

PRIVATE AND CONFIDENTIAL

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REPORT NUMBER : 14C

05 APRIL 2010

REPORT FOR THE PERIOD 27/03/2010 TO 02/04/2010

01.00 CRIMINAL ACTIVITIES

01.01 On Saturday 27/03/10 at 18h25 \*\*\*\* (check-in agent) and \*\*\* (baggage) are believed to have been collaborating in order to get a bribe from a passenger who was travelling with an infant. \*\*\* was later seen discussing something with \*\*\* at his counter and it is suspected that an illegal activity was taking place. Money was not actually seen changing hands but it might have been passed over in the passenger's passport. After the incident, \*\*\* was seen furtively looking left and right before handing \*\*\* something which he put into his trouser pocket.

01.02 On Monday 29/03/10 it is believed that the check-in agents for Air \*\*\* and \*\*\*\* had a meeting scheduled for the following day at 13h00 to discuss the fate of a check-in agent who was allegedly found using other check-in agents' codes to check illegal passengers with fraudulent papers in. Check-in agents claim that \*\*\* management were aware of this criminal activity which is why the check-in agent involved never stayed with one airline for long. Apparently he was fired from \*\*\* and at \*\*\* he used \*\*\*\*'s (check-in agent) and \*\*\*\*'s code. \*\*\*\*'s code was used to check in two illegal passengers from Malawi at 18h55 on 25/03/10. Details are as follows:

Passenger 1	Check-in details	Passport details
	***, ***	*** ** *
	South African	Malawian
DOB	16/03/197*	21/06/197*
	Male	Female
Doc expiry	13 Apr 2013	04 Aug 2019
Doc no	A213467**	(Not clear)
	Seat 11B	
	ETKT no. ***	
	It was noted that seat 11B is a special seat and check-in agents have to request permission to assign them	
Passenger 2	***, ***	***, ***
	South African	Malawian
DOB	18/04/6*	26 June 198*
	Female	Female
Doc expiry	28 August 2013	24 November 2018
Doc no	A5432789	(Not clear)
	ETKT no. ****	

The above indicates that the passenger details did not

correspond with the details on the system and those presented by the scan from \*\*\*. According to the check-in agents, the \*\*\* agents were involved here and for them to scan the documents was another cover up job. Chances are high that the scanned documents never had visas in them.

Check-in agents also allege that one of the \*\*\* managers (\*\*\*) who is married to the Air \*\*\* and \*\*\* CEP \*\*\* is involved in the scam of sending INADS overseas. They are saying that these scams started a long time ago when he worked for Air \*\*\* and was fired when the scam was exposed. He is now working with \*\*\* (check-in agent) who appears to be untouchable because he knows about scandals involving top management (i.e. the duty manager). There are also suggestions that \*\*\* and \*\*\* are not the only people involved but are assisted by \*\*\* (team leader \*\*\*) who knows how to manipulate the system.

\*\*\* employees feel that it is unfair for \*\*\* management to punish \*\*\* whereas \*\*\* and \*\*\* are allowed to continue with their criminal activities. Concern was also expressed that their codes, especially the 4 digit and 2 initials \*\*\* codes are at risk. It was also reported that \*\*\* was at risk of being attacked by check-in agents (or someone sent by them) in retribution for this situation.

## **02.00 COMPANY MATTERS**

02.01 On Friday 26/03/10 at 22h00 \*\*\* (check-in agent) disappeared from the check-in counters and was not seen until the debriefing. It is believed that \*\*\* does not want check-in duties, he prefers (cuss) so he can roam around the airport without being noticed. \*\*\* (check-in agent) was overheard saying that he liked cuss because it made it easier for \*\*\* to disappear without \*\*\* or Air \*\*\* management noticing.

## **03.00 LABOUR MATTERS**

03.01 At 14h00 in the \*\*\* offices on Friday 26/03/10 the \*\*\* staff were overheard complaining about the poor salaries they were being paid. One of them (name not mentioned) said that he had wasted his time and declared that he was not going to put up with nonsense, he was going to open his own spaza shop at the location. Another employee agreed and complained that the \*\*\* union was ineffectual and should be helping them at this time. It was noted that most of the staff members are currently job hunting because they find the situation untenable that they are in.

03.02 On Saturday 27/03/10 check-in agents were sitting at the check-in counters discussing incidents and events occurring in the company and high on the list were poor salaries, continual warnings which were being handed out by management and the alleged abuse of power by flight controllers. \*\*\* was overheard saying that because of the failure of the current union to deal with these issues, he had decided to join the \*\*\* union. Most of the check-in agents agreed that they were going to follow suit.

## **04.00 COMPANY INDEMNITY AND CONDITIONS**

04.01 All information, whether written or oral, submitted to the client

	by this company, is for the client's exclusive use.
04.02	Such information is furnished in good faith and is correct to the best of our knowledge. We cannot however accept liability for any errors or omissions, for the correctness of such information and any action taken by the client based on this information is entirely at the client's risk.
04.03	This information is given in the strictest confidence and shall not be revealed or made accessible to those persons being reported upon or to any other person.
04.04	On occasion, the agent, for whatever reason, may be unable to supply a report. Should this situation occur we will endeavour to obtain intelligence by the use of external sources. This will be done to ensure continuity with the service provided.
04.05	Should you wish to terminate this service we will require two/2 calendar months notice.
04.06	Please note that the company will only keep reports for a period of one month before being destroyed.
04.07	Should the client instruct the service provider, as a result of the information supplied in this report to conduct further investigations, these will be charged out at our standard rates. Should the workforce operative be required to do any additional investigations over and above their normal working hours, an extra charge will be levied of R500-00 per day or part thereof.