



SAFETY NEWSLETTER



SAFETY OUR TOP PRIORITY



**Safety is much
more than no
accident**



SAZMA AVIATION Sdn Bhd acknowledges that Safety is the fundamental core business function of all our activities. We are committed in developing, implementing, and improving our Safety Management System (SMS) to ensure that all our activities uphold a high level of Safety Performance that meets and surpasses national and international standards with the ultimate objective of providing a hazard free workplace environment for our employees and clients.



*Effective leadership in Safety
requires a commitment to making
Safety a fundamental part of the
organizational culture.*

SAFETY NEWSLETTER



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ISSUE#2
DECEMBER 2023



SAZMA SAFETY

MESSAGE FROM THE CEO



Rodney Linus
Chief Executive Officer (CEO)

As we approach the end of another remarkable year, I want to take a moment to extend my heartfelt congratulations and gratitude to each and every one of you for your commitment to safety throughout the year.

As we reflect on the achievements of 2023, let us also look ahead to the opportunities and challenges that the new year will bring. I am confident that, together, we can build on our successes and strive for even greater heights. In particular, I encourage all of us to focus on continuous improvement in safety throughout our operations. By fostering a Positive Safety culture, we not only protect ourselves, our colleagues, property and clients but also enhance our reputation for delivering top-notch service.

I would also like to express my gratitude to those of you who have dedicated your time and effort during this holiday season. Your commitment to maintain our operations running during this time is deeply appreciated. Thank you for going above and beyond.

Wish everyone a joyful and prosperous New Year. May it be filled with new opportunities, personal and professional growth, and continued success.

Thank you for your exceptional efforts, and here's to a bright and successful 2024!

SAFETY MOMENT



I appreciate the opportunity to address you today on a matter of utmost importance—our commitment to safety in our operations. As we all know, safety is not just a priority, but it is a core value that underpins everything we do at SAZMA Aviation. Today, I'd like to share a brief safety moment and a crucial message that I believe is essential for all of us to embrace.

As we engage in our daily tasks, whether it's piloting a helicopter, maintaining equipment, supporting logistical operations or ground I urge everyone to prioritize safety above all else. This means adhering to established protocols, processes and procedures available, and of course not forgetting reporting any safety concerns promptly. Safety is not just a set of rules; it's a mindset that should guide our actions and decisions at every step.

I want to emphasize the significance of open communication. If you observe any potential safety hazards or have suggestions for improvement, I encourage you to voice your concerns. Your insights are invaluable, and together, we can create an even safer work environment. Let us reaffirm our commitment to safety, not only for the sake of compliance but because of the well-being of our team.

Thank you for making SAZMA Aviation a Safer place to work and we should make every flight a safe and successful one.



Captain Ian Martin Augustin
Chief Operating Officer

"Towards Aim Zero & Visible Safety Leadership - Be The Light, Where Others Can't!"

SAFETY HIGHLIGHTS

The Success of Reaching 1,000,000 Manhours Without Injuries



2013 - SAZMA First FOD Walkabout

Reaching 1 million manhours without a single injury is a remarkable achievement that signifies a strong commitment to safety and a culture of excellence in SAZMA Aviation. This significant milestone demonstrates the successful implementation of rigorous safety protocols and the dedication of every individual involved. It was still fresh in my memories back in 2013 when SAZMA Aviation began its journey. Started with a small group of passionate teams from Sabah Air Aviation, I remember we had a small piece of Hazard report form in which began our journey of reporting culture. With dream in our hearts, here we are, we reach 1-million-man hours without injuries. This proved our dedication towards Safety. Here are some key factors that contributed to this success:

Safety Training and Awareness: A comprehensive safety training program was implemented to ensure that all employees are well-informed about potential hazards and equipped with the necessary knowledge and skills to perform their tasks safely. Regular safety meetings, toolbox talks, and awareness campaigns helped to keep safety at the forefront of everyone's mind.

Effective Safety Policies and Procedures: Clear and well-defined safety policies and procedures were established, outlining best practices and guidelines for all tasks and operations. These policies were consistently enforced, ensuring that safety standards were upheld at all times.

SAZMA AVIATION	
Date Start of Work	: 11/3/2013
Safety Target without LTA	: 40,000
Best Record Achieved	: 40,143 *
Current Manhours Achieved	: 40,143
Date of LTA	: Nil
Total Number of LTA	: 0



ReActive Employee Engagement: Employees were actively engaged in identifying and reporting potential hazards or unsafe conditions. A culture of open communication was fostered, encouraging employees to speak up and contribute to continuous improvement in safety measures.

Hazard Identification and Risk Assessment: Regular inspections and risk assessments were conducted to identify potential hazards and implement appropriate control measures. Proactive measures such as job hazard analysis and safety audits were undertaken to prevent accidents before they could occur.

Effective Safety Leadership: Strong safety leadership was demonstrated at all levels of the organization. Managers and supervisors led by example, prioritizing safety in their decision-making processes and ensuring that safety guidelines were followed consistently.

Regular Safety Audits and Reviews: Ongoing monitoring and evaluation of safety performance were conducted through regular safety audits and reviews. This allowed for the identification of areas for improvement and the implementation of corrective actions to prevent accidents.

Recognition and Incentives: The achievement of reaching 1 million manhours without an injury was celebrated and recognized throughout the organization. Employees who demonstrated exemplary commitment to safety were acknowledged and rewarded, reinforcing the importance of safe work practices.

Reaching 1 million manhours without an accident is a testament to the collective efforts of every individual involved in maintaining a safe working environment. It demonstrates that with a proactive approach to safety, continuous training, effective communication, and strong leadership, it is possible to achieve outstanding safety performance while protecting the well-being of all employees. I on behalf of our Management, would like to thank each and every employee contributing in reaching our goal. This is our journey we embark since **2013** and let us continue many more hours without injury.



Congratulation

SAZMA AVIATION

**1,000,000.00 MANHOURS
WITHOUT INJURIES**

Since 2013

Signing off as Safety Manager,
Alastair Louis



SAZMA Senior staff: from left Reeta (Ground Ops), John (FltOps), Rodney (CEO) Alastair (Safety), Pal (Finance) and Bibiana (Engineering)

FLIGHT SAFETY DESK

As we soar through the skies, the safety of every flight is of paramount importance to us at the Flight Safety Desk. Our commitment to maintaining the highest standards of safety and efficiency begins with a comprehensive understanding of the factors that contribute to the smooth operation of our flights.



MATTHEW IAN
FLIGHT SAFETY OFFICER

Reporting flight occurrences, whether major or minor, is a cornerstone of our safety protocol. It is a proactive step towards identifying potential hazards, improving safety measures, and preventing incidents from recurring.

We believe by fostering a culture of open communication and reporting, we can ensure that every challenge that contributes to the safety issue will be able to bring value to continuously improving our positive reporting culture and just culture in this organisation.

The aviation industry is dynamic, and so is our approach to maintaining pilot competency. By staying in line of the latest developments in technology, regulations, and best practices, we ensure that our pilots are met the industry standards.

As we continue to push the boundaries of aviation excellence, let us not forget that safety is a shared responsibility. By reporting flight occurrences, upholding pilot competency, fully regulating our operations, and prioritizing mental health, we can collectively contribute to a safer, more secure aviation environment.

ENGINEERING CORNER



LET'S TALK ABOUT FATIGUE

✦ Fatigue is “an unsafe condition that can occur relative to the timing and duration of work and sleep opportunities”
(Institute of Medicine, 2009)

✦ Introduction:

Aviation engineering is a field that demands precision, attention to detail, and utmost focus. However, one significant challenge that aviation professionals often face is fatigue. The demanding nature of the job, coupled with irregular working hours and tight deadlines, can contribute to fatigue-related issues. In this article, we will explore the impact of fatigue on aviation engineering and discuss practical steps that individuals can take to mitigate workplace fatigue.

✦ Understanding the Impact of Fatigue:

Fatigue in engineering can have severe consequences, as it impairs cognitive function, decision-making abilities, and reaction times. In an industry where split-second decisions can mean the difference between safety and disaster, addressing fatigue becomes paramount. Moreover, prolonged periods of fatigue can lead to chronic health issues and negatively impact overall job performance.



✦ Factors Contributing to Fatigue:

- **Irregular Working Hours:** Engineering often work in shifts, and irregular working hours can disrupt natural sleep-wake cycles, leading to fatigue.
- **High Workload:** The demanding workload in engineering, combined with tight deadlines, can result in extended working hours and increased stress levels.
- **Monotonous Tasks:** Engaging in repetitive and monotonous tasks for extended periods can contribute to mental fatigue and decreased alertness.
- **Environmental Factors:** The nature of the aviation industry, including noise, vibration, and exposure to varying time zones, can disrupt sleep patterns and contribute to overall fatigue.



✦ Addressing Workplace Fatigue:

- **Promoting Healthy Sleep Habits:** to prioritize and maintain healthy sleep habits is crucial. This includes establishing regular sleep schedules, creating conducive sleeping environments.
- **Scheduled Breaks and Rotation:** Implementing regular breaks during long shifts and incorporating job rotations can help prevent monotony and reduce mental fatigue.
- **Awareness:** Recognizing signs of fatigue and promoting awareness of its impact can empower individuals to take proactive measures in managing their own well-being.
- **Leaders Support:** Provide counseling and stress management program, can assist employees in coping with the demands of the job and reducing overall stress levels.

✦ Conclusion:

Addressing workplace fatigue is crucial for ensuring the safety and well-being of employees. Practical measures promoting healthy sleep habits, and providing support programs to individuals can create a safer and more sustainable work environment. It is imperative for leaders to recognize the signs of fatigue and take proactive steps to mitigate its impact.

Don't let sleepiness jeopardize your safety

FATIGUE MANAGEMENT

Fatigue will affect your alertness, your performance, your health, your mood and **your safety**.

- GET PLENTY OF **SLEEP**
- TAKE FREQUENT **BREAKS**
- EAT REGULAR **HEALTHY MEALS**
- STAY **HYDRATED**
- **EXERCISE** AND GET PLENTY OF FRESH AIR

WARNING SIGNS OF FATIGUE

- Inability to keep eyes open
- Poor concentration
- Drowsiness, head-nodding
- Slow reaction time
- Increased irritability
- Constant yawning



GROUND SAFETY

Ground safety is a critical aspect of helicopter operations that encompasses a wide range of activities, from pre-flight preparations to post-flight procedures. This article explores the significance of ground safety in helicopter operations and outlines key measures to ensure a safe and efficient working environment on the ground.

The Importance of Ground Safety

Preventing Ground Accidents:

Ground accidents, such as collisions with obstacles, vehicles, or other aircraft, can have catastrophic consequences. Ground safety measures are designed to minimize the risk associated with ground activities.

Protecting Personnel:

Ground safety is not only about safeguarding the aircraft but also ensuring the well-being of ground personnel, including maintenance crews, refueling staff, and other ground support personnel. Proper procedures and training are essential to protect everyone involved in helicopter operations.

Preserving Aircraft Integrity:

Helicopters are intricate machines with sensitive components. Mishandling during ground operations can lead to damage that may compromise the aircraft's integrity and safety during flight.

Key Ground Safety Measures

Safety Zones:

Designated clear safety zones around helicopters during startup, shutdown, and refueling is essential. These zones are hazardous areas that need to be observed during turnaround, passenger movement and ground equipment and personnel.

Effective Communication Protocols:

Clear communication between pilot, ground crews and engineering is paramount. Effective communication protocols ensure that everyone involved is aware of the helicopter's status, ground equipment movements, and potential hazards.

Adherence to Standard Operating Procedures (SOPs):

Strict adherence to SOPs is critical for ground safety. This includes following established guidelines and company manual available

Regular Equipment Maintenance:

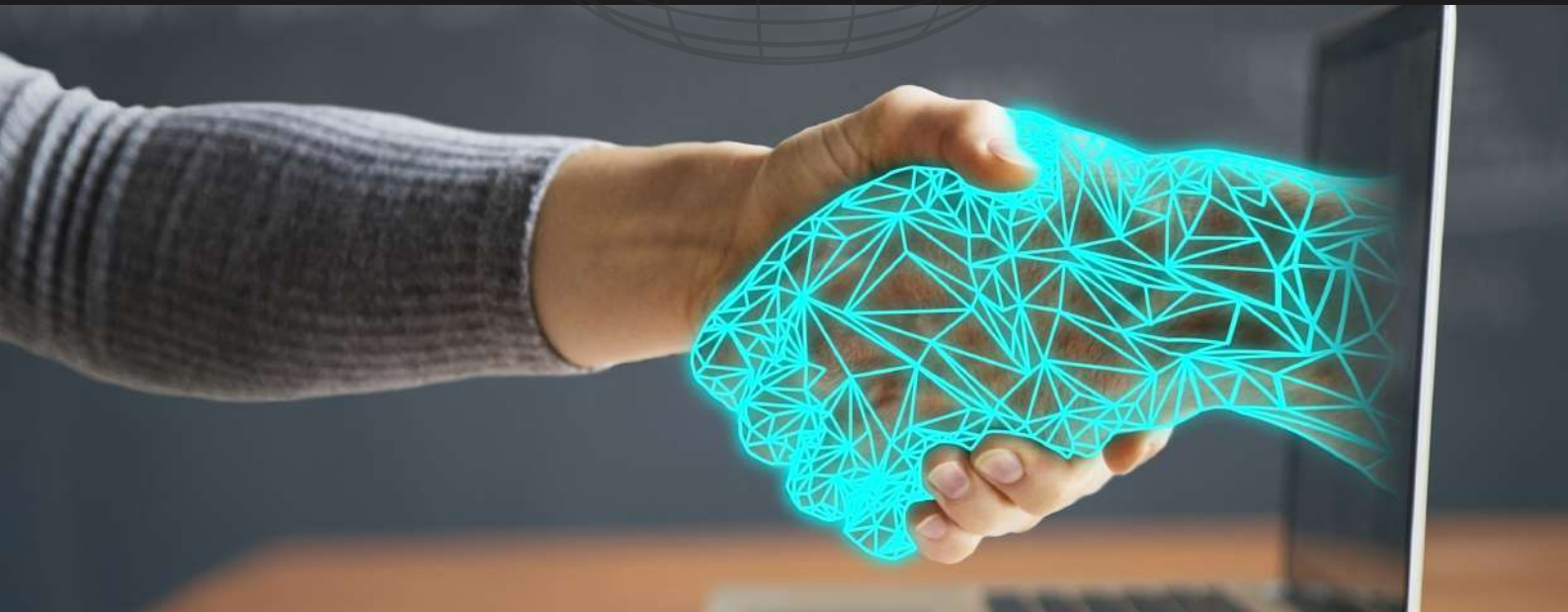
Ground support equipment, should be regularly inspected and maintained to ensure their proper functioning. Malfunctioning equipment can lead to accidents and pose risks to both personnel and the helicopter.

Weather Considerations:

Ground safety is also influenced by weather conditions, considering environmental factors during ground activities are essential components of a comprehensive operational plan.

EMERGENCY RESPONSE

ER TABLETOP EXERCISE WITH CLIENTS



Recently, Safety Department undertook a comprehensive ER tabletop exercise in collaboration with our valued clients, marking a significant milestone in our commitment to collective preparedness.

The primary objective of the ER tabletop exercise was to evaluate and enhance our joint ability to respond to various simulated crises, ranging from medivac situation, loss comm., mental health issue, bomb threat, etc. By involving clients in this exercise, we aimed to create a more inclusive and collaborative preparedness strategy that considers the diverse perspectives and expertise.

The scenarios were carefully selected to mirror potential challenges specific to our industry and operational context. This allowed participants to immerse themselves in the exercise, simulating real-time decision-making and crisis response.

The ER tabletop exercise provided a platform for open communication and cross-functional collaboration. It facilitated the identification of strengths, weaknesses, and opportunities for improvement within our joint crisis management plans. Real-time discussions and debates allowed us to refine protocols, clarify roles and responsibilities, and identify potential gaps in our preparedness strategies, including client and company ER manual.

As we move forward, the lessons learned from this ER tabletop exercise will be integrated into our ongoing crisis response strategies. The collaborative has not only strengthened our partnerships with clients but also reinforced our shared commitment to safeguarding our organizations and ensuring business continuity in the face of adversity.



Special thanks to our valuable clients:
PFLING, HIBICUS, PETRONAS & PTTEP.

SAFETY PERFORMANCE 2023



SUMMARY 2023



Loss Time Injury

0



No. Safety Report

912



Near Miss Incidents

0



First Aid Cases

1



MOR

5



No. Flight Occurrence Report

71



No. Ground Occurrence Report

0



No. Investigated Cases

4

WHAT IS JUST CULTURE



Just Culture

A Just Culture in aviation is a systemic approach that seeks to balance the need for accountability with a focus on learning and improvement. It acknowledges that errors are inevitable in complex systems and strives to differentiate between honest mistakes, reckless behavior, and system failures. The fundamental principle is to create an environment where individuals feel comfortable reporting errors and near misses without fear of being punitive but more to foster a culture of transparency.

Key Components of a Just Culture:

Reporting Culture:

Encouraging open reporting of incidents, near misses, and errors. Aviation organizations promote a reporting culture by assuring employees that reporting is not synonymous with punishment but is, in fact, a crucial element for identifying potential hazards and vulnerabilities in the system.

Fair and Just Accountability:

While a Just Culture acknowledges that individuals must be held accountable for their actions, it also recognizes that not all errors are the result of negligence or intentional misconduct. Fair and just accountability involves distinguishing between honest mistakes and willful violations, with the goal of providing appropriate consequences that encourage learning and improvement.

Continuous Learning:

A Just Culture places a strong emphasis on continuous learning from incidents and errors. Organizations use reported incidents as opportunities for analysis and improvement, focusing on addressing underlying system issues rather than assigning blame. This proactive approach helps prevent the recurrence of similar events and enhances overall safety.



"Just Culture is the compass guiding accountability towards improvement, not punishment."

Benefits of Just Culture

Enhanced Safety:

By creating an environment where employees are comfortable reporting errors, a Just Culture enables organizations to identify and address safety concerns proactively. This, in turn, contributes to the overall enhancement of safety in the operations.

Improved Morale and Trust:

Employees in a Just Culture feel more secure in reporting incidents, leading to increased trust between staff and management. Knowing that reporting errors will not result in punitive measures fosters a sense of trust and promotes open communication within the organization.

Efficient Risk Management:

A Just Culture aids in identifying potential risks and vulnerabilities in the system. By learning from reported incidents, organizations can implement targeted interventions to mitigate risks, resulting in more effective risk management practices.

In Short by embracing the principles of fairness, transparency, and continuous learning, the organizations can create an environment that not only encourages reporting but also enhances safety, morale, and overall organizational performance. The journey toward a Just Culture is ongoing, and requires a commitment from everyone to prioritize safety and promote a culture of learning and improvement.

PHONETIC ALPHABET & COMMUNICATIONS

GOOD TO KNOW



NATO Phonetic Alphabet is used for communication of alpha-numeric messages to minimize miscommunications. The spelling-alphabet (as it's commonly called) is best used for communications through radio to pilots, ground crews, rig HLOs, vessels, and other radio operators.

A	Alpha	B	Bravo	C	Charlie
D	Delta	E	Echo	F	Foxtrot
G	Golf	H	Hotel	I	India
J	Juliet	K	Kilo	L	Lima
M	Mike	N	November	O	Oscar
P	Papa	Q	Quebec	R	Romeo
S	Sierra	T	Tango	U	Uniform
V	Victor	W	Whiskey	X	X-ray
Y	Yankee	Z	Zulu		

The proper numbering system also used during communication. This includes spelling out the whole number (e.g. One, Two, Four; not one hundred twenty-four). Useful emergency radio terms include:

Mayday – a situation is one in which a vessel, aircraft, vehicle, or person is in grave and imminent danger and requires immediate assistance. This is usually repeated 3 times followed by the communication.

Pan-Pan - indicates an urgent situation of a lower priority than a mayday, such as a mechanical breakdown or a medical problem. This is usually repeated 3 times followed by the communication.





WHAT MATTER MENTAL HEALTH AND WELLBEING

ISSUE #2 | 2023

Mental Health and Well-being in the Workplace

Our collective strength lies not just in our technical skills and professional prowess but also in the health and resilience of our minds.

our work demands focus, dedication, and often, long hours. It's easy to get caught up in the rhythm of work deadlines and other task, but it's crucial that we take a step back and reflect on our mental well-being.



Let's foster an environment where we not only excel professionally but also take care of our mental health.

Why Does Mental Health Matter?

Our mental health is the cornerstone of our overall well-being. It affects how we think, feel, and act. A positive mental state not only enhances our job performance but also contributes to a harmonious work environment.

Conversely, neglecting our mental health can lead to stress, burnout, and a decline in overall job satisfaction.

Recognizing Signs and Seeking Help:

It's essential for all of us to recognize the signs of mental health issues, both in ourselves and in our colleagues. Changes in behavior, increased stress levels, or withdrawal from social activities can be indicators. If you notice these signs in yourself or others, it's crucial to encourage open dialogue and, when needed, guide towards professional support.

Self-Care and Work-Life Balance:

Maintaining a healthy work-life balance is key. While we are dedicated professionals, we are also human beings with personal lives, passions, and families.

Taking time for self-care isn't selfish; it's an investment in our long-term success and happiness.

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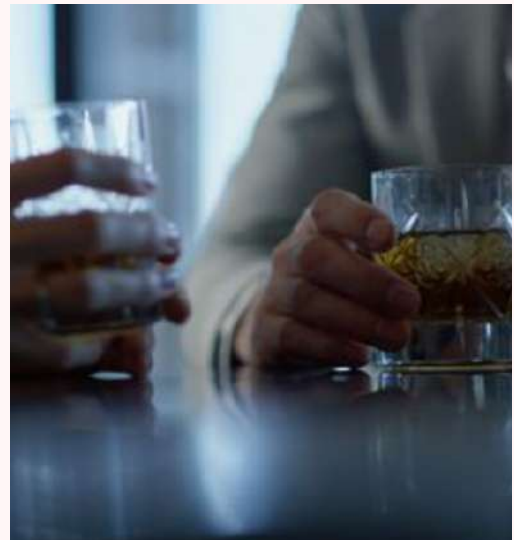
"Creating a workplace that prioritizes mental health is not just an investment in employees; it's an investment in the sustainable success of the entire organization."

DRUG AND ALCOHOL-FREE WORKPLACE

Maintaining a drug- and alcohol-free workplace is essential for the well-being of employees and the overall success of an organization.

Substance abuse poses significant safety hazards in the workplace. Impaired judgment and coordination resulting from drugs or alcohol can lead to accidents, injuries, and even fatalities. This is particularly crucial in industries where precision, focus, and quick decision-making are paramount.

Employees under the influence of drugs or alcohol are more likely to experience a decline in productivity. Their ability to perform tasks efficiently diminishes, leading to errors, missed deadlines, and overall decreased workplace effectiveness.



Creating Awareness:

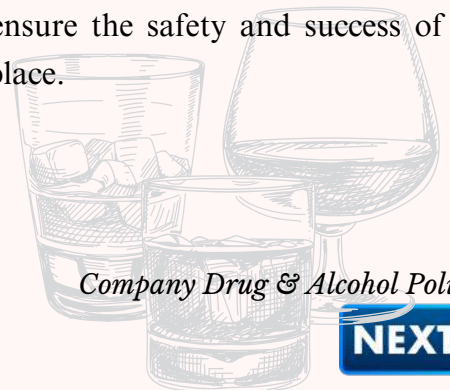
Educational Programs: Implementing comprehensive drug and alcohol awareness programs is essential. These programs should educate employees about the risks associated with substance abuse, the impact on personal and professional lives, and available resources for seeking help.

Company Policy and Procedure: Establishing and enforcing clear drug and alcohol policies and Procedure is a fundamental step. Clearly communicate expectations, consequences for policy violations, and support systems in place for those seeking assistance. All employees are aware of and understand the policies.

Screenings: Periodic drug and alcohol screenings, conducted in a non-intrusive and respectful manner, can serve as a deterrent and help identify individuals who may need assistance.



Creating awareness about the impact of substance abuse is not only a legal responsibility but also a moral obligation to ensure the safety and success of everyone in the workplace.



Company Drug & Alcohol Policy





DRUG AND ALCOHOL POLICY

We are very much aware on the use of illicit drugs or alcohol can affect the performance of personnel. Therefore, the use of illicit drugs or alcohol is strictly prohibited in any of our operation. In order to uphold this prohibition, employees and contractors working in our premises, yards and sites are subjected to periodic drug and alcohol testing.

Person or persons involved in an accident / incident within our operations may be subjected to post incident / accident drug and alcohol testing. We also have the right to conduct unannounced search of illicit drugs or alcohol within our premises.

This policy applies to all our employees, contractors and suppliers. Those found in possession of illicit drugs or alcohol in our operations or premises will either be reported to the authority or be removed from our operations or premises immediately.

Following the violation of this policy, the employee may be offered an opportunity to participate in rehabilitation program. In such cases he/she will be subjected to return-to-work agreement as a condition of continued employment.

A handwritten signature in black ink, appearing to read "Rodney Linus", is positioned above a horizontal dotted line.

Rodney Linus
Chief Executive Officer
SAZMA Aviation Sdn Bhd
08 May 2020

Highlights

Safety Appreciation day



Congratulations to all SAZMA staff for championing safety practices and consistently creating a safer working environment.

Since the launch of Safety Appreciation Day last year, we have witnessed an improvement and a significant increase in the number of safety concerns raised by the staff. This is a significant contribution to improving our workplace environment and current practices. To further enhance this, the CEO has introduced exciting prizes for the winners and encourages others to actively participate in these activities.

Congratulations

Matthew Ian Wong

Mohd Ali Bin Naming

Huzaifah Bin Nordin

Jessheila Vincent

Gascoigne George Sikayun

Douriny Siringan

Timothy Lim

Reeta Kaur

Mohd Nazarudin Bin Deman

Captain Saiful Bahri

Kenneth Liew

Nasrul Musa

Bibiana Binidict

Highlights

physiotherapist
session



Toolbox Briefing



SOSCO Visit & Mental
Health Talk



EMT Training



SMS Class



Medivac
Emergency Drill



SAFETY POLICY



SAFETY MANAGEMENT SYSTEM POLICY

SAZMA Aviation Sdn Bhd acknowledges Safety as the most important aspect in our helicopter operations. It is the policy of the Company to proactively manage the identifiable risks associated with our operation by application of as much as barriers and controls to eliminate and minimize incident or accident from happening.

We are committed to:

- 1) Comply with State legal requirement to achieve the highest target of safety level.
- 2) Provision of sufficient resources for the implementation of Safety Policy and Safety Management System Programs.
- 3) Encourage safety reporting culture from organization management level downwards.
- 4) Promote Just Culture and ensure all employee of the Company to be Responsible in carrying out their duties and be held accountable for any act of negligence.
- 5) Ensure continuous improvement in Safety Management System through audits, Safety Performance indicators from time-to-time from all locations of operations.
- 6) To include Human Factor element into the operations as part of the accident prevention in the company
- 7) To promote positive safety culture
- 8) Safety is a primary responsibility of all Managers.

A handwritten signature in black ink, appearing to read "Rodney Linus", is positioned above a horizontal line.

RODNEY LINUS

CHIEF EXECUTIVE OFFICER

SAZMA AVIATION SDN. BHD.

01 APRIL 2023

AIM ZER



SAZMA AVIATION
SAFETY



SAZMA SAFETY NEWSLETTER

Behind The Byline



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