



EXAMPLE OF A SERVICE PROVIDER'S VOLUNTARY AND CONFIDENTIAL REPORTING SYSTEMS

An organization's voluntary and confidential reporting system should, as minimum, define the objective of the reporting system, the scope of the aviation sectors/areas covered by the system, who can make a voluntary report, when to make such a report, how the reports are processed and how to contact the person responsible for the system.

- a) **The key objective** of [Organization name] voluntary and confidential reporting system is to enhance the safety of our company's aviation activities through the collection of reports on actual or potential safety deficiencies that would otherwise not be reported through other channels. Such reports may involve occurrences, hazards or threats relevant to the safety of our aviation activities. This system does not eliminate the need for formal reporting of accidents and serious incidents to the Accident Investigation Bureau (AIB) as well as informing and the submission of Mandatory Occurrence Reports (MOR) on incidents in compliance with the requirements of the Nig. CARs to the NCAA. The [Name of system] is a voluntary, non-punitive, confidential occurrence and hazard reporting system administered by the [Name of department/office]. It provides a channel for the voluntary reporting of aviation occurrences or hazards relevant to our organization's aviation activities, while protecting the reporter's identity.
- b) **The scope of the aviation sectors/areas within the organisation covered by the system;** The [Name of system] covers areas such as: (List all the areas within your organisation that will be covered by the system).
- c) **Who can make a voluntary report;** For example: if you belong to any of these operational areas or departments, you can contribute to aviation safety enhancement through the [Name of system] by reporting on occurrences, hazards or threats relevant to our organization's aviation activities:
- 1) Flight and Cabin Crew members;
 - 2) Air Traffic Controllers;
 - 3) Licensed Aircraft Engineers or Technicians;
 - 4) Employees of Maintenance Organizations;
 - 5) Airport Ground Handling Operators;
 - 6) Aerodrome employees;
 - 7) General Aviation personnel etc.

d) **When to make such a report;** You should make a report when:

- 1) You wish for others to learn and benefit from the incident or hazard but are concerned about protecting your identity;
- 2) There is no other appropriate reporting procedure or channel; and
- 3) You have tried other reporting procedures or channels without the issue having been addressed.

e) **How the reports are processed;** The [Name of system] pays particular attention to the need to protect the reporter's identity when processing all reports. Every report will be read and validated by the [person responsible for the system]. The [person responsible for the system] may contact the reporter to make sure he understands the nature and circumstances of the occurrence/hazard reported and/or to obtain the necessary additional information and clarification.

When the [person responsible for the system] is satisfied that the information obtained is complete and coherent, he will de-identify the information and enter the data into the [Name of system] database.

Should there be a need to seek input from any third party, only the de-identified data will be used. The [Name of system] form, with the date of return annotated, will eventually be returned to the reporter. The [person responsible for the system] will endeavour to complete the processing within ten (10) working days if additional information is not needed. In cases where the [person responsible for the system] needs to discuss with the reporter or consult a third party, more time may be needed. If the [person responsible for the system] is away from his office for a prolonged period, the alternate [person responsible for the system] will process the report. Reporters can rest assured that every [Name of system] report will be read and followed through by either the [person responsible for the system] or the alternate [person responsible for the system].

Safety information sharing within the company and the aviation community:

Relevant de-identified reports and extracts may be shared within the company as well as with external aviation stakeholders as deemed appropriate. This will enable all concerned personnel and departments within the company as well as appropriate external aviation stakeholders to review their own operations and support the improvement of aviation safety as a whole. If the content of a [Name of system] report suggests a situation or condition that poses an immediate or urgent threat to aviation safety, the report will be handled with priority and referred, after de-identification, to the relevant organizations or authorities as soon as possible to enable them to take the necessary safety actions.

- f) **Contacting the [Name of system] [person responsible for the system];**
For example: You are welcome to call the [Name of system] [person responsible for the system] to enquire about the [Name of system] or to request a preliminary discussion with the [Name of system] person responsible for the system] before making a report. The [person responsible for the system] and alternate [person responsible for the system] can be contacted during office hours from Monday to Friday at the following telephone numbers:

[Name of system] administrator

Mr. ABC

Tel.:

Alternate administrator

Mr. XYZ

Tel.: