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SEPTEMBER
2023

Safety MATTERS

Providing the Namibian aviation industry and users with vital information on the latest aviation safety statistics and reports for the continuous improvement of safety systems:

Share Knowledge - Improve Safety



www.ncaa.com.na



This monthly publication will keep industry, NCAA, license holders, and the general public updated in terms of what has occurred in safety monthly within the industry. All reports are de-identified and no attempt should be made to identify the reporter in this or any other avenue unless specific authorisation is given.

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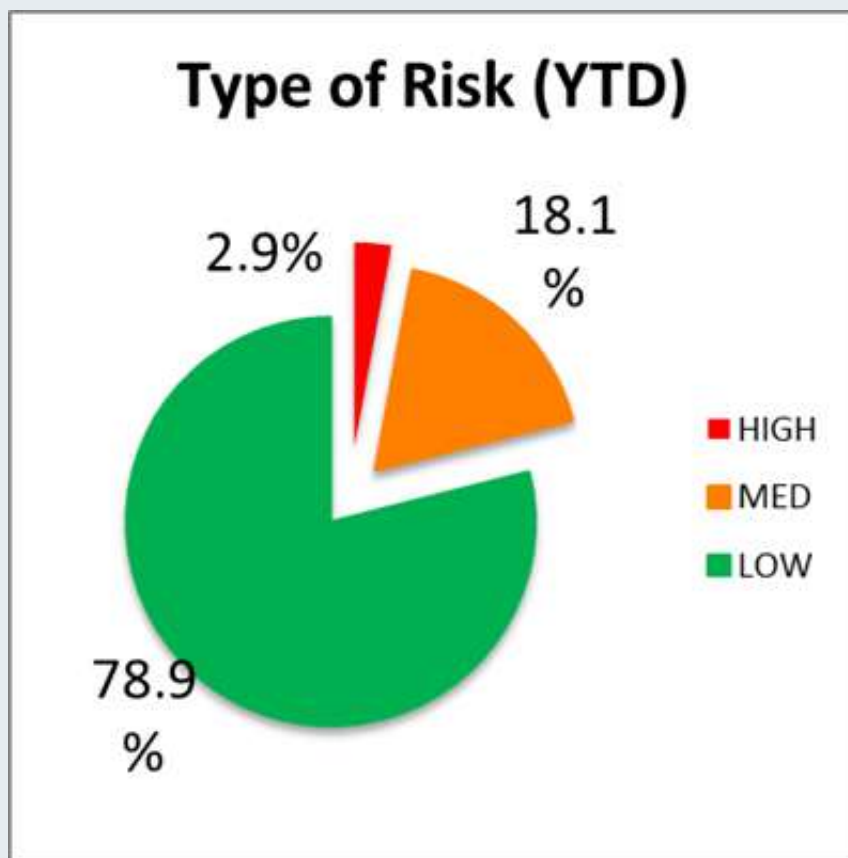
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The Safety Data Collection and Processing System (SDCPS) is the tool that drives the State Safety Programme. The SDCPS collates information from sources such as reports and audit findings, observations, investigation reports and many other means, and presents them in meaningful graphs and tables. This data is presented in the next three pages.



Safety Statistics

September 2023

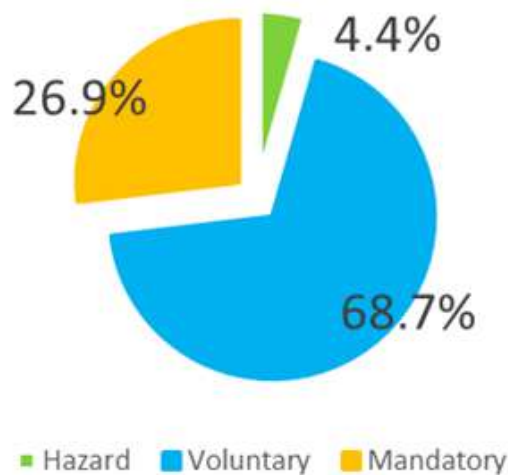
September was a relatively quiet month with only 31 safety reports, 77% of them voluntary and 75% low risk. There were **seven medium risk events**, **no high risk events**, and the remaining **25 were low risk**.

The year-to-date figures for risks remain steady with **78.9% low risk**, **18.1% medium risk**, and only **2.9% high risk**.

For more about classifications of risk see the definitions in Safety Bulletin 1-22.

Graphs included in this document show year to date figures unless specified.

Classification of Occurrences (YTD)



In September there were 17 voluntary reports, including one hazard report, the remaining 15 were mandatory reports. This provides a 4% increase for the total year to date to **73% non-mandatory**.

We continue to promote the concept of "if in doubt report" and remind aviators of the essential role of reporting - your report may identify a hazard which is only uncovered once the big picture is observed, so please do keep up the positive trend!

REPORTING: AN SMS FOUNDATION

The backbone of an effective safety system is reporting. When reviewing a Safety Management System of a service provider one of the first thing NCAA looks for is a robust reporting system. Only with a large amount of input can the SMS give reliable output. Remember to keep encouraging your staff to submit timely and accurate reports and to proactively look out for hazards along with reporting events. Also make it as easy as possible for them to report. NCAA hopes we have done the same for you with two convenient ways to submit voluntary reports and a many convenient options for communication if in doubt!

Whether mandatory or voluntary, help NCAA to help you by reporting quickly and effectively. Email incidents@ncaa.na or use the following link: [Voluntary Reporting Link](#)



Safety Performance Indicators

September showed another positive month for the high-risk category safety performance indicators with no alerts and only one parameter above target.

Workshopping of the high risk category factors is scheduled to address the accident rates which are still somewhat of a concern for this year to date.

SPIS

	Airprox/LOS A CFIT		Rwy Excurs.	Wildlife	LOCI	Rwy Incurs.	Maint & Tech
49983 Average	0.140	0.038	0.105	0.789	0.140	0.121	2.441
3715 JAN '23	0.000	0.000	0.269	1.346	0.000	0.000	3.769
3646 FEB '23	0.000	0.000	0.274	0.823	0.549	0.549	1.646
4291 MAR '23	0.233	0.000	0.000	1.398	0.000	0.000	3.030
4308 APR '23	0.232	0.000	0.000	0.696	0.000	0.000	2.089
4813 MAY '23	0.000	0.000	0.000	0.623	0.208	0.208	1.247
4141 JUN '23	0.483	0.000	0.000	0.966	0.241	0.000	3.381
4248 JUL '23	0.000	0.000	0.000	0.471	0.235	0.471	1.177
4569 AUG '23	0.000	0.000	0.000	0.438	0.219	0.000	2.408
3809 SEP '23	0.000	0.000	0.263	0.525	0.000	0.000	1.838
4419 OCT '22	0.453	0.453	0.000	0.679	0.226	0.226	2.489
4388 NOV '22	0.000	0.000	0.456	0.684	0.000	0.000	3.191
3636 DEC '22	0.275	0.000	0.000	0.825	0.000	0.000	3.025
Target 2023	0.276	0.152	0.123	1.795	0.110	0.138	1.958
Avg 2022	0.315	0.192	0.137	1.106	0.094	0.145	2.198
SD 2022	0.279	0.208	0.172	0.599	0.141	0.237	0.719
Three of Alert 3	0.593	0.399	0.310	1.705	0.236	0.382	2.917
Two of Alert 2	0.872	0.607	0.482	2.305	0.377	0.619	3.636
One Alert 1	1.151	0.815	0.654	2.904	0.518	0.856	4.354



Safety Thought for the Month

"If you think safety is difficult, try having an accident!" - Anon

Stay Safe!

Reporting



The Safety Balancing Act

The age-old question in aviation safety is how does one balance safety with commerciality. To be 100% safe we should stay on the ground! A ship is safe in the harbour, an aircraft safe on the ground, but that is not what aircraft is meant to do. However if one neglects critical safety issues for commerciality it will lead to catastrophic consequences, and this is costly for everyone - the company, the people involved, the nation.

Safety risks must be managed to as low as reasonably practical - ALARP, where any further reduction is not economically viable for the outcome achieved. For this to be achieved effectively the risk must be assigned a rating, mitigations developed, and residual risk assessed, further data monitoring and trending through the safety data collection and processing system is essential to create metrics that drive risk assessment quantifiers and achievement of ALARP.

Feel free to reach out and ask questions: spq@ncaa.na.

Congrats!

NAMIBIA INSTRUMENTS AND AVIONICS

J.LOTTERING

T.S. MURCH

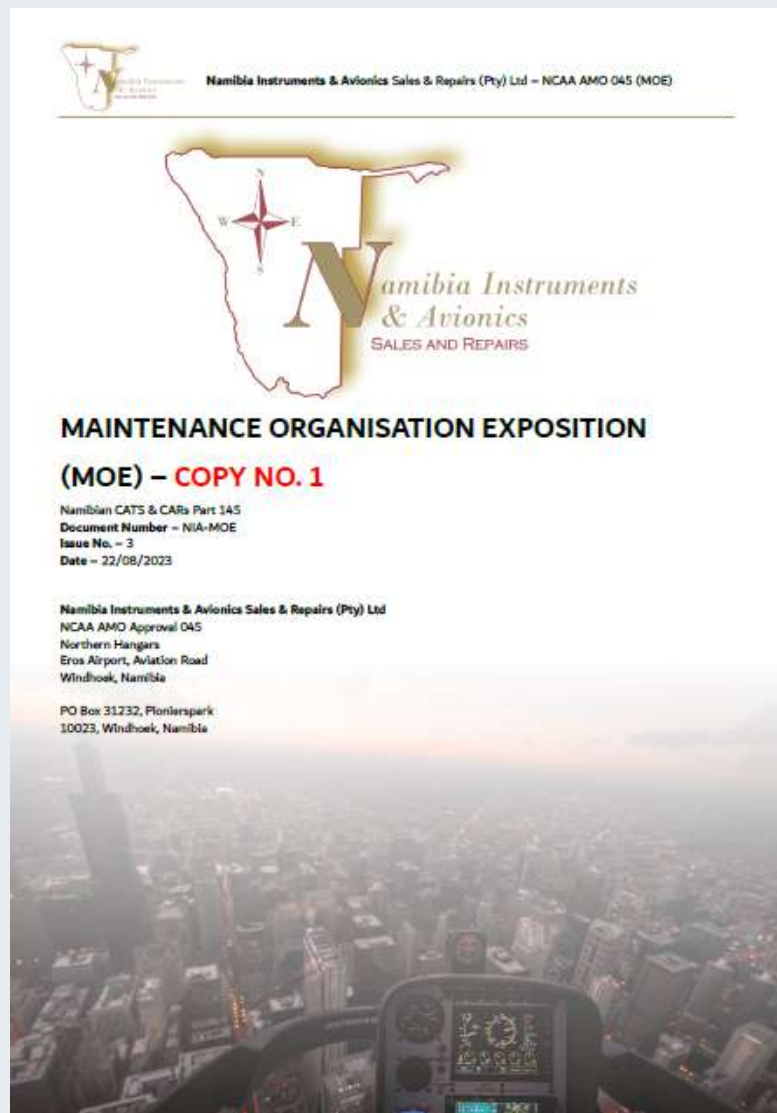
J.P.F KIRSTEN

In recognition of an outstanding
SMS, ERP, QMS submission

The NCAA receives many manual submissions and carries out many audits on our valued certified operators, organisations, and license holders. The majority of the time we are issuing findings and in general operators probably have a rather negative view of the whole experience. We not only wish to reverse this feeling, but we also want to promote recognition of those who go above and the call of duty and achieve standards of excellence in their application of safety standards, submissions, tests, or audits.

With this in mind this month we would like to congratulate Namibia Instruments and Avionics for an outstanding manual, inclusive of their Safety Manual and Emergency Response Plan.

We look forward to motivating many more in this section of the safety bulletin.



Safety



Meet the Team - PEL



About the Personnel Licensing Team (PEL)

For the majority of you PEL will be your primary go to team when it comes to NCAA since they are responsible for license and medical issue, that includes pilots, ATS, engineers, cabin crew, and RPAS. Licensing is covered in parts 60 through to Part 67. Additionally, PEL is responsible for oversight of aviation training organisations approved in terms of Part 141. Finally they approve and surveil all designated examiners and oversight examiners for Parts 60 through 67.

Any breach of regulations related to licensing or training is investigated by PEL.



ANDREW RODNEY
THERON



MEGAN N
MUTWA



THERESIA
MOKWAIBE



UENDJIZIRI
COMMANDO



CHRISTOPHINE
MERERO



ANNA EUNICE
DE GROOT



BASTIAAN H
KOSTER



TANGENI A
ANGULA



DR JOHANNA
HASHIPALA



Under the leadership of Mr. Andrew (Rodney) Theron, Senior Manager, the PEL team work tirelessly to ensure your licenses are processed timely and effectively and DEs and training provided remain of a high standard, helping improve the safety and security of our skies.

If you have any questions about personnel licensing, reach out to the PEL team on licensing@ncaa.na, the designated inspector will respond.

NCAA aims to include one safety oversight section each month so you can get to know our inspectors and the eight different safety/security oversight sections' roles and responsibilities. These sections comprise, AGA, AIR, ANSSO, AvSec, CRR, OPS, PEL, and SPQ.

SAFETY OCCURRENCES

SEPTEMBER 2023

TECHNICAL FAULTS (MANDATORY, **LOW RISK**, AIR)

There were seven technical events reported in September, as follows:

No.	Fault	Type
1	Gear fault	piston
1	GPS fault	jet
1	Brake failure (see runway incursion pg 11)	piston
1	Fuel leak	turbine
1	Auto feather fault (see page 13)	turbine
1	Temperature indicator fault	piston
1	Partial engine failure on ground	turbine

Note that nearly all unscheduled failures require an incident report. This need not be a lengthy dissertation, that is, it shouldn't take you too much time, only a brief summary of the most likely or determined cause of the failure. This is important for trending and/or for preventative maintenance. Please see the April 2022 article on service difficulty reports (SDRs) and mandatory occurrence reports (MORs).



SAFETY OCCURRENCES

SEPTEMBER 2023



WILDLIFE STRIKES (VOLUNTARY, **MEDIUM RISK**, AGA)

There were only two wildlife events reported in September, no damage was reported.

Wildlife	Events and near misses		
No.	AD	Phase	Details
1	FYWH	Takeoff	Owl
1	FYGF	Landing	Bird - Unknown

NAC has developed and implemented proactive wildlife management programmes at FYWH, FYWE, FYWB, and FYOA. The trends in wildlife strike reports would indicate this is having a positive effect.

	JAN	FEB	MAR	APR	MAY	JUNE	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
2023	5	3	6	3	3	4	2	2	2				30
2022	2	2	4	5	5	9	8	1	1	3	3	7	50
2021	5	12	18	5	9	9	0	7	0	6	3	0	74

Note: Bird strikes, while the damage is normally negligible, are a frequent occurrence so fall into the medium risk category.

SAFETY OCCURRENCES

SEPTEMBER 2023

RUNWAY EXCURSION (MANDATORY, MEDIUM RISK, OPS)

A Cessna 210 landed on a paved airfield whereupon on touchdown the pilot felt the aircraft pulling to one side as it seemed only one brake was working. The aircraft was thus very difficult to slow down and the pilot exited the runway coming to a stop against the airfield boundary fence.

Brake failures do happen from time to time, and the pilot did well to stay on the runway, however, pilots should ensure to approach at the correct speed to ensure runway overrun is at a minimum should a brake failure occur.



MEDICAL EMERGENCIES (MANDATORY, LOW RISK, OPS/ANSSO)

There were two medical emergencies in flight. In both cases ATS assisted with ensuring an ambulance was available on landing.

SAFETY OCCURRENCES

SEPTEMBER 2023

RUNWAY INCURSION (MANDATORY, **MEDIUM RISK**, ANSSO)

A heavy jet landed runway 26 at FYWH while a medium jet was on the taxiway at intersection echo. Due to the distances between the taxiway and the runway, parallel operations are not permitted.

ATS is investigating.

GO AROUNDS AND DIVERSIONS (VOLUNTARY, **LOW RISK**, OPS)

The following table details go arounds and diversions during September:

No.	Details	Intended
5	Diversions due to weather	FYWB
1	Diversion due to weather	FYKC
1	Unstable approach	FACT



SAFETY OCCURRENCES

SEPTEMBER 2023



ATS FACILITIES (MANDATORY, **LOW RISK**, ANSSO)

The following ATS failures occurred in September:

No.	Fault	Area
1	Telephone line failure - only hotline working	FYWB

PROPELLER AUTOFEATHER IN FLIGHT (MANDATORY, **MEDIUM RISK**, OPS/AIR)

During flight the propeller began to auto-feather causing significant yaw. On landing to maintain straight significant braking was required on the opposite side, eventually leading to a flat tyre.

Follow up with the AMO is in progress.

SAFETY OCCURRENCES

SEPTEMBER 2023

LOSS OF SEPARATION (MANDATORY, MEDIUM RISK, OPS)

Loss of separation occurred with an aircraft on departure climbing through the level of another aircraft whereupon they came within 5nm of each other. This caused an STCA (Short Term Conflict Alert) to sound. The controller acted promptly and correctly following the STCA - issuing a heading to one aircraft to ensure separation.

This is a great example of a safety net working properly. Pilots are also reminded to be the final safety net for ATS as the last line of defence - always listen out to clearances of traffic in close proximity and ask if you are in doubt.

READBACK ERROR (VOLUNTARY, MEDIUM RISK, OPS/ANSSO)

A pilot read back incorrectly to change frequencies and the error was not picked up by air traffic control.

While fortunately there was no loss of separation, this incident highlights the importance of ensuring correct readback and hearback - always write down instructions where at all possible.

compliance: your aviation safety net

STRIVE TO COMPLY!

if you see or hear of a non-compliance
fill in a confidential report at www.ncaa.com.na
or email incidents@ncaa.na



SAFETY OCCURRENCES

SEPTEMBER 2023



MARSHALLING (MANDATORY, **LOW RISK**, AGA)

There were two reports of inadequate service by the marshallers at FYWH following the change to a new service provider.

The AGA department is following up with NAC on this matter with a sense of urgency.

SAFETY OCCURRENCES

SEPTEMBER 2023



WRONG FREQUENCY (MANDATORY, MEDIUM RISK, AGA)

A vehicle inadvertently changed frequencies and was unable to hear the air traffic controller calling them. Fortunately, there was no traffic affected.

All personnel in control of vehicles, aircraft under tow, or aircraft in any operating capacity should ensure, as part of radio operating procedures, to always check the selected frequency regularly.

AIRPORT RELATED EVENTS (MANDATORY, LOW RISK, AGA)

A fire was observed airside at FYKM, the ARFF was dispatched.

A person was observed on the airside without correct authorisation.

A scheduled flight landed after airport hours of duty at FYWE.

SAFETY FEEDBACK

SEPTEMBER 2023

CUSTOMER FEEDBACK (HAZARD, **LOW RISK**, SPQ)

A hazard report was received suggesting that NCAA has a customer feedback mechanism to improve the interactions inclusive of the website, since improved quality of service enhances safety.

SPQ has been looking into providing just that for some months now and a draft procedure and form is being circulated for approval - keep a look out on the website for the form and a possible link on our email footer. An update will be given once this item is complete.

LOC-I PRELIMINARY REPORT (MANDATORY, **HIGH RISK**, OPS/AIR)

The preliminary report on ZS-HLG has been published. The cause of the accident has not yet been established, however the helicopter was reported to have lost control after the main rotor blades severed the tail boom.

See the preliminary report here: [DAAI Preliminary Report ZSHLG](#)

LOC-I PRELIMINARY REPORT (MANDATORY, **HIGH RISK**, OPS)

The preliminary report on V5-UZA has been published. The aircraft rotated early, whereupon one wing dipped, and the aircraft veered into the brush and flipped over.

This is one in a series of loss of control accidents on takeoff or landing this year - pilots are reminded of the critical importance of keeping handling skills current and effective.

See the preliminary report here: [DAAI Preliminary Report V5 UZA](#)

SAFETY FEEDBACK

SEPTEMBER 2023

FORGED DOCUMENTS (MANDATORY, MEDIUM RISK, OPS/AIR)

Following investigation into fraudulent documentation discovered related to the helicopter and NTCA accidents last month, another approximately 20 fraudulent documents were uncovered. .

The parties involved are subject to criminal investigations by NAMPOL.

Pilots and AMOs are reminded that documents onboard shall be original or original certified copies and careful scrutinisation of authenticity should be done on the first flight in an aircraft or after the issuance of a new certificate.

ACCIDENT TRENDS (MANDATORY, HIGH RISK, AGA)

The current year to date has an alarming increase in accidents over the same period last year. Trending reports have been prepared for the SSP Steering Committee. The two common causal factors seen have been loss of control (to a significant degree and predominantly on takeoff and landing) and non-compliance).

Industry is reminded to be pro-active in addressing these two causal factors.

Takeoff and landing accidents can be reduced significantly by keeping your skills current, honing them with regular training, and ensuring you are physically and mentally prepared for a flight. More tools to address this area can be found in the [flight safety ALAR toolkit](#).

Non-compliance affects safety margins and is detrimental to all of us - if you see someone disregarding the regulations, report!

SAFETY FEEDBACK

SEPTEMBER 2023

RUNWAY INCURSION (MANDATORY, **HIGH RISK**, ANSSO)

The investigation was concluded into a runway incursion whereupon one aircraft was given takeoff clearance on the secondary runway before the landing aircraft has crossed the intersection. The vision from the tower is somewhat obscured in this particular direction, depending on seat position, however this highlights the essential importance of ATC completing a full scan of the runway and ensuring all traffic clear before giving a takeoff clearance!



WINDSOCK DETERIORATED (VOLUNTARY, **LOW RISK**, AGA)



A report by a pilot of inadequate wind information on approach. This prompted investigation into the available sources of wind - primarily the windsock. It was discovered that the windsock was in a severely deteriorated condition. The airport management was contacted and a new windsock was procured. An example of the safety system working!

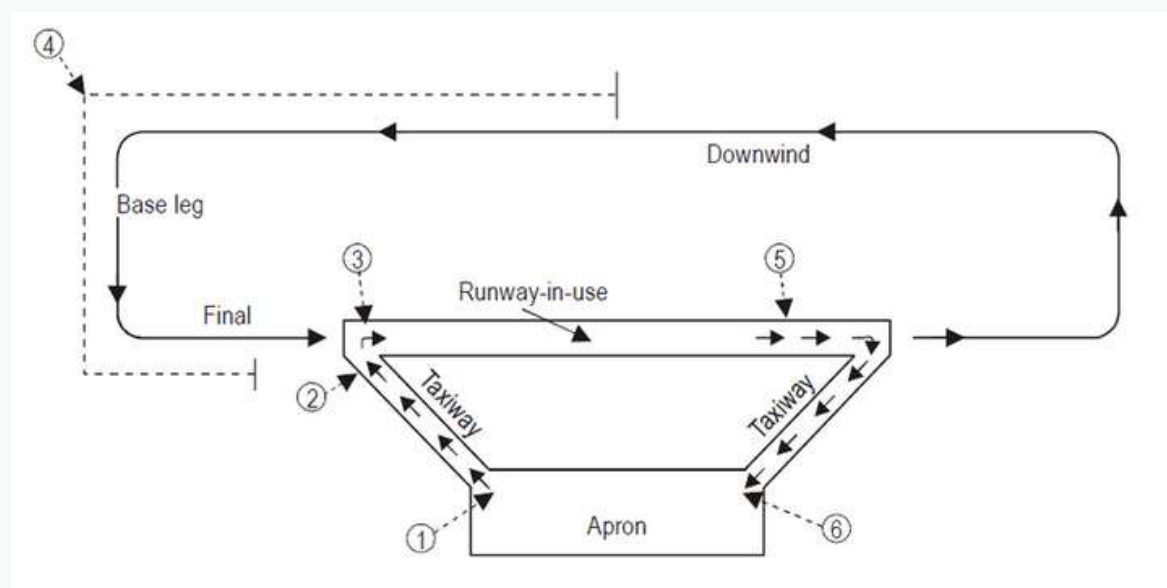
SAFETY FEEDBACK

SEPTEMBER 2023

FLYING THE STANDARD CIRCUIT PATTERN (MANDATORY, **HIGH RISK**, OPS)

Recent events in Swakopmund related to a complainant that is profusely interested in safety and security, has created a secondary hazard that must be mitigated. It was discovered that aircraft, with the intent of avoiding certain residential areas, were flying unsafe manoeuvres and unstabilised approaches.

Pilots are reminded that when flying the standard circuit pattern or completing training on emergency manoeuvres, there is times that an aircraft may overfly a residential area below 1000ft AGL. This is within the confines of the law and actions to the contrary can be unsafe in themselves.



The standard circuit pattern is flown with the crosswind turn at 500ft AGL, downwind approximately 45 degrees to the Runway end threshold, base at approximately 45 degrees to the runway departure end, and final approximately 500ft AGL. This is, obviously to some, flown at different distances based on the aircraft speed and runway length.

Low level flying outside the confines of NAMCAR 91.06.33 is a willful violation, will not be tolerated, and may lead to prosecution, thus all complaints are investigated, pilots are also reminded that safe flight practices in the circuit must be adhered to at all times!

SAFETY FEEDBACK

SEPTEMBER 2023

PREVENTATIVE MAINTENANCE ON RUNWAYS (HAZARD, **LOW RISK**, AGA)

towards the end of the rainy season of 2022-2023 a hazard report was filed suggesting that airport operators, primarily NAC, embark on preventative maintenance. This was recorded in actionable items to address before the approach of the new rainy season. We are pleased to report the progress below provided by NAC safety and operations personnel:

- 1.The four strategic airports (namely: FYWH, FYWB, FYOA and FYWE) now have approved Aerodrome Maintenance Programmes in place that contains procedures to address the problems of potholes and grass growth, among others, including procedures in place for inspection of pavement and grass growth on the movement areas and appropriate preventative (proactive) and or correction measures to be implemented for any deficiency identified. FYWE has had maintenance work recently attributable to these programmes.
- 2.There has been birds and wildlife hazard assessments at FYWH, FYWB, FYOA and FYWE and these have identified the types of birds and wildlife common at the aerodromes, their seasonality, and attractants. The above-mentioned aerodromes have approved environmental management programmes in place. There has been birds and wildlife promotion/campaigns at some aerodromes.
- 3.Aerodrome Maintenance Programmes are being developed for FYKM, FYRU and FYLZ to include procedures for pavements and grass management, they should be in place soon, FYKM has already undergone some renovations as a result.
- 4.We are busy implementing the SMS at FYWH, FYWB, FYOA and FYWE, and most importantly, we have started with the voluntary and confidential reporting system that will enable the reporting of hazards such as potholes, birds and wildlife sighting etc. There are hazards registers for all NAC aerodromes on our safety system and safety promotional items and boards at the aerodromes.

Thanks for the response NAC, keep up the good work!

SAFETY ARTICLE

3RD PLACE STORY, AVIATION SAFETY SHARON BEVERLYN !GANES

I have always been fascinated by aviation. No one in my family, friends, or associates has an aviation background. The exposure that I have had to aviation is mostly from documentaries and series. My favourite documentary on DSTV is 'Aircraft investigation'. The most interesting part is usually the discovery of the black box and how remarkably data of the final moments is retrieved. Advanced technology has the potential to solve many mysteries.

Having watched documentaries such as Aircraft Investigation, Border Security, Downfall: The Case against Boeing, MH370: The Plane That Disappeared, and many more, aviation accidents do not have miniature impacts. When there are accidents, dozens of lives are usually lost, and aircraft replacement is high as well as costs to restore the environment. Every accident has a significant impact environmentally, mentally, socially, psychologically, economically, and financially. It is, therefore, crucial to have safety measures in place that will mitigate associated risks. Fatalities should be avoided by all means.

My overall flight experience started during COVID-19 with Air Namibia. My first domestic flight was on the 17th of May 2020, from Lüderitz to Windhoek. My Second flight was with Fly Namibia in Africa on the 15th of May 2022 from Windhoek to Cape Town. I was fortunate to have my first international flight on the 20th of June 2023 from Windhoek to Johannesburg, Atlanta, and proceed to Des Moines, United States of America. The safety that I have experienced on each of my previous flights has been remarkable. There is an organisational culture I have observed in aviation. The same treatment I received for my domestic and regional flights resembles the code of conduct carried out at the international level. Within the plane, the greeting itself from the air hostess gives you that assurance that you are safe and welcome on board.

The aviation industry cannot be compared to other means of transport. Traveling by air commonly involves crossing borders, be it regional, national, or international. Each country has the responsibility to ensure its citizens' safety. It is therefore understandable to bear with the authorities when they enforce bureaucratic and cumbersome procedures. My experience in Atlanta at the border security was for example so intense. There was top-notch technology, and the security officers were on high alert. I have realised that the bigger the airport, the more intensified the safety and security are. Safety should be every individual or country's duty.

SAFETY ARTICLE

3RD PLACE STORY, AVIATION SAFETY SHARON BEVERLYN !GANES

Lessons learned from previous accidents should enable the authorities from various countries to improve their safety and implement policies that will strengthen safety. Continuous advances in safety technology, research, and collaboration between private and public sectors should be encouraged. Safety should be inclusive of the towers, gates, within the planes, and all aspects involved.

Safety for me is not only about the hard infrastructure and the soft infrastructure but rather the human aspect that is involved. The calm voice of the pilot alone can alter the entire destination. For any individual, the aim is to board safely and reach your destination in one piece. Being able to touch the ground safely after being in the air for hours is a miracle. And that miracle should be experienced by everyone who gets on an aeroplane or helicopter.

Creating flawless systems can be time-consuming, take up resources, and require advanced technology. However, the standards need to be kept high and explicit. It is the finite small details that are unseen that can also have an influence on the entire operation of aviation. It results in ripple effects when not proactively dealt with.

Consistency is the key to achieving prestigious results. All partners that are involved in aviation should continue to progressively implement integrated approaches to improve safety. Safety policies should be reviewed, evaluated, and monitored.

Standards of safety and security that the esteemed Namibia Civil Aviation Authority has retained over the years have assured results in safety thus far.



**"IT IS A PRIVILEGE TO BE ABLE TO
SEE WHAT IS HAPPENING ON THE
GROUND BEFORE TAKING OFF. SO
MANY ASPECTS ARE INVOLVED AND
INTEGRATED"**

AFCAC VISIT FOR SAATM:

SAATM ROADSHOW - 21ST TO 22ND SEPTEMBER

The roadshow held on the 21st to 22nd of September, jointly by the NCAA and the Ministry of Works, welcoming the AFCAC Secretary General and dignitaries from various international organisations such as AASA, UNWTO, AFRAA, ACI, ACFTA, and hosting local presenters from various ministries, service providers, and trade organisations. The event was a huge success and all involved are thanked for their support. A high level report will be published on the website soon and hard copies are available on request.



Articles and Ask NCAA

NCAA values your input and we have created this forum for answering questions industry may have or requests for publications. Feel free to drop us a line and enquire: spq@ncaa.na.

QMS Update

The QMS bids have been sourced and the procurement request is currently circulating for signature. NCAA hopes to make strides in this area prior to the upcoming audit.

Safety Documents

The new website has been rolled out and a big well done to IT. This is just a reminder that all the safety documents remain in the same place under Documents - Safety Information, or follow the link here:

[NCAA SAFETY INFORMATION](#)

Invitation to Contribute

Service providers and users are invited to contribute topics and ideas or articles to NCAA SPQ department for consideration in our safety publications or safety workshops. Remember the safety system only works with participation and information sharing is key to continuous improvement and achieving global aviation safety goals.

Further information requests, submissions, or queries can be sent to:

email: spq@ncaa.na

phone: 083 235 2468

