ALPHA TANGO NEWSLETTER

SCAA

Seychelles Civil Aviation Authority Newsletter

April 2021 • Volume 13 • Issue No. 1

Thank you for your hard work.

Happy Labour Day!

Together let's achieve 90% vaccination rate

SCAA's frontline staff taking their Covid-19 vaccine helping to achieve our target and to protect themselves and others.

Now that our country has opened up to the world with less restrictions for visitors, being in the aviation industry we have to ensure that our staff are protected.

73% of our workforce have received both doses.

"Our aim is to achieve 90% vaccination rate; and we encourage those who are still in doubt to talk to our Health & Safety staff. With the ease in restrictions, airlines and passengers from any country may enter Seychelles. We will need to protect ourselves by going for vaccination (which will protect us from severe illnesses) and adopting the hygiene & social measures." said the SCAA's CEO Mr Garry Albert.

As a policy direction, effective 1st April 2021, anyone wishing to join SCAA will need to present a vaccination certificate. We are assessing options for the unvaccinated employees, and will advise in due course. We need to adapt with the pandemic, which will be here to stay for years to come, said Mr Albert.

All SCAA staff who can take the vaccine are being advised to do so to protect themselves and their family as well as their colleagues.

SCAA to honour World Environment Day with its airport stakeholders onboard

World Environment Day is commemorated annually on June 5th, and it provides an opportunity to broaden the basis for an enlightened opinion and responsible conduct by individuals, enterprises and communities in preserving and enhancing the environment.

ICAO marks this day by promoting aviation and airport sustainability. It recognizes that the development and operations for airports need to be fully integrated with the natural environment and adhere to a series of environmental protection policies and practices. The organisation urges its member States to focus on reducing carbon footprint and aviation emissions. As a member State of ICAO, preserving the environment is one of SCAA's key objectives and values. Going forward SCAA would ensure that the day is dedicated to robust sensitization on the effect the industry has on the environment and what people can do to gradually curb its impact.

SCAA launched its environmental campaign on its Virtual Pledge Wall whereby it is inviting airport stakeholders to openly commit themselves to a set target to preserve the environment. SCAA will monitor the progress of the pledges the following year. Organization that successfully achieve their targeted project will be promoted by SCAA and receive a certification of recognition and token for participating in this activity. Organisations that have been invited to participate are Zil Air, The Coffee Club, Immigration, Met Office, IDC, SRC, SCAA, Sky Chef, Seypec and Air Seychelles.

There is a link that will allow participants to access and submit their pledges on SCAA's website by latest May 14, 2021. All submitted pledges will feature in a video that will go live on Facebook on June 5, 2021.

Through the campaign SCAA hopes to raise awareness about the need to take responsibility for individual impact on the environment;

- ***Monitor the progress of the pledges***
- ***Sensitization of impact of aviation industry on the environment***
- ***An annual event expanded to schools and affiliated partners***

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How aviation is connected to the environment

WORLD ENVIRONMENT DAY

CONNECTING US TO THE ENVIRONMENT

Inter-departmental Photography Competition

SCAA staff to join in inter departmental photography and poster competition

The aim of the competition is to tap into the creative juice of the SCAA staff to showcase the relationship between environment and aviation. It will be an opportunity for SCAA staff to showcase in an artistic way; How aviation is connected with the environment. This can be either through photography or poster. The challenge would be to produce their final product in the most sustainable way as possible.

Criteria for the competition will focus on how staff portray aviation's connection with environment. The competition was launched on April 23, 2021 and submission date will be on May 17, 2021. Submitted posters and photos will be posted on Facebook. Public vote will begin on May 21st, 2021 and winner will be announced on June 5, 2021.

Russian-Airline Aeroflot is back with a two-weekly flight!

As of April 11, Aeroflot started its two weekly scheduled flights on Sundays and Fridays to the Seychelles islands.

The airline is operating an 8-hour 20 minutes flight from from Moscow to Mahé and its first official flight following a 17-year hiatus was on Friday April 2nd with 387 passengers onboard.

Aeroflot's Chief Marketing Officer, Anton Myagkov, said "we are very proud to be the very first European airline to come back to Seychelles in 2021 with a regular service between Moscow and Mahé," in a ceremony after the landing.

"We are getting a lot of booking and we expect that in a couple of weeks we will be opening a third frequency," he said.

Aeroflot starts its third weekly scheduled flight to Seychelles today.

Mr Fock Tave retires after 43 years of service

Mr Wilfred Fock Tave joined the Directorate for Civil Aviation on 4th July 1977, at 19 years old. Back then DCA was recruiting young Seychellois to replace expatriates. Earlier this year when he took his retirement after 43 long years in the aviation industry. His story is worth sharing.

He joined the industry as a Trainee Air Traffic Control Assistant and in 1980 he became an Air Traffic Control Officer until 1986.

"I wanted to start a career in a permanent post as I have been doing a non- permanent but highly paid job since leaving school with the project consultants at the La Gogue Dam. I hence settled for the Air Traffic Controller post with a salary of SR865 per month only, four times less than what I was getting in my previous post."

Over the years he was promoted to other positions; 1986 – 1989: Operations Officer; 1989 – 1991: Assistant Director Operations and Aviation Safety; 1991 - 2005: Director Operations and Aviation Safety; 2005 – 2006: Director Air Navigation Services; 2006 – 2017: General Manager Operations and from 2018 up to his retirement this year he was the Chief Operations Officer.

Having witnessed the growth and evolution of the organization throughout many years, he shared some of the hardship and good times with us:

“We have evolved from an organization with just over 100 staff as a division of a government ministry, strictly bound to the bureaucracy that was inherent, and fighting for a government budget every year, employees.

Back then, we went through a period of severe restrictions in terms of resources particularly financial and equipment wise, operating under severe constraints especially from 1981 to 1986 under the continuous gaze and presence of armed military personnel on the airfield and in the control tower building” he added.

“One of the most challenging times were during foreign currency shortage, whereby it was stressful for the airport operations and aviation safety division which he was overseeing at that time, but somehow we got though with a lot of determination and perseverance, I must say I have worked with a good team, we were few but hardworking and efficient”

It was interesting to witness the transition in 2005 to eventually become an autonomous leader organisation, which is the SCAA that we know today - with over 700 staff, consisting of a contingent of highly trained and experienced professionals, and much flexibility in managing its business.”

“I am indeed privileged and proud to have been part of and played a key role in this transformation spanning 43 years,” said Mr. Fock Tave.

His greatest achievements were being able to play a key role in the establishment of the Seychelles Flight Information Region and Search and Rescue Region; leading and maintaining a safety oversight regulatory and service provider team that kept the air transport industry in Seychelles free from major accidents and incidents; and keeping the Seychelles international gateway operational 24/7 for over 30 years despite serious challenges and adversity from different quarters. He is happy that his nickname ‘Focky’ was one that was chosen to name a reporting point in the Seychelles FIR. A few of his colleagues back the also shared this priviledge.

Representing his organization and country internationally at high level meetings is also amongst the proud moments in his career and having played a part in the career development and training of staff including those who have become managers, general managers and most are still in post today. Mr. Fock Tave was the one who overseas the organization in the absence of the CEO, and to whom many of his colleagues will turn to when undertaking a critical decision.

It is worth mentioning that he also obtained a private pilot license, in UK in 1979, and in Seychelles in 1980, and was a member of the Seychelles aeroclub back in the 80's where he piloted a Cessna 150-2 Seater AND CESSNA 172 4-seater, both planes belonged to Seychelles aeroclub.

For his successor Mr Fock Tave has those few words of wisdom; "Have patience and maintain your composure under pressure. Always do the right thing, have a good listening ear for your colleagues and fellow workers at different levels and listen to arguments before taking a decision but do take a decision. Know the legal boundaries within which you are allowed to operate and have the right attitude towards your work and the service provided to the clients."

His retirement plan is to catch up on his private life by spending more quality time with family, relatives and friends.

His office manager Miss Mona Suzette who has worked with Mr Fock Tave for 19 years and describes him as a remarkable individual with lots of positive attributes. She notes that she has always been able to rely on him for guidance and advice both in her professional and personal life.

"He is the archive of the Seychelles International Airport with lots of experience and stories to share."

We wish him a wonderful retirement!

Going the Extra Mile in 2020

Last year with the pandemic, the organisation was unable to fully implement its Staff Recognition Programme, but towards the end of the year, the Human Resources' department launched the Going the Extra Mile (GEM) Award.

The GEM programme recognizes the exemplary work of colleagues. It gives staff the opportunity to recognize and reward their colleagues by sharing the story of their creativity, dedication and willingness to go the extra mile.

The habit of going the extra mile simply means to make more efforts than is expected of you and doing it with a positive mental attitude. It is the act of going above and beyond what is expected

In total there were 38 nominations. The voting was per department and division. The winners are as follows:

Tony Larue (10.53%)
Divisional Officer (Airport Fire & Rescue Services)
During the pandemic Tony has been working tirelessly with helping out on the Terminal, with the overseeing of Airport procedures which is outside his scope of work. He was willing to come on site from dawn till dusk.

Marthe Faure (7.89%)
Senior Health and Safety Officer (Human Resources & Administration)
This year was characterized by the COVID - 19 virus outbreak that struck the whole world. Seychelles was not spared. Ms Faure and her team went out of their way to ensure that frontline staff are well protected and that they do not catch the virus and spread it to the community.

Joseph Bristol (10.53%)
Airside Operations Officer (Airport Management)
Joseph is a very understanding person. He is very helpful and we can rely on him for anything.

Mr. Bristol has shown a great level of professionalism, ethics and responsibility for the past few months that I have been with SCAA.

Jean Hassan (5.26%)

Senior Public Relations Officer (Commercial)

She was the first to introduce me with the SCAA's core values and this is showcased in her work and personal life. Her commendable trait is her ability to make everyone (be it stranger or work colleagues) at ease in her presence. She is always ready to give a helping hand so that organizational activities may move forward.

Michaela Rouillon (5.26 %)

Housekeeper – (HR & Admin)

She went above and beyond in her duties, demonstrating that she is hardworking and puts the company's interest first. Michaela has been one of the very few housekeeping staff that has gone out of her way to ensure that the offices are kept clean! I have never heard her complain and she is always willing to go a little extra in her duties to ensure the airport and the office spaces are up to par. I hope others can attest to her hard work! Keep it up Michaela!

Jemmy Come (2.63%)

AVSEC

He is a hard-working colleague. Always ready to do any additional duties even on weekend and after hours. Friendly to everyone and always treat his customers with respect and a nice smile.

In Secretariat, ICT and ANS there was a tie, and as mentioned above with the current situations we are unable to do a second round of voting, hence the Winners are as follows:

Brigida Ng Pin Cheun (2.63%)

Audit Officer (Secretariat)

Brigida is a very innovative worker, always going the extra mile to achieve the end results. She is positive, calm and well-mannered and this has surely shown a positive effect upon dealing with clients. She is very dedicated towards the organization, ready to participate in activities and proud to be the face of the organization whenever she is asked to. A very environmentally conscious person and that fits her well in helping to promote and showcase SCAA's core values.

Valentina Barra (2.63%)

Senior Strategy Analyst (Secretariat)

Fantastic employee, Inspiring other always.

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Jude Jeremie (2.63%)

System Support Officer (Infrastructure Projects and Information Communication Technology)

He was the one finding the best solution to help while we were coping with the financial issue.

Taking equipment that were supposed to be dispose and re purposing it so that it can be used again.

Making sure all customers are satisfied with all ICT work.

Idris Jamil Afif (2.63%)

System Analyst & Website Administrator (Infrastructure Projects and Information Communication Technology)

Always willing to give a helping hand.

Marcus Hoareau (2.63%)

Trainee Air Traffic Controller (Air Navigation Services)

Nominee is still new to the company but he shows great initiative and eagerness in being part of the SCAA family. Helps others whenever needed and is always willing to bring forth suggestions to get the most out of situations be it good or not so good ones, for himself and that of his peers.

Juliana Moutsouka-Mbou (2.63%)

Supervisor Aeronautical Data Administrator (Air Navigation Services)

She has the job, company and colleagues at heart. Always going the extra miles to make things happen positively. Treat everyone fairly. Willingness to help even when the tasks are not in her job description. As she used to say “We are all working for the company, let’s put hands together to move the company forward”.

Ms Esmee Samson (2.63%)

Genereal Manager Air Navigation Services

The Bring & Buy activity in full swing at the HR House

Commercial Team shows support towards the

Mind Over Matter Initiative

The Commercial Department organised a Bring & Buy activity on Monday April 26th from 10 am to 2pm to show support towards the Mind over Matter initiative whereby Seychellois swimmer Felicity Passon swam 15KM – La Digue – Praslin -La Digue to raise funds to launch a Mental Health Project in collaboration with the Quality of Life Division of the Ministry of Family, Youth and Sports.

On sale were several items pastries, fruits, second hand books, children clothes, yoys and others on the ground floor of the HR House. The funds raised will be donated to the cause.

Spotlight on

Mrs Juliana Moutsouka-Mbou

Date of birth
12th April

Which district do you come from?
Au Cap

What is your post title?
Aeronautical Data Administrator Supervisor

I work in the Aeronautical Information Services (AIS). I supervise the Aeronautical Data Administrator, ensuring that they deliver their given tasks efficiently and ensuring that standards are not compromised.

I also do the processing of NOTAM, up-to-date information is distributed to air operators globally regarding our facilities.

In addition, I ensure that all flights that enter the Seychelles Flight Information Region, including landing and take-off are being captured and verify so that SCAA may bill the airlines accordingly.

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Spotlight on

Mrs Juliana Moutsouka-Mbou

How long have you been working at SCAA?

I have worked almost 12 years with DCA, the left for 7 years. Now its 13 years since I joined SCAA.

What drew you to the organization & how has it changed since?

It is the love for the aviation industry as it is fast growing and the safest mode of transportation.

Any hobbies?

Listening to gospel songs.

How will you describe this year in three words?

It is a great and challenging year, an eye opener indeed.

The best piece of advice you have been given?

Be grateful, be content and always have hope.

What is your greatest fear?

My greatest fear is seeing the numerous people who are lost in drugs and alcohol and living in desperations.

If you could choose anyone, who would you pick as your mentor?

Mrs Marieline Camille. She is my Pastor, a role model and the one who has nurtured my spiritual life.

What is the best place you have travelled to and why?

Nigeria, it is the best place for spiritual retreat and mission work.

Paying tribute to our administrative personnel as they celebrate their day!

The admin team at the head office shared their family photo as they commemorate their special day!

"As we strive forward together during these pressing times we value more the contributions of our administrative professionals. The work they do day in and day out has a big impact on our workplace. They make our offices more efficient and productive every single day. But because much of the work they do is behind the scenes, it's easy to let Administrative Professionals Day, slip by."

Message from HR Communique.

The Administrative Professional Day was commemorated on Thursday April 15th.

Shout out to our ***Airport Customer Service Supervisor***

An airport client commended him for going out of his way to assist her, an exemplary action which surely deserves to be recognized as we strive to be

"A leading organization bringing excellence to your aviation experience".

"Mr. Fred went out of his way to assist me (a very distressed and upset passenger) who was due to travel on Saturday 28th March 2021, on Emirates, from Seychelles to London Heathrow. However, due to my UK passenger locator form was incomplete because the system just wouldn't allow me to enter the month of March, I was told by the Supervisor on duty that I would be denied boarding unless this form is completed (she, by the way, was very unhelpful and when I asked to speak to the Manager on duty, she said the Manager refused to speak to me, how very rude indeed!

Anyways, Mr. Fred went out of his way to help me, very willing and warm service and with a smile. He made me feel calmer and less frustrated and he together with another member of staff by the name of Jean-Francois Figaro (HM) both enabled me to complete the necessary form and hence I was able to check-in and get on that flight, after standing for hours at the check-in counter worried and with my emotions everywhere.

One day on my next visit in our beautiful Seychelles, I will definitely come and say hi if he is at work on that day, and to keep up with the very good customer service."

Yvette Anne Loizeau (Miss)
18th April 2021

This is indeed the five-star level service that we seek from all our staff and it is worth noting that Mr. Fred was also the second prize winner of the Airport's best customer service employee for 2018.

From left to right : Jane's classmate, Miss Dubignon, Jane herself and Miss Changpeng-Tive

Down memory lane...

Past intern to staff

In this souvenir photo is Mrs Jane Camille (back then Miss Jane Brown), who is now the Welfare Officer in the organisation's Human Resources and Administration Department.

From June to July in the year 2000, Jane joined SCAA which was then known as the Directorate for Civil Aviation on an internship programme, as part of her course in Certificate in Secretarial Studies at the Seychelles Polytechnic. She was attached to the Office of the Director General of Civil Aviation, where Miss Telma Dubignon who is now in Air Transport (Commercial Division) was the CEO's private secretary. Jane also helped out at the Airport Management Office where the personal secretary was Miss Myra Changpeng-Tive . Both Miss Dubignon and Miss Chang Peng-Tive are in the photo.

Jane describes her time with DCA as fruitful as it increased her knowledge in the field of aviation and also helped her to excel in her studies.

"I was able to make new acquaintances and many staff I met back then are still in employment with SCAA," she said.

Ms Dubignon says that Jane spent a lot of her time under her tenure responsibility and she describes her as a friendly and outgoing young lady with a vibrant personality.

"Moreover, she proved herself to be a liable person in showing dedication and loyalty to the organization, hence, no doubt seeing Jane as an employee of SCAA".

Jane who is celebrating 5 years with SCAA decided to join the organization after hearing so many good attributes from others and 'I am glad I made the choice as I have supportive colleagues who have now become friends.'

Minister of Employment Visit

30 April, 2021

The Minister of Employment and Social Affairs Mrs Patricia Francourt during her visit at SCAA yesterday morning as part of activities to commemorate Labour Day.

Minister Francourt got the opportunity to interact with staff of the Air Navigation Services, Safety and Security Regulation and the Airport Fire and Rescue Services.

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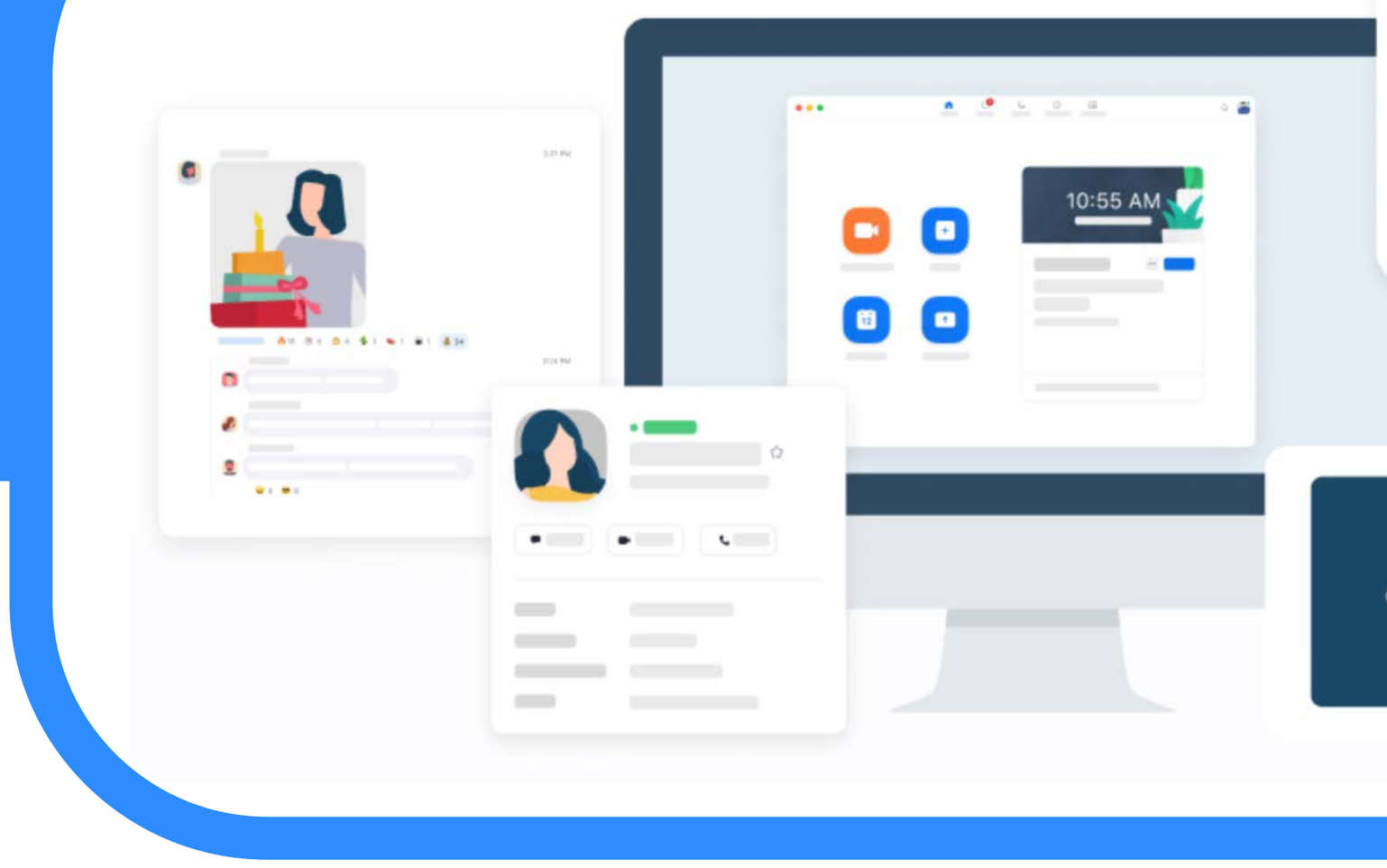
#DigitalTips

zoom



The world is very different from what it was a little over a year ago where we've had to change the way that we do a lot of things, including how we work. While a lot of us were working from home, communication was still possible through technology, which helped with most of our interactions and productivity. There are many online mobile and PC applications allowed us to do these things, but none proved quite as popular to us as ZOOM.

ZOOM is a cloud-based application that enables video, voice, content sharing and chats. Its main feature is the ability to host free, 40-minute conference calls with up to 100 attendees. Many businesses worldwide are using ZOOM to conduct virtual meetings with staff who are working from remote locations.

ZOOM is a perfect example of business opportunities that can come from the Covid-19 pandemic. It comes as the right tool and solution to help with productivity and business continuity. The application has been especially helpful to us because of its conferencing ability with screen-sharing feature where you can share your screen with other meeting participants so they can see what you see. ZOOM's popularity also comes from the fact that it is free to use for 40 minutes at a time, it is simple and user friendly, and you don't need to register as a user to join in meetings.

Here is a simple step-by-step guide to join a zoom meeting using Mozilla Firefox web browser:

1. ***Open Firefox.***
2. ***Go to join.zoom.us***
3. ***Enter your meeting ID provided by the host/organizer.***

Introducing Telegram

GET IT ON Google Play

Download on the App Store

Telegram is a multi-platform instant messaging service, that's simple, fast, and secure. The service is cloud-based and connects people via a unique, distributed network of data centers around the globe. Telegram's core function is the same as most other messaging apps, you can message other Telegram users, create group conversations, call contacts, and send files. It is one of the world's top 10 most downloaded apps with over 500 million active users. A standout feature of the app is that it can be used simultaneously and seamlessly on mobile devices as well as computers. Therefore you can use the app on your smartphone, tablet or desktop computer, at the same time if you wish! Note that when using telegram Phone numbers can remain private and you can chat using only your username.

A few areas where Telegram is different from other messaging apps is that it allows:

- File sharing of up to 1.5GB

- Group chats can have up to 200,000 users

- Secret chats

- Schedule Messages

- Edit or unsend a message at any point in time

- Channels for broadcasting messages to large audiences

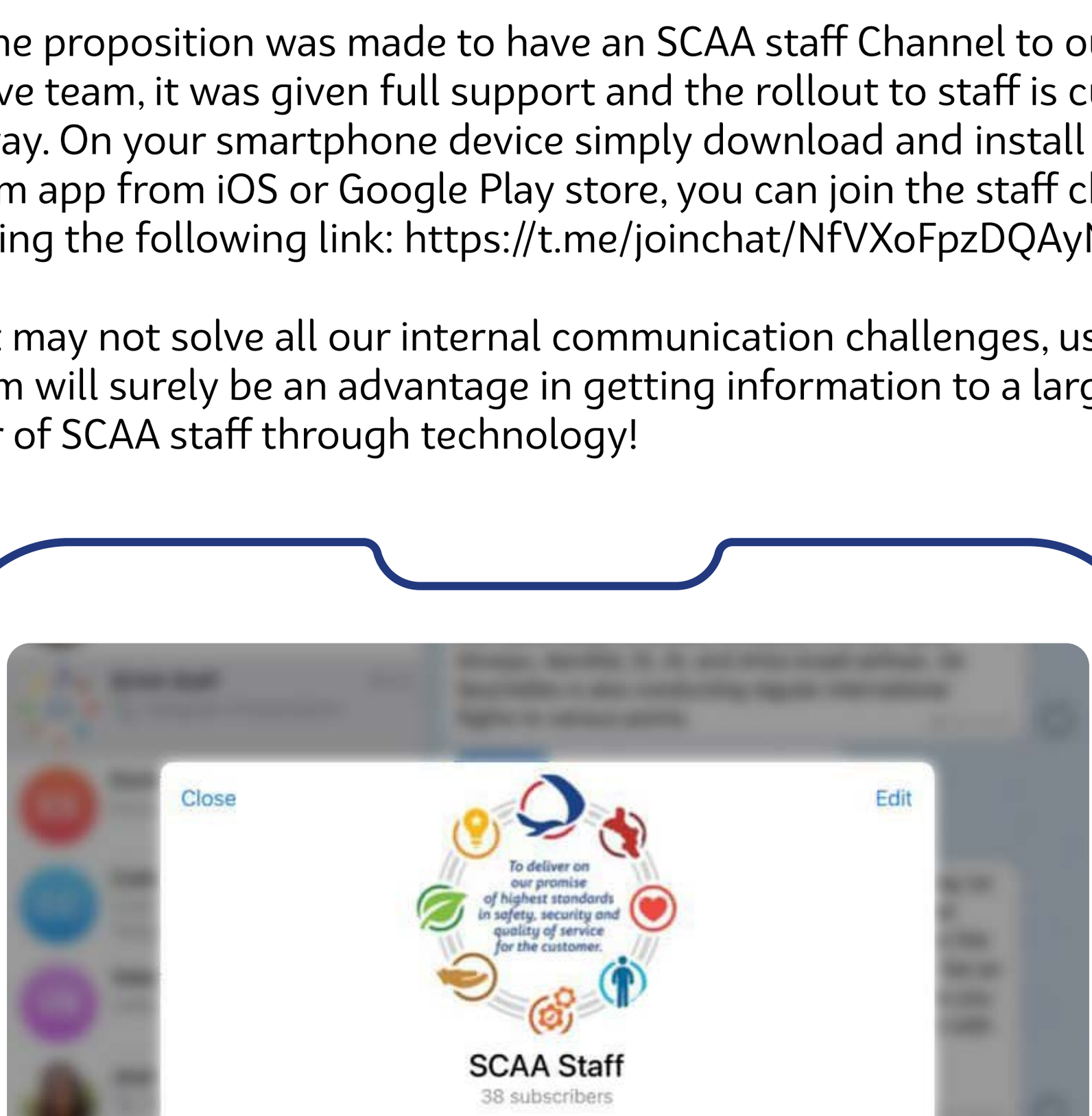
While analysing the available options for our internal communication needs as an organization, the Corporate communications, ICT and Human Resources divisions concluded that SCAA can benefit from the use of the 'Channels' feature on Telegram. Channels are a tool for broadcasting messages to large audiences. Messages sent are delivered instantly to all Channel subscribers and a channel can have an unlimited number of subscribers.

Key Benefits:

- ***Allows broadcasting to a larger audience at once.***
- ***Can be public or private (by link invitation)***
- ***Unlimited number of subscribers.***
- ***New subscribers can see the entire message history in a channel once they join.***
- ***Share large files of any type and uncompressed images in full resolution.***
- ***Poll feature can capture feedback on various topics.***
- ***Dedicated Admins can add new subscribers, manage messages, edit channel info, or even add new admins.***

After the proposition was made to have an SCAA staff Channel to our Executive team, it was given full support and the rollout to staff is currently underway. On your smartphone device simply download and install the Telegram app from iOS or Google Play store, you can join the staff channel by clicking the following link: https://t.me/joinchat/NfVXoFpzDQAyNGI0

While it may not solve all our internal communication challenges, using telegram will surely be an advantage in getting information to a larger number of SCAA staff through technology!



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seychelles international airport

Vote for Seychelles International Airport

World Travel Awards

Indian Ocean's Leading Airport 2021

Seychelles International Airport has been nominated as the Indian Ocean's leading Airport in the World Tourism Awards 2021.

Show your support and cast your vote to the gateway of our islands!

Vote by registering. *Tap the button below*

Register

The closing date for voting is August 9, 2021.

Editor: Mrs . Jean Hassan

Asst. Editors: Ms . Lina Laurence & Mr. Darrel Antat

secretariat@scaa.sc

Seychelles International Airport,
Pointe Larue, P.O. Box 181, Mahé, Republic of Seychelles

Tel: +248 4384 000 • Fax: +248 4384 009

www.scaa.sc

www.seychellesairports.sc