

CQSE-Newsletter



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Oct 2021—Mar 2022

Air Botswana, CQSE

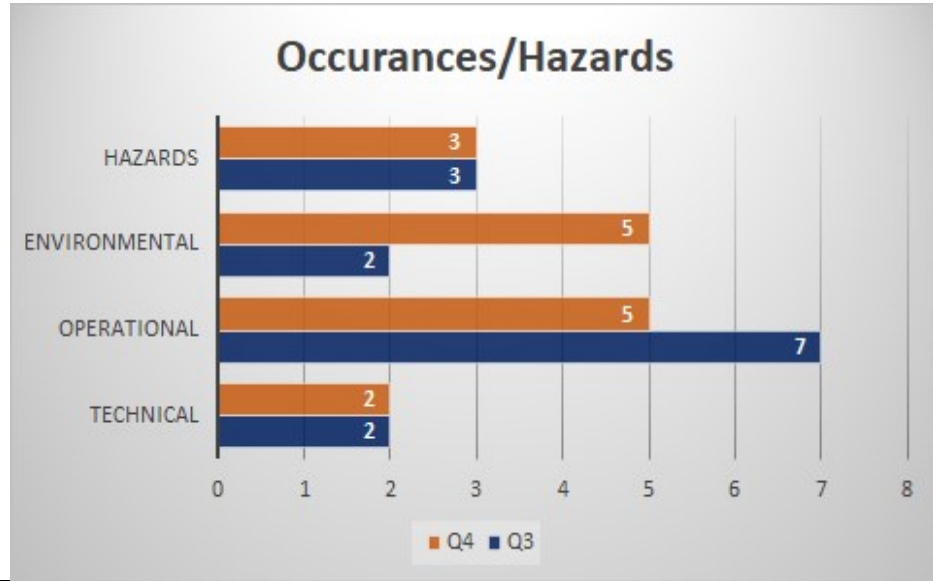


SAFETY REPORTS

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There has been a decline in the operational reports sent to the CQSE office. This does not necessarily mean that Air Botswana is operating safer, but rather, indicates that employees have only reported this much.

There are a lot of activities that happen on our daily routine that can and need to be reported and so, employees, especially on outstations are encouraged to report anything out of the normal.



OCURRENCE REPORTING

Safety occurrence reporting aims to improve safety of aircraft operations by timely detection of operational hazards and system deficiencies. It plays an essential role in accident prevention enabling the identification of appropriate remedial actions by prompt analysis of safety data and by the exchange of safety information .

Safety reporting systems should not be restricted to accidents and incidents, but should include reporting of hazards and unsafe conditions that have not yet caused an incident.

“Reporting plays an essential role in accident prevention”

The effective safety reporting builds upon certain basic attributes:

- Senior management must place strong emphasis on hazard identification as part of the strategy for the management of safety, hence, creating an awareness of the importance of communicating hazard information at all levels of the organization;
- Personnel are trained to recognize and report hazards and understand the incidence and consequences of hazards in the activities supporting delivery of services;

□ There is a low incidence of hazardous behaviour, and a safety ethic which discourages such behaviour.

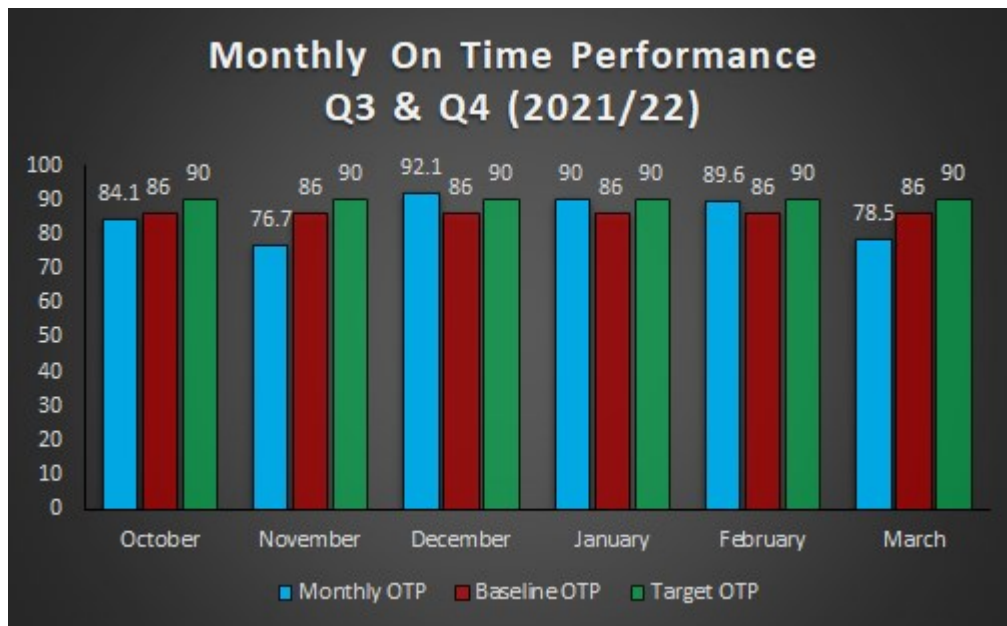
Reportable occurrences include the following:

- Near collisions requiring an avoidance maneuver to avoid a collision or an un-safe situation or when an avoidance action would have been appropriate.
- Unsafe working practices around maintenance facilities
- Unauthorized carriage of dangerous goods
- fires and smoke in the passenger compartment, in cargo compartments, or engine fires
- fuel quantity requiring the declaration of an emergency by the pilot
- malfunctions of one or more aircraft systems seriously affecting the operation of the aircraft
- ATC incompetence
- Missing/misplaced tools, parts and equipment in the hangar and work-shops



“SAFETY BEGINS WITH ME”

On Time Performance (October to March, 2021/22)



The chart above shows OTP figures for the third and fourth quarters of the year 2021/22. There was a noticeable improvement, between December and January. Two serious incidents occurred in the month of December 2021 that resulted in AOG situation for A2-ABM and A2-ABK on 24th & 30th Dec 2021 respectively. Investigations were instituted for the same both internally & externally. Preliminary reports for the 2 incidents are available and investigations are on-going.

The low OTP figures are largely due to a number of reasons including delays emanating from technical, transits, reactionaries, system faults, load sheet issues as well as crew shortage and aircraft availability as the AT76 fleet were undergoing a mandatory C-check.

IOSA

The airline business is fragile and therefore requires meticulous attention to all planned operations to ensure safety, security and service excellence.

Every two (2) years on our IOSA anniversary we always look out to identify opportunities to improve and implement industry standards, regulations and best industry practices. IOSA gives us the yardstick to measure our safety and quality conformance. The feedback allows us to grow and do things better in compliance to regulations.

Preparations for the next IOSA are ongoing, which is in September 2022.

MAINTENANCE CORNER

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SAFETY FIRST:- Our ATR fleet recently underwent a C-check at our maintenance hangar. This is an extensive check on individual systems and components for serviceability and function. It requires a thorough visual inspection of specified areas, components and systems as well as operational or functional checks. It is a high level check that involves extensive tooling, test equipment, and special skill levels. The aircraft were removed from revenue schedule for a period of 5 to 6 weeks. Below are pictures of activities carried out during C—checks by the maintenance personnel.



a) Aircraft on jacks



b) Using safety harnesses on elevated platforms



c) maintenance area cordoned off during C-check



d) Seats covered for protection



e) Aircraft cabin stripped down for detailed inspection

"SAFETY BEGINS WITH ME"

The Human Factors “Dirty Dozen”

The Dirty Dozen refers to twelve of the most common human error pre-conditions, or conditions that can act as precursors, to accidents or incidents. These twelve elements influence people to make mistakes.

The Dirty Dozen is a concept developed by Gordon DuPont, in 1993, whilst he was working for Transport Canada, and formed part of an elementary training program for Human Performance in Maintenance.



It has since become a cornerstone of Human Factors in Maintenance training courses worldwide

Whilst this list of human factors has increased awareness of how humans can contribute towards accidents and incidents, the aim of the concept was to focus attention and resources towards reducing and capturing human error.

Countering Complacency

Awareness

- Keeping oneself aware of the surrounding situation by rehearsing in the mind the consequences of complacency by reading accident reports of your profession
- Keeping abreast of the situation and surroundings and all related incidents and reports can give you an idea on how to prevent future mis-takes

Attitudes

- Adopting a positive attitude by becoming more professionally involved at work, reading up to date materials to level up one's own knowledge
- Maintaining the Right/Positive Attitudes at work

Expectations

- Going through contingency checklists and repeating them so as to avoid hearing/ seeing what you expect to hear/see
- As the old cliché, “hope for the best but expect the worst.”
- This is not being pessimistic but having foresight gives us leeway to prevention of error
- This can be done by saying these checklists aloud

Conclusion

In conclusion, in our daily dealings with life, we should never be complacent and lax otherwise we put our relationships in extreme pit of danger. At work, particularly in our field, aviation personnel should



never let complacency set in. Not only we endanger our work or profession, but also the company and customers for whom we work for but on the larger scale, we will be putting in danger the aviation industry and the lives of many people who rely on us. There is no greater policy than following the norm, the standard operating procedures. As the saying goes in aviation “Millions of lives depend on us”.

Moh INTRODUCES ONLINE COVID-19 VACCINATION CERTIFICATES APPLICATION

The Ministry of Health wishes to inform members of the public that it has introduced a self-service electronic platform, in partnership with FNB Botswana. The system is such that all people vaccinated in Botswana can download COVID-19 electronic vaccination certificates at the comfort of their homes, offices or other personal spaces.

For one to generate their electronic vaccination certificate, they use the following URL: <https://fenyacovid.gov.bw/e-certificate>.

The system would require one to enter their identity number (Oman for citizens or passport number for non-citizens). They will also be required to enter their Botswana registered cellphone number, prefixed with 267.

After entering this information, a one-time password also known as OTP, will be sent to their cellphone, which they will use to download the vaccination certificate.

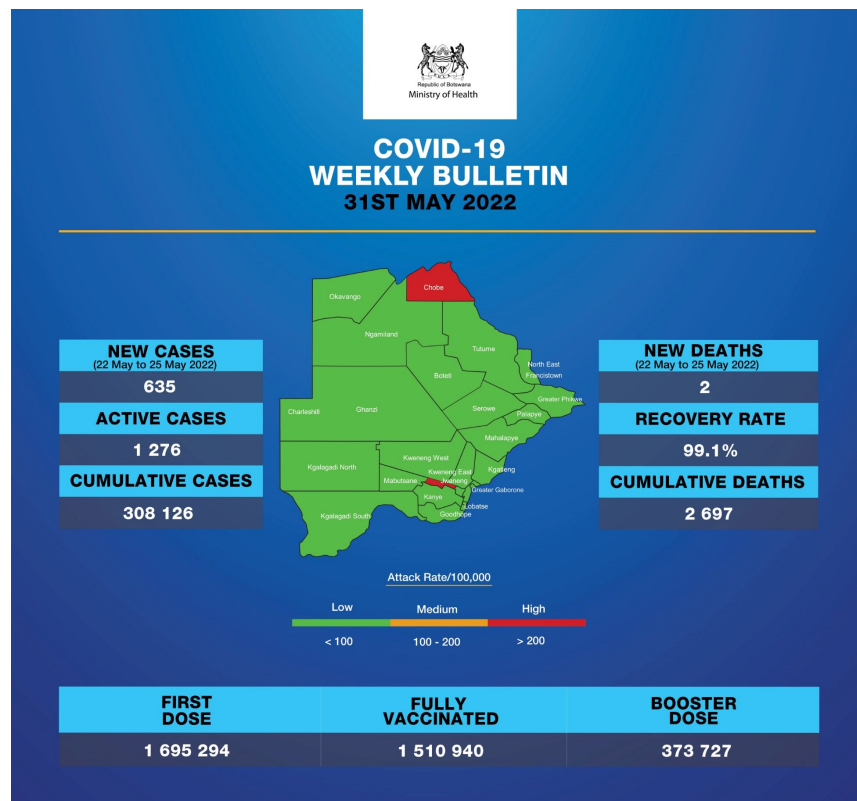
Please note that the certificate downloaded has a quick response code, commonly known as QR code, which is the most important aspect of the certificate. It is the QR code which when scanned will show all information about the holder, being their names, vaccines used and when the vaccines were taken. Therefore, the certificate needs not be stamped because it has a QR code which when scanned, will show the vaccination data about the holder. The certificate QR code can be scanned from any form, be it in paper or in soft copy format stored in the phone or laptop.



COVID 19 IS STILL A THREAT

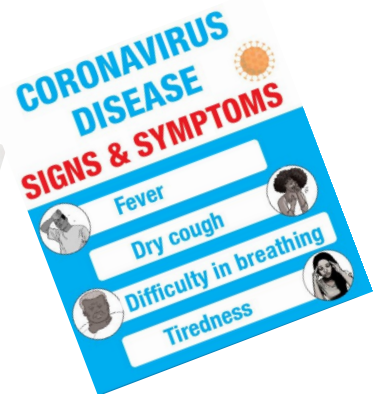
After more than a year of adjusting to strict guidelines, Batswana and travelers from all over the world got vaccinated and began to resume a more normal life which includes amongst, other things, air travel. Governments across the world have warned that the Covid –19 war is still far from over, and many more people remain at risk until they get vaccinated, and medical experts are still closely monitoring every virus variants that could pose new threats.

The map below shows the latest update of Covid 19 trends and statistics across Botswana.



kenna kewena
botsogo jwame, bokarabelo jwame

ARM READY
FOR LEMAD
ROAD TO VACCINATION



"SAFETY BEGINS WITH ME"