



“Survive, Adapt, Perform”

**Operator Agility for
Survivability during the
COVID-19 Pandemic**

26 Oct 2021



1

Company Introduction

- Established in 1997 in Mauritius as an asset based and Aviation Finance Company
- 4 AOC's: South Africa, Mauritius, Mozambique and Costa Rica
- Operating a fleet of 35 aircraft. Mainly 19 seat Twin Turboprop
- Primarily we provide:
 - Aircraft on ACMI Globally on 4 Continents with 14 bases and 17 Different Nationalities in the Workforce
 - Third Party Maintenance, Africa and Europe
 - Factory Product Support centers for GE Turboprop engines and Aircraft Industries.
 - Type Specific Training of pilots and engineers
 - Aircraft sales and Management



2

2

Our Clients

Our clients are **Humanitarian Organizations, Mining and Oil & Gas companies**, which include the some of the following companies/organizations.



3

Focus Areas of the Presentation

- Business Continuity and Adapting to the “new” new normal
- Response in adversity – Commercial Impact, Training and managing COVID Operations



4

Business Continuity and Commercial Impact

- We maintained all positions within the Group as well as the salary structures in place by applying a salary freeze with no reductions to date. Reviewed carefully each month.
- With all our IT software being online, we encouraged all office staff to work from home. We have done several surveys with our staff, feedback = **Hybrid office/home future workplace**
- Office staff more connected but more tired in early days. Work time blurred....(we don't switch off)
- Latest feedback: **"we've never been so connected and aware of each other and we support each department when needed"** (old mentality = its not our job or for us to do)

5



5

Business Continuity and Commercial Impact

- Accommodation and salary for crew in quarantine(dual cost). Not Budgeted.
- Complex travel restrictions and routing of crew on and off tour and for training. **Many thanks for the WFP Initiative which is still being utilized in the Far East!**
- Extended tours lengths still a reality. Managing crew stress levels remains a priority.
- Down time due to crew change challenges. Some Embassies still closed.
- Travel restrictions remain a challenge to our operation. Mandatory vaccine requirements will also remain a challenge in the near future as airlines and countries require the vaccine before travel and before entry to destination will be permitted.
- Many staff turned away at check in – huge knock on effect.
- **Humanitarian Agency Crew Vaccinations – Client programs have helped vaccination rate of personnel**

6



6

Training and Licensing Challenges

SOUTH AFRICAN CIVIL AVIATION AUTHORITY

Physical Address: 121 11 141 1400
Postal Address: P.O. Box 121 11 141 1400
Telephone Number: +27 (11) 441 1400
Fax Number: +27 (11) 441 1400
E-mail Address: info@caa.co.za
Website: www.caa.co.za

Enquiries: B. Ndandani
Title: Acting Executive LAC
Division: Legal and Aviation Compliance
Date: 12 August 2020

Telephone number: 011 545-1041
Fax number: 011 545-1207
Cellular phone number: 083 491 0048
E-mail address: ndandani@caa.co.za

BY HAND

General Exemption
South African Civil Aviation Authority (SACAA)
Private Bag 873
Halfway House
1685

Dear Sir/Madam

GRANTING OF EXEMPTIONS

The South African Civil Aviation Authority (SACAA) has put in place a contingency plan to ensure business continuity during start level 3 lockdown period as a result of the Covid-19 outbreak. Due to the backlog on the issuance of licences/ certificates and approvals that built up from the start level 3 lockdown period, the Authority approves a general exemption as follows:

1. AIR TRAFFIC SERVICES, FLIGHT CREW, CABIN CREW, MAINTENANCE ENGINEERS, APPROVED PERSONS, REMOTE PILOTS, FLIGHT ENGINEERS AND SECURITY SCREENERS/ INSTRUCTORS

1.1 The SACAA issues the following extensions to enable licensed or certificated personnel whose licences / certificates expire during the period stipulated below, to continue enjoying the privileges of their licences under the following conditions, with the exclusion of the medical rating which is covered under section 2 below:

1.1.1 For the holder of a licence or personnel certificate issued with a rating for special purposes where the maintenance of competency or rating has expired or where the period of validity has lapsed between the period:

- 01 - 31 July 2020, the holder may exercise the privileges of this licence or rating for the period up to 31 October 2020;
- 01 - 31 August 2020, the holder may exercise the privileges of the licence or rating for the period up to 30 November 2020; and
- 01 - 30 September 2020 the holder may exercise the privileges of the licence or rating for the period up to 31 December 2020.

1.1.2 In the case of any flight instructor rating, issued in terms of Part 61 with an expiry date falling between 01 March 2020 to 31 August 2020, the rating

- Air-Tec was able to continue operating due to the operating extensions issued by the South African and Mauritian Civil Aviation Authorities.
- Early engagement with CAA's and regulators key!

REPUBLIC OF MAURITIUS
Department of Civil Aviation
Flight Safety Division
SSR International Airport
Tel: 603 2000 - Fax: 637 3164 - Email civil-aviation@govmu.org

NOTICE TO AIRCRAFT OPERATORS, MAINTENANCE ORGANISATION, AIR NAVIGATION SERVICE PROVIDERS, AND LICENCE HOLDERS.

Subject:	Number:
Coronavirus Outbreak: Extension of Validity Periods for Licences, Ratings and Certificates of Aircrew, Instructors, Examiners, Aircraft Maintenance Licence Holders and Air Traffic Controllers	DCA-2020-01
	Number of pages:
	7
	Issue date:
	30 March 2020

Amendment to the Conditions of Certain Licences, Permits or Authorities to extend their validity

WHEREAS exceptional circumstances have been created by the outbreak of the Coronavirus in Mauritius;

WHEREAS section 37A of the Interpretation and General Clauses Act provides that where a licence, permit or authority is issued under an enactment, it shall at all times be subject to such terms and conditions as may be imposed whether at the time of issue or renewal or during its currency;

WHEREAS it has become necessary, in response to these exceptional circumstances, to amend the conditions of the licences, permits and authorities hereunder referred to in the manner hereunder provided;

NOW THEREFORE, the following conditions shall apply to the licences, permits and authorities hereunder referred to with effect from the date of this Notice until 30 November 2020:

ISSUE | REV 0

1 | Page



7

Training Adaptation & Refocus

➤ Crew Training

- Training dates were altered or extended to accommodate these changes. All simulator L410 and B1900D training is done in South Africa. **(Red List country for long period)**
- Turnaround time of crew licences by the various regulators a concern. Up to 4 weeks per candidate
- Senior Examiner and TRE/DFE maintenance? Extremely challenging. Regulator travel?
- On-line Soft Skills training increased and significant content added. Virtual training added.
- **Increase in on-aircraft training due landlocked operations.**
- Although the extensions were in place from the Civil Aviation Authorities, Air-Tec was still able to have all our crew remain current and trained on schedule, **through forecasting and careful planning.**



Managing COVID Operations

Examples of COVID Control on our bases

- Online Crew meetings arranged weekly to reiterate and emphasize COVID prevention measures.
- No social gatherings and crew movements between apartments.
- Local country staff tested for COVID regularly.
- All apartments disinfected daily and the process repeated between crew changes.
- Crews are ring fenced per contract. Eg Bangui where we have 7 aircraft and 4 different Humanitarian clients

= risk of cross-contamination



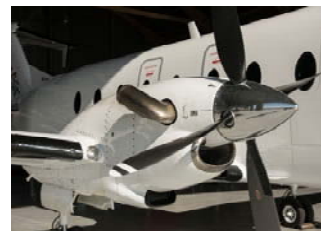
9

9

Managing COVID Operations – Further Commercial Impact

In the field:

- Djibouti example: 21 day stay out of South Africa required, for South Africans, before entry into Djibouti! Further quarantine still required in Djibouti itself = **up to 1 month of no crew utilization.**
- Logistical challenges experienced as a result of COVID-19 still having a significant impact on the **delivery of parts to the various bases.**
- Lack of flights or entry by personnel = restriction on parts being hand carried into a country. e.g. PCR test and results before travel possible = **lengthy AOG's.**
- All parts are shipped via courier and freight agents = **bottlenecks at freight hubs**
- **Priority** given to **essential cargo (PPE)** by all airlines, resulting in delays on items being deemed as non-essential.



10

10

Managing COVID Operations and Efficiencies

- Due to travel restrictions and quarantine, security actually **increased** due to more thorough screening processes and less people travelling internationally.
- Air-Tec developed its own in-house comprehensive worldwide **COVID SOP (Version 11)** and guidelines for all personnel and flying of aircraft under COVID conditions = **streamlined and consistent operations and procedures.**
- All Air-Tec contracted aircraft carry a Universal Precaution Kit and/or a customized hazmat spill management kit to control/deal with sick travelers.
- In the case of COVID-19 positive passengers to be flown, such a request is authorized by local medical staff and coordinated with Air-Tec Operations so that crew can be briefed and the aircraft readied for the flight with the necessary PPE equipment.
- **In the 19 months since the start of lockdown no crew have been infected as a result of carrying any COVID positive cases. Effective PPE and strategies well established for carriage of these cases (we got better!)**



11

Flying those with COVID



Aero Medical Transfers

- **37 Aero-Medical transfers** were completed over the last 19 months. **A number as COVID positive cases.**
- **Let 410 Quick Change** option available at each base, for a 3 or 6 stretcher configuration



12

Critical Operational Responses under Extreme Restrictions

(we can still do what needs to be done)



Mozambique Evacuation Flights

- A special FDP extension was received from the Mauritian DCA to assist make the Palma/Afungi evacuation flights possible and bring over 122 people to safety, in a matter of hours.
- A second set of crew members remained on standby in Pemba to accommodate the sheer volume of flights required and to assist with the extractions.



13

13

THANK YOU. ANY QUESTIONS?

14