
MEDIA RELEASE

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CAA INTRODUCES NEW CENTRALISED AIR SAFETY REPORTING SYSTEM

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For immediate release

Midrand – The South African Civil Aviation Authority (SACAA) has announced the introduction of a new Centralised Safety Reporting System that is aimed at improving aviation safety by reducing aircraft accidents. The new system provides a platform for the public and those that are involved in aviation operations such as pilots, air traffic controllers, flight attendants, engineers, airport and ground personnel, to report unsafe activities, omissions and situations that could lead to an aircraft accident. The new system, however, does not replace the reporting of an accident or serious incident which should still be reported to the Accident and Incident Investigation Division of the SACAA.

The SACAA's Director of Civil Aviation, Captain Colin Jordaan, said: "The Central Safety Management Reporting facility was introduced in order to meet the requirements stated in the Standards and Recommended Practices of ICAO (the International Civil Aviation Organisation) around safety management. Most importantly, the new system is a proactive procedure which enables anyone to report aviation safety risks, on the ground or in the air, whether perceived or real, that could prevent an aircraft accident."

The announcement of the new system comes a few weeks after aviation experts gathered at a seminar convened by the SACAA to discuss safety concerns and whether the relatively new concept of the Safety Management System is the ultimate solution to aviation safety.

The Centralised Safety Reporting System, which forms part of the broader Safety Management System, accommodates three types of reporting, i.e. voluntary, mandatory and confidential. The Reporting System also affords whistle-blowers confidentiality.

"Ensuring aviation safety is a daunting task, especially when the general public and role players in the aviation industry are not proactively taking part in reporting unsafe

behaviour and events that could lead to an accident. With the introduction of the Centralised Safety Reporting System, the process of alerting the SACAA to risky acts, omissions and events has been made easier. Through this system and with everyone's involvement, we are optimistic that hazards can be identified well in advance, thereby providing those involved with an opportunity to prevent any potential loss of life, injury or damage to property;" explained Ms Louise Stols, General Manager: Risk and Compliance at the SACAA.

According to Ms Stols, reports sent to the SACAA through the Centralised Safety Reporting System are held in strict confidence. "For instance; reporters may, but are not required, to submit their names and contact information. Moreover; when analyzing or disseminating the report among relevant departments for follow-up, all identifying information about the submitter is removed."

Ms Stols further explained that once a report is received, it is logged and where necessary de-identified and then distributed to the relevant SACAA technical department for further investigation. On a quarterly basis, the reports are analysed and statistical data or information in terms of identified trends is then shared with the aviation community to ensure that lessons are learnt and where necessary steps are taken to rectify mistakes.

"The Safety Reporting System is a non-punitive system, meaning that reports are investigated with the objective of preventing reoccurrence and not to apportion blame or legal liability. However, in cases where reports indicate serious safety deficiencies that are blatantly and deliberately disregarding applicable regulations, even after the SACAA has alerted the responsible individuals or entities, applicable regulatory or judicial actions will be instituted against such perpetrators;" said Ms Stols.

The contact details for the centralized reporting system are: cell: 083 461 6000; landline: 011 545 1240 / 43 /1387; e-mail: csr@caa.co.za and fax: 011 545 1453 / 086 742 2777.

"Whilst we acknowledge that risk is inherent to the aviation industry, we also believe that most of the aircraft accidents we have encountered thus far could have been prevented had someone taken the initiative to report the risky behavioural trends, events and omissions encountered or observed that compromised safety," concluded Captain Jordaan.

-ENDS-

Notes to the Editor:

1. **Mandatory incident reports** – incident reports that are required to be done as a result of regulation, with the exception of an accident or serious incident that is reported to the Accident and Incident Investigation Division of the SACAA. Details on how to report an accident are available on the SACAA website – www.caa.co.za
2. **Voluntary reports** – reporting of a hazard or incident without any legal or administrative requirement to do so at the reporter's own will and initiative.
3. **Confidential reports** – voluntary incident or hazard reports where the reporter's identity is protected by providing a means by which individuals are able to raise issues of concern without being identified to their peer group, management or respective organisations. Confidentiality is achieved by the de-identification of the reporter's details.

About the CAA:

The South African Civil Aviation Authority (SACAA), an agency of the Department of Transport, is tasked with promoting and maintaining a safe, secure and sustainable civil aviation environment by regulating and overseeing the functioning and development of the industry in an efficient, cost-effective, and customer-friendly manner and according to international standards.

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