

GREEN

AUDIT REPORT

Registration Expiry Date:

23 Nov 2021

Conducted on:

Avex Air Transport (Pty) Ltd

Trading As:

Avex Air

Head Office located at:

Kempton Park, South Africa

Audit Protocol:

MC19 Remote Monitoring Audit - CAO

Audit Status:

Closed



CONFIDENTIAL to BARS Member Organisations

MC19 Remote Monitoring Audit - CAO/Avex Air Transport (Pty) Ltd/19 Oct 2020/3fae5

AUDITOR DETAILS

	Name	BARS ID	Accredited Since
Lead Auditor	Wayne Stevenson	FSF BA-0017	2010
QC	Eduardo Ortiz	FSF BA-0024	2017

AUDIT DATES

Audit Created	05 Aug 2020
Onsite OM	19 Oct 2020
Onsite CM	23 Oct 2020
Audit Closed	17 Feb 2021
Audit Code	SEA-ZA-AVE3-2020-HAA-3-XB

FSF DISCLAIMER FOR BARS AUDIT REPORTS

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To be recognized as an official Audit Report under the BARS Program, the Audit in question must be:

1. Conducted by BARS Accredited Auditors;
2. Conducted through a Registered BARS Audit Company;
3. Conducted under a BARS Audit & Registration Agreement; and
4. Conducted in accordance with BARS Program rules / procedures.

The Flight Safety Foundation maintains the Basic Aviation Risk Standard Suite and operates the BARS Program, but does not participate in auditing activity.

The reader should note the Audit Company's disclaimer included in this report.

The Foundation will not be held liable for any loss, damage or injury caused by, or as a result of, activities of, or the negligence of, any party claiming to be relying on this report.

The data in this report was collated on 17 Feb 2021 by the BARS Program Office at 03:55 UTC. This information can and will be updated until such time as the final report is published.

AUDIT COMPANY DISCLAIMER – SGS AUSTRALIA

This BARS Audit was conducted by accredited BARS Auditors from SGS Australia operating in accordance with the SGS Australia Audit & Advisory Manual and the BARS Procedures Manual published by the FSF BARS Program Office. Evidence reviewed and documented during the course of the audit is representative of the situation of the Aircraft Operator on the day of the Audit. Notwithstanding anything contained in this report, SGS Australia is not liable for any loss, damage or injury caused by or as a result of activities of or the negligence of a third party claiming to be relying on this report.

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TERMS OF REFERENCE

Avex Air Transport (Pty) Ltd contracted the services of SGS Australia to conduct a BARS Audit on their operations using the BAR Standard as the terms of reference for the Audit.

INTRODUCTION

This Audit Report remains the property of Avex Air Transport (Pty) Ltd. In accordance with the terms of the Audit & Registration Agreement governing this Audit, the report is made available only to the subscribed BARS Member Organisations.

The Audit scope is determined by the operator and based on the BAR Standard and the optional Operational Categories. It is designed to cover operations and airworthiness in order to provide an objective Audit result.

The Audit Report is compiled with information from observations, interviews and written/physical evidence gleaned whilst on site, along with information from the AO Profile. The Audit was conducted by a sampling process and cannot guarantee to include every detail of Avex Air Transport (Pty) Ltd.

The Audit is carried out as a 'sampled' audit process requiring documented evidence, verification and implementation where care is taken to extract relevant information from as broad an area as possible. All objective evidence, current approvals, reference material and insurance documentation gathered during the Audit and not included in the final Audit Report is either returned to the Aircraft Operator or destroyed.

The audit process is described in detail later in this report. The Audit is conducted in disciplines as set out below:

- Flight Operations
- Maintenance
- Ground Handling
- Organization

PROTOCOL INFORMATION

MC19 Remote Monitoring Audit - CAO

CRITERIA

The criteria applied during this audit process are:

- The Basic Aviation Risk Standard as provided by the Technical Advisory Committee;
- BARS Implementation Guidelines;
- Local National Regulations;
- The Aircraft Operator's Standards and Manuals; and
- Industry best practice.

AUDIT OPERATIONAL CATEGORIES

The Aircraft Operator has selected the following Operational Categories as part of the Scope for this Audit:

Current Year (2020)
Standard Questions

OPERATOR'S CAPABILITIES

The Operator specific capabilities are the following:

DETAILS OF THE AOC HOLDER

AOC DETAILS	
AOC Name	Avex Air Transport (Pty) Ltd
AOC Issue Date	19 Apr 2002
AOC Expiry Date	31 Mar 2021
Trading Name	Avex Air
Operator Name	Avex Air Transport (Pty) Ltd
Name of State/Regulator/Country issuing the AOC	South Africa

AOC document visible on BARSoft.

BASES OF OPERATION

City or Airport Name	Country	Location Type	Phone	Email
OR Tambo International Airport (JNB)	South Africa	Main base	27 11 974 4855	dchandler@avexair.com

COMPANY WEBSITE URL

www.avexair.com

KEY PERSONNEL

Title	Company Equivalent Title	Name
Chief Executive Officer	CEO	David Chandler
Chief Pilot	Chief Pilot	David Chandler
Head of Maintenance	Head of Maintenance	Richard Chandler
Flight Safety Officer/Manager	Air Safety Officer	Chester Chandler
Head of Check and Training	Head of Training and Checking	Grant Adnams
Quality Manager	Quality Manager	Ken Scriven
Other	Cabin Services Manageress	Sarah Whelehan

INSURANCE PROVISION

Insurer	Type	Validity
ARC	Third Party	30 Jun 2021
ARC	Third Party	30 Jun 2021
ARC	Third Party	30 Jun 2021
ARC	Third Party	30 Jun 2021
ARC	Third Party	30 Jun 2021

Insurance documents visible on BARSoft.

NOMINATED AIRCRAFT

The following aircraft have been nominated by the operator as being available for use on contracts.

Type	Owned Leased Shared	Reg.	Serial #	Year of Manufacture
DO328	Leased	ZSAAK	3162	2001
DO328	Leased	ZSAAT	3146	2000
PC1247/E	Leased	ZSKHS	1209	2011
EMB505	Leased	ZSSYU	50500021	2010
C208B	Leased	ZSXXL	208B1219	2006

Full details of the nominated aircraft can be viewed in BARSoft.

ACCIDENT AND SERIOUS INCIDENTS

All events are listed in BARSoft. The table below lists the accidents & serious incidents recorded since last BARS Audit.

No incidents since last BARS Audit.

EXECUTIVE SUMMARY

GENERAL

This BARS MC19 Remote Monitoring Audit was conducted in accordance with MC19-CAO checklist due to COVID-19 Extenuating Circumstances. The remote audit was conducted by the Audit Company (AC) and Aircraft Operator (AO) with the use of Microsoft TMTEAMS which is a unified communication and collaboration platform available on-line for meetings and video conferencing. The audit was conducted during Level 3 lockdown in South Africa, a tier structure enforced by the country's authorities during their handling of the pandemic. The post holders were present for both the opening and closing meetings and additional interviews were carried out with staff during the 5-day review.

The AO administrative base is located at 57 Loper Avenue, Spartan Ext 2, Kempton Park in Johannesburg, South Africa, with the main base of flight operations being carried out from OR Tambo International Airport. Avex Air Technical, the approved maintenance facility and service provider to Avex Air Transport is part of the AVEX Group of companies that is an established family run business with a long history in the aviation fields in Southern Africa. The AO has a number of aircraft listed as available to the BMO's and these include two (2) Dornier 328 twin engine passenger jet aircraft, one (1) Phenom 300 (EMB505) twin engine corporate jet and two single engine turbine aircraft. One is a Pilatus PC12 and the other a Cessna Caravan C208. All aircraft are listed on BARSoft.

AUDIT SCOPE

The audit via the TEAMS platform had to be conducted with the auditor conducting the audit and interviews remotely. Quarantine restrictions for incoming persons to South Africa resulted in the virtual audit being conducted online. The remote monitoring audit is the third BARS audit undertaken by the AO, who elected for the CORE audit in 2019 and currently retain their GREEN status. The audit was performed against the published checklist based on the MC19 Remote Monitoring Audit - CAO implementing criteria. Evidence provided by the AO along with interviews of staff and personnel was reviewed in determining the audit evaluation and outcome. No physical inspection was able to be performed.

OUT OF SCOPE

The following aspects of the operation were out of scope.

- Security
- Commercial and Financial
- Aircraft Included on the AOC not listed on BARSoft
- Aircraft Inspection or on-site facilities due to remote audit.

COMPANY OVERVIEW

Avex Air Transport (Pty) Ltd holds both Part 121 and Part 135 approval from the South African Civil Aviation Authority (SACAA) for commercial air transport for domestic and international Non-Scheduled services. The AO has been operating for the past 50 years as a service provider in the training and charter industry. The AO trades as Avex Air. The current operations include resource sector passenger transfer between South Africa and the Democratic Republic of Congo (DRC) with their passenger jet aircraft, and the provision of short haul operations with the single engine aircraft located externally in the DRC and Zambia.

The AO operates under approval of the South African Civil Aviation Authority (SACAA) The PART 121 approval reflects the two Dornier aircraft that have more than 19 passenger seats and was renewed by the authority in March 2020. The PART 135 approval is for the rest of the aircraft operated by the AO and was issued by the authority during the same AOC renewal. The AO does not hold approval for the carriage of Dangerous Goods, or the approval of electronic Flight Bags (EFB's) as indicated on the approved Operation Specifications (OPSPECS). The AO does not hold any long-term BMO contracts at present.

ORGANIZATIONAL STRUCTURE AND MANAGEMENT

AVEX Air has a fully integrated management system that is owner operated and has grown organically with the family run unit having traditionally filled multiple roles within the operation. As the company has evolved, so the responsibility has been entrusted to senior persons who have taken on the responsibility in the various offices of safety, quality, and training. The CEO and Chief Pilot maintains the daily oversight whilst the team of professionals maintain oversight of the tight knit bespoke charter service. The organogram of the operation clearly defines the reporting structure and lines of communication.

QUALITY AND SAFETY MANAGEMENT SYSTEMS

The quality department has managed to continue in their quality oversight remotely in ensuring the compliance to audit schedules and oversight despite the lockdown restrictions. The use of remote monitoring questionnaires and auditee document submissions, the AO has managed to conduct remote audits with onsite verification procedures being scheduled once the restrictions have been lifted. Evidence to support the audits is well documented with robust evidence of compliance. Audit reports are detailed and the workflow of audit responses, to action plans is accurately detailed. The AO has a well-established safety culture and Safety Management System which has recently been revised and approved by the authority. The AO continues to display a good oversight of preflight risk assessment with the completion of an assessment prior to every flight, irrespective of the number of flights conducted previously. The safety data base has expanded, however evidence for the past few months has been reduced considering the COVID 19 lockdown and restrictions imposed on the operators by the authorities and Government. Safety culture has continued with the implementation of Covid response procedures being incorporated into the daily operations and across in the maintenance field. Change management with the COVID 19 restrictions has been complied with showing the MOC for the handling of documents and protocols for passenger safety and aircraft disinfection.

DEPARTMENTAL OVERVIEW

FLT

Flight Operations is led by the Chief Pilot in a small well-run environment, that has permanent staff appointed for all fulltime positions. One (1) Part time cabin crew member is utilized as and when required dependent on the charter or passenger requirements. Reviews of training records show that regular training and recency checks are performed in accordance with regulatory requirements and within the required timeframes. Checking program is detailed within Training Procedure Manuals and the Part D element of the AO manual. Flight Tracking is conducted on all aircraft with the use of Indigosat software and the flight tracking should be monitored by suitably trained staff, that was not evidenced. When conducting IFR flights, the fuel planning for the flights typically exceeds the minimum fuel required and the 10% contingency. Due to fuel costs in remote areas or availability, the AO has a policy to ensure that surplus fuel is traditionally tankered on flights, exceeding the Basic Control 3.4 guideline of the BAR Standard.

GRH

The AO relies on the services of ground station passenger handling service companies. The audit of Passenger Handling Companies is included in the annual audit schedule. A review of the manifests provided by the Johannesburg handling company meet all the required parameters for full passengers' names, passenger weights and baggage numbers and the bag weights. For single engine aircraft and for the aircraft with less than 30 passenger seats, actual body weight of the passengers is used in weight and balance calculations.

MNT

The AO has within their group of companies, a dedicated maintenance facility as part of the AVEX holding group. Maintenance is provided on all the aircraft operated by the AO and the facility is suitably equipped with sufficient trained staff and equipped with the required special tools. The maintenance approval shows the capability list of the AMO and the privileges of the company regarding specialist maintenance. Evidence of audits conducted by the AO on the maintenance facility indicate in-depth auditing has been conducted and the level of oversight is noted to be above average.

Approved Maintenance Programs for the aircraft were sighted and show that the aircraft are being maintained in accordance with the required scheduling. The aircraft documentation and status reports show compliance with all service tasks and the management of the forecasted planning. Maintenance planning software for the specific aircraft fleet was presented as evidence and the review of data shows that the aircraft are being well managed. A review of maintenance training records shows that all staff undergo recurrent training an annual cycle and all elements of recurrency are performed within the 36-month cycle.

DOCUMENTATION

All manuals and administration documents are controlled through the company document control system. The use of homegrown programs for the management and control of duty periods and the subscription services of aircraft specific programs were sighted as part of the audit review. All manuals are suitably controlled, and the latest revision status editions presented are approved by the authority.

P2 VARIATION (P2V)

The following questions were assessed as conforming using the P2V as described in BN60:

- FLT 1.07.04

AIRCRAFT INSPECTION(S)

- N/A

ADDITIONAL INFORMATION

- N/A

SUMMARY OF AUDIT

The audit was performed in agreement with the AO and AC in the remote TEAMS application. Travel restriction imposed and mandated by the authority prevented the on-site audit taking place. The evidence was provided through collaboration between the AO and AC. Interviews of post holders was performed by video link and the inspections of files was performed based on the information provided. The audit company inspected all pilot files and several maintenance personnel files to establish a base line of compliance and conformity to the required standard.

Persons Interviewed during Audit Position within the company

- David Chandler Accountable Manager
- Chester Chandler Safety Manager
- David Chandler Operations Manager / Chief Pilot
- Ken Scriven Quality Manager Ops
- Grant Adnams Training Manager

- Richard Chandler RPA
- Stephen Van der Merwe Maintenance Manager
- Robbie Routenbach Quality Manager AMO
- Jaylene Landon Avex Internal Sales
- Sarah Whelehan Cabin Crew Manager Johan Van Schalkwyk Audit Manager
- Monique Bethwaite Manager Information Products

Documents Reviewed

- Aircraft Operator Certificate AOC
- Operations Specification - OPSPEC
- AMO Approval Manual of Procedures - MOP
- Safety Management System Manual -SMSM
- Maintenance Control Manual - MCM
- Manual of Procedures BARS
- Training Procedures Manual - TPM
- Flight Operations Manual Part 1-4 - FOM
- Quality Manual Maintenance – AMO QAS
- Cessna CESCO CAMP
- Continuous Airworthiness Maintenance Programme - CAMP
- Emergency Response Procedures Manual - ERP
- JET-CARE – Maintenance Tracking Dornier
- Minimum Equipment List – MEL – Dornier 328
- Approved Maintenance Procedures - AMP
- eSMS – Software platform
- RALL – Maintenance Tracking Software
- AMS – Job Card Task Planning software
- Annual Audit Schedule
- Jet planner Software – Navigation Log
- Avex Air QA66 / 1253

TABLE OF FINDINGS

P VALUE	Current Audit (2020)				Total
	FLT	MNT	GRH	ORG	
P1	0	0	0	0	0
P2	1	0	3	0	4
P3	0	0	0	0	0
Total	1	0	3	0	4
N/A	4	1	1	2	8

FINDINGS

Definitions:

All questions are measured against the BARS master list of questions and are prioritized as follows:

- P1 - This is a significant finding. A safety critical process or policy that has a direct impact on the safety of flight or a legal, contractual or regulatory requirement that, if not in conformity, the Operator would be in serious breach of their obligations and/or incur significant loss.
- P2 - A BARS Program requirement drawn from the BAR Standard as published or an aviation best practice of significant importance where it should be examined on each Audit. The Auditor will nominate a closure date which could be 30 to 90 days. The timing is at the discretion of the Auditor and will take into account a number of variables. An Operator can be "BARS Registered" with Priority 2 findings if the finding is corrected by the due date agreed between the Aircraft Operator and the Lead Auditor.
- P3 - A non safety critical requirement that is optional. The requirement may be drawn from the Standard or best practice, however, for various reasons it may not be achievable by all Aircraft Operators all of the time, or the requirement may be related to contractual obligations for long term contracts only.

Note: There is no obligation for the Aircraft Operator to comply with the Priority 3 findings and it has no bearing on the registration status of the Operator.

P1 Findings

During the conduct of this Audit there were 0 P1 findings identified.

P2 Findings

During the conduct of this Audit there were 4 P2 findings identified.

Corrective Action Status:	Closed	By:	Wayne Stevenson
BARS Audit Checklist ID	BARS Requirements		
P2 FLT 1.12.01	If the Operator holds long-term BMO contract(s) and conducts operations in a hostile environment utilizing aircraft fitted with a satellite flight following system, the Operator should have procedures to ensure the system is monitored by designated flight following personnel, with limited secondary duties, who are able to initiate the Emergency Response Plan. [BD19.4]		
AO Internal Document Reference			
FOM Part 1: chap 3, para 3,2,14 pg. C3-7; FOM Part 1: Appendix B, section 8, pg. B-72			
Objective Evidence:			
Section 8 of the Appendix B - BARs Requirements details the standard operating procedures for flight following and the training element of flight watch staff. Annex P of the Satellite Tracking Policy details the time frame and tracking periods. The review of the Indigosat software system was provided that the satellite tracking is being performed of ZS-KHS in 2019. No evidence of a trained flight watch person was presented as evidence			
Root Cause:			
Lack of specified training or education.			
Auditee Corrective Action Plan:			
The AO will arrange for training to be undertaken once the current restrictions will allow for it and nor later than January 2021			
Auditee Corrective Action Taken:			
The Flight Follower training was conducted at an approved ATO and completed on 31 Jan 2021.			
Auditor Comments on Corrective Action Taken:			
The Certificate of Completion awarded to Avex staff member Ms. CK, for achieving the required pass mark in Flight Following was sighted as evidence for a course conducted over 3 days completed on 22 Jan 2021 and valid for a period of 24 months expiring on 31 Jan 2023. The training was conducted at an approved ATO, Cranfield Aviation under SACAA approval CAA/0018. The training schedule satisfies the BAR Standard Basic Defence 19.4.			
Date Finding Closed: 9 Feb 2021.			

Corrective Action Status:	Closed	By:	Wayne Stevenson
BARS Audit Checklist ID	BARS Requirements		
P2 GRH 1.01.02	If the Operator carries passengers, the Operator should have a process to ensure that a passenger manifest, to include the full passenger name, is raised for each flight or where applicable, each sector. Copy of the passenger manifest should be retained and accessible to flight following personnel at all times. [BC7.4]		
AO Internal Document Reference			
FOM Part 1, Appendix -B section 1, para 1.5 pg. B-15; FOM Part 1: chap 10 para 10,14 pg. C10-44			
Objective Evidence:			
Appendix B - BARS section 1.5 describes the manifest for each leg of the flight to contain the full passenger name with a copy accessible to flight following at all time. A review of the manifest dated 23 Mar 2020 for the flight from Johannesburg to Kolwezi DRC included one passenger whose full name appears on the manifest. Further evidence on a flight conducted on 29 Jan 2020 from Ndola to Kolwezi on aircraft ZS-SYU, that full names of the passengers were not entered onto the manifest.			
Root Cause:			
Lack of adherence to published policy or procedures.			
Auditee Corrective Action Plan:			
The AO shall notify all staff through a "Red Tag" notice in the "eSMS-S " reminding all personnel to adhere to the published procedures and include the full name to the audit inspection checklist.			
Auditee Corrective Action Taken:			
AO has posted a "Red Tag" notice in the e-SMS-E system alerting crews to the provisions contained in FOM Appendix B regarding Passenger Manifests and Passenger weights on all BMO operations			
Auditor Comments on Corrective Action Taken:			
The issue of the RED TAG dated 21 Jan 2021 was reviewed and found to address the alert to all crew of the requirement to ensure full names of passengers are included on the manifests for all flights and sectors of flights. The amendment of the Checklist in the Aircraft Document section checking the Pax Manifest has been added to Audit Checklist Annexure C1 - Flight Operations was provided as evidence to satisfy the BAR Standard Basic Control 7.4.			
Date Finding Closed: 9 Feb 2021.			

Corrective Action Status:	Closed	By:	Wayne Stevenson
BARS Audit Checklist ID	BARS Requirements		
P2 GRH 1.04.01	For all helicopter operations regardless of MGTOW, and fixed wing aircraft with less than 30 passenger seats, actual body weight (including hand baggage) should be used when preparing aircraft weight and balance calculations. [BC7.1]		
AO Internal Document Reference			
FOM Part 1: Appendix B section 1, para 1,6 pg. B-16			
Objective Evidence:			
A flight on 18 Sep 2020 on aircraft ZS-XXL - single engine Caravan C208, from Ndola to Lusaka, was evidenced. The flight manifest and load sheet was sighted and it was noted that 2 passengers were on the initial flight and both passenger actual weights were included on the manifest. A further example was sighted on a flight from Ndola - Kolwezi, on aircraft ZS-SYU on 29 Jan 2020, however in this instance, the passenger weights were not included on the manifest.			
Root Cause:			
Lack of adherence to published policy or procedures.			
Auditee Corrective Action Plan:			
The issue of a company "Red Tag" notice in the "eSMS-S" system to remind all personnel to adhere to the published procedures of the use of actual passenger weight shall be issued.			
Auditee Corrective Action Taken:			
The issue of a "Red Tag" notice in the e-SMS system, altering crews to the requirement contained in FOM Appendix B regarding Passenger Manifests and Passenger weights on all BMO operations has been issued.			
Auditor Comments on Corrective Action Taken:			
The RED TAG issued by the AO was provided as evidence to support the closure and satisfy the basic control 7.1 of the BAR Standard. The notice advised all crew and staff to be aware of the BAR Standard requirement for aircraft with less than 30 passenger seats, that actual body weight(including hand luggage) must be used.			
Date Finding Closed: 9 Feb 2021.			

Corrective Action Status:	Closed	By:	Wayne Stevenson
BARS Audit Checklist ID	BARS Requirements		
P2 GRH 1.04.03	The Operator should utilize scales to weigh baggage and/or cargo for operations conducted from an airport. These scales should be calibrated at a minimum of once each calendar year and scale calibration certificates should be maintained that identify the date of testing and the due date for expiry of the calibration certification. [BC7.2]		
AO Internal Document Reference			
FOM Part 1: Appendix B section 1, para 1,6 pg. B-16			
Objective Evidence:			
The audit of Menzies Aviation SA on 14 Nov 2019 was conducted. No evidence to support that the calibration of scales used in the weighing of baggage was provided as part of the chain of evidence within the audit report.			
Root Cause:			
Lack of a documented procedure.			
Auditee Corrective Action Plan:			
The AO will amend the QAS Checklist to include this observation and obtain copies of calibration certificates for the calibration check on scales.			
Auditee Corrective Action Taken:			
Avex has amended the Passenger Services checklist to include the checking of calibration of scales> In addition follow up evidence on the calibration was conducted during a rescheduled audit to the ground service provider to ensure conformity.			
Auditor Comments on Corrective Action Taken:			
The Passenger Services Checklist - Annexure I - was reviewed and it was sighted to include the checking of the scales to be calibrated and the request of evidential copies of conformity. Evidence to support the calibration of the scales at ORT International airport was provided of the ATRAX scale model OP-960 calibrated on 17 Sep 2020 through FERRO Tech Verification Services (Designated Verification Body LM070M)			
Date Finding Closed: 9 Feb 2021.			

All P2 findings have been closed in accordance with an approved Corrective Action Plan.

P3 Findings

During the conduct of this Audit there were 0 P3 findings identified.

This is to verify that

Avex Air Transport (Pty) Ltd

has been audited against the



This BARS Registration Status is valid

From **23 Nov 2020** To **23 Nov 2021**



David Anderson
Managing Director – BARS Program

This verification and the registration of the aircraft operator under the BARS Program does not infer that an operator has attained a defined level of safety or has achieved a defined standard. The details of any findings that may have been made from a BARS audit are contained within the current BARS audit report accessible via BARSoft. Flight Safety Foundation Limited (FSF) and Flight Safety Foundation, Inc (FSFI) expressly disclaim any and all liability and responsibility to any person in respect of the consequences of anything done or not done in reliance, whether wholly or in part on this verification. In no circumstances will either FSF or FSFI be liable for any loss or damage, including incidental or consequential damages, resulting from the issuance of this verification.