

14 August 2026

Potential Delay in PAIA Matters due to the Transition of Records Between Service Providers.

Dear Clients,

Kindly be informed that the SACAA's current contract with the existing service provider for off-site records storage will be coming to an end. As part of the transition, manual records will be relocated from the existing facility to a new designated off-site storage service provider.

Please be advised that during this period (estimated to be 4 months from date of this notice), the records that are currently in the offsite storage will not be accessible affecting the retrieval, delivery, collection, and handling of stored records. We will make every effort to minimise these disruptions; however, PAIA applications /processes will experience delays in the retrieval of records stored offsite and this will impact our adherence to the prescribed timeframes of 30 days and extension (60 days).

Our Records Management department is actively managing this transition to ensure that records are transferred securely and accurately, while minimising any impact on business operations. We will provide updates as needed and notify you of any critical changes that could influence service delivery as soon as we become aware of this.

Thank you for your patience, understanding and support.

Kind Regards,



Nivashnee Naraindath
Company Secretary
Deputy Information Officer

Physical Address: SACAA Building 11, Byls Bridge Office Park, Byls Bridge Boulevard, Centurion
Tel: 0860 267 435 | +27 11 545 1000 | **Email:** clientcare@caa.co.za | **Website:** www.caa.co.za
Southern Region Office: Oval Business Park, Freight Road, Cape Town International Airport, 7525

Board Members: Adv. Mpati Lebakeng (Chairperson); Mr Tshepo Peege; Ms Zanele Nkosi
Ms Lindiwe Mamashela and Ms Tshitshi Phewa
DCA: Ms Poppy Khoza; **Company Secretary:** Ms Nivashnee Naraindath