# Luxaviation
## Safety Matters

## Welcome to the Luxaviation Group Safety Matters Newsletter

We aim to publish this newsletter quarterly to enable information sharing across all Group entities. We will include safety reports submitted from across the Group as well as articles that we feel you may be interested in.

If you have any comments, suggestions or wish to contribute, please contact:

**Luxaviation Safety Matters**
safetymatters@luxaviation.com
www.luxaviation.com

# Safety Culture and Nurturing a Resilient Environment

In our constantly evolving environment safety is not merely a tick in the box. Safety must be a fundamental value that permeates into everything that we do, how we act, and the decision we make. Safety isn't just a back office department, safety should weave through every fibre of how we do things, both as an organization as well as each individual. Once we recognize that safety is a shared responsibility across the organization, and each individual, we develop a defence mechanism against hazards, ensuring well-being for all. Safety is therefore a collective responsibility; from the flight deck to the cabin, the FBO and the ramp, the finance and admin teams, every individual shapes our organizational and safety culture.

In this edition, we discuss the safety culture index and the recent safety survey. So, what is a Safety Culture and how do we keep a positive safety culture? Safety culture can be defined as the collective heartbeat of an organization and permeates through its people, its processes, and practices. It's the unwritten code that guides our decisions, behaviours, and attitudes. Key components of a safety culture include:

- **Shared Values:** Culture begins with shared values. When safety is ingrained into the organization, it no longer relies on compliance and becomes a mindset within the organization.

- **Leadership:** Our leaders `set the tone for our organizational culture. Their actions, priorities, communication, and investment shape the safety narrative. A safety-conscious leader inspires trust and accountability and champions safety as a non-negotiable priority. Our Safety resources are allocated, and Safety Expectations are clearly defined.

- **Employee Engagement:** Our leadership can set the tone, but Safety is a collective effort. Engaged employees actively taking part in safety initiatives, hazard reporting, and contributing to continuous improvement is paramount. All employees are encouraged to report and participate.

- **Learning Culture and continuous improvement:** An organizational culture that embraces the opportunity to grow, learn from our mistakes and implement positive change. Let's actively promote reporting, let's dissect, investigate, and examine in detail, and make change where change is due in order to continuously improve and solidify our safety.

- We should benchmark our safety practices against other industry participants and even other industries. Feedback from the regulators, auditors, and staff should be used to refine our processes and safety practices.

- **Just Culture:** A Just Culture must differentiate between intentional violations and honest errors. A just culture emphasizes that mistakes are often a result of faulty organizational systems rather than solely the fault of individuals directly involved. We clearly define our Just Culture policy and a non-punitive reporting culture.

The safety culture in an organization is constantly changing and in our ever-evolving industry, cultivating a resilient safety system is paramount. This resilience is essential to help overcome the challenges many of us face daily. It goes beyond simply adhering to procedure, by continuously adapting and changing as situations arise.

Our industry, once soared with expertise, now grapples with a harsh reality of the lack of resources due to the forced early retirement of its most experienced professionals due to the COVID-19 pandemic. The loss of experienced pilots, engineers, air traffic controllers, and operations staff, with many never to return to the industry, places organizations at risk of losing their safety culture, let alone being able to promote a positive culture. The ongoing aging workforce will further reduce the industry experience. While we can replace the people, experience, and wisdom can only be developed over time.

Our operations are complex, operating across a multitude of regulatory environments. We need to act positively to retain and grow our safety culture to effectively deal with these complex environments and most importantly keep safety simple. We should use our collective group efforts, let's not work in isolation. Our global alignment, common systems and processes, and the sharing of information provides the basis for an effective, efficient, resilient safety culture with a long-term focus.

Happy Landings

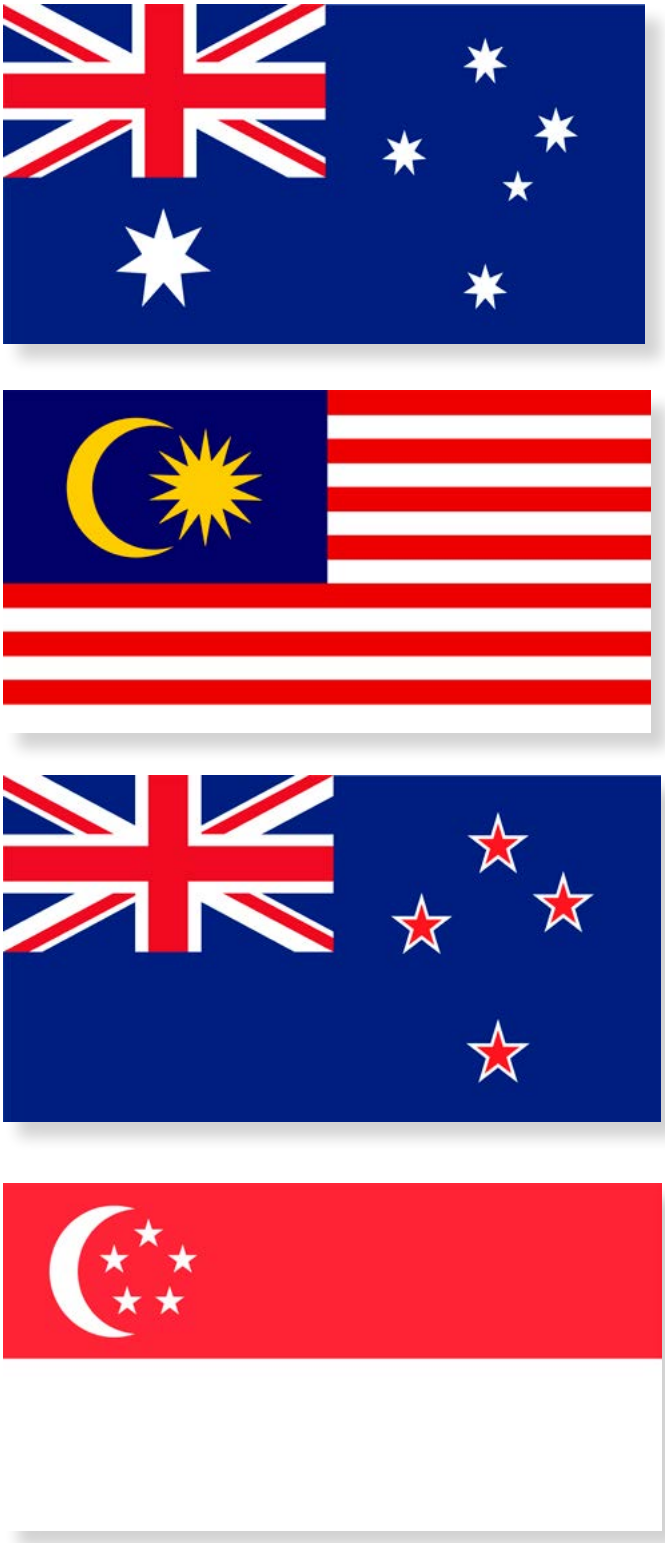
**Denis Crossley**
Flight Operations Director | Asia-Pacific

# A Note From The Editor

Welcome to Luxaviation's quarterly safety bulletin, your central source for all safety-related updates and information within our organisation. As a global leader in private aviation services, Luxaviation operates across six regions worldwide, including Africa, Asia-Pacific, Europe, The Americas, and the Middle East, boasting a dedicated workforce of over 1,500 experienced professionals. Our commitment to safety is unwavering, and this bulletin serves as a vital communication platform to ensure that safety remains paramount in every aspect of our operations.

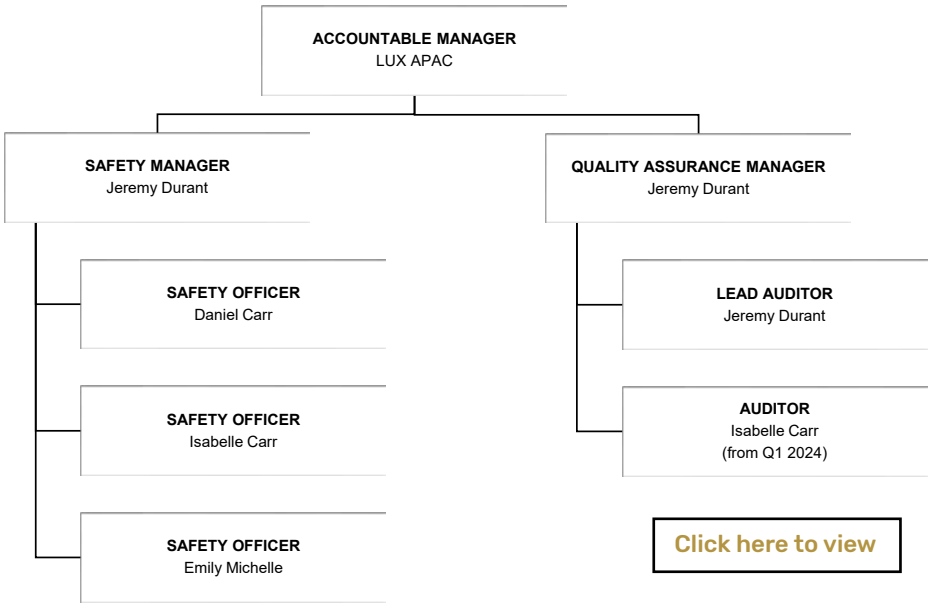
This quarter, we are excited to announce our collaboration with our colleagues in the Asia-Pacific region. We will have the opportunity to meet and work closely with our safety and compliance counterparts from this region, fostering a culture of collaboration and knowledge exchange. Together, we will strengthen our collective efforts to uphold the highest standards of safety excellence across Luxaviation. Stay tuned for updates and insights from our collaborative endeavors.

**Suzy Gautrey**
Editor- Safety Matters



# The Asia-Pacific Team

## Safety & Compliance Team Structure




**Jeremy Durrant**
Quality Assurance & Safety Manager

Jeremy joined Luxaviation / ExecuJet in 2018, and is now the Quality Assurance & Safety Manager for ExecuJet Asia Pacific.

Jeremy started his aviation career in 1994 as a pilot, and joined the Qantas Group in 1998. He has had the opportunity to command various jet aircraft, including the B717, A320/321 and A330 for Jetstar Airways.

Since leaving the airline environment, Jeremy has moved into Quality and Safety, and has worked in the mining, hospitality and consulting industries prior to joining Luxaviation.

He is passionate about safety, and prides himself on the safety management systems and safety culture that is fostered at ExecuJet Asia Pacific.

He holds a Diploma in WHS, Diploma of Quality Auditing, Diploma in Risk Management, and just completed his Diploma of Leadership and Management.

Jeremy is excited for the future of Luxaviation, and views collaboration within the Quality and Safety teams globally, and continual systems of improvement, as a way of ensuring all staff within the Group can enjoy their passion in the safest manner possible.

In his spare time, Jeremy likes to spend quality time with his three children, and can often be found with a fishing rod in hand along the beautiful waterways in Australia.

# The Asia-Pacific Team

**Dan Carr**
Flight Safety Officer

Dan started in aviation flying as a bush pilot conducting charter and medevac flights in sub-Saharan Africa for five years. This gave a strong insight into the value of safety management in any aviation operation, with numerous external threats and challenges encountered daily.

From there, Dan joined a regional airline as a line training captain, before moving to business aviation under charter operations, become involved in Flight Operations management. Dan joined the Luxaviation Group in 2019, operating under several entities within the Group prior to joining ExecuJet Asia Pacific. Dan has held several safety related roles within the Group, including Flight Safety Officer and FDM Gatekeeper.

**Isabel Carr**
Flight Safety Officer

Isabel joined the Luxaviation Group in 2023, flying under our San Marino AOC within the ExecuJet Asia Pacific organisation.

Originating from Jersey in the Channel Islands, Isabel was had the rare fortune to begin her career at her home base, where she flew with a regional airline before making the transition into the business aviation. The move to business aviation also brought opportunities outside the cockpit, with training in a Flight Safety Officer role, progressing to Lead Safety Investigator for a large European operator of managed business aircraft.

Isabel then took a break from the industry to raise her young family, but returned to freelance and safety consulting in 2022, before joining the Luxaviation Group full time. Under ExecuJet APAC, she has recently completed a course as a Lead Investigator and Auditor.

**Emily Michelle**
Flight Safety Officer

Emily joined Luxaviation group in July 2021 as a first officer on the Falcon 2000LXS based in Adelaide, Australia.

She has 12 years of business aviation experience as a pilot and has been involved in operations and safety for most of that time. Emily has recently joined the Asia Pacific Safety Team as a Flight Safety Officer.

# Safety Survey Article for Safety Bulletin Q4 2023

Safety Culture is what people believe about the importance of safety; it has been described as *"how an organisation behaves when no one is watching".* Safety Surveys aim to review the safety culture within an organisation and make recommendations for improvements, where required.

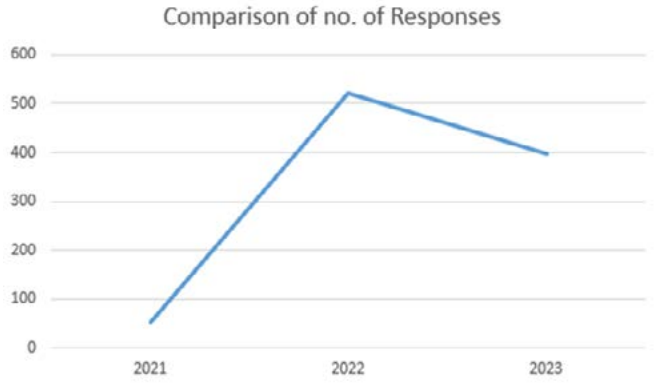
The Group Safety Team issue an annual Safety Culture Index (SCI), which is a type of safety survey that issues a 'safety score', that can be compared across the industry. The higher the numerical value, the better the safety culture rating. Based on the average score, safety culture falls into one of the following three categories:

- Poor safety culture 25-58
- Bureaucratic Safety culture 59-92
- Positive Safety culture 93-125

The latest survey was issued in December 2023 and the results have now been analysed. We would like to extend a big thank you to everyone who participated in this survey a summary of the results and recommendations are below.

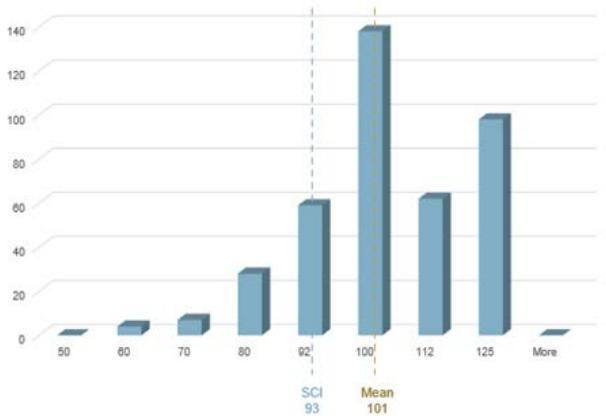
**Safety Culture Index**

A total of 392 responses were received across the group. This is a decrease on the 2022 responses of 521, but significantly higher than the number of responses received in 2021, of 54, see Figure 1.



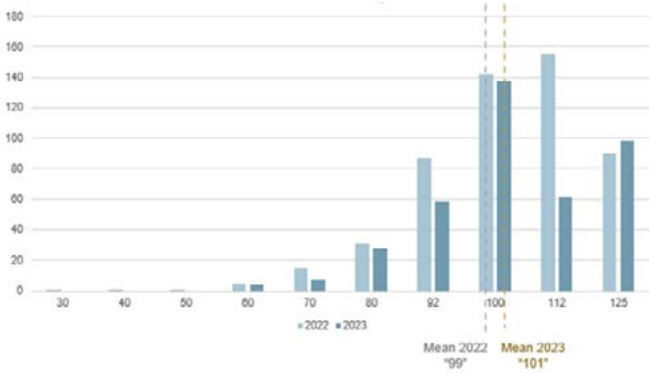

The Luxaviation Safety Culture Index was calculated as 101 and this is within the positive safety culture category.

Luxaviation Group Safety Culture Index 2023




A score of 101 is an increase from the 2022 results, which identified an SCI of 99 , demonstrating continuous improvement.

Luxaviation Group SCI Score 2023 compared to 2022




There were over twenty comments made by the participants, some of which expressed a positive outlook on the safety culture, with one participant identifying "overall, most of the employee's mindset is positive and safety culture environment has been setup". However, other comments highlighted areas for improvement, as one participant identified *"Safety is mainly oriented towards flight ops. Not sure other employees are fully aware of the Safety Management System..."* All information has been passed on to the local entity and recommendations for improvements have been made. For more details of the results applicable to your specific entity, please liaise with your local Safety Manager.

**Suzy Gautrey**
Group Safety and Compliance Manager

# Am I medically fit to operate ?
# If not, what's needed when I am ?

Following a report submitted recently where a crewmember was incapacitated inflight by sudden onset gastroenteritis, it seemed a good time to recall what is required after an illness or inability to act as crewmember. Fortunately, In the episode in question a full complement of relief crew were onboard to take over the flight duty roll. The flight continued without further incident to destination and the crewmember made a full recovery flying commercially home at a later date.

I myself recently suffered a bad back this year, the onset of which appeared driving home from a flight duty, later identified as a trapped nerve by the osteopath. Flight Operations were informed followed by an email of my inability to preform my duties safely. Luckily the discomfort was short lived and after a week or so, self-certified myself fit to fly when the pain subsided, mobility returned and I no longer needed over the counter medication. However what is the legal and appropriate actions that should be followed? In both these cases should these events have reported to our Medical Examiners ? What is required after a bout of food poisoning/incapacition? Can I fly on over counter painkillers? How do we know when is appropriate after medication or illness to self certify?

The UK CAA as per MED.A.020 indicates a decrease in medical fitness :

A licence holder shall not exercise the privileges of their licence and related ratings or certificates at any time when they:

1. are aware of any decrease in their medical fitness that might render them unable to safely exercise the privileges of the licence;
2. take or use prescribed or non-prescribed medication that is likely to interfere with safe exercise of the privileges of the applicable licence; or
3. receive any medical, surgical or other treatment that is likely to interfere with flight safety.

In addition licence holders shall without undue delay, seek aeromedical advice when they;

1. have undergone a surgical operation or invasive procedure.
2. commenced the regular use of any medication.
3. have suffered any significant personal injury involving incapacity to function as a crewmember of the flight crew.
4. have been suffering from any significant illness involving incapacity to function as a member of the flight crew.
5. are pregnant
6. have been admitted to hospital or medical clinic
7. first require corrective lenses.

In most cases common sense prevails. If in any doubt a call to your AME, along with your DFO to discuss your situation or concerns will usually answer any questions relating to your case. It's always met with a bit of trepidation when discussing medical issues with your AME, everyone has a tale to tell about a friends colleague that had his licence torn up in front of them but in the cases I have been aware of, they are practical, pragmatic and proactive in confirming the issue/medication and getting you back to work as soon as you are fit to operate. Every situation is different and can affect people in different ways so beyond the self-certification method for the small day to day illness, the Authorities have strict guidelines on dealing with prescribed medication and diagnosed illness/trauma.

Daily life happens, including getting older, breaks, sprains, disease and medical intervention. Most of these things we don't have any input on but things like sensible food options,hygiene whilst down route as well as precautions in High-risk malaria/ tropical disease areas can reduce the exposure to us being affected. It is also a good time to mention that mental health and wellbeing is also a big part of our world nowadays and as a gentle reminder we have Adelia Clark on hand to deal with any concerns you experience if just a chat to get things off your chest. The taboo subject of talking about mental health, including depression and anxiety is a thing of the past thankfully and we all know that talking about it, is a way to the cure.

If in any doubt speak to your AME and DFO following illness, incapactitation or inability to preform your flying duties to see if a sign off or assessment is required before being released back to duty.


**James Meeson**
Flight Safety Officer

# Minimum Sector Altitude

A recent report was submitted whereby the crew were given a turn and a decent that would put the aircraft below MSA. The crew queried the turn immediately with ATC, who, after realising the error, called for an immediate climb and to stop the turn. The quick realisations from both parties, during a busy and stresful time due to weather conditions, resulted in a safe outcome.

Thankfully, these events are rare, but as with all aspects of operating aircraft, due diligence in planning, briefing, realising the event, and then following SOP's are all factors to mitigate these and similar events.

References in the Company OMA that may be of use for events like this are as follows;

Flight Crew Responsibility (MFA and MSA):

**8.1.1.2**

**Flight Crew Responsibility**
*CAT.OP.MPA.270*

The Flight Crew will not allow the aircraft to be flown below the MFA or MSA, except when necessary for take-off and landing or descending in accordance with procedures approved by the Competent Authority.

Flight Crew must refer to the Flight Guide Chart NOTAMS to determine if the required MFA has changed in order to use chart MSA uncorrected. These are for emergency use otherwise. Changes are notified ahead of chart / plate re-publication through these pages.

If there is no ATSMAC available, crews should refer to the MSA contours/terrain and obstacle information on the procedure chart in use. However, the minimum terrain clearance associated with radar vectoring is nominally 1,000 ft within 5 NM of the aircraft; and 15 NM ahead and 20° either side of the aircraft's track within 30 NM of the radar antenna associated with the unit providing the service. When the aircraft is within 15 NM of the antenna and provided an ATSMAC or approved procedure has been notified, these distances may be reduced to 3 and 10 NM, respectively. Conflict may therefore occur between clearances based on these criteria and charted MSAs. Hence pilots must be aware of the terrain clearance afforded by the chart MSAs to enable them to monitor the terrain clearance when under radar control.

Flight Crew should take into account non- International Standard Atmosphere (ISA) conditions and wind speed corrections in making this determination. If in any doubt crews are to double-check terrain clearances with ATC. For information on Altimeter Corrections refer to OMA 8.1.1.5 and OMA 8.1.1.6.

ATC Responsibility:

**8.3.1.18 Airtraffic Control (ATC) Responsibility**

Air Traffic Control (ATC) services do not explicitly include prevention of collision with terrain. It therefore remains the responsibility of the Flight Crew to ensure that all clearances issued by ATC are safe in respect of terrain and obstacle clearance. Crews should monitor the position of the aircraft and the relationship of its altitude to the MSA in the area and confirm that each descent clearance below MSA is safe. If an ATC Surveillance Minimum Altitude Chart (ATSMAC) is published, this should be used to confirm that the cleared altitude is above the published minima.

The Enhanced Ground Proximity Warning System (EGPWS) terrain display function should be used to monitor the aircraft's position in relation to terrain when appropriate, and crews should familiarise themselves with the display logic.

It should be noted that radar vectoring altitudes assigned by ATC are not always temperature compensated.
Should a crew have doubt about the terrain clearance afforded by an ATC clearance it must be immediately challenged.

Approach and Landing Briefs:

**8.10.1.2 Approach and Landing Briefing**

The Approach and Landing Brief should be conducted in the same interactive, open and engaging style as the Take-off Brief. The nature and content of the briefing should be varied to suit the circumstances.

It will usually be given by the PF and should be given before the aircraft starts its initial descent.

Rather than follow a script the Briefing should be appropriate and relevant and should highlight the differences.

# Minimum Sector Altitude

If 2 sets of charts are in use pilots must ensure they are referring to the same charts by cross-checking dates and chart number.

The following list contains items which may be relevant for the brief:

- Any aerodrome special briefing.
- Threat and Error Management (TEM). Refer to OMA 8.10.1.3.
- Safety altitudes and terrain.
- The STAR or arrival route.
- The expected approach and any reversion.
- GA procedure and plan in the event of a GA (Holding / Diversion)
- Fuel (time) available
- The aerodrome chart covering runway dimensions / slope (visual picture), and taxi in including hot spots.
- Use of automatics.
- Aircraft operation covering flap setting, anti-icing, approach speed and wind additives, continuous
- ignition, wipers, landing lights, reverse thrust and wheel brake settings.
- Review landing performance Landing Distance Required (LDA)
- MSA
- Invite Questions.

With colder temperatures approaching, the following may also be of use:

**8.3.3.3**

**Cold Temperature Altitude Correction**

Under most unfavourable conditions, such as temperatures significantly lower than ISA, true altitude will be lower than indicated. This altimetry error may be significant and can become extremely important when considering obstacle clearance in very cold temperatures. Altimeter errors become significantly larger when the surface temperature approaches -30 °C or colder, and also become larger with increasing height above the altimeter reference source. In this case, and only when following published procedure altitudes, pilots shall add the values derived from the Altitude Correction Chart to the altitudes published in the approach charts, such as MSA, MDA, DA and restricting altitudes relevant for the respective procedure.

The following guidelines shall be observed:

- No corrections are needed for reported temperatures above 0 °C or if the airport temperature is at or above the minimum published temperature for the procedure being flown;
- Do not correct altimeter barometric reference settings;
- ATC assigned altitudes or flight levels shall not be adjusted for temperature when under radar
- control;
- Corrections apply to QNH and QFE operations;
- Apply corrections to all published minimum departure, en-route, and approach altitudes, including missed approach altitudes, according to the table below. Advise ATC of the corrections;
- MDA/DA settings shall be set at the corrected minimum altitudes for the approach
- Subtract the elevation of the altimeter barometric reference setting source (normally the departure or destination airport elevation) from the published minimum altitude to be flown to determine “height above altimeter reference source;”
- Enter the table with Airport Temperature and with “height above altimeter reference source.” Read the correction where these two entries intersect. Add the correction to the published minimum altitude to be flown to determine the corrected indicated altitude to be flown. To correct an altitude above the altitude in the last column, use linear extrapolation (e.g., to correct 6’000 feet or 1’800 meters, use twice the correction for 3’000 feet or 900 meters, respectively.) The corrected altitude must always be greater than the published minimum altitude;
- If the corrected indicated altitude to be flown is between 100 feet increments, set the altitude to the closest 100 feet increment above the corrected indicated altitude to be flown.
- Enter the table with “Aerodrome Temperature” and with “Height Above the elevation of the altimeter

setting source (feet)." Read the correction where these two entries intersect. Add the correction to the published minimum altitude to be flown to determine the corrected indicated altitude to be flown.

- In UK Flight Information Regions (FIRs), ATC presently do not apply a temperature correction when allocating altitudes. Pilots are reminded that they should NOT adjust altitudes issued by ATC during either surveillance or procedural approaches. However, if a pilot considers that the altitude given in any way causes concern, or might endanger the aircraft, then a higher vectoring altitude should be requested from ATC.

**David Jenkins**
Deputy Director of Flight Operations
Captian Citation Excel / XLS / XLS+

# Airworthiness – Avionics Battery Fail

A Bombardier Global 5000 crew reported the avionics battery burned out minutes before the boarding of passengers. Both Yellow Amber CAS messages ELEC SYS FAIL & AV BATT FAIL came on simultaneously and avionics battery was yellow boxed with a 38 degrees Celsius indication (Fig 1 & 2).


Fig 1

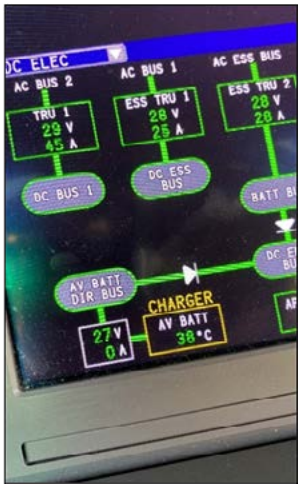



Fig 2

The crew started trouble shooting with technical advisor assistance and after looking into the OMS, they initiated a complete shutdown with disconnection of both battery and a visual inspection. At this point the crew that noted the avionics battery showed evidence of excessive heat, with black traces of smoke (Fig 3).

Fig 3

The resulting CAMO investigation identified the aircraft had recently undergone scheduled maintenance and during which the avionics battery was removed for service, the battery was refitted to the aircraft with the battery release certificate stating battery overhaul had been performed.

The subsequent investigation by the maintenance facility identified:

- It was standard practice to take a picture of the battery configuration before disassembly to record the position of the links, this was then used for reassembly and links installed in the same position (Organisational Norm).
- On this occasion the technician performing the overhaul had not taken a picture prior to disassembly, and the technician reassembled Fig 4 and Fig 5 below.

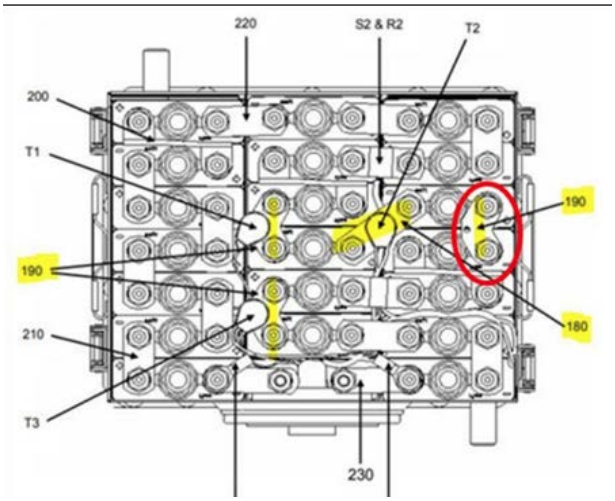



Fig 4

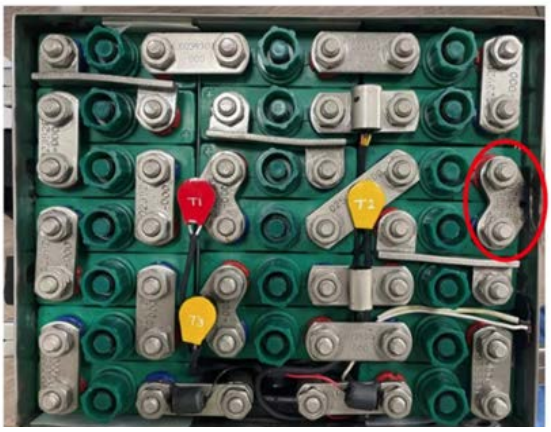



Fig 5

- The CMM (Component Maintenance Manual) had been amended, and the amendment changed the link at this location from P/N 025433-000 (item 190) to a straight link P/N 025751 (item 240) as shown in Fig 6 below.

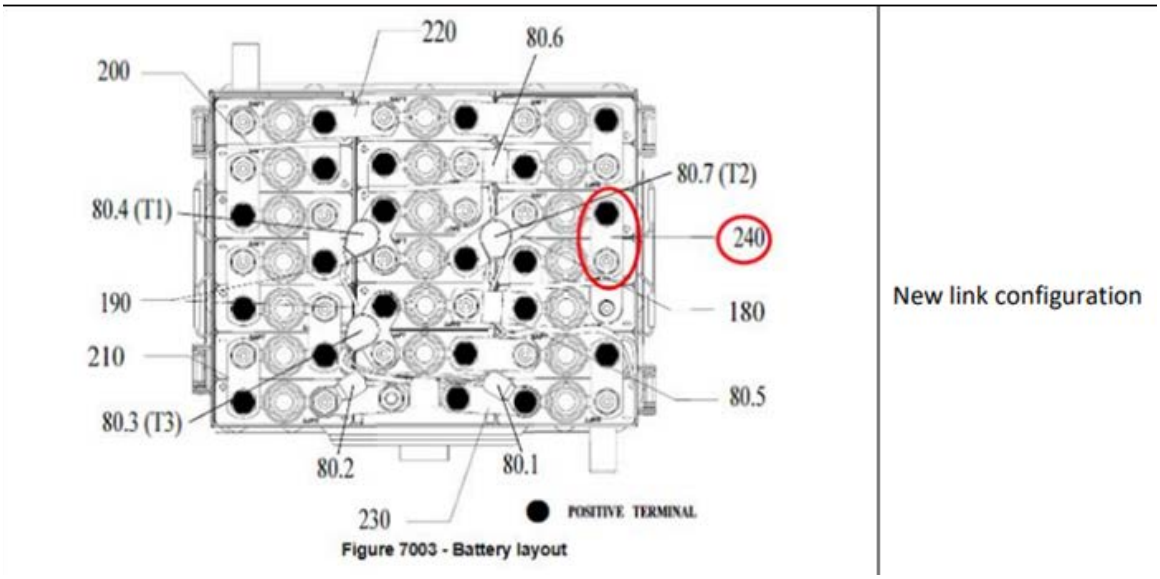



Fig 6

It was fortunate that this incident occurred on the ground, the crew were able to shut down the aircraft. The damaged battery and associated components replaced.

- The root cause of this potential fire was the CMM procedures was not followed.
- It was an organisational norm for a picture to be taken prior to disassembly of a battery, then refer to the picture for reassembly.
- This process failed to identify the incorrect link configuration as the CMM was not used to check the links.

To correct this situation the maintenance facility has:

- Contacted the OEM to confirm that new configuration can be applied on the next shop visit of the batteries. There is no need to retrieve the batteries to shop to apply the new configuration.
- Internal Safety Notice issued which Battery Shop and certifying staff were required to acknowledge.

**Paul Green**
Safety Manager ExecuJet A/S
CAMO Safety Manager Luxaviation E.A.

# Welcome to the Editorial Team

## Cláudia Maeiro

Hello everyone,

My name is Cláudia Maeiro and I'll be the new Ops and CAMO Safety Manager for Luxaviation E.A.

My career in aviation started in 2006 when I joined the Portuguese Air Force as a Military Air Traffic Controller. When my contract ended, I got my FOO license and joined Hi Fly S.A. In 2013, I joined Hi Fly's Safety Department as a Safety analyst and then progressed to become a SMS coordinator in 2015. In 2018 I joined OGMA S.A, a MRO, to aid in the implementation of the Safety Management System.

I've joined Luxaviation with the hopes that my experience helps to maintain a safe operation and strengthen the safety culture within the company.

## Stephanie Trombetta

Hello everyone.

My name is Stephanie Trombetta and I am the Group Training Manager and AVS Group Support for BATS.

I am originally Italian and lived in the UK for many years. I have been working in aviation for over 23 years - I started as Cabin Crew and recently left my position as Training Executive at British Airways, to join BATS.

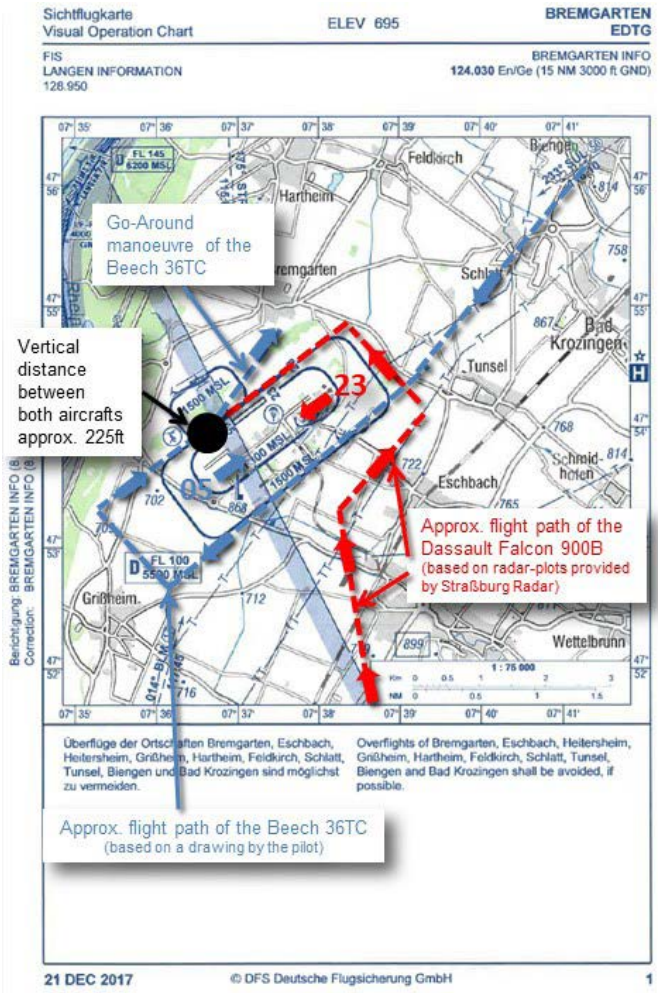
I have a passion for travelling and I always enjoy learning new languages. I also enjoy going to the gym and horse riding.

# Mini Updates

## Skybrary alert

**Extra care is needed when planning and executing an approach to an uncontrolled aerodrome**

On 28 April 2018, an aircraft came into close proximity with a light aircraft at the uncontrolled VFR-only aerodrome at Bremgarten during its tailwind approach to runway 23 made without contacting the designated Flight Information frequency as the other aircraft was on approach to runway-in-use 05 and in contact with Flight Information. The light aircraft pilot took avoiding action by turning north and climbing in order to avoid a collision. The crew had not prepared for the approach which was then unstabilised with late gear extension and multiple EGPWS 'SINK RATE' warnings annunciated.




Read the full article here

## Is your Centrik document access correct?


Centrik is a powerful, yet complex tool that allows comprehensive sharing of documents within your AOC. This also includes a limited number of shared group documents, such as group safety news and airfield briefings.

Your document distribution team, work diligently to ensure that you are provided with essential operational documents, however on occasions, you may have visibility of documents that are not relevant to yourself. For example, certificates intended for another AOC, or other job functions.

If you have visibility of documents not intended for your AOC or job function, please liaise with your local Centrik administrator, or raise a safety report if you are unsure who your Centrik administrator is.

**Suzy Gautrey**
Group Safety and Compliance Manager

# Sustainability Update

**Q4: Environmental Footprint**

| | |
|---|---|
| $tCO_2$ Emissions: | 23,569 |
| Average $tCO_2$ Emissions per Flight | 5.69 |
| Average $tCO_2$ Emissions per Hour | 3.42 |
| Average $tCO_2$ Emissions per Passenger | 2.09 |

**Highlights**

ExecuJet France transitioned to fully electric ground-handling equipment (GHE) at their FBO in Paris, Le Bourget Airport. This marks the ExecuJet FBO becoming the first to operate a fully electric fleet of GHE in Europe, in addition to achieving Luxaviation's target of 100% GHE electrification by 2030, seven years early.


Further announcements featured Luxaviation's sustainability partnership with Azzera, providing clients the opportunity to voluntarily offset emissions produced from their flights. Additionally, the launch of the Luxaviation Go-to-Zero Investment fund aims to accelerate efforts to decarbonize by 2030.

**The Sustainability Edit**

The Sustainability Edit concluded the quarter with its twelfth publication. Articles supported the United Nations Sustainable Development Goal (SDG) of the month (SDG 6, Clean Water and Sanitation), the distribution of Luxaviation's Sustainability Literacy Guide and highlights for 2023.

Luxaviation's well-being initiative focussed on staying active and mobile, male health and mental health awareness month.

The sustainability team welcomes your questions, contributions, and collaborations.

sustainability@luxaviation.com

Think *global*, act *local.*

**Nicola-Jane Sellers**
Group Sustainability Manager

# Sharing of Passwords, and Passbolt

We must not share passwords; except when a team needs to share a password… This is the challenge of IT system security in a company like ours where team members may come and go with different aircraft management contracts.

For example, we have numerous passwords to external sites such as aircraft database download sites, which don't allow multiple user accounts. Rather, these sites share an AOC specific common account login for multiple aircraft on the AOC, i.e. Rockwell Collins or Jeppesen JDM for our charts. Often crew may be away from the main operational base; CAMO need access; and an administrator who is overseeing the account also needs access. How best can we securely manage this situation to ensure everyone has access? If an aircraft or crew leave, how do we ensure security of the account in a convenient way without impeding our business?

Passbolt is the Group's chosen password management tool. It utilizes end-to-end encryption, meaning your passwords are encrypted on your device and can only be decrypted using your unique passphrase. This ensures that even if Passbolt's servers were compromised, your passwords would remain safe.

The benefits of Passbolt are not limited to individual use; as it excels in team collaboration, conveniently allowing groups to share common passwords, and instantly broadcast that to all current users. This allows teams to work seamlessly with single access accounts, ensuring continued access for all - even when passwords are updated by one user. Passbolt achieves this by reflecting any changes immediately in each users' Passbolt, and advising each user of a change to any password they have in their personal Passbolt account.

The password owner can share a password with groups, or individuals. Additional features coming to Passbolt will show when a password was shared with a deleted user, prompting an update, and automated password rotation. Current security benefits include encryption of passwords at the user level, based on your secret key, helping to stop any compromises of our IT systems.
When you set up Passbolt, there are two key actions all users should do: back up the private key to your Company OneDrive and memorise your Passbolt password. You will require both these items to your access to your Passbolt account.

An example of how we use Passbolt in Asia Pacific is, from the above example, where we share aircraft database account details with specific groups. We can create a Bombardier pilot group, a Dassault pilot group, a Textron pilot group, and a Gulfstream pilot group, with some passwords being common across all groups and others being specific to a particular manufacturer. Depending on the avionics suite, pilots may need access to Jeppesen Download Manager, Honeywell, or Rockwell Collins for instance, and we can cater for all those profiles whilst managing password rotations and changes.

Passbolt is available as a browser client, so just a click away for desktop-based users and has an app for mobile devices. For further information, contact your companies IT helpdesk.

**Dan Carr**
Flight Safety Officer

# Why Safety is Important to Me

**Name** : Izzy Carr
**Role** : Falcon pilot and Flight Safety Officer
**Region** : Asia Pacific

**Q. How long have you been with the company?**

**A.** I've been with the company almost a year, since April 2023, as a pilot and Flight Safety Officer.

**Q. Briefly describe your main responsibilities in your current role:**

**A.** My primary responsibilities are to carry out my flight duties safely and efficiently. My secondary role is to review hazard and incident reports submitted via the safety management system, investigate to find root causes, and make recommendations for any preventative measures we could put into effect, where appropriate.

I find both roles complement each other; my operational experience helps me to understand how situations are usually quite dynamic, especially when we receive a report with all the information and the benefit of hindsight, and it is important to recognise people are reacting to situations as they evolve.

Similarly, my Safety Officer role allows me to gather experience of hazards and challenges other crew face operationally; how their behaviour has contributed to a successful outcome, especially when the incident reports have some self-analysis from the reporter of what they would do differently. We can learn a lot through the hazards others face, and our mistakes, to be better identify hazards and mitigate them.

**Q. Why is safety important in your job?**

**A.** Safety is a key aspect of a flight crew's role, as we are a commercial operation and flight operations will always entail a level of risk. How we manage and control the level of risk we're exposed to; our strategies to avoid threats, and shorter-term tactics we employ to mitigate them – these are all motivated by our constant safety focus as an operation. I see this through all facets of the operation, where every one of my colleagues shares this common motivation and approach to our work.

**Q. What steps do you take to ensure safety in your daily tasks or operations?**

**A.** Thorough knowledge of our Standard Operating Procedures is the principal step, as these procedures have been developed to guard against known threats, and evolved with the experience accumulated through our safety system. For technical situations, we have well defined strategies specific to the aircraft type we fly for dealing with those, including certain actions which are reflexive in the event of a failure, which we drill in the simulator every six months. Adhering to these well-defined emergency procedures allows us to initially focus on flying into a safe bit of airspace to work a problem out.

For normal flight operations, I try to ensure workload is kept at as low as possible – trying to complete tasks where possible in quiet phases of flight and being prepared for the next phase of flight that's coming, so that we have more capacity to process our surroundings, being aware of events happening around me and understanding their cause and effect.

**Q. Can you share a specific example of how prioritizing safety has positively impacted your work or the work of your team?**

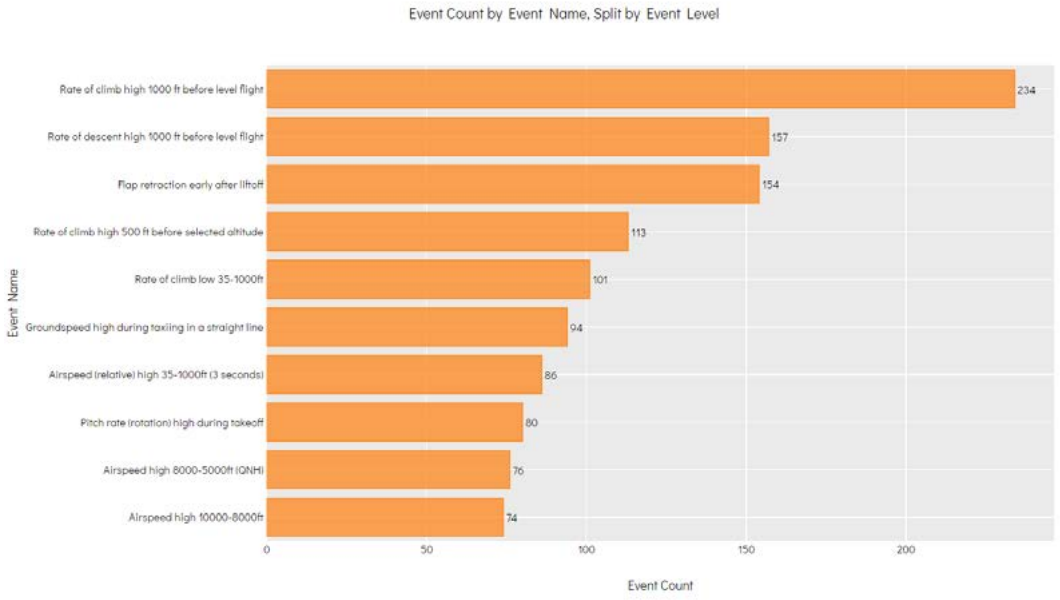
**A.** The short answer is that being as safety focussed as possible gets me home to my family each flight. I think as aviation professionals, there is a sense of achievement when we have those challenging flights and our teamwork and decision making, the support of dispatch and account managers, allow us to deliver the client from A to B, oblivious to the challenges we had to overcome to safely carry out the flight. In the moment they might not be the most enjoyable flights, but afterwards they are the ones that feel the most rewarding.

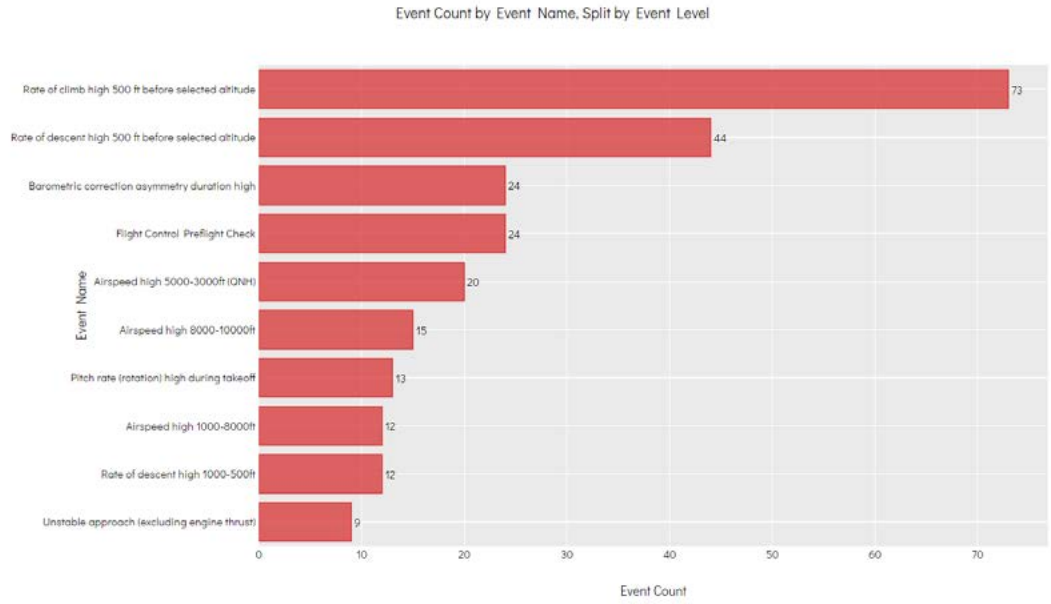
**Q. In 10 words or less, what do you recommend to colleagues in a similar role for enhancing safety in their daily tasks or operations?**

**A.** Follow SOPs and give feedback to the operation.

# FDM Q4 Group Statistics Review

Find top level 2 and 3 events for this quarter statistics below.




Showing data for 2,537 events over 1,209 flights. To sum up:

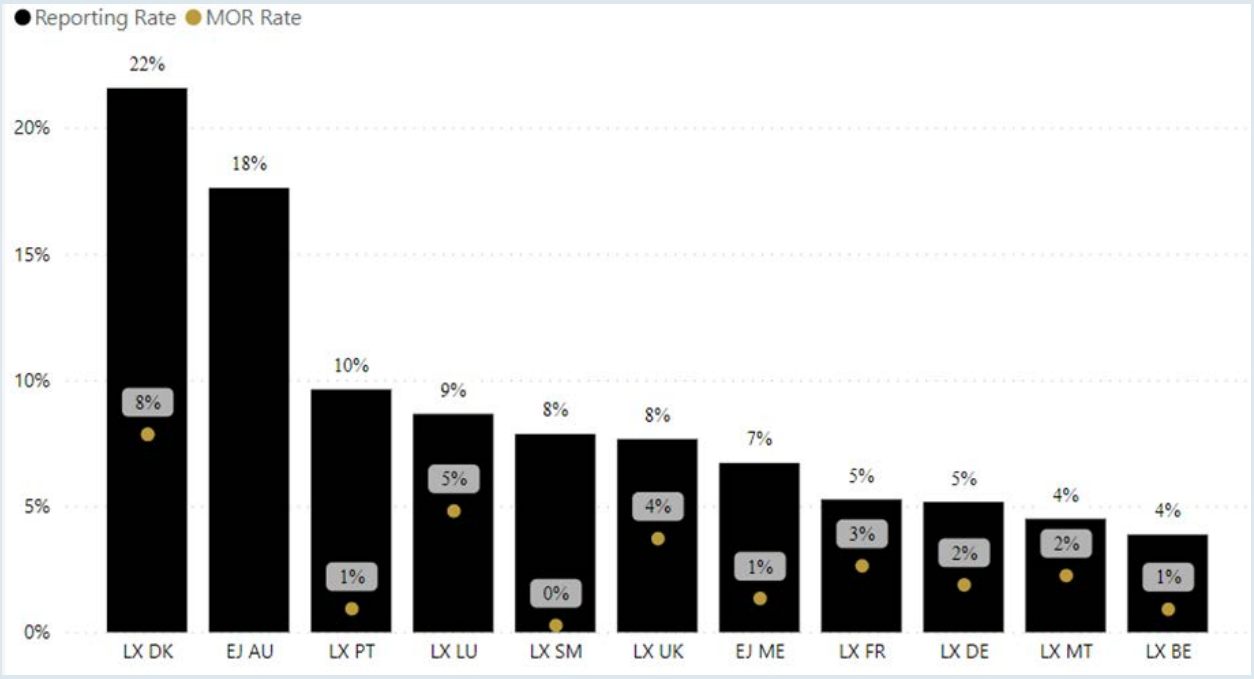
- Top event rate of climb high 500 ft before selected altitude, this event is related to airborne conflicts, so we recommend to follow SOPs and reduce rate of climb before altitude to reduce the rate of this events.
- Reminder also to conducted flight control preflight check.

The data shows lower overall and reducing rates compared with other Operators.

Thank you all for reporting safety cases!

# Safety Reporting

## Total number of safety reports submitted in Q4 2023




## Missing Data from FMS

The operator was alerted to a possible issue concerning the update of FMS database of Bombardier Global 6500. The alert came through a safety report, stating that the departure given by ATC was not available on the aircraft database.

**Safety Comments**

This investigation is ongoing with the help of CAMO and Flight Operations, but initial investigations show that a probable miscommunication between operator and service provider might have happened after this one had experienced some difficulties in updating the data of the FMS' aircraft.

# Is That A Leak?

In the incident in question the crew were telephoned by the Aircraft cleaning company that there was something abnormal with the aircraft they were about to clean. Pictures were taken and were submitted to the crew member showing a fairly substantial quantity of what looked like engine oil down the rear side of the aircraft fuselage, very close to the APU exhaust manifold and various inlets, vents etc. After much confusion, questioning and head scratching by all parties concerned, the investigation showed that the previous flight had experienced an issue with an un-commanded APU shutdown, suspected to be caused by low oil level. A work order was created which was completed by a contracted 3rd party MRO. The work was signed off and the Certificate of Release to Service issued.

The crew member suspected that the work completed had not been finalised by a visual walkaround and clean up by the engineers. This was eventually accepted as a likely conclusion by the MRO who advised, quite rightly, that the work carried out did not actually require a visual walkaround to be completed for a CRS to be issued. The APU servicing work had been completed in accordance with the work order and test runs were carried out successfully. The MRO however does accept that this was poor practice and the norm is for a visual inspection and cleaning if required is usually performed.

The issue still remained how the oil got there? The most likely sources would be an accidental spill during APU oil replenishing, or venting due there being too much oil in the APU system when test run. Images indicate the oil spill did not occur whilst airborne or taxying, as the flow was vertical and collecting at the lowest point of the fuselage with gravity acting alone. Therefore a conclusion was accepted that the spill had been created during the servicing event and was left in an unacceptable condition pre sign off.

This goes to highlight post maintenance work on your aircraft requires an even higher level of vigilance on your part. As Crew the onus is on you to make sure that your aircraft is airworthy, whatever has been carried out and by whoever on your aircraft. Even though, contrary to popular belief, engineers and maintenance personnel are another highly qualified pair of eyes catching any signs that something that maybe out the ordinary, the opposite may in fact be fact true!

Official figures show that flights just post maintenance, whether within the airline industry, military GA or corporate are the more likely to have an event associated with a human error during that maintenance.

A key number of points have materialised out of this event. Firstly the Absolute benefit of every member of the aviation team is crucial in acting as a barrier to allowing incidents to escalate whether internally within the company or externally through contractors involved with our flights.

Safety is at its peak when we all communicate our concerns however small or insignificant at any point, from the pre planning stage in the office to post flight checks.

In this case it was the Aircraft cleaners that stopped this event in its tracks, good on them! Thanks to their intuition the issue and was promptly rectified without causing a flight delay, or impacting flight safety.

Secondly How would you have responded to this event? If you were the crew reporting with a departure within an hour and found a similar oil spill on your preflight walkaround. Would you clean it off with paper towel and use your assumptions on why it was there , phone Flight ops, CAMO, the previous crew, delay the flight?

If you see a leak, spill, something out of the ordinary, do your part and let someone know, it may just save someone's day.

**NEVER ASSUME THAT SOMEONE ALREADY KNOWS!**

# Good Call

Welcome to this edition's Good Call, where we recognise and celebrate pro-active, safe behaviour. All nominees for the good call have been contacted in advance of publication and have given their permissions for the details to appear in the bulletin. Nominees will each receive a €50 (or equivalent) amazon gift voucher. If you know someone who goes out of their way to promote safety or acts proactively to prevent arising safety issues, then please let us know by sending your nomination to **safetymatters@luxaviation.com.**


This quarter, the reporter would like to remain anonymous, however they are happy to share the details of the report to raise awareness. The aircraft was being vectored for the ILS RW05 EGPE cleared to and descending to 3000. ATC was busy had warned the crew of previous approaches being broken off due to a storm. The aircraft was being vectored through the localiser for spacing, radar heading was 330, and were given the instruction given "left turn 090 cleared ILS 05". This seemed suspicious as 330 to 090 should be a right turn so the pilot monitoring read back as "left turn 090 the long way around….." PF had already commenced the left turn during the read back.

ATC responded fairly promptly, maybe immediately, to climb to 5000' immediately as the left turn with the ongoing descent had taken the aircraft below MSA. No heading correction was given on that call and it was followed by a period of other call signs transmitting so the crew were unable to get a call in for an estimated 30 seconds. The crew executed the climb instruction when given and also stopped the turn, instinctively. When ATC did get back to them they apologised for giving the left turn, it should have been a turn to the right. The aircraft were then given a right turn onto final approach and landing in gusty conditions.

**Safety Feedback**

This report highlights the importance of maintaining vigilance and situational awareness when given ATC instructions and to question any clearances that seems at odds with their understanding of the flight conditions. This critical approach is essential because, despite ATC's expertise, errors and miscommunications can occur. By evaluating ATC instructions against their own judgment and knowledge of the flight's context, the flight crew in this case, acted as an additional layer of safety.


# REPORT IT!

All Luxaviation regions have established Hazard and Incident reporting mechanisms. In the interest of yourself, your colleagues, the company, our clients and the broader aviation community please avail yourself of this medium.

There is no telling what the outcome of your report might be and how many injuries or even deaths it might prevent.

Remember that when reporting a hazard you have done your part. However when you see a hazard and choose not to report it you then take ownership of that hazard and all which might result from it.