

1 May 2026

John B Smith

By email: fyi-request-34141-787778f9@requests.fyi.org.nz

Tēnā koe John

Response to request for information under the Official Information Act (26/OIR/204)

I refer to your Official Information Act request dated 31 March 2026 for the following information –

A copy of CAA's guidelines into assessment of financially unviable airlines Any internal documentation/reports as to whether Airwork Flight Operations Limited should receive any exemptions under those guidelines whilst it is in Receivership.

Any internal documentation/reports/correspondence as to what CAA is doing to ensure that Airwork Flight Operations Limited is capable of maintaining adequate safety standards whilst in Receivership.

Any internal documentation/reports/correspondence on the suspension/deferral of scheduled audit work on Airwork Flight Operations Limited, and whether this includes acknowledgement that Airwork Flight Operations Limited has suspended its internal safety audits of offshore bases due to financial considerations.

In addition I would like to have any documentation to confirm whether CAA has investigated Airwork Flight Operations Limited's record keeping, given that they have been unable to return a leased aircraft due to poor record keeping whilst it was operated on lease to them.

CAA Response

We have decided to withhold your request for any documentation or records relating to Airwork Flight Operations (AFO) under section 9(2)(b)(ii) of the Official Information Act as these are commercially sensitive information supplied by AFO or information about AFO and releasing it would be likely to unreasonably prejudice the commercial position of the person who supplied or who is the subject of the information.

In the circumstances of the present case, we do not consider that there are public interest factors that outweighs the need to withhold this information to protect the commercial position of Airwork Flight Operations.

We have provided our response to your specific questions to help clarify our position.

1. A copy of CAA's guidelines into assessment of financially unviable airlines

CAA has not issued guidelines about financially unviable airlines

2. Any internal documentation/reports as to whether Airwork Flight Operations Limited should receive any exemptions under those guidelines whilst it is in Receivership.

CAA does not hold information on this part of your request as we have not issued guidelines about financially unviable airlines. Section 18 (g) of the OIA applies as information is not held. CAA expects Airwork Flight Operations to meet the same safety standards as any other participant in the civil aviation system.

3. Any internal documentation/reports/correspondence as to what CAA is doing to ensure that Airwork Flight Operations Limited is capable of maintaining adequate safety standards whilst in Receivership.

CAA has regular meetings with AFO and the receiver to discuss relevant safety updates. CAA has conducted onsite inspection at AFO late October 2025 and a surveillance inspection in February with an on-site inspection scheduled for the end of this month.

4. Any internal documentation/reports/correspondence on the suspension/deferral of scheduled audit work on Airwork Flight Operations Limited, and whether this includes acknowledgement that Airwork Flight Operations Limited has suspended its internal safety audits of offshore bases due to financial considerations.

CAA is aware that one scheduled inspection at AFO in the beginning of this year was cancelled because of resourcing constraints on CAA's part. CAA has not suspended its monitoring of AFO, and we are not aware of AFO suspending its internal safety audits due to financial considerations.

5. In addition, I would like to have any documentation to confirm whether CAA has investigated Airwork Flight Operations Limited's record keeping, given that they have been unable to return a leased aircraft due to poor record keeping whilst it was operated on lease to them.

CAA has not investigated AFO's record keeping.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

If you want to discuss this privacy request with us further, you can contact us at uia@caa.govt.nz

Nga Mihi,

**Resolutions Team | Rōpū Whakatau
Civil Aviation Authority of New Zealand | Te Mana Rererangi Tūmatanui o Aotearoa**