

CQSE-Newsletter

JANUARY—MARCH 2023

Air Botswana



IN THIS ISSUE

PAGE

◆ Foreword	2
◆ Teamwork	2
◆ IOSA Recertification– From GM’s Desk	2
◆ Safety Reports Summary	3
◆ On Time Performance	4
◆ Staff Appointments & Recognitions	6
◆ Maintenance Corner (In Pictures)	7
◆ Around the World	8
◆ Health & Wellness	10

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One encouraging and perhaps the most important attainment in aviation over the last year was that the industry began to treat COVID as a new reality; paving way to adoption and execution of measures that help turn our minds, to accept and mitigate the pandemic's effects, hence allowing us to lift travel restrictions.

With most countries now welcoming overseas visitors once again without requiring Covid testing or quarantine, it would seem that airlines have begun the process of returning to full-capacity operations, considering that passenger demands are continuing to accelerate. Unfortunately, the ramifications of the pandemic cut quite deep in terms of economic performance.

Throwing in Russia's invasion of Ukraine and the ensuing war, the global economy forecast has once again been cast into substantial uncertainty, with interest rates, inflation and fuel prices skyrocketing well beyond previously known heights.

With everything said, Air Botswana continues to remain upbeat in all regards. The quality and safety of the services we provide to our customers remains our paramount precedence. We are unreservedly obligated to reduce and keep all risks associated with our operational activities to acceptable levels.

FROM THE GM'S DESK

 AIR BOTSWANA <small>Going Your Way</small>	GENERAL MANAGER'S DIVISION	INTERNAL MEMORANDUM

TO : All Staff

FROM : General Manager

DATE : 3 March 2023

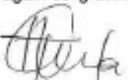
SUBJECT : SUCCESSFUL IOSA AND RE-CERTIFICATION

I wish to sincerely congratulate the Air Botswana team on a successful IOSA biennial audit conducted in 2022. We have maintained our position in the IATA registry and a certificate valid until 2024 has been issued. This once again is testament to Air Botswana's commitment to high safety standards.

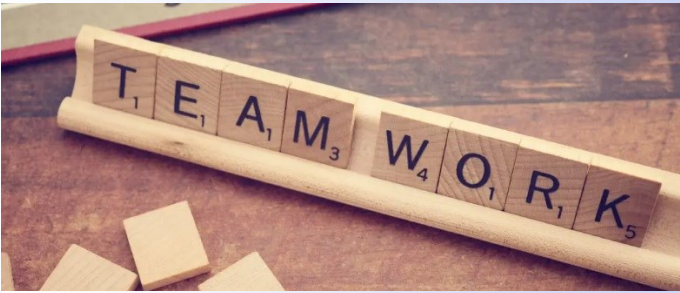
Operational safety remains at the heart of our business and IOSA affords us an opportunity to benchmark our safety standards, processes and indeed our safety culture. Let us embed this culture in our daily routine, live IOSA and strive for excellence in both developing and compliance to safety standards.

I further take this opportunity to remind you that in 2025, IOSA will be moving towards risk-based audits, therefore we must start to prepare now. Remember, "he who fails to prepare, prepares to fail."

Once again congratulations Team!


AGNES T. KHUNWANA
GENERAL MANAGER

Issue No.	Rev.	Authorized By	Date Issued	Page 1
1	0	Accountable Executive	27 Feb 2023	



At Air Botswana, one of our key values is teamwork. It is a crucial tool through which we seek to accomplish key objectives by involving different professionals, and everyone has to understand how to work together and communicate.

Teamwork:

- leads to improved productivity. Since teamwork can make processes smoother, there's an increased chance of hitting deadlines on time or even early.
- results in better conflict resolution. Communication is a critical leadership behaviour for organizations, and effective teamwork can lead to improved communication skills since employees get to practice expressing their needs to accomplish tasks.
- allows for a dynamic team. When a team gets to know one another, they can better understand each other's strengths and weaknesses.

In Q4 about 38% of all reported incidents were operational. There was at least one medical emergency and 4 hazards reported.

One missed approach due to heavy rain was recorded in March. In the whole quarter no bird strike incidents were recorded.

A total of 13 safety reports were recorded from across all operational sections during the period January— March 2023 as per Chart 1 (right).

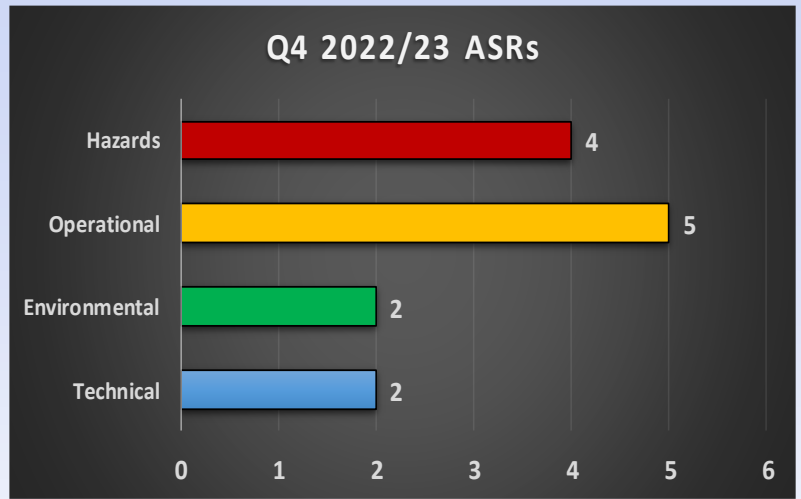
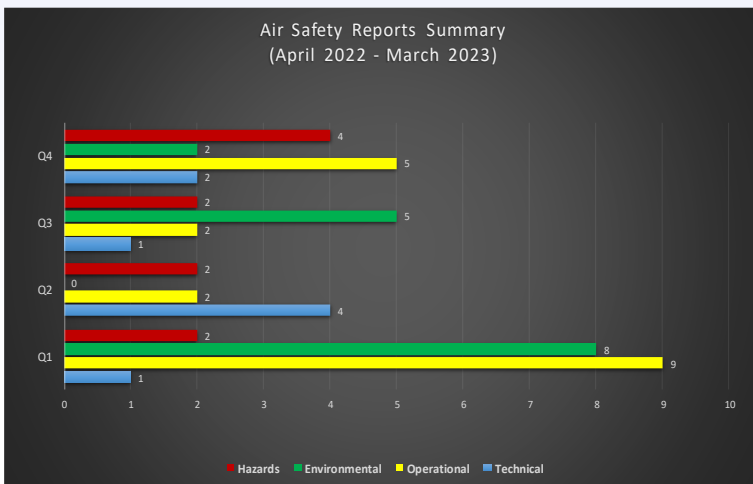


Chart 1: Q4 ASR Report



This indicates slight increase in reported incidents in Q4 as compared to Q2 and Q3, where a total of 8 and 10 incidents were reported respectively.

Chart 2 (left) indicates the total number of all reported safety report from April 2022 to March 2023.

Air Botswana continues to promote a positive safety culture which is based on proactive and timely reporting of safety issues.

IATA Releases 2022 Airline Safety Performance

Date: 7 March 2023

Geneva - The International Air Transport Association (IATA) released its 2022 Safety Report for global aviation.

The report showed a reduction in the number of fatal accidents and the fatality risk, compared to 2021 and to the five year average (2018-2022). Report highlights include:

- In 2022, there were five fatal accidents involving loss of life to passengers and crew. This is reduced from seven in 2021 and an improvement on the five year average (2018-2022) which was also seven.
- The fatal accident rate improved to 0.16 per million sectors for 2022, from 0.27 per million sectors in 2021, and also was ahead of the five year fatal accident rate of 0.20.
- The all accident rate was 1.21 per million sectors, a reduction compared to the rate of 1.26 accidents for the five years 2018-2022, but an increase compared to 1.13 accidents per million sectors in 2021.



"SAFETY BEGINS WITH ME"

4 TIPS TO HELP IMPROVE YOUR OTP FIGURES

<https://www.allthingsontimeperformance.com/>



How to improve on-time performance (OTP) has become a major talking point for operators in the last decades. The rapid growth of the air transportation market has challenged their capacity at different levels. Without a proper approach to face operational constraints, more and more flights tend to arrive and depart at times far from the schedule. This not only generates costs but also may affect the operators' reputation.

What happens when unpredictable events arise?

1. Take a holistic approach towards delays

Before trying to find some random solution to improve on-time performance, you should be able to understand what the underlying causes of the delay are. Bad weather conditions, knock-on effect, mechanical issues, unpredictable demand patterns due to the ongoing pandemic, among others, can impact the regular flight schedule.

Since some factors do not depend on the operator performance solely, you may pay attention to those that can be influenced directly. Following a structured action plan including the necessary resources and time can help you implement changes more efficiently.

2. Collaboration with airport partners is key. As part of a complex network, airports must interact with other stakeholders to deliver better services. By sharing data with airlines and ground handlers, they can benefit from accurate information suited to their needs.

What happens when unpredictable events arise? A cooperative environment enables all parties to properly communicate with the affected passengers – which is a vital part of disruption management. So, preparing a network agile enough to respond to changes on gate assignment or flight status when necessary.

On-Time Performance January to March 2023

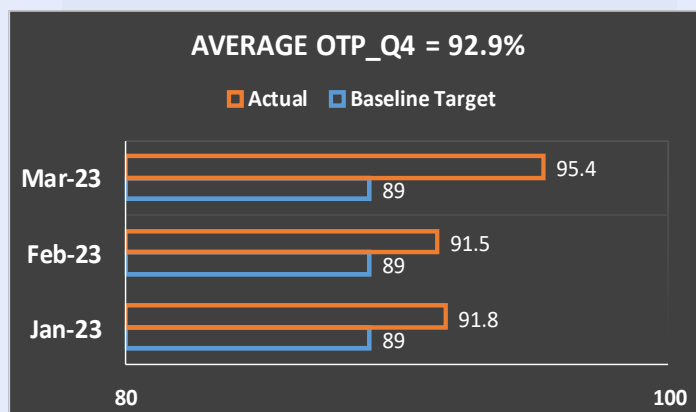


Chart 3: Q4 OTP Figures

The chart above shows OTP figures for the fourth quarter of the year 2022/23. The average OTP for the period January to March, 2023 is 92.9% which is 3.9% above the baseline OTP target of 89%. This is a drastic improvement in actual OTP figures compared to the preceding two quarters, with an average of 74.99% recorded between July and December 2022. The highest figure (95.4%), was recorded in March.

The average OTP for the FY 2022/2023 was 80.88 (See Chart 4 below). This is 8.12% lower than the baseline target. The lowest figures of 54.85% and 63.6% were recorded during the months of November and December respectively. The low figures followed the grounding of the Embraer E170 jet.

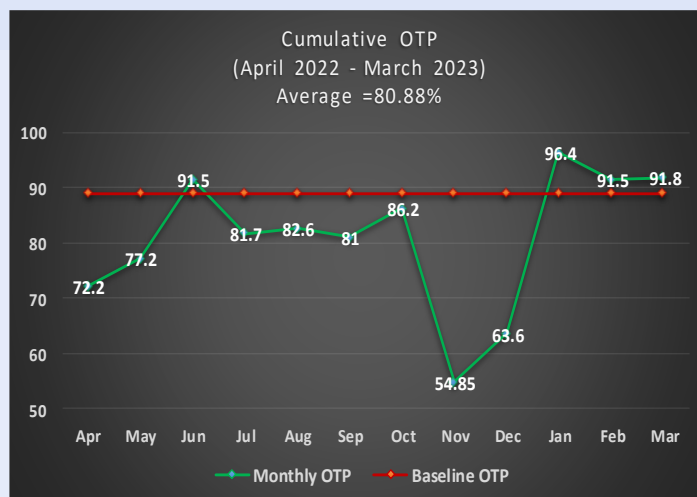


Chart 4: Average Monthly OTP (Apr 22—Mar 23)

The return to service of the Embraer E170 jet contributed significantly to improved OTP figures. In addition, fewer issues which previously contributed to delays were recorded in Q4 as compared to Q2 and Q3.

Continued on Page 5

3. Manage resources effectively

Today, operators typically must manage operations with scarce resources and infrastructure. With poor management of resources, the result: poor on-time performance. The implementation of technology may help you deal with the efficient allocation of resources. Smart rule-based algorithms can be a powerful tool for planning and managing staff and equipment on the day of operation.

4. Keep an eye on wait times. Especially for passengers with tight transfer times, standing in line can become a nightmare. As they don't know how long they are expected to queue, the concern about missing the flight increases.

In order to speed things up, you may:

- Identify where bottlenecks and other hold-ups are most frequent
- Consider alternative check-in options such as self-service, web or mobile
- Evaluate implementing self-bag drop stations with the supervision of assistance staff
- Monitor passenger and baggage connections with a focus on reducing transfer distances

In short: When it comes to how to improve OTP, information is pivotal.

Data analysis is transforming the aviation world: It allows professionals to make faster and more informed business decisions backed up by facts. By paying attention to key performance indicators (KPI) could help discover new improvement opportunities. A deeper insight into historical data may be the starting point for developing a plan aimed to reduce time at airport touchpoints.



Aviation Files

Deadly Delay: SpanAir Flight 5022 (August 20, 2008)

<https://planecrash.fandom.com/>

Introduction

Spanair Flight 5022 was a passenger flight from Barcelona to the Gran Canaria island with a stop in Madrid. The flight crashed after the Captain had forgotten to do parts of the take-off checklist.

Pilots

Captain Antonio Garcia Luna and First Officer Francisco Javier Mulet were at the controls during the crash, and it was their fault for the accident.

The Crash

It's a hot summers day in Madrid, and the pilots of Flight 5022 want to get off the ground. Once they were given clearance to take-off, they quickly rushed through the take-off checklist so they could get moving. And by doing so, they didn't adjust the slats or flaps. When moving down the runway, the TOWS (Take-off Warning System) should have sounded, but for some reason it did not. The investigation has found no evidence pointing to why it failed. The pilots took off, but without flaps or slats the plane hovered over the runway, and then fell into a stall. The aircraft hit the ground right of the runway and lost it's tail, before hitting a hillside and catching on fire. A total of 154 people died during the accident, while 18 people made it out alive.

STAFF APPOINTMENTS & RECOGNITIONS



Captain Duncan Mokokong has been appointed the Head of Flight Operations ►

Ms. Yame Sechele has been announced as a member of Pan African Federation of Accountants (PAFA) Accountancy Quality Advisory Group ▼

CAPTAIN DUNCAN MOKOKONG- HEAD OF FLIGHT OPERATIONS



Please join hands and welcome Captain Duncan Mokokong into his new role as the Head of Flight Operations effective 1st of March 2023.

Captain Duncan Mokokong is a qualified Pilot with 23 years of experience in aviation. He first joined Air Botswana in January 2000, starting at the position of First Officer. He has held positions of Captain and Training Captain, Flight Training and Standards Manager, in charge of pilots, cabin crew and dispatcher training and testing. He has also operated as Senior Commander at Jet Airways India. Captain Mokokong is a Captain on the ATR 42/72 aircraft type, a type rated Instructor/Examiner, and a Delegated Pilot Examiner for the Civil Aviation Authority of Botswana.

Wishing the Captain a productive tenure in his new role.



PUBLIC NOTICE

Congratulations



Ms. Yame Sechele

Member of Pan African Federation of Accountants (PAFA) Accountancy Quality Advisory Group

The Botswana Institute of Chartered Accountants (BICA) is pleased to announce the appointment of Ms. Yame Sechele to the Pan African Federation of Accountants' (PAFA) Accountancy Quality Advisory Group (AQ_AG). The Institute previously circulated PAFA Calls for nominations for the Advisory Group to all members and Ms. Sechele is one of those who were nominated and was successful.

Ms. Sechele is an Associate Certified Professional Accountant with BICA qualified with the Association of Chartered Certified Accountants (ACCA). She is currently the Finance Manager of Air Botswana where she is also a Trustee of the Air Botswana Staff Pension Fund. Ms. Sechele serves in the BICA Technical Committee.

The appointment of Ms. Sechele to the PAFA AQ_AG will advance Botswana's voice at influencing accountancy quality at both continent level and global level towards the development, adoption and implementation of international standards and best practices. BICA is a member of both PAFA and IFAC and for this reason, participation at these organisations is key to promoting development of the accountancy profession in the Country.

The Institute congratulates Ms. Sechele in her new role and wishes her well as she represents the Country at the AQ_AG

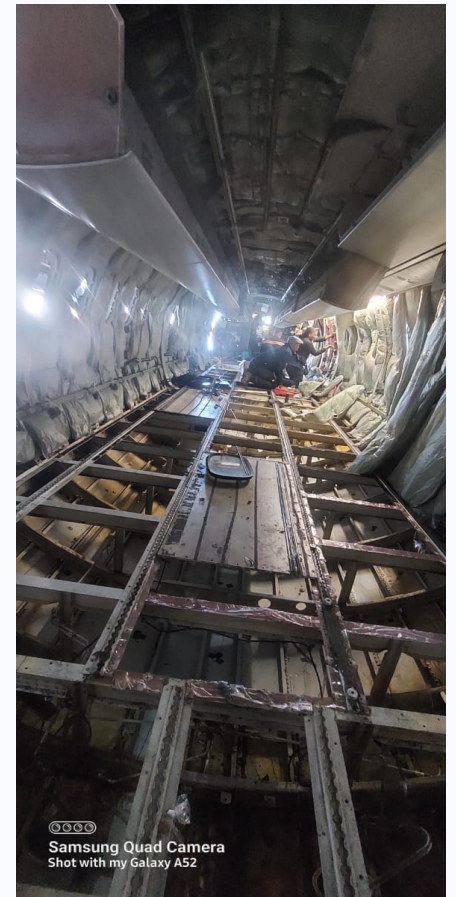
"SAFETY BEGINS WITH ME"

A2-ABN MAINTENANCE

In March 2023, BP Maintenance and Engineering began a crucial maintenance job on A2-ABN at the company's maintenance hangar. The ATR 42-500 has been under storage conditions for a lengthy period. The ongoing work includes the 1 year, 2 years, 4 years, and 8 years calendar checks as well as the C-Check. Below are pictures of the ongoing maintenance.



b) Propeller blades packaged in preparation for shipping to overhaul facility ▲



f) Floor, roof and side panels are removed for detailed inspections ▲



a) Aerodynamics fairing panels opened for corrosion inspection ▲



c) fully equipped workstation dedicated to A2-ABN maintenance ▲



d) Proper cordoning is in place to ensure no unauthorized access during maintenance ▲



e) Both nose and tail sections are also stripped down for corrosion inspection ►





ATR Looks to Achieving Further Growth in 2023



DALLAS — Franco-Italian aircraft manufacturer ATR is set for strong growth in 2023. After facing challenges ranging from the COVID-19 pandemic to the geopolitical and economic shake-ups in 2022, the Airbus-backed company looks to a better 2023.

According to a company press release, despite supply chain woes, ATR was able to deliver 25 brand-new regional aircraft and 11 pre-owned planes in 2022.

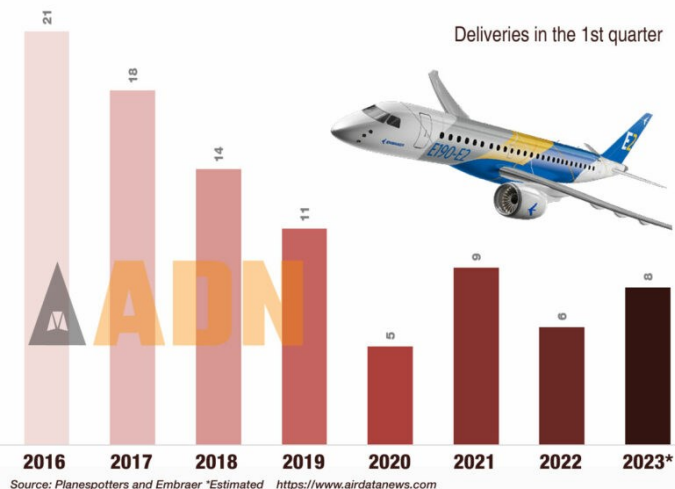
The aircraft manufacturer revealed that 1,200 ATR aircraft were flying in 2023. These numbers are close to those achieved before the pandemic. Additionally, ATR has a filled order book of 160 aircraft, and its operators started 150 new routes in 2022.

The 40-year-old company also made history by flying a commercial aircraft on 100% Sustainable Aviation Fuel (SAF) in 2022. Further, Pratt and Whitney developed the PW127XT engine, which was launched with the ATR 42 and ATR 72 series.

<https://airwaysmag.com/atr-strong-growth-in-2023/>

Embraer commercial aircraft

Deliveries in the 1st quarter



Source: Planespotters and Embraer *Estimated <https://www.airdatanews.com>

Growth in deliveries in 2023

Embraer will have started 2023 better than 2022. Last year, the plane-maker delivered four E175s and two E195-E2s in the first quarter, one more than in the same time frame of 2019, its worst recent result.

The numbers, however, may vary upwards as some deliveries may go unnoticed by websites that track ADS-B.

Embraer stated that its plan for 2023 foresees delivering between 65 and 70 commercial jets. Last year, there were only 57 aircraft, due to problems in the supply chain, mainly due to the lack of engines.

Difficulties should persist this year, but not to the point of preventing growth in deliveries. At least the first quarter seems to be going in that direction.

<https://www.airdatanews.com/>



HEALTH & WELLNESS

MARBURG VIRUS ALERT: OMAN'S HEALTH MINISTRY WARNS AGAINST DEADLY VIRUS

<https://timesofoman.com/>

Muscat: Oman's Ministry of Health issued a warning on March 30, against travelling to the African countries of the Federal Republic of Tanzania and Equatorial Guinea. The warning was issued in the wake of an outbreak of contagious Marburg virus disease (MVD). The death rate from the disease is speculated to be 60 to 80%.

The Ministry of Health is monitoring the outbreak of Marburg hemorrhagic fever in the affected countries. In this regard, the Ministry would like to advise that there are efforts being made to contain the outbreak within its current geographical scope. However, until the course of this outbreak and till the results of the current procedures gain clarity, the Ministry advises the public to postpone travel to countries affected by Marburg virus disease, except in the case of extreme necessity.

(Arriving) travellers must isolate themselves from others and go to the nearest medical care facility (hospital emergency departments) if they develop fever, chills, muscle aches, rash, sore throat, diarrhea, weakness, vomiting, stomach pain, unexplained bleeding from anywhere, or bruising in the body during or after travel (up to 21 days), and to disclose to medical personnel that they have traveled to an area with Marburg virus disease or have been in contact with people infected with the disease or its symptoms .



COVID 19 INFORMATION

The map below shows Covid 19 statistics as recorded by the Ministry of Health, Botswana as of March 2023.

