



Safe Attitude Safety Newsletter

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SAFETY MAKES SENSE

Welcome to June 2020's issue of Safe Attitude

In this edition of the **Solenta Aviation** Safety Newsletter:

We share an article written by **Jennifer Caron** on behalf of the **FAA** on **Getting to know your mechanic**, extracted from the FAA May/June Safety Briefing.

To and Two are Too Confusing.

Effective communication — one of Solenta Aviation's core values and an essential tool in day-to-day business activities. Two case studies are presented where communication breakdowns occurred, and the potential consequences of such breakdowns are highlighted, on page 2 and 3

We share some tips and preventative measures on COVID-19 appears on page 3

The **Safety Department** reiterates the importance of Safety Occurrence & Hazard Reporting and the use of the **Safety Notes App** on page 4,

A list of Solenta Aviation's **Reporting Points of Contact** on page 4,

We also take a glance at the **Aviation History** for the month of **June** on Page 4,

We Share exciting news about Solenta on Page 4

GET TO KNOW YOUR MECHANIC By Jennifer Caron, FAA

Maintenance and inspection of an aircraft is a team effort between you and your aviation maintenance technician (AMT). Good communication skills and constant contact with your mechanic and repair shop are essential to the safe condition and operation of your aircraft. Be proactive in your approach. Here are seven questions to get the conversation started.

1) Is my AMT Certified with Inspection Authorization?

If your mechanic has an Inspection Authorization (IA), ask to see his/her IA card and find out if they have met the qualifications for renewal during the non-renewal year. The IA expires every odd-numbered year on March 31, but an IA-holder must meet renewal requirements every year to stay current. The IA is needed for approval of return to service of major repairs and alterations. Minor repairs can be accomplished and returned to service by the A&P, along with 100-hour inspections.

2) How thorough is my AMT?

Tool organization tells a lot about a mechanic when it comes to thoroughness and accuracy. Although not required by regulation, check to see if tools are shadowed to allow for quick inventory of all equipment before closing up panels. It's an indicator of a mechanic who goes beyond the minimum. Also ask if they have the proper, calibrated tools to do the job according to manufacturer recommendations.

3) How knowledgeable is my AMT on my aircraft type?

Check your AMT's qualifications for working on your aircraft. Does he/ she have adequate training for your aircraft type or installed equipment? If your aircraft is newer/high tech or made of composite materials, do they have the right skills to properly repair and/or maintain it?

4) Does my AMT use Current, Relevant, and Approved Data?

Ask if your mechanic has the current manual for your specific make and model of aircraft. One serial number can make a huge difference between doing the job correctly or not. If they are performing a major alteration or repair, did they get all of the approved data?



5) Does my AMT use Approved and Traceable Parts?

Maintenance personnel are required to use parts that are traceable, have a known history, and carry some sort of service tag when the mechanic receives them. Parts Manufacturer Approval (PMA) parts are not original manufacturer's parts, but they have FAA approval for installation on certain models of aircraft. Click here for the list: bit.ly/PMAParts and read the article, "Be a 'Part' of Improving Aviation Safety. A Look at Suspected Unapproved Parts," at adobe.ly/2DDlu09. Be aware that not all lubricants and sealers are the same. Ask if your AMT has the proper materials to lubricate your aircraft type.

6) Are Logbook Entries Correct?

Your logbook must contain a proper description of the work performed. Although not required, ask your AMT to include the part number/ serial number removed, and the part number/serial number installed, for components removed and replaced. Take the time to discuss all issues found during any inspection or repair, especially major repairs or alterations. Ask questions: What was touched, repaired, or replaced?

7) Does my AMT Work in a Clean, Neat, and Well-lit Shop?

Parts and materials should be stored correctly. Dust and humidity, for example, can affect the airworthiness of certain items. Adequate lighting is also key. If the shop is not well lit, your AMT could miss potential problems. Remember, maintenance and inspection of an aircraft is a team effort. An open dialogue with your AMT and repair shop will help you develop familiarity and trust that your aircraft is in the right hands.





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COMMUNICATION CHALLENGES

Many types of communication are employed in aviation, and an error or degradation could result in serious consequences. Systems and equipment used include normal conversation, notes, hand signals, intercom, telephone, digital links such as PDC and CPDLC, SATCOM, ATIS, NOTAMS, transponders, microphones, headsets, megaphones, and more.

Communication during aviation operations becomes a special challenge when systems, human factors, or other circumstances adversely affect the transfer of much needed information. Poor communication can cause or aggravate problems. Good communication can alleviate or prevent problems and aid in solutions.

Below is a collection of reported incidents in which communication may not have been the primary problem or cause, but was intrinsic to the development or resolution of a problem. In these incidents the quality of communication was a subtle, but intricate human factor that directly influenced the quality of the outcomes, whether as a beneficial asset or significant handicap.

To and Two are Too Confusing

A Cirrus SR22 pilot "heard" the Controller's instruction to turn and thought that it made sense. It was later learned how the small communication error resulted in a deviation from the clearance that the Controller issued.

I was traveling direct and under ATC. I was descending from 7,000 to 4,000 feet in IMC to avoid weather. During the descent ATC contacted me, and I understood that they told me to turn west to 290 degrees. I started the turn, and the Controller continued to say, "Turn," but they were very excited, repeating the instruction. I kept reporting back that I was turning 290. I began and completed my turn to 290 as I was descending to 4,000 feet. I thought that I understood their instructions correctly, as I was just west of Class B airspace and it made sense to me to turn away from it. I later found out the Controller was saying, "Turn left to 090." The "to" caused me to understand 290. I did not hear the "0." The Controller was very busy and hard to understand, ...very excited, and talked very fast.

A Communication Disconnect

After normal communication with the ground crew was established, this B737 flight crew got a surprise during engine start and pushback. While the incident could have ended much worse, appropriate communication may have aided in minimizing risk and resolving the problem.



Did You Know?

The assumption that communication influences the outcome and success of every human endeavor is made evident within the complexities of modern aviation.

From the Captain's Report:

We began a normal pushback from [the] gate. Wired communications with the ground crew were standard. I directed my FO to start engines. He was starting Engine Number 2 when I noticed the Wing Walker give me the hand signal for "Set brakes." I did not set the brakes, as we were still moving backward at a fast walk pace. I queried the Tug Driver over the intercom, and there was no answer. Our rearward speed increased, and the Wing Walker was still signaling, "Set brakes." It was then that I noticed my tug was at the Safety Zone and not connected to our aircraft. It took some time for this reality to set in, as the Tug Driver showed no sense of urgency and no attempt to communicate. I thought perhaps this was another tug, not ours. I gently applied brakes and brought the aircraft to a smooth stop. I signaled my ground crew repeatedly to reconnect so I could ask what happened. They repeatedly refused and walked away. After discussion with my Dispatcher and the Chief Pilot, I decided to return to the gate to investigate what happened and have Maintenance inspect our nose gear. Maintenance found nothing wrong with the nose gear. The Ground Operations Supervisor told me that the crew had not secured the tow bar correctly, resulting in a disconnect. The error with the tow bar was just the start. The Tug Driver should have communicated via intercom with urgency the moment this happened. The entire ground crew should have recognized this as an emergency and all should have signaled by hand, "Stop!" The Wing Walker signaled, "Set brakes." Had I complied with his signal, the flight attendants most likely would have been injured. Had we been in proximity of another aircraft or any obstacle, the collision would have occurred before I knew what happened.

From the First Officer's Report:

The training of ground staff needs to stress the importance of communication with the flight crew anytime the aircraft is moving. The need to contact the flight crew by any means necessary when the tow bar becomes detached during pushback should be understood as urgent to prevent an injury, incident, or accident.





Practising Effective Communication

The ability to communicate effectively is an essential skill in today's world. Communication is a dynamic process and how you communicate can positively or negatively affect the relationships at your place of work. Communication, by definition, is more than just the words one chooses to use. It includes how you say what you say, why you say it, when you say it, what you don't say and your accompanying body language.

Effective communication doesn't happen overnight, it is a skill that has to be cultivated. The following are some skills that can be practiced to develop your communication skills:

- Active listening— listen twice as much as you speak, be alert and interested.
- Non-verbal communication - pay attention to your tone of voice, eye contact, facial expressions and posture.
- Being succinct - when speaking, be articulate and concise.
- Clarifying and summarizing - to ensure you have correctly understood the message being conveyed, reflect on what has been said and summarize the conversation into a few key points.
- Providing feedback - in Solenta's terms - closing the loop. Ensure that all stakeholders are kept updated.

The effective communication checklist



The goal is to develop trust

Trust is the foundation of all good relationships and friendships. Trust in other team members is the cornerstone of high performance within the team.



Learn to listen

We all have two ears and one mouth – use them accordingly.



Seek to understand the other person's point of view

What is their goal?



Focus your communication on the goal

Don't focus on problems or obstacles, focus on solutions to overcome them.



Make communication a top priority

Set goals and take action to improve your communication.



Handle conflict immediately

Use differing opinions as stepping stones to clearer communication. Resolve conflict early and constructively.

COVID-19 - Tips

Protect yourself and others around you by knowing the facts and taking appropriate precautions. Follow advice provided by your local health authority.

To prevent the spread of COVID-19:

- Clean your hands often. Use soap and water, or an alcohol-based hand rub,
- Maintain a safe distance from anyone who is coughing or sneezing,
- Wear a mask when physical distancing is not possible,
- Don't touch your eyes, nose or mouth,
- Cover your nose and mouth with your bent elbow or a tissue when you cough or sneeze,
- Stay home if you feel unwell,
- If you have a fever, cough and difficulty breathing, seek medical attention.

Calling in advance allows your healthcare provider to quickly direct you to the right health facility. This protects you, and prevents the spread of viruses and other infections.



STAY HOME. SAVE LIVES.

Help stop coronavirus

- 1 **STAY** home as much as you can
- 2 **KEEP** a safe distance
- 3 **WASH** hands often
- 4 **COVER** your cough
- 5 **SICK?** Call ahead

Masks

Masks can help prevent the spread of the virus from the person wearing the mask to others. Masks alone do not protect against COVID-19, and should be combined with physical distancing and hand hygiene. Follow the advice provided by your local health authority.





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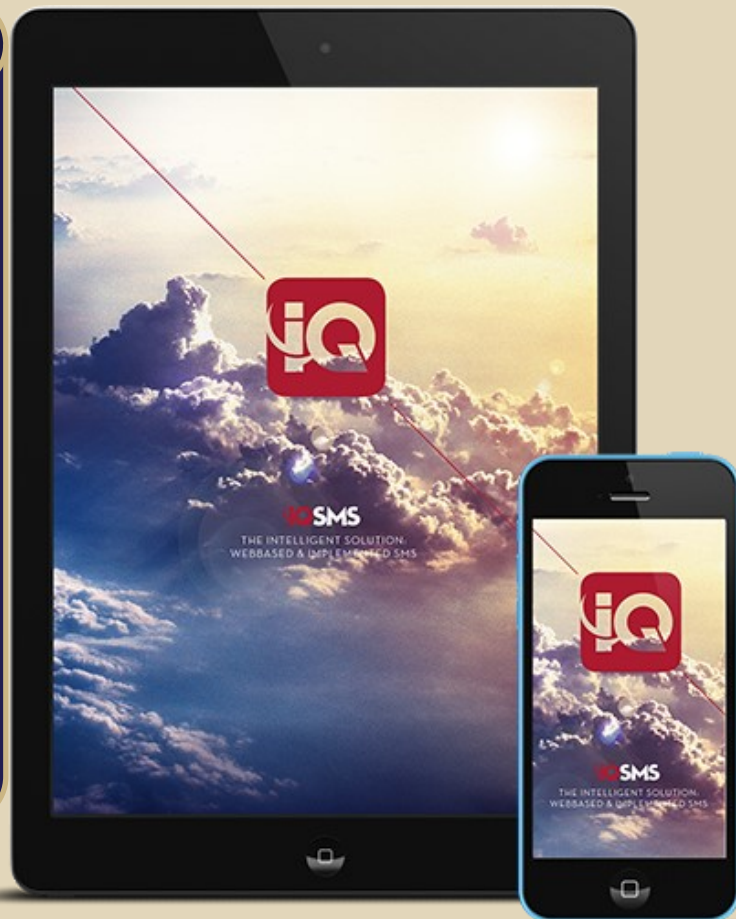
SAFETY MAKES SENSE

SOLENTA AVIATION MOVING FORWARD

We are moving over to a new Safety Reporting platform, introducing **IQSMS**



⇒ Over the next couple of months we will be transitioning from Safety Portal / Cube over to **IQSMS** which has a more streamlined user-friendly reporting approach and we are extremely excited to say the least!



WE'VE GOT
BIG EXCITING NEWS!
(can't hold it anymore)

IQSMS

THE REPORTING CHANNELS

Public Reporting:
safety@solenta.com

AOC Confidential Reporting:
ssconfident@gmail.com

AMO Confidential Reporting:
amo.safety.solenta@gmail.com

AOC Safety Manager:
Wade Laing: +27 78 048 2334

AMO Safety Manager:
Luke Keyser: +27 71 874 9466

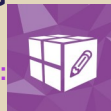
AOC Safety Officer & Dangerous Goods Officer:
Duane Mc Laughlin: +27 73 001 5330

Maintenance Safety Officer:
Nico Venter: +27 76 994 8594

HSSE Officer:
Virgyl Motloba: +27 83 787 1656

SOLENTA AVIATION SAFETY REPORTING

Safety Notes Reporting App:



Just a friendly reminder of our reporting channel that can be used at anytime at your convenience on your mobile device for reporting both **Hazards** and **Occurrences**.

Safety occurrence reporting aims to improve safety of operations by timely detection of operational hazards and system deficiencies. It plays an essential role in accident prevention enabling the identification of appropriate remedial actions by prompt analysis of safety data and by the exchange of safety information.

Download the **Safety Notes** app from your App Store.

Use the server name SET and your usual Safety Portal details to log in.

JUNE IN AVIATION HISTORY

01 JUNE 1938

Flying a Pratt & Whitney powered Marcoux-Bromberg "Special," Earl Ortman, flies from San Francisco, California to San Diego California in record time of 1 hour, 48 minutes, 1 second.

05 JUNE 1989:

The massive Antonov An-225 "Mriya" flies in to Paris-Le Bourget for the 1989 Paris Air Show, carrying the Soviet Shuttle "Buran" on its Back. When it takes off from Kiev to fly to Paris, the combination has a take-off weight of 1,234,600 lbs., the greatest weight ever lifted into the air

14 JUNE 1919:

The first direct non-stop crossing of the Atlantic by airplane is made by a British two-man team. Capt. John Alcock and Lt. Arthur Whitten-Brown fly a Vickers "Vimy" bomber from St. Johns, Newfoundland, to Clifden, Ireland. They fly some 1,950 miles in 16 hours, 27 minutes.