

INDUSTRY COMMUNIQUÉ

30 June 2021

COVID-19 THIRD WAVE AND SACAA OPERATIONS

On Sunday evening, 27 June 2021, His Excellency President Cyril Ramaphosa announced that the country is moving to Alert Level 4, following the sharp rise in infections as a result of the third wave of COVID-19. The President noted that more than 60% of the infections are in the Gauteng province, followed by the Western Cape.

This spike in the number of infections has not spared the SACAA, as we are currently recording an unprecedented number of infections, which has resulted in several business disruptions. The SACAA COVID-19 protocols call for employees who are affected through contact with an infected person, to quarantine for a period of 10 days. The premises must also be disinfected after each confirmed infection. This is in line with the directions from the Department of Employment and Labour.

Implementing the above protocols naturally results in disruptions in key service areas such as licence applications, licence collections and examinations. To a certain degree, physical inspections of operators are also affected. The President was quite clear about the importance of ensuring that the economy is not further negatively impacted as a result of offices closing down.

The SACAA is therefore calling on all clients to note that all SACAA services will be available as usual. However, due to the number of infections being experienced by the Regulator, there may be slight disruptions and delays in some service areas. To ensure business continuity, the following steps are being taken by the Regulator:

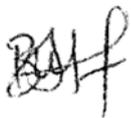
- a) At the beginning of COVID-19 the organisation migrated to electronic licence applications, and for the next two weeks clients are encouraged to strictly adhere to these processes, which are detailed on the SACAA website.
- b) For licence collections, the SACAA will have a few employees available to hand out the licences. If licence holders can afford to delay the collections during this two-week period, it would be appreciated, as this will ensure the protection of both the clients and our employees from unnecessary physical contact transactions.
- c) For the collection of Certificates of Airworthiness (CoA), Authorities to Fly (ATF), Certificates of Registration, Special Flight Permits (SFP) and Mass and Balance, clients will be issued with emailed certificates bearing the Director's stamp for this period.
- d) Examinations will continue as normal, however, the seating in each examination session will be minimised to ensure proper social distancing. Clients are reminded that only the candidate writing the examinations will be allowed in the building.

- e) Inspections will continue as normal; however inspectors may opt for a desktop inspection instead of a physical one. Inspectors are required to assess the risk exposure of each operator when deciding to conduct desktop inspections. In the case of physical inspections, we require operators to work hand in hand with inspectors while preparing for safe inspections.
- f) As recommended by the President, the number of officers in the offices will be limited only to those services that cannot be conducted from home. It would stand to reason that clients will have to consult our website at www.caa.co.za to access a list of contact numbers for the different services, in order to direct calls to the employees who may be working from home. This will serve to eliminate the frustrations of unanswered calls, because employees are working from home.

The Minister of Transport will issue the relevant changes in the Transport Directions in due course.

The objective of the SACAA is to ensure that all services continue unabated, however we request for your understanding, as services may be slightly delayed.

Regards,



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Ms Poppy KHOZA
Director of Civil Aviation