



## **UPDATE: CEMAIR OPERATIONS AND FLEET GROUNDING**

**15 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.

“Although the grounding is ongoing, we are making good progress in resolving the issues raised by the SACAA”, said Miles van der Molen, CEO of CemAir.

“The situation has lasted far longer than expected, not due to the discovery of further issues but rather because of the SACAA’s undertaking to perform a full review of all aspects of CemAir’s aircraft maintenance division which in an organisation of our scale is a substantial undertaking.”

“The documentation phase of this process is expected to be completed by Friday 16 February 2018 and will be followed early next week by the inspection phase. In parallel, an inspection of all of the 12-affected aircraft is ongoing” he explained.

“The safety and well-being of our customers, our people and our aircraft is our top priority” he said. “For this reason, we are working closely with the South African Civil Aviation Authority (SACAA) and based on the progress achieved to date we expect to start limited operations soon”

“I wish to thank our customers for their patience and their loyalty. I am sorry that we have let you down during this period.”

CemAir’s safety compliance has 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 using chartered operators on certain of its routes and on other routes where possible, arrangements are being made to re-book customers onto alternative flights or to 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](mailto:tickets@cemair.co.za) [plett@cemair.co.za](mailto:plett@cemair.co.za) [margate@cemair.co.za](mailto:margate@cemair.co.za) [bloem@cemair.co.za](mailto:bloem@cemair.co.za)  
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Further updates will be posted on [www.flycemair.co.za](http://www.flycemair.co.za)