REPORT TODAY for a Safer Tomorrow

INTERVIEW

with Ms Yvonne Chan, Managing Director of Universal Aviation
Dear Partners and Friends,

2015 was an eventful year for Seletar Airport. We have made significant progress in our airport infrastructure upgrades, including the new North-East Apron parking stands and taxiways, the Ground Run-up Enclosure and Aircraft Fire Training Ground. On the safety front, we have rolled out new initiatives and programmes to drive awareness and collaboration to foster a stronger safety culture within the Seletar community. Partnership remains a key success factor for Seletar, and we continue to actively engage our airport stakeholders through both formal and informal channels, such as industry consultations and networking sessions.

Changi Airport Group (CAG) is deeply appreciative of the strong participation and steadfast support of the Seletar community throughout the year. We are encouraged by the positive feedback to our efforts, ranging from new safety programmes to passenger terminal enhancements such as new seats and festive floral decorations. Do continue to share with us your feedback and suggestions so that we can make Seletar Airport even better in 2016!

I wish all of you a fulfilling and successful year ahead.

See Seng Wan
General Manager, Seletar Airport
Organised by CAG with the support of Shell Aviation, the annual Seletar Airport Safety Seminar was held on 5 November 2015 at Seletar Country Club. The event saw a strong turnout of more than 100 participants from about 21 organisations.

The theme for this year’s Safety Seminar was “Report Today for a Safer Tomorrow”, to reiterate the need for all Seletar users to be proactive in prompt reporting of safety-related matters. In his welcome address, Mr Tan Lye Teck, Executive Vice President of Airport Management, CAG, emphasised the importance of collaboration and support from all Seletar partners in building a strong safety culture in Seletar Airport. Expressing his appreciation to the Seletar community for their steadfast support over the years, Mr Tan urged all Seletar partners to continue to participate and contribute actively towards enhancing safety.

The attendees gained various perspectives on the importance of safety reporting through sharing sessions by representatives from Shell Aviation, CAG, and Air Accident Investigation Bureau of Singapore (AAIB). Through the innovative use of real-time polling by Shell, participants had the opportunity to share their views on safety priorities. From CAG’s presentation, they learned more about various types of safety occurrences and observations that should be reported. Participants also gained insights from case studies shared by AAIB on past investigations concerning Foreign Object Debris ingesting by aircraft and instances of runway incursion. The addition of an instant photo booth, and hands-on novel experience through the use of Augmented Reality, created an interesting and impactful experience for participants.

Feedback from participants has been very encouraging, and CAG will continue to make this annual event interesting and engaging.

We look forward to your support and participation at our next Safety Seminar held later this year!
Seletar Safety Action Group - Collectively Improving Safety at Seletar Airport

AG convened the inaugural Seletar Safety Action Group (SSAG) meeting on 16 September 2015. Comprising senior management from CAG, Civil Aviation Authority of Singapore and Seletar Airport ground service providers, the SSAG aims to foster close collaboration and partnership between key airport stakeholders towards improving airport safety. During the forum, SSAG members reviewed the overall safety performance, and shared valuable perspectives on safety issues on operations as well as significant infrastructure works at the airside. Members were also updated on the progress of the ground service provider safety audit programme which is an integral part of the overall Seletar safety framework.

At the meeting, Mr See Seng Wan, GM Seletar Airport, also officially launched the Safe Recognition Programme. This new initiative was aimed at reinforcing positive safety behaviour, to build a strong safety culture within the airport community.

Seletar Airport Safe Recognition Programme Awardees

Congratulations to the following colleagues who have received the safety recognition award over the past year. We appreciate your active contribution, and look forward to having more members of the Seletar community join the list!

WHAT IS SELETAR AIRPORT’S SAFE RECOGNITION PROGRAMME?
The Safe Recognition Programme is a two-tiered programme aimed at encouraging and giving recognition to all airport users who demonstrate safe work practices and positive safety behaviour, thereby contributing towards a safer operating environment at Seletar Airport.

TIER 1 RECOGNITION
Safe acts within daily job functions which contribute to safety at the airport.

$10 VOUCHER

TIER 2 RECOGNITION
Safe acts outside and beyond daily job functions which contribute to safety at the airport.

$30 VOUCHER

Mr Bryan Tan from Universal Aviation reported a foreign object debris at an empty Aircraft Stand B4, while travelling within the airside.

Mr Abdul Rahman from MAJ SIMCO reported a foreign object debris at area between Aircraft Stands C5 and C6, while travelling within the airside.

Mr Amir Khan from Jet Aviation reported a hazard at a construction site in the vicinity of Seletar Airport.

Mr Kaviraj Nadarajah from Jet Aviation reported a foreign object debris on Taxiway WP, while travelling within the airside.
AG embarked on an $800,000 project to provide a comprehensive Closed Circuit Television (CCTV) system for the entire Seletar Airport. These CCTVs are to be used for two main purposes, to heighten the security coverage around the passenger terminal building and to improve the operational control of the aircraft parking stands. However, as installation of the CCTVs was carried out in the operational parking stands, the majority of the works had to be carried out in the night, when aircraft movements are low. After an intense eight months, the works were completed in September 2015. With the commissioning of this system, the CAG Airside Operations team will be able to monitor movements at the aircraft parking stands more easily, hence improving the overall operational efficiency of the aerodrome.
Since the founding of the company, Universal Aviation has expanded to 47 locations in 19 countries. What have been the key growth drivers and how has the company evolved over the years?

Since our parent company, Universal Weather and Aviation, Inc., was founded in 1959, we have continued to evolve and grow with the business aviation market. Our focus has been to adapt and stay one step ahead of business aviation operators’ changing needs. We want to be at the airports and locations where our clients have requested our services. We listen closely to our clients and make an emphasis to establish a presence at high-stress, high-risk locations. We have a flexible model that adapts to customers’ needs based on the location. Depending on the location, it may make sense to have a full Fixed Based Operator (FBO) like in Mexico, or maybe it is more critical to strategically position agents on the ground like what we recently did in Hong Kong. We tailor our services according to what our clients need at a particular location.

What is Universal Aviation’s key competitive edge compared to other FBOs?

Our competitive edge is the global backing of Universal Weather and Aviation, Inc. Our clients know that when the unexpected occurs, all of our 1,700+ employees around the world are available for mobilisation at a moment’s notice to support their mission. When there is an Aircraft on Ground incident in Singapore, it is not just our office here doing whatever we can, but our entire global community of experts around the world, leveraging their resources and contacts to manage the situation. We recognise that a successful mission is based on our clients’ entire journey experience, and not focusing on just the time spent on the ground at our handling location. So we are constantly sharing information with our other locations and trip support logistics offices around the world with the goal of improving our clients’ experience.

What are the business plans for Universal Aviation in Singapore over the next 5 – 10 years?

The next few years will be tough, as the economy goes through a trough. We expect some turbulence but we are here for the long run. When that happens, I believe that will be a challenging period for us as we adapt to how we operate in Seletar. Our 5-10 year plan will focus on employee retention and our continuity plan. We are also working on our International Standard for Business Aircraft Handling (ISBAH) certification within the next two years. With that, one of our long-term goals is to continue to develop training programmes tailored to our needs. Another goal is to add equipment to strengthen our position as a premium ground handling agent here at Seletar Aerospace Park (SAP).

What are some of the enhancements you would like to see in Seletar Airport and SAP?

Without a doubt, we look forward to the completion of the new terminal building and the introduction of Instrument Landing System here. That should be the catalyst that will make SAP a leader in the region for business aviation. On a personal level, I will like to see the area become a little more vibrant. If we can attract artisan eateries or cafes to the area, we can make it into our little Notting Hill or East Village, a kind of trendy place to be seen and hang-out. This will give the SAP even more character.

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