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JULY
2024

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:

Shared Knowledge = Improved 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.

Contents

Safety Statistics.....	3
Safety Dashboard.....	4
SPIs.....	5
Quote of the Month.....	5
From the ED's Desk.....	6
Safety Culture.....	7
Occurrences.....	8
Feedback.....	15
Radio Discipline.....	16
Radio Occurrences.....	18
WhatsApp Group.....	19
Safety Updates.....	20

We're working hard to make sure there's

NO COUNTRY LEFT BEHIND

when it comes to global aviation standards

SAFETY FIRST



Safety data trending is essential in aviation safety. Only with adequate data on proactive and reactive mechanisms can we move towards prediction. By analysis of key events and processes through appropriate metrics we can grow and develop - moving closer to achieving our goal of maximum achievable safety levels and minimum undesirable events.

Safety Statistics

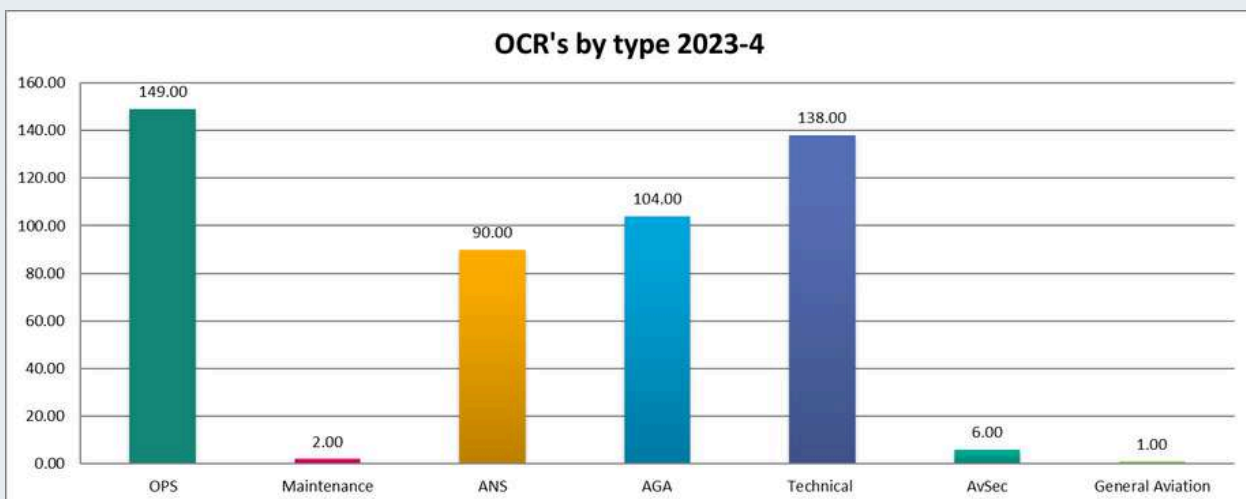
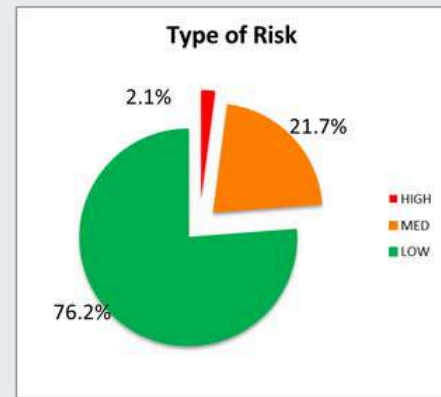
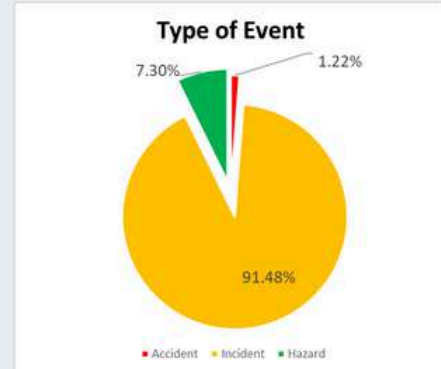
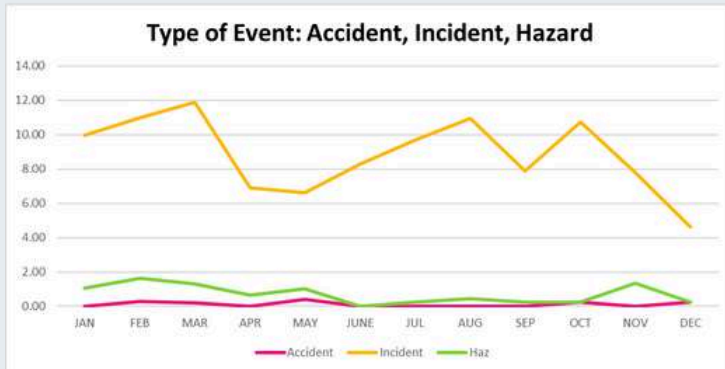
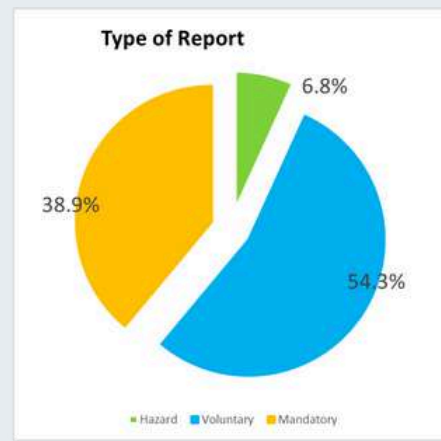
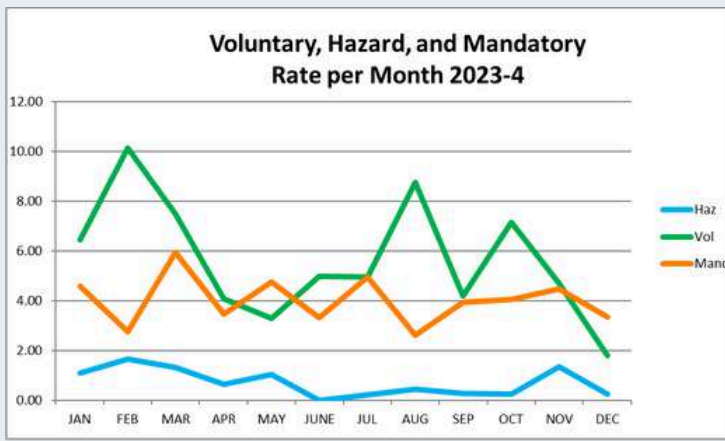
July 2024

In July, 49 occurrences and events were filed for 4,446 movements, resulting in a reporting rate of 11 reports per 1,000 movements. Among these, there were 11 medium-risk events, 8 of which involved bird strikes, and 3 high-risk events related to Loss of Separation (LOS) and Controlled Flight Into Terrain (CFIT). The results in the remaining 30 low-risk events. Detailed information is available in the occurrence section, and trends will be reviewed by the State Safety Programme Steering Committee (SSP Steercom) and the SSP Technical Working Group (TWG).

The total breakdown includes 24 voluntary reports (2 of which identified hazards), with the remaining 25 classified as mandatory reports.



For more about classifications of risk see the definitions in Safety Bulletin 1-22. Graphs included in this document show 12 month rolling figures unless specified.



Safety Dashboard

Safety Performance Indicators 2024

In July, there were four High-Risk Categories (HRCs) that exceeded target levels, including events related to Loss of Separation (LOS), Controlled Flight Into Terrain (CFIT), runway excursions, and a first-level alert for wildlife strikes. Maintenance events remained above target but stayed within acceptable alert thresholds. Both categories continue to be closely monitored and will be further analyzed by the SSP Technical Working Group.

Please note the figures are provided as a rolling total.

	Airprox/LOS A CFIT		Rwy Excurs.	Wildlife	LOCI	Rwy Incurs.	Maint & Tech
Average '24	0.220	0.040	0.059	1.118	0.035	0.040	2.709
JAN '24	0.000	0.000	0.000	2.042	0.000	0.000	2.553
FEB '24	0.262	0.000	0.000	0.786	0.000	0.000	3.669
MAR '24	0.440	0.000	0.220	0.660	0.000	0.000	5.063
APR '24	0.431	0.000	0.000	0.431	0.000	0.000	2.585
MAY '24	0.826	0.000	0.000	1.032	0.206	0.000	2.064
JUN '24	0.000	0.000	0.000	2.372	0.000	0.000	1.661
JUL '24	0.225	0.225	0.225	1.799	0.000	0.000	2.474
AUG '23	0.000	0.000	0.000	0.438	0.219	0.000	2.408
SEP '23	0.000	0.000	0.263	0.525	0.000	0.000	1.838
OCT '23	0.238	0.000	0.000	1.192	0.000	0.477	3.815
NOV '23	0.223	0.000	0.000	1.116	0.000	0.000	3.348
DEC '23	0.000	0.256	0.000	1.026	0.000	0.000	1.026
Target 2024	0.248	0.137	0.111	1.615	0.110	0.124	1.958
Avg 2023	0.315	0.192	0.137	1.106	0.094	0.145	2.198
SD 2023	0.279	0.208	0.172	0.599	0.141	0.237	0.719
Alert 3	0.593	0.399	0.310	1.705	0.236	0.382	2.917
Alert 2	0.872	0.607	0.482	2.305	0.377	0.619	3.636
Alert 1	1.151	0.815	0.654	2.904	0.518	0.856	4.354



Safety Thought for the Month

"Never stop learning, if you think you need to, it's time you quit." Anon

Stay Safe!

Reporting

From the ED's Desk:

Toska Sem
Executive Director



I am pleased to confirm that the final ICAO USOAP CMA audit report is now out, maintaining our Effective Implementation score at 72.6%. This is a significant achievement that underscores the collective efforts of all industry players, and I extend my gratitude to everyone involved. Let's continue building on this success.

In July, NCAA hosted a key event focused on environmental protection and safety. In partnership with the European Aviation Safety Agency (EASA) under the EU-CORSIA project, we facilitated a week-long capacity-building session on the Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA) in Windhoek. This event brought together stakeholders from various sectors, offering valuable insights and fostering collaboration on sustainable aviation practices.

Additionally, the PEL section, in collaboration with SASO, successfully concluded the renewal audit and ATO approval for one RPAS ATO and completed Phase 4 (Demonstration Phase) for two prospective RPAS ATOs, with Phase 5 (Certification Phase) set to conclude soon. Another notable accomplishment was the successful incorporation of the ERJ 145 AME type training syllabus into the Training and Procedures Manual of one AME ATO, with the valuable support of a SASO AME inspector.

Another highlight was hosting safety specialists from the Uganda Civil Aviation Authority for a benchmarking visit, stemming from our presentation at the AFI-RASP conference. This exchange provided valuable insights as Uganda develops its State Safety Programme, and we are now working towards a formal collaboration agreement.

We also successfully facilitated CARTAP and public consultations on amendments to NAMCARs and NAMCATS (Parts 175, 172, 174, and 171), ensuring our regulations remain aligned with international standards. Alongside this, we strengthened regional cooperation by meeting with our Zambian counterparts to review the draft Search and Rescue Letter of Agreement and procedures.

I would like to extend my sincere thanks to the industry participants actively engaged in CARTAP platforms, resulting in the update of critical OPS regulations. Your ongoing commitment continues to make our skies safer.

Lastly, I am proud to report that July marks the second consecutive month with no serious incidents or accidents. The positive reporting trends reflect our collective dedication to safety. Thank you all for your hard work and dedication.

Yours in safety, Ms Toska Sem, Executive Director

Safety in Flight, Confidence in Compliance!



SAFETY CULTURE

What is safety culture really about? Safety Culture is the way **safety is perceived, valued and prioritised in an organisation**. It reflects the real commitment to safety at all levels in the organisation. It has also been described as "how an organisation behaves when no one is watching". Having a good safety culture is about having safety at the forefront of everything we do collectively and individually.

Safety culture is commonly broken down into 5 recognisable elements

- 1.**Just:** An atmosphere of trust in which people are encouraged for providing essential safety-related information, but in which they are also clear about where the line must be drawn between acceptable and unacceptable behaviour.
- 2.**Informed:** Those who manage and operate the system have current knowledge about the human, technical, organisational, and environmental factors that determine the safety of the system as a whole.
- 3.**Reporting:** Managers and operational personnel freely share critical safety information without the threat of punitive action. Promote "If in doubt report!" (If you are not sure if you need to report - just do it!)
- 4.**Learning:** An organisation must possess the willingness and the competence to draw the right conclusions from its safety information system and the will to implement major reforms.
- 5.**Flexible:** A culture in which an organisation is able to reconfigure themselves in the face of high tempo operations or certain kinds of danger – often shifting from the conventional hierarchical mode to a flatter mode.

Individuals at all organisational levels need to have the same perceptions and judgments of the seriousness of risks, as these perceptions affect risk behaviour and appropriate decisions with regard to safety issues. Attitudes in relation to safety, risk, and production must hold safety in the highest regard.

In September Uganda CAA in conjunction with the FAA is hosting a 2 day workshop on safety culture, [register here](#) or contact spq@ncaa.na for more details.

A final reminder of our [Safety Culture Survey](#), and lest we not forget the incident and hazard reporting email: incidents@ncaa.na



SAFETY OCCURRENCES

JULY 2024



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

There were 11 maintenance events in July. The reports were as follows:

No.	Fault	Type
1	Gear fault	piston
5	Electrical	piston
1	Instrumentation fault	piston
1	Brake failure	piston
1	Door open	piston
1	Pressurisation fault	turbine
1	Flat tyre	piston, FYSM

The requirements in NAMCATS-SMS-140, Appendix A regarding reportable occurrences shall be noted, there is a large number of pages related to airworthiness defects that require reporting, and rather than look the lengthy list up every time, remember if in doubt report!

Further it is essential that all service providers, inclusive of Aviation Maintenance Organisations (AMOs), shall have a Safety Management System (SMS) acceptable to the Executive Director. It is essential that your SMS is a living system, built on trust and a reporting culture.

SAFETY OCCURRENCES

JULY 2024



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

In July there were 8 wildlife reports, as follows:

Wildlife	Events and near misses		
No.	AD	Phase	Details
2	FYWE	Takeoff	Unknown
2	FYWE	Landing	Unknown
1	FYWE	Circuit	Unknown
2	FYWH	Takeoff	Unknown
1	FYWH	Landing	Unknown

There was a continued increase in the number of reports at Eros Airport (FYWE) and the surrounding area. Further follow up on this matter is in progress.

The below table shows rates per 1000 movements as of the end of July.

YEAR	JAN	FEB	MAR	APR	MAY	JUNE	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
2024	2.042	0.786	0.660	0.431	1.032	2.372	1.799						
2023	1.346	0.823	1.398	0.696	0.623	0.966	0.471	0.438	0.525	1.192	1.116	0.500	42
2022	0.846	0.739	1.126	1.272	1.308	2.350	1.877	0.219	0.250	0.679	0.684	1.925	50
2021	2.864	7.380	8.123	2.052	3.745	4.223	0.000	2.778	0.000	1.855	0.835	0.000	74

SAFETY OCCURRENCES

JULY 2024



GO AROUNDS AND DIVERSION EVENTS (VOLUNTARY, **LOW RISK**, OPS/ANSSO)

The following table shows go around and diversion events for July.

No.	Details	Intended
8	Diversions due to weather	FYWH, FYOG
3	Go Around due to unstable approach	FYWH, FYOG
1	Go Around due to traffic	FYWE

ATS / MET RELATED EVENTS (MANDATORY, **LOW RISK**, ANSSO)

The following Air Traffic Services and Meteorological related events were reported in July.

ANSP	Fault	Area
1	Access failure resulting in no ATS	FYOA
1	Radar fault from power interruption	FYWF
2	Telephone lines down	
MET	Fault	Area
6	Weather unavailable	FYWE, FYWH

AERODROME RELATED EVENTS (MANDATORY, **LOW RISK**, AGA)

There was a power failure at FYLZ whereupon the airport back-up generators did not start. ATS operated on standby systems.

SAFETY OCCURRENCES

JULY 2024

TAILWHEEL DAMAGED (MANDATORY, **LOW RISK**, OPS)

The tailwheel on a tail dragger non-type certified aircraft was damaged after becoming airborne over a bump on the taxiway.

Pilots operating tailwheel aircraft are reminded to exercise extreme caution when taxiing due to the sensitive handling characteristics of these aircraft. Ground looping and wing damage can occur even in moderate winds, posing a significant hazard.

LOW LEVEL BEAT UP (MANDATORY, **MEDIUM RISK**, OPS)

An aircraft reported final for a runway inspection, however the aircraft flew low over the airport buildings.

This type of behaviour is risking lives in the air and on the ground and is not tolerated. Enforcement action is underway.

LOSS OF SEPARATION (MANDATORY, **HIGH RISK**, ANSSO/OPS)

Aircraft in opposite directions at FL95 and A100 on the boundary of the TMA were not told about each other resulting in a separation of approximately 200 feet.

Care must be taken when transitioning boundaries between airspace, particularly if changing from QNE and QNH, ATS are reminded traffic information is vital.

This matter is being investigated.

SAFETY OCCURRENCES

JULY 2024



NIGHT OPERATIONS AT FYWE (MANDATORY, MEDIUM RISK, ANSSO/OPS)

Following a go around on runway 19 in night conditions at FYWE, an aircraft was requested to maintain runway heading and climb to not higher than altitude 7,500 feet due to company traffic overhead at 10,000ft.

The pilot informed Air Traffic Control that they could not comply due to not having the ridge visual. They opted to make an early right turn in order to comply with the height separation issued, thus maintaining over the lit area clear of terrain, and obtained a visual on the company traffic thereafter joining downwind behind them.

Terrain is a permanent hazard in the circuit at FYWE and both pilots and ATC are advised to be extremely cognisant of the limitations, for example on climb out 19, on early descent for 01, or on extending downwind for 01. Ensure to be each other's safety net and always err on the side of caution!

SAFETY OCCURRENCES

JULY 2024

GEOFENCING OF DRONES (HAZARD, **LOW RISK**, ANSSO/OPS/AGA)

A hazard report was filed bringing to the attention of the NCAA the lack of geofencing around FYSM and FYWB in DJI drones, one of the most commonly used brands.

NCAA is investigating how to ensure all busy airports are geofenced.



DRONE PROSPECTING (VOLUNTARY, **LOW RISK**, OPS)

A drone was sighted regularly in the Klein Aub area, suspected of being used by the copper mine.

Investigations revealed that no approvals have been given for flights in that area however it was difficult to tell if the activity was carried out by a Namibian operator with an approval. Ongoing awareness campaigns on RPAS regulations are in progress and the Ministry of Mines and Energy will be approached for active collaboration in creating awareness in the mining sector.

SAFETY OCCURRENCES

JULY 2024

MEDICAL EMERGENCY (VOLUNTARY, **LOW RISK**, ANSSO/OPS)

A scheduled flight to FYWH reported a medical emergency on board and ambulance services were provided on landing.

NO TIBA CALLS (MANDATORY, **HIGH RISK**, OPS)

Inbound traffic at a busy airport reported observing a non-type certified aircraft on the runway and departing forcing them to go around. Only after the go around whereupon the aircraft was overhead the traffic the pilot made a radio call.

The importance of radio calls in unmanned airspace cannot be overstressed. The risk of loss of separation is considerable. See more about radio calls on page 19.

RUNWAY EXCURSION (MANDATORY, **MEDIUM RISK**, AIR/OPS)

A charter flight inbound to FYWH runway 16/34 suffered a reported brake lock and veered off the runway.

NO CLEARANCE / COMMUNICATIONS (MANDATORY, **MEDIUM RISK**, ANSSO/OPS)

A scheduled overflight entered FYWF Class A airspace without communications or clearance. Several methods to gain contact, including CLPDC and company operations were used without success. The aircraft transited to 80nm WHV before communications were established. The flight was monitored on radar.

SAFETY FEEDBACK

JULY 2024

LESSONS LEARNED FROM ERP (MANDATORY, MEDIUM RISK, AGA)

The FYWE ARFFS can be commended for arriving at the V5-ASB accident site 7 minutes after the crash alarm was sounded, however, it is noted that this may have been quicker if vehicles in rush hour traffic had given way. Active campaigns to make the public aware of the importance to give way to emergency vehicles are underway.

Security was hampered at the scene due to there being no means to identifying who were required personnel. Pre-arrangement of password access will be communicated by the ARFF control room officer to all respondents to avoid unauthorised access.

Other recommendations include coordination with neighbourhood groups in the vicinity of the airport, adjustments to priorities for first responder calls on the airport emergency plan, and improved response vehicles.

RECOMMENDATIONS FROM ZS-HLG (MANDATORY, MEDIUM RISK, AIR)

The draft report from the accident of ZS-HLG has been released for comment, and while it is still in draft, there are two recommendations that NCAA is already in the process of implementing. Paraphrased below:

1. NCAA should complete more ad-hoc surveillance, as the current surveillance, especially of out-stations, is planned in advance and service providers are aware of the events.
2. The NCAA shall implement better security measures in relation to certificates and licenses issued to prevent forgeries. The procurement process of collecting possible solutions has been initiated.

SAFETY ARTICLE

RADIO DISCIPLINE

Communication between pilots and air traffic controllers is a process that is vital for the safe and efficient control of air traffic. Lack of proper communication has and will lead to serious incidents or accidents. It is essential communication is clear and unambiguous from both sides. Good radio discipline is essential to this process.

Radiotelephony communications guidelines

- An aircraft station shall use its abbreviated call sign only after it has been addressed in this manner by the aeronautical station.
- Pilots/ATS ALWAYS add the call sign of the aircraft to which the clearance applies.
- Communications shall be concise and unambiguous, using standard phraseology whenever available.
- Make certain that the message has been received correctly before acknowledging receipt.
- If the receiving operator is in doubt as to the correctness of the message received, he shall request repetition either in full or in part.
- If, in checking the correctness of a readback, an operator notices incorrect items, he shall transmit the words "NEGATIVE I SAY AGAIN" at the conclusion of the readback followed by the correct version of the items concerned.

Note: Air traffic control clearances, instructions and information requiring readback are specified in PANS-ATM (ICAO Doc 4444).

- **Additional Radiotelephony Advice** (The following advice will enhance readability and reduce the chance of misunderstanding):
- Limit the number of elements in a message to two to reduce the chance of an element being missed or misheard.
- The elements of an RTF frequency are treated by a pilot as individual digits and not be combined with another instruction. avoiding incorrect change of frequency (off active).
- Avoid combining numerical elements which may easily be confused in the same message, for example, flight level and heading.
- Preface any non standard instructions with the phrase 'non standard' e.g. "descend now non standard level 75", to ensure the pilot notes the difference
- Avoid heavy accents or colloquialisms.
- Give radar headings ending in '5' if confusion with the current range of radar headings might occur.

SAFETY ARTICLE

RADIO DISCIPLINE (CONT'D)

Common Faults

- Not listening out before transmitting. An ATC clearance for another aircraft is read back incorrectly but the error is not appreciated by ATC because of interference from the simultaneous initial call.
- Non-standard phraseology. The pilot of Rushair 1234 requests descent clearance as follows: "34, request FL120". The ATCO mistakes the caller for Jetair 314 and responds: "314 descend FL120". Rushair takes this clearance as intended for him and a level bust results.
- Message format and content: The ATCO issues a clearance: "Rushair 1234, climb FL240 heading 260". The pilot climbs to FL260.
- Language. The ATCO clears a locally-based aircraft to climb using the local language. The clearance creates a conflict with another flight whose pilots do not understand the local language and are thus unaware of the impending circumstance. Loss of separation results.
- Timeliness of communication. A pilot about to commence an approach to a runway is instructed to change to the parallel runway. The clearance is issued too late for the pilots to carry out a thorough re-brief but they proceed anyway having failed to assimilate the go-around procedure for this runway.
- Read-back/hear-back. The pilot mis-hears a clearance but instead of reading the clearance back responds "Roger". ATC do not challenge this response and a level bust results.
- Inappropriate use of the frequency. An ATSB Study of congestion on GND frequencies contains examples of this problem (See: Further Reading).

RECOMMENDED FORMAT:

- STATION CALLING / CALLSIGN;
- INSTRUCTION / REQUEST
- USE POSITION, ALTITUDE, INTENTIONS IN PROCEDURAL OR INFORMATION AIRSPACE
- USE A MAXIMUM OF TWO PIECES OF INFORMATION

SEE MORE INFORMATION ON BEST RADIO PRACTICES HERE:

[HTTPS://SKYBRARY.AERO/ALLCLEAR-TOOLKIT-0](https://skybrary.aero/allclear-toolkit-0)



RADIOTELEPHONY OCCURRENCES

JULY 2024

RADIOTELEPHONY - WRONG READBACK

On 3 May 2017, an Airbus A330 and an Airbus A319 lost prescribed separation whilst tracking in opposite directions on a radar-controlled ATS route in eastern Myanmar close to the Chinese border. The Investigation found that the response of the A330 crew to a call for another aircraft went undetected and they descended to the same level as the A319 with the lost separation only being mitigated by intervention from the neighbouring Chinese ACC which was able to give the A319 an avoiding action turn. At the time of the conflict, the A330 had disappeared from the controlling ACCs radar.

RADIOTELEPHONY - ASSUMPTIONS

On 17 August 2016, a Fokker F50 crossed an active runway at Adelaide ahead of an A320 which was about to land after both its pilots and the controller involved had made assumptions about the content of radio transmissions they were aware they had not fully heard. The Investigation found that the A320 crew had responded promptly to the potential conflict by initiating a low go around over the other aircraft and noted that stop bars were not installed at Adelaide. In addition, aircraft taxiing across active runways were not required to obtain their crossing clearances on the runway control frequency.

Radio Discipline is critical to avoiding loss of separation events which have been prominent in our HRC categories. As professionals we all must be cognisant of strict adherence to required standards, use clear and concise language, and avoid any ambiguity. Together we can all improve.



COMMUNICATION

NCAA WHATSAPP GROUP

Recent events indicate how crucial it is to have a stakeholder engagement channels. While an email list is in progress which will assist with document sharing and formal communication, it was felt a WhatsApp group dedicated to news and announcements from NCAA will be an exceptionally useful tool in getting information out quickly and efficiently. Please do join on the link below.

**NCAA STAKEHOLDER
WHATSAPP GROUP**

**JOIN
NOW**



SEE ALSO THE LINK BELOW THIS POST

083 235 2000 info@ncaa.na www.ncaa.com.na

Or: [Join this WhatsApp Group via the Link](#)

NCAA Updates

NCAA again, invites YOU to keep a look out and report any hazardous observation, attitudes, or pre-cursor event. The more awareness of hazards the better our system moves from reactive to predictive. Together we can make the skies safer! And don't forget you can report online or via email.

Safety Culture Survey

A reminder to complete the safety culture survey available online. The survey is a short series of questions with a numerical rating which can then be converted into quantitative results. Take a few moments to complete this so we can address where problems may arise. The survey is generic and does not require your name or company. [Safety Culture Survey](#).

Invitation to Contribute

Service providers and users are invited to contribute topics, ideas, articles, or questions 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 our global aviation safety goals.

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

email: spq@ncaa.na
phone: 083 235 2468

