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Safety recommendation: AIC 20-R28/20-1002

Addressed to: MAF PNG Limited

Date issued: 2 October 2020

Investigation link: AIC 20-1002

Action status: Closed

Introduction

At 17:05 local time (07:05 UTC), on 14 February 2020, Mission Aviation Fellowship notified the Papua New Guinea Accident Investigation Commission (AIC) by telephone of the accident involving a Cessna 208 Caravan aircraft, registered P2-MAI, owned and operated by Mission Aviation Fellowship PNG Limited. The AIC immediately commenced an investigation.

Occurrence

On 14 February 2020, at 14:45 local time (04:45 UTC), a Cessna 208 Caravan aircraft, registered P2-MAI, owned and operated by Mission Aviation Fellowship (MAF) PNG Limited, experienced a landing roll accident after losing directional control of the aircraft at Miyanmin Airstrip, while conducting a non-scheduled passenger flight from Telefomin, Sandaun Province.

The aircraft departed Telefomin Airstrip for Miyanmin Airstrip with 11 persons on board: 2 pilots and 9 passengers.

All the passengers and crew evacuated the aircraft without injuries.

Safety deficiency description

According to the Operator's Operations Manual, MAF Airstrip charts are produced by an MAF owned software that uses a synchronised online database. The software is installed as an application on the electronic flight bags (EFB)¹ which are carried at all times while pilots are flying. Where an airstrip has changes to its conditions, the Flight Operations Manager (FOM) will make amendments to the database which will be immediately available to pilots when they synchronise the software on their EFB. MAF Pilots are required to synchronise their EFB's (software) before their first flight every day to ensure that they have the current MAF Airstrip Charts.

Temporary amendments to airstrip operations are made by Company Internal NOTAMs and by PNG Air Services NOTAMs.

The Operations Manual, Part C, also states that all MAF pilots have the authority to submit NOTAMs to the FOM for inclusion in the internal NOTAM list. Internal NOTAMs are issued by the FOM to provide Company pilots with safety information not normally provided by regulatory authority NOTAMs.

According to the Operator, all of these reporting systems have been used in the past to raise awareness, but few pilots use them despite the systems becoming very simple and accessible.

The Operator further stated that after the accident, one of the company pilots had mentioned that he had experienced a bogging incident on the left side of the strip at Miyanmin during one of his flights in 2018. MAF did not have any records of the bogging event on record to indicate that it was reported.

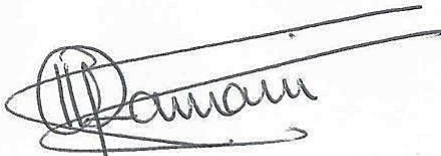
Recommendation number AIC 20-R28/20-1002 to MAF PNG Limited

Pilot Safety Reporting Culture

The PNG Accident Investigation Commission recommends that MAF PNG Limited, should review the Safety Promotion component of its Safety Management System, to ensure effective actions are taken to improve pilot's safety reporting culture.

Action requested

The AIC requests that MAF PNG Limited note recommendation AIC 20-R28/20-1002, and provide a response to the AIC within 90 days, but no later than 31 December 2020, and explain including with evidence how MAF PNG has addressed the safety deficiency identified in the safety recommendation.



Hubert Namani, LLB

Chief Commissioner

2 October 2020

Closing statement

On 23rd December 2020, MAF PNG Limited provided a response to AIC safety recommendation AIC 20-R28/20-1002, supported with relevant evidence, and explained that:

In their internal assessment as a result of AIC safety recommendation, MAF PNG identified that in the existing safety reporting culture, pilots were not engaged with the Safety Management System of MAF due to a perceived lack of response or feedback to their submissions.

To address the safety deficiency identified by the AIC, MAF PNG developed a number of actions, including appointing an in-country Programme Safety Manager and a Deputy Programme Safety Manager / Flight Safety Officer to form a Safety Team. According to MAF PNG *“one of the principal directives to the new Programme Safety Team was to focus on the improvement of their Safety Reporting Culture.”*

Other specific actions adopted by MAF PNG to improve pilot's safety reporting culture included:

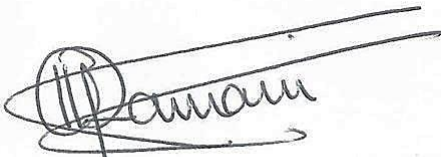
*a. **Safety Stop Press:** A new email format was created with the name "Safety Stop Press". These emails highlight an issue which affects flight safety that is published and presented to all pilots immediately. These irregular safety related emails serve as a reminder to all pilots to report events or occurrences before they lead to more serious events.*

*b. **Re-launch of the "indefatigable" in-programme safety bulletins.** The intention of this newsletter is to give pilots regular feedback to submitted reports including an overview of the number, types, and response of the programme to the submitted report.*

*c. **Annual Pilot's Meeting:** Held 9-11 November 2020 and themed, "The Human Pilot." Significant focus was placed on the human factors involved in the safety issues of the past year. They had a look at the accidents in Miyanmin and Yenkisa and talked about the consequences and outcomes. MAFI internal report and AIC safety recommendations were presented and pilots were encouraged to increase safety reporting.*

*d. **SLOTs:** The programme has also launched a new safety initiative effective 18-December-2020, entitled, "Safety and Learning through Ongoing Training." (SLOT). The initiative mandates a monthly safety stand down, targeted for the last Friday afternoon of each month. They started with Flight Operations, but will be rolling it out to all departments in 2021. MAF PNG Limited envision this as a time to review incidents and/or trends from the past month, as well as areas for review / re-training. They also stated that it is also a forum for pilots to share their observations and concerns.*

According to AIC assessment, MAF PNG Limited response to Safety Recommendation AIC 20-R28/20-1002 and the evidence provided, address the safety issues identified during the investigation. Therefore, the AIC assigned MAF PNG Limited response as *satisfactory* and recorded the **Status of the AIC recommendation: CLOSED RESPONSE ACCEPTED.**

A handwritten signature in dark ink, appearing to read 'Hubert Namani', with a large circular flourish at the end.

Hubert Namani, LLB
Chief Commissioner

09 March 2021