
31 March 2024

FEEDBACK ON THE SAFETY CULTURE SURVEY

Dear Industry Colleagues,

Over the past three financial years, the South African Civil Aviation (SACAA) launched the Civil Aviation Safety Plan (CASP) which is a local or national version of the ICAO Global Aviation Safety Plan (GASP). States were expected to implement the GASP from 2020 to 2023. Over the past few years, the SACAA led the implementation of this plan and some of the projects were implemented in conjunction with the industry. In the recent DCA roadshows we have shared the progress in the implementation of the CASP with industry and according to this feedback, as a State we are doing well in meeting the Global Aviation Safety Plan goals overall.

During the 41st ICAO Assembly in 2022, ICAO launched another version of the GASP that is scheduled for implementation from 2023 – 2025. The SACAA has revised its CASP to include the new targets from the GASP, thereby ensuring that as a State we are not left behind on this important programme.

Part of the CASP activities included the enhancement of the aviation Safety Culture within the South African civil aviation industry.

Aviation Safety Culture is how people behave in relation to safety and risks mitigation to prevent accidents and incidents, protect the lives of passengers and crew, and ensure the overall safety and reliability of air travel. It is an expression of how safety is perceived, valued, and prioritised by aviation organisations and is demonstrated through attitudes, accepted norms, and behaviours through how things work, and the way things are done on daily basis.

Aviation Safety Culture is reflected in the extent to which individuals and groups are:

- Aware of the risks and known hazards faced by the organisation and its activities;
- Continuously behaving to preserve and enhance safety;
- Able to access the resources required for safe operations;

- Willing and able to adapt when facing safety issues;
- Willing to communicate safety issues; and
- Consistently assessing the safety-related behaviours throughout the organisation.

In the current 2023/24 financial year, the SACAA launched its inaugural Aviation Safety Culture maturity assessment survey with selected members of the industry. The objective of this was to establish the levels of Aviation Safety Culture and to provide recommendations on initiatives and activities to inculcate a positive safety culture across the industry.

I would like to take this opportunity to thank all those industry members who participated in the survey. The survey was administered in October 2023 and the results were analysed by the team overseeing this project. Your feedback assisted the SACAA in charting the way forward as this feedback gives us an indication of critical areas that will need to be addressed within the aviation community in a time where we are fostering maintenance and improvement of safety, while also supporting the development of a positive safety culture.

We wish to extend this study to a wider audience and therefore I have directed the team to seek an independent service provider who will conduct another survey in the new financial year with the hope of reaching a wider audience and feedback.

The initial survey feedback assisted us in implementing the safety culture value pillars whose aim is to improve:

- Commitment to safety
- Trust
- Adaptability
- Behaviour with respect to safety
- Awareness
- Information

As the Regulator, we remain encouraged of the State's safety record when looking at global ratings. The 91.11% final result achieved in the ICAO Safety Audit in 2023 where South Africa became the first African state to surpass the 90% mark can only be an indication of an industry that is dedicated to air transport safety and to abiding to the sector regulations.

I remain hopeful that this safety culture drive will serve to contribute positively to our safety posture well into the future.

I also encourage you to subscribe to the SACAA Skywatch publication that comes out every quarter and is available on our website (www.caa.co.za). Please find link to our latest 12th edition here: [caasanwebsitesstorage.blob.core.windows.net/safetylinks/Skywatch March 2024 \(ed 12\).pdf](https://caasanwebsitesstorage.blob.core.windows.net/safetylinks/Skywatch%20March%202024%20(ed%2012).pdf).

As the SACAA, and part of promoting a robust safety culture, we are also committed to conducting our business ethically with honesty and integrity and invite you as our stakeholder to utilise our Vuvuzela Hotline to report any mischievous activities on this free call number 0800 204 911 and email: sacaa@hotline.co.za. You can also download the Vuvuzela hotline APP on Google Play store. All whistleblowers will remain anonymous with all of your information treated with confidentiality.

I thank you.

Kind Regards,



Ms. Poppy Khoza

Director of Civil Aviation

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