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Our Ref: AIC 25-R12/25-1001

Safety recommendation: AIC 25-R12/25-1001

Addressed to: Tropicair Limited

Date issued: 8 July 2025

Investigation link: AIC 25-1001

Action status: Issued

Safety deficiency description

The Operator's DHC-6-400 Standard Operating Procedures Manual, Version 0, Part B, Volume 9 states:

The operation of an aircraft, like any other machinery, involves the physical skills required to manipulate the aircraft and the knowledge to enable it to be operated safely and efficiently. Where the combination of more than one crew member exists, a pool of resources is provided to operate the aircraft at this high level of safety and efficiency during all phases of operation. The effectiveness of the crew is dependent upon the efficiency of their thought processes and the coordination of their physical activities [....].

Good flight crew resource management should be practiced in any aircraft, regardless of the level of technical sophistication.

The term 'CRM' refers to using all available resources to achieve a safe and efficient flight operation.

Close to the heart of CRM is the assertion that - any pilot, however junior, will become increasingly assertive and will be heard, if a colleague begins to deviate from the Company's Standard Operating Procedures without due cause [...]

The investigation revealed from recorded data and interviews with the AIC that the flight crew did not communicate effectively during the landing roll. Critical information, such as the PIC's difficulty in accessing the brakes due to the sole of his footwear being lodged in the gap between the rudder and brakes, was not promptly or clearly conveyed to the co-pilot. Additionally, there was no clear verbal coordination regarding the use of asymmetric thrust and rudder inputs

Recommendation number AIC 25-R12/25-1001 to Tropicair Limited.

The PNG Accident Investigation Commission (AIC) recommends that Tropicair Ltd implement targeted Crew Resource Management (CRM) reinforcement initiatives aimed at improving cockpit coordinates during critical phases of flight. The effectiveness of these measures should be evaluated through routine flight checks and crew performance monitoring.

Action requested.

The AIC requests that Tropicair Limited note recommendation *AIC 25-R12/25-1001* and provide a response to the AIC within 90 days of the issue date and explain (including with evidence) how Tropicair Ltd has addressed the safety deficiency identified in the safety recommendation.

A handwritten signature in black ink, appearing to read 'Maryanne J. Wal', with a large loop at the end.

Maryanne J. Wal

Chief Commissioner

8 July 2025

Tropicair Limited Response to Safety Recommendation AIC 25-R12/25-1001

On 4 October 2025, Tropicair Limited responded via email outlining their corrective actions to address *Safety Recommendation AIC 25-R12/25-1001*.

- **Full Implementation of CRM and ADM Policy:** Tropicair has established a Crew Resource Management and Aeronautical Decision-Making policy within the Operations Manual.
- **Classroom-based training:** Tropicair has implemented structured classroom training for CRM and ADM.
- **Simulator-Based Training Programme:** Flight Safety International has been engaged to develop a simulator-based training programme incorporating Line Oriented Scenarios (LOS) and Line Oriented Flight Training (LOFT) for recurrent ADM and CRM training.
- **Line Check Integration:** Line checks now include observation of Non-Technical Skills (CRM and ADM) as part of the core competencies.
- **Updated Line Check Form:** A new Line Check form reflecting these competencies has been introduced.

PNG AIC assessment of Tropicair Limited's Response

The Accident Investigation Commission reviewed Tropicair Limited's corrective actions in response to address *Safety Recommendation AIC 25-R12/25-1001* and notes that the corrective actions adequately addressed the safety deficiencies identified in the safety recommendation.

The AIC has assigned a *Satisfactory rating*.

The Status of the AIC recommendation has been recorded as: **CLOSED**



Maryanne J. Wal

Chief Commissioner

28 October 2025