



AIR BOTSWANA

Going your way

Plane Talk

4th quarter 2014/15



Editor's note

A lot of positive developments took place over the course of the past financial year. A number of key positions were filled most notable being the appointment of the General Manager and the Director, Human Resources.

In addition to this, the Ministry of Transport and Communications appointed a new Board of Directors to take the airline forward. Operationally, the introduction of a revised route network schedule delivered satisfactory on-time performance which can only be improved further. It is also worth stating that over the course of the financial year, the entire Air Botswana fleet underwent compulsory C-check maintenance, a highlight of which was the one successfully done and completed at the Air Botswana hangar during this last quarter. Also during this quarter, the airline officially launched the tip-offs anonymous service. With this service, Air Botswana is boldly stating its commitment to the principles of good corporate governance and to stamping out corruption throughout its operations.

All these developments put the airline in an ideal position to start off the year on a high note. Let us all look forward to the new financial year with a sense of optimism and determination, to carry through the momentum of the good fortune experienced over the past year.



Did you know?

The internet and on-line check-in was first used by Alaska Airlines in 1999.

See more at: <http://www.news24.com/Travel/Flights/Awesome-aviation-facts-20131010>



HIGHLIGHTS

- Time-out
- Air Botswana Launches Tip-off Anonymous Service
- 2015 Aviation Stakeholders Convention
- Health Corner



**TIME
OUT**

Isaac Mabote
Country Manager, South Africa

1 1. You oversee Air Botswana operations in South Africa, kindly detail the nature of your responsibilities

My responsibilities in a nutshell are to ensure the efficient operation of the Air Botswana South Africa operation. To this end, I ensure the safe, secure, cost effective and punctual operation of Air Botswana stations' operations in South Africa. This includes both the Johannesburg and Cape Town stations. In addition my responsibilities are to also ensure that the highest level of customer service satisfaction is experienced by our passengers. I am also responsible for stakeholder relationship management.

2 2. What are some of the typical challenges that you encounter on a daily basis or just in general?

The one challenge that we continue to face is communication between our station and Head Office. This is communication in all spectra of the business. In an effort to address this unfortunate instance, we continue, as a Station to engage all in improving the situation. As a Station, we have communication as a standing item in our monthly General Staff Meeting Agenda in order to propel continuous improvement on communication and I hope the other Divisions/Sections/Stations also have this essential element in their meeting agendas.

Schedule disruptions are another major challenge and their handling is highly compromised by the lack of or inadequate or inconsistent communication. We have to keep pushing for the proper and efficient functionality of the Operations Control Centre (OCC) and agility in decision making whenever we have disruptions. My view is that a fully resourced and independent OCC is the solution.

One other major challenge is the stringent labour laws in South Africa. Employees in South Africa are highly protected and this means Management has to be always vigilant on staff welfare issues to avoid the potential of cases being lodged against the airline with the CCMA (Commission for Conciliation, Mediation & Arbitration).



3 Do you find that it is difficult being from Botswana and being in charge of a mostly South African staff complement? How do you cope if this is the case?

I would not describe it as difficult but rather as an exciting challenge. The cultural diversity of the team means I always have to be sensitive to how I address individual team members. Stuff like interrupting someone while they speak can bring the roof down simply because it is against their culture. Protocol seems to be a challenge but it is work in progress for us to fix that.

My presence here also helps staff a lot in understanding our Botswana customers in terms of their culture, values and customer service expectations.

All in all we do our best to work as a team and support each other (Team work is also a standing item in our monthly meeting agenda). The whole team is hard working and the Management team continuously works on improvement of our performance and all these really help my situation a lot.

4 4. Air Botswana recently introduced a dedicated cargo service on the Johannesburg – Gaborone route, what has been the uptake in terms of this service from your end?

The freighter has so far not performed to our expectations but we still have a strong conviction that it is a feasible project. We have two services a week but so far we have been managing only one a week with good loads though. The intrinsic challenge is that freight forwarders mostly use road freight because of the low pricing and the fact that we never used to have a freighter. Therefore, our strategy is to continue gathering cargo market intelligence and package our offering in a way that will sway the market our way. We also have structural challenges pertaining to resources, we need to put people out there to sell our cargo business and provide them with resources to perform that function. At the moment we are very limited in that space and it is really compromising our efforts to attract cargo business. Hopefully, this will be addressed in the short-medium term. Our interlining drive with other carriers like Emirates, Lufthansa, etc is also expected to boost our loads.

5 5. Please tell us a bit about yourself (personality traits)

Well, I am a simple and easy going guy with respect to everyone I interact with. I love my family and it is very indispensable to everything I do. The Johnny Walker tag line of "keep walking" really inspires me because if you are standing still, it means you cannot change your life and that of others or anything around you. I believe in changing things for the better, pushing boundaries and raising the bar always. I love peace and wish people of the world can live in peace and harmony, after all that is what God wants. I am also a spiritual person and I pray every morning and usually do church on Sundays.

6 How do you relax

I try and keep it simple when it comes to relaxing, thus hanging with friends that add value to my life, watching television (sports, movies, comedy). Travelling also does it for me, especially to places I have never been to. Being with family and relatives also puts my mind at peace.

One thing I would like to do for relaxing is bike riding but ever since I came to Jo'burg for the world cup and never went back home, I have seen so many accidents involving bikes that I am so scared of buying my passport to the grave.



C-Check Maintenance

Air Botswana places great emphasis and importance on safety. It is for this reason that the airline undertakes regular scheduled and unscheduled maintenance checks on all its aircraft. During this quarter, the airline's only ATR-72-500 aircraft underwent a scheduled C-check maintenance routine at the Air Botswana hangar.

Avionics – in strict adherence to the manufacturer specifications and in full compliance with local and international civil aviation regulations.

The C-check maintenance completed this quarter brings to a close the rigorous maintenance routine conducted on the entire airline's fleet during the current financial year.

Conducted at rigidly set intervals, the C-Check involves meticulous examination of all aspects of the aircraft – airframe, engines and



Meltwater Training

Keighley and Kandi from Meltwater visited the Air Botswana offices this quarter to conduct in-house product training and to meet the team.

Meltwater is a media monitoring and intelligence platform that provides companies with insights to be able to make business decisions both easier and more powerful by harnessing public information living on the Internet, and use it to deliver valuable insights that weren't accessible without technology.

Air Botswana just completed its first year's subscription to the Meltwater Service.



Promotional Fares Campaign

Air Botswana ran a promotional fares campaign during the fourth quarter. The campaign started from February 15th up to March 31st with fare specials of up to 70% on selected flights. This was in response to the dip in fuel prices which saw the airline getting some reprieve in terms of fuel expense costs.



MASSIVE FARE SPECIALS PRICED FOR YOUR

CONVENIENCE AND LEISURE

Fly now, for less with Air Botswana. Take advantage of these and other specials of up to **70% off** available on selected flights.

With direct flights to 12 regional and local destinations, Now is the time to enjoy that holiday you deserve.

Subject to seat availability. Terms and conditions apply.
Valid until 31st of March 2015.

Central reservations: ☎ +267 3680 900 +267 3951 921

Visit your nearest Air Botswana office OR Contact your travel agent.



Alternatively book and pay online @ www.airbotswana.co.bw

*FARES ARE NO LONGER VALID



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Air Botswana Launches Tip-off anonymous Service

Air Botswana’s tip-offs anonymous service is an independently managed fraud hotline service that allows both internal (employees) and external stakeholders to report any instances of suspected unethical behaviour and/or wrong doing anonymously.



DCEC Director General Mrs. Rose Seretse delivering keynote address



Air Botswana GM Mr Tozivazvipi Dahwa giving vote of thanks



Deloitte Senior Manager Consultancy Mr Brian Watts



Anti-corruption partners - DCEC Director General and Air Botswana GM



Air Botswana Internal Audit Manager Mr P. Mmusi talking about Air Botswana’s journey to tip-offs anonymous



MTC Permanent Secretary Mrs. G. Morekisi talking about Ministry’s anti-corruption initiatives



L-R Brian Watts, Rose Seretse, G. Morekisi, B. Dahwa



Air Botswana staff at the launch



DCEC Director General with Marketing Manager Thapelo Moribame



Air Botswana staff at the launch

Officially launching the service, DCEC Director General Mrs. Rose Seretse said “Air Botswana is the first point of contact with people of all nationalities who want to visit Botswana. It is therefore important that as Air Botswana you set an example.

The best example that you can set is that of zero Tolerance to Corruption”. Mrs. Seretse further stated that “The launch of

tip off Anonymous Facility is a corruption prevention strategy which I want to applaud Air Botswana for. Institutions that develop anti corruption strategies such as this one are those that have a reputation to protect”.

In closing off the launch of the service, Air Botswana General Manager Mr. Ben Dahwa said “Ethics and principles have to be the cornerstone of how we conduct

our business. As the executive officer in charge of the airline, I pledge myself and my management team to upholding the principles of good corporate governance”.

The service is administered via a third party being Deloitte and utilizes a variety of mediums to report such incidents including cell phone, landline, e-mail or even through the world wide web.



INDUSTRY NEWS



2015 Aviation Stakeholders Convention

The African Airlines Association is pleased to announce that it will stage its 4th Aviation Stakeholders Convention from 28-30 April 2015 at the Emperors Palace, Johannesburg – South Africa.

The 2015 edition of the Convention will be held under the theme: "Building and Sustaining Strong Partnerships" and will be co-hosted by South African Airways as the official carrier of the event. The main objective of this event is to bring together the suppliers of the whole range of airline products and services and the potential customers of these products and services at one venue annually for purposes of networking, knowledge exchange and business negotiations.

Who Is Attending?

Top Executives and Managers from airlines, Civil Aviation Authorities, Airports, ANSPs, Ground Handlers, Regulators, Management Consultants, Aviation training institutions/MROs, Manufacturers, other service and solution providers in the aviation industry.

Opportunities Available

The event offers excellent networking and marketing opportunities through:

- Sponsorship
- Exhibition
- Master Classes
- One-to-one scheduled meeting appointments

How to register:

For registration and more information, please visit the event website: <http://asc.afraa.org/> or contact: Ms. Dicie Okaya: dokaya@afraa.org



The AFRAA 2nd Route Network Coordination Meeting

A FRAA held its 2nd Route Network Coordination meeting from 29 – 30 January 2015 in Nairobi Kenya. Mrs. Doreen Maiteri – Ag. Manager Alliances and Partnerships - Kenya Airways chaired the meeting in which, 20 representatives from 14 airlines (including Air Botswana) members participated.

Dr. Elijah Chingosho welcomed the participants to Ole Sereni Hotel in Nairobi. In his keynote address, he highlighted industry challenges experienced on poor connectivity within the African Continent. This has led to emergence of non-African

carriers within the continent who have become main beneficiaries of the African market share. He urged members to work together to exploit and develop African market.

The participating airlines agreed to harmonize and coordinate their flight schedules through commercial agreements to realize tactful alliances in order to capture the African market.

The next meeting is scheduled for May 2015, to be hosted by Tunisair in Tunisia





Health CORNER

The onset of winter is upon us. As has been said often, prevention is better than cure and so in preparation of the first cold winds, take note of the following preventative measure to avoid being held back by the flu this winter season.

Spray Away the Flu: FluMist



The Flumist vaccine is recommended for healthy persons who are aged 5-49 years and are not pregnant. This includes health care workers (except those who care for patients with severely weakened immune systems in special care units)

and persons caring for children less than 6 months old.

Certain children under 9 who meet the recommendations require two doses of flu vaccine if they have not previously been vaccinated.

Preventing the Flu Without Shots

Short of getting the flu vaccine, there are many steps you can take to lower your risk of getting the virus.

"We are calling it respiratory hygiene," Walter Stamm, MD, professor of medicine at the University of Washington in Seattle, and president of the Infectious Disease Society of America, tells WebMD.



The most important thing you can do, Stamm says, is to wash your hands frequently. You would be amazed how often adults, not just children, put their hands in their mouths, he says. Although the flu virus is "airborne" in droplets of breath,

the majority of it is probably passed by hand, according to Stamm.

The Joint Commission on Accreditation of Healthcare Organizations has joined with a raft of other medical professional groups to recommend three easy steps to prevent infection with the flu especially during a time when there is a shortage of flu shots:

- **Clean your hands for 15 seconds.** Soap, warm water, and a period of vigorous rubbing will wash viruses down the drain. Do this every time you sneeze or cough and especially before meals. Those alcohol based hand cleaners are also good to have around the house or in a pocket or purse.
- **Cover your nose and mouth when you cough.** Use a tissue, rather than a cloth hankie, or cough into your sleeve in the crook of your arm. Then wash your hands. The advice may be aimed at keeping viruses off your hands, Vincenza Snow, MD, director of clinical programs for the American College of Physicians, tells WebMD,
- **Avoid close contact.** Stamm jokes that this advice means "fly first class." In a more serious vein, you should avoid crowded public places. And if you do feel ill (flu is characterized by rapid onset of fever, chills, and horribly aching bones), stay at home or keep your child at home. Do not go into work. Do not even run to the emergency room unless you have trouble breathing or a sky-high fever develops. In the hospital, you and your family will be surrounded by infectious people! "People with the flu feel so terrible, they usually don't go anywhere," Snow notes.

Preventing the Flu Without Shots continued...

Other recommendations include getting plenty of rest, eating a healthy diet, drinking plenty of fluids, and getting plenty of exercise.

According to the American Council on Exercise, research has shown that moderate exercise (such as brisk walking) brings about measurable changes in the immune system, sending white blood cells zipping around the body to find intruders and kill them. But after a few hours, the immune system returns to normal so it's best to exercise regularly.



Rita Beckford, MD, a spokeswoman for the American Council on Exercise, also cites studies that show that those who exercise four to five times a week are less likely to get colds or other viruses.

What to Do With the Flu

Most healthy people will recover from the flu in seven to 10 days and luckily, the worst symptoms go away within four days. Most drugstore regimens aim to lessen these symptoms.

If that's not enough for you, consider an antiviral medicine. Most people are unaware of four antiviral medicines (Amantadine, rimantadine, Relenza, and Tamiflu) available from your doctor, which can cut the severity of flu and shorten the duration of symptoms. But these only work if you start them within two days of contracting the flu virus.

In addition, web sites and drug stores are filled with herbals, vitamins, supplements, and other remedies that claim to treat the flu or improve symptoms.

The hottest remedy this year is called



oscillocochinum (os-sill-oh-cox-sin-um). This is a homeopathic remedy, in which vanishingly small amounts of a disease cause are given to make the body turn against the cause. Sometimes such preparations are so diluted not a single molecule remains. Recently, it was at the top of Drugstore.com's list of top sellers.

Some swear by homeopathic remedies, but others scorn them. Both Stamm and Snow do not recommend this approach. "Speaking personally and not for the American College of Physicians," Snow says, "I think that if the government does not regulate a substance, you don't know what it contains." Proceed at your own risk with these. Stamm and Snow also did not endorse echinacea, Zicam, or taking increased doses of vitamin C.

Once you get the flu, most experts recommend bed rest, plenty of fluids, over-the counter fever reducers and ache alleviators, a light diet, and good old chicken soup!

Fitness instructor Beckford also recommends that you not exercise until you are well.

[source: www.webmd.com]

NEW APPOINTMENTS



Ms. Wilhemina Makwinja
has been appointed Director Human Resources



Nicolette Mashonga
has been appointed Johannesburg Airport Services Manager



Mr Winston Moloigaswe
has been appointed Acting Director Engineering & Maintenance