



CIVIL  
AVIATION  
INDUSTRY  
AWARDS

Celebrating Aviation Excellence

HOSTED BY

SACAA

SOUTH AFRICAN CIVIL AVIATION AUTHORITY

Keeping you safe in the sky





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INDUSTRY  
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Celebrating Aviation Excellence



Every time an aircraft takes off, the lives of the people on that flight are in the hands of aviation professionals. Their dedication to their work and to the people they serve daily does both the South African Civil Aviation Authority (SACAA) and the country proud.

South Africa's aviation safety record is the envy of the world; therefore, the SACAA saw it fit to launch the Civil Aviation Industry Awards to acknowledge and celebrate this exemplary practice by various individuals and organisations in the critical areas of aviation safety, security, transformation, and innovation, among others.

We therefore encourage and invite all aviation industry professionals and companies who qualify to enter the Award categories outlined to submit their nominations. The Awards are your opportunity to demonstrate excellence to your peer groups and clients and to be recognised and celebrated as an industry leader by your peers and the public for your contribution towards keeping us safe in the sky.

These prestigious awards, which highlight excellence among individuals, companies, and others involved in the aviation industry, will be assessed by an independent panel of expert judges.

**ENTRIES OPEN 8 September 2025**



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1

## NATIONAL AVIATION COMPANY OF THE YEAR

This award will be given to a company with overall outstanding achievement in most of the categories.

2

## OUTSTANDING CONTRIBUTION TO SA AVIATION AWARD/ LIFETIME ACHIEVEMENT

DCA Award – This award is given to a person who has made an exceptional contribution to the development of SA Aviation.



### 3

## AVIATION SAFETY AWARD

Open to individuals/companies/entities who have contributed to safety promotion or safety awareness, which is deemed to have enhanced behaviours, or carried out an outstanding act. This award is an ideal way to demonstrate an organisation's commitment to improving its safety performance.

Evidence must be submitted for the size and nature of the organisation where the work is carried out and its principal activities.

### CRITERIA

- Describe the Safety Promotion initiative.
- What was the rationale and background behind the Safety initiative?
- Explain what aspects are new, better, or significantly improved to give rise to substantial positive change and provide evidence of the results.
- How has the initiative contributed to the welfare of passengers, public or staff?
- How was the safety impact measured?
- What have been the other practical benefits of the initiative? Show successful outcomes, such as improvements in risk mitigation, performance, cost savings, environmental impact, or any other aspects that demonstrate better or more effective processes, products, technologies, or ideas.
- How does the initiative contribute to an enhanced safety culture?

# 4

## AVIATION TRANSFORMATION AWARD

Open to any aviation entity /company within SA borders which has developed and implemented a transformation strategy within its company. We are looking for a company that views transformation not only as a compliance issue, but as a catalyst to address socio-economic imbalances faced by South Africa.

### CRITERIA

- A clear plan and evidence that is delivering on core objectives. Explain targets set and how far the company/ entity has gone in achieving them and show statistics demonstrating year-on-year comparisons.
- Has your BBBEE scoring improved significantly?
- Have you used any innovative initiatives to transform your organisation?
- What significant Corporate Social Investment have you undertaken?
- Describe your business ownership structure and benefits provided for each shareholder.
- Detail significant supply chain and employment equity policies.

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## AVIATION INNOVATION AWARD

Open to any aviation entity within SA borders which has developed or implemented an innovative approach, product or service which has provided either significant cost, safety, business productivity, technological, environmental or customer benefits. Most importantly, demonstrate how the innovation provided a working solution.

The innovations must have been developed within the last 5 years and be at a stage where the organisation is willing to publicise them.

Evidence must be submitted for the size and nature of the organisation where the work is carried out, as well as its principal products/services.

### CRITERIA

**Explaining overall strategy and achievements, paying particular attention to the criteria listed below:**

- Rationale behind the innovation
- Is the innovation an improvement on existing technology, and if so, how much of an improvement?
- How was the idea developed from concept to market fruition or experimental design and completion?
- An advantage will be given to products/ideas that use recent technology and provide simple and elegant solutions to long-standing technical or practical problems
- What are the benefits of the research?
- Does the initiative bring cost-effective solutions to the sector?

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## AVIATION SUSTAINABILITY AND ENVIRONMENT

Open to any aviation entity /company within SA borders, which must have developed or implemented a new scheme, system or process which significantly improves sustainability and environmental performance in their respective sector. A clear plan and evidence that is delivering on core objectives. Explain targets set and how far the company/entity has gone in achieving them, if possible, show statistics demonstrating year-on-year comparisons. Reduction of CO2 emissions, fuel consumption, carbon footprint, noise abatement etc. Evidence must be submitted for the size and nature of the organisation where the work is carried out, its principal products/services.

**Details of any specific sustainability initiative and what it has achieved to date, paying attention to the criteria listed below:**

### CRITERIA

- Commitment and leadership: Describe, if any, the commitments (internal and public) and leadership your company/entity has shown in relation to driving the sustainability agenda within the aviation sector.
- Training: Describe, if any, the training and or employee engagement related to environmental sustainability offered through your organisation in the past 5 years.
- Innovation: Describe, if any, the new sustainable products and/or services your organisation has developed within the past 5 years.
- Practical benefits of any initiative and its impact on cost reduction

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## AVIATION PROFESSIONAL

Open to any Aviation Professional or Aviation licensed personnel who are either employed or self-employed within the SA borders who have made an outstanding contribution to the industry. Nominees can be nominated by themselves, their companies, or members of the public. Submission to be in the form of a CV with contactable references as well as supporting testimonial letters from previous employers or clients.

**Explain overall strategy and achievements to date, paying attention to the following criteria:**

### CRITERIA

- Individual contribution to the success of their company or organisation?
- Areas of influence might include market growth, turnover, deals done, collaborations established, and contribution to company expansion

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## AIRCRAFT OPERATOR AWARD

Open to Airlines (AOC holders, scheduled and non-scheduled) who operate services into/out of/within the SA borders. Must have displayed excellence consistently in the past 5 years. Entrants must submit evidence for the size and nature of the organisation where the work is carried out, its principal products/services. This includes the turnover, level of job creation/ employment/training.

**Explain the company's overall strategy and what it has to be achieved to date, paying attention to the criteria listed below.**

### CRITERIA

- Has the airline demonstrated operational excellence, innovation and or/leadership? Is there a specific project which has been successfully implemented? The key criteria here are new route expansion, increasing passenger numbers and technical innovation.
- How have specific activities contributed to the growth of the company?
- Has the project delivered a safety improvement?
- Consistent high standards of customer service
- Evidence of good management practice
- Details of initiatives for the reduction in CO2 emissions or other environmental initiatives.



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## AIRPORT AWARD

Open to any licensed aerodrome within the SA borders. Must demonstrate how airport management has been committed to infrastructural improvement and enhancement of the passenger experience in the last 5 years.

**Submit evidence for the size and nature of the airport, paying attention to the criteria listed below.**

### CRITERIA

- Has the airport demonstrated operational excellence, innovation and/or leadership? Is there a specific project which has been successfully implemented? The key criteria
- increasing passenger numbers, technical innovation and supporting airline route expansion.
- Commitment to customers and delivering the best quality airport experience
- Infrastructural improvement in facilities including retail, catering, transit facilities, cleanliness, immigration and security processing, leisure, baggage delivery and customer complaints.
- Evidence of effective management structures
- Demonstration of good working relationship with local authorities, e.g. municipalities
- Provide details of any specific environmental initiatives, e.g. CO2 emission reduction or noise abatement
- Outline any safety management processes in place and describe any steps taken to improve safety culture

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## AVIATION TRAINING AWARD: SMALL – MEDIUM (ORGANISATION WITH 100 > 500 EMPLOYEES)

Open to any training institution involved in aviation-related training within the SA borders, which can demonstrate significant contribution to aviation training, particularly in the areas of flight crew, cabin crew, safety, security, engineering, technical or other specialist aviation training.

**Evidence must be submitted for the size and nature of its organisation. Explaining overall strategy and achievements, paying attention to the criteria as follows:**

### CRITERIA

- What is the curriculum? Detail curriculum development, course accreditation, affiliation and number of students.
- How did courses improve the effectiveness of aviation personnel?
- Outline how your training organisation contributes to aviation safety improvement
- Has the organisation been innovative in developing new training content or methodologies, e.g. e-learning

# 11

## AVIATION TRAINING AWARD MEDIUM – LARGE (ORGANISATION WITH 500+ EMPLOYEES)

Open to any training institution involved in aviation-related training within the SA borders, which can demonstrate significant contribution to aviation training, particularly in the areas of flight crew, cabin crew, safety, security, engineering, technical or other specialist aviation training.

**Evidence must be submitted for the size and nature of its organisation. Explaining overall strategy and achievements, paying attention to the criteria as follows:**

### CRITERIA

- What is the curriculum? Detail curriculum development, course accreditation, affiliation and number of students.
- How did courses improve the effectiveness of aviation personnel?
- Outline how your training organisation contributes to aviation safety improvement
- Has the organisation been innovative in developing new training content or methodologies, e.g. e-learning

# 12

## AVIATION MAINTENANCE ORGANISATION AWARD: SMALL – MEDIUM (ORGANISATION WITH 100 > 500 EMPLOYEES)

Open to any Maintenance Repair Organisation (MRO) with a business operation within SA borders which has made a significant contribution to productivity, product lines, new contracts, new services or technological innovations in the field of maintenance, repair or overhaul activities.

### CRITERIA

- In relation to MRO services, describe a recent business innovation that has affected the organisation's overall strategy in accomplishing its business and safety goals.
  - Describe how the company increases value to the customer, looking at such things as effectiveness, efficiency and technical proficiency.
  - How have specific and significant activities contributed to the growth of the company?
  - How has the company made a positive impact on the operational excellence of the organisation, including such things as cycle time, quality, turnaround time, extended service life, increased collaboration and impact on decision-making?

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## AVIATION MAINTENANCE ORGANISATION AWARD: MEDIUM – LARGE (ORGANISATION WITH 500+ EMPLOYEES)

Open to any Maintenance Repair Organisation (MRO) with a business operation within SA borders which has made a significant contribution to productivity, product lines, new contracts, new services or technological innovations in the field of maintenance, repair or overhaul activities.

### CRITERIA

- In relation to MRO services, describe a recent business innovation that has affected the organisation's overall strategy in accomplishing its business and safety goals.
  - Describe how the company increases value to the customer, looking at such things as effectiveness, efficiency and technical proficiency.
  - How have specific and significant activities contributed to the growth of the company?
  - How has the company made a positive impact on the operational excellence of the organisation, including such things as cycle time, quality, turnaround time, extended service life, increased collaboration and impact on decision-making?

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## AVIATION SECURITY AWARD

Open to companies/entities in the air transport security value chain, e.g. non-consignors, regulated agents.

This award is an ideal way to demonstrate an organisation's commitment to enhancing its security performance.

Evidence must be submitted for the size and nature of the organisation where the work is carried out and its principal activities.

### CRITERIA

- Describe a security-related activity that the company has initiated to promote a culture of security, resulting in enhanced behaviours, or perform an outstanding act.
- Explain what aspects are new, better, or significantly improved to give rise to a substantially positive change. Provide evidence of the result.
- How was the security impact measured?
- What have been the other practical benefits of the initiative? Show successful outcomes, such as improvements in risk mitigation, performance, cost savings, environmental impact, or any other aspects that demonstrate better or more effective processes, products, technologies, or ideas.

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## AVIATION RESEARCH AND DEVELOPMENT

Open to any business or academic institution involved in aviation-related R&D activities within the borders of SA, which has started or contributed to a significant R&D development in relation to the aviation sector.

The company or institution must have a track record of innovation, and they must demonstrate the degree of innovation in research and their commercial potential.

### CRITERIA

- Outline your research program and how you have achieved it.
- Detail significant milestones achieved. What is the impact of the research on current developments in your field?
- **Originality of the research/work carried out in the organisation.** How does your work compare to everybody else's? How competitive is your research?
- **Quality of publications/, patents/or software.** What is the societal significance of the work? Is it something that will benefit the industry for the better?
- **Professional standing and accreditation:** What are the qualifications of the organisation or accreditations achieved by the company?

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## RECREATION AND SPORT AVIATION ORGANISATION AWARD

Open to any Part 149 approved organisations involved in Recreation and Sport Aviation within SA, who can demonstrate a significant contribution or enhancement in relation to safety and growth of the sector.

**CRITERIA**

- Has the organisation demonstrated excellence in member involvement, mentoring others and youth activities?
- Have the members of your organisation received any notable awards or medals?
- What are your contributions to aviation safety and promoting good airmanship?
- What significant outreach programs have you undertaken to grow the sector? This can include events to boost membership and community involvement or display events such as airshows.

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## AVIATION SUPPORT SERVICES AWARDS

Open to any business entity involved in the supply of aviation support services within the SA borders, including ground handling, security, catering, aircraft technical management, flight operations services, etc.

The company must be providing support services that are deemed significant in terms of providing exemplary support to the aviation sector.

Evidence must be submitted for the size and nature of the organisation.

### CRITERIA

- How have specific activities contributed to the growth of the company? This can be measured by turnover or job creation.
- How has the company promoted excellence in customer service and support? Describe how you have gone above and beyond what was expected to deliver the best service to your clients.
- What has been your input into the wider aviation sector? How has the company shown its commitment to the improvement of safety in the aviation industry?
- How has your company contributed to the local community? Provide us with details of any specific community projects and environmental initiatives.



# 18

## AVIATION CUSTOMER SERVICES AWARD

Open to any SA aviation business entity involved in the supply of goods or services either B2C or B2B. Companies must have made significant improvement or enhancement in relation to customer services in either the B2C or B2B segments.

Evidence must be submitted for the size and nature of the organisation where the work is carried out and its principal activities.

### CRITERIA

- How have you significantly improved or enhanced customer services in either the B2C or B2B segments?
- Have you used any innovative initiatives or new technology to enhance customer service?
- What is your customer service strategy? Detail specific initiatives you have taken to ensure excellence in customer service.
- Detail the market and customer research you have carried out and how you have used this information to improve customer service?
- How have you measured customer satisfaction, and how have you acted to improve customer satisfaction?
- How do you handle complaints and act to resolve them?
- How do you ensure that customer service is maintained at an appropriate standard?
- Detail any training objectives that you have taken to raise
- the knowledge and skills of your staff to enhance customer service.

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## PEOPLE DEVELOPMENT AWARD

Open for any aviation company or institution that is dedicated to providing ongoing training and career development to its staff. Companies that realise that people are their best investment.

Evidence must be submitted for the size and nature of the organisation where the work is carried out and its principal activities. Explain overall strategy and achievements.

### CRITERIA

- Details what specific training schemes or apprenticeships you have enacted. What specific training instruments, technology or innovative educational approaches have you taken?
- How has training contributed to positive business outcomes? Have the training programmes contributed to customer satisfaction, growth, and turnover, as well as the number of deals done, collaborations established, investments made, and the launch of new products or expansions?
- Detail specific case studies showing staff promotion and educational progression.
- How is training supported at an organisational level? Are there specific long-term HR initiatives to support career development either within the company or at other academic institutions?



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## AVIATION MANUFACTURING ORGANISATION AWARD

Open to any Manufacturing Organisation with a business operation within SA borders which has made a significant contribution to productivity, product lines, new contracts, new services or technological innovations in the aviation manufacturing field.

### CRITERIA

- In relation to Manufacturing organisation activities, describe a recent business innovation that has affected the organisation's overall strategy in accomplishing its business goals
- Describe how the company increases safety levels, looking at such things as production environment, technical proficiency and compliance.
- How have specific and significant activities contributed to the development of the company, in terms of its product (product evolution)?
- Describe how the organisation contributes towards promoting aviation in the country, as well as affording equal opportunities (balancing demographics in transformation) within the organisation
- Describe how the organisation participates in the international aviation forum, as the South African flag bearer.



# 21

## AVIATION DESIGN ORGANISATION AWARD

Open to any Approved Design Organisation with a business operation within SA borders which has made a significant contribution to productivity, product lines, new contracts, new services or technological innovations in the aviation design field.

### CRITERIA

- Describe an innovative product/design your organisation has produced in the last 5 years. Detail how the product/ design has contributed positively to safety standards
- Detail the number of Part 21 approvals issued in the past 5 years
- Does the organisation have any programmes or activities that encourage the transfer of engineering skills and knowledge? Please detail the programme and activity and include evidence thereof in your final submission.