

CQSE-Newsletter

April—June 2022

Air Botswana



INSIDE THIS ISSUE

	PAGE
◆ Foreword	2
◆ Corporate values	2
◆ Safety Reporting	3
◆ Safety Survey	3
◆ Flight Data Monitoring	3
◆ On Time Performance	4
◆ IOSA Preparations	4
◆ Getting the Best Out of Our KPIs	5
◆ Safety Management Training	5
◆ Navigating Crisis	6
◆ COVID-19 Updates	7
◆ Around the World	8

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FOREWORD

At Air Botswana, safety management plays a dominant role in all operations across the organization. We are doing all that is necessary to apply principles, processes and measures to prevent accidents, injuries and other adverse consequences that may result from our day to day activities.

The safety management function puts management in better position to perform their responsibilities through projection of the system's deficiencies before errors occur or the identification and correction of system's deficiencies by analysis of safety occurrences.

CORPORATE VALUES

Core values are also known as guiding principles because they form a solid core of what you believe, and who you are & want to be going forward. They form the foundation for everything that happens in the workplace. The core values of the employees in your workplace, along with their experiences, upbringing, and so on, meld together to form the organizational culture.

The "safety culture" is a subculture of the organizational culture and therefore constrained and influenced by it. It may be defined as the truths, ideas, and beliefs that all employees share about risk, accidents, injuries and occupational health. Organizational culture drives (safety) performance).

Below are the Air Botswana corporate values. They represent the organization's highest priorities, deeply held beliefs, and core fundamental driving force. They are the heart of what the organization and its employees stand for. *Therefore, let us live them passionately as we take Air Botswana to the next level!*

CRITICAL		Passion	We are passionate about our business and commit to safe, secure, reliable air travel and ancillary services.
		Integrity	We commit to being held accountable for our actions and uphold the highest ethical and professional standards of conduct.
		Results Driven	We focus on managing performance at the Board, Management and Staff level to drive strategy execution and achievement of business results.
VERY IMPORTANT		Botho	We embrace mutual respect, responsibility and accountability, earning respect by first giving it, and to gain empowerment by empowering others
		Teamwork	We promote collaboration and communication between Staff, Management and the Board at all times.
		Customer Focus	We place the customer at the core of our business model.

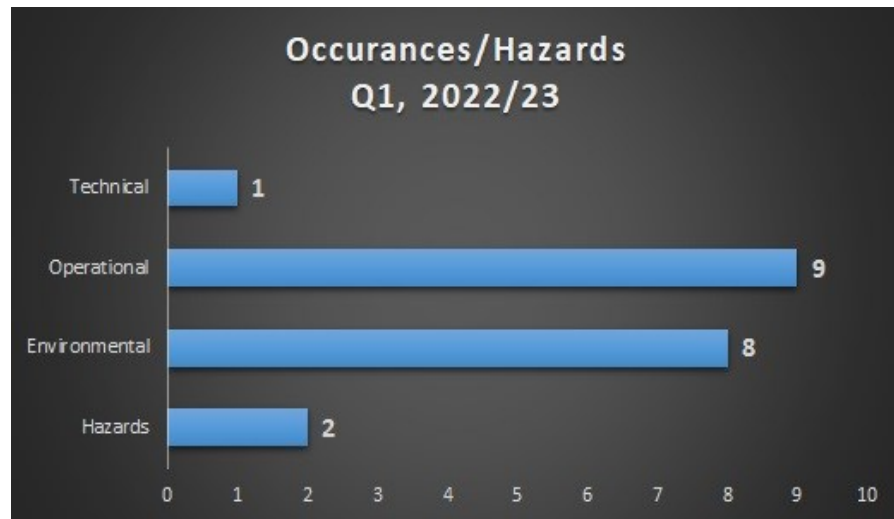
"SAFETY BEGINS WITH ME"

SAFETY REPORTING

A total of 18 Air Safety Reports (ASRs) were submitted from across all sections of the organization during the period April—June 2022.

About 25% of the reports were a result of bird strikes.

The number of reported issues is not commensurate with the size and complexity of Air Botswana operations and more has to be done to a promote positive reporting culture.



SAFETY SURVEY

The Air Botswana Corporate Quality Safety and Environment Section is in the process of rolling out a company-wide safety survey to promote a positive culture.

The primary objective of the survey is the continuous improvement of safety culture and safety management systems in accordance with regulatory requirements.

A set of questions covering a wide range of safety issues has been prepared through which employees will be able to express their views about the state of the company safety performance.

The collected data will provide an overview of the maturity of the safety culture throughout the company. Having collated such data it will be possible to measure and consequently manage the overall safety process, keeping in mind the notion that 'you cannot manage what you cannot measure'.

Ultimately it is hoped that the analysis of the data will identify areas of strength and areas needing development, thus assisting in identifying a pathway of continuous improvement for the company and its stakeholders.

FLIGHT DATA MONITORING (FDM)

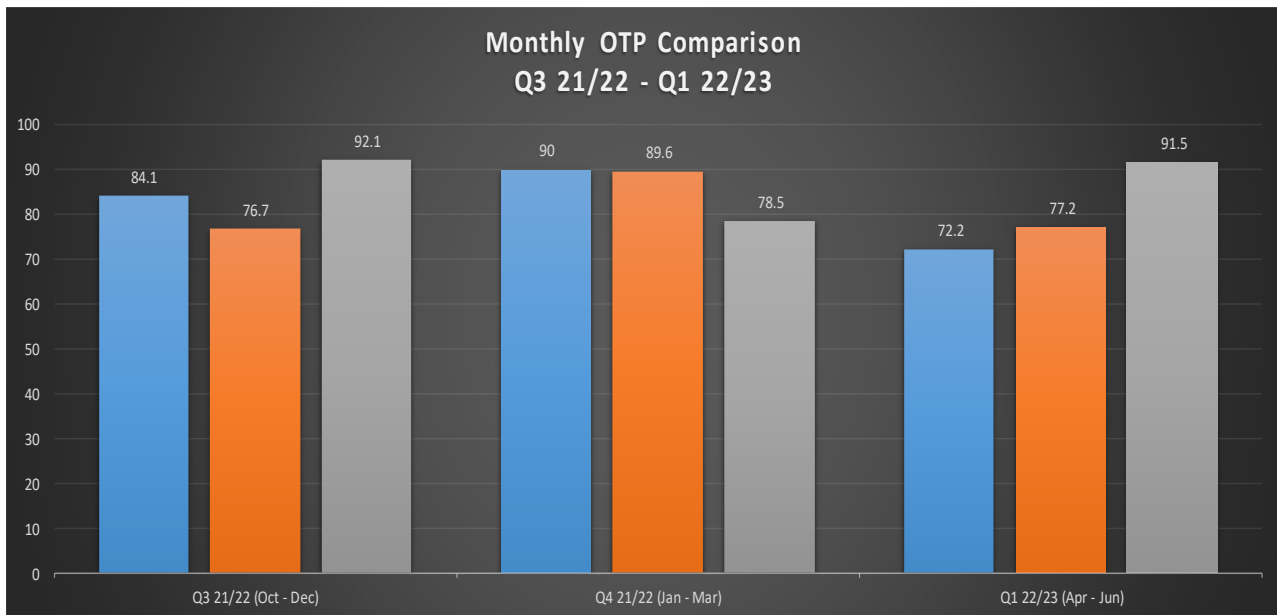
Safety improvement continues to be a top priority for Air Botswana. One industrially recognized way to achieve that is through Flight Data Monitoring (FDM).

FDM is a vital Safety Management process that involves the downloading and analysis of aircraft flight recorder data on a regular and routine basis. It is widely used by aircraft operators throughout the world to inform and facilitate corrective actions in a range of operational areas by offering the ability to track and evaluate flight operations trends, identify risk precursors, and take the appropriate remedial action.

The benefits of FDM include, among other things,

- Providing data to help in the prevention of incidents and accidents.
- Improved operational insight: providing the means to identify potential risks and to modify pilot training programs accordingly.
- Improved fuel consumption: FDM provides the ability to identify and make adjustments to company operating procedures or specific aircraft with unusually high fuel burn rates.

ON TIME PERFORMANCE (OTP)



Above graph is a depiction of monthly OTP comparison for Q3 & Q4 for FY 2021/22 and Q1 for FY 2022/23. There was a significant decline in OTP in comparison to the preceding two (2) quarters. Technical and operational issues continued to play a significant role in the low OTP figures especially during the first two months of the first quarter. The highest OTP of 91.5% was recorded during the month of June 2022.

As airlines in the region and across the industry are setting off to adapt to the Covid-19 era, On-time performance has become one of the leading differentiating factors, and as an airline we are under constant pressure to match or even exceed set targets.

IOSA PREPARATIONS

The date for the upcoming IOSA for Air Botswana is set for the week of 9 – 16 September 2022. Preparations for the audit are going on and this offers the organization an opportunity to refine and align its operations to internationally recognized and accepted standards and practices.

In the wake of the recent ICAO Coordinated Validation Mission (ICVM) industry visit and the AOC renewal audit, all affected sections/departments should be in a better position to have an outlook of what to expect in the coming IOSA.

"SAFETY BEGINS WITH ME"

GETTING THE BEST OUT OF OUR KEY PERFORMANCE INDICATORS (KPIs)

Prior to the Covid-19 pandemic, the airline industry at large focused on maximizing revenue in a vastly growing and competitive environment. In 2021, however, things began to change. Airlines are swiftly depleting their cash reserves and an uncertain future is imminent. This has left many organizations with little choice and are turning their attention towards operational efficiency to preserve available resources. As a national airline it is imperative that we find new ways to reduce operating costs to survive the COVID-19 crisis and to adapt and transition into the post-COVID-19 era.

There has never been a better time to shift operations from being reactive, focused on day to day activities and recovery from disruptions, to being more proactive, thinking ahead and being more responsive and operationally efficient – reducing operational costs, increasing aircraft utilization, and becoming more performance-oriented. Key performance indicators (KPIs) are an integral part of such an approach.

While the list of operational performance indicators that we can use to run the business is inexhaustible, the best approach is to focus on a handful of KPIs through which we can monitor our overall operations and compare ourselves to our competitors in the region. The following are three critical aspects to consider when applying KPIs.

1. Keep Them Simple and Limited

Each department should limit its KPIs to a manageable size as long as mandatory or necessary indicators are covered. When employees are expected to meet too many goals, they become overwhelmed and the most important KPIs will lose importance.

2. Communicate

Upper management establishes the KPIs and employees down the ladder are the ones that work daily to achieve organizational goals. It is very critical that all employees understand departmental and organizational KPIs. Education through organizational communication tools will help to achieve this. If there is a breakdown in communication, little support should be expected from employees.

3. Review and Update

Not only should KPIs be communicated to all employees, they also have to be reviewed and updated on a regular basis to keep them relevant. Key performance indicators change with time. The current list of KPIs will not survive forever. Operating environments change. Consequently, management's goals also change. And so should KPIs.

SAFETY MANAGEMENT TRAINING

The Quality, Safety and Environment Section recently conducted Safety Management System (SMS) training at the Head Office and employees from different departments attended the course.

Conducting SMS training provides management with an opportunity to positively influence both existing and new employees' attitudes towards safety in the workplace. It is very important to shape the organizations' safety culture and lead personnel towards wholeheartedly accepting the SMS implementation and believing that management is promoting safety.



Employees from different departments attending SMS training

NAVIGATING CRISIS *(Adapted from Sullysullenberger.com)*



Life Lessons from Flight 1549

On January 15, 2009, 155 people aboard Flight 1549 experienced the sudden impact of an unforeseen crisis.

On this day, a US Airways Airbus A320 struck a flock of birds shortly after take-off, losing all engine power and ended up ditched in the Hudson River. A group of passengers, crew members and first responders were forced into an unimagined situation that was an emergency of a lifetime, and overcame the unknown with no fatalities recorded.

How can I prepare for a crisis?

The most important part of preparation is attaining the knowledge and skills prior to needing them.

Once a crisis hits, time is the enemy and there's not time to learn everything you need to know. Think through potential challenges you may face and have a game plan in place. Although you won't know how effective your plan will be, it will be the foundation you can build upon.

When facing large or complex challenges that can seem overwhelming, like Flight 1549, set priorities, break the problem down into manageable pieces and deal with the most important ones first. Whether your challenge is COVID-19 and years long or a bird

strike and emergency water landing that lasts less than three and a half minutes, the basic principles are the same.

Another piece of advice is to be observant of the challenges you face on a daily basis and debrief yourself once the situation is resolved. Ask yourself:

What signs did I notice?

Did I react quickly enough?

What did I do well?

What could have been done better?

This is a good way to practice crisis management on a small scale and sharpen the skills needed to successfully overcome bigger challenges in the future.

How can I maintain a sense of "calm" during and after a crisis?

A sense of calm is rooted in confidence. Confidence is rooted in reality.

During any phase of crisis you must be able to force calm on yourself in order to focus on the task at hand so you will be able to act and not freeze. Of course, this is much easier said than done...

This requires an incredible amount of mental discipline which, like any other skill, comes

with exposure and practice. It's a matter of paying attention, being curious, learning from experience and understanding how you can improve in the future.

How can I stay optimistic during challenging times?

It's important to have "realistic optimism." This is a mindset that requires you to hold two very different thoughts in your mind at the same time:

The first is having a very real awareness of and accurate appreciation for the risks a particular circumstance poses and being honest about the challenges you're facing.

The second is knowing with unshakable certainty that your knowledge, skills, experience and judgment will arm you and your team with the ability to work together to solve each problem until you have either solved them all, or solved as many as you can, enough to succeed and survive.

Having a clear view of the real threat + Having done the hard work so that you can implement a plan you're confident in = Realistic optimism.

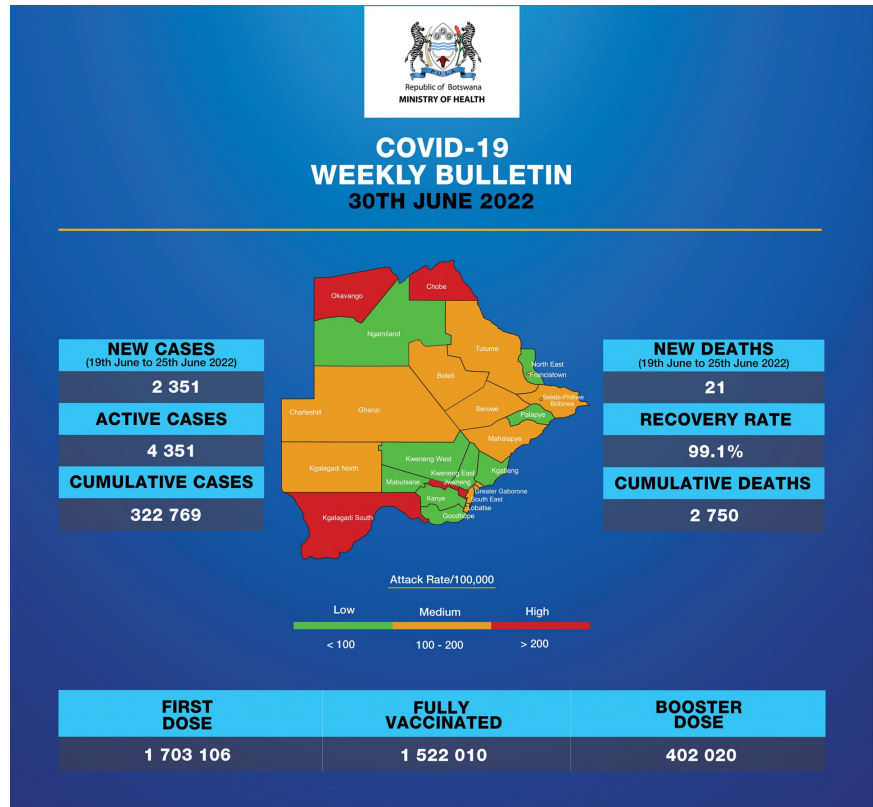
"SAFETY BEGINS WITH ME"

COVID 19 UPDATES

As the battle against Covid-19 continues, the message remains the same: protect yourself and those around you:

- Get vaccinated as soon as it's your turn and follow local guidance on vaccination.
 - Keep physical distance of at least 1 meter from others, even if they don't appear to be sick. Avoid crowds and close contact.
 - Wear a properly fitted mask when physical distancing is not possible and in poorly ventilated settings.
 - Clean your hands frequently with alcohol-based hand rub or soap and water.
 - Cover your mouth and nose with a bent elbow or tissue when you cough or sneeze. Dispose of used tissues immediately and clean hands regularly.
- If you develop symptoms or test positive for COVID-19, self-isolate until you recover.

The adjacent map shows the latest update of COVID-19 trends and statistics across Botswana.



kenna
kewena
botsogo jwame, boikarabelo jwame

**ARM
READY**
FOR THE VACCINE
ROAD TO VACCINATION

Republic of Botswana
Ministry of Health & Wellness

COVID-19 PROTOCOLS

LET'S OBSERVE ALL PREVENTIVE MEASURES TO MAINTAIN A HEALTHY ENVIRONMENT

- WASH YOUR HANDS REGULARLY WITH CLEAN WATER AND SOAP
- WEAR YOUR MASKS AT ALL TIMES
- ALWAYS SANITIZE YOUR HANDS
- KEEP A SAFE DISTANCE

"SAFETY BEGINS WITH ME"



AROUND THE WORLD...

First Flight in History with 100% Sustainable Aviation Fuel in Both Engines on a Commercial Aircraft

ATR, Braathens Regional Airlines and Neste collaborate to further support aviation decarbonisation target and accelerate SAF certification

Stockholm, 21 June 2022 – Today, regional aircraft manufacturer ATR, Swedish airline Braathens Regional Airlines and sustainable aviation fuel (SAF) supplier Neste collaborated to enable the first ever 100% SAF-powered test flight on a commercial aircraft.

When used in neat form, Neste MY Sustainable Aviation Fuel™ reduces greenhouse gas emissions over its life cycle by up to 80%* compared to fossil jet fuel use.*.

This historic test flight took place in Sweden and is part of the 100% sustainable aviation fuel (SAF) certification process of ATR aircraft that started in September 2021 in cooperation with Braathens and Neste and should be completed by 2025.

It has been the latest in a series of successful ground and flight tests on the ATR 72-600 prototype aircraft performed at the beginning of 2022, including flights with 100% SAF in one engine, and today it was

the first time it was done with 100% SAF in two engines.

ATR CEO Stefano Bortoli, said: "Today is a historic day for aviation. After more than a century of commercial flights powered by kerosene, we are at the dawn of a new era. In recent months, we carried out a series of successful flights with sustainable fuel in one engine. We now decided it was time to perform the first test flight with 100% SAF in both engines.

This helps us to certify our aircraft to fly solely on sustainable fuels faster and to enable more sustainable connections as a result. The flight represents a true milestone for the entire aviation industry as it shows that this technology works and can be promptly adopted by many in our industry to speed up the transition to low emission aviation."

(<https://www.atr-aircraft.com/presspost/first-flight-in-history-with-100-sustainable-aviation-fuel-on-a-regional-commercial-aircraft/>)



"SAFETY BEGINS WITH ME"