

CQSE - Newsletter



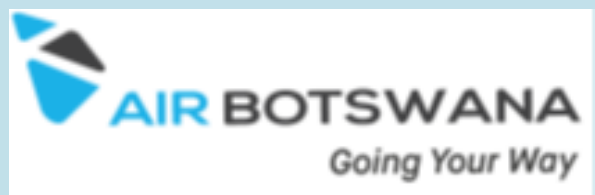
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Oct – Dec 2021

Air Botswana

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“Safety Starts With Me”

SAFETY REPORTS

Below are operational safety reports for the third Quarter of 2021. November had more reports than other months, dominated by 2 unruly passenger incidents.

An unruly passenger poses a threat not only to staff but to aviation safety which may include the aircraft and its occupants. If not handled well, any security threat may snowball into a catastrophic occurrence. To improve safety and security, staff are reminded to familiarize themselves with the **Air Botswana Security Manual** together with the **Civil Aviation Security Act of 2011** in order to understand the legal framework, boundaries and procedures on how to handle unruly passengers.

Caution and good judgement must be exercised when dealing with passengers as triggers of unruly behaviors may emerge from alcohol influences, to passengers being unsatisfied with service (delays and change in schedule) or even a simple thing such as wearing a face mask. However, it is important to take all necessary steps to ensure safety of the aircraft and its occupants is not jeopardized.

Hazards/ Incidents/ ASR	2021			Category
	Q3			
	Oct	Nov	Dec	
Bird Strike	1	1		Environmental
Hyena Sighting (FBSK)	1			Environmental
Loss of climb performance	1			Environmental
Crew Constraints	1	1		Operational
Unruly passenger		2		Operational
Incorrect Dry Operating Weight (AT76)		1		Operational
Broken Flap Rods (A2-ABM)			1	Operational
EEC Fault & Engine 2 Fire (A2-ABK)			1	Operational
Suspected unclosed passenger door on initial climb (A2-ABL)			1	Operational

Detailed reports can be accessed on the Q-Pulse.

CQSE would like to encourage each one of us to report anything that could be a safety concern and make use of the available reporting channels so as to have a safer working environment.

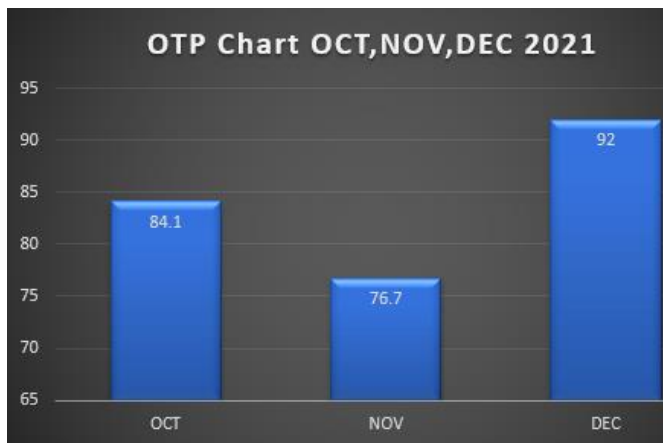
ON TIME PERFORMANCE (OTP)

Tracking OTP is one of the tools used to assist the airline with tracking its commitment to passengers (On-Time-Service) so as to meet and exceed passengers expectations with the intent of attracting more and growing the business.

The responsibility for departing on time does not only lie with Flight Operations but takes a joint effort from all operational divisions as each division has a role to play before an aircraft departs. Although it is desirable to achieve 100% OTP, it is important for employees to note that while chasing OTP, one should always follow Standard Operating Procedures to ensure that acceptable safety margins are achieved and not compromise safety over OTP.

Monthly Comparison

With an 90% target and a baseline of 86%, the Q3 monthly performance has been tabulated below.

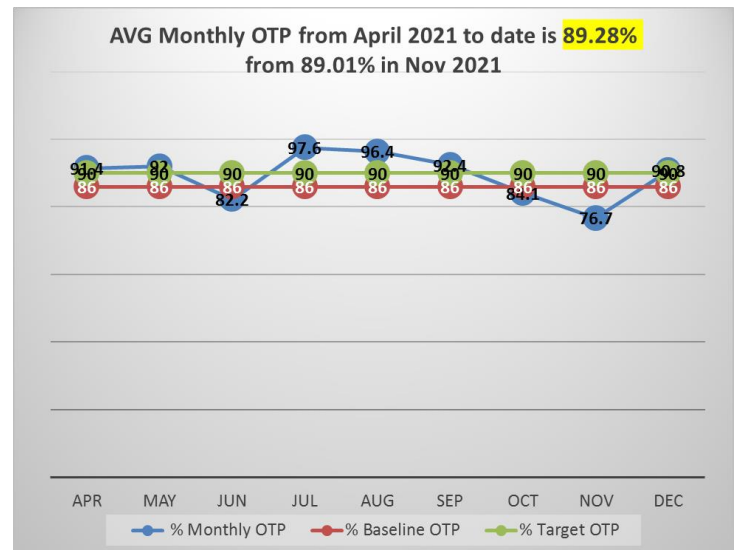


On average, Q3 has an OTP of about 84.2%, lower than Q2 at 95.5%. This is

attributed mostly to the noticeable decline in November (76.7%) which was primarily due to the crew constraints that the airline experienced at that time. However, December has shown a positive improvement.

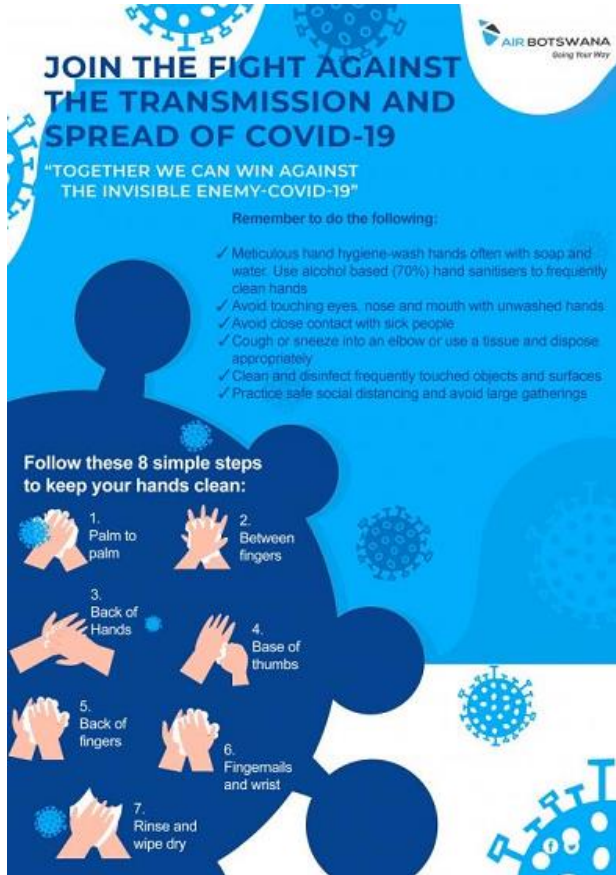
It is advisable for Divisional Heads to have **predictive** measures in place to counter certain effects that may hinder OTP like training, leave days and change of schedule. Planning ahead will reduce the impacts and keep the company's OTP at or above industry reference datum.

The average OTP year to date is at 89.28% which is 0.72% below target and 3.28% above baseline OTP of 86% whereas the average for the period under review (Q3 that is, October to December 2021) is at 83.87% which is 6.13% below target. The OTP for December 2021 is 90.8%. The OTP for the quarter was affected by numerous delays emanating from technical, transits, reactionaries, system faults, load sheet issues as well as crew issues.



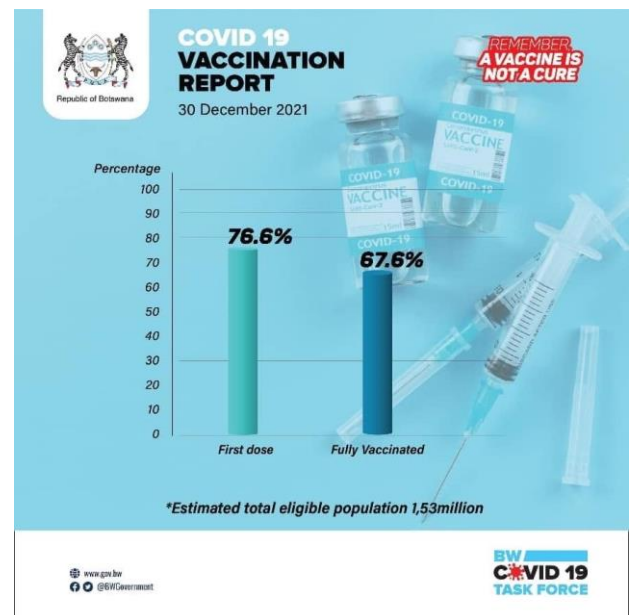
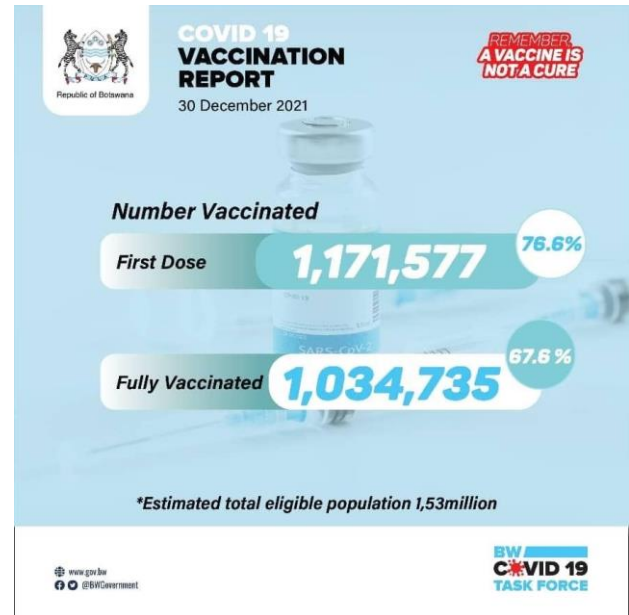
COVID-19

Air Botswana continues to provide protective kit for its employees and encourage the use of it at all times in order to prevent the spread of the COVID-19 virus.



Of late, the Omicron virus is the new variant which Botswana was one of the 1st countries to detect. It was detected from passengers who share the airport with Air Botswana hence it is pivotal for our employees to always have and use their protective wear.

As taken from WHO “In Botswana, from 3 January 2020 to 4:37pm CET, 27 January 2022, there have been 245,904 confirmed cases of COVID-19 with 2,565 deaths, reported to WHO. As of 30 December 2021, a total of 1,169,197 vaccine doses have been administered.”



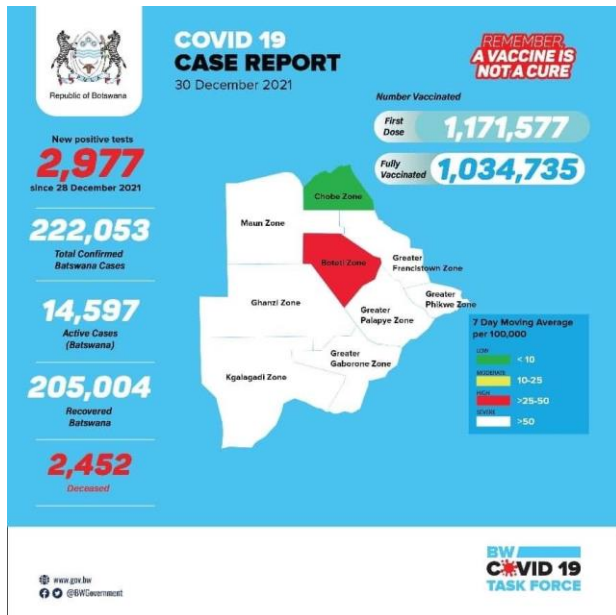
“The public is reminded that prevention is still key in reducing the burden and effects of COVID-19 to the health system, economy and live-hoods of Batswana. It starts with individual responsibility and accountability. The following need to be at the heart of every Motswana;

- i. Avoid crowded places, closed spaces and closed conversations
- ii. Properly/appropriately quarantine or isolate if required
- iii. Proper wearing of masks
- iv. Physical distancing
- v. Frequent hand washing.” The Ministry of Health advises.

Staff are reminded to always report to their supervisors when they have tested positive and comply with all COVID-19 Protocols.

Below are the organizational statistics and initiatives to control and manage the spread of the virus.

Weekly Covid-19 Statics Update		
Parameter	Weekly Dec 15 -21 to Jan 25 -22	Cumulative April 2020 – Jan 2022
Positive Results	13	88
Total Quarantined	13	88
Total Tested	38	128
Negative results	25	46
Deaths	0	0
Full Recoveries	0	82
Active cases	13	13



Initiatives to control & Manage the spread of the virus		
Initiative	Status	Due Date
Refresher training for all staff on Covid 19	Ongoing	28-02-22
Draft the terms of reference for the COVID-19 Working Committee team	Done	30-12-21
Implementation of the COVID-19 Task Force Findings	Ongoing	28-02-22

Air Botswana Statistics

A total of **13 positive** cases have been reported thus far throughout the organization with Flight Operations, Customer & Grounds Services reporting the highest number of cases.

GENERAL MANAGER'S CHRISTMAS AND NEW YEAR MESSAGE - 2022

I listened with excitement to His Honor the Vice President, as he commended the Air Botswana team for the RESILIENCE we have and continue to show against COVID-19! Indeed, the last 12 months have been turbulent! It is due to your unwavering commitment to this airline, that we are where we are today and plan to emerge even stronger, from our challenges.

Another year is drawing to an end! As we close off the year 2021, I wish to convey my gratitude to the Shareholder and the Board of Directors for their support and direction, during the most difficult year in the history of the airline.

I further wish to thank our valued customers for their continued support, loyalty and patronage to the airline, even through the most difficult times. Let me appreciate your families, who are support engines behind all the challenges, the uncertainties, and the frustrations we have endured this year.

Last, but not least, I wish to thank you, the BP family, for the commitment, perseverance and for the resilience you have shown when we were at our weakest. Indeed, this airline needs people like you! I have no doubt that with this level of commitment and courage, BP is fearless and is yet to go far! It is very interesting and quite encouraging to see how we have adapted and embedded the disruptive measures brought about by covid-19, in our new ways of working. Change, as they say,

is the only constant and to keep up, we must show high levels of adaptability- we are on the right track so, let's keep going! Please do get some rest, remain vigilant and have yourselves the Merriest Christmas ever, because you deserve it.

We are very optimistic about the new year, 2022. We remain resolute and committed to making this, our airline, a formidable partner in the industry as well as strengthening our collaborative efforts with all our key stakeholders.

In conclusion, I urge all of you to **vaccinate against COVID-19**, this will help us walk the talk in promoting Safety in our operation and the industry.

Let us keep adhering to tried and tested Safety protocols, by: -

- √ *washing our hands*
- √ *always wearing our masks*
- √ *social distancing and*
- √ *avoiding crowded places.*

Your Lives matter to Us, because Together, we Shall survive COVID-19 and build an even stronger airline.

*Merry Christmas and
a Happy New Year!!*

SAFETY CORNER

Management of Change (MoC) – MoC is one of the key principles of Safety Assurance. The aim of this “Management” process is to ensure that whenever there is a “Change” in the organization, either externally or internally, associated hazards are identified and the severity of the risk they may possess is reduced to an acceptable level.

When changes are introduced, sometimes existing processes or procedures are altered which could result in the need for re-training of the affected employees and as such, there is a need for every change to be monitored and/ or tracked.

Some recent changes that Air Botswana has experienced include;

1. COVID-19 Procedures – there has always been procedures for communicable disease (especially on-board an aircraft) but the COVID-19 procedures encompassed the entire organization and such a change required training for some and tracking as necessary.
2. Software change (Ticketing and Departure Control Software)
3. Route Expansion (CPT and Charter Flights)
4. Re-structuring and new appointments.

All these changes had associated hazards and for the change to be effectively implemented, the hazards must be mitigated. Some hazards emerge as the implementation in progress and as such, are attended to during tracking and evaluation.

Air Botswana uses the following processes for tracking internal and externally induced changes;

- **Audits**
- **project management for new projects**
- **Inspections**
- **Hazard – Risk Assessment**

Management of change is key to understanding the performance of any introduced change and assessing its level of safety as such, it is the responsibility of each process owner to understand the Management of Change process fully.

For a full description of the Management of Change, please refer to the Air Botswana **Safety Management Systems Manual Chapter 4.6 and 4.7.**

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