

Ongoing Developments at Coastal

Through introspection and the commitment to make Coastal great and to achieve the highest international standards, the Board of Directors of Coastal Aviation have embarked on a programme of development to ensure that the company is ready for the new era of aviation and safari flying.

1. Leadership Changes

Team of Global Aviation Experts

Capt Maynard Mkumbwa continues in his role as Accountable Manager, bringing together his 22 years experience of flying, not only the Coastal fleet of aircraft (Cessna & Pilatus aircraft), but also different aircraft types for other operators within the region (including larger commuter turboprop and jet aircraft).



To bolster the standards of flight crew and manage commercial pressures **Capt Emile Dellieu** has been appointed as Director of Flight Operations. Emile has more than 35 years in the aviation industry, across many parts of the globe and many different scales of business.



Jonathan Sayer, with 11 years Safety experience in the oil and gas industry and 7 years aviation experience, has joined Coastal Aviation as Director of Safety & Quality. He brings a strong background of compliance and quality oversight to the business, having worked on several high profile projects such as the National Grid Gas, Shell, United Nations, London Olympics, Dubai Ports Thames Gateway and the UK atomic agency.



Other key support roles have been upgraded in accordance with our succession plan

Together, the team have the task of upgrading the business to prepare for the future of safari flying in this region.

2. Pilot Resourcing

Best Trained Available

TCAA requires a pilot to have a Tanzanian Commercial Pilot License (CPL) with Instrument Rating (IR) and a Cessna Caravan/Pilatus (C208/PC12) rating endorsement.

The Coastal requirement is at the higher standard of a minimum of 1,000 flying hours, with a minimum of 250 hours on the particular aircraft they will be flying and to have flown dual crew to each of the air strips to be operating to.

3. Multi-Crew Coordination

Two Pilots on All Flights

The Coastal fleet consists of 12+2 seater Cessna 208B Grand Caravans and 8+2 or 9+2 seater Pilatus PC-12. Both aircraft types are certified to be flown as a single pilot operation, however, Coastal provide 2 pilots to optimise safety and minimise risk.

Many of our international guests are accustomed to seeing 2 pilots flying their aircraft – some want to reassure them that travelling on Coastal is the same high standard. We have completed ongoing comprehensive training programmes for all our pilots that incorporated 8 classroom sessions, rigorous practical training 4 phases of examination and a final assessment. This comprehensive syllabus imparts pilots with a harmonised approach to working together as a team to manage the workload and enhanced safety.

This was a safety enhancement introduced by Coastal and is neither stipulated by the aircraft manufacturer nor a regulatory requirement. This modus operandi was introduced to make sure the highest safety standards are maintained for all our guests and crew alike in our ongoing endeavour to make Coastal the safest carrier in East Africa!

Summary

Coastal flies only under MCC procedures - Multi Crew Coordination. So not just '2 pilots'. It is not simply that there is a 2nd crew member in the cockpit! There is a HUGE difference in an MCC operation, where both pilots are extensively trained and must be qualified in MCC (Multi Crew Coordination) before being allowed to fly for Coastal. Their actions in the cockpit are governed by an approved Standard Operating Procedure (SOP) which prescribes the roles of the two pilots precisely, with regards to procedures and checklists for every stage of the flight, from when they meet in the crew room before the flight, through all the phases of the flight until they leave the aircraft post flight. This is the backbone of international airline safety. Coastal has chosen to differentiate ourselves with that higher level of operational safety, through institutionalising MCC in our operations, to give all our customers the reassurance that we are following the same MCC standards as many have come to expect of the larger Boeing and Airbus jetliners.

4. Pilot Workload

Additional Limits Imposed

Coastal has imposed additional limits on (a) the maximum duty time over 28 days (b) the number of sectors pilots can operate per day. These limits have been imposed above and beyond those required to remain compliant with TCAA regulations: -

	TCAA Regulations	Coastal Standard
Maximum Duty Hours per 28 Days	160	160
Maximum Sectors per Day	No Guideline	10

5. Flight Crew Training

Standardising Our Procedures

We have bolstered our flight operations department with the appointment of an industry veteran, Capt Emile Dellieu, who comes to us with more than 35 years of flying, including operating extensively within the African continent.

Capt Emile, together with our substantive Head of Training, Capt Mathew Mhaiki, have re-energised all our training programmes to ensure consistency and standardisation of the way our pilots fly. The programme goes beyond typical recurrent training, to focus in on human factors within the cockpit so that both people are working to enhance safe operations.

6. Fleet Upgrade

Modernising Aircraft

We are pleased to announce that we will be acquiring and introducing 2 new Cessna Caravans. Both aircraft will be equipped with the latest modern instrumentation and safety features.

The remainder of the fleet has navigation and route planning equipment that complies with IATA Standard Safety Assessment recommended practices. This includes Garmin Aera 500 portable GPS units with a moveable map display to provide a terrain guidance and warning systems to supplement inbuilt flight instruments to ensure safety is never compromised and provide accurate navigation systems onboard all our aircraft.

We also plan to modernize the avionics systems for all our older aircraft with installation of Garmin GTN 750 multifunction display systems for provisions of quality GPS, Navigation and Communication system (the system is equipped with features such as graphical flight planning, terrain mapping, air traffic viewing, detailed geo-referenced charting, and satellite weather reporting).

We have incorporated satellite-based flight tracking for all our Caravan and PC-12 aircraft, enabling our teams to continuously monitor our aircraft through all modes of flight.

Furthermore, we have started a fleet renewal programme to substantially reduce the average age of our fleet at the time of acquisition to no more than 10 years over a reasonable period.

7. Enhanced Safety Department

Greater Focus on Safety Management

Our Safety & Quality Team has been trained to the international standards by IATA specialists to ensure the highest level of safety is embedded through all functions and levels of the organisation.

We have appointed Brian Murunya as Flight Safety and Accident Prevention Manager. Brian is a TCAA approved training captain and has over 10 years aviation experience. Brian is rated on the PC12 and Cessna caravan, and his aviation prowess provides invaluable support to the Safety & Quality department. This dedicated team work closely with all departments to ensure oversight and compliance.

8. Safety Awareness and Training

Company-wide focus on Safety

We are going through a process to reinvigorate our company with a Safety 1st culture. Through a process of revamping our SMS (Safety Management System), we will drive a step

change in safety, aimed at attaining international standards and accreditation to ensure that we will be the safest carrier in the East African region. All employees will be encouraged to report and provide more feedback, to elicit a continuous improvement environment.

All employees will be incentivised – through performance measures and incentives – to focus on safety.

9. Serengeti Operators' Safety Committee *Industry-wide Safety leadership*



Safety progress is not possible without others behaving safely as well. Coastal introduced the Serengeti Operators' Safety Committee (SOSc), whereby in the spirit of promoting enhanced safety, all operators operating into the Serengeti share best practice and learning on a periodic basis.

10. Insurance

Peace of Mind

Our fleet insurance covers have been elevated to exceed this industry norms with the 12+2-seater Cessna 208B Grand Caravans now having a combined single limit cover of USD 75 million per aircraft while our 9+2-seater Pilatus PC-12 aircraft now have a combined cover of USD 60 million per aircraft.

It is not just the limits, we can corroborate the cover with authentic confirmation from reputable insurance underwriters, including firms in London and Lloyds syndicates.

11. IATA ISSA Accreditation *International Acclaim for Our Safety*

Coastal Travels Limited are immensely proud to announce the successful completion of the International Air Transport Association Standard Safety Assessment (ISSA).

The prestigious IATA Standard Safety Assessment (ISSA) is an internationally recognized evaluation system which is synonymous with the highest standards of safety within the aviation industry and sets a new benchmark for operators in Africa.

This award confirms Coastal Travels Limited have been rigorously assessed in all departments using multiple international auditors. Furthermore, multiple key Coastal Travels Limited personnel have received specialist training by IATA to ensure exceptional safety standards are bestowed throughout the organization to deliver the best quality of service to our customers which is above and beyond expectations.

This achievement reflects Coastal Travels Limited's ethos that 'safety is our number 1 priority' and affirms our dedication to continuous development and improvement



Conclusion

Coastal are committed to competing with World Class standards of safety and operations. The plans are being put in place and we will continue to communicate at the appropriate time of each of our developments.

We continue to pioneer initiatives in the Tanzanian marketplace and with all of the above initiatives in place, we are once again resetting the benchmark.