



MEDIA STATEMENT – FOR IMMEDIATE RELEASE

SAA OPERATIONS RESILIENT POST-CYBER INCIDENT: DIGITAL FORENSIC INVESTIGATION UNDERWAY

Johannesburg, South Africa – 6 May 2025 – South African Airways (SAA) announced today that it has been impacted by a significant cyber incident that began on Saturday, 3 May 2025. The breach temporarily disrupted access to the airline's website, mobile application, and several internal operational systems, prompting swift response measures to mitigate its effects.

SAA immediately activated its robust disaster management and business continuity protocols upon detection of the incident. These swift actions successfully contained the incident and minimised disruption to core flight operations. They also ensured the continued functionality of essential customer service channels, such as the airline's contact centers and sales offices. Normal system functionality across all affected platforms was restored later the same day.

Recognising the potential implications of such an event, SAA management swiftly initiated an investigation conducted by credible, independent digital forensic investigators to determine the root cause and full scope of the incident and explore the possibility that the disruption resulted from external cybercrime activities.

In line with its commitment to regulatory compliance and transparency, SAA has undertaken all reasonable and lawful steps as a National Key Point, including formally reporting the incident to the State Security Agency (SSA), South African Police Service (SAPS) for criminal investigation and notifying the Information Regulator of South Africa as a precautionary measure under the Protection of Personal Information Act (POPIA).

Regarding the potential impact on data, the preliminary investigation is currently assessing the full extent of the incident and actively working to determine if any data was accessed or exfiltrated. SAA is committed to notifying any affected parties directly, in accordance with regulatory requirements, should the investigation confirm a data breach.

Prof. John Lamola, Group CEO of South African Airways, provided the following assurance:

"The security and integrity of our business systems and the protection of the consumer data entrusted to us remain our highest priority. In response to the cyber incident that began on May 3rd, we acted swiftly to contain the disruption, restore services, and initiate a comprehensive investigation. Our robust business continuity measures ensured operational stability, particularly for our valued customers. I want to assure all stakeholders, including our partners, customers, and dedicated employees, that we are taking every necessary step to determine the root cause of this incident, strengthen our security framework, and mitigate any potential risks. SAA remains committed to delivering safe, reliable, and resilient service."

SAA continues to work closely with law enforcement and investigators, reaffirming its unwavering dedication to operational excellence and the integrity of its systems.

– ENDS –

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About South African Airways

With 91 years in the skies, South African Airways (SAA) is the most awarded Skytrax airline in Africa and the proud carrier of the South African flag, linking domestic, regional and international destinations. SAA flies from Johannesburg to Abidjan, Accra, Durban, Cape Town, Gqeberha, Harare, Kinshasa, Lusaka, Lubumbashi, Lagos, Mauritius, Windhoek, Victoria Falls, São Paulo (from Cape Town and Johannesburg) and Perth.

Since first taking to the skies in 1934, SAA has grown to include a passenger airline, a cargo transport service and related services provided through its wholly owned subsidiaries, SAA Technical (SAAT) and Air Chefs. SAAT delivers high-quality maintenance services, major airframe checks, engine overhauls, mechanical components, avionics and line maintenance to SAA and third parties. Air Chefs provides in-flight, airline lounges and other catering services to the airline and third parties.