

CQSE -Q1 Newsletter



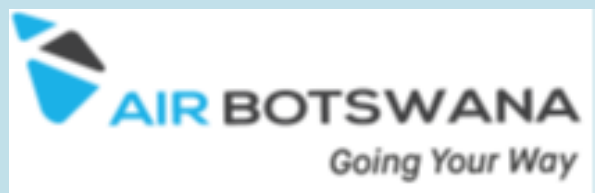
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Jan –March 2021

Air Botswana

Authored by: CQSE



“Safety Starts With Me”

Safety Training

...“*Air Botswana will ensure that the facilities, workspace, equipment and support services, as well as work environment, necessary to satisfy operational safety and security requirements are provided*”... as taken from the SMS Manual. To achieve this, Employee training is pivotal and as such, despite the cantankerous COVID-19 safety protocols, Air Botswana has and is continuing to empower its employees through Training. Measures such as virtual classrooms have been taken to avoid physical contact. However, some trainings can only be conducted “practically” and so, social distancing and regular washing or sanitizing of hands and equipment is encouraged.

Safety and Emergency Procedures Training (SEPT)

The main objective of the SEPT course is to ensure that flight crew are equipped with necessary knowledge and skills to successfully manage any emergency situation that may occur on-board the aircraft. The training includes, but not limited to;

1. Aircraft Emergency Equipment and use
2. Use of Standard phraseology
3. BOMB threat procedures
4. Crew Incapacitation
5. Hijacking Procedure
6. Emergency Evacuation Procedures, etc.

The main aim is to harmonize procedures between the flight deck crew and the cabin crew and eliminate any ambiguity, should an emergency occur.

The most recent training was conducted by a South African Approved Training Organization, with the approval of the CAAB. The training was based on Air Botswana Standard Operating Procedures and included both classroom work and actual exercises.

Below are some of the attendees during the post exercise briefings.



SEPT is just one of the many mandatory courses we undergo regularly throughout our career line as aviators. Some include;

1. First Aid and Fire Fighting,
2. Carriage of Dangerous Goods by Air,
3. Crew Resource Management,
4. Safety Management System
5. Aviation Security and many more.

Corporate Quality Safety and Environment is instrumental in ensuring that all these trainings are of the required standards and acceptable or approved by the Authority.

Hazards, Incidents and Air Safety Reports

Safety reports are an integral part of business process development, through identifying and controlling hazards, thereby reducing risks, protecting customers, personnel and assets. They are aimed at improving the quality of the output in the operation.

All employees should feel able to report incidents and events without the fear of unwarranted retribution. Reporting situations, events and practices that compromise operational safety should become a priority for all employees.

As we gear up towards the IOSA Audit in June, all employees are urged to continue with reporting any and all hazards or events concerning aircraft operations.

A summary of Operational reports is shown

Hazards/ Incidents/ ASR	2021						Category
	Q1			Q2			
	Jan	Feb	Mar	Apr	May	Jun	
Bird Strike	1	2	2				Environmental
Rostering (Human Factors)		1					Operational
Go-Around		1					Operational
Interference to Flight Crew	1						Operational
Cargo and Service Door Operation (FLKK)	1						Operational
Handling of Special Assisted Pax			1				Operational

**The above are recorded and can be accessed on the Q-Pulse*

Bird strike is a consistent event that causes concern. Efforts in place across all airports by the authority with the assistance of the Runway and Apron Safety Committee.

As for flight crew, a bird strike can be a nightmare as it can cause multiple system failures or even be catastrophic. Lets step into the cockpit with one of our very own pilots who recently experienced a bird strike incident while on the takeoff roll out of Johannesburg.

Brief history of the incident.

Flight No.	BP208 (Night)
Aircraft	A2-ABK
Flight Phase	Take-off
Place	FAOR: R03L
Damage	Nose cone towards the right-hand side
Injuries	NIL

She writes:

“In comparison to the size of the metal bird, an actual bird seems very insignificant. The damage it can cause can be underrated by a non-aviator but an absolute nightmare to pilots. Not all bird strike incidents have the same impact though, some are just as insignificant as one can anticipate & some are a such an ordeal. It can be so traumatic that you find yourself remembering the exact day & time that it happened 😊. I don’t know if this particular one for me was because it was valentine’s or I was truly traumatized, I however think it’s the latter. It was on Valentine’s Day 2021, as we just lifted off from OR Tambo for a night flight back to Gaborone. Besides the charming excitement of it being valentine’s day, it seemed to be another day well spent above the skies... Fast forward to the moment... All I heard was a loud bang on my side of the aircraft (right side) & before I could comprehend what just happened, my primary flying instruments were gone. I was the Pilot Monitoring on that sector, so I felt relieved that I wasn’t the one at the controls. The workload suddenly escalated, and, in that moment, I had to talk myself into an unimaginable sense of calmness as we prepared to return for landing. It’s not a frequent occurrence so for my Captain I could tell how his sense of safety, for both our lives and our passengers, took-over as he usurped authority. We knew in that moment that we were responsible for every soul onboard that aircraft & our only option

was for us to be safe on the ground. We made it back safely & that’s when it all dawned that every takeoff doesn’t guarantee a safe landing. I now appreciate every landing of my day because such experiences are eye openers. It was an experience worth going through, unpleasant & unsettling as it was. Now I’m more assertive of my role as a pilot, the safety of my passengers is what I live for.”



First Officer G. Mmeke

Such occurrences are worth living through as a pilot so you could have a sun-down story to tell someday and perhaps teach a thing or two about them. We don’t just “walk with heads tilted skywards” but we learn to improve ourselves and excite others knowledge, and what better way to do that than to share our experiences.

Flight Data Monitoring (FDM)

The FDM report contains a monthly summary of events which have occurred during the previous month from the stated published date. The current report is for January 2021.

The four flight phases used in the analysis are Ground, Takeoff and Initial Climb, Flight and Approach & Landing as per the flight phases of events in the analysis specification. A report from L3Harris may be found on the Flight Operations Safety Portal and below is an extract of the Executive Summary

Executive Summary

Number of flights analyzed this month = **152**
Note: the number of flights analyzed in a month is not necessarily the same as the number of flights flown as old data may have been uploaded and processed.

Overall Data Capture this month = **0.0%**

Number of captured flights operated this month = **152**

Level 3 Event Rate this month = **934.21**

Level 3 Event Count this month = **142**

Level 3 event with Highest Rate = **Engine torque (takeoff) low**

Highest Rate of Level 3 Event Category = **Engines**

Airport/Runway with highest number of Level 3 Approach & Landing Events = **FBSK- 08**

Number of flights with more than 4 Level 3 events = **0**

Maintenance Level 3 event with Highest Count = **Engine gas temperature (start) high**

Number of possible MORs = **70**

Significant 5 Summary Table

Significant Factor	5	Event Count
Airborne Conflict		0
CFIT		0
Fire		0
Loss of Control		0
Runway Excursion		11

Note: Please refer to a detailed report on the Safety Portal for a full description of the report.

These statistics are used to assist the Flight Operations Division with analyzing flight trends, events and establishing potential hazards during flight and coming up with mitigation plans. Mitigation could come in terms of Flight Crew Training (Simulator Training) where the Training Department uses the trends from the FDM report to incorporate the existing training syllabus.



Flight crew training in Bangkok, Thailand. (From right to left) Senior First Officer P. Madabane, Training Captain D. Mokokong and Senior First Officer L. William

COVID-19

The COVID-19 vaccine communication campaign was launched in March with a slogan “ArmReady For Lemao”. The campaign also introduced an online self-registration platform to register “**eligible beneficiaries**” for the vaccine, as such we are all urged to make use of the platform to register.

Use the link below:

<https://dhis2sms.gov.bw/vaccine/>

With the vaccine roll-out plan in motion from the Ministry of Health and Wellness, the hope is that soon all doors will be open to the world and the aviation sector as we used to know it.



The following table shows the current Air Botswana Covid-19 statistics as captured from March 2020 to end of March 2021. Even without the vaccine, the statistics show that Air Botswana Employees have been religiously complying with COVID-19 safety protocols regardless of the number of passengers handled. We aim to have zero

active cases on the second quarter of 2021. Achievable? Of course it is, just simply mask on, sanitize and mind your distance. To the 3 active cases, we wish you the best of recovery.

See table 1b for the current statistics.

Table 1b

Weekly Covid-19 Statics Update							
Parameter	Weekly 21 Mar - 25 2021	Cumulative Mar 2020-Mar 2021					
Positive Results	3	22					
Total Quarantined	7	22					
Total Tested	7	47					
Negative results	4	26					
Deaths	0	0					
Full Recoveries	0	19					
Active cases	3	3					
SITES TRAVEL AND TESTING UPDATES							
GBE	FRW	MUB	BBK	JNB	CPT	HRE	LUN
46	1	0	0	1	0	0	0

The vaccine may not be a cure or may not be readily available for all of us, however, it is the first step to recovery. Let's all be reminded of the need to comply with health protocols because if you are safe, your neighbor is also safe.

Miscellaneous

Audits

Air Botswana has undergone 2 external audits in the 1st Quarter of 2021. Due to COVID-19 restrictions and protocols, both audits were conducted remotely (Online) thus requiring serviceability of all equipment from all involved and availability of documented evidence where necessary.

The 1st being the regulatory audit by CAAB for the renewal of the company's Air Operator Certificate. As taken from the Civil Aviation (Air Operator Certification and Administration) Regulations, 2013;

...“An operator shall not operate an aircraft in commercial air transport unless he or she holds an Air Operator Certificate for the operation being conducted, issued under these Regulations”...

Its never such a smooth flight with the regulator, however, we keep flying through the weather with them.

The other was a third party audit by Litson & Associates on behalf of one of our clients. Although not regulatory, as a client, they deserve the right to know how safe our operation is.

The audit was designed to cover the operational and technical / airworthiness aspects of the operations aimed at providing an objective result with the focus on safety. The audit focused on the ability

of Air Botswana to provide aviation services in support of the Client's requirements.

Commendable efforts from all sections within the organization got us through the storm, for now, however lets keep the positivity and keep our wings up in the skies.

CQSE has also managed to audit one of our fuel suppliers to ensure compliance with international requirements as well as conformance to their procedures. This is part of monitoring of external service providers as per **IATA ORG 3.5.3**. The aim is to cover all external service providers as per planned Audit Schedule. The Audit Schedule also includes Internal Audits of Operational Divisions to ensure compliance with IOSA Standards and Recommended Practices.

The IOSA Audit Preparations are underway as it is due in June 2021. The two previous audits have prepared the team for what may be similar as the IOSA Audit could also be conducted virtually (remote audit). The aim is to perform better than the previous IOSA Audits, including new requirements imposed by COVID-19 which by virtue, increase the compliance work load.

The GM's Station



Mrs. Agnes Tsholofelo KHUNWANA
The General Manager
Ex-Officio Member of the Board

Following her appointment as the Deputy Chairman of the Airlines Association of Southern Africa, this is what she had to say;

“I am honored to have been appointed to this role. It re-emphasizes the recognized and critical role that Air Botswana plays in the regional airline industry, and we continue to be identified as visionaries and can add value to the strategic management of the industry. This is also a growth opportunity as it expands my focus to issues pertinent to Africa and especially the Southern Africa region”,

The Airlines Association of Southern Africa (AASA), is an organization which was formed in 1970 to represent the mutual interests of its Members. AASA leads and coordinates the airline industry position on

airport, airspace and civil aviation issues, as well as consumer legislation, environmental and tourism matters, and provides media response to important industry issues.

Her appointment sets not only Air Botswana but Botswana on the regional aviation map as part of AASAs roles include strategic focus on matters of policy, regulations, safety as well as matters affecting profitability and sustainability of member airlines.

Perhaps her new appointment will set Air Botswana into a new brighter horizon as we have lived to survive the COVID-19 Pandemic despite all hurdles. As we look up to her for a better future to come, let's continue to support her by playing our individual roles that combine to produce desirable results.

Let us remember to put safety as our number 1 priority in all we do so as to cultivate a “Safety Culture” by identifying and reporting all possible hazards, incidents and any other occurrences that could hinder the safe operation of our business.

CQSE would like to thank you and further encourage you to keep observing all necessary safety protocols to avoid the spread of COVID-19 virus.

*****Safety Starts With Me*****