



PW – AGM REPORT

NOVEMBER 2019

DAR ES SALAAM

PW AIR

1. WHO WE ARE

Precision Air Plc. (PW) is a leading airline in Tanzania. The company facilitates domestic travel within Tanzania and regional travel within East Africa, connecting a total of 13 destinations with quality air services. With its headquarters located in Dar es Salaam, PW connects its main hub (Dar es Salaam International Airport) to regional and international destinations through codeshares and interline partners. Precision Air operates a fleet of two (2) ATR42-500 with a capacity to carry 47 passengers and five (5) TR72-500 with a capacity to carry 70 passengers, making a fleet of seven aircrafts. The airline carries an average of more than 400,000 passengers year on year.

Precision Air envisions to be the airline of choice and catalyst for change.

Tracing its origin back to 1987 when the company started as a Crop-Spraying company with operations concentrated on the large-scale farms in the Northern Highlands, Precision Air was registered in 1993 as a Schedule and Charter Air Service Company, operating a 5-Seater Piper Aztech Aircraft.

In 2003 Kenya Airways Invested in PW acquiring a 49% stake in the airline and Mr. Michael Shirima remained with 51% of the shares. The company went Public in Dec 2011, whereby Mr. Shirima owns 42.91% (from 51%), Kenya Airways owns 41.23% (from 49%) and The Tanzania public owns 15.86%.

Last year 2018 Precision Air celebrated its 25th Anniversary.



1.1 NETWORK DEVELOPMENT

Precision Air Plc being one of the largest domestic carriers in Tanzania, continues to invest in enabling connectivity from and to International carriers at Dar es Salaam, Kilimanjaro and Zanzibar International Airports. Building up into this connectivity, Precision Air has intensified its operations to both leisure destinations (such as Seronera in Serengeti, Arusha) and business destinations (such as Mwanza, Dodoma, Mtwara, Kahama, Tabora and Bukoba).



1.2 OPERATIONAL PERFORMANCE

In 2018, Precision Air Plc operated with On-Time Performance (OTP) showing that an average of 74 percent departed on time (counted at zero minutes delay), and attained 85% at 15 minutes, the latter being the industrial standard



1.3 OUR PEOPLE AND COMMUNITIES

Precision Air currently has about 390 employees in various sections of the company. Employees are vital to the sustained success of Precision Air, which is why various types of trainings have been provided to boost efficiency. An online E-learning platform Precision Air Academy (PAA) was made accessible and compulsory for all employees, Safety Trainings have also been provided to the team especially the customer service team at all our airports.



Above: Precision air staff attending a training in Dar es Salaam.

1.4 BUILDING LOYALTY

Paa Royal is a program designed to reward all our loyal and faithful passengers for travelling with us regularly. This year, our total membership on loyalty program Paa Royal is about 26,000 members. Paa Royal benefits include

- ✓ Free ticket through points redemption
- ✓ Free excess baggage allowance
- ✓ Priority check-in
- ✓ Discounts when using partner services such as AKEM Restaurant, GSM Malls, Southern Sun Hotels and See Shells Hotel

We have introduced a new benefit for our corporate clients. With this new product a corporate account with the PAA ROYAL registration will earn 70% of the points from a trip while a passenger will get 30% of the point earned. This benefit will add value to the program and hence increasing the membership.



**COMBINE CASH
& PAA ROYAL POINTS**

To get yourself a ticket.

CALL US NOW: +255 6842 02022 or
VISIT: www.precisionairtz.com/paaroyal
EMAIL: paaroyal@precisionairtz.com

PrecisionAir
YOU ARE WHY WE FLY



2. CORPORATE SOCIAL RESPONSIBILITY

Precision air understands the importance of giving back to the community by investing in corporate social responsibility activities. By practicing corporate social responsibility, the airline is conscious of the kind of impact these activities are having on all aspects of society including economic, social, and environmental. Today, our CSR program has more diversified projects, which cover a broad spectrum of market segments

As a leading Airline in Tanzania, we recognize our responsibility to the broader community by being good corporate citizens and by helping to make our world a better place today and in the future. For the year under review the airline participated in the below corporate social responsibility, the activities were prioritized based on the importance to our business and stakeholders, as well as areas where we can make the greatest impact

2.1 HEALTH:

Precision Air acknowledges that healthcare challenge in Tanzania extents a number of magnitudes, including access to affordable healthcare, access to doctors, availability of medical facilities in hospitals and health centers and awareness of health issues. To help the in bridging these challenges, Precision beliefs that it is essential to contribute in improving the health sector

This year Precision Air partnered with CCBRT to give a total of 120 tickets within its network to be used to facilitate CCBRT regional clinics and administration activities



2.2 EDUCATION

The Government of Tanzania declared to sponsor free education from primary to secondary schools a move which has increased enrolments of children as it has allowed the economically challenged families to send their children to school.

As a way of ensuring Tanzania has enough skilled and qualified personnel in the aviation and other sectors; Precision Air partnered with different institutions such as NIT, Karume Institute and DIT to offer practical training in form of apprentice program to enable students from these institutions to get experience and practical knowledge. Up to now we have enrolled over 20 students and some have been employed by Precision Air to cover various positions within maintenance department.



2.3 ENVIRONMENT

Aviation brings many social and economic benefits to the modern society, but also generates negative impacts upon natural resources and the community. On a global scale, aircraft emissions of carbon dioxide affect the climate and stratospheric emissions of nitrogen oxides and contribute to the depletion of the ozone layer.

At the local level, the environmental impact of flight operations is mainly associated with noise levels during take-off and landing. Since all forecasts predict growth of air transport in the future, even greater environmental damage is to be anticipated

Activities of airlines with the greatest environmental impact come under two main headings:

Flight operations, in particular gas and noise emitted by aircraft
ground operations, including aircraft maintenance, infrastructure management and ground handling operations.

To assist in managing the environment Precision Air participated in planting trees at the slope of Mount Kilimanjaro to conserve the environment and the natural resources surrounding the mountain

This exercise of planting trees involved Precision Air staff together with the District Council and the community in the area. A total of 1000 trees were planted in Siha in an area located between Kilimanjaro National Park and Ngarony Village



3. OUR ENGINEERING DEPARTMENT



Precision Air M&E is the Department responsible for providing Maintenance and Engineering services for Precision Air and Third-Party aircraft. *Its primary purpose is to ensure that a proper maintenance system is in place so that the aircraft Maintenance and Engineering services provided are efficiently for Safe and Reliable Operations with Minimum Down-time at a reasonable cost*

Precision Air M&E has been the first Approved Maintenance Organization (AMO) to successfully undergo five phase AMO re-certification process by Tanzania Civil Aviation Authority (TCAA)

Approvals/Certificates:

- Tanzania (TCAA): **TCAA/AI/CA/1.97**
- Botswana (CAAB): **B/AI/F140**

Some of the equipment available at the hangar include; Docking Systems (movable scaffolds), Stand-by Power Generator, Air Compressor Equipment, Automatic fire Suppression equipment, Aircraft Jacks, Tow tractor



3.1 AIRCRAFT MAINTENANCE CAPABILITY

3.1.1 Scheduled Periodic Maintenance

- ☐ Line Maintenance Checks
 - Pre-flight check
 - Transit Check
 - Overnight Check
 - Weekly Check
- ☐ Base Maintenance Checks
 - A Check
 - C Check
 - Calendar Inspection
 - Major Components Changes: Engines, Propellers and Landing Gears

3.1.2 Unscheduled Maintenance

Includes Line and Hangar defects Troubleshooting and Rectification
Precision Air M&E provides Line Maintenance support to Precision Air ATR42/72 and Refueling Services for Kenya Airways Embraer E190



Above: Precision Air ATR42-500s (5H-PWE & 5H-PWH) and TropicalAir ATR42-300 undergoing major maintenance (C-Check) with Engine Changes at Precision Air M&E

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Above: Air Austral ATR72 Paint being changed into EWA livery at Precision Air facility.

4. OUR GROUND HANDLING

PW Ground handling addresses the many service requirements between the time the passenger arrives at the airport to the time the passenger departs. The unit is also responsible with the aircraft arrivals at a terminal gate and the time it departs on its next flight. Speed, efficiency, and accuracy are important in ground handling services in order to minimize the turnaround time (the time during which the aircraft must remain parked at the gate). This is very key to our passengers.



Ground handling is also responsible with other functions such as cabin cleaning, catering by ensuring right miles are loaded to the flights, and ramp service such as Luggage handling, Wheel chair lifts if required.

5. OUR CONTACT CENTRE

Precision air recognizes customers as the most important factor in airline industry of which without them, the airline will not exist. The airline always strives to offer personalized customer service by providing exceptional customer support before, during and after a flight which eventually lead to happier customers, better travel experience and improved service ratings.

To ensure we continue to offer best service the airline has a dedicate contact center unit that is operational everyday form 0700AM to 1000PM among other functions the call center advices the passengers incase of schedule changes, assist passenger in booking the tickets and doing changes that are related to travelling and attending to all customer queries.

The airline also has a dedicated customer relations unit that handles all passenger related queries.

6. OUR QUALITY, SAFETY AND SECURITY

Precision air is an IOSA certified airline since April 2007. This is IATA Operational Safety Audit Certificate which is obtained after the international operational audit. Precision Air was the sixth Airline in Africa to get IOSA Certification. The airline has been undergoing these audits every two years and it has never failed. The next IOSA audit will be in May 2020.



Presented to

Precision Air Services Plc

On the occasion of their Registration as an

IOSA Operator

under the

IATA Operational Safety Audit Program (IOSA)

Registration is valid until 22 September 2020
in accordance with the provisions of the IOSA Program Manual



Gilberto López Meyer
Senior Vice President
Safety and Flight Operations

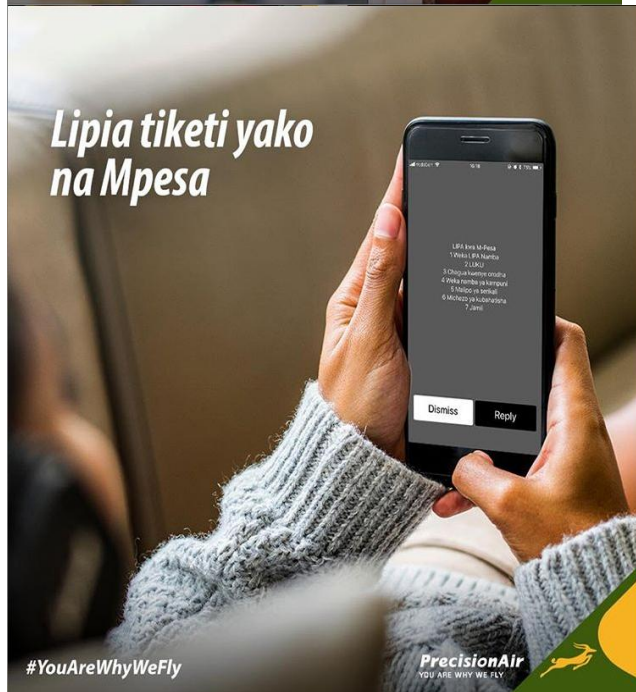
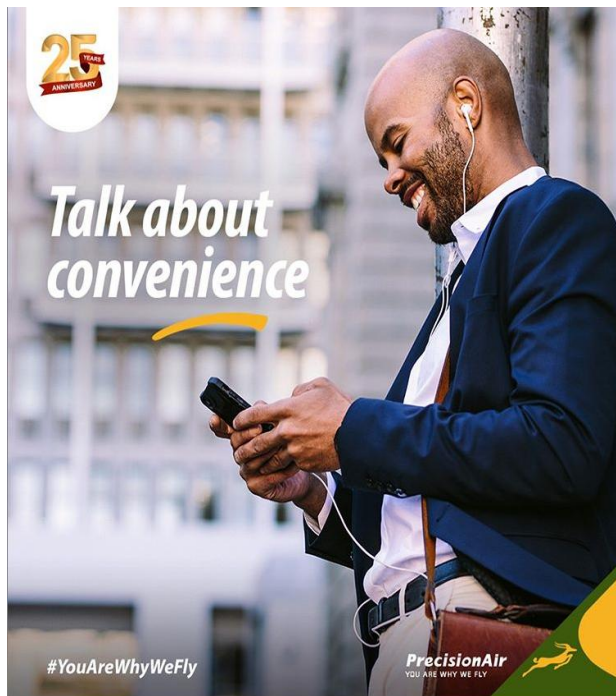


Note: This is a ceremonial certificate only and is not valid for IOSA Registration. The official IOSA Registration is only shown on the IOSA Registry - www.iata.org/iosar

7. INNOVATION IS OUR WAY:

With the world moving into more digital platforms, Precision Air has invested in smart technologies to ensure that it offers convenience to passengers and good customer service; currently customers can buy their tickets through online platforms by visiting our website www.precisionairtz.com or other Online Travel Agents (OTA) and pay for the tickets through credit cards and mobile money.

Customers can also do online self-service check in 24 hours before flight and they can as well select and pre-pay for their preferred seats and also pre-pay for their excess baggage.



8. OUR PARTNERSAND ALLIANCES.

Partnership and relationships between Airlines have continued growing throughout. The value of business partnerships is clearly illustrated through the example of airline alliances.

Precision air is not left behind in this juncture; we have over twenty interline partners and two solid codeshare agreements with Kenya Airways and Etihad Airlines. Through these arrangements we can offer improved customer satisfaction to our passengersworldwide.Together with our partners, we can offer to our passengers more destinations, better deals and easy connections throughout the world.



Precision Air together with her partners can take you to the above places.

OUR PRODUCTS

Pre Seat Selection



Partial Service on Domestic Flights



Frequent Flyer Program



DISCOUNTS for members
Silver, Gold, Tanzanite
get 20% off at
Akemi Restaurant
Southern Sun Hotel
Colosseum Hotel & Gym
GSM Shopping Mall

Cargo Services



Pre Paid Excess Baggage

PW ANNUAL