

NON-GOVERNMENTAL ORGANIZATION**NO. 591****23 JUNE 2017****C-POL 1/2016 LANGUAGE POLICY**

PROMULGATED BY : **EXECUTIVE COMMERCIAL SERVICES**

EFFECTIVE FROM : **01 OCTOBER 2016**

ENQUIRIES : **COMMERCIAL SERVICES**

APPLICABLE : **ALL STAKEHOLDERS**

LANGUAGE POLICY**1. POLICY STATEMENT**

- 1.1. This policy has been developed to comply with section 4 (1) of the Use of Official Languages Act, 2012 (Act No. 12 of 2012). The section 4(1) requires every national department, national public entity and national public enterprise to have a language policy on its use of official languages. Therefore, the policy is intended to set out how Air Traffic and Navigation Services (ATNS) will use the official languages of South Africa to communicate effectively with the public and other stakeholders.
- 1.2. As an entity of the Department of Transport (DoT), the policy is also developed to align with The Department of Transport's Language Policy. The Department is a national department that has public entities which are critical pillars in the Department's service delivery agenda.
- 1.3. As The Department of Transport (representing South Africa) is a member state of The International Civil Aviation Organisation (ICAO), the policy has also been developed to comply with The International Civil Aviation Organisation (ICAO). Whilst ICAO uses 6 official languages namely: Arabic, Chinese, English, French, Russian, and Spanish, ICAO has established English language proficiency requirements (LPRs) for all pilots operating on international routes, and all air traffic controllers who communicate with foreign pilots (adopted by 38th Session of the ICAO Assembly (October 2013) Resolution A38/8 – Proficiency in the English language used for radiotelephony communications.

- 1.4. While ATNS is in favour of encouraging linguistic diversity, this is not its core business, and financial constraints will mean that it will have to find a balance between the language preferences and needs of its target audiences (internally and externally) and financial considerations

2. Department of Transport Mandate and Official Languages

- 2.1. The Department of Transport's (DoT's) vision is to make transport the heartbeat of economic growth and social development. Its mission is to lead the development of efficient integrated transport systems by creating a framework of sustainable policies, regulations and implementable models to support government strategies for economic, social and international development.
- 2.2. The Department is a national department that has public entities which are critical pillars in the Department's service delivery agenda.
- 2.3. The Department of Transport's direct communication with the general members of the public is limited. Most of its communication is with the public entities, the provincial government departments responsible for transport functions and municipalities, where English is accepted as the language of common usage. However, the Department is still working towards broader engagement with the general members of the public.
- 2.4. Owing to the mandate of the Department, and as English is the language of common use in Parliament, the Department, other government departments, and the public entities reporting to the Minister for Transport, the official language of the Department will be English. Therefore, English is used as the language in all official correspondence.
- 2.5. The three other languages selected for official use are Afrikaans, isiZulu and Sepedi languages. As according to the 2011 census the isiZulu and Sepedi are the most widely spoken first languages in the two biggest language groups (Nguni and Sotho) and Afrikaans is the language of the majority the provinces such the Northern Cape and Western Cape provinces where the Department has got major projects happening there.

3. ATNS Mandate

3.1. The Air Traffic and Navigation Service Company Limited a Schedule 2 public entity reporting to the Department of Transport was established in 1993 in terms of the ATNS Company Act (Act 45 of 1993), to provide air traffic management solutions and associated services on behalf of the state, in accordance with ICAO Standards and Recommended Practices and the South African Civil Aviation Regulations and Technical Standards. ATNS is an air navigation services provider (ANSP) and is governed by the nation's legislative and administrative framework. ATNS is also a commercialized ANSP operating on the "User Pays" principle that relies on current revenues and debt funding for its operational and capital expenditure requirements.

4. Official Languages of ATNS

- 4.1. Owing to the mandate of the DoT and the mandate of ATNS, and a subscriber to ICAO Standards and Recommended Practices the Official business language of ATNS will be English.
- 4.2. Owing to financial constraints, the Organisation's language policy will focus on the Official language.
- 4.3. Official publications intended for the public distribution (notices, advertisements, forms and other documents) will be in English.
- 4.4. Calls for nominations for the boards of the public entities for the Organisation will be published in English, as the business of the boards will be conducted in English, and the business people and engineers needed to serve on the boards will be familiar with English.
- 4.5. As far as official reports/publications such as the annual report are concerned, these will be published in English.

5. WHO IS COVERED BY THE POLICY

- 5.1. The policy covers all individuals working at all levels of the organisation, including Board members, Executives, Senior Managers/ Supervisors , Consultants, Contractors, Employees(including Part Time and Fixed Term Employees), Trainees and Bursars.
- 5.2. Third Parties (not mentioned in 5.1) who have access to ATNS' electronic communication systems and equipment are also required to comply with this policy.

6. Complaints Mechanism

- 6.1. Anyone who is dissatisfied with an aspect of the language policy may make a complaint, which will be dealt with in terms of Regulation 2(2) and 2(3) of the Use of Official Languages Regulation.
- 6.2. The complaint must be in writing, lodged within three months of the complaint arising, and provide the name, address and contact information of the person lodging the complaint.
- 6.3. The complaint may be delivered to: Executive Commercial Services The Head of the Language Unit-
- 6.4. (a) by hand to Air Traffic and Navigation Services Eastgate Office Park Block C , South Boulevard Road Bruma 2198 Gauteng South Africa ;
- 6.5. (b) by registered post to Private Bag X 15 Kempton Park ,1620 , Gauteng South Africa
- 6.6. (c) by email to: marketing@atns.co.za
- 6.7. The Executive Commercial Services or his/her delegate may request additional information from the complainant or a meeting with the complainant to discuss the complaint.
- 6.8. The Executive Commercial Services will consider the complaint and make a decision no later than three months after receipt of the complaint, and inform the complainant of the decision in writing.
- 6.9. If the complainant is not satisfied with this decision, he/she may lodge an appeal with the Chief Executive Officer. This must be done within one month of the decision referred to in par. 6.8, and The Chief Executive Officer will make a decision no later than three months after receipt of the complaint, and inform the complainant of the decision in writing

7. Access to ATNS Language Policy

- 7.1. The language policy will be published in the *Government Gazette* in English, as well as made available on the Organisation's website

8. Review of Policy

- 8.1. This policy will be reviewed whenever there is a need to do so. However, it will be appropriate to review it at least every five years