



UPDATE: CEMAIR OPERATIONS AND FLEET GROUNDING

08 February 2018

Johannesburg – CemAir apologises to its customers for the continued disruption to its operations and assures that it is working hard to expedite the restoration of its normal scheduled flights.

“I wish to thank our customers for their patience and their loyalty. I am sorry that we have let you down during this period, but we look forward to flying you again very soon,” said Miles van der Molen, CEO of CemAir.

“The safety and well-being of our customers, our people and our aircraft is our top priority. For this reason, we are working closely with the South African Civil Aviation Authority (SACAA) to address its concerns”, he said.

“As the first step, last Friday, we initiated a thorough and comprehensive assessment and verification of internal processes and procedures at our aircraft maintenance division. The scope of this exercise includes personnel training, licencing and powers of authority to release aircraft and components into service. In parallel, we have provided the SACAA with full and comprehensive documentation packs relating to the history and status of each of our 12 South African-registered aircraft. We have also hosted and cooperated fully with the SACAA’s additional audit inspections.

“While we would like to expedite the restoration of our scheduled services, we must ensure there are no questions over the integrity of CemAir’s safety. For this reason we have requested the SACAA’s feedback, guidance and recommendations arising from its inspections, together with a defined timeline, against which it will verify our compliance and lift the restrictions currently in place,” explained Mr van der Molen.

CemAir technical personnel all hold valid licences or company authorisation, as required by the SACAA. Our aircraft maintenance engineers undergo TETA-accredited training courses provided by Denel and other SACAA-approved training organisations.

CemAir’s safety compliance has also been recognised by the International Air Transport Association (IATA), which requires all of its members to pass its comprehensive and globally benchmarked biennial IATA Operational Safety Audit (IOSA). CemAir renewed its IOSA accreditation last September and is on the IOSA register of approved airlines.

In the meantime, CemAir is trying to contact as many of its ticket holders as possible, but appeals to those who may have booked through online travel agency sites to contact the airline, so that we understand their intentions and where possible, arrangements can be made to re-book them onto alternative flights or refund them. Ticket-holders can contact CemAir central reservations department on tel: 0861 236 247. As we are experiencing high call volumes, queries can also be emailed to any of our offices at any of the following addresses:

tickets@cemair.co.za plett@cemair.co.za margate@cemair.co.za bloem@cemair.co.za
george@cemair.co.za capetown@cemair.co.za hoedspruit@cemair.co.za

Further updates will be posted on www.flycemair.co.za

