ALPHA TANGO NEWSLETTER

SCAA

Seychelles Civil Aviation Authority Newsletter
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Praslin Airport amongst top 10 most scenic airport in the world

Ile des Palmes domestic airport on Praslin with its spectacular view of turquoise water, white sandy beaches and greeneries upon landing and taking off is amongst the Top 10 Most Scenic Airport in the World.

Praslin airport has been ranked in the 8th position ahead of Dubai International Airport in the United Arab Emirates and Fiji based Nadi International Airport, in the PrivateFly Scenic Airport Poll Results 2020.

Voters across the globe who participated in the poll described the Praslin island airport's striking features on approach as 'absolutely stunning with crystal-clear waters."

"Surrounded by turquoise water as one discovers the satellite islands and two of the world's top beaches on the approach to the airport. Simply paradise!" voters said.

Seychelles Civil Aviation Authority's (SCAA) Chief Executive Officer Mr Garry Albert, said this nomination is a proud achievement for our tourism destination and naturally our civil aviation industry.

"We hope that this will bring important results particularly in enticing many more international visitors to visit Praslin, so as not to miss the world-renowned scenic view of our Praslin Airport and other amazing wonders such as the UNESCO world heritage site Vallée de Mai which has recently been recognized among 10% of global attractions."

"I am sure our domestic operators both commercial and other recreational operators to come, will ensure that these visitors will have an experience of a lifetime", Mr Albert said.

The scenic poll which is conducted by PrivateFly – a leading global booking service for private charter flights, is an opportunity for voters in around the world to select their favourite scenic airport.

https://www.privatefly.com/airport-poll/privatefly-airport-poll-results-2020.html

For 2020, PrivateFly shortlisted airports in six different regional categories: Europe; North America; South America, Central America and the Caribbean; Asia; Africa and the Middle East; Australasia.

Upon the nomination of Praslin Island Airport in the poll in February this year the SCAA launched a campaign on social media to encourage members of the public to vote. In previous years the poll has generated a considerable amount of global exposure for the winning airports and destinations,

ESSENTIAL PROFESSIONALS

INTERNATIONAL DAY OF THE AIR TRAFFIC CONTROLLER

Throughout the global pandemic, air traffic controllers and other air traffic management staff have continued to perform their duties. In doing so, they enabled people to return home to their loved ones and safely guided medical and cargo flights, thereby helping to save thousands of lives.

On **October 20th**, we celebrate the international day of the air traffic controller. These professionals provide their essential service to the aviation industry 24/7 every day of the year.

As a result of the COVID-19 pandemic, our industry is at a crossroads. Air Traffic Controllers worldwide are ready to help reinvent our safety critical profession, changing what is necessary to build an even safer and more resilient air traffic control system.

International Housekeepers' Day

September 13th - 19th

Thanking you for all you do for us!

Housekeeper Miss Lucy Sopha receiving a token of appreciation on behalf of her colleagues during this special week.

Seychelles International Airport to go digital with its eCommerce Platform

As airports around the world move towards more digitalized services for passengers, SCAA also joins the trend by introducing an e-commerce platform for duty free shopping.

In an attempt to reduce transmission risks and assist commercial operators at the airport to remain afloat post pandemic, SCAA is pursuing innovative projects to generate revenue as part of its recovery plan. Essentially, the e-commerce platform aims to provide online services to passengers while they fly or before, with the benefit of shopping at ease and at their convenience and collect their duty-free shopping upon arrival or departure. Similarly, there is also the option of ordering food and beverages in advance at the outlets without having to queue, by simply picking up or on delivery after placing an order.
The Commercial Department leading this project, anticipates that such a service will significantly improve the shopping experience of passengers, promote the retail outlets and increase their visibility and sales opportunities while also safeguarding the health requirements in place associated with Covid-19 to protect customers and minimize infection risks.
Conceptualization of the e-commerce platform began in 2019 to develop commercial opportunities of airport businesses to meet passengers' expectations to have online shopping as indicated in the Consumer Behaviour Survey of 2017 and 2018, whereby 18% surveyed recommended this type of service from the airport. Discussions are currently being undertaken with various partners to set up the system which is expected to be fully operational by end of December this year or early 2021.

Implementation of this project will be in phases, starting at a pilot stage with six retail operators - STC Duty Free, Jouel, Kreolor, Traveller's Edition, The Coffee Club and Burger King. Passengers will be able to access the shops via the airport's website and collect their shopping on departure or at arrival depending on their travel itinerary and the service will be open to all visitors. The e-commerce platform is different from the collect service being offered by STC Duty Free which is only available to returning residents. VIP passengers are also able to use this service at a more premium level and further plans entails establishment of a payment gateway for SCAA's other clients for payments of Airport Fees, Pay Parking and Aeronautical fees.

This initiative will diversify the airport business, provide more opportunities for promotion of the airport commercial outlets, improve the sales potential of business operating at the airport and also increase convenience for payment services and tracking of financial transactions.

Employees join hands to clean one of SCAA's remote sites

Recently, a team of employees from the Seychelles Civil Aviation Authority (SCAA) was mobilized to clean one of its remote sites at Mont Signal, Mahé.

This activity was to commemorate the World Clean-Up Day, celebrated on 19th September.

As the environment is one of the organisation's core values, every year staff come up with initiatives to clean one of the sites to commemorate the day.

The Mont Signal site was selected this year as it has recently gained much publicity, encouraging more people to visit the well maintained and attractive site. As an unfortunate result, littering and signs of illegal activities are now visible in the area.
SCAA's Head for Communication and Navigational Services, Mr Pitter Elizabeth who was amongst the team members for this initiative, said that the site has been a property of SCAA for a few years now and it has been designated to accommodate navigational aids and communication equipment for aircraft as part of air navigation services provided by the SCAA."

"This event is one of many clean-up activities which will follow to maintain the property and we would like to seize this opportunity as well as members of the public to refrain from any illicit activities when they come to explore this site," Mr Elizabeth said.

Zero Emission Day

21 September

ICAO global goals for Carbon Neutral growth

Aircraft operations are being optimized today to improve environmental performance while maintaining safety through:

Operational Measures

Optimizing of air traffic management and operational procedures is a key element to avoid greenhouse gas emissions.

Aircraft Technology

Advancement in aircraft technology is of great importance to reduce aviation emissions. Today's aircraft are approximately 80% more efficient in use of fuel per passenger kilometre than in the 1960s.

Sustainable Aviation Fuel

As of May 2019 more than 180,000 commercial flights used a blend of alternative fuel. The use of sustainable aviation fuels could be crucial in achieving the carbon neutral growth goal from 2020.

Carbon Offsetting Reduction Scheme for International Aviation (CORSIA)

A global and unique scheme for airlines worldwide to comply with their CO2 emissions obligations. Seychelles is voluntarily participating in CORSIA since 2018.

CORSIA- paving the way to a Carbon Neutral Growth in the Aviation Industry

On the occasion of Zero Emissions Day celebrated on September 21st, the local civil aviation authority raised awareness on its social media platforms to promote the International Civil Aviation Organisation's (ICAO's) aspirational goals for a carbon neutral growth in the Aviation Industry from 2020 onward.

Through the post Seychelles Civil Aviation Authority (SCAA) shed light on the basket of measures being pursued by the International body to achieve this mission, they are; Aircraft technology and standards, Air Traffic Management and operations, sustainable Aviation fuels and Carbon Offsetting and Reduction scheme for International Aviation (CORSIA). Seychelles is voluntarily participating in CORSIA.

Globally, the aviation sector accounts for approximately 2% of CO2 emissions, including international and domestic aviation. In 1999, the findings of a scientific investigation, the Intergovernmental Panel on Climate Change noted the impact of aviation on global climate. Twenty years later, ICAO through its member states, Seychelles included, is working hard to minimise the adverse impact of civil aviation on global climate with the implementation of the basket of measures.

In 2018, SCAA confirmed its voluntary participation in the pilot phase of CORSIA (2021-2023). CORSIA is one of the first global-based measures scheme in any sector introduced to address the increase in total CO2 emissions from Civil Aviation. Under this scheme, airlines whose CO2 emissions are above the set level would have to purchase carbon offsets; generated through the implementation of carbon reduction projects in developing countries, projects such as reforestation. The set level would be determined in 2021.

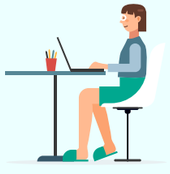
In line with Seychelles' voluntary participation in the scheme, it is required that SCAA reports to ICAO the CO2 emissions of airlines registered in Seychelles, who are conducting international flights. Therefore, in August 2020, SCAA approved and submitted to ICAO the first CO2 emissions report of Air Seychelles for the year 2019. The submitted report contain important data that would allow ICAO to calculate and determine the aviation sector's CO2 growth factor, crucial in calculating the carbon offsetting requirements of states.

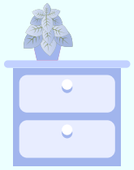
SCAA remains dedicated to its commitment to align its environmental objectives with national strategies as well as the vision of the aviation industry globally. The Authority is mindful of the harmful impact that climate change may have on the livelihood of the people of Seychelles. Therefore, as custodian of the Aviation sector in Seychelles, SCAA considers it a duty to take part in global efforts to reduce emissions within the industry, in any way it can.

Working Remotely

is it the new way forward?

Working from home and flexible hours are new to most local organizations, though a few have been embracing this way before the pandemic. We have to admit that working from home suits some jobs better than others and may not work for everybody as it requires discipline and maturity as it is based on delivery. Equally, working from home suits some personality types but not others. Some people may prefer colleague contact by face to face communication. A shift towards home working doesn't mean employees have to work only at home. Often splitting time between home and the workplace is the most productive solution and you may want the homeworker to attend meetings to keep them fully involved and informed.





Recently quite a number of us were advised to work from home to bring down operational cost as well as reduce the chance of getting infected since the airport was identified as a high-risk zone.

Isabel Morin, Operations Executive, shares her experience:

How did you cope with working remotely and when did you have to come to the office?
When I first started working from home I enjoyed it as I was more flexible and able to complete my tasks from the comfort of my own home. I found myself completing certain duties in one day which if I was at the office would take me three or four days. Hence, working from home made me more productive as I was less distracted from certain things like answering calls. Although I was getting used to my new routine, after a few weeks I started dreading it because I missed the interaction with other work colleagues and the little challenges which we would usually face during 'normal' operations as no two days are the same when working at the airport! I reported to the office on rare occasions only when there was an important meeting to attend. In all honesty, working from home has taught me to appreciate what we have now as one day we may be deprived of things which we take for granted.

Do you think it can work when the pandemic is over or we should go back to normal office hours?
Working from home could work when the pandemic is over, if it will ever be that is. Work is being completed and staff are performing so I do not see a reason to discontinue. However, there are certain staff who would not benefit from this such as those working on shift and their duty requires for them to be physically present at the work place. In certain cases, working from home may disrupt the synergy between staff from different departments as there will be a lack of human to human interaction. On the other hand, it would be pleasant to see everyone back at the office as normal. Working from home is a good practice. It has its advantages as well as disadvantages, however I feel that the pros and cons of this should be further evaluated before continuing with this method of working.

When done right, remote work allows employees and companies to focus on what really matters—performance. Unfortunately, the office environment can create "false positives" that can lead to bias and favoritism. After all, coming in early and leaving late may "look" like more work, but actual performance is a much better indicator of productivity.

Working from home tips:

Schedule

Set your hours for the working day. Just because you are working from home it does not mean you do not have a structured day. Having no working day hours set in place may lead to finishing well into the evening and never switching off.

Breaks

Take breaks, this may seem an odd one to include but it is important. Most people who work alone at home are less inclined to take breaks

Comfort

Make sure your work area is a quiet place where you are able to answer calls and participate in Zoom meetings.

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Pursuing an Msc in Safety & Accident Investigation

Kisnan Tamatave

Practical exercise in the cold winter of Bedford

I am the Aviation Safety Manager and responsible for the implementation of SCAA's Safety Management System.

Currently I am pursuing a Safety and Accident Investigation MSc, which I started in September 2018 and expect to complete in September 2021.
I joined the aviation world 27 years ago specifically in Air Traffic management. During my years of service I have delivered mostly all my safety tasks as per requirement, and obviously there has been instances when mistakes happened. This is to be expected of anyone, as mistakes, especially unintentional mistakes are bound to happen in operations. In fact, ***approximately 80 percent of airplane accidents are due to human error (pilots, air traffic controllers, mechanics, etc and 20 percent are due to machine (equipment) failures.***

The strong link that exist between Safety Management and Safety and Accident Investigation caught my attention when in 2011 I completed a training in Air Traffic Services Safety Management and Investigation sponsored by Singapore Ministry of Foreign Affairs under the technical cooperation programme offered to small island developing states. Following that training my perception of safety changed, as I have always thought of safety or have been taught to think of safety only as the absence of negatives and where the number of adverse outcomes (near misses, incidents, accidents) is as low as possible.

From that training ***I was influenced to look at safety as the presence of positives, such as people's capabilities, capacities, and competencies that make things go right. Hence, safety being present when as many things as possible go right. In actual fact most things goes right and efforts should concentrate on understanding why things goes right which does not always mean being safe.***

In fact, my interest was more geared towards the Human factors component of an investigation although Safety Management is also an interesting area of study as if applied well is very beneficial to an organization as it reduces the probability of incidents and accidents. Humans are seen as a valuable and necessary resource for the flexibility and resilience of an organisation to succeed. Only the people know how to deal with time pressure, inadequate tools, incomplete system design, and trade-offs, such as being thorough and efficient at the same time. For work to succeed and things to be seen going right, people have to constantly adapt and adjust their performance to the local circumstances.
I wanted to explore the differences between my initial thought of safety and the modern way of safety thinking through safety management and Safety Investigation, thus my interest in the two areas of studies.

The link between Safety Management and Accident Investigation

One of the most important components of a Safety Management System is ***Safety Risk Management. It involves the identification of hazards in operations and the assessment of risks associated with the identified hazards and mitigation strategies which include proactive controls to prevent the hazards from developing into an adverse consequence as well as recovery -controls to minimize the severity of the consequence should a hazard develop in an undesired event.*** The reverse scenario needs to take place when accidents or incidents happen. Investigators need to uncover why the controls which should have been available to prevent the undesired event were not present or if they were present to establish the reasons they failed.

I completed two Professional certificates of Competency before being formally accepted on the MSc. Programme ***Fundamentals of Accident investigation*** and ***Applied aircraft Accident investigation course***.

The two initial courses are compulsory and following successful completion which include exams and practical assessment determines whether a candidate proceed further with the MSc. Programme.

I qualified to continue on the MSc. Programme and have complete 4 out of 6 elective modules as well as the research methodology module required for the program.

I recently completed the Aviation Safety Management module through Zoom virtual classroom, however I am yet to complete the assignment as well as a formal exam for the module scheduled for November. It is the first time the university is offering the module through a virtual setting. I must say it was an interesting experience and besides the human interaction between participants as well as with the instructors, I felt exactly as if I was in a classroom setting. I could interrupt the instructor to ask question or clarification or send my question on the chat platform.

The only setbacks are internet which is sometimes intermittent and not always reliable as well as the time difference since the classes starts at 9.30 time and ends at 1730 UK time. The good thing though is that all sessions were recorded and I can get back to the recordings to retrieve what has been missed.

I look forward to complete the last two elective modules next year.

I am now in full preparation with research work for my thesis. The proposal is being discussed with my mentor, a seasoned investigator with the UK AAIB.

LinkedIn

#digitalTips

A variety of Social networks and platforms have been introduced after the turn of the century, with the growing popularity and ease of access to the internet. While many have come and gone, in 2003, an online platform called LinkedIn was introduced. Their mission was to connect the world's professionals to make them more productive and successful. Fast forward to 2020 and LinkedIn has managed to get over 60 million subscribers, making it the world's largest online professional network.

SCAA boasts a workforce of over 700 staff who are skilled in a variety of areas, and many of which have qualifications that are unique to the aviation industry. This makes the organization rich in skills and experience that can be shared with other individuals. The SCAA page on LinkedIn currently has 516 followers, 86 of which are SCAA employees.

To encourage the use of LinkedIn within SCAA, our Corporate Communication division took the first step to deliver a presentation to HR staff, explaining different aspects of the platform, and how it can benefit them. The two divisions endeavour to develop a more comprehensive program that incorporates LinkedIn and reaches the maximum number of staff.

#digitalTips takes this opportunity to explain how LinkedIn can be beneficial to your career and how you can use this platform to its maximum potential.

There are a number of ways which having a LinkedIn profile can be beneficial to your career:

Exposure
It exposes you to the hiring managers and gives you an online personal brand that advocates you in the most appropriate way possible.

Endorsements
When others recommend or endorse you, anyone who is viewing your profile can find these, and it becomes a social proof that further backs up your claim of having the listed qualities. This allows you to build new connections and build your credibility through the endorsements that your contacts leave on your profile.

Career path insight
You can follow other employees working in departments that you aim to join and target your position of choice. Through these connections, you will have an idea of what it took to get in a desired position and what is required of you.

Connection Opportunities
You can join a LinkedIn group where you can meet people with similar career interests. You can start conversations with key individuals in the industry on topics that relates to your field, hence allowing you to showcase your knowledge on the topic at hand.

Spotlight on...

Fred

When is your date of birth?
23 January 1987

How long have you been with SCAA?
For 2 years, 3 months

Address?
From Cascade originally, Migrated to Anse louis for the past 13 years

Any pets?
Land tortoise

What hobbies or interest do you have outside of work?
I have quite a few hobbies and interest. My hobbies are surfing, Bible study, fishing and volunteerism.

My interest outside work, which is the most prevalent, is being the Vice Chairman of the Citizen Democracy Watch Seychelles (CDWS). CDWS is an independent, non-profit, nonpartisan civil society organization (CSO) committed to the promotion and strengthening of democratic governance, human rights and civic engagement activities. I join the NGO back in 2015 where we have implemented several initiatives aimed at stimulating active citizenship, create awareness on protection of human rights and advocate for best practices in deepening democratic governance. My commitment with the NGO is in no way conflicting with my current contractual obligation with the organization.

What is your greatest fear?
My greatest fear is to wake up one day and see Seychelles divided by civil war.

How will you describe the year 2020 so far?
In my opinion 2020 has been a wakeup call and a slap in the face for humans. We have bear witness that nature always have a way of putting man to shame. Despite having our intellectual or material properties, corona virus cannot be suppressed by them.

What does true leadership means to you?
True leadership in my opinion is to be like a shepherd and to lead the flocks from behind. Setting boundaries for the flock and particularly important, having goals that encourages innovation, discovery and implementation of new ideas and processes.

What is your greatest achievement?
My greatest achievement was being selected amongst three Seychellois civilians, under the East Africa Standby Force (EASF), to be certify as regional trainers. The certification was in Integrated Mission Planning, where I have specialized in Humanitarian Factors in Complex emergencies. And the aforementioned is as per the African Union Mandating process. The East Africa Standby Force (EASF) is a regional body of the African Union (AU) whereby, we train military, police and civilian on how to plan for a multidimensional mission for peace support operations in the Eastern Africa region.

https://easfcom.org/index.php/en/home/9-news/914-certified-trainers-of-the-impp-another-milestone-for-easf

'The team spirit' in HR

Annou kas en plan?

usually that how it starts, followed by more prudent colleagues who will discuss the pros & cons of the different ideas put forward for our team building activity.

Such initiatives have served its objective of getting us to interact with each other in a more informal environment and get out of our comfort zone whilst trusting our colleagues. Our first team building activity was at the Reef Safari.

Reef Safari

We went for a Reef Safari in the Ste Anne Marine Park and snorkeled in the open waters between St Anne and Cerf Island, to many of us this was a new adventure. It was an exciting activity to share with those who had done it before and to learn from one another. From the ocean we then choose to go to the mountains for another exciting adventure.....

Morne Blanc Trail

Going up the trail to Morne Blanc, at a point, someone said "Monn ganny ase, pa pe kapab al ankor", or someone will slip, and we all will get a good laugh out of it. But through the encouraging words of others, we made it to the viewpoint, enjoying the scenery, proves to be a worthwhile experience. We also had some great activities planned on the beach that not only tested the level of trust within a group but also our efficiency and effectiveness at having each other's' back. It doesn't always have to be outdoor, once in a while we remain into the comfort of our office space ....

Office breakfast

Instead of having breakfast at home, we decided to share our favourites inside our office wall at the HR main office. There were a variety of healthy options as well and the more traditional English breakfast.

No one team building activities is ever the same, each bringing its own memorable moment, which when you look back, makes you look forward to the next one. Most importantly it brings us closer as a team and build trust.

By Recruitment Officer Paul Quatre.

International passenger flights slowly making their return

International commercial passenger airlines are slowly resuming flights to Seychelles, as most airlines have expressed their desire to be back by the end of the year.

Before the pandemic a total of 14 airlines were flying to Seychelles but since the opening of the border to passenger flights, only a few have been coming regularly back to our shores, in spite of the ongoing global crisis which has brought about its fair share of uncertainties to the airline business.

Recently, we witnessed the return of British Airways bringing over 90 passengers directly from London-Heathrow, and the airline is operating twice a week, on Sunday and Thursday.

British Airways is the second European carrier after Edelweiss which started over two weeks ago, linking Seychelles directly to Europe. Frankfurt based carrier Condor has confirmed its return in November this year.

"It is reassuring to see that airlines are resuming their services, as tourists seek a safe haven away from the dire strait being brought about by the pandemic. This comes at an opportune time, when the authority is preparing its winter schedule which runs from end of October to end of March 2021" said Seychelles Civil Aviation Authority's (SCAA) Chief Executive Officer Mr Garry Albert

"However, flights coming back is one thing, we cannot rest on our laurels as the loads need to increase to make trips viable. All partners need to keep working relentlessly to revive the industry which is the major economic pillar of the country, without compromising the health requirements" he said

Mr Albert said the private jets season which starts in December looks promising and we hope this will increase traffic at the Seychelles International Airport.

From the African continent, Ethiopian Airline which has been recognized for its remarkable strategy during the pandemic, was flying to Seychelles with essential goods even when the border was closed. To date Ethiopian has a twice weekly flight to Seychelles carrying both cargo and passengers. Kenya Airways is expected to return before the end of this month.

Qatar, is scheduled to return on December 15th with trips three times a week. Other airlines such as Air France will start its operations in February 2021 and Air Austral as well as Turkish Airlines are expected back in early December.

SCAA honors sixty long serving staff in award ceremony

This year sixty long serving staff were honored for their years of dedication and commitment to the local civil aviation authority during its annual commemorative long service award ceremony.

The event was held in a totally different setting this year, due to the pandemic's impact on the organization. It was therefore at the Seychelles Civil Aviation Authority's (SCAA) headquarters, that the staff were welcomed by the company's top leadership and showed recognition and appreciation for their dedication during their years of service. The long service award is always celebrated during the month of July which also marks the 49th anniversary since the first commercial jet, the British Overseas Airways Corporation, landed in Seychelles.

Addressing the awardees who have dedicated from 10 to 40 years with the organization, the authority's Chief Executive Officer Mr Garry Albert took the opportunity to thank the staff for their loyalty and hard work during those years.

He reiterated that in whatever decisions that are made the employees remain SCAA's top priority and now that commercial flights are coming back, they will ensure that staff will have all the necessary equipment to protect their themselves as they carry on with their daily duties.

Mr Albert also thanked the awardees' family for their support and wished the long serving employees all the best in the years to come and reassured them that SCAA will provide all the necessary support to all staff to ensure that we continue to give the best of ourselves.

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Certificates were then presented to the 38 staff who have celebrated 10 years, two who have spent 15 years, seven 20 years and five 30 years with SCAA. Two staff were also celebrating 35 years with the organization.

This year four longest serving staff celebrating 40 years since they joined the authority, Joel Figaro and Daniel Pierre from the Engineering and Technical Services, Thomas Jolicoeur and Williamson Lesperance from the Airport Fire and Rescue Services.

Congratulations!

ALPHA TANGO

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