

NEWSLETTER



**PIONEERING
SERVICE EXCELLENCE**

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EDITOR'S NOTE

Dear Team, Stakeholders, and Partners,

Welcome to this edition of our newsletter! We're excited to share stories, updates, and insights that reflect the pulse of our community and the industry we're proud to be part of.

In this issue, we celebrate outstanding staff achievements and take a moment to reflect on Mental Health Awareness Month, observed in May. We also welcomed a new cohort of YES Interns, an exciting step as we invest in the future of our field.

Additionally, we recap the recent conferences our team attended, sharing key takeaways and feedback from each event.

As always, our goal is to curate content that not only informs but also inspires action, connection, and continued growth. We truly value your feedback and participation. If you have suggestions, stories to share, or topics you'd like to see featured in future issues, please don't hesitate to reach out.

Stay tuned for more stories of impact and growth as ACS continues its journey toward excellence.

Warm regards,

Marcus Modimokwane



MESSAGE FROM THE CEO

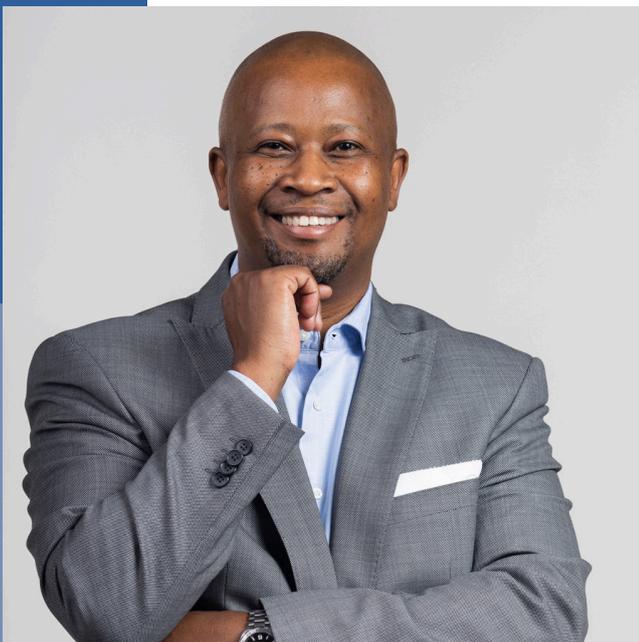
Dear Valued Stakeholders,

As ACS, we are proud to welcome a new cohort of YES interns to our team. It's always exciting to see fresh talent stepping into the world of work, and we are honored to be part of their journey. To our intern's welcome! We're excited to learn from you and support you every step of the way.

We also celebrated a remarkable achievement within our staff, those who recently graduated. Balancing work and education is no small feat, and your hard work and determination have truly paid off. Congratulations on this major milestone!

Lastly, May marked Mental Health Awareness Month, a timely reminder that every team member's well-being is essential. Mental health matters every day, not just in May. Let's continue to support each other, create space for honest conversations, and make well-being a priority in our workplace culture.

Thank you for all that you do. Let's carry the energy and care into everything we do moving forward.



Warmest regards,

Duke Phahla
Chief Executive Officer

OPERATIONS UPDATE

HBS OPERATIONS

Our Explosives Detection Systems (EDS) performed satisfactorily during the review period, despite ongoing challenges with the availability of spare components from the OEM.

In DUR operations, we faced significant issues with the serviceability of the CTX EDS unit, which remained unserviceable for an extended period due to a lack of spare parts. Fortunately, our backup unit was able to sustain operations during this time.

At our CPT operations, the start of the quarter was marked by multiple faults across our EDS units. Once again, the limited availability of appropriate spares from the OEM exacerbated the situation. We have since engaged the OEM to improve spare parts stockholding and ensure better support for ongoing maintenance needs.

Although the frequency of power outages at major airports has declined, sporadic interruptions continue to pose risks to our EDS

units, as power fluctuations can damage sensitive electrical components.

We commend our maintenance teams for their dedication in keeping these systems operational under challenging conditions.

To address the persistent issue of limited spare part availability, it is essential that aging EDS units in our portfolio be retired and replaced with modern systems.

It is standard industry practice for OEMs to prioritize spare parts support for newer models, making reliance on outdated systems increasingly unsustainable.

AVSEC

During this period, the AVSEC team focused primarily on preparations for the upcoming TSA audit scheduled for May 2025.

OPERATIONS UPDATE

A few instances of dangerous goods being misidentified were reported and thoroughly investigated, with key learnings shared across our operations to help prevent similar occurrences in the future.

Covert tests by civil aviation authorities continued throughout our operations a practice we strongly support, as it helps maintain vigilance and enhances the overall effectiveness of our screening processes.

BRS

The BRS system has remained resilient and continues to serve the community effectively. However, with ongoing technological advancements, a system refresh is necessary to enhance user experience and maintain optimal performance.

During the quarter, sporadic outages at ELS Airport caused by a telecommunications fault temporarily affected system availability. Overall system performance for the quarter was strong.



Thapelo Mokwena
Executive: Operations



AIR PASSENGER MARKET ANALYSIS

APRIL 2025

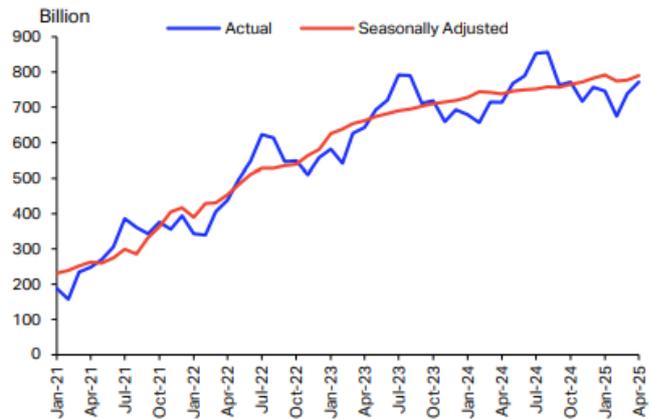
GLOBAL AIR TRAVEL REGAINED MOMENTUM

- Industry-wide Revenue Passenger Kilometers (RPK) increased 8.0% year-on-year (YoY) in April, the strongest growth since January.
- International RPK rose 10.8% YoY, outpacing the 8.5% increase in capacity, which boosted passenger load factor (PLF) to 84.1%, the highest April PLF recorded in the international market.
- All regions posted growth, with Asia Pacific and African airlines gaining the most.
- India and Brazil led domestic market growth, while the US posted its third straight month of YoY traffic declines.
- The number of passenger flights scheduled worldwide is expected to expand 3.6% YoY in June, following a 3.1% growth in May.

GLOBAL AIR TRAVEL REGAINED MOMENTUM IN APRIL...

Global passenger traffic rose 8.0% YoY in April, up from roughly 3% growth in both February and March, with RPK reaching 772 billion (Chart 1). April also recorded the strongest month-on-month (MoM) increase in demand so far this year, with seasonally adjusted RPK rising 1.7% from March.

Chart 1: Global RPK, billion



Source: IATA Sustainability and Economics, IATA Information and Data - Monthly Statistics

Air passenger market in detail - April 2025

	World share ¹	April 2025 (% year-on-year)				April 2025 (% year-to-date)			
		RPK	ASK	PLF (%-pt)	PLF (level)	RPK	ASK	PLF (%-pt)	PLF (level)
TOTAL MARKET	100.0%	8.0%	6.5%	1.1%	83.6%	6.0%	5.4%	0.5%	81.8%
International	61.8%	10.8%	8.5%	1.7%	84.1%	8.6%	7.4%	0.9%	81.7%
Domestic	38.2%	3.3%	3.1%	0.1%	82.7%	2.0%	2.1%	-0.1%	82.1%

¹% of industry RPK in 2024



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AIR PASSENGER MARKET ANALYSIS

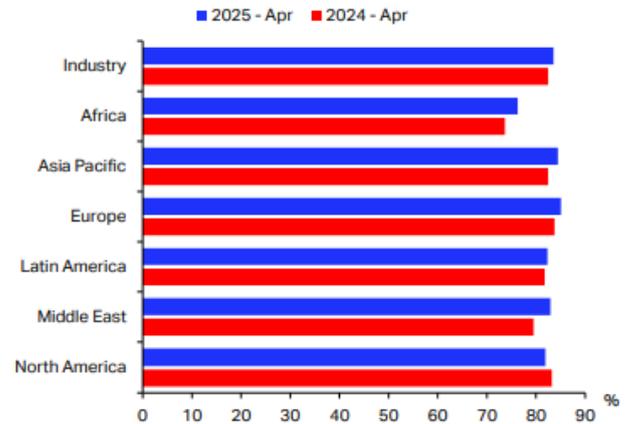
APRIL 2025

ALL REGIONS POSTED GROWTH

Passenger traffic increased across all regions in April, including North America.

African airlines benefited from the most rapid expansion among all regions, with passenger traffic surging by 14.2% YoY. This was the first MoM increase after two consecutive declines in February and March, in seasonally adjusted terms. Capacity expanded at a slightly lower

rate, lifting PLF by 2.6 percentage points to 76.3% (Chart 4).



Source: IATA Sustainability and Economics, IATA Information and Data - Monthly Statistics

Air passenger market in detail - April 2025

	World share ¹	April 2025 (% year-on-year)				April 2025 (% year-to-date)			
		RPK	ASK	PLF (%-pt)	PLF (level)	RPK	ASK	PLF (%-pt)	PLF (level)
TOTAL MARKET	100.0%	8.0%	6.5%	1.1%	83.6%	6.0%	5.4%	0.5%	81.8%
Africa	2.2%	14.2%	10.3%	2.6%	76.3%	9.1%	7.3%	1.2%	74.5%
Asia Pacific	33.5%	10.6%	7.9%	2.0%	84.4%	9.4%	7.2%	1.7%	84.4%
Europe	26.7%	8.3%	6.6%	1.3%	85.1%	6.3%	5.7%	0.5%	80.4%
Latin America	5.3%	10.9%	10.1%	0.6%	82.3%	7.4%	8.7%	-0.9%	82.0%
Middle East	9.4%	11.3%	6.7%	3.4%	82.9%	6.0%	4.1%	1.4%	80.7%
North America	22.9%	1.6%	3.2%	-1.3%	81.9%	0.0%	1.8%	-1.4%	80.7%
International	61.8%	10.8%	8.5%	1.7%	84.1%	8.6%	7.4%	0.9%	81.7%
Africa	1.8%	13.6%	8.9%	3.1%	76.3%	8.5%	6.3%	1.5%	74.1%
Asia Pacific	16.8%	14.4%	12.7%	1.3%	85.3%	13.9%	12.6%	1.0%	85.3%
Europe	23.5%	9.4%	7.7%	1.3%	84.5%	7.5%	6.6%	0.6%	79.7%
Latin America	2.8%	13.9%	14.6%	-0.6%	83.2%	10.4%	13.1%	-2.0%	82.6%
Middle East	9.0%	11.2%	6.6%	3.4%	83.1%	5.8%	4.1%	1.3%	80.7%
North America	7.9%	5.4%	2.6%	2.2%	83.4%	2.0%	0.6%	1.1%	81.9%
Domestic	38.2%	3.3%	3.1%	0.1%	82.7%	2.0%	2.1%	-0.1%	82.1%
Dom. Australia	0.8%	2.4%	-2.2%	3.7%	81.5%	1.5%	-2.6%	3.1%	78.8%
Domestic Brazil	1.1%	13.5%	7.7%	4.2%	81.1%	9.1%	6.8%	1.7%	81.2%
Dom. China P.R.	11.3%	7.0%	3.7%	2.6%	83.9%	3.7%	0.8%	2.3%	84.2%
Domestic India	1.6%	10.1%	11.3%	-0.9%	85.7%	12.1%	13.0%	-0.7%	86.9%
Domestic Japan	1.0%	7.3%	2.3%	3.4%	73.6%	8.0%	2.4%	4.1%	78.8%
Domestic US	14.4%	-0.5%	3.4%	-3.1%	80.6%	-1.1%	2.3%	-2.7%	79.7%

¹% of industry RPK in 2024

Note: the six domestic passenger markets for which broken-down data are available account for approximately 30.2% of global total RPKs and 79.1% of total domestic RPKs

Note: The total industry and regional growth rates are based on a constant sample of airlines combining reported data and estimates for missing observations. Airline traffic is allocated according to the region in which the carrier is registered; it should not be considered as regional traffic. Historical statistics are subject to revision.



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SAA investigates cyber incident disrupting systems

South African Airways (SAA) has reported a cyber incident that began on Saturday, 3 May 2025, causing temporary disruptions to its website, mobile app, and internal systems.

The airline activated its disaster management and business continuity protocols to minimise disruption, ensuring continued customer service via contact centres and sales offices. Normal system functionality was restored the same day.



Story cred: <https://www.bizcommunity.com/article/air-france-extends-cape-town-route-through-2025-586490a>

Airlink achieves global environmental certification from IATA

Airlink has been recognised for its commitment to environmental sustainability, earning certification from the International Air Transport Association's (IATA) Environmental Assessment (IEnvA) programme. This certification confirms the airline's compliance with international environmental standards and responsible aviation practices.

In addition to meeting global sustainability benchmarks, Airlink's IEnvA certification aligns with the Buckingham Palace Declaration, reinforcing its efforts to combat the illegal wildlife trade. The certification also benefits its customers and partners by promoting more sustainable and responsible air travel.

"As a vital link in that chain, Airlink has a duty to make a positive environmental impact. IATA's endorsement and international certification will help Airlink strengthen trust with its customers, industry partners, regulators and other key players," explains de Villiers Engelbrecht, Airlink chief executive officer.

Story cred: <https://www.bizcommunity.com/article/or-tambo-fuel-problem-is-a-symptom-of-jet-fuel-crisis-708712a>



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Kenya Airways records profit after more than a decade of losses

Kenya Airways said on Tuesday that it had made a pretax profit last year after more than a decade of losses, helped by foreign exchange gains.

One of Africa's biggest airlines, its pretax profit was 5.53bn shillings (\$42.82m) in 2024, compared with a loss of 22.86bn shillings the year before.

The airline had been in the red since 2013.



Story cred: <https://www.bizcommunity.com/article/african-airlines-post-worlds-slowest-growth-in-air-cargo-market-708062a>

FlySafair and Lift Airlines acknowledge check-in systems error



Airports Company South Africa (ACSA) are aware and would like to inform passengers of an ongoing global systems issue affecting FlySafair and Lift Airlines in South Africa. The technical issue impacted the airlines' check-in systems, causing delays over the weekend.

Technicians from the airlines and their service providers actively worked to resolve the matter.

Story cred: <https://www.engineeringnews.co.za/article/southern-african-airlines-group-announces-top-officials-for-the-202425-year-2024-10-21>

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BARSA AVIATION SUMMIT 2025 CHARTS COURSE FOR AFRICA'S AIR TRAVEL FUTURE



The BARSA Aviation Summit 2025, held from 13-14 March at Kruger National Park, convened top aviation and tourism leaders to tackle the future of Africa's air transport sector.

The summit focused on unlocking growth through enhanced air connectivity and technological innovation.

Air access was underscored as a crucial driver of tourism growth. Tourism Business Council of South Africa (TBCSA) Chairman Jerry Mabena is leading joint marketing efforts between TBCSA and South African Tourism, steering a unified business plan and overseeing task teams on marketing, branding, and research.

BARSA Chairperson Bali Mmusi-Mabena emphasized the sector's push toward digital transformation. "We are moving to a paperless environment. We are looking at e-gates," she said. "Internationally, this is the trend. We want our borders to be seamless. We're tired of long queues and outdated images of our airports on social media."

The summit signaled a strong commitment to modernizing aviation infrastructure, strengthening tourism ties, and positioning Africa as a globally competitive destination.



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ACS ATTENDS ACI AFRICA'S 73RD REGIONAL CONFERENCE IN ARUSHA, TANZANIA

From 22 to 30 April 2025, Aviation Co-ordination Services (ACS) participated in the 73rd ACI Africa Regional Conference, Committee Meetings, and Exhibition held in Arusha, Tanzania. Themed "Navigating Towards a Greener Future: Harnessing Sustainable Aviation and Tourism for Economic Prosperity", the event brought together global aviation leaders, specialists, and stakeholders for a week of strategy, innovation, and collaboration.



Our Senior AVSEC and Compliance Specialist, Mr. Tlou Malebana, represented ACS at the event, which served as a key platform for engaging on issues critical to aviation security and compliance in Africa. The ACI Security Committee – a central focus of the visit – aims to:

- Develop regional positions on security concerns affecting airports.
- Submit policy proposals for ACI board consideration and advocacy.
- Relay regional stances to ACI World Standing Committees.
- Promote best practices through open forums and professional exchanges.

The Security Committee discussions covered ongoing regional challenges and collaborative solutions. Key presentations included:

- Updates on the CBT (Computer-Based Training) screening performance monitoring program.
- Strategies to tackle high screener attrition rates, with the ACI Human Resource Committee tasked with proposing sustainable solutions.

ACS's participation reflects our continued commitment to regional collaboration, innovation, and security excellence. Engaging with ACI Africa allows us to stay ahead of emerging trends and ensure alignment with best practices that support a safer, greener future for aviation across the continent.

Mental Health in the Workplace



Maintaining good mental health in the workplace is just as important as hitting deadlines or attending meetings, it's the foundation for staying productive, creative, and, most importantly, human. When our minds are in a good place, we're more likely to enjoy our work, communicate effectively with colleagues, and handle challenges with resilience rather

than stress. A healthy mental state helps reduce burnout and makes it easier to strike that ever-elusive balance between work and personal life. After all, it's tough to bring your A-game when your brain feels like it's running on fumes.

"When employees feel well both mentally and physically, they're able to bring their best selves to work. It's not just about fewer sick days or checking off tasks faster; it's about creating a space where people genuinely feel supported and valued. When wellness is prioritized, morale naturally lifts, people feel more connected to their work, and engagement becomes something that happens, not something that's forced." Alice Mokwatlo (HR Officer ACS)

Keeping our mental health in check doesn't always require grand gestures, sometimes it's the small habits that make the biggest difference. Taking regular breaks, going for a quick walk, chatting with a coworker, or even just stepping away from your screen to breathe for a minute can reset your mental space. Prioritizing sleep, eating well, and setting boundaries around work hours are also crucial (and yes, it's okay to say "no" sometimes!).

Everyone's mental wellness journey looks a little different, but being mindful, checking in with yourself regularly, and reaching out when you need support can go a long way toward creating a healthier, happier work life.



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WELCOME TO THE TEAM

ACS is thrilled to welcome the 2025/26 cohort of YES Interns. This program marks the beginning of an exciting new chapter for a talented group of young professionals stepping into the next stage of their journey.

As a YES Intern, you're joining a collaborative environment where learning and innovation go hand in hand.

This isn't just a program it's a chance to take on real-world



2025/2026 YES Interns

challenges, contribute to meaningful projects, and grow alongside passionate professionals who are here to support you every step of the way.

During your time with us, we encourage you to jump in fully. Ask questions. Share your ideas. Be bold and creative. Your voice matters, and the work you do will make a real impact. You won't just be observing you'll be actively helping shape the future of our work.

At ACS, we take pride in our diverse, inclusive, and supportive team culture. You'll have access to mentorship, resources, and opportunities to thrive. So bring your energy. Bring your curiosity. And don't forget to enjoy the ride. This program is your launchpad to build hands-on experience, forge lasting connections, and develop the skills that will shape your future.

We can't wait to see all that you'll achieve.



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CELEBRATING MILESTONES



Ms Lolwethu Mtwazi

Juggling work and studies is not easy, but it is possible.

Nothing beats the feeling of hearing your name called and walking across the stage in your graduation gown after countless sleepless nights studying. That moment of pride knowing you stayed strong and pushed through when giving up felt easier makes it all worth it.

Now, your hard work has truly paid off.

Please join us in congratulating our colleague on this milestone. Your success reflects the drive and excellence we value throughout our entire team.



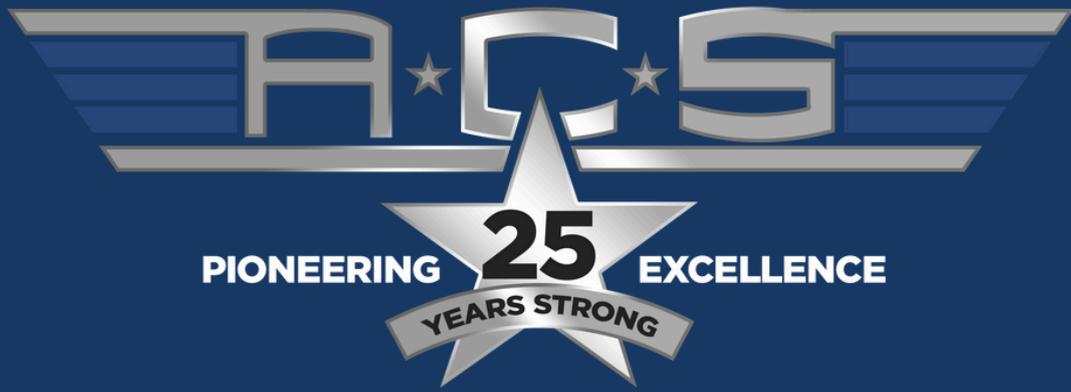
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