



Plane Talk

2nd quarter 2014/15



Editor's note



The month of August 2014 signalled the completion of the first 100 days in office of Air Botswana General Manager Tozizavipi B. Dahwa.

One of the GM's priority areas has been the improvement of Air Botswana's on-time performance which has over the last quarter realized a steady increase of up to 85%. This improvement is largely due to the concerted effort of staff in all operational areas of the airline.

Implications of an improved on-time performance have far reaching benefits beyond just experiencing fewer delays; it is testament to the airline's commitment to regaining customer trust and rebuilding an Air

Botswana that all staff and the nation can be proud of.

In the words of the GM, "the future and continued existence of Air Botswana lies in our hands, the entrusted employees, of the airline. I am sure an operationally reliable Air Botswana will grow to become one of Africa's top five airlines, regardless of our small population size and affordability base'.

Let this be a rallying call for all of us in our respective areas of the Air Botswana business to do our bit to regain the confidence and trust of the people that we proudly fly to destinations across Botswana and Southern Africa.

Did You Know!

The movements that you feel in a plane are not necessarily what the plane is doing.

What you think the plane is doing is confused by the changes of speeds, the accelerations of the plane and the change of nose position.

source: www.flyingwithoutfear.com

staff PROFILE



TIME OUT WITH

Mr. Action Kombani

(Acting Director Customer & Ground Services)

Please share with us what your current roles and responsibilities are?

My current roles and responsibilities as the acting Director Customer & Ground Services include the efficient provision of ground handling operations to all airports that Air Botswana to. This includes airports here in Botswana, South Africa, Zambia and Zimbabwe and also includes services outsourced to other ground handlers. In addition, my duties are to also ensure that all ground operations are conducted in a quality manner, observing all safety and security requirements in compliance with set regulations and industry best practice.

A large component of my role is the provision of excellent customer service to Air Botswana passengers during ground service operations. This means that as soon as our passengers arrive at the airport terminal, it is my responsibility to ensure

that they are well taken care of up to the point where they board the flight to their destination. This is a very crucial aspect of the airline which if not done well has implications on the image of the airline and so we work very hard to guard against such.

What are the current challenges your department faces and how are you working to address those?

Unfortunately, most of the challenges that we face are outside of our scope. We rely largely on airport authorities to provide services where in most cases; there are inadequate facilities for the traveler. Another key challenge is the lack of sufficient communication with our passengers during schedule disruptions. We need to work hard to leverage on the use of technology to communicate with our passengers both when the schedule is running smoothly and when there are disruptions. To address this, we are working hand in hand with the Commercial Division to find solutions to such challenges.

You play a very key role in the Air Botswana passenger experience, what are some of the customer focused initiatives you have adopted to improve on the overall customer experience?

Air Botswana has a set of customer service standards which have been developed to guide the provision of service to our passengers. We continuously review these customer service standards with a view to improve because service is dynamic and the needs of customers evolve and shape up all the time. On occasion, we undertake customer service surveys to gauge our level

of service. We are also working on employing dedicated customer service personnel who will be on hand all the time to address passenger issues.

Air Botswana has just occupied the new cargo facility as SSKIA, kindly share with us the capabilities of the new cargo terminal

In comparison to the old cargo facility, the new facility has the capability to handle about 40 000 metric tonnes of cargo per year. This is significantly larger cargo handling capacity which presents immense opportunities. The facility is also well equipped to handle all types of cargo from perishables to valuables etc. The proximity of the apron taxi-way to the cargo facility provides a very convenient and efficient way of loading and off-loading cargo.

It is also a one stop shop for all suppliers along the cargo handling and shipping value chain. Prior to occupation of this new facility, our cargo customers had to access the various cargo suppliers and authorities in different places now all those services are housed within the same facility for their convenience.

Highlights

● AIR BOTSWANA INTRODUCES CARGO FREIGHTER

● EBOLA OUTBREAK



time out continues....

The airline has introduced a dedicated cargo service on the Gaborone - Johannesburg route, what exactly does this mean?

Air Botswana now operates a cargo freighter on this route. This just simply means that our customers can now send more volumes since our commercial aircraft do not have capacity for large volumes as they also carry passengers. The service is offered two times a week on Tuesday and Saturday.

How do you relax?

There is hardly ever any time to relax given the nature of my responsibilities but when I get the chance, I enjoy watching football on television or at the stadium. I'm also a passionate gardener.



Refilwe Kalanke (Tariffs Section) helping visitors to the Air Botswana stand

multitudes of people who visited the fair this year, Air Botswana had a stand at the Boipuso Hall next to other parastatal and private entities.

In addition to sharing the airline's flight information, visitors to the Air Botswana stand also got to learn about Teemane Club, Air Botswana's membership programme meant to appreciate loyal passengers through exclusive offers of rewards and benefits.

The airline also took the opportunity to educate visitors to the stand on the benefits of flying to demystify perceptions around the cost and safety of flying.

AIR BOTSWANA AT THE 2014 BOTSWANA CONSUMER FAIR

Botswana's biggest platform for consumers, the consumer fair was held at Fairgrounds from 25-31st August 2014. As a way to interact with the



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Air Botswana Hosts Ramotswa School For The Deaf

In partnership with Indaba lodge, Air Botswana recently reached out to the children of Ramotswa School for Deaf, as part of the airline's ongoing Corporate Social Responsibility (CSR) Initiatives.

The airline invited the children for a tour of one of its aircraft on Saturday 26 July at the Air Botswana hangar.

The tour was not just a fun outing for the children and their teachers, but also provided a unique opportunity to learn about the wonders of flying aeroplanes.

As the children enjoyed the various activities and gifts, the message of the day was clear, disability is not inability.

During the same month, Air Botswana also hosted top performing students from Ramonaka Primary School (Ramonaka Village).

The objective of the educational tour was to transform the mindset of the young learners, in this case, Primary School Leaving (PSLE) students into driven individuals who will compete not just at regional level but also at national level academically.

The trip was also meant to act as a reward system to expose the pupils to the world around them and show the direct relationship in what they learn at school. Air Botswana is committed to inspiring under-privileged and vulnerable communities to aim high, whatever their physical disabilities.

1. Air Botswana Marketing Manager Thapelo Moribame giving welcome remarks
2. Indaba Lodge GM Ms Candice Selato
3. Ramotswa School for the deaf kids
4. Kids getting a lesson from one of the engineers



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EMERGENCY RESPONSE EXERCISE

Emergency response plan provides for the central management and coordination of all activities should it be necessary to respond to a major aircraft accident or other type of adverse events/incidents that may result in fatalities, serious injuries or considerable damage or a significant disruption of operation.

All aircraft owned by or on lease to Air Botswana, any Air Botswana aircraft on lease or charter to another airline or company or third party and any aircraft operated on behalf of Air Botswana or operated jointly with any third party (code share) are subject to emergency procedures that are to be implemented in the event of an accident, incident or criminal act.

In readiness for any unfortunate incidents and or accidents that may occur, Air Botswana, together with its appointed consultants Blake Emergency Services carried out an Emergency Response (ER) Exercise on the 3rd July 2014 at Air Botswana's Maintenance Hangar.

The simulated exercise was conducted on the basis of an incident involving Air Botswana's ATR 72 en-route to Johannesburg with 47 passengers on-board.

The exercise entailed the full activation of all aspects of Emergency Response Plan, including activation of;

- Local Incident Coordination Centre (LICC)
- Operations Control (OPS Control)
- Crisis Management Centre (CMS)



For a full and realistic simulation, members of staff were placed in voluntary roles in the establishment of different reception centres such as;

- Survivors/Passenger reception centre
- Crew reception centre
- Friends and families reception centre
- Family Support Centre
- Reunion Centre

This was done with the purpose of monitoring and identify corrective actions to test and ultimately

on the airline's ability to respond to an emergency situation.

As part of IATA requirements, Air Botswana will carry out a full scale Emergency Response exercise every 24 months.

**The exercise in pictures...*



AIR BOTSWANA INTRODUCES CARGO FREIGHTER

Air Botswana has introduced a dedicated cargo freighter on the Johannesburg to Gaborone route.

This comes on the backdrop of the airline operating from the new cargo handling facility at Sir Seretse Khama International Airport (SSKIA) which has significantly larger cargo handling capabilities.

The facility also works as a one-stop cargo operation centre for the convenience of our customers.

The cargo aircraft being operated on the route is a DC 4 which flies between the two destinations every week on Tuesday and Saturday. Operation of the DC4 aircraft means that now Air Botswana has the capacity to carry bulk cargo between Gaborone and Johannesburg.

FREIGHTER OPERATION SCHEDULE

From Sir Seretse Khama International Airport:

Operating Days: Tuesday & Saturday
Departure Time: 1400hrs
Arrival Time: 1500hrs

From Oliver Tambo International Airport:

Operating Days: Tuesday & Saturday
Departure Time: 0955hrs
Arrival Time: 1055hrs

** The Airline still continues to accommodate and carry cargo on scheduled passenger services throughout the week.*



health & TRAVEL

An outbreak of Ebola/Viral Haemorrhagic Fever (VHF) is reported in some West African Nations (Guinea-Conakry, Liberia, Sierra Leone and Nigeria). There is a possibility that the number of countries affected will increase over time.

All Batswana coming from affected countries shall be subjected to the Ebola screening, passenger tracing form, quarantine for up to 21 days and/or isolation when necessary to protect its citizens from Ebola disease.

Travellers from West African countries shall be subjected to the Ebola screening and passengers tracing form while those coming from Ebola affected countries shall be denied entry into Botswana to reduce the risk of introducing the disease.

What is Ebola?

Ebola is a deadly disease caused by a virus.

How is it transmitted?

It is transmitted via contact with blood or body fluids of an infected person or animal or by contact with contaminated objects.

What are the signs and symptoms?

If you happen to travel to any of the affected countries, make sure to do the following: Ebola is a deadly disease caused by a virus. Signs and Symptoms include fever, weakness, muscle pain, headache, lower abdominal pain, sore throat, blood in the vomit, blood in sputum or stool, diarrhoea, bloody rash, and bleeding from the nose or other body parts and difficulty in breathing.

What is the cure for Ebola?

Currently there is no cure or licensed vaccine.

Who is at risk?

Those who have close contact with patients particularly health workers, family members, friends and mourners who have direct contact with the dead body. If you happen to travel to any of the affected countries, make sure to do the following:

- Avoid contact with blood and other body fluids such as semen, sweat, saliva, tears, mucus
- Do not handle items that may have come in contact with an infected person's blood or body fluids.
- Avoid funeral or burial rituals that require handling the body of someone who has died from Ebola.
- Avoid contact with or handling of wild animals, or their raw or undercooked meat.
- Always wash your hands with clean water and soap.
- Avoid visiting health facilities where patients with Ebola are being treated. [MOH, Botswana]



LIVING THE VISION: YAME LE WENA

Every year in August, Botswana commemorates Vision Month in recognition of the country's march towards Vision 2016, Botswana's long term vision.

The month long celebrations culminated in the national celebration which was held in the village of Kalkfontein in the Gantsi District under the theme Living the vision: Yame le Wena.

Activities for the week long celebrations in Kalkfontein included kgotla meetings where each department and parastatal had a chance to give an overview of the mandate, its role and their future plans to that village. This helped to solidify a solidified network, build new and old relationships with Government Ministries, private and parastatal entities.



AVIATION PITSO

The 2014 Aviation Pitso was held in Maun from 18-19 September 2014. As a key stakeholder in the aviation industry, Air Botswana played a major role in the planning and coordination of the conference.

The General Manager, Mr. Tozivazvipi Dahwa facilitated a session under the topic "Implementation of Letters of Agreements on

Search and Rescue: Challenges and Lessons Learnt". In his opening of the session, the GM highlighted that unlike vehicles which travel along jurisdictional roads, airplanes traverse the globe hence the need to have agreements in place with various countries for effective search and rescue missions.

The Pitso is an annual consultative conference organised through the Ministry of Transport & Communications. The conference deliberates on issues affecting the local aviation industry and comes up with resolutions to challenges and problems facing the industry with the objective to improve.



GM MEETS THE MEDIA

For the first time since his appointment in May 2014, Air Botswana General Manager Tozivazvipi B. Dahwa met members of the local media fraternity for the first time during a media briefing at Head Office on August 27th 2014.

In his briefing, the GM started off by succinctly summarising his first 100 days in office and what he has been able to identify for corrective action. A key success indicator for the GM in his first 100 days in office has been the steady improvement in on-time performance (OTP) which at the time of the briefing stood at a respectable 80% from a previous low of just about 65%. The GM also shared his commitment to resolving long standing issues and challenges the airline has been dealing with over the years.



EXECUTIVE SECRETARIES GET TREATED!

International Secretary's Day now commonly referred to as Administrative Professionals Day is an unofficial secular holiday celebrated annually throughout the world.

This year's commemoration was observed on September 3rd and Air Botswana took the opportunity to treat all of its Executive Secretaries to a lunch in celebration of the wonderful work that they do.

The commemoration is observed in several countries to recognize the work of secretaries, administrative assistants, receptionists, and other administrative support professionals. It officially became a celebration in 1952 and was started mainly by Harry F. Klemfuss because he wanted more women to become secretaries. By creating National Secretaries Week and National Secretary's Day, he encouraged women to join the work force as secretaries



SAFETY MANAGEMENT SYSTEM AWARENESS TRAINING

Following an ICAO (International Civil Aviation Organization) declaration for all AFI based airlines to implement a Safety Management System as part of a safety programme document called the Doc 9859 called the Safety Management manual, Air Botswana held SMS awareness training for staff from 12-25 August 2014. The SMS framework consists of four components which are:

- Safety Policy and Objectives
- Safety Risk Management
- Safety Assurance
- Safety Promotion

Staff from Commercial, finance and GM's OFFICE attended the training with operational departments still to follow. The reason behind this training was to make all staff aware of the safety management system and ways of promoting safety in the work place through a continuous process of hazard identification and risk management.

The air Botswana Head Office staff was taught of hazard in the work place and aviation hazard methodologies and risk methodologies which include avoiding, transferring, and mitigating.



AIR BOTSWANA INTRODUCES AIRPORT TICKETING SERVICE FEE FOR ALL TICKETS ISSUED AT THE SOUTH AFRICAN AIRPORTS

Air Botswana now charges all passengers who voluntarily purchase tickets at South African Airports an AIRPORT TICKETING SERVICE FEE. The fee is Applicable to issuance of all fare types at the specified Airports and only applies to initial ticket issuance and does not apply to revalidated, reissued, or exchanged tickets.



10 Tips for staying healthy in summer

At the height of the winter season, most people are usually quick to proclaim "we are ready for summer now, enough with this cold!" No sooner has summer arrived than we again start complaining of the intense heat! And so begs the question, how best does one survive the summer heat? Well, try the following and you will be on your way to at least managing to beat the heat.

1. Stay cool and hydrated. Drink water, at least two to four cups upon waking up, and similar amounts if you are going out for activities and exercise. Carry water with you in a hard plastic container (more stable polycarbonate rather than polyethylene that leaches plastic into the water). You may also use a

travelling water filter. Most people need two to three quarts of liquid per day, and more in hot weather or with sweating and exercise.

2. While enjoying the sun and outdoors, protect yourself from overexposure to sunlight by wearing a hat and using natural sunscreens without excessive chemicals. Carry Aloe Vera gel for overexposure and have an aloe plant growing in your home for any kind of burn. The cooling and healing gel inside the leaves will soothe any sunburn. It works great.

3. Keep up or begin an exercise program. Aerobic activity is important for keeping the heart strong and healthy. If you only work out in a health club, take some time to do outdoor refreshing activities -- hiking, biking, swimming, or tennis. Reconnecting with these activities will help keep your body and mind aligned.

4. Enjoy Nature's bounty – fresh

seasonal fruits and vegetables at their organic best. Consuming foods that are cooling and light -- fresh fruits, vegetable juices, raw vital salads, and lots of water -- will nourish your body for summertime activities. Include some protein with one or two meals. There are a number of light, nourishing proteins that don't require cooking. Most of these complement fruits and vegetables nicely-- nuts, seeds, sprouted beans, soy products, yogurt, kefir, and cottage cheese. Fish and poultry can also be eaten.

5. Take some special summer time with your family, kids, and friends who share the enjoyment of outdoors. Plan a fun trip if you're able and motivated for a day or longer. Rekindling our Earth connection has benefits that last beyond this season, continuing to enrich the whole of your life.

6. Relax and breathe. You've been working hard. This is the season to



continues.... slow the pace a bit and absorb the light that stimulates your hormonal message center. Leave your cell phone at home or take a week off from TV.

7. Sun teas are wonderful. Use flowers and leaves (or tea bags) in a clear glass jar filled with spring water. Hibiscus or red clover flowers, peppermint, chamomile, or lemon grass are all good choices, or use your local herbs and flowers that you learn are safe, flavourful, and even medicinal. Leave in the sun for two hours or up to a whole day. Moon teas can also be made to enhance your lunar, dreamy side by letting your herbs steep in the cooling, mystical moonlight. Add a little orange or lemon peel, or a sprig of rosemary and a few jasmine flowers.

8. Nutritional supplements can support you with a greater amount of physical energy, enhancing your summer activities. The B-complex vitamins are calming to the nervous system and helpful for cellular energy production, while vitamin C and the other antioxidants protect your body from stress, chemical pollutants, and the biochemical by-products of exercise. Helpful summer herbs are Siberian ginseng as an energy tonic and stress protector, dong quai is a tonic for women, hawthorn berry is good for the heart, and liquorice root will help energy balance and digestion.

9. Use the summer months to deepen the spiritual awakening begun in the spring. Begin by checking your local bookstore or the web for ideas that interest you. Plan a vacation that incorporates these new interests and provides you time to read, relax, contemplate, and breathe.

10. Above all, give yourself the time to truly experience Nature. This can happen, even in a city park, if you relax and let in your surroundings. When travelling, take activities for the family and your first aid kit for bites, bee stings, and injuries. Watch for overexposure, take time in the shade, and drink your water.

industry



AFRAA Spearheads Route Network Coordination among its Member Airlines

The African Airlines Association (AFRAA) held a meeting for the launch of the Route Network Coordination Project for its member airlines. The meeting was held at the AFRAA Head office in Nairobi, Kenya on 14 August 2014. The Route Network coordination project is an initiative of the Association aimed at engaging airlines' Heads of Network Planning together to coordinate and harmonize their flight schedules with other African airlines and develop tactical alliances amongst themselves.

According to AFRAA Secretary General, Dr. Chingosho, "There are many missing flight connections in Africa and African airlines need to work together to exploit and develop the African market then afterwards look beyond the continent. Six out of ten of the fastest growing economies are in Africa and competition is very stiff." He added that, currently, there are more code-shares between African airlines and non-African airlines than amongst African airlines. He informed the meeting that under the Route Network coordination project, the Association aims at engaging airlines together

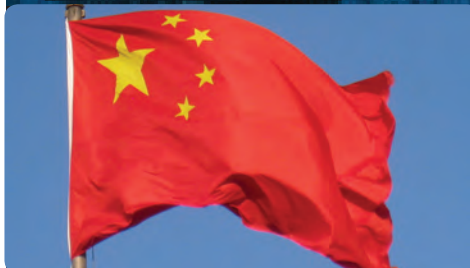
to coordinate and harmonize their flight schedules with other African airlines and develop tactical alliances amongst themselves.

The meeting brought together Heads of Network Planning and Commercial Directors from 9 AFRAA member airlines who took note with appreciation of the Secretariat's past activities for the launch the project under its previous approach in 2012. The meeting reviewed the background of the project and discussed at length the major challenges in the development of tactical alliances through code-share, Special Pro-rate Agreements (SPAs), commercial and marketing agreements. The airlines represented had an excellent forum to discuss further on areas of cooperation amongst themselves during the one-to-one sessions. Members agreed to initially work to exhaust the missing code-shares and thereafter tackle issues such as lobbying for 5th freedom traffic rights on selected routes.

Mr. Mihretab Gebru, Marketing Officer –Network Planning, Ethiopian Airlines was elected as the Chairman and Ms. Lucie Malu, Alliance Manager – Africa, Kenya Airways as the Vice Chairman of the Committee. Mr. Mihretab Gebru thanked members for their cooperation and contribution to the meeting. He was optimistic that together, members will be able to realize value through the project.

On her part, Ms. Lucie Malu thanked AFRAA for providing a platform for African airlines to engage freely in a conducive environment. She said: "Kenya Airways is committed to ensuring that this initiative will birth many great partnerships in the African continent."

(Source: AFRAA Newsletter volume 6 Issue 8)



China plans to build an airport

Dalian, a city in northeast China, plans to build an airport on a 20.9 square km (8.07 square mile) artificial island to be created off its coast at a total cost of CNY26.3 billion yuan (USD\$4.3 billion).

The airport, with four runways, will become one of the world's biggest airports created through

landfill, capable of handling the Airbus A380. Cai Li, chairman of Dalian International Airport referred to the new airport plan as a "timely move" as the city's existing Zhoushuizi airport will have outgrown its design capacity within five years.

Last year, Zhoushuizi airport, China's 17th busiest, handled more than 14 million passengers, up 5.6 percent from a year earlier, official statistics show.

China's airports in total handled more than 754 million passengers last year, up 11 percent from 2012 and 86 percent from five years ago. Congestion and delays are only set to worsen as manufacturers estimate one new plane will take to China's skies every other day for the next two decades.

The country is in the midst of a major airport expansion drive, aiming to bring the total number of airports to more than 220 by the end of 2015.



Air Botswana is making a big move, for your convenience.



In our quest to serve you better, we are making the move to bigger and better offices at Galo Shopping Centre, Francistown.

Our new home is Plot 1471/2 Partnership, at the corner of Guy and St. Patrick Street

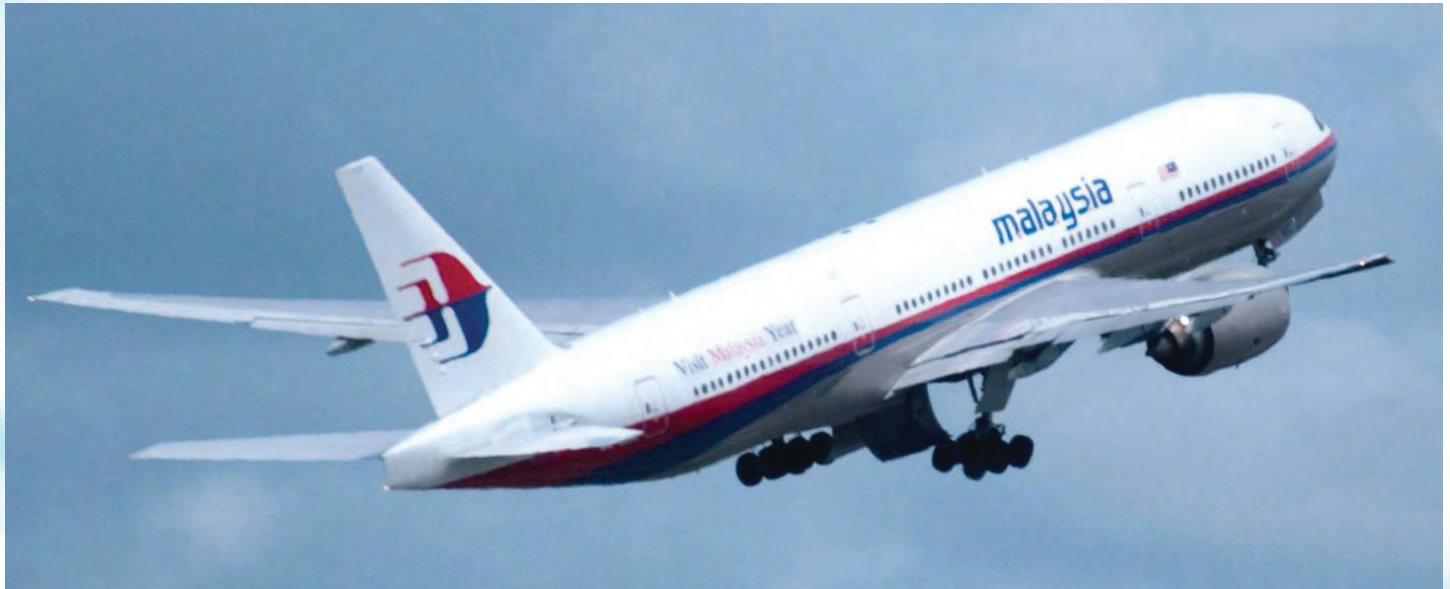
Our telephone and fax numbers remain unchanged as follows:

 +267 241 2393 and  +267 241 3834

Our doors are open from 0730 hours to 1630 hours Monday to Friday, as well as Saturdays from 0830 hours to 1130 hours.

We look forward to serving you with the enthusiasm and passion you have come to expect from your favourite airline.





Malaysia Airlines flight MH17

Russia says the international investigation into the downing of Malaysia Airlines flight MH17 in Ukraine, "doesn't contain convincing information" and that it can be transparent only with more UN involvement. The UN Security Council met, at the request of Russia, to discuss a preliminary Dutch Safety Board report that said MH17 crashed due to a "large number of high-energy objects" penetrating the fuselage. The conclusion supported a theory that the plane had been shot down by a ground-based missile.

"The preliminary report of the DSB (Dutch Safety Board) is not very informative and doesn't contain convincing information about the circumstances of the crash," Russia's UN Ambassador Vitaly Churkin told the 15-member council.

He said Moscow believed a transparent and objective investigation could be carried out only "with the help and participation in the investigation of the UN," suggesting that a UN envoy and assistance mission should be considered. The airliner crashed in Ukraine in pro-Russian rebel-held territory on July 17, killing 298 people, two-thirds of them from the Netherlands. Ukraine and Western countries accuse the rebels of shooting it down with a Russian-made missile.

Russia has rejected accusations it supplied the rebels with SA-11 Buk anti-aircraft missile systems. "Russia made clear its real intention is not to learn about the investigation, but to discredit it," US Ambassador to the United Nations Samantha Power told the council.

"Russia is fighting in Ukraine. Russia has provided artillery and surface-to-air missiles to separatists in Ukraine. It has trained separatists on those surface-to-air missiles. It has moved

troops into Ukraine. Russia has no standing to offer advice on this investigation," she said.

Churkin rejected accusations that Russia was attempting to disparage the investigation. He told reporters on his way into the council that such claims were "unwarranted and provocative."

UN political affairs chief Jeffrey Feltman briefed the council on the preliminary results of the Dutch-led inquiry. "The United Nations is confident that the Dutch-led international investigation has been conducted in accordance with Annex 13 to the Convention on International Civil Aviation Aircraft Accident and Incident Investigation," he said, referring to international standards for such inquiries.

On July 21, the Security Council adopted a resolution that demanded armed rebel groups allow "safe, secure, full and unrestricted access" to the crash site and that those responsible "be held to account and that all states cooperate fully with efforts to establish accountability."

Although a small number of Malaysian inspectors and Dutch body recovery experts reached the site, fighting between the rebels and Ukrainian forces kept Dutch crash investigators away. Feltman said a September 5 ceasefire in eastern Ukraine was "largely holding" but "conditions are still not conducive for investigators to have full and unfettered access to the site." "The Secretary-General once again calls on all those with influence on the situation to exert it immediately so as to create a propitious security environment for investigators," he said.



Appointments & Promotions



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1. Motenyane Leshane has been appointed as a Driver at head office.

2. Medupe Seane has been appointed as Research Specialist at head office, Commercial Division.

3. Mr. Evaristo Sibanda – Technical Quality Controller (Aircraft)

4. Mr. Felix Nyangani – Quality Assurance Expeditor

- Basungi Gakelebotse has been appointed as a Cashier at head office, Finance Division.
- Leapetswe Ramedupi has been appointed as an Engineer at head office, Maintenance & Engineering Division.
- Captain Moseki Chilindi – Flight Operations Performance / Quality Controller and Fuel Manager



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