

4.2.3 Malaysia Airlines Berhad [MAB] (SR #10-17)

No.	Safety Recommendation	Action Plan
SR #10	<p>To ensure that the flight crew report to MAB Flight Operations of any serious ailment that can cause medical incapacitation and therapy prescribed at MAB medical facilities as well as MAB-appointed panel clinics.</p>	<p>Flight crew are mandated to undergo Aviation Medicine Examination (AME) for initial and periodic examination as per CAAM existing requirement which was updated in the DGD – Medical Requirements dated 03 April 2017.</p> <p>Should the flight crew develop any serious ailment that can cause medical incapacitation and or prescribed therapy at MAB medical facilities or appointed panel clinics, the internal procedure in place now is that flight crew must submit their Medical Certificate of any illness inclusive of serious ailment to Staff Services, Ops Planning & Support, Flight Operations. Flight crew who are on Medical Leave for more than 21 days will need to inform Director of Flight Operations, Civil Aviation Authority of Malaysia (CAAM) of their Medical Status. The flight crew will be reviewed by Aviation Medicine Clinic at MAB TTMC-KLIA once their Medical Leave is completed, to ascertain Fitness to Fly.</p> <p>Medical illnesses that have the risk of causing “sudden incapacitation” such as heart attack, stroke, diabetic coma, epilepsy, eye or ENT surgeries and such, will be referred to the CAAM Medical Review Board for determination of Fitness to Fly status. Cases with no potential of causing “sudden incapacitation” such as healed bone fracture, backache, post-infection will be cleared by AME at Aviation Medicine Clinic MAB Twin Tower Medical Centre (TTMC) - KLIA with the CAAM Chief Medical Officer informed.</p> <p><i>Please refer to the Flight Crew Administrative Manuals (FCAM) Part 1.6.3. (Attachment 1).</i></p> <p>Action by: Director of Flight Operations & Aviation Medicine Manager</p> <p>Status : Completed.</p>

No.	Safety Recommendation	Action Plan
SR #11	To ensure that the medical records of the flight crew maintained by the MAB Medical Centre to include records maintained by different panel clinics. The complete medical record of the individual flight crew shall show all visits to any panel clinics, the details of ailments and therapy prescribed.	<p>All MAB employees are entitled to seek medical care from any of its Panel Medical Facility with the arrangements being paid through a Third Party Administrator (TPA) in this case Micare.</p> <p>The company doctor can obtain necessary employee's medical records from the TPA in the event it is required for medical review and assessment.</p> <p>The Aviation Medicine clinic at MAB (TTMC-KLIA) keeps records of cases which have been risk assessed with the potential of "sudden incapacitation". These cases undergoes the process as explained in SR #10 and is reported in the quarterly safety meeting.</p> <p>Action by: Human Capital (Benefits) and Aviation Medicine Manager</p> <p>Status : Completed.</p>
SR #12	To review the process of reporting system and the action flow when flight crew and cabin crew's health may become a risk factor for the safety of the aircraft operations.	<p>As explained in item #10 above, Flight Operations and Cabin Operations have implemented a Fitness to Fly requirement on respective flight and cabin crew post-illness or injury. They are reviewed by MAB Aviation Medicine Clinic or Panel Doctors at TTMC-KLIA.</p> <p>MAB also provides an independent and confidential reporting system that encourages crew members to report safety concerns related to human performance, both physiological and psychological. This is achieved through Confidential Human Factors Incident Reporting Program (CHIRP) managed by Corporate Safety Oversight of MAB, where all (health) issues raised are addressed to reduce risk to flight safety, while keeping the identity of the reporter in confidence.</p> <p>Action by : Director of Flight Operations & Aviation Medicine Manager</p> <p>Status : Completed.</p>

No.	Safety Recommendation	Action Plan
SR #13	The personnel manning the Flight-Following System/ <i>Flight Explorer</i> should be adequately trained and qualified to enable them to provide accurate and precise information relating to flights to the relevant authorities and/or organisations.	<p>Since 1st September 2015, All MAB flight dispatchers have been adequately trained in the operation of Flight Following System, in order to provide accurate and precise information relating to all Malaysia Airlines flights.</p> <p>The Flight Following syllabus has been incorporated into the initial and recurrent training program for dispatchers.</p> <p>Dispatchers are subjected to recurrent training and proficiency check annually.</p> <p>Action by : Head, Operations Control Centre</p> <p>Status : Completed</p>
SR #14	The current Flight-Following System/ <i>Flight Explorer</i> should be upgraded to the Global real-time Tracking System.	<p>The current MAB Flight-Following program managed by Operations Control Centre is capable of providing 10 minutes updates to Flight Following System.</p> <p>The function is performed using SABRE Flight Explorer (FE), Flight Planning Manager (FPM) and SITA AIRCOM.</p> <p>This system meets the recommended 15 minutes aircraft tracking standards prescribed in Amendment 39 of ICAO Annex 6, issued in April 2016. (Refer Appendix 3 item 3.3 Aircraft Tracking, applicable on or after 8 November 2018.)</p> <p>Action by : Head, Operations Control Centre</p> <p>Status : Completed</p>

No.	Safety Recommendation	Action Plan
SR #15	To review and introduce new security measures for cargo scanning at Penang International Airport/all airports and the point of entry into airside at KLIA/all airports.	<p>All cargo accepted for uplift at Penang and KLIA are already at 100% mandatory screening per the DCA DG Directive no. 1A/2013. The entrance to the Free Commercial Zone in Penang and KLIA is secured by MAHB Security (being the Zone Authority).</p> <p>Additional measures relating to cargo acceptance are as follows:</p> <ol style="list-style-type: none"> 1. MAB in compliance to an EU Regulations installed 7 dual view x-ray machines – 627DV Rapidscan (1 unit) and 638DV Rapidscan (six units) at KLIA MAB Kargo warehouse. 2. KLIA upon validations by EU Independent Validator, was granted Air Cargo and Mail Courier from Third country (ACC3) status on 16 May 2014. 3. The following x-ray machines were installed in Penang in July 2014 – 638DV Rapidscan (three units). 4. Penang was granted Regulated Agent (RA3) status from EU in 11 Oct 2014. <p>The installations of the dual view X-ray in Penang and KLIA and having passed the EU validations is testimony of our elevated level of cargo screening from pre-MH370 era.</p> <p>For rest of the Domestic stations the requirements of 100% cargo screening per DCA DG Directive no. 1A/2013 stands.</p> <p>Action by: Head of Security</p> <p>Status : Completed</p>

No.	Safety Recommendation	Action Plan
SR #16	A document back-up system should be implemented on every training sorties, simulator trainings, and flight trainings completed by a trainee should have their original form submitted to the Training Department and a copy retained by the trainee in his personal training file.	<p>With the purchase of Training Management System, it will be possible to have the training report almost immediately after completion of a training session. E-report form will be utilized and will be uploaded online.</p> <p>Action by : Chief Pilot Training</p> <p>Status : In progress. Currently at 80% completion.</p> <p>Target full implementation: December 2018</p>
SR #17	A comprehensive <i>Quick Reference</i> should be developed for the Operations Control Centre which covers all aspects of abnormal operations.	<p>A Quick Reference Guide has been made available to cover all aspects of abnormal operations since February 2016 and it is under the ownership of Operations Control Centre.</p> <p>Action by : Head, Operations Control Centre</p> <p>Status : Completed</p>

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- 1.6.2.4 After medical leave, flight crew shall immediately report their availability for duty to Crew Tracking & Control. This also applies after being repatriated to home base following illness down line.

1.6.3 ADMINISTRATIVE ARRANGEMENTS

- 1.6.3.1 For casual MC, Crew Tracking & Control shall advise Fleet Manager (Fleet Operations) and the sick leave notification shall be annotated in the daily Duty Executive (DE) report.
- 1.6.3.2 In the event of a long or extended MC, Crew Tracking & Control shall notify Fleet Manager (Fleet Operations) via e-mail. Fleet Manager (Fleet Operations) will contact the crew for details. Upon obtaining the required information, Fleet Manager (Fleet Operations) will then refer to MAB Medical Services for further action.
- 1.6.3.3 For any incapacitating injury or absence due to sickness lasting more than 20 consecutive days, the crew and Medical Services shall notify CAAM on the 21st day.
- 1.6.3.4 The crew shall then present himself at MAB Medical Centre for further medical assessment. Medical Centre will inform Fleet Captain (Fleet Operations) if the crew is fit to resume his flying duties or otherwise. In all cases, Fleet Captain (Fleet Operations) will inform Staff Services and Training Department. Staff Services will then inform HR, OC, Insurance, on the decision made by Medical Services.
- 1.6.3.5 Should further MC be given after the review, Medical Services will advise CAAM with copies to Flight Operations, Insurance and HC Services. Medical Services will track the condition. Any medical leave greater than 3 months will require a grounding letter from CAAM.
- 1.6.3.6 A re-licensing process is required for those being cleared from medical grounding. If it is a minor problem, re-licensing is done with concurrence from Chief Medical Assessor. Otherwise, a review will be required by the Medical Board prior to re-licensing. Before resumption of duties can take place, CAAM will issue an official letter to reinstate the crew's flying licence. However, retraining can commence prior to issuance of CAAM official release letter. The crew shall immediately report his availability for duty to Crew Tracking & Control and Fleet Captain (Fleet Operations) upon recovery.
- 1.6.3.7 Upon obtaining the letter, it is the Fleet Captain (Fleet Operations) responsibility to inform Training Department and Staff Services which will then inform HR, Insurance, OC and Flight Operations Flight Crew Training Department. Apart from administrative requirements, this is also to ensure that his recurrent requirements are met before resuming his flying duties.