

NATIONAL ASSEMBLY
QUESTION FOR WRITTEN REPLY
QUESTION NUMBER: 3433 [NW4094E]
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3433. Mr D America (DA) to ask the Minister of Finance:

Whether the SA Airways Group has a programme in place to (a) minimise pilferage and/or (b) loss of (i) bar items, (ii) major galley equipment, (iii) high value in-flight items and (iv) any other specified item(s); if not, why not; if so, in respect of each specified case, what (aa) is the description of the item(s) that were pilfered and/or lost and (bb) was the value of the item(s) pilfered and/or lost in the (aaa) 2009-10, (bbb) 2010-11, (ccc) 2011-12, (ddd) 2012-13, (eee) 2013-14 and (fff) 2014-15 financial years?

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REPLY:

SAA has a streamlined hand-over process for the transportation of bar items, major galley equipment and high value inflight items from the catering unit to the aircrafts (outbound flights) as well as from the aircrafts back to the catering unit (inbound flights). This process has security visibility in order to ensure that service providers adhere to SAA's normal operating procedures and the security of these items is maintained.

- (i) Bar Items – SAA monitors consumption daily and provides monthly reports and wherever there are spikes in consumption investigation pursues.
- (ii) Major Galley Equipment – SAA provides the galley loading plans to the caterers, the caterers need to adhere to and not deviate from these loading plans. Checklists are in place to ensure that the caterers do not deviate from the loading plans and any deviations attract penalties.
- (iii) High-value inflight items – SAA has a rigorous security and recycling program where items such as headsets, amenity kits, cabin comfort items and catering items are recycled and rotated to ensure that SAA derives full value for money on all its recyclable and re-usable items.