

QUARTERLY

# NEWSLETTER · ACS

Aviation Co-ordination Services (Pty) Ltd



**WE  
CARGO  
ANOTHER  
25 YEARS.**



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A portrait of Ingrid Skhosana, a woman with dark hair styled in braids, wearing a black top. She is smiling and has her hand resting under her chin. The background is a light-colored, industrial-looking setting with various pipes and machinery.

## Editor's Note

Dear Team, Stakeholders, and Partners,

As we celebrate ACS's 25th anniversary, I want to take a moment to highlight the incredible dedication of our workforce and the collective impact we all have on our communities. Happy anniversary to the entire ACS team! Your hard work and commitment have been vital to our success over the years.

**In this month's newsletter, we recognize valued employees for their outstanding work.** We also took time to observe Women's Day, reflecting on the legacy of the courageous women of 1956, which reminds us of all of the power of perseverance and hope.

Additionally, we remain vigilant in light of the recent mpox health alert, emphasizing our commitment to public health and safety within our community.

**As we continue to navigate these discussions, let us uphold the values that unite us:** mutual respect, integrity and honesty, transparency and openness, service excellence and reliability, and social responsibility.

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

Warm regards,  
Ingrid Skhosana



## A Message from the CEO

Embracing Our Values and  
Commitment to Excellence

Dear Team, Stakeholders  
and Partners,

I want to take a moment to express my gratitude for each of you who contribute to our shared vision and success. As we celebrate ACS's 25th anniversary, it's a fitting time to reflect on our journey and the achievements we've made together. Our strength lies in our commitment to our core values, which guide our actions and define who we are as a company. In recent weeks, I have witnessed remarkable dedication from our team, both within our organization and in our communities. It is apparent that our team exemplifies the spirit of service and excellence that we strive for. Additionally, as we navigate challenges such as the recent mpox health alert, our commitment to transparency and open communication is more important than ever. I encourage each of you to stay informed and engaged as we prioritize the health and safety of our community. Together, we have the power to make a lasting impact. Let us continue to support one another, embodying our values in every aspect of our work. I am excited for the journey ahead and am confident that, together, we will achieve new heights of success.

Thank you for your unwavering dedication and hard work as we celebrate this significant milestone.

Warmest regards,  
Duke Phahla  
Chief Executive Officer

# OPERATIONS UPDATES



## HBS OPERATIONS

The current period has seen a marked decrease in the frequency of loadshedding, however despite the respite the incidences of power interruptions at some airports has heightened. These events put undue strain on our Explosives Detection Systems (EDS), causing premature failure of critical electronic components, resulting in an increase in the number of reported faults. Despite these challenges our EDS continue to be resilient, with the equipment availability at all stations well above our internal target.

We continue to adopt an intensive maintenance regime on all our critical EDS units to minimize major faults. Despite these interventions the need for replacement of our ageing EDS units remains heightened.

## AVSEC

The AVSEC team has intensified their compliance audits to ensure that our security service providers fulfil their statutory requirements. Following the audits, areas of concern were flagged, and the relevant stakeholders notified to remedy non-conformances. Follow-up audits are already underway to ensure that actions or areas of concern are dealt with without delay. Incidences of slippages (i.e., undesirable goods going through EDS undetected) have declined significantly, with few incidents raised from destination stations.

## BRS

The BRS service has remained resilient during the period, with minor incidences of disruptions due to sporadic network challenges from the Telco service providers.

Overall, the system has been stable and available for the period in review.

### THAPELO MOKWENA

Divisional Head:  
Operations

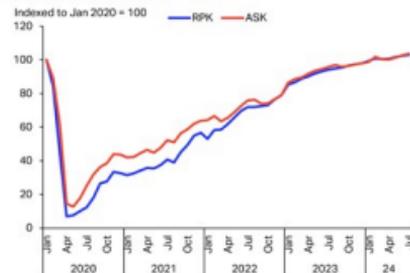


## Industry passenger volumes set new records as growth stabilizes

- Industry total Revenue Passenger-Kilometer (RPK) in July increased by 8.0% YoY, outpacing the 7.4% YoY growth in Available Seat-Kilometers (ASK). The passenger load factor (PLF) recorded a peak of 86%, reflecting strong air travel demand. The CrowdStrike IT outage had no noticeable impact on the industry.
- Total domestic traffic saw a 4.8% YoY increase. Brazil led with an 8.9% rise, while Japan and Australia, though trailing, returned to growth.
- International passenger traffic marked 10.1% YoY in July, nearing the industry's more conventional growth figures. All regions experienced robust growth, with two regions posting double-digit gains.

### Industry maintains a stable growth rate

**Chart 1 – Global RPK and ASK, Seasonally Adjusted, Indexed to Jan 2020 = 100**



Sources: IATA Sustainability and Economics, IATA Monthly Statistics

The industry's air passenger traffic, measured in RPK, grew healthily in July 2024 while maintaining the trend of a smooth transition towards lower conventional figures. Volumes continued to soar above previous months and years. Yearly growth stood at 9.4% while 0.7% in Month on Month (MoM) terms, based on seasonally adjusted data (**Chart 1**).

The supply of seats, measured in ASK, continued to grow, exemplified by an increase of 7.4% YoY. The load factor (PLF) further improved, reaching 86%,

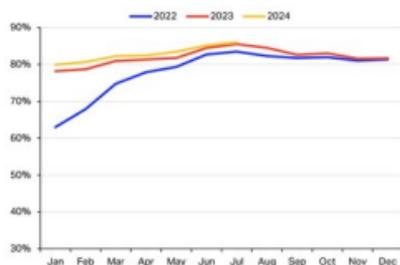
#### Air passenger market in detail - July 2024

World share <sup>1</sup>	July 2024 (% year-on-year)				July 2024 (% year-to-date)				
	RPK	ASK	PLF (%-pt)	PLF (level)	RPK	ASK	PLF (%-pt)	PLF (level)	
<b>TOTAL MARKET</b>	<b>100.0%</b>	<b>8.0%</b>	<b>7.4%</b>	<b>0.9%</b>	<b>86.0%</b>	<b>12.6%</b>	<b>11.0%</b>	<b>1.2%</b>	<b>83.0%</b>
International	80.7%	10.1%	10.5%	-0.3%	85.9%	15.3%	15.1%	0.1%	82.6%
Domestic	19.3%	4.8%	2.8%	1.7%	86.1%	7.1%	3.5%	2.8%	83.6%

<sup>1</sup>% of industry RPKs in 2023

following a positive streak that started in January of this year. Moreover, July 2024's PLF resulted in 0.5 percentage points above the previous year, suggesting higher demand for air travel. In year-to-date terms, PLF marked 0.5 percentage points above the previous year's (**Chart 2**). Despite the CrowdStrike IT outage on July 19, which affected global computers including those at airports and airlines, there was no noticeable negative impact on the industry.

**Chart 2 – Industry PLF, %share of ASK**



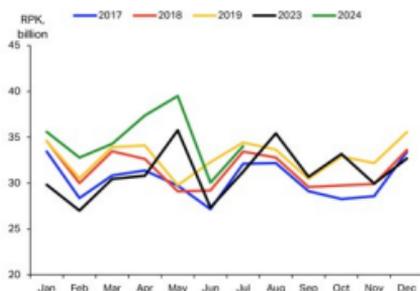
Sources: IATA Sustainability and Economics, IATA Monthly Statistics

Industry growth rates are gradually moderating, including in July. However, Asia Pacific airlines continue to lead in traffic growth. Particularly, the

## Asia - Middle East route continues to thrive

Asia's international RPK volumes as origin, a measure of passenger demand, continued to rise, though most routes haven't surpassed their 2019 peaks. The **Asia-Middle East** route remains the exception. Traffic has generally exceeded previous peak volumes. In July 2024, the value was nearly the same as the same period in 2019, suggesting this upward trend is likely to continue (**Chart 7**).

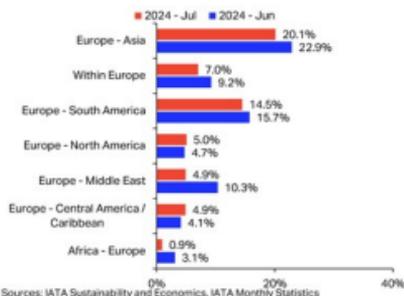
**Chart 7** – International RPK for route pair Asia - Middle East



In July, international RPK from Europe remained positive despite a moderate slowdown from last month's YoY figures, with growths ranging from 20.1%

to 0.9%. The **Europe – Asia** route led the group, likely due to its potential to regain 2019 peak volumes. Until 2019, this route was intermittently the second or third most important for Europe, but since 2020 it has consistently ranked third. **Europe - South America** followed with a 14.5% increase, though it remains the smallest market in terms of volumes for Europe by international RPK (**Chart 8**).

**Chart 8** – International RPK, YoY% – Major route areas from and to Europe



Sources: IATA Sustainability and Economics, IATA Monthly Statistics

## Air passenger market in detail - July 2024

World share <sup>1</sup>	July 2024 (% year-on-year)				July 2024 (% year-to-date)				
	RPK	ASK	PLF (%-pt)	PLF (level)	RPK	ASK	PLF (%-pt)	PLF (level)	
<b>TOTAL MARKET</b>	<b>100.0%</b>	<b>8.0%</b>	<b>7.4%</b>	<b>0.9%</b>	<b>86.0%</b>	<b>12.6%</b>	<b>11.0%</b>	<b>1.2%</b>	<b>83.0%</b>
Africa	2.7%	6.6%	5.8%	0.6%	75.0%	14.1%	12.2%	1.2%	73.8%
Asia Pacific	31.7%	12.0%	9.8%	1.6%	83.4%	20.7%	15.7%	3.4%	82.8%
Europe	27.7%	7.2%	7.0%	0.1%	88.2%	9.7%	9.4%	0.2%	83.5%
Latin America	5.0%	7.5%	8.4%	-0.7%	86.2%	9.1%	7.6%	1.1%	83.6%
Middle East	9.4%	6.1%	5.5%	0.5%	84.0%	12.1%	11.3%	0.5%	80.3%
North America	24.2%	4.9%	5.1%	-0.2%	88.9%	6.4%	6.8%	-0.3%	84.6%
<b>International</b>	<b>82.7%</b>	<b>10.1%</b>	<b>10.5%</b>	<b>-0.3%</b>	<b>85.9%</b>	<b>16.3%</b>	<b>16.1%</b>	<b>0.1%</b>	<b>82.6%</b>
Africa	1.8%	7.4%	6.7%	0.5%	74.3%	13.7%	11.5%	1.4%	73.2%
Asia Pacific	14.7%	19.1%	20.3%	-0.8%	83.8%	32.9%	32.4%	0.3%	83.7%
Europe	22.6%	8.3%	8.1%	0.2%	87.5%	10.7%	10.6%	0.1%	82.7%
Latin America	2.7%	13.4%	15.7%	-1.7%	87.5%	16.4%	15.4%	0.7%	85.2%
Middle East	8.7%	5.8%	5.5%	0.3%	84.1%	12.0%	11.5%	0.3%	80.3%
North America	8.7%	5.3%	6.3%	-0.8%	89.4%	9.5%	11.2%	-1.3%	83.9%
<b>Domestic</b>	<b>17.3%</b>	<b>4.9%</b>	<b>2.8%</b>	<b>1.7%</b>	<b>86.1%</b>	<b>7.1%</b>	<b>3.9%</b>	<b>2.8%</b>	<b>83.6%</b>
Dom. Australia	0.8%	2.6%	4.3%	-1.4%	84.0%	4.8%	4.6%	0.1%	78.6%
Domestic Brazil	1.2%	8.9%	7.1%	1.4%	84.8%	4.1%	2.6%	1.2%	80.7%
Dom. China P.R.	11.2%	7.1%	1.6%	4.3%	83.4%	14.5%	4.3%	7.3%	82.2%
Domestic India	1.8%	7.7%	6.5%	0.9%	85.1%	4.6%	4.9%	-0.3%	87.3%
Domestic Japan	1.7%	4.0%	-0.2%	3.2%	78.3%	1.6%	-1.0%	1.9%	74.6%
Domestic US	15.4%	5.0%	4.9%	0.1%	88.5%	5.1%	4.9%	0.2%	84.7%

<sup>1</sup>% of industry RPKs in 2023

Note: The six domestic passenger markets for which broken-down data are available account for approximately 31.4% of global total RPKs and 78.8% 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.

# Wings of Change Focus Africa 2024: A Landmark Event for African Aviation



The 2024 edition of Wings of Change Focus Africa (WOCFA) took place on July 2-3 in Johannesburg, South Africa, under the compelling theme “Towards a More Resilient and Sustainable African Aviation.” This landmark occasion gathered industry leaders, stakeholders, and aviation enthusiasts, fostering meaningful discussions about the future of aviation in the region.

The program featured thought-provoking keynote addresses from distinguished industry leaders, along with interactive workshops and panel discussions. These sessions emphasised the growth patterns of regional aviation and their impact on both the regional and international aviation industries.

Attendees engaged in vital discussions surrounding pressing issues such as the enhancement of Africa's aviation infrastructure, economic regulations, and the implementation of the Collaborative Aviation Safety Improvement Program (CASIP). Another significant focus was on strategies for the

adoption of sustainable aviation fuel, highlighting the industry's commitment to environmental responsibility.

ACS's own Mr. Tlou Malebana participated in a panel session titled “Air Cargo: Unlocking Africa's Trade Potential.” During this session, he emphasised the importance of regulatory compliance, stating, “ACS ensures that our services meet national compliance requirements in terms of regulatory mandates. By partnering with other compliance-screening organisations, we create a level of trust between ACS, our customers, and the airlines we service.”

# Aviation News

## SA Aviation Sector Still a Man's World



The South African Civil Aviation Authority's (SACAA) ambitious goals for gender representation in the aviation industry will not be easily achieved, say industry leaders. Aviation experts gathered to discuss the progress and barriers to

entry for women in the aviation industry at the National Aviation Gender Summit held in Durban under the auspices of the CAA.

Poppy Khoza, Director of the CAA, reiterated the SACAA's commitment to achieving 50/50 gender representation in the aviation sector by 2030.

Deputy Minister of Transport **Mkhuleko Hlengwa** said that this can only be accomplished through commitment to achieving objectives and strategic planning. The sector continues to be male-dominated, despite progress having been made.

"In South Africa, out of the 25 830 licensed personnel at the end of July 2024, only 5 067 are female. This includes pilots, engineers, air traffic officers and cabin crew. Of course, we must celebrate this improvement, of almost 20% of women occupying technical roles in the industry," he said.

**Story cred:** <https://www.travelnews.co.za/article/sa-aviation-sector-still-mans-world>



## Emirates Launches Pilot Recruitment Roadshow in SA

Emirates is intensifying recruitment in Cape Town to address increased customer demand. The airline will hold a pilot recruitment roadshow in Johannesburg, targeting experienced commercial pilots.

Recently, Emirates announced major updates to its pilot recruitment, including higher salaries, new roles, and revised eligibility criteria. Experienced pilots can now apply for positions in four programs: direct entry captains, accelerated command, first officers type-rated, and non-type-rated.

# Aviation News



## Airlink to Launch Cape Town-Gaborone Flights in 2025

Airlink will expand its network with direct flights between Cape Town and Gaborone starting 1 April 2025.

The flights will operate on Tuesdays, Thursdays, and Saturdays. Departures from Cape Town International Airport are scheduled for 10:50am, arriving at Gaborone's Sir Seretse Khama International Airport at 1:00pm. The return flights will leave Gaborone at 1:45pm and land in Cape Town at 4:00pm.

"As Botswana's capital, Gaborone is an important regional destination for business. The city is home to thriving minerals, resources, automotive and tech sector companies and hosts the Southern African Development Community headquarters. It is also an important leisure tourism gateway to many game lodges and the Gaborone Game Reserve.

## Qatar Airways Acquires 25% Stake in Airlink, expands African Footprint

Qatar Airways Group has acquired a 25% stake in Airlink, a prominent independent regional airline operating across Southern Africa. This acquisition is part of Qatar Airways' strategy to expand its footprint in Africa. The investment will enhance the existing code-sharing partnership between the two airlines, improving Airlink's

connectivity to over 45 destinations in 15 African countries. This move aligns with Qatar Airways' broader goal of contributing to Africa's economic development. On the announcement, Qatar Airways' group chief executive officer, Engr. Badr Mohammed Al-Meer, says: "Our investment in Airlink further demonstrates how integral we see Africa being to our business' future.





## SAA Expands Mauritius Route with Additional Daily Flights

South African Airways (SAA) is expanding its service to Mauritius in response to increased demand. Starting 1 December 2024, the airline will offer two daily morning flights between Johannesburg's OR Tambo International Airport and Mauritius, up from the previous single daily flight launched in November 2021.

"Our decision to increase the frequency of flights to Mauritius was driven by demand for leisure and business travellers," says Tebogo Tsimane, SAA's interim chief commercial officer.

"Mauritius has long been a favoured holiday destination for South Africans, providing a tropical island holiday experience and is just four hours away from Johannesburg. Mauritius is also an important investment destination and financial services hub, with many major South African companies and brands expanding their operations on the island," he added.

Story Cred:

<https://www.bizcommunity.com/article/saa-expands-mauritius-route-with-additional-daily-flights-038595a>

# Mpox Declared Public Health Emergency of International Concern

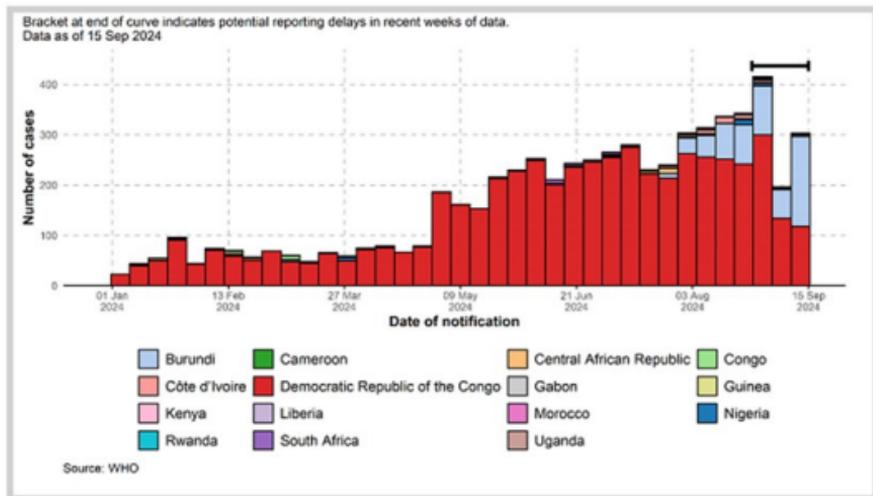
On August 14th, the WHO Director-General announced that the recent surge of mpox cases in the Democratic Republic of the Congo (DRC) and other countries in Africa has officially been classified as a Public Health Emergency of International Concern (PHEIC) under the International Health Regulations. This marks the second occurrence of mpox being designated a PHEIC; the first declaration was made in July 2022, as the disease spread swiftly across regions where it had previously been unreported.

## 2022-2024 Mpox (Monkeypox) Outbreak: Global Trends

As of September 17, 2024, the World Health Organization has updated data regarding the ongoing mpox outbreak. This data reflects confirmed laboratory cases reported between January 1, 2024, and September 15, 2024. It is important to note that the most recent weeks of data presented in the epidemic curves should be interpreted cautiously, as there are often delays in reporting.

The WHO's declaration underscores the urgency of the situation and highlights the need for global cooperation and rapid response efforts to contain the outbreak. Authorities and health organizations around the world are urged to take necessary precautions and to remain vigilant in monitoring and responding to this evolving public health threat.

As we continue to stay informed about the situation, let us work together to support efforts aimed at mitigating the impact of mpox and protecting public health.





## Administrative Professionals Day:

Celebrating Our Unsung Heroes

Observed annually on September 4th, Administrative Professionals Day is dedicated to recognising and honouring the invaluable contributions of dedicated administrative professionals in today's workforce.

Administrative professionals play diverse roles and tackle a range of daily responsibilities, but one thing is certain: they consistently get the job done. They embrace new challenges with resilience and grace while helping to keep employees connected. Often going above and beyond their regular duties, their hard work and commitment to excellence do not go unnoticed.

Let's take a moment to appreciate the efforts of our administrative professionals, whose dedication is essential to our success at ACS!

# ACS Celebrates Mandela Day:

Making a Difference in Our Communities



In honour of Nelson Mandela's legacy, this year's Mandela Day saw an inspiring outpouring of commitment and service from ACS employees. Observed on July 18th, Mandela Day serves as a call to action for individuals to contribute to their communities, and our team answered that call with enthusiasm and dedication. Social responsibility is one of our core values at ACS, and this year, our employees exemplified this principle through various initiatives aimed at uplifting those in need. Team members volunteered their time at local schools, where they helped renovate classrooms, creating a more welcoming environment for students. Others took part in community shelters, serving meals and distributing essential supplies to individuals and families facing difficult circumstances.

As we reflect on our participation in Mandela Day, we are reminded that the essence of this day is not just about giving back on a single day, but about cultivating a lasting commitment to service throughout the year. The collective efforts of our employees truly showcase the heart of ACS—a team devoted to uplifting those around us while embodying our values. Thank you to everyone who participated in making Mandela Day a success! Let's continue to carry forth this spirit of service in our daily lives.





## Celebrating the Strength of Women:

Honouring Women's Day at ACS

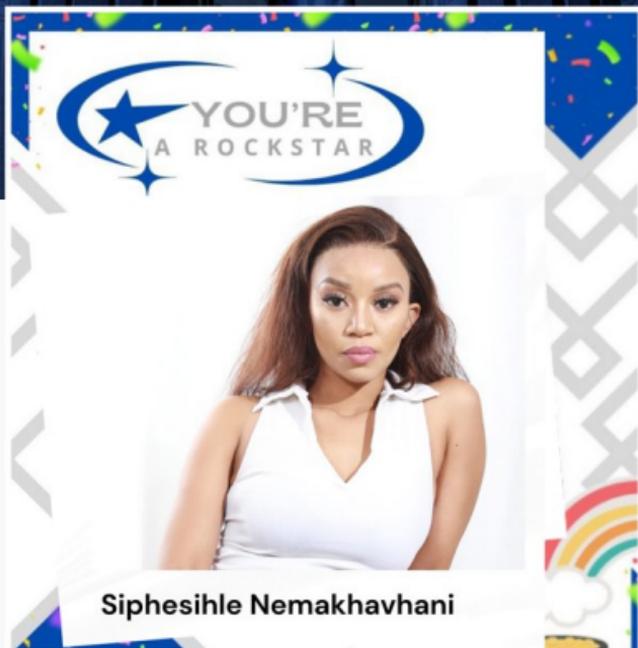
On this Women's Day, we reflect on the courageous women of 1956 who campaigned tirelessly to challenge oppressive laws set by the government of their time. We honour all the women making a difference in their communities and families, often without recognition. We celebrate those who, despite facing adversity, summon the courage



and strength to persevere. We commemorate the women we admire and the remarkable individuals we are becoming. To mark this special occasion, ACS invited the talented artist Ms. Rami Chuene as a guest speaker to provide insights into her book, "We Kissed the Sun and Embraced the Moon." The event was a rollercoaster of emotions, filled with laughter and inspiration, perfectly encapsulated by Ms. Chuene's words: "You will find yourself in one of the chapters." Her book serves as a poignant reminder that even on our darkest days, the sun shines upon us, and during our loneliest nights, the moon guides us, instilling hope that we are the light we seek within.

As we celebrate Women's Day, let us continue to honour, support, and uplift the women in our lives, those around us, and the future generations of women we are raising. Together, we can shine even brighter!

# Celebrating Exceptional Dedication: Recognizing Ms. Siphesihle Nemakhavhani



At ACS, we pride ourselves on having a dedicated team that comes to work each day, putting their best foot forward. It is essential that we recognise our employees' contributions and ensure they feel appreciated for their hard work.

The relentless efforts and commitment exhibited by our employees do not go unnoticed. Behind every successful organisation and department lies a team that stands tall, ensuring that everything runs smoothly and efficiently.

In light of this, we are thrilled to celebrate and acknowledge Ms. Siphesihle Nemakhavhani for her outstanding performance. Ms. Nemakhavhani has consistently gone above and beyond in her role, demonstrating exceptional dedication to her duties and the organisation as a whole.

Thank you, Ms. Nemakhavhani, for embodying the spirit of teamwork and excellence here at ACS. Your commitment inspires us all, and we are grateful to have you as part of our team. Let's continue to support and uplift one another as we work towards our collective goals!



# OUR OFFICES

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1627

## CAPE TOWN INTERNATIONAL AIRPORT

Mezzanine Level  
Terminal 2  
Mezzanine Floor  
International Arrivals  
Cape Town International Airport  
Tel: 021 745 3073  
PO Box 75  
7525

## KING SHAKA INTERNATIONAL AIRPORT

Floor 2  
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PO Box 57876  
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## CHIEF DAWID STUURMAN INTERNATIONAL AIRPORT

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Walmer  
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6065

ACS Office Arrivals Terminal  
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## GEORGE AIRPORT

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## UPINGTON Upington International Airport

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## BLOEMFONTEIN Braam Fischer Airport

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