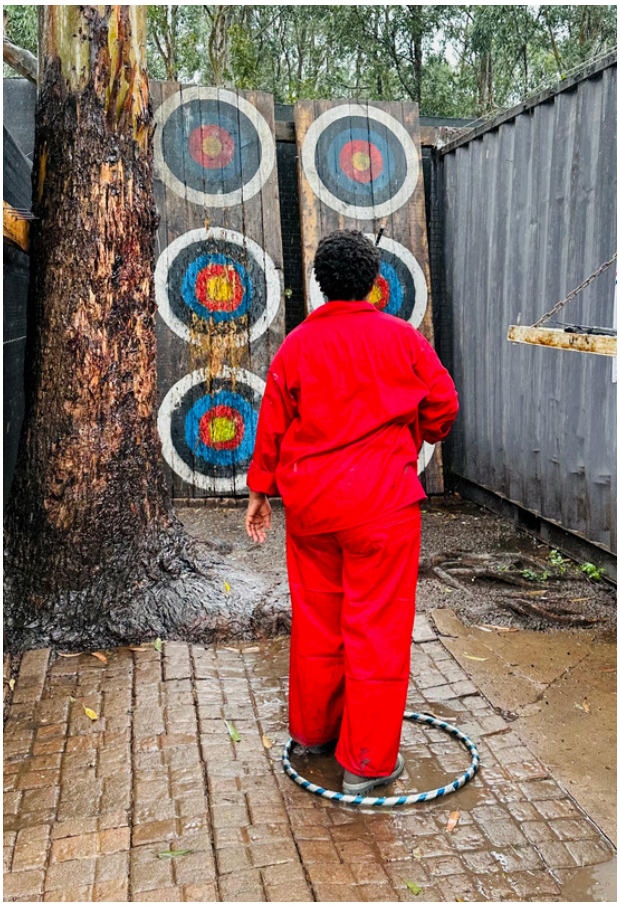
Empowering women goes beyond recognition. It means creating growth opportunities, encouraging one another, and ensuring that every woman feels valued, respected, and supported in reaching her full potential.

To all the incredible women at ACS, thank you for the difference you make. Your contributions matter, and your potential has no limits.

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TEAM BUILDING







Connecting, Collaborating and Having Fun!

ACS employees recently stepped away from their daily work routines to participate in exciting team-building activities designed to strengthen relationships, encourage collaboration, and create lasting memories.

From the adrenaline rush of quad biking to the strategic teamwork required during laser tag, the activities encouraged collaboration, communication, and a healthy competitive spirit. Archery tested everyone's focus and precision, while ice skating brought its own share of challenges, laughter, and memorable moments.

Beyond the fun and laughter, the activities highlighted the importance of teamwork, communication, trust, and supporting one another. They also provided an opportunity for colleagues to interact outside their usual work environments, build stronger relationships, and appreciate the value each person brings to the team.

The experience was a reminder that a strong workplace culture is built not only through our daily responsibilities but also through the connections we create along the way. Moments like these allow us to reconnect, recharge, and return to our roles with renewed energy and enthusiasm. They reinforce the importance of working towards common goals while recognising that every team member plays a valuable part in our collective success.

Here's to stronger teams, shared experiences, and achieving more together!

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ASIA

SOUTH AMERICA

AFRICA