



AIR BOTSWANA

Going your way

# Plane Talk

3<sup>rd</sup> quarter 2015/16



## Editor's note

By all accounts the third quarter is the busiest as it always coincides with the end of the calendar year. Not only is there increased travel during this time, it is also the height of Air Botswana's promotional activity.

In this issue, we introduce Captain Oduetse Leshogo who was appointed Director Flight Operations in the second quarter. We also highlight all the promotional activities undertaken by the airline over the period.

**Enjoy the read!**



## HIGHLIGHTS

Global Expo 2015

2015 Diamond Service Awards

Industry News



## Did you know?

The world's smallest jet is the BD-5 Micro. Its wingspan is 14-21 feet and weighs just 358 pounds.

See more at: <http://facts.randomhistory.com/airplane-facts.html>





**TIME  
OUT**

**Captain Oduetse Leshogo**  
Director Flight Operations

**1. Congratulations on your new appointment! Kindly share with us what you are bringing to this very crucial component of the Air Botswana business?**

Thank you so much. I am bringing a wealth of experience gained from many years of active participation in the aviation industry in diverse environments and many different capacities. I also offer a deep knowledge of the many varied interrelationships that make up an airline system, as well as knowledge of peculiarities of the airline industry in Africa.

The quest for continuous learning is another virtue which I would like members of our team to dearly uphold as I believe that is critical for culture change. Teamwork has been and will continue to be a guiding principle during my tenure as of Director Flight Operations.

**2. The airline's OTP has improved quite impressively over the past year, what do you intend to do to maintain it and even better, to improve it further?**

Timely delivery of flight services is cross functional and continual improvements can only be achieved through a careful balance between the schedule, aircraft equipment, aircraft maintenance, ground handling, airport infrastructure and crew resources. We have, together with relevant stakeholders, done fairly well in terms of integrating and aligning our thoughts in this area. However, there is still room for improvement in manpower levels at operational areas, disruption communication management, automation of systems, skills sets and serviceability of airport equipment.

**3. Could you perhaps just highlight a few of your priority areas during your first year in office?**

My priority is to ensure that our team at Flight Operations remains intact and motivated with their eyes on the ball at all times. The other priority area is to inculcate a culture of customer service. Control and containment of costs without compromising service and safety standards is another business imperative which has so far received broad acceptance by our team. We intend to have strengthened our in-house training capacity by end of financial year in order to reduce the cost of training.

**4. Do you still fly or are you confined behind your desk for the most part?**

I have spent virtually all my professional life flying and have overtime developed deep rooted passion for aeroplanes. Unfortunately in an airline environment whilst others are flying somebody has to do the work on the ground. I have done my all to suppress the burning desire to fly since I assumed office and have focused all efforts towards achieving sustainable value addition of our processes and systems.

However, as a CAAB designated pilot examiner, from time to time I have to do full flight simulator training and evaluation of our pilots being one of the many ways of keeping my fingers on the pulse of the operation.

**5. How do you relax?**

My new job has made me very unpopular with my family and friends as I spend a lot of time at work. Although I am a subsistence farmer I have had very little time for that since I became Acting DFO in May 2015. I have nevertheless managed to squeeze voluntary community work in my busy schedule and that has greatly helped me to take a journey through my inner self.

I read everything related to the airline business and that includes flight operations, safety, compliance, airline strategy, security, marketing, product distribution, revenue management, airline finance, training, ground operations, cargo operations, sales and fleet planning.



# events

## Global Expo 2015



Air Botswana took part in the annual Global Expo Exhibition, a 4 day event that was held from 25<sup>th</sup> November to 28<sup>th</sup> November 2015 at the Botswana Conference & Exhibition Centre in Gaborone.

This year's Expo was held under the theme: "Promoting Economic Diversification through Export Oriented Foreign Direct Investment and Domestic Expansions".

Global Expo is Botswana premiere B2B (Business to Business) exhibition attracting a large contingent of local and international businesses.

Air Botswana took the opportunity to generate sales leads as well as provide information regarding some latest developments.

1. Air Botswana stall
2. Air Botswana's E-Commerce specialist Bogadi Ramakgwadi helping a customer at the stall.
3. Bogadi Ramakgwadi with customers
4. Tibone Bojase giving a customer a brief explanation of what Air Botswana has to offer for all her travel needs.
5. Ms. Galaletsang Mooketsi left a sense of good impression with a customer.





## Aviation Pitso 2015 (MAUN)

**Maun once again played host to the annual Aviation Pitso which was held from 11<sup>th</sup>-13<sup>th</sup> November 2015.**

This year's Pitso was held under the theme "Strategic use of Aviation to build a Robust Economy". The Pitso came about at a time when Botswana was due for an ICAO audit to close off some of the identified SSCs (Significant Safety Concerns) and so the conference featured robust

presentations and discussions on how the aviation industry can move forward and work together to achieve this objective.

Air Botswana took the opportunity prior to the beginning of the Pitso to engage with some of the Maun based tour operators.





# Air Botswana Donates to Tawana Primary School

**The Ministry of Transport & Communications Community Service Programme is an initiative that seeks to give back to communities throughout Botswana which the Ministry's parastatals and departments operating within. Throughout the year, different communities become recipients of goodwill through the Ministry's community service initiative.**

To fulfil its obligation to the initiative, Air Botswana donated a document processing machine and a computer to Tawana Primary School in Ditlharapa village in December 2015.

The donation followed extensive consultation with the Good-Hope Sub-District Council which is the custodian of all the schools in the area. With their assistance, Air Botswana was able to identify Tawana Primary School as a school that was more in need relative to other schools in the region.

Through the consultation process, it emerged that the school's teachers were spending a lot of time of time away from the school and had to travel great distances to access fax and copying facilities, an unfortunate situation that invariably had a bearing on the time spent in the classroom with the students.

In an effort to remedy this situation so that teachers can focus solely and effectively on teaching duties, Air Botswana made the decision

to hand over the new document processing machine, including a computer to Tawana Primary School. The donation was done by the Acting General Manager Ms Agnes Khunwana in the presence of the school head, council authorities and village elders.

*"We may not be able to change everything, but we can instil hope and happiness on the leaders of tomorrow, the children."* **Alfred Mosiane**



1. Ditlharapa Community Choir welcoming Air Botswana representatives and other guests into the school with song and dance.
2. Air Botswana team arriving at Tawana Primary School. (from left: Mathews Mosiane, Acting General Manager Agnes Khunwana, Thabiso Leshoai and Alfred Mosiane)
3. Tawana Primary School Choir entertaining the guests with a sweet melody.
4. Acting General Manager Agnes Khunwana handing office equipment to the School Head Dikeledi Mojadife
5. Mr Rabasimane, (right), appreciating the gifts on behalf of Good-Hope Sub-District Council
6. VDC Choir closing the ceremony with few songs.
7. Tawana Primary School pupils listening attentively.



## Botswana Travel & Tourism Expo 2015

**Since its inception three (3) years ago, the Botswana Travel & Tourism Expo (BTTE) has been able to put Botswana" on show" through a very direct and targeted approach.**

The 2015 BTTE was no different and featured a large contingent of tour operators from Europe and the USA who were in Botswana to experience firsthand, the Botswana tourism product.

As a key player and facilitator of Botswana's tourism industry, Air Botswana leveraged on this year's BTTE and sponsored the welcome

cocktail reception. In addition to creating and promoting brand awareness, the objective of the sponsorship was to develop networks and connections with the tour operators in attendance.





## Air Botswana Companion Deal

**Air Botswana has more flights between Gaborone and Johannesburg than its competitors. The route therefore is very important for the airline and its performance needs to continually be at satisfactory levels.**



To stimulate travel on the route and enhance sales, Air Botswana introduced the "Companion Fare" from November 20<sup>th</sup> to December 31<sup>st</sup> 2015 on selected flights between Gaborone and Johannesburg.

Through this deal, customers would buy a reduced full fare ticket and receive the other at half price. The premise of the deal was therefore based on two people travelling together at the same time.

Air Botswana Marketing and Sales teams worked relentlessly to promote this special deal beginning with a sales blitz that saw both teams visiting all Gaborone based travel agents to provide information and respond to any questions that arose, a development that was welcome by the agents. In addition activations to further

promote the special were undertaken throughout all Gaborone shopping malls of Game City, Riverwalk and Rail Park.

The promotional drive was further cemented through a robust social media campaign encompassing Facebook, Twitter and LinkedIn.





## 2015 Diamond Service Awards

**Air Botswana made it two years in a row at the annual Diamond Service Awards! The awards are held every year end to recognize individuals across all business sectors who go the extra mile to provide superior customer service.**

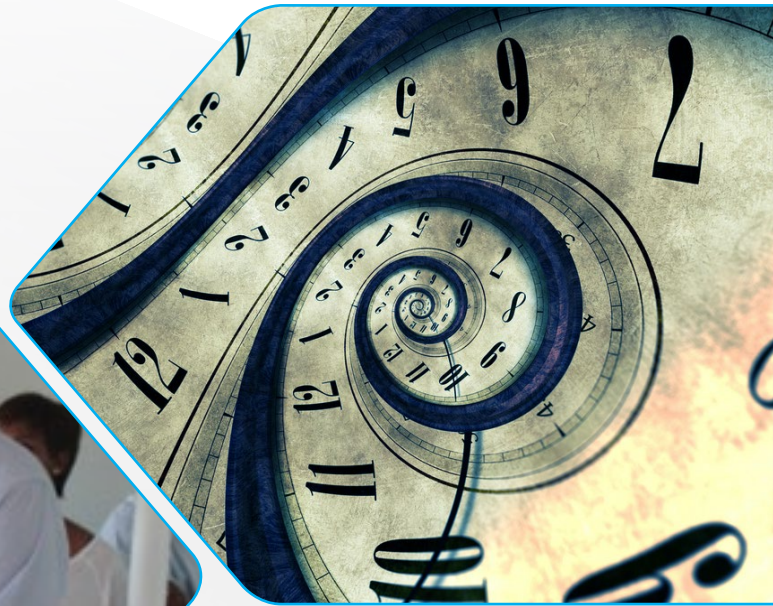
In 2014, Air Botswana's Shopie Dipogiso took home the overall diamond service award in recognition of consistent excellent customer service.

For 2015, Air Botswana had two nominees, Captain Adam Kereng and Likando Ndlovu who were nominated in the categories of excellent customer service and

product knowledge. At the end of the night, both were both victorious in each of the categories they were nominated in.

Mr Likando Ndlovu won the Constellation Award/ Business Partner Award for product knowledge. Captain Adam Kereng won the "Mokgankgara" Award. The Mokgankgara award is given to a team leader who knows that managing people, performance and change is all about service and teamwork and not just about giving commands. A mokgankgara is a servant leader who demonstrates that if a leader expects service they must give it first.





## Air Botswana presents long Service Awards to its employees

**A positive work culture leads to better customer service, lower turnover and employees who are happy and motivated to work harder.**

It is a happy tradition at Air Botswana to end the year by thanking and paying tribute to all members of staff. The airline acknowledges particularly those who have given long service - whose skills and experience and diligence are so vital in the day-to-day operations of the organisation. Their contribution is highly valued and appreciated.

Acting General Manager Agnes Khunwana congratulated the staff members receiving awards and urged them to continue serving the company with determination and aim for its success.

**Service award recipients for 2015 are:**

**5 years** - Siyanga Sabutha, Gofaone, Mogotsi, Roselyn Aaron, Keobitse Rasegojwa, Gaogadimi Makoko, Lawrence Wright, Cindy Sebatladi, Kethusegile Ratshonka, Goabaone Masololo, Keneilwe Madzete, Batshane Odiretsewe, Patricia Rankwakweng, Bonno Ngwamotsoko, Keneilwe Ntikile, Lekopanye Modise, Nicholas Sedimo, Oratile Modisang, Mpho Monamati, Lefika Tsayang, Tapologo Masunye, Lesedi Gare, Charlotte Rampho, Wedu Africa, Phodiso Modisathebe, Christopher Lempaletse, Ontibile Osenyegile, Ofentse Ntwayakgosi, Tsaone Moakofhi, Same Rathedi, Karabo Chebani, John Mzumara, Nicholas Ngakantsi, Senzekile Nkutha, Isaac Mabote, Mothusi Thupeng.

**10 years** - Daisy Wellio, Tongomani Kakuwa, Benedict Keitshokile, Aggry Motlhwa, Patrick Disang, Kerupile Gaobotlhoko, Norman Ikitseng, Tolani Palalani, Neo Phologolo, Maipelo

Kelotlegile, Letsogile Champane, Michael Mangole, Shopie Dipogiso, Tshepo Webber.

**15 years** - Bakang Morake, Mogolo Mokgosi, Alfred M. Segwabe, Moffat Magosi, Gokwadilwe Molemi, Oteng Bopadile, Gaone Phiri, Mondli Nomvete.

**20 years** - Gladys Masiela Tau.

**25 years** - Impho Kehemetswe, Lorato Oitsile, Mercy Moatshe, Josephine Mogopodi, Dennis Motshaba, Kealeboga Modiakgotla, Ofemetswe Pego, Makuku Matlhodi, Selefo Oodira, Tiny Dikeme, Boitumelo Pholoba, Boitumelo Dikgang, Taita Tjaja.

**35 years** - Salome Kgetse.

**40 years** - Mmakhoto Moji





## INDUSTRY NEWS



### Tony Tyler to Step Down as IATA CEO in June 2016

**The International Air Transport Association (IATA) has announced that its General Director and CEO, Tony Tyler, will retire in June 2016 after leading the Association for five years.**

"After five years as Director General and CEO of IATA, I believe it will be time for me to retire and leave the organization.

It is a great privilege and responsibility to lead IATA, and I am proud of what

the IATA team is achieving during my term of office. I greatly appreciate the support I receive from the Board of Governors and the membership at large, and from my colleagues. I remain fully committed to leading IATA until my successor is appointed in June next year," said Tyler.

The next IATA Annual General Meeting will take place in Dublin in June 2016, when a new successor for Tyler will be appointed. "In the meantime the Board will continue to guide and support Tony and his team in their mission to deliver a safe, efficient

and sustainable airline industry," said Mr. Andrés Conesa, Chief Executive Officer of Aeroméxico and Chairman of the IATA Board of Governors since June this year.

*By: Roberto Leiro*





## Malaysian Authorities seeks owner of abandoned three Boeing 747-200F jets

**The abandoned 3 Boeing 747-200F aircraft at Kuala Lumpur International Airport, Malaysia left the Malaysian Officials and airport operators seeking the untraceable owner of these three unclaimed double-decker passenger jets.**

The planes that bear the registration numbers of TF-ARM, TF-ARN and TF-ARH and are of the make Boeing 747-200F have been abandoned for a period of a year now. The operator, Malaysia Airports Holdings, placed a notice on the "The Star" newspaper dated 7<sup>th</sup> December saying that if the three Boeing 747-200F planes were not collected within two weeks, they reserve the right to sell or otherwise dispose of the aircraft and this will

happen on the 21<sup>st</sup> December 2015. They said the money raised would be used to pay off expenses and due debts to the airport for housing the jumbo jets.

Zainol Mohd Isa, the contact person listed in the advertisement, told Bloomberg news agency the planes had been sitting on the tarmac for more than a year and that although the owner was known, they had not been in contact over the removal of the planes.

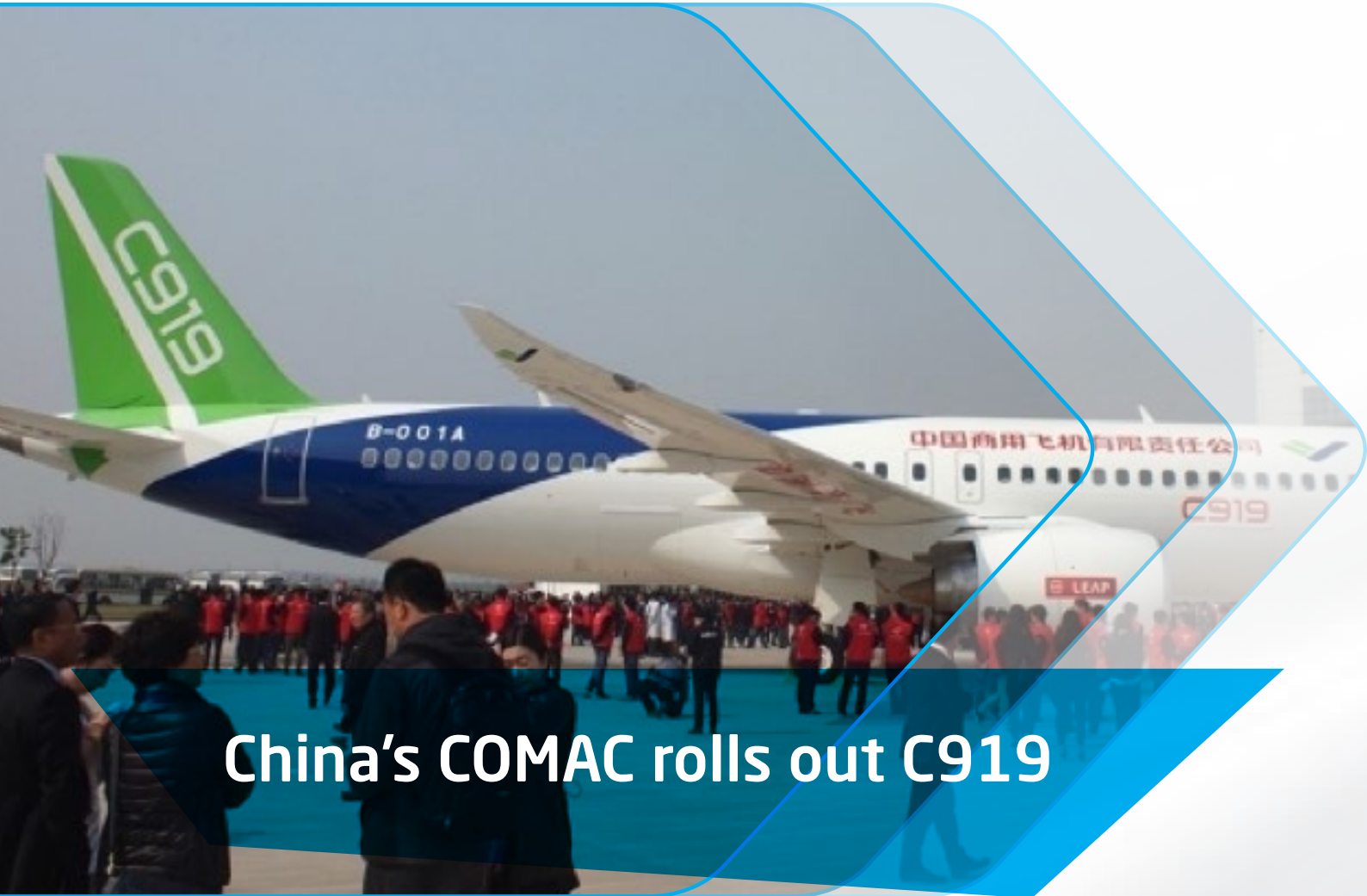
"We have been in communication with the so-called owner, but they have not been responding to take away the aircraft. That's why we go through this process to legalise whatever actions

we want to take," Zainol said. "We want to clear the area, we want to utilise our parking bay."

**For more information visit;**  
<http://www.bbc.com/news/world-asia-35043937>

<http://edition.cnn.com/2015/12/08/aviation/malaysia-aviation-airport-abandoned-aircraft/index.html>





## China's COMAC rolls out C919

**China's first 158-seat Commercial Aircraft Corp. of China (COMAC) C919 prototype aircraft rolled off COMAC's final assembly plant near Shanghai Pudong International Airport.**

COMAC is aiming to fly the first C919 flight-test aircraft next year, but is avoiding any commitment on a first-delivery date. C919 development began in 2008 with the first flight planned for 2016. COMAC had said in May 2014 that first delivery would be in 2018, but has since declined to update on that.

The Comac C919 is a planned family of 158-174 seat narrow-body twin-engine jet airliners to be built by the Commercial Aircraft Corporation of

China (Comac). It will be the largest commercial airliner designed and built in China since the defunct Shanghai Y-10. Its first flight is expected to take place in 2016, with first deliveries scheduled for late 2018. The first model off the production line was rolled out in Shanghai on November 2, 2015.

The C919 forms part of China's long-term goal to break Airbus and Boeing's duopoly, and is intended to compete against Airbus A320, Boeing 737 and Irkut MC-21. As a long term plan the twin engine, twin aisle C929 and C939 are proposed, offering 300 and 400 seats, respectively.



## Airbus A380 named best aircraft in the world

**The Airbus A380 has been named Best Aircraft as U.S. publication Global Traveler held their annual awards night.**

It is also the first time the Best Aircraft Type distinction was won by a non-Boeing airline.

More than a decade after its maiden flight, the popularity of Airbus' A380 has never been higher among airline passengers around the world.

The accolade was voted by Global Traveler's readership as part of its 11<sup>th</sup> annual Tested Reader Survey Awards which were presented on the 11<sup>th</sup> December 2015 during a ceremony held in Beverly Hills, California.

The Airbus A380 provides a typical capacity of 544 passengers in a four-class configuration, seated on two spacious decks.

**For more information visit**

[www.dailymail.co.uk](http://www.dailymail.co.uk) OR [www.airliners.net](http://www.airliners.net) OR [www.airbus.com](http://www.airbus.com)



Airbus head of A380 Business Acquisition, Didier Nasarre (right) receiving the award.





## Opinion: The rise of the whiny air passenger

**Few decades ago, air transport was associated with luxury that can only be afforded by the rich and elite.**

Because of rising competition and decline in the cost of air travel, making it affordable to everyone, it has come to light through research conducted by International Air Transport Association (IATA) that customers are now dissatisfied by the service awarded to them.

Decline in service quality has been associated with lower prices charged by airlines. And it is discovered that most of the discomforts are experienced

onboard airlines. Because of higher demand for air travel due to low prices, air travellers are experiencing lots of discomforts aboard airlines that include increasingly less legroom, narrower seats, less reclining seat pitch and less service at the gate among other things.

Despite a decline in service quality from airlines, there is still an increase in the demand for air travel.

*Source: <http://edition.cnn.com/2015/12/14/aviation/whiny-air-passengers/index.html>*




## HEALTH CORNER

**The prevailing weather conditions are harsh, drastic in some instances. Temperatures can reach 43°C on other days.**

It is in this regard that we have to take precautions towards any conditions that maybe harmful to our health. The most common condition that affects us in these high temperatures is Heat Stroke. A condition or form of hyperthermia marked by fever and often by unconsciousness, caused by failure of the body's temperature-regulating mechanism when exposed to excessively high temperatures.

This conditioned is highly fatal if not properly and promptly treated. Severe hyperthermia is defined as a body temperature of fourty degrees celcius or higher.

### **Causes of Heat Stroke**

Heat Stroke or as it is commonly known Sun Stroke can be caused by many climatic conditions which include high humidity or vigorous physical exertion under the sun. But there are two major causes;

- Extreme heat; Higher temperatures are a major cause of Heat Stroke. The longer we expose ourselves under extreme heat condition; we face the risk of being hit by Heat Stroke because

the body may not be able to sufficiently dissipate the heat and the body temperature rises, sometimes up to forty-one degrees celcius.

- Dehydration; Under hot temperatures and high humidity conditions, a dehydrated person may not be able to sweat fast enough to dissipate heat, which causes body temperature to rise.

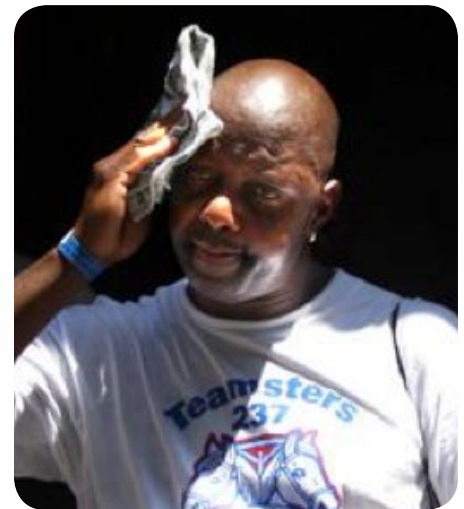
### **Individuals mostly affected by heat stroke**

- Infants
- Athletes
- Individuals who work outside and physically and exert themselves under the sun
- The elderly (especially those that are diagnosed with organ diseases)
- Those individuals under some medications

### **Common Symptoms and signs of heat stroke**

These are the most common signs and symptoms of heat stroke; however every individual may show different signs and symptoms.

- High body temperatures
- Absence of sweating with hot red and dry skin
- Rapid pulse



- Difficulty in breathing
- Hallucinations
- Blackout
- Seizure
- Coma
- Confusion
- Agitation
- Strange behaviour

### **How to treat a heat stroke victim**

When an individual is affected by heat stroke, immediate treatment should be applied to prevent further damage to other body organs. But first and foremost, the affected victim should be cooled.





*health corner* continues...

**Here are some of the cooling methods that could be applied;**

- Get the victim to a shady area as quickly as possible and apply water to their body. Fan the victim to promote sweating and evaporation. Alternatively place an ice pack under their armpits and on their groin.
- If the person is able to take in fluids, give them water or cool beverages.  
**NB:** Do not give them beverages containing alcohol and caffeine.
- Remember to notify emergency services and always perform the above mentioned tips while waiting for them to arrive; as they will always give

you some tips how you may help the victim before their arrival.

**How can heat stroke be prevented**

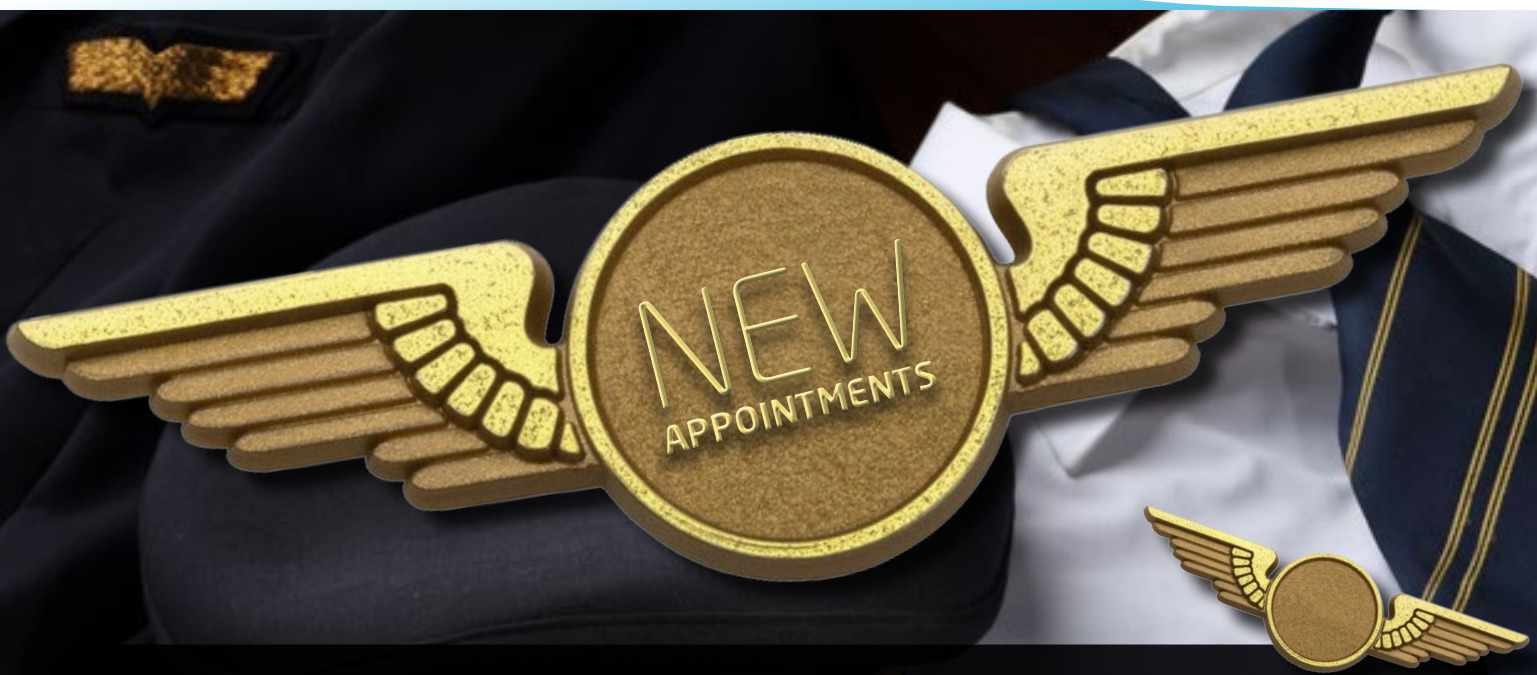
The most important measure to avoid being a heat stroke victim is to avoid becoming dehydrated. And avoid vigorous physical activities in hot and high humid weather.

- If you have to perform physical activities in the sun, drink plenty of fluids.
- Avoid alcohol and caffeine (including soft drinks and tea which may lead to dehydration.
- Always take break and barricade yourself under a cool shade while you taking in fluids.

- Wear hats and light-coloured, light weight, loose close when you are exposed to extreme heat.

Remember our country is characterised with dry climate and high temperatures. Let's take the necessary precautions to avoid being victims of heat strokes. Always make sure that we do not expose ourselves to too much heat and we take in plenty of fluids. And let us always wear hats at all times this summer.

**For more information visit**  
[www.medicinenet.com/heat\\_stroke/article.htm](http://www.medicinenet.com/heat_stroke/article.htm)



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