



Service Excellence Awards 2019

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BACKGROUND

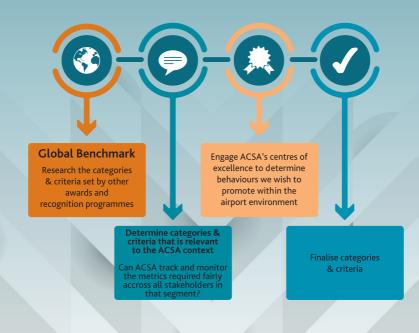
The purpose of the Airports Company South Africa Service Excellence awards is to honour and recognise our stakeholders that are performing well and providing passengers with a world-class experience. This recognition encourages continuously high standards of performance and service delivery.

The objectives of the awards are:

- 1. To recognise service excellence;
- 2. To build business partnerships with our service providers;
- 3. Continuous awareness to service providers of level of services delivered through constant monitoring and evaluation;
- 4. To create a customer-centric culture within the airport community across all Airports Company South Africa's airports.

METHODOLOGY OF CRITERIA DETERMINATION

The methodology followed was:



Best Performing Airline

International - Category A & B / Regional - Category A & B / Domestic - Full Service & Low Cost



CRITERIA (WEIGHTING)

Process Improvement Observations (35%)

QUALIFYING TARGET

International Airports

Check-in (Economy) • 15 min DOM/INT

Check-in (Business) • 5 min DOM/INT

Boarding DOM/INT • Airbridge 10 min o Bus 15 min

Arrivals DOM/INT • 10 min DOM/INT

Baggage Delivery

• <100 PAX 20 min • 100-200 PAX 25 min

• 200-300 PAX 35 min • >300 PAX 40 min

Regional Airports

Check-in • 7 min

Boarding • 4 min

Arrivals • 8 min

Baggage Delivery • 8 min

DESCRIPTION

Arrivals: Chock to immigration: INT / Chock to terminal: DOM

CRITERIA (WEIGHTING)

Airport Service Quality (ASQ) (25%)

OUALIFYING TARGET

Airport specific target to be communicated annually

DESCRIPTION

Questions 7 - E, F and G average to be allocated to airline

7E. Waiting time in check-in queue/line

7F. Efficiency of check-in staff

7G. Courtesy and helpfulness of check-in staff

CRITERIA (WEIGHTING)

On-Time Performance (OTP) (40%)

QUALIFYING TARGET

85% for 7 of the 12 months

DESCRIPTION

Airport operational efficiency measure, On-Time Performance (OTP) is an internationally accepted standard. It is measured by comparing the actual off-block time (when aircraft pushes back) against the airline schedule time for a departing flight. The measurement is done in accordance with the IATA (International Airlines Transport Association) universal standard benchmark which considers a 15-minute deviation from the scheduled time as an on-time departure.

CATEGORY

Best Performing Food and Beverage Service Providers (Restaurant, sit-down, take-away):
*International Airside * Domestic Airside * Landside



CRITERIA (WEIGHTING)

ASQ (30%)

QUALIFYING TARGET

Airport specific target to be communicated annually

DESCRIPTION

Overall of questions 7 - R, S, T

7R. Courtesy and helpfulness of airport staff

7S. Restaurant/Eating Facilities

7T. Value for money of Restaurant/Eating Facilities

CRITERIA (WEIGHTING)

Infrastructure Observations (30%)

QUALIFYING TARGET

90% Efficiency

DESCRIPTION

- Environment (cleanliness)
- Maintenance (equipment)
- People & Productivity (courteousness & efficiency)

CRITERIA (WEIGHTING)

OHS level 2 Audit Compliance (20%)

QUALIFYING TARGET

80% Compliance

DESCRIPTION

Occupational Health & Safety Compliance

CRITERIA (WEIGHTING)

Perception Survey (20%)

QUALIFYING TARGET

3.8

DESCRIPTION

Survey conducted to determine passenger's perception of the shop, staff and experience.

Customer Service

- •Whether the customer was acknowledged by shop staff and assistants
- ·Whether the staff was friendly and helpful
- ·Whether the staff was efficient
- •Whether the speed of service was acceptable
- •Whether there was an adequate number of staff on the shop floor
- •Whether staff were smart in appearance and in uniform
- •Whether the shop floor was clean and tidy

Product Quality

- •Presentation and display of food
- ·Overall satisfaction with food
- Variety of menu
- Value for money/competitiveness
- Overall satisfaction with the outlet



CRITERIA (WEIGHTING)

ASQ (33.3%)

QUALIFYING TARGET

Airport specific target to be communicated annually

DESCRIPTION

Generic ASQ result

CRITERIA (WEIGHTING)

Perception Survey (33.3%)

QUALIFYING TARGET

3.8

DESCRIPTION

All kiosks that are not pop-ups of an existing retailer with a shop (enables SMEs to have an opportunity)

CRITERIA (WEIGHTING)

Infrastructure Observations (33.3%)

QUALIFYING TARGET

90% Efficiency

DESCRIPTION

- Environment (cleanliness)
- Maintenance (equipment)
- •People & Productivity (courteousness & efficiency)

CATEGORY

Best Performing Car Hire:

*Category A (Companies with revenue above R3m) *Category B (Companies with revenue below R3m)



CRITERIA (WEIGHTING)

Infrastructure Observations (45%)

QUALIFYING TARGET

90% Efficiency

DESCRIPTION

- Environment (cleanliness)
- •Maintenance (equipment)
- •People & Productivity (courteousness & efficiency)

CRITERIA (WEIGHTING)

ASQ (10%)

QUALIFYING TARGET

Airport specific target to be communicated annually

DESCRIPTION

Generic ASQ result

CRITERIA (WEIGHTING)

Perception Survey (45%)

QUALIFYING TARGET

38

DESCRIPTION

- •Ambience of the outlet
- Acknowledgment of staff
- •Friendliness of staff
- •The efficiency of staff
- ·Adequate number of staff
- •Were staff well presented in their uniforms
- •Waiting time in queue
- Value for money
- Appearance of the vehicle
- •Cleanliness of the vehicle
- •Overall satisfaction with the service provider

Best Cargo:

*Airline *Handler *Forwarder



CRITERIA (WEIGHTING)

Perception Survey (100%)

QUALIFYING TARGET

3.8

DESCRIPTION

A survey issued to the direct stakeholders of the service provider to rate their services quarterly

CATEGORY

Best Cleaning: Service Provider



CRITERIA (WEIGHTING)

ASQ (100%)

QUALIFYING TARGET

Airport specific target to be communicated annually

DESCRIPTION

7AA. Cleanliness of washrooms/toilets

7CC. Cleanliness of airport terminal

7DD. Ambience of the airport



CATEGORY

Best Security Service provider: *Airside *Landside

CRITERIA (WEIGHTING)

ASQ (25%)

QUALIFYING TARGET

Airport specific target to be communicated annually

DESCRIPTION

7]. Courtesy and helpfulness of security staff

7K. Thoroughness of security inspection

7L. Waiting time at security inspection

7M. Feeling of being safe and secure

CRITERIA (WEIGHTING)

% Reduction on non-compliance to legislation/regulation (25%)

QUALIFYING TARGET

Highest % reduction

DESCRIPTION

Enhancing compliance to legislative and regulatory requirements

CRITERIA (WEIGHTING)

Penalties issued in relation to performance (25%)

QUALIFYING TARGET

< 1%

DESCRIPTION

Penalties agreed upon in Service Level Agreement

CRITERIA (WEIGHTING)

Training target (25%)

QUALIFYING TARGET

100% e.g. NKP, PSIRA, SACAA

DESCRIPTION

Ensuring staff attend compulsory training (proof of training to be available for audit)

Best Security Service Provider: Stakeholder Support



CRITERIA (WEIGHTING)

ASQ (18.75%)

QUALIFYING TARGET

Airport specific target to be communicated annually

CRITERIA (WEIGHTING)

Stakeholder Perception Survey (Security) (25%)

OUALIFYING TARGET

3.8

DESCRIPTION

A survey for stakeholders to rate the services of the security providers who serve them directly

CRITERIA (WEIGHTING)

Penalties issued in relation to performance (SLA) (18.75%)

OUALIFYING TARGET

< 1%

DESCRIPTION

Penalties agreed upon in Service Level Agreement

CRITERIA (WEIGHTING)

% reduction on non-compliance to legislation/regulation (18.75%)

QUALIFYING TARGET

Highest % reduction

DESCRIPTION

Enhancing compliance to legislative and regulatory requirements

CRITERIA (WEIGHTING)

Training target (18.75%)

QUALIFYING TARGET

100% e.g. NKP, PSIRA, SACAA

DESCRIPTION

Ensuring staff attend compulsory training (proof of training to be available for audit)

CATEGORY

Best Aviation Safety Award: *Airside Service Providers



CRITERIA (WEIGHTING)

Administration Audits (33.3%)

QUALIFYING TARGET

70% Compliance

DESCRIPTION

- •Audits to cover the following:
- Safety management
- •Fleet maintenance
- Personal protective equipment
- •Hearing conservation programme Training
- ·Safety meeting attendance
- Reporting of incidents
- •Incidents/accidents investigation reports
- Safety culture

CRITERIA (WEIGHTING)

Violations, Incidents & Serviceability of Equipment (33.3%)

QUALIFYING TARGET

70% Compliance

DESCRIPTION

- •Number of Violations issued per company /various weightings
- for various category violations
- (Weighed on the number of movements)
- •Number of Incidents/Accident caused by company.
- •Number of vehicles rendered unserviceable.

CRITERIA (WEIGHTING)

Ramp Audits (33.3%)

QUALIFYING TARGET

70% Compliance

DESCRIPTION

- •Uniform/ regulatory/procedure compliance of Companies.
- •Vehicles/Equipment clean inside and outside.
- •Serviceability of vehicles /Equipment.
- •PPE Compliance.



CRITERIA (WEIGHTING)

Perception Survey (30%)

OUALIFYING TARGET

3.8

DESCRIPTION

Customer Service

- •Whether the customer was acknowledged by shop staff and assistants
- •Whether the staff was friendly and helpful
- •Whether the staff was efficient
- •Whether the speed of service was acceptable
- •Whether there was an adequate number of staff on the shop floor
- •Whether staff were smart in appearance and in uniform
- •Whether the shop floor was clean and tidy

Product Choice

- •Ease of locating product
- •Range and variety of products
- ·Value for money and competitiveness
- Adequate stock levels
- Presentation and display of products
- •Overall satisfaction with the outlet

CRITERIA (WEIGHTING)

Infrastructure Observations (30%)

OUALIFYING TARGET

90% Efficiency

DESCRIPTION

- Environment (cleanliness)
- Maintenance (equipment)
- People & Productivity (courteousness & efficiency)

CRITERIA (WEIGHTING)

OHS Level 2 Audit Compliance (10%)

QUALIFYING TARGET

80% Compliance

DESCRIPTION

Occupational health & Safety Compliance

CRITERIA (WEIGHTING)

ASQ (30%)

QUALIFYING TARGET

Airport specific target to be communicated annually

DESCRIPTION

Generic score of question 7 - V & W

7V. Shopping Facilities

7W. Value for money of Shopping Facilities

CATEGORY

Best Financial Service provider:



CRITERIA (WEIGHTING)

Infrastructure Observations (55%)

QUALIFYING TARGET

90% Efficiency

DESCRIPTION

- •Environment (cleanliness)
- Maintenance (equipment)
- •People & Productivity (courteousness & efficiency)

CRITERIA (WEIGHTING)

Perception Survey (45%)

QUALIFYING TARGET

3.8

DESCRIPTION

- •Ambience of the outlet
- Acknowledgement by staff
- Friendliness of staff
- •The efficiency of staff
- •The speed of service
- Adequate number of staff
- •Were staff well presented in their uniforms
- •Cleanliness of the outlet
- •Overall satisfaction with the service provider

Best Valet Service provider:



CRITERIA (WEIGHTING)

Infrastructure Observations (50%)

QUALIFYING TARGET

90% Efficiency

DESCRIPTION

- Environment (cleanliness)
- •Maintenance (equipment)
- •People & Productivity (courteousness & efficiency)

CRITERIA (WEIGHTING)

Perception Survey (50%)

QUALIFYING TARGET

3.8

DESCRIPTION

- Acknowledgement by staff
- •Friendliness/appearance of staff
- •The efficiency of staff
- •Adequate number of staff
- •Directional signage to operator
- ·Waiting time in queue
- Value for money
- •Appearance of own vehicle OPTIONAL
- •Cleanliness of own vehicle OPTIONAL
- •Overall satisfaction with the service provider

CATEGORY

Best Public Roads Transport Service Provider *Taxis, shuttles, etc.



CRITERIA (WEIGHTING)

Perception Survey (100%)

QUALIFYING TARGET

90% Efficiency

DESCRIPTION

- Acknowledgement by staff
- •Friendliness/appearance of staff
- •The efficiency of staff
- Adequate number of staff
- •Directional signage to operator- OPTIONAL
- •Value for money
- Appearance of the vehicle
- •Cleanliness of the vehicle
- •Overall satisfaction with the service provider

CATEGORY

Pride in Action Overall Winner



CRITERIA (WEIGHTING)

Mystery shopper (100%)

DESCRIPTION

Airport community staff (ACSA internal & stakeholder staff) attend Pride in Action training to qualify. Each staff member to receive a compliment from passengers will be submitted to an airport panel where the compliment will be awarded a rating. Ratings above 4 will qualify to be submitted for a mystery shopper process



GM/Airport Manager's Award



CRITERIA (WEIGHTING)

- •Individual / Organisation
- •External Stakeholders
- •Display of loyalty and support to Airports Company South Africa
- •Business ambassador at regional and provide value added growth to stimulate job opportunities
- •Promotion of benevolence and integrity for building trust relationships with all business leaders
- •Recognition of contribution towards excellence in collaboration within the aviation industry

CATEGORY

Best Performing Government Agency



CRITERIA (WEIGHTING)

Government agency to provide excellent service support to the airport

QUALIFYING TARGET

Gm's Discretion

CATEGORY

Lifetime Achievement Award



CRITERIA (WEIGHTING)

- •An employee of a service provider that is about to retire (or retired earlier that year)
- •Has been at the airport for more than 15 years
- •Has been a supportive stakeholder to Airports Company South Africa and the airport community

QASA Award



QUALIFYING TARGET

Criteria defined by QASA

CATEGORY

Top Gun



QUALIFYING TARGET

International Airports: AOA & AOC discretion
Regional Airports: Airport Stakeholder Community

CATEGORY (New)

Best Airport Business Lounge



CRITERIA (WEIGHTING)

ASQ (40%)

QUALIFYING TARGET

Airport specific target to be communicated anually

DESCRIPTION

7Y. Business/Executive Lounges

CRITERIA (WEIGHTING)

Perception Survey (60%)

QUALIFYING TARGET

3.8

DESCRIPTION

- •Ambience of the outlet
- Acknowledgement by staff
- •Friendliness of staff
- •The efficiency of staff
- •Were staff well presented in their uniforms
- •Cleanliness of the outlet
- Presentation of food
- •Overall satisfaction with the service provider

CATEGORY ()

Recognition Award



CRITERIA (WEIGHTING)

General Manager/Airport manager's discretion

DESCRIPTION

Candidates for the award should be productive, showing commitment to quality in carrying out job responsibilities, an asset to the staff of his/her department and provide service that reflects a positive image of our company / airport community.

- •Demonstrating a willingness to work above and beyond their normal duties
- ·Significantly improving work process or procedure
- •Producing high quantity and quality of work over an extended period of time
- •Positively influencing the broader culture of the Airport by providing an outstanding example of mutual and positive behaviours and practices
- $\bullet \textbf{Represents the company and its values when interacting with fellow employees and stakeholders \\$
- •Is action oriented, gets things done, never hides behind process or structure
- Presentable & Professional Ambassador



Best Fuel Supplier / Operator



CRITERIA (WEIGHTING)

Air Service Provider Feedback Survey (100%)

QUALIFYING TARGET

3.8

DESCRIPTION

A survey issued to airlines to rate the services provided to them

CATEGORY ()

Best Caterer



CRITERIA (WEIGHTING)

Air Service Provider Feedback Survey (100%)

QUALIFYING TARGET

38

DESCRIPTION

A survey issued to airlines to rate the services provided to them

CATEGORY 💮

Best Border Control Service

*Customs, Immigration & Emigratior



CRITERIA (WEIGHTING)

ASQ (33.3%)

QUALIFYING TARGET

Airport specific target to be communicated annually

DESCRIPTION

7H. Waiting time at passport/personal ID inspection

7I. Courtesy and helpfulness of inspection staff

10A.Passport/Personal ID inspection

10C. Customs Inspection

CRITERIA (WEIGHTING)

Process Improvement Observations (33.3%)

QUALIFYING TARGET

90% Compliance

DESCRIPTION

Processing time

CRITERIA (WEIGHTING)

Perception Survey (33.3%)

QUALIFYING TARGET

3.8

CATEGORY ()

Best Maintenance Service Provider

*Electrical Maintenance *Building Maintenance *Surface Maintenance *Mechanical Maintenance



CRITERIA (WEIGHTING)

Quality of Work (20%)

QUALIFYING TARGET

DESCRIPTION

- •SLA Adherence
- ·Quality of Workmanship

CRITERIA (WEIGHTING)

Work/Maintenance Management (20%)

QUALIFYING TARGET

DESCRIPTION

- Competence of contractor
- Work Planning
- •Management Reports
- Communication with ACSA

CRITERIA (WEIGHTING)

Compliance (20%)

QUALIFYING TARGET

DESCRIPTION

- Compliance with safety requirements
- Number of safety incidents

CRITERIA (WEIGHTING)

Airport Specific Conformance (20%)

QUALIFYING TARGET

DESCRIPTION

- Non-conformances
- •Customer Focus
- Added Value

CRITERIA (WEIGHTING)

Finance (20%)

QUALIFYING TARGET

DESCRIPTION

- •Invoicing and Reporting
- Cost Efficiency

CATEGORY

Best Advertising Concessionaire



CRITERIA (WEIGHTING)

Positive Contribution to Revenue (25%)

OUALIFYING TARGET

3

DESCRIPTION

- •Income Growth YOY Growth
- New Business
- Maintaining Inventory
- •Contribution to price normalisation per area

Adherence to Policies & Procedures (25%)

OUALIFYING TARGET

CRITERIA (WEIGHTING)

3

DESCRIPTION

- •Operational Considerations
- •Response time to operational demands
- •Respect of Airport Environment/Passengers

CRITERIA (WEIGHTING)

Debtors Management (25%)

QUALIFYING TARGET

DESCRIPTION

- On time payment
- ·Guarantees in place

CRITERIA (WEIGHTING)

Debtors Management (25%)

QUALIFYING TARGET

DESCRIPTION

•Striving to create a balance between stakeholders and ACSA



AIRPORTS COMPANY SOUTH AFRICA



