

SA Express back on the runway

SA Express has confirmed that the South African Civil Aviation Authority (SACAA) reinstated its Air Operator's Certificate (AOC) following the temporary suspension related to the airline's quality assurance systems.



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Following the suspension notice on Friday evening, and subsequent meetings between SA Express' executive management team and SACAA, clarity was provided in terms of the audit-related concerns and procedural issues that the airline needed to adhere to, which has now been accepted and agreed to.

"It is regrettable that discrepancies in the submission of procedural paperwork and submission processes between SA Express and SACAA did not correspond. Following extensive consultations and revised documentation as well as submission procedures, our operating license has been reinstated and we will resume our normal operating schedule by 7pm this evening. We assure the general public that this matter has been substantially addressed and will never occur again," says Inati Ntshanga, CEO of SA Express.

"I wish to reiterate that SA Express' safety record is of the highest possible standards, which is one of the reasons we are South Africa's leading regional airline. Since we first took to the skies 22 years ago, safety has always been our utmost priority and I can't reiterate enough that the safety of our passengers, crew and aircraft is never negotiable."

SA Express sincerely apologises to its passengers, staff and stakeholders for the inconvenience that the miscommunication

between the relevant authorities caused over the past two days. The customer call centre will be operational until 11pm tonight and will return to normal operating hours between 8am to 4.30pm as of Tuesday, 3 May.

“We understand that because of procedural issues we have inadvertently let our passengers down. We have always been known for our reliability, our friendly service, and our punctual departures and I assure you that my team and I will do everything possible to rebuild that service promise and to restore your faith and confidence in SA Express,” concludes Ntshanga.

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