

SA'S LARGEST AIRPORTS OVERCOME SECTOR UPHEAVAL TO REMAIN IN TOP TIERS OF GLOBAL PUNCTUALITY LEAGUE

BEDFORDVIEW, 7 January 2020 – South Africa's three largest airports overcame considerable upheaval in the local aviation sector in 2019 to remain in the top tiers of global on-time performance with rankings of second, ninth and tenth in their respective categories.

The annual Punctuality League tables published by OAG, a global travel data firm, rank several hundred airports and airlines operating in all parts of the world.

The OAG Punctuality League is based on 57.7-million flight records using full-year data from 2019 to create a ranking of the best on-time performance for the world's largest airlines and airports.

Deon Cloete, Acting Group Executive: Airports Management at Airports Company South Africa, says punctuality is a key indicator of operational efficiency.

"The importance of punctuality and efficiency extends well beyond being items on a business performance scorecard. They are the core components of passenger satisfaction and a critical focus for our airports. Ultimately, on-time performance creates predictability which is an essential value-add for passengers," says Cloete.

With on-time performance of 84.6%, Cape Town International Airport was second in the medium category for airports with 5-million to 10-million departing passengers per year.

King Shaka International Airport came in at ninth position in the small airports category for airports with 2.5-million to 5-million departing passengers per year with on-time performance of 83.59% .

In the category for large airports, defined as processing 10-million to 20-million departing passengers, O. R. Tambo International Airport reported on-time performance of 83.01% for 10th place out of all airports in that category.

Cloete, says the challenges experienced by the local aviation sector over the past year highlighted the importance of collaboration and flexibility among the dozens of entities and thousands of employees working in an airport environment.

"Typically, only around 10% of people working at an airport are directly employed by the owner of the airport, in this case Airports Company South Africa. The bulk of people working at an airport work for airlines, ground handling companies, security contractors and dozens of airline suppliers," says Cloete.

"Keeping an airport operating efficiently is therefore very complex, requires extremely tight collaboration and an ability to respond to events as they happen.

"We are pleased that as airport communities we have been able to maintain good levels of on-time performance and we appreciate the daily efforts of every person working at our airports," he says.

Cloete also highlighted the on-time performance of FlySafair, a significant customer of Airports Company South Africa, which produced on-time performance of 94.4%.

This was the top airline on-time performance in the Middle East and Africa. Globally, only Garuda Airlines of Indonesia scored higher (95.01%), although in a different size category.

“To score the second-highest on-time performance out of all airlines around the world is a wonderful achievement and we extend our heartiest congratulations to the FlySafair team,” says Cloete.

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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 facilitates more than 80 percent of South Africa’s commercial air travel. Our airports process some 42-million arriving and departing passengers a year.

In the 2018/19 financial year, Airports Company South Africa reported total revenue of R7.1-billion. Currently 55% of Airports Company South Africa revenue is derived from regulated tariffs for aircraft landing and parking fees and a passenger service charge. The remaining 45% 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.

We also frequently feature among the winners of independently-judged global airport awards. In the 2019 Skytrax World Airport Awards, administered independently by Airports Council International, our airports received the following awards:

- Air travellers voted Cape Town International Airport the Best Airport in Africa. This is the fourth year running that Cape Town International Airport secured this award.
- King Shaka International Airport in Durban won this year’s award for Best Regional Airport in Africa and Best Airport Staff in Africa serving 5-10 million passengers. The airport has also been recognised previously in the Skytrax awards.

For more information please visit 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.