



## **MEDIA STATEMENT**

### **AIR CHEFS REAFFIRMS COMMITMENT TO FOOD SAFETY, QUALITY & SERVICE EXCELLENCE**

**Johannesburg, 18 August 2026** - Air Chefs, a subsidiary of South African Airways (SAA), has reaffirmed its unwavering commitment to the highest standards of food safety, quality, and customer care following recent media reports relating to a food safety matter identified earlier this year.

In March 2026, routine food safety testing as part of Air Chefs' comprehensive Food Safety Management System detected *Listeria monocytogenes* in a specific food product supplied by an approved supplier. The issue was identified through Air Chefs' own proactive monitoring processes, enabling immediate action to be taken. The detection did not constitute a confirmed outbreak of human listeriosis.

Following confirmation by independent accredited laboratories, Air Chefs activated its established food safety protocols. The affected product was traced, quarantined, removed from circulation, and safely disposed of, while the supplier initiated its own recall process. Relevant stakeholders and authorities were notified, and corrective measures were implemented. Air Chefs continues to manage food safety, with enhanced monitoring measures remaining in place to ensure continued compliance and operational excellence.

**Importantly, there have been no reported or confirmed cases of listeriosis linked to food produced, prepared, or supplied by Air Chefs.**

Air Chefs is one of Southern Africa's leading food solutions providers, with more than 40 years of experience delivering world-class catering and hospitality services to airlines, airport lounges, corporate clients and major events. Operating from facilities in Johannesburg, Cape Town and Durban, Air Chefs has the capacity to produce over 50,000 meals daily and serves a diverse portfolio of local and international customers.

Air Chefs operates within a highly regulated food production environment and maintains internationally recognised certifications, including FSSC 22000 Food Safety Management, ISO 14001 Environmental Management and Halal certification across its facilities. These certifications reflect the company's commitment to stringent food safety controls, responsible environmental practices, quality assurance and operational excellence. Supported by dedicated quality assurance teams and rigorous monitoring systems, Air Chefs maintains compliance with both national and international food safety standards.

Commenting on the matter, **Ms Aza Mzilikazi, Acting Chief Executive Officer of Air Chefs**, said, "The recent matter demonstrated that our food safety systems worked exactly as

intended. Through proactive testing and effective controls, a potential risk was identified, contained and managed appropriately before it could impact consumers. The safety of our customers remains our highest priority, and we will continue to uphold the highest standards of food safety, quality, innovation and customer service.”

“Air Chefs’ commitment to excellence extends beyond compliance. Through continuous innovation, investment in quality management systems, and the expertise of more than 730 dedicated employees, the company continues to deliver safe, reliable and high-quality food solutions tailored to the needs of its customers, added Ms Mzilikazi.

Air Chefs values the trust placed in its brand and remains committed to transparency, regulatory compliance, continuous improvement and service excellence. As one of Southern Africa’s leading food solutions providers, the company will continue to provide its customers with the quality, consistency and peace of mind they have come to expect.

**ENDS**