



Newsletter from The Commercial Aviation Association of Southern Africa NPC

## From our CEO

### Some thoughts on the abuse of Process

In governmental circles and large organisations, the continual back-and-forth from good to bad in customer centricity and service will remain cyclic in most organisations. Only as organisations grow in ethical stature will their troughs and peaks diminish.

**The real gap in this is the challenge when industry is compared with most governmental service organisations, which do not face any form of competition.**

Consider the Air Service Licensing Act, which remains unchanged from before the fall of apartheid and is not designed to accommodate commercial activities like drones, microlights, paragliders, or even gyrocopters, which now do commercial work vital to our economy.

Spare a thought for the council that must still apply this archaic Act and comply with hideously outdated regulations. They have no wiggle room to enable industry, especially when they see that it works to the detriment of their applicants, but are equally hamstrung as they must legally apply what's written. There is no ability in our regulatory betterment, nor has a Transport Minister made any significant inroads to change this Act. Maybe our new minister might? Note I throw down the gauntlet. I wonder if the gauntlet will be picked up.

Consider that industry and parts of the transport sector fervently developed a new combined Act (ASLA) that remains stalled after more than five years with no light at the end of the tunnel - or is that PRASA (I say in jest)?

**Cont.**

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BEHIND THE BOARD

This natural cycle in a monopoly single service provider such as the regulator cannot be forced to deliver better by their clients speaking with their wallets, and that "growth" and "customer-centric culture" must be born from within. In most cases, this change is inserted by people hired or employed from industry and who are leaders in their areas of expertise, bringing with it the "Thrust and Parry" of a competitive customer-focused culture.

Hoping to grow it, without that from a bureaucratic tick box-focused administrative base, is difficult, if not almost impossible, unless substantial consequence-driven deliverables are set and monitored, with focused and applicable incentives to drive the necessary cultural change.

There is little consequence for government-type officials, who, even if they deliver poorly, generally receive their monthly pay cheques, compared with an environment they must serve effectively, especially in aviation, where there is competition and apathy in customer service results rapidly in loss of business, loss of profits, staff movement, etc., and ultimately in the closure of your business.

The comprehension of what five days of additional slowness in not providing a C of A and the loss of revenue in the commercial environment seems lost or of little consequence, and the regular delivery of safety is not driven by the cost. This is flawed and part of losing our aviation stature in our airlines and charter sectors. It is at the epicentre of South Africa's poor bounce-back compared with other countries' aviation sectors.

Creating outwardly positive images of service in Government with their employees and pseudo-government organisations regularly mimics the rhetoric and advertising with industry policies and customer service commitments. Still, as one lifts the veil, the reality does not stand up to the litmus test. If it did, there would be little need for countless consultants and organisations badgering the authorities to rectify this.

**On a positive look at the "eNatis system" - how truly progressive - look at the service - so simply it can be done.**

Maybe it's time to promote government/ private sector participation. The time when Service level standards are treated as merely targets as regularly used against industry when responding to allegations of tardy service must end. The abuse of process normally distils to the words "malicious compliances", a linking which may not be openly discussed, but ultimately, it is that and where there is no consequence actively condoned as acceptable.

There are many ideas for a possible solution, but in my experience, unless there are well-set staff KPIs with KPAs that involve integrated customer feedback and exterior performance reviews from one's customers, minimal changes in staff attitudes towards customer service or delivery are ever realised. Customer service standards must be rigorously set with both the customer and the organisation, not only the organisation.

**The culture of the same old and receiving a salary without radically adjusted focus on delivery and constant improvement targeted at staff level "doth not a culture grow".**

Let me digress momentarily to a worrying culture that has grown in Africa over the past 40 or so years.

Years ago, riding my adventure bike through Africa from Europe in the aftermath of (in my view, the tangible negatives) "Live Aid" and the unforeseen development of the "handout mentality," we saw this culture grow. It should have enabled people to help themselves while preserving their culture.

Suppose a young rural child sees someone in a car or on a bike. In that case, they run, leaving whatever they are doing, and scream, "Sweetie, Sweetie, give me, give me". If you do not comply, the result is often negative, with a consequential action of throwing stones or delivering physical threats. This is not the fault of these people—it is a learned manifestation. Almost every traveller and tourist has aided and abetted this culture, which is rife on our wonderful continent.

Where are the human characteristics of doing something out of goodwill, helping a fellow human (often seen in older generations because it remains the right thing to do and makes one feel fulfilled)? This has been replaced with a growing self-centred and destructive culture: "If I do something that benefits you, you must pay me, or give me something - whatever happened to 'paying it forward'? Doing something for the good of humanity, or just being helpful without expectation. We continue to lose, and it shows cases of the decline of volunteerism and how apathetic people treat those who volunteer with contempt if they do not get what they want. Indeed, it must stop.

**The adage (and in no way is this meant in a sexist way) principally rings true: "Hard times create strong men, strong men create good times, good times create weak men, and weak men create hard times."**

We must find a way to inculcate respect for good hard work in our cultures while we look to raise our deliverables. In my opinion, it's high time for "honour" to become a prime character trait once more. If I focus on our government and regulators, theirs would be "to under-promise and over-deliver."

Tongue in cheek, that is not a suggestion that they have *Carte Blanch* to diminish their promises - these must be accelerated and implemented, but they must be built sincerely with their constituents and clients. By the people for the people. Not by the politicians for the politicians, which has been, to my mind, the overriding impression of most governments over the past three decades  
Let's focus on enabling growth at the coal face of our industry rather than draping policies on walls and making lovely plans that go nowhere, where the unqualified make the decisions rather than enabling the experts.

A handwritten signature in black ink, appearing to read "Donie", enclosed within a hand-drawn oval.





Commercial Aviation Association  
of Southern Africa NPC

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**SOARING AHEAD WITH TWO MONTHS TO GO UNTIL**

**AAD2024**

**REGISTRATION FOR TRADE VISITORS NOW OPEN**

As we gear up for the AAD event our enthusiasm is building, as we see every element for an engaging and exhilarating aerospace and defence trade exhibition, and air show, coming together for what is expected to be, the best yet!

This month we've seen trade and media registration opening and AAD Fridays taking off, building an air of excitement both out there with you, our audience and fans, and right here at the AAD Offices.

Stay up to date with all the latest news and information from July in this newsletter, our website [www.aadexpo.co.za](http://www.aadexpo.co.za) and our social media platforms.

We are thrilled to announce that registration is now open for trade visitors. As the largest trade and air show in Africa, this year's event is set to attract over 30,000 trade visitors who will have the opportunity to engage with more than 300 exhibitors from the aerospace and defence sectors.

The trade exhibition will span three days (18 to 20 September 2024), providing ample opportunity for industry professionals to engage, network, and explore the latest advancements in aerospace and defence technology and services.

## IMPORTANT EXHIBITOR REMINDER

This is a friendly reminder that all payments should be concluded by no later than 15 August 2024.

Please ensure you make use of the correct banking details as indicated on your invoice.

**THE AIR SHOW TAKES PLACE ON THE WEEKEND OF 21 AND 22 SEPTEMBER 2024.  
STAY TUNED TO OUR SOCIAL MEDIA PAGES FOR ANNOUNCEMENTS.**

**DON'T MISS THIS OPPORTUNITY TO WITNESS THE FUTURE OF AEROSPACE AND DEFENCE UP CLOSE  
AND PERSONALLY.**



**SEE YOU THERE!**

**MEDIA ACCREDITATION FOR AAD 2024 IS NOW OPEN**

**MEDIA**



# YDP YOUTH DEVELOPMENT PROGRAMME

This year, the YDP aims to invite 12 000 learners from previously disadvantaged communities to explore careers within the defence and aviation sectors. Currently, the Youth Development Programme (YDP) still needs R3,000,000 to reach its target.

## 12 000

expected learners  
this year, 2024



## HOW YOU CAN HELP

ITEM	QUANTITY
Scientific Calculators	5 000
Oxford Mathematics Sets	5 000
Meals for 1500 learners @ R107 per Learners.	R160 500
Return flights for learners from the following areas:	20-Northern Cape (Upington and Kimberley), 20-Western Cape (Cape Town), 30-Eastern Cape (PE, East London, Umtata) 20-KwaZulu-Natal (Durban). 20-Free State (Bloemfontein)

Your donation to the AAD YDP will present an opportunity to make a significant impact on the lives of young individuals by providing them with exposure and insights into potential careers. Your support will not only contribute to the personal growth of these learners but also to the advancement of the defence and aviation industries in South Africa by nurturing future talent.

Thank you for considering this opportunity to support the Youth Development Programme. Your contribution will help us reach our goal and provide invaluable experiences to young learners from disadvantaged communities

**For more information on how you can contribute, please contact:**

**Mr Kholisile Khumalo**

**Youth Development Programme Chairperson**

**Email: [ydp@aadexpo.co.za](mailto:ydp@aadexpo.co.za)**

**Cell: +27 79 496 1652**

# ALL YOU NEED TO KNOW

## MAXIMISE YOUR AAD 2024 EXPOSURE: SUBMIT YOUR PRESS RELEASES TO DEFENCEWEB!

As the organisers of AAD 2024, we are committed to providing you, our exhibitors, with exceptional opportunities to showcase your innovations and reach a broad and influential audience. We are pleased to announce our collaboration with DefenceWeb, the leading online African defence and security news publication. Their audience includes key opinion leaders and decision-makers in the military, defence industry, government, academia, and media.

To maximise your exposure at AAD 2024, we encourage you to submit your press releases for publication on DefenceWeb's dedicated AAD 2024 news portal. This is an excellent opportunity to highlight your products, services, and advancements to a targeted and engaged audience.

Enhance your visibility and reach, among key stakeholders in the defence and security sectors, and amplify your presence at the expo.

Submit press releases between July and one week prior to AAD to [news@defenceweb.co.za](mailto:news@defenceweb.co.za).

## FRIENDLY REMINDER TO ALL EXHIBITORS

As AAD 2024 is quickly approaching, please take note of the service providers available to meet all your various requirements and ensure smooth implementation.

SERVICE	NAME	TELEPHONE	EMAIL
General Services Expo Solutions	Michelle Angelica		Michelle@exposolutions.co.za
Freight Forwarder GAC Laser	Sandra Monareng Estelle Pienaar Nico Troostheide	Sandra +27 (0) 12 345 5109 Nico +27 (0) 83 628 6768	Sandra.monareng@gaclaser.co.za/ Sandram@gaclaser.co.za estelle.pienaar@gaclaser.co.za nico.troostheide@gaclaser.co.za
Show Daily	Robert Mace	+27 (0) 82 458 3599	Robert@defenceweb.co.za
Official Catalogue Creative Space Media	Sizwe Zim	+27 (0) 11 467 3341 +27 (0) 82 762 2010	sizwe@creativespacemedia.co.za
Conferences and Seminars	Robert Mace	+27 (0) 82 458 3599	Robert@defenceweb.co.za
Catering Services	Malcom Tait	+27 (0) 76 332 1313	Malcom@maineventcatering.co.za
Cleaning Services	Feroz Khan	+27 (0) 83 462 6637	ferozkhan@zfcleaning.co.za
Zen Carts for Golf Carts	Arlene Lane	+27 (0) 11 943 6003	bookzenevents.co.za
Aircraft Participation	Cpt. A Roets		saafadmin@aadexpo.co.za



## AAD APP

Trade visitors can easily stay updated with all that is happening before, during and after the event. All the relevant information is easily accessed with the click of a button and choosing the relevant push notifications allows up-to-date information so that nothing can be missed!

**IT'S FREE TO USE:** MTN, Vodacom, Telkom and Cell C subscribers will pay zero data charges when they use our app.

**PUSH NOTIFICATIONS:** Our Push notifications enable you to manage your visit even when you are not logged onto the app.

**TRAFFIC NEWS:** Our App provides the latest traffic news to ensure that you get to the venue efficiently.



SCAN TO GET THE AAD APP

If you would like to book an appointment to discuss **AAD2024** participation, kindly contact [melissa@caasa.co.za](mailto:melissa@caasa.co.za)



# Member's News

At **CAASA**, we promote communications transfer to empower and inform our vibrant, ever-evolving sector's members. If you have news you would like to share in our following newsletter, please feel free to mail [marketing@caasa.co.za](mailto:marketing@caasa.co.za)



## Next Aviation: Elevating Expectations, Delivering Excellence.

In an industry where change is constant and challenges abound, Next Aviation stands out by consistently meeting client needs, driving innovation, and executing deals with precision.

At Next Aviation, we are always on the lookout for opportunities to procure inventory that will be both beneficial and cost-effective to our clients and to stimulate the South African aviation industry. It was our sales executive Stephen Robertson's sharp eye and determination that led us to an incredible 1998 Bell 430 acquisition in the Middle East.



Our thorough industry knowledge led to a successful negotiation with the sellers, and we secured the aircraft. We then teamed up with Paul Sankey and his team of experts at Emperor Aviation and embarked on a journey to ensure the helicopter's seamless transition into our sales inventory.

Every step in the process was handled with precision, professionalism, and sharp attention to detail - from the pre-purchase inspection to the disassembly, shipping, importation, and certification of the helicopter's airworthiness in South Africa.



Despite our thorough planning and professional approach, challenges and obstacles were encountered along the way. Each of these required us to adapt quickly and find effective solutions to keep the project on track. Our ability to navigate these hurdles showcases the resilience and determination that define Next Aviation.

Hangar 108,  
Lanseria International Airport  
Lanseria 1739



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sales@nextaviation.co.za  
www.nextaviation.co.za

Our collaboration with Gary Phillips from National Airways Corporation was key in this journey. He connected us with buyers, and we secured the sale of the Bell 430 before it arrived in South Africa. This achievement showcases the strength and efficiency of our network and highlights the effectiveness of working with other successful South African aviation companies. Gary's role in bridging the gap between acquisition and sale reinforced our firm belief in the power of collaboration.



Next Aviation extends heartfelt thanks to National Airways Corporation, Emperor Aviation, and our exceptional team. Their dedication





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## Thought Leadership

### Navigating Airports: An Analysis of Running Airports in the United Kingdom vs South Africa

By Gary Renault, Head of Aerodrome Operations – Manchester Airport, UK



UK Airports are critical hubs in the global transportation network, facilitating passenger travel, cargo transport, and economic growth. While airports' core functions remain consistent worldwide, operational, regulatory, and environmental challenges can vary significantly from country to country.

Running an airport in the United Kingdom versus South Africa presents challenges shaped by regulatory environments, economic conditions, infrastructure demands, security concerns, environmental responsibilities and distinct challenges in human resources and health, safety, and environment (HSE). While both regions strive to maintain high safety and efficiency standards, the pathways to achieving these goals differ markedly. Understanding these differences is crucial for stakeholders aiming to optimize airport operations and foster international collaboration in the aviation sector.

**On the regulatory end, both countries are aligned with ICAO; even though the United Kingdom left the European Union and EASA on 31 January 2020, it has adopted the EASA format, which aligns with ICAO and makes understanding the operational aspect more familiar.**

One of the main operational differences is the hourly coordination and collaboration with Eurocontrol. Around 70% to 80% of international flights arriving in the UK come from European countries as opposed to 30% to 40% into South Africa. Network congestion and airport flow restrictions are daily occurrences that cause CTOT delays. These delays impact the ground operations due to the aircraft parking demand vs capacity at the major UK airports. Whilst generally, South African Airports have adequate infrastructure to handle current traffic levels, UK Airports' capacity constraints are a significant issue where demand often exceeds capacity. A-CDM is one of the many tools UK Airports use to enhance collaboration for early warning & implementation of flow restrictions to ease ground operations.

**Cont.**



**Security is a top priority in UK airports, driven by the high threat level of terrorism.**

UK Airports invest heavily in advanced security systems, personnel training, and coordination with national and international security agencies. While security is also critical in South Africa, the challenges are compounded by regional crime rates and resource constraints. Airports must balance the need for stringent security measures with the realities of operating in an environment where resources may be limited and local crime can impact airport operations and passenger safety. Environmental sustainability is a significant concern for UK airports.

**Regulatory pressure to reduce carbon emissions and noise pollution has led to investments in green technologies and sustainable practices.**

UK Airports are increasingly adopting electric ground service equipment, sustainable aviation fuels, and noise reduction initiatives on the ground as well as in the air. Environmental challenges in South Africa include managing the ecological impact of airport operations and addressing local pollution issues. While there is growing awareness and effort towards sustainability, economic constraints can limit the ability to implement comprehensive environmental programs. Nonetheless, some airports' initiatives, like solar power installations, demonstrate progress towards greener operations.

On a personal level, having run Grand Central Airport for 10 years, to Manchester Airport with its 29.5 million passengers a year, two runways, two Fire Stations, three Terminals, 52 Airlines, 107 parking stands and 240 staff under my department, all ensuring the airport remains operational whilst undergoing a £1.3 billion transformation programme has not been without its challenges and puts an entirely different perspective on running an airport.



## Meet the Board

**Each month, we introduce you to the members of our CAASA Board to give you context about their qualifications and overall commitment to our vital sector.**

This month, we welcome **Dr Roelof Botha**



Dr Roelof Botha completed his honours- and master's degrees in economics via evening classes (cum laude) at the University of Pretoria, secured a Doctorate at the University of Johannesburg (erstwhile RAU) and has served CAASA as our Economic Advisory, Honorary Treasurer, and Honorary Board member since 2016.

He has shared a platform with two Nobel Peace Prize winners and is a previous Finmedia Economist of the Year award winner. His eldest son (also Roelof) is the lead partner at Sequoia Venture Capital in Silicon Valley, California, where he co-founded PayPal & engineered the YouTube/Google acquisition.

Professional experience (spanning more than 45 years) includes the following: economic policy advisor at the National Treasury, financial editor of a daily newspaper, senior lecturer in economics at various universities, and chief economist of the SA Federated Chamber of Industries.

He has published more than 2,000 articles and research reports, and more than 1,000 organisations (companies, employer organisations, and public sector institutions) have used his experience to analyse key macroeconomic and socio-political trends in the Southern African region.

He is currently the economic advisor to the Optimum Investment Group and is the author of several columns in national and regional publications, including Media24, BetterBond Property Brief and The Bright Side, published by the international firm Currencies Direct.

Doc Roelof, as he is usually referred to, is well-known for his balanced perspective on South Africa's socio-economic prospects, which have improved considerably in the post-Covid era. The damage inflicted on the country because of a decade of state capture and mismanagement of the economy is slowly but surely being repaired, primarily via a new economic policy approach emphasising public/private partnerships. The latter is expected to gain traction now that South Africa has a national unity government committed to free enterprise principles.

Recent, accurate predictions include the GDP growth rate for 2023, the strength of the US exchange rate in 2023, the sharp decline in South Africa's inflation rate and the Springboks' World Cup Victories in 2019 & 2023!

He has participated in various competitive sports, including soccer, cricket, and parachuting, and he is a member of the Gideons.

**Until next month, may your flight path be clear and prosperous.**

