



SITA AIR

SITA AIR LTD. SAFETY BULLETIN-ISSUE I



Safety Activities and Initiatives

At Sita Air, we continuously strive to improve our safety culture and ensure that our operations meet the highest standards. Below are some of the recent initiatives:

-)] **Safety Survey** conducted on 2nd February 2024: A comprehensive evaluation of our safety practices to identify potential areas for improvement.
-)] **SMS Training** for Technical Staffs on 23rd August 2024: An interactive session on SMS designed to enhance the safety awareness and skills of our engineering/technical team.
-)] **SMS Training** for Operations Staff on 2nd February 2024: A focused training session for operations staff, covering the latest in safety practices and incident management.



-) **Safety Circulars:** Circulated to all departments to promote and encourage the active use of our reporting systems for hazard and safety issue identification.

These activities are part of our ongoing commitment to reinforce our Safety Management System (SMS) and to ensure every individual in our organization contributes to maintaining and improving safety standards.

Message from the Accountable Executive

The message I am conveying today is directly from my heart. Our foremost concern is safety. It is not simply a slogan or an option to be checked; it is the cornerstone of our airline and what contributes to our success.

The significance of safety management system

Our Safety Management System (SMS) is not merely an inventory of rules and guidelines. It is a living, breathing dedication to the safety of our passengers, personnel, and entire team. SMS is the watchdog that observes every component of our operations, from the moment a passenger purchases a ticket to the moment they descend from the aircraft at their destination.

SMS is not an alternative; it is actually a requirement. Errors shouldn't be admissible in our line of work. Our unwavering commitment to safety is essential for the sake of human life. Each decision and action we take must be informed by the principles of SMS.

The positive effects of SMS

SMS serves as a protective barrier for our employees. It ensures your safety and confidence in the performance of your responsibilities by providing you with the necessary instruments, training, and support. SMS enables you to concentrate on providing exceptional service, secure in the knowledge that your safety is our primary concern.

SMS is a testament to our dedication to maintaining the highest standards of safety and compliance in the eyes of our regulators. It serves as evidence that we are a proactive, responsible airline that prioritizes its responsibilities. SMS serves as our emblem of distinction for our organization. It distinguishes us from our competitors and secures the trust and loyalty of our passengers. People are assured that they are in good hands when they travel with us.



Our Joint Obligation

It is important to remember that safety is not solely the responsibility of a small group; it is the responsibility of all of us. We are all responsible for maintaining our SMS, from the maintenance personnel to the pilots, from the ground operation to the executives.

Therefore, we should reiterate our dedication to safety today. We should not regard SMS as a burden, but rather as a privilege--the privilege of entrusting the lives and well-being of others. We will persist in our efforts to establish an airline that is synonymous with excellence, reliability, and safety.

Our airline is grateful for your commitment and for serving as its heart and essence. Maintain your safety and continue to inspire us.

-Mr. Ghanashyam Raj Acharya

Accountable Executive, Sita Air Ltd.

Hazard Identification and Voluntary Reporting System (VRS)

Sita Air's Safety Management System includes a comprehensive **Hazard Identification** process and the **Voluntary Reporting System (VRS)**, designed to capture and mitigate safety risks.

-) **Hazard:** Defined as any condition or object that has the potential to cause injury to personnel, damage to equipment or structures, loss of material, or a reduction in the ability to perform operations efficiently.
-) **VRS** is a vital part of our hazard management process, allowing employees at all levels to report safety concerns or potential hazards confidentially. By encouraging early reporting, we can proactively address risks and improve our overall safety posture.



How to Report Hazards:

1. Submit your report through the VRS system (accessible through the company website, email, messages, hardcopy submission of report to CSD or any safety personnel).
2. Provide detailed information about the hazard, including location, potential impacts that you have perceived, and any immediate recommended actions to be taken.
3. Your report will be reviewed by the safety team and followed up with appropriate corrective actions.

Recent Safety Incident: Dornier 228 Aircraft Crash in Chikangawa Forest

On **10 June 2024**, a Malawian Defence Force Dornier 228 aircraft carrying the Vice-President of Malawi, Saulos Chilima, former First Lady Patricia Shanil Muluzi, and seven other passengers tragically crashed in the Chikangawa Forest Reserve, Nkhata Bay District. The flight had departed from Kamuzu International Airport in Lilongwe, en route to Mzuzu Airport, but failed to reach its destination. All nine people aboard perished in the crash.

Key Lessons from the Incident:



-) **Spatial Disorientation in Poor Weather:** The aircraft encountered deteriorating weather conditions along its flight path. Pilots suffered spatial disorientation, which led to the aircraft descending into a hillside. This highlights the critical need for enhanced pilot training on spatial awareness and handling adverse weather conditions.
-) **Lack of Critical Safety Equipment:** The aircraft was not equipped with essential safety instruments like a cockpit voice recorder (CVR) or a flight data recorder (FDR). Additionally, the emergency locator transmitter (ELT) had a battery that had expired in 2004, severely delaying the search and rescue operation. This underscores the importance of maintaining up-to-date safety equipment.



Fig: A Malawi Air Force Dornier 228, sister to the aircraft involved in the accident

-) **Poor Radar and Communication Coverage:** Radar coverage and radio communications between the crew and air traffic control (ATC) were insufficient. Improved ATC infrastructure and communication recordings are vital for effective flight monitoring and

This tragic incident is a reminder of the need to adhere to rigorous maintenance protocols, invest in modern safety equipment, and ensure comprehensive pilot training. In line with our **continuous effort to improving safety**, learning from this event will help us improve safety systems and prevent future tragedies.



Through transparent reporting, investigation, and proactive safety measures, we strive to continuously enhance our commitment to aviation safety.

The Transformative Power of Just Culture

Confidence is a crucial element in aviation safety, yet maintaining it can be challenging. The concept of Just Culture offers a valuable framework for fostering this confidence. By aligning with international best practices, organizations such as CASA and EASA are leading the way in promoting a fair and rational approach to safety. This approach ensures accountability while encouraging transparency and continuous improvement in aviation safety standards.

Understanding Just Culture

Just Culture is not merely a buzzword; it represents a fundamental shift in mindset that transforms how the industry approaches safety and accountability. It promotes open communication and learning from mistakes, ultimately enhancing overall safety standards. By effectively communicating its principles and benefits, the aviation industry can pave the way for a safer and more resilient future.

Core Principles and Benefits

The impact of Just Culture cannot be understated. It fosters a culture of accountability, transparency, and continuous learning, ensuring that safety is prioritized above all else. A key aspect is its emphasis on fairness and learning from mistakes rather than placing blame. This encourages employees to report safety incidents without fear of retribution, allowing organizations to identify and address systemic issues that may compromise safety.

In the fast-paced and high-stress environment of aviation, mistakes are inevitable. However, how these mistakes are managed determines the overall safety culture of an organization. By implementing Just Culture principles, companies like Sita Air can create an environment where errors are viewed as opportunities for improvement rather than grounds for punishment.

Promoting Collaboration and Trust

Just Culture also promotes open communication and collaboration among employees at all levels. By encouraging stakeholder participation in safety initiatives, organizations can leverage the collective knowledge and experience of their workforce to identify potential risks and implement effective safety measures.



Beyond safety outcomes, Just Culture fosters a culture of trust and empowerment, boosting employee morale and engagement. This leads to a more productive and efficient workforce. Additionally, by demonstrating a commitment to safety and continuous improvement, companies can enhance their reputation and build trust with customers and regulatory authorities.

Conclusion

In conclusion, Just Culture represents a paradigm shift in the aviation industry, emphasizing fairness, accountability, and learning to ensure optimal safety outcomes. By embracing these principles, organizations can create a culture that prioritizes safety, empowers employees, and ultimately enhances the overall safety and performance of the aviation industry. It is imperative for all stakeholders to adopt and advocate for Just Culture to secure a safer future for aviation.

Article from Mr. Ghanashyam Raj Acharya

Accountable Executive

Sita Air Ltd.

Safety Tips for All Staff

1. **Engage with SMS:** Stay updated on all safety procedures and actively participate in trainings.
2. **Report Hazards Early:** Use the VIRS to report any potential hazards or concerns. Early reporting can prevent accidents.
3. **Emergency Preparedness:** Regularly review emergency procedures and participate in drills to maintain readiness.
4. **Encourage Open Dialogue:** Talk to your colleagues about safety concerns and share best practices.
5. **Stay Informed:** Keep yourself updated with the latest safety circulars and advisories from the safety team.

Our Shared Responsibility for Safety

Safety is not the responsibility of a few—it is the collective responsibility of all employees at Sita Air. Whether you are on the front lines or working behind the scenes, your actions,



vigilance, and commitment play a crucial role in ensuring the safety of our passengers and colleagues.

Let us recommit ourselves to the principles of safety, transparency, and continuous improvement. By embracing **Just Culture** and adhering to the **Safety Management System (SMS)**, we can ensure a safer, more resilient future for Sita Air.

Thank you for your dedication and continued efforts in keeping safety at the heart of everything we do.

As we move forward, we must remember that safety is a shared responsibility. Every decision, every action matters. Let's continue to build a culture where safety is prioritized, and together we can lead the way in creating a safer future for aviation.

STAY SAFE AND VIGILANT.

