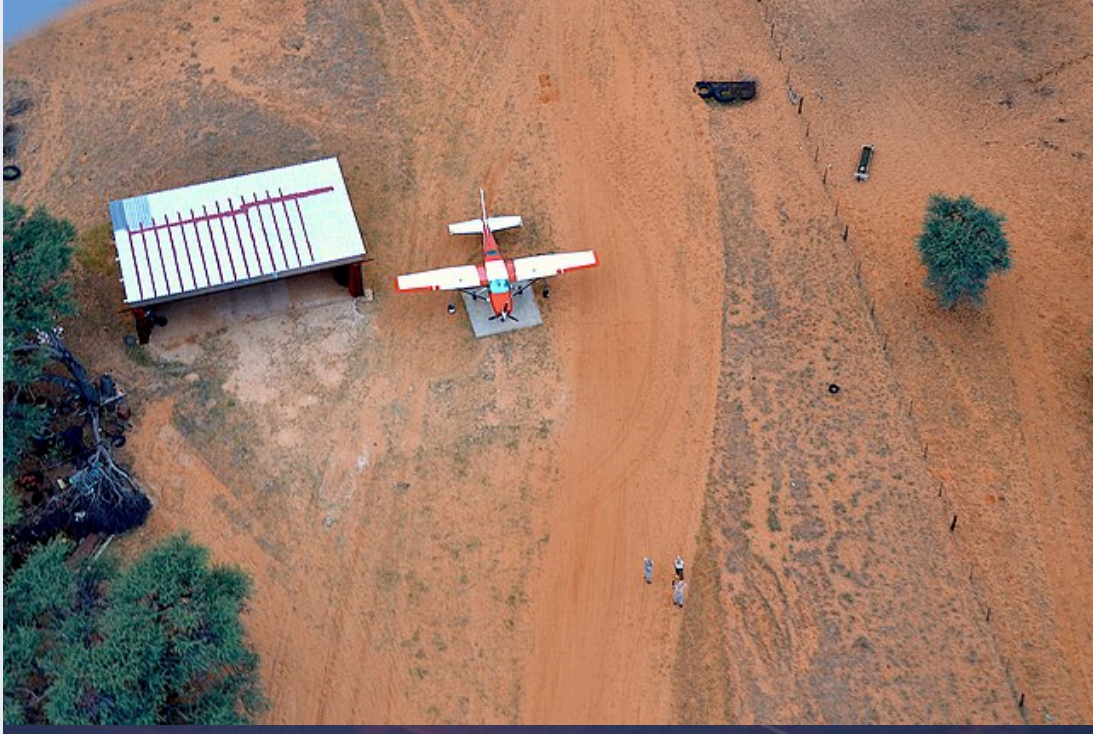
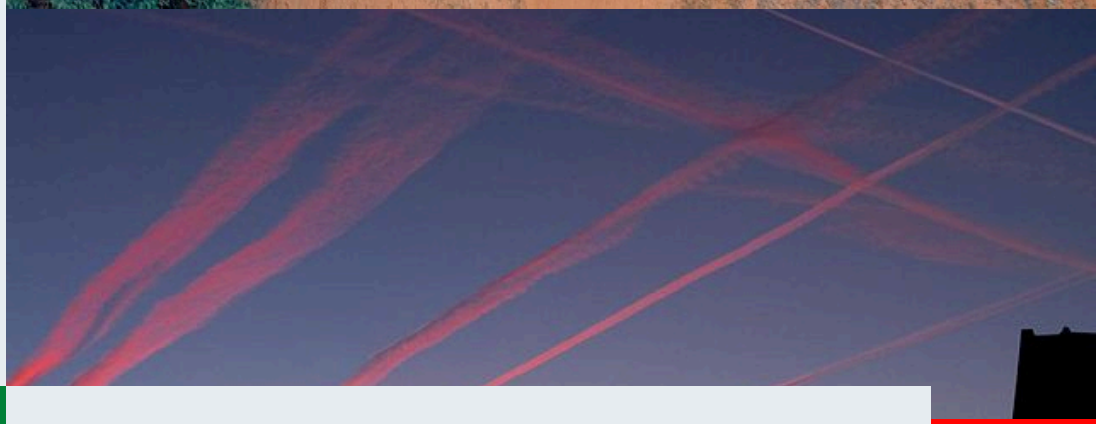
Namibian Civil Aviation Authority

4 Rudolf Herzog Street
P/Bag 12003
Ausspannplatz

Safety Promotion and Quality Department

spq@ncaa.na
Ph. 083 235 2511 or 083 235 2468





NOVEMBER
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

NAMIBIA CIVIL AVIATION AUTHORITY
NCAA
2023 -12- 21
Private Bag 12003
Ausspannplatz
Windhoek
Office of the Executive Director

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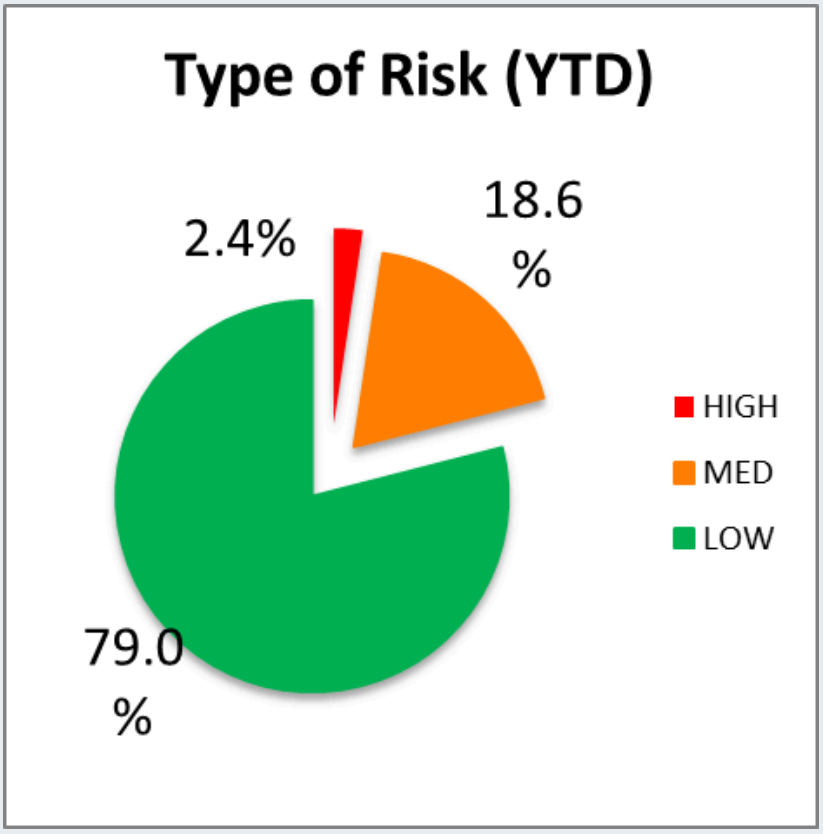
The Safety Data Collection and Processing System (SDCPS) is the tool that drives the State Safety Programme. The SDCPS collates information from sources such as reports and audit findings, observations, investigation reports and many other means, and presents them in meaningful graphs and tables. This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

Safety Statistics

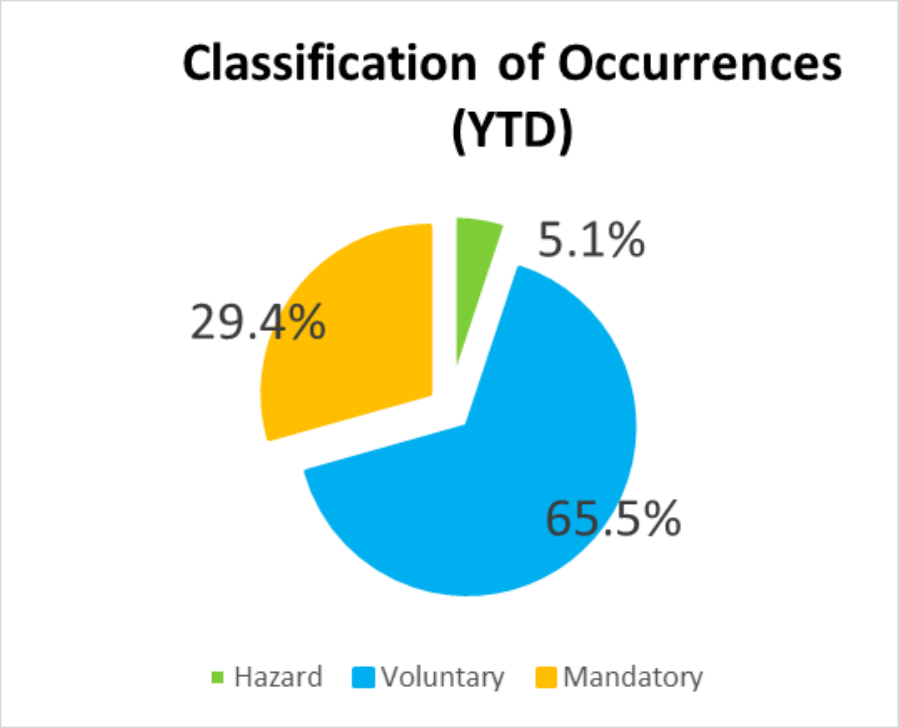


November 2023

November was a relatively quiet month with only 41 safety reports. Year to date has 79% of the reports as low risk, 18.6% medium risk, and 2.4% high risk. There were nine medium risk events, 5 of which were bird strikes, no high risk events, and the remaining 32 were low 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.



In November there were 27 voluntary reports, including a very pleasing six hazard reports, the remanding 15 were mandatory reports.

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: HAZARDS, REACTIVE TO PREDICTIVE

Reactive reports are essential, and they are also quite natural or should be by now, that is something happened, and by now with constant reminders industry is getting in the habit of reporting and this is reflected in the statistics.

What we want to remind you of this month is not to forget the essential aspect of hazard awareness and hazard reports. To move from reactive to predictive, hazard reports and projections are essential.

Remember to keep encouraging your staff to proactively look our for hazards along with reporting events.

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

SPIs

Safety Performance Indicators

November showed another positive month for the high-risk category safety performance indicators with only one parameter above target.

Workshopping of the high-risk category factors is planned for the aviation safety week and as a result of discussion on accident causality NCAA and DAAII will conduct regular meetings to brainstorm safety initiatives and recommendations along with trending from the Safety Data Collection and Processing System (SDCPS).

		Airprox/LOS A	CFIT	Rwy Excurs.	Wildlife	LOCI	Rwy Incurs.	Maint & Tech
49850	Average	0.140	0.000	0.067	0.855	0.121	0.161	2.564
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	1.097	0.549	0.549	1.646
4291	MAR '23	0.233	0.000	0.000	1.398	0.000	0.233	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		0.219	0.000	2.408
3809	SEP '23	0.000	0.000	0.263	0.525	0.000	0.000	1.838
4194	OCT '23	0.238	0.000	0.000	1.192	0.000	0.477	3.815
4480	NOV '23	0.223	0.000	0.000	1.116	0.000	0.000	3.348
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

"Safety is not an intellectual exercise to keep us in work. It is a matter of life and death. It is the sum of our contributions to safety management that determines whether the people we work with *live or die*." - Sir Anthony James Allan

Stay Safe!

Reporting

A Message from the Executive Director

As we stand on the brink of bidding farewell to 2023, I am compelled to reflect on the journey we've collectively traversed throughout this transformative year. This period has been my first full year as your Executive Director, and together, we have achieved significant milestones, with a particular emphasis on enhancing safety within our organization.

In 2023, the Namibia Civil Aviation Authority (NCAA) proudly hosted the SAATM roadshow, actively participated in the AFCAC Director Generals meeting, and conducted a benchmarking visit to SACAA, just to mention a few. Notably, we have made commendable strides in preparing for the impending USOAP audit, a testament to our collective commitment to excellence.

I extend my heartfelt gratitude to each one of you, our dedicated staff members, for your unwavering dedication and tireless efforts. Your contributions have been pivotal in shaping a year that has been both productive and safe.

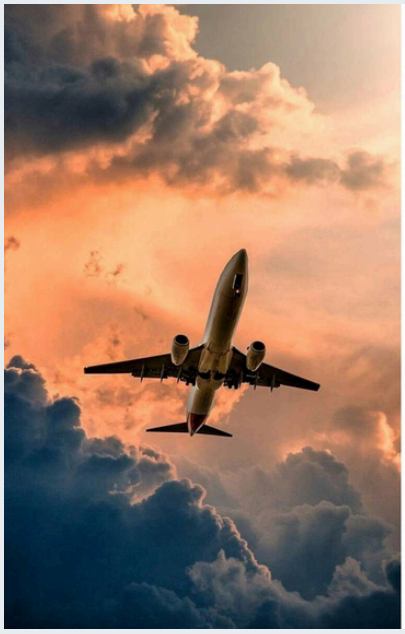
I would also like to express my deep appreciation to the Minister of Works and Transport, Mr. John Mutorwa, and the NCAA board members for their steadfast support and invaluable guidance throughout the year.

As we look forward to the challenges and opportunities that 2024 holds, let us carry the spirit of collaboration, innovation, and commitment to safety into the new year. Notably, March 2024 marks the date of the impending ICAO Safety Audit, a critical evaluation that underscores the importance of our continuous dedication to safety and regulatory compliance.

In closing, I wish each of you a joyous Christmas season and a New Year filled with prosperity. Let's embrace growth, navigate challenges together, and always keep in mind that "Safety is not negotiable."

Thank you for your unwavering dedication, and here's to a successful and safe 2024.

- Ms Toska Sem



NCAA

HAPPY HOLIDAYS!

In celebration of the festive spirit, please note that the NCAA regulator offices will be closed from the **27th till the 29th of December 2023.**

During this period, limited services will be available through our standby staff.

Further information regarding emergency services and contact details can be found on our website: **www.ncaa.na.**

Updates will also be shared on our social media channels and the Aeronautical Information Circular. We appreciate your understanding and wish you a wonderful holiday season.

A Message from the General Manager Safety

As we reflect on the closing chapters of this year, I extend heartfelt gratitude to each of you for your unwavering dedication to aviation safety. Your commitment has been a cornerstone in the collective achievements that define our success. As we stand at the threshold of a new year, I want to acknowledge the invaluable lessons we've learned together and emphasize the importance of cultivating a culture of continuous improvement.

In every facet of our operations, the imperative is clear — safety must remain our unwavering priority. Let us carry this commitment forward into the coming year, nurturing a proactive mindset that ensures our endeavors soar to even greater heights.

As we navigate the future together, let safety be the guiding force propelling us to new achievements. Here's to a New Year filled with safe journeys, smooth flights, and secure landings. Wishing you and your loved ones a safe and prosperous New Year.

- Mr Ericsson M. Nengola

A Message from the Head of Air Navigation Services

As we bid farewell to an impactful year, I wish to express my deepest gratitude to the remarkable team at our air navigation services provider and the diligent regulators for their unparalleled support.

The year 2023 has been significant for us, marked by the certification of our Air Navigation Services – a monumental achievement that underscores our commitment to excellence.

To the entire aviation industry, your collective efforts have not only contributed to the success of this certification but have also paved the way for a safer and more prosperous future.

Looking ahead to 2024, let's navigate the skies with even greater precision and dedication. Let the certification be a beacon guiding us as we continue to elevate our safety management system and the overarching State safety system. This accomplishment stands as a testament to our shared dedication and the positive momentum we've built.

- Ms Hilma Leonard

-

Meet the Team - ExCo

NCAA Executive Committee (ExCo)

The Executive Director has curated a team comprised of Senior Management with which to vet decisions, deliberate over projects and proposals, and assist in matters that affect the whole organisation.

Where strength in numbers is important the backing of the eight executives lend strength to the decision making process required of the Executive Director and ensure decisions resolve from the orgnanisation and matters concerning the various departments receive a voice.

ExCo also vets and elevates items of concern to the board where required.

Ms. Toska Sem, ED

Maria Haipinge

Hilma Leonard

Ericsson Nengola

Nerago Ndoroma

Christoph Seimelo

Julian Gouws

Erastus Hangula

Patrick Simasiku

Only with a strong leadership can the safety and security oversight and providioning of air navigation services be effective.

Remember, the highest standards of safety and security and excellence in air navigation service provisioning are at the core of everything we do.

This concludes the series of meet the team. If you are looking for a contact do reach out to info@ncaa.na or 083 235 2100 and our receptionist, Victoria will refer you to the correct department!

SAFETY OCCURRENCES

OCTOBER 2023

TECHNICAL FAULTS (MANDATORY, LOW RISK, AIR)

There were seventeed technical events reported in November, slightly higher than usual, resulting in a first level alert.

No.	Fault	Type
1	Gear fault	piston
2	Flat tyre	piston
1	Brake failure	piston
1	Crossfeed valve failure	turbine
1	Rough running engine unspecified	piston
2	High oil temperature	turbine
2	Door fault	turbine
3	Radio communication failure (RCF)	piston/turbine
2	Return to base unspecified technical fault	piston/turbine
1	Electrical fault, (resulting in RCF)	piston
1	Pitot tube blocked	jet

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

NOVEMBER 2023

WILDLIFE STRIKES (VOLUNTARY, MEDIUM RISK, AGA)

There were five wildlife events reported in November. In one of the events minor damage to the radome was reported.

Wildlife	Events and near misses		
No.	**AD**	**Phase**	**Details**
1	FYWH	Landing	Bird - Unknown
1	FYWE	Landing	Guinea Fowl
1	FYWE	Circuit	Little swift
1	FYWE	Taxi	Squirrel
1	FYWE	Circuit	Unspecified

It seems as can be expected, the rainy season has brought about an increase in wildlife activity around the airports. Namibia Airports Company has advised in response, they have initiated grass cutting and are in the process of procuring more bird scaring equipment to step up counter measures. Additionally, they are doing a risk assessment as to whether the number of runway inspections should be increased.

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

SAFETY OCCURRENCES

NOVEMBER 2023

AERODROME ISSUES (VOLUNTARY, LOW RISK, OPS)

The following aerodrome issues were reported:

1. Soft sand at Sonop;
2. Loose stones on Apron at Rundu;
3. Poor facilities (screening, lighting, air-conditioning) in the terminal at Rundu;
4. Two aircraft landed without ARFF due to late arrival at Walvis Bay.
5. Understaffed screening services caused considerable delay for a scheduled flight.

In all cases the aerodrome operators were informed and the matters are being addressed

POOR SERVICE (VOLUNTARY, LOW RISK, OPS)

A report was received of poor customer service from an NCAA department.

As a result of the report the relevant manager was alerted and they began to include the issue in their weekly staff meetings and create performance reviews in order to raise the standards of service.

You may not consider poor service a safety hazard and feel that the incidents emails and confidential reports are not the correct channel, however if the service is safety critical as it was in this case, then the matter is a safety hazard. Further to mitigation of this event, NCAA is developing a complaints/customer services reporting form similar to the one we have for safety occurrences and observations, the main difference is it will be directed to the quality side of SPQ. We hope to have an update on this in the next issue.

SAFETY OCCURRENCES

NOVEMBER 2023

ATS FACILITIES (MANDATORY, LOW RISK, ANSSO)

The following three ATS failures were reported in November:

No.	Fault	Area
1	Repeat failures of the copperchase system (AFTN)	FYWB
2	Radar faults	FYWF

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

The following table details go arounds and diversions reported for November:

No.	Details	Intended
1	Go Arounds due to unstable approach	FYWH
1	Landing off unstable approach	FYWH
3	Diversion due to weather	FYWE, FYON
1	Diversion due to medical emergency	FYWH

While landing off an unstable approach is never recommended, the crew assessed the risk and made the best decision they could given the facts. It should be commended that they reported the event.

SAFETY OCCURRENCES

NOVEMBER 2023

FAILURE TO COMPLY (MANDATORY, MEDIUM RISK, ANSSO/OPS/AGA)

There were four events whereupon an aircraft or vehicle failed to comply with air traffic control instructions causing compromises in safety.

1. A vehicle failed to vacate where requested causing a go-around;
2. A vehicle failed to give way to taxing aircraft and proceeded ahead of them;
3. A pilot landed without a clearance due to high cockpit workload;
4. A glider entered controlled airspace without a clearance.

Pilots and drivers are reminded of the crucial importance of adhering to ATC instruction, and if unable to comply speak up immediately.

LOSS OF SEPARATION (MANDATORY, MEDIUM RISK, ANSSO/OPS)

A training aircraft was told to sequence number two whereupon they turned base without having the traffic ahead in sight. The ATC observed the turn and instructed them to make a sharp left turn back onto downwind, thereupon mitigating the risk of collision.

Traffic are reminded of the essential requirement to lookout and listen out in a visual circuit, and if in doubt (eg, if you can't see the traffic you are supposed to follow) ask!

SAFETY OCCURRENCES

NOVEMBER 2023

EVERYTHING MOVES AT AN AIRPORT - BE VIGILANT, STAY FOCUSED, AND ALWAYS KEEP A GOOD LOOKOUT

AIRSIDE DRIVING (HAZARD, LOW RISK, AGA)

A pilot taxiing into the parking area was passed by a vehicle whereupon the driver was on the phone and failed to give way. The aircraft had to brake abruptly.

While driving on the apron and taxiways requires an airside driving permit, the uncontrolled parking areas can have many types of traffic and the drivers may not be trained or aware of the nature and concerns of aviation safety best practices and essential right of way rules. If your staff or visitors are driving on the airside parking area give them a safety briefing on the importance of staying vigilant and always giving way to taxiing aircraft. Aircraft also always keep a look out for cars, don't assume they will stop. Safety is all of our responsibility and we need to all do our part in making the airport safe!

SAFETY FEEDBACK

NOVEMBER 2023

MARSHALLING (MANDATORY, LOW RISK, AGA)

As feedback on the complaints received regarding the marshalling services NAC has responded that they are in the process of creating new procedures aimed at enhancing service delivery and safety. They are working with the AGA department to get the new procedures approved. It is also noted that the change of ground handler did not affect the marshalling since it is a service provided directly by NAC.

OPERATOR CONVERSION COURSE (MANDATORY, HIGH RISK, OPS)

As a result of discussions related to the tragic accident of V5-LMK in August last year, the NCAA has produced an advisory pamphlet on best practices for operator conversion courses.

DRUM REFUELING (MANDATORY, MEDIUM RISK, OPS)

Following the precautionary landing of a helicopter due to the wrong fuel, a safety pamphlet and social media graphic have been approved this month. As time goes by we sometimes forget the lessons learned, so this is a reminder of the importance of checking and supervising refueling. **Always** sample before decanting from drums! And always ensure the PIC supervises refueling!

SAFETY ARTICLE

SAFETY CRITICAL INFORMATION

Whenever safety critical information is transmitted over the air, we always ensure there is a receipt, a readback, or an acknowledgment by callsign. If you are transmitting safety critical information by email or fax, don't forget to apply the same thinking. Sending an email requesting a NOTAM does not guarantee it will be published! You should always receive confirmation from AIM that the information has been received, and when it will be published. Then, as an additional safety measure, check the NOTAMs to ensure it is.

Many of you have noticed NCAA now applies this same way of thinking with our Occurrence Reports, that is ALL submitted reports receive an acknowledgement email - if you have not received this your report did not get through.

Communication requires three processes: transmission, active listening, *and feedback,* so whether talking on the radio, sending a message of importance, or requesting a NOTAM,

A colleague of mine sent a message to her boss stating, "if I don't receive an answer I will assume you have received this." To which her boss replied, "What if I sent you an email "I am going to cut your salary, and if I don't receive an answer I will assume you are happy with it"?" The colleague of mine never made the same mistake again.

Think about this story next time you are communicating something important!

SAFETY ARTICLE

RADIO ETIQUETTE AND SAFE PRACTICES

Readback / Hearback remains a theme in our incident reports. Use of proper radio etiquette can help reduce chances of readback / hearback errors, ensure the radio remains uncongested, and make your and other's flight/traffic management safer.

Some keys to radio etiquette are as follows:

- Always listen out before transmitting;
- Glance at the radio when you transmit to check frequency;
- Listen out on COM 2 to the next frequency when transitioning from manned to unmanned airspace, and vice versa;
- Speak clearly, articulate, and speak at a moderate pace;
- Always ask to "Say again," when a message is not fully understood;
- Write down clearances;
- Use proper strip marking;
- Use standard phraseology;
- Unmanned broadcasts should normally take the format of callsign, position, altitude, intentions;
- Keep transmissions brief and to the point;
- Give full attention to active listening, if there is a task that interrupts your process of listening, consider asking to "Say again,";

RADIO ETIQUITTE: COMMUNICATION YOUR LIFE **DEPENDS** ON!

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 proposal required board approval for implementation of the capital expenditure and it is provisionally planned for presentation in the first quarter of 2024. At the latest, implementation will be approved for 1st April 2024. Reminders for inclusion of the findings database within the SDCPS has been published and this will feed into the requirement for Risk Based Surveillance (RBS).

NAMCATS-SMS-140

There are a number of updates required to NAMCATS-SMS-140, stemming from a combination of the upcoming Annex 19 update, the ICAO SSP-IAs (SSP audit areas), and the work of the SSP Steering Committee. A Draft will be sent out for public consultation in early 2024.

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