

## **NO MORE BOARDING ANNOUNCEMENTS AT REGIONAL AIRPORTS**

**Johannesburg, 25 June 2018** – Passengers departing on flights from Airports Company South Africa’s six regional airports will no longer receive passenger boarding calls from the 1st July 2018.

Port Elizabeth International Airport, Bram Fischer International Airport, East London Airport, George Airport, Upington International Airport and Kimberley Airport will all be implementing the intervention to reduce noise levels at the airports.

Standard operating procedures for most domestic flights require that passengers start boarding at least 30 minutes before the scheduled departure time. From 1 July 2018 public address microphones at domestic departures terminals and gates of Airports Company South Africa’s six regional airports will be switched off. Passengers are advised to check their boarding passes and the flight information display boards for boarding times.

The only instances where centralised terminal announcements will be made will be for irregular operations such as gate changes, flight time changes, security matters, system failures and customer service anomalies such as lost minors.

Airports Company South Africa Corporate Affairs Manager Senior Manager responsible for Regional Airports, Senzeni Ndebele said: “We believe that this is an important step in our continued effort to improve the customer service experience of passengers at our regional airports by reducing noise levels at our airports. This is in line with international best practice where airports have adopted a ‘silent airport’ policy to improve airport ambience”. This follows the implementation of noise reduction measures taken at other airports within South Africa in the last year.

Independent customer surveys commissioned by Airports Company South Africa noted complaints about noise levels in airports. Airports Company South Africa is following the example of many international airports that have already adopted a ‘silent airport’ policy to improve airport ambience and reduce complaints about the number and frequency of calls for individual passengers to board their flights who have checked in and then apparently gone missing.

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“We believe that passengers will benefit from an improved travel experience. Passengers must please take note of their individual responsibility to get to their relevant boarding gate and board their aircraft timeously,” said Ndebele.

## **ENDS**

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### **Notes to editors about Airports Company South Africa**

Airports Company South Africa is the largest airport operator in Africa. Our mission is to develop and manage world-class airport infrastructure for the benefit of all stakeholders

We manage South Africa’s nine principal airports.\* In fulfilling this task, Airports Company South Africa enables more than 80 percent of South Africa’s commercial air travel. Our airports process 40 million arriving and departing passengers a year.

In the 2016/17 financial year, Airports Company South Africa reported total revenue of R8.6 billion. Currently 63% of Airports Company South Africa revenue is derived from regulated tariffs for aircraft landing and parking fees and a passenger service charge. The remaining 37% is non-aeronautical revenue generated by airport retail, parking, property and other services.

Airports Company South Africa’s global footprint extends to technical advisory services and support, airport management, and operating concessions in India, Brazil, Munich, and Ghana.

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We also frequently feature among the winners of independently-judged global airport awards. In the 2017 Airports Service Quality awards presented by Airports Council International no less than four of our airports were honoured:

- King Shaka International Airport achieved first place in Best Airport by Region;
- Cape Town International Airport achieved third place in Best Airport by Region;
- Cape Town International Airport was named Best Airport in Africa (over 20 000 air traffic movements) in the Safety Awards;
- Bram Fischer International Airport achieved first place in Best Airport by Region in the under 2 million passengers category as well as Most Improved Airport; and
- Upington International Airport joined the 2016 Director's Roll of Excellence for being ranked in the top five airports for its category, size and region from 2006 to 2015.

For more information please visit [www.airports.co.za](http://www.airports.co.za).

*\*South African airports we operate are: O. R. Tambo International Airport, Cape Town International Airport, King Shaka International Airport, George Airport, Bram Fischer International Airport, Upington Airport, Kimberley Airport, Port Elizabeth Airport and East London Airport*

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