FROM: DIRECTOR GENERAL CIVIL AVIATION

TO: ALL AVIATION SERVICE PROVIDERS

REF: NCAA/DSD/DGCA/DSD/SSP/121

DATE: 27TH AUGUST, 2024

SUBJECT: <u>NOTIFICATION OF THE DRAFT STATE SAFETY PROGRAMME (SSP) DOCUMENT AND REQUEST FOR STAKEHOLDERS' REVIEW, INPUT AND CONTIBUTIONS</u>

In line with the International Civil Aviation Organization's (ICAO) requirements for the implementation of comprehensive State Safety Programme (SSP) in Nigeria, the Nigeria Civil Aviation Authority (NCAA) developed a draft of the State Safety Programme (SSP) document. This document ensures compliance with ICAO Annex 19 which outlines the framework and strategic approach for managing aviation safety in Nigeria, in accordance with international best practices.

As stakeholders, your feedback is critical in ensuring that the SSP document is comprehensive and effectively addresses the safety issues and needs of the entire aviation industry.
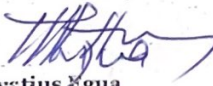
A copy of the draft document is hereby attached for your review, comments, suggestions and recommendations.

Please submit your feedback to the following email addresses on or before September 30th, 2024 so that your inputs can be considered in the final version of the SSP document.

1. Mr. Horatius Egua @ horatius.egua@ncaa.gov.ng
2. Engr. Dr. Ifeanyi Iteke @ ifeanyi.iteke@ncaa.gov.ng
3. Engr. Shamsuddeen Dalhatu @ shamsuddeen.dalhatu@ncaa.gov.ng

The PDF version of the draft document is available on the website: www.ncaa.gov.na/ssp.

While we await your kind response, please accept the assurances of the DGCA.

Horatius Egua
Director, Special Duties
FOR: Director General Civil Aviation

NIGERIA
STATE SAFETY
PROGRAMME

2024

APPROVAL SHEET

	DESIGNATION	NAME	DATE	SIGNATURE
PREPARED BY	National Coordinator, SSP	Dr. Ifeanyi Iteke.	25th June, 2024	
REVIEWED BY	Chairman, Flight Standards Group, NCAA	Engr. Godwin Balang		
	Director of Special Duties, NCAA	Mr. Horatius Egua		
	Director of Legal Services, NCAA	Mrs. Mary Tufano Eche		
	Director General, Nigerian Safety Investigation Bureau (NSIB)	Capt. Alex Badeh Junior		
APPROVED BY	Accountable Executive/Director General Civil Aviation	Capt. Chris Najomo		

Nigeria State Safety Programme

RECORD OF AMENDMENT

Changes to this document will be accomplished by the amendment of individual pages and when necessary, a re-issue of the entire document.

ISSUE No.	DATE	PAGE No.	DATE ENTERED	ENTERED BY	DESCRIPTION

LIST OF EFFECTIVE PAGES

Page No.	Rev. No.	Effective Date	Page No.	Rev. No.	Effective Date
1	00	1st August, 2024	36	00	1st August, 2024
2	00	1st August, 2024	37	00	1st August, 2024
3	00	1st August, 2024	38	00	1st August, 2024
4	00	1st August, 2024	39	00	1st August, 2024
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6	00	1st August, 2024	41	00	1st August, 2024
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FEDERAL MINISTRY OF TRANSPORTATION

Bukar Dipcharima House, Plot 1005, Central Business District, Off 3rd Avenue, P.M.B 336, Abuja

OFFICE OF THE HONOURABLE MINISTER

LETTER OF AUTHORIZATION

This is to authorize the Director General, Nigerian Civil Aviation Authority (NCAA) as the Accountable Executive to implement the Nigeria's State Safety Programme (SSP) in compliance with the requirements of the International Civil Aviation Organization (ICAO) Annex 19 on Safety Management, in accordance with the approved Nigeria's SSP Safety Policy and in cooperation with concerned Stakeholders.

2.   The NCAA is hereby designated as the Placeholder of the SSP in Nigeria.

Signed:

Sen. Hadi Abubakar Sirika
Honourable Minister of State for Aviation
Federal Ministry of Transportation
Date: 7th January, 2016

Foreword

Aviation safety stands as an indispensable cornerstone of our nation's progress and development. Nigeria, bound by its commitment as a signatory to the Chicago Convention, shoulders the responsibility of ensuring the safety and oversight of aviation activities within our borders and the operation of Nigerian-registered aircraft worldwide.

At the forefront of our dedication to fostering a safe aviation environment lies the Nigeria State Safety Programme (NSSP). Led by the Nigeria Civil Aviation Authority (NCAA) in collaboration with the Nigerian Safety Investigation Bureau (NSIB), the NSSP embodies our unwavering commitment to upholding the highest standards of safety, thus nurturing the growth and prosperity of our aviation industry.

In recent years, Nigeria has witnessed remarkable growth in its aviation sector, marked by an increase in air operators, aircraft, approved maintenance organisations, approved training organisations, aerodromes, and licensed aviation personnel. Our airports are pivotal hubs, facilitating millions of passengers and driving trade and tourism. Yet, with growth comes challenges, underscoring the necessity for proactive measures to maintain our safety standards. Therefore, we must ensure the competence of our aviation professionals, the airworthiness of our aircraft, the availability of adequate and serviceable navigation aids, and the robustness of our safety protocols.

Looking forward, we acknowledge the imperative of continual adaptation to an ever-evolving landscape. Infrastructure advancements and technological innovations present both opportunities and complexities, necessitating vigilant identification and mitigation of safety risks. Furthermore, the interconnected nature of aviation mandates collaboration and cooperation beyond our borders.

The NSSP symbolizes our collective endeavour to elevate aviation safety in Nigeria. It delineates our regulatory principles, values, and commitments, furnishing a framework for effective safety management. Complementing the NSSP is the National Aviation Safety Plan (NASP) which articulates Strategic Objectives, Safety Priorities, Safety Performance Indicators (SPIs), Safety Performance Targets (SPTs), and Mechanisms for measuring safety performance, thereby facilitating continuous improvement in safety standards.

As we embark on this journey, we reiterate our commitment to cultivating strong collaboration with aviation service providers, as well as other stakeholders and partners within the aviation industry, to bolster our safety framework. Recognising their vital contribution in providing essential safety and quality management information, we acknowledge the crucial role they play in establishing safety objectives, Safety Performance Indicators (SPIs), and goals. Furthermore, their involvement is key in identifying safety hazards and implementing best practices and appropriate technologies to mitigate and minimize associated risks.

Collectively, we aim to cultivate a culture centred on safety, underpinned by leadership, collaboration, and continuous learning. Our ultimate goal is to build a civil aviation system that is both safe and resilient, instilling confidence and driving forward the progress of our nation.

Signed,

Capt. Chris Najomo
Director General, Civil Aviation
Federal Republic of Nigeria

Definitions

Acceptable Level of Safety Performance (ALoSP): The minimum level of safety performance of civil aviation in a State, as defined in its State Safety Programme, expressed in terms of safety performance targets and safety performance indicators

Accountable Executive: A single, identifiable person having responsibility for the effective and efficient performance of the State's SSP or of the service provider's SMS.

Accident: An occurrence associated with the operation of an aircraft which takes place between the time any person boards the aircraft with the intention of flight until such time as all such persons have disembarked, in which:
   a) a person is fatally or seriously injured as a result of:
      i) being in the aircraft, or
      ii) direct contact with any part of the aircraft, including parts which have become detached from the aircraft, or
      iii) direct exposure to jet blast, *except* when the injuries are from natural causes, self-inflicted or inflicted by other persons, or when the injuries are to stowaways hiding outside the areas normally available to the passengers and crew; or
   b) the aircraft sustains damage or structural failure which:
      i) adversely affects the structural strength, performance or flight characteristics of the aircraft, and
      ii) would normally require major repair or replacement of the affected component, *except* for engine failure or damage, when the damage is limited to the engine, its cowlings or accessories; or for damage limited to propellers, wing tips, antennas, tires, brakes, fairings, small dents or puncture holes in the aircraft skin; or
   c) the aircraft is missing or is completely inaccessible.

Authority: The Nigeria Civil Aviation Authority.

Biennially: Occurring every two (2) years.

Change management: A formal process to manage changes within an organisation in a systematic manner, so that changes which may impact on identified hazards and risk mitigation strategies are accounted for, before the implementation of such changes**.**

Hazard; Any situation or condition that has the potential to cause damage or injury.

Incident: An occurrence, other than an accident, associated with the operation of an aircraft which affects or could affect the safety of operation.

Investigation: A process conducted for the purpose of accident prevention which includes the gathering and analysis of information, the drawing of conclusions, including the determination of causes and, when appropriate, the making of safety recommendations.

Level of safety: Degree of safety of a system, representing the quality of the system, safety-wise, expressed through safety indicators.

Risks: Potential adverse consequences of a hazard, assessed in terms of severity and likelihood.

Risk mitigation: The process of incorporating defences or preventive controls to lower the severity and/or likelihood of a hazard's projected consequence.

State Safety Programme: An integrated set of regulations and activities aimed at improving safety.

Safety: The state in which risks associated with aviation activities, related to, or in direct support of the operation of aircraft, are reduced and controlled to an acceptable level.

Safety Performance Indicator: A measure (or metric) used to express the safety performance in a system.

Safety Performance Target: The desired level of safety performance. Comprises of one or more safety performance indicators, together with desired outcomes expressed in terms of those indicators.

Safety Requirements (initiatives): Steps taken to achieve Safety Performance Targets. May include operational procedures, technology systems and programmers to which measures of reliability, availability, performance and/or accuracy can be specified.

Service Providers: Refers to any organisation providing aviation services. The term includes approved training organisations, aircraft operators, maintenance organisations, organisations responsible for type design and/or assembly of aircraft, air traffic services providers and certified aerodrome operators, as applicable.

Safety Management System: A systematic approach to managing safety, including the necessary organisational structures, accountabilities, policies and procedures.

Safety risk: The predicted probability and severity of the consequences or outcomes of a hazard.

Abbreviations

AC	Advisory Circulars
ADREP	Accident/Incident Data Reporting
AFCAC	African Civil Aviation Commission
AGA	Aerodrome and Ground Aids
AIAG	Air Traffic Services (ATS) Incident Analysis Group
AIC	Aeronautical Information Circular
AIP	Aeronautical Information Publication
AIS	Aeronautical Information Service
ALoSP	Acceptable Level of Safety Performance
AMO	Approved Maintenance Organisations
AMS	Aeronautical Meteorological Stations
ANSP	Air Navigation Service Provider
AOC	Air Operator Certificate
AOL	All Operators Letter
AMO	Approved Maintenance Organisation
ATO	Approved Training Organisation
BAGAIA	Banjul Accord Group Accident Investigation Agency
BAGASOO	Banjul Accord Group Safety Oversight Organisation
CFIT	Controlled Flight Into Terrain
CNS	Communication, Navigation and Surveillance Services
DGCA	Director General of Civil Aviation
DAAS	Directorate of Aerodrome and Airspace Standards
DASA	Director of Air Safety Administration
DAWS	Directorate of Airworthiness Standards
DLS	Directorate of Legal Services
DOLTS	Directorate of Operations, Licensing and Training Standards
DSD	Directorate of Special Duties
ECCAIRS	European Co-ordination Centre for Accident and Incident Reporting Systems
FAAN	Federal Airports Authority of Nigeria
FASAP	Foreign Aircraft Safety Assessment Programme
FDAP	Flight Data Analysis Programme
FIR	Flight Information Region
FMCA	Federal Ministry in charge of Civil Aviation
FOD	Foreign Object Debris
FUA	Flexible Use of Airspace
GANP	Global Air Navigation Plan
GASP	Global Aviation Safety Plan
ICAO	International Civil Aviation Organisation
IGA	International General Aviation
LOC-I	Loss of Control in-Flight
MoAAD	Ministry of Aviation and Aerospace Development
MOR	Mandatory Occurrence Reports
MSRS	Mandatory Safety Reporting System
NASP	National Aviation Safety Plan
NAMA	Nigeria Airspace Management Agency
NCAA	Nigeria Civil Aviation Authority
NCAT	Nigeria College of Aviation Technology

NC-SSP	National Coordinator, State Safety Program
NESC	National Executive Safety Committee
Nig.CARs	Nigeria Civil Aviation Regulations
NIMASA	Nigerian Maritime Administration and Safety Agency
NiMet	Nigerian Meteorological Agency
NOTAM	Notice to Airmen
NSIB	Nigerian Safety Investigation Bureau
RASG-AFI	African-Indian Ocean Regional Aviation Safety Group
RCC	Rescue Co-ordination Centres
SAR	Search and Rescue
SARP	Standards and Recommended Practices
SDCPS	Safety Data Collection and Processing System
SIAC	Safety Improvement Advisory Committee
SMS	Safety Management System
SPI	Safety Performance Indicator
SPT	Safety Performance Target
SRBS	Safety Risk Based Surveillance
SRM	Safety Risk Management
SSP	State Safety Program
VSR	Voluntary Safety Reports
VSRS	Voluntary Safety Reporting System

Document Control

One printed copy of the document has been designated as the "**Master Copy"** and is domiciled with the SSP Unit of the Authority. The Nigeria SSP document will be distributed to the underlisted stakeholders. Additionally, this document is available on the Nigeria CAA website; www.ncaa.gov.ng/ssp for accessibility to all the staff of the NCAA, relevant service providers, aviation stakeholders and the Nigerian public.

Updates to this document will be implemented through the issuance of the entire document, rather than through the amendment of individual pages.

The SSP document will undergo review and update every five (5) years or as may be required, under the direction of the Director General of Civil Aviation, in collaboration with relevant stakeholders.

DISTRIBUTION LIST

Copy No.	SSP Document Username	Print (P)/ Electronic (E)	Signature	Date Provided	Date Returned
1	Director General Civil Aviation	P/E			
2	Director General, Nigerian Safety Investigation Bureau	P/E			
3	Director of Special Duties, NCAA	P/E			
4	Director of Airworthiness Standards, NCAA	E			
5	Director of Aerodrome and Airspace Standards, NCAA	E			
6	Director of Operations, Licencing and Training Standards, NCAA	E			
7	Director of Legal Services, NCAA	E			
8	Federal Ministry of Aviation & Aerospace Development	P/E			
9	SSP Unit	Master Copy (P)			
10	Technical Library	P			

CHAPTER 1: State Safety Policy, Objectives and Resources

1.1 State Safety Policy:

Nigeria is dedicated to ensuring the highest levels of safety within its aviation system. Drawing upon the principles outlined by the International Civil Aviation Organisation (ICAO) and incorporating best international practices, Nigeria's regulatory framework prioritises safety as paramount.

Nigeria implements a comprehensive approach to safety management, encompassing reactive, proactive, and predictive strategies to foster a safe, efficient, and competitive aviation industry. We encourage all stakeholders and service providers to embrace a safety culture that emphasises reporting without fear, recognising the value of transparency and accountability in enhancing safety.

Nigeria is committed to fostering and assisting stakeholders and service providers in developing comprehensive Safety Management Systems (SMS). Based on the principles of hazard identification and risk management, these SMS aim to proactively mitigate safety risks and ensure the continuous enhancement of safety standards.

In alignment with this commitment, Nigeria pledges to:

1) **Promote a Positive Safety Culture**: Nigeria seeks to cultivate a safety culture across the aviation industry which recognises the importance of effective safety management systems and encourages a reporting culture free from fear;

2) **Develop and Implement Safety Policies:** Develop national standards, general rulemaking and specific operational policies on safety management principles in line with the Standards, Recommended Practices, Procedures of International Civil Aviation Organisation and also on a comprehensive analysis of Nigeria aviation systems;

3) **Provide Sufficient Resources**: Nigeria will ensure that organisations entrusted with safety responsibilities have adequate financial and human resources for safety management and oversight;

4) **Provision of Adequate Training to Staff:** Equip staff with proper skills and expertise to discharge their safety oversight and management responsibilities competently;

5) **Conduct Performance-Based Activities**: Nigeria will conduct data-driven and performance-based activities supported by analysis and prioritized resource allocation based on safety risk levels, ensuring that safety performance is continuously monitored and improved;

6) **Monitor and measure the SPIs Implementation**: Monitor and measure the realistic implementation of the safety performance of Nigeria aviation system through the State's aggregate safety indicators as well as Service providers safety performance indicators;

7) **Foster Collaboration and Interaction:** Nigeria will promote effective collaboration and interaction between aviation agencies and service providers to identify and mitigate safety hazards and associated risks thereby ensuring a coordinated approach to safety management;

8) **Establish and Maintain SMS:** Nigeria will support operators and service providers in establishing and maintaining Safety Management Systems (SMS) in their operations thereby facilitating proactive hazard identification and risk mitigation.

9) **Support Safety Reporting and Communication:** Establish the provisions for the protection, collection, processing, analysis and exchange of safety information amongst all relevant industry organisations and Service Providers, with the intent that such information is to be used for safety management purposes only.

10) **Enforce Policies with Fairness:** Nigeria will promulgate an enforcement policy that ensures the fair treatment of safety data and prohibits the use of safety data as the basis for enforcement actions, except in cases of gross negligence or wilful violation.

11) **Achieve High Safety Standards:** Nigeria will strive to achieve the highest levels of safety standards and performance in aviation operations to ensure the continuous enhancement of safety across the aviation ecosystem.

1.2 State Safety Objectives:

In alignment with the State Safety Policy, Nigeria aims to achieve the following safety objectives:

1) **Enhance the Level of Safety:** Nigeria seeks to enhance the level of safety in aviation operations by ensuring the continuous improvement of safety standards, and promoting collaboration among stakeholders in the interest of safety to mitigate against serious incidents and accidents.

2) **Maintain Effective Oversight System:** Nigeria ensures that its aviation safety and investigative oversight are effective, robust, and aligned with international standards thereby keeping pace with industry developments to ensure the ongoing effectiveness of safety oversight.

3) **Proactively Identify Hazards and Mitigate Risks:** Nigeria is proactively identifying hazards in the aviation operating environment, assessing related risks, and implementing mitigation measures to reduce risks to as low as reasonably practicable.

4) **Foster Collaboration and Cooperation:** Nigeria fosters a positive safety culture by strengthening cooperation among industry stakeholders, promoting shared responsibility for safety management and enhancing collaboration in safety initiatives.

5) **Advocate for Regional and Global Safety Enhancement:** Nigeria actively pursues and advocates for the enhancement of aviation safety regionally and globally, contributing to the advancement of safety standards and practices worldwide.

Through these policies and objectives, Nigeria demonstrates its unwavering commitment to aviation safety, ensuring the protection of lives and the continued growth and prosperity of its aviation industry.

1.3 Nigeria's Legislative Framework

Nigeria has promulgated a national legislative framework (Civil Aviation Act) and specific operating regulations (Nigeria Civil Aviation Regulations (Nig. CARs)) to ensure compliance with international and

national standards. These frameworks define how the Nigeria Civil Aviation Authority (NCAA) will oversee the management of safety in Nigeria. They also include the NCAA's participation in specific activities related to the management of safety in Nigeria and the establishment of the roles, responsibilities and relationships of organisations within the aviation system. The SSP will be reviewed biennially to ensure it remains consistent and is in compliance with international standards. It must also be relevant and appropriate to Nigeria's civil aviation system.

1.3.1   Primary Aviation Legislation

Nigeria is a signatory to the Convention on International Civil Aviation (the Chicago Convention) and, therefore, agrees to comply with the Standards and Recommended Practices (SARPs) published by the International Civil Aviation Organisation (ICAO) in the Annexes to the Convention.

Nigeria ratified the Chicago Convention on the 14th of November 1960, and became an ICAO Contracting State. The State aviation regulations and other programmes within the regulatory framework and activities are to ensure the discharge of the State's obligations under the Chicago Convention.

The Civil Aviation Act 2022 is Nigeria's primary legislation for civil aviation. This Act repealed the Civil Aviation Act 2006.

Part X, specifically outlined in paragraphs 62(1) and (2) of this Act, the NCAA is empowered to establish a State Safety Program (SSP) aimed at achieving an Acceptable Level of Safety Performance (ALoSP) across civil aviation operations. Additionally, the Act grants the NCAA the authority to mandate operators and service providers to incorporate a Safety Management System (SMS) as an integral component of the SSP.

1.3.2 Specific Operating Regulations

1.3.2.1 Aviation Safety Regulation

The Civil Aviation Act 2022 empowers the NCAA to formulate regulations deemed expedient to effectively implement the provisions delineated in the Convention on International Civil Aviation. These regulations encompass any Annex to the Convention pertinent to international standards and recommended practices adopted under the Convention. Additionally, the Act empowers the NCAA to address any amendments made to the Convention or its related Annexes, facilitating the implementation of treaties or agreements in the field of civil aviation to which Nigeria is a party. Such regulatory measures are crucial for the regulation of air navigation within Nigeria's airspace.

The Nigeria Civil Aviation Regulations (Nig. CARs) 2023, is the primary operating regulation for the civil aviation system, aligning with international standards while addressing national requirements.

Part 20 of Nig. CARs mandates the implementation of SMS to mitigate risks in aviation operations. This requirement applies to various entities that include:

a) ATOs approved in accordance with Part 3 of Nig.CARs, that are exposed to safety risks related to aircraft operations during the provision of their services;
b) AOC holders approved in accordance with Part 9 of Nig.CARs;

    c) AMOs approved in accordance with Part 6 of Nig.CARs, providing services to operators of aircraft engaged in commercial air transport;

    d) Organisations responsible for the type design or manufacture of aircraft, engines, or propellers in accordance with Part 5 of the Nig.CARs;

    e) ATS providers in accordance with Part 14 of the Nig.CARs ;

    f) Operators of aerodromes in accordance with Part 12 of the Nig.CARs:

    g) General Aviation operators when conducting operations with:

        i) An aeroplane with a maximum certificated take-off mass exceeding 5700kg;

        ii) An aeroplane equipped with one or more turbojet engines; or

        iii) An aeroplane with a seating configuration of more than nine passenger seats.

    h) RPAS operators.

1.3.2.2 Nigeria's Regulatory Framework, Monitoring, and Review:

The regulatory framework in Nigeria aims for consistency with ICAO Annexes while maintaining a balanced distribution of safety responsibilities between the State and aviation operators. Regulatory amendments are made in response to changes in ICAO standards, national regulations, environmental factors or technological advancements, ensuring the relevance and effectiveness of the Nig. CARs.

The NCAA Rulemaking Process, Policy and Procedures Manual (RPPPM) contains detailed information on the Regulatory monitoring and Review process.

1.4   State Safety System and Functions

The Nigerian civil aviation safety system integrates various government agencies, each with designated roles and responsibilities, bolstered by proficient personnel and sufficient financial support for effective safety management. As highlighted in the Forward section of this document, multiple Nigerian governmental bodies contribute to the Nigerian State Safety Program (SSP), each with defined safety objectives aimed at fulfilling their safety management duties. Some of these government agencies, apart from their various safety responsibilities, are also part of the aviation safety committee and SSP Implementation team.
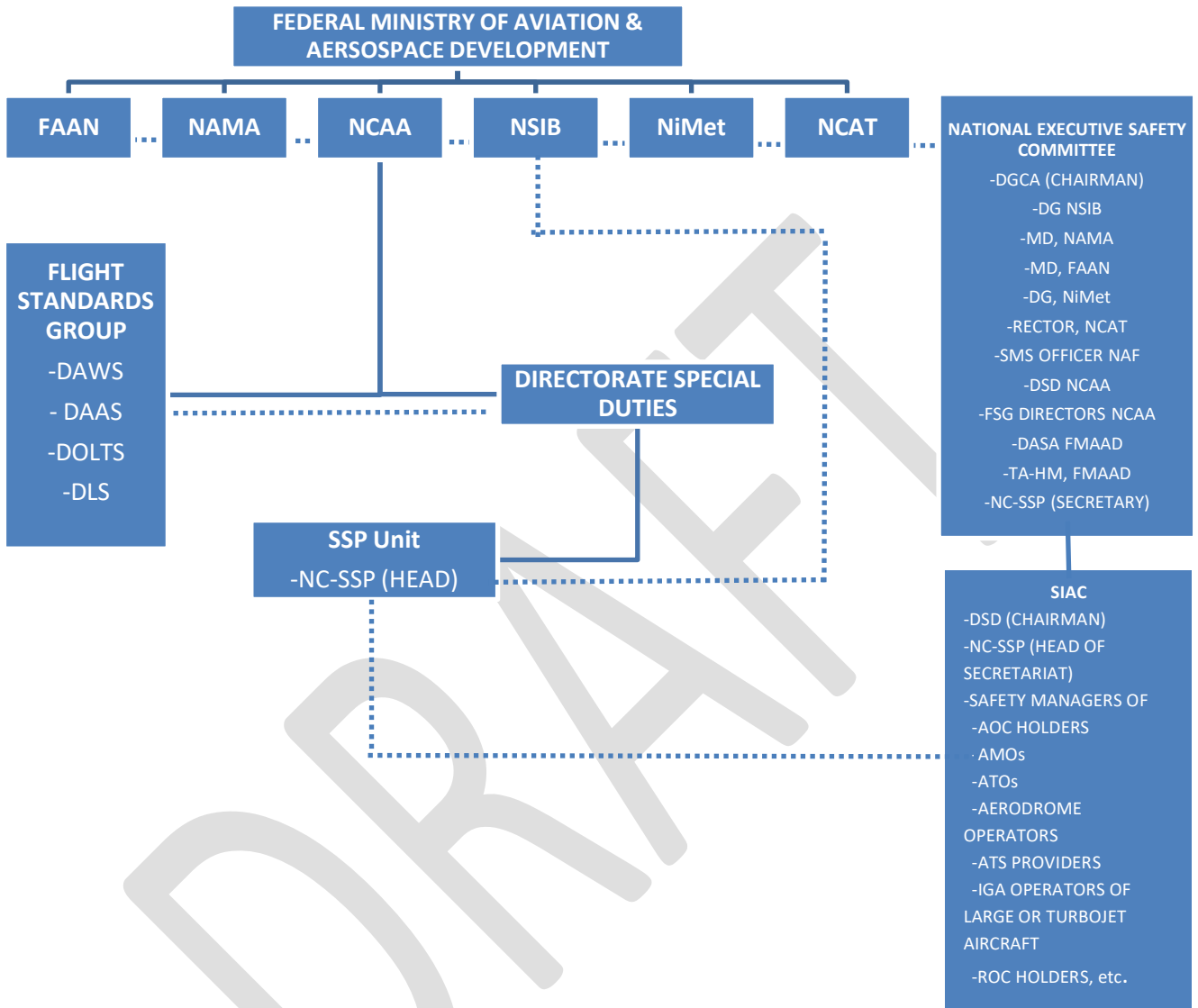
Figure 1: Structure of Nigeria's SSP

1.4.1 SSP Unit of the Authority

Nigeria has established an SSP Unit, which consists of representatives from NCAA and NSIB. The SSP Unit under the office of the DSD is responsible for the administration of SSP in Nigeria and is headed by the NC-SSP.

Its functions include:

1) Coordinate the Gap Analysis process;
2) Develop the SSP Implementation Plan;
3) Ensure adequate SSP training and technical expertise of the team in order to establish an effective implementation of the SSP elements and related processes; and
4) Monitor and report the progress of SSP implementation, provide regular updates, coordinate with the DSD and ensure that activities within each SSP phase are accomplished as per the defined timeline.
5) Collect, process and analyse safety data.
6) Risk assessment.
7) Classification of occurrences.
8) Issue Safety Recommendations to service providers and air operators.
9) Liaise with SIAC.

1.4.2 National Executive Safety Committee (NESC):

Nigeria has established an aviation safety coordination platform, the National Executive Safety Committee (NESC) that is responsible for coordinating the implementation and subsequent administration of SSP amongst the various government agencies and stakeholders.

The NESC is chaired by the DGCA and consists of: Director General of the NSIB, Director of Special Duties (NCAA), Director of Air Safety and Administration (FMAAD), Managing Director, Federal Airports Authority of Nigeria (FAAN), Managing Director, Nigeria Airspace Management Agency (NAMA), Director General, Nigerian Meteorological Agency (NiMet), Rector, Nigerian College of Aviation Technology (NCAT), Zaria, Directors of the technical directorates of the NCAA, Officer responsible for SMS in the Nigerian Air Force (NAF) and the Technical Adviser to the Honourable Minister responsible for civil aviation. The SSP Coordinator will serve as the Secretary to the NESC.

The NESC ensures the development, periodic review and policy-making pertaining to SSP activities, such as Safety Objectives, Safety Policy, Safety Performance Indicators (SPIs), Enforcement Policy, Safety Data and Information Protection, Safety Information Exchange and Sharing, SMS regulatory requirements, and internal SSP review and findings. These are carried out in an integrated and coordinated manner. This process ensures the SSP remains relevant and appropriate to Nigeria.

The primary responsibilities of the NESC are detailed hereunder;

1. Endorses the priorities and ensures that appropriate resources are allocated to drive the desired improvements in safety performance, based on risk assessment;
2. Gives strategic direction to and monitors the effectiveness of the Safety Improvement Advisory Committee (SIAC);

3.   Monitors safety performance against the State's safety policies and objectives;
4.   Evaluates and determines the acceptance of the picture of the aggregate risk within the aviation industry in Nigeria;
5.   Identifies new and emerging strategic safety risks;
6.   Ensures the effectiveness of the safety oversight of regulated organisations and personnel;
7.   Reviews and signs off major policies, rules and interpretation changes;
8.   Handles escalated issues identified by the SIAC;
9.   Approves Terms of Reference as recommended by the SIAC for projects, new entities and other safety activities as determined by the SIAC; and
10. Ensures the effectiveness of the organisation's safety management processes.

Part of the internal review of the SSP within Nigeria is accomplished by the periodic review of the safety requirements in the Civil Aviation Act 2022 and the Part 20 (Safety Management) of the Nig.CARs.

The periodic review of Nigeria's comprehensive aviation legislative framework also assures the continual improvement of and correlation between the safety requirements in the Civil Aviation Act 2022 and the Nig. CARs. While the review of the requirements of the Nig. CARs is within the purview of the NCAA, the necessary integration and cohesion of the primary legislation is addressed by the NESC.

1.4.3   Safety Improvement Advisory Committee (SIAC)

Nigeria has also established the Safety Improvement Advisory Committee (SIAC). This body is an interface with the service providers' organisations and consists of the Nigeria's SSP team, senior industry representatives, and safety management personnel of service providers' organisations. The service providers who are members of SIAC provide advice and suggestions on NCAA's identified risk priorities, actions, and internal processes to ensure an acceptable level of safety performance.

The DSD (NCAA) chairs the Committee while the NC-SSP serves as head of the secretariat of the Committee.

The SIAC's responsibilities include but are not limited to the following:

1.   Provides both internal and external assurance to the SSP;
2.   Provides feedback on implementation of the SSP;
3.   Supporting the implementation of a risk and performance-based approach to the Nig. CARs;
4.   Creates and maintains a holistic overview of the total risk picture of regulated entities to all aviation stakeholders;
5.   Identifies emerging tactical, operational and strategic risks that are likely to affect entities regulated by the NCAA and the flying public; and
6.   Drives continuous improvement of safety benefits within the aviation industry.

1.4.4   Nigeria Civil Aviation Authority (NCAA)

The NCAA holds the mandate for regulating the safety of all facets of civil aviation in Nigeria, which includes the licensing of personnel and the certification of aircraft, airlines, aerodromes, and air traffic control. As stipulated in Part X, paragraph 62 of the Civil Aviation Act of 2022, the NCAA is vested with the authority to establish the SSP and to mandate operators and service providers to implement SMS.

Furthermore, the Act empowers the NCAA to issue certificates, licenses, and approvals ensuring the safe operation of aircraft in alignment with the Annexes to the Convention on International Civil Aviation, within the bounds permitted by Nig. CARs.

The DGCA bears the responsibility for ensuring that the necessary financial and human resources are available to establish and maintain the SSP effectively.

1.4.4.1 Flight Standards Group (FSG):

The FSG within NCAA is a group of Directorates that have joint safety oversight responsibilities. The directorates are the Directorate of Operations, Licensing and Training Standards (DOLTS), the Directorate of Airworthiness Standards (DAWS), the Directorate of Aerodrome and Airspace Standards (DAAS), and the Directorate of Legal Services (DLS).

The main focus of the FSG is to ensure coordination and communication through the harmonization of processes and safety standards that ensure effective and efficient certification, licensing and surveillance of aviation organisations and personnel.

The FSG, in carrying out its activities, fosters a culture of safety and operates as a cohesive group under the direction of a chairman. It implements an open and fair regulatory system, staff development and empowerment through qualitative Inspectors Training Systems (ITS) to improve their performance.
The functions of the FSG can be accessed through the website**:** https://ncaa.gov.ng

1.4.4.2 Directorate of Special Duties

The Directorate of Special Duties (DSD) is a hybrid directorate which carries out both Technical and Non-technical functions. This Directorate is responsible for the coordination of the SSP implementation.

1.4.4.2.1 National Coordinator, SSP (NC-SSP)

The National Coordinator of Nigeria's SSP plays a crucial leadership role, overseeing the implementation, coordination, and continuous improvement of safety measures across the nation.

1.4.5 Nigerian Safety Investigation Bureau (NSIB)

Enacted in 2022, the Nigerian Safety Investigation Bureau (Establishment) Act assigns the Nigerian Safety Investigation Bureau (NSIB) the principal duty of conducting and participating in investigations of aircraft accidents and serious incidents involving civil commercial/general aviation aircraft within or over Nigeria. Additionally, it extends the NSIB's jurisdiction to Nigerian registered aircraft operating outside Nigeria, in accordance with the Civil Aviation (Investigation of Incidents and Accidents) Regulations, 2023 and the provisions of ICAO Annex 13 to the Convention on International Civil Aviation regarding Aircraft Accident & Incident Investigation. More information on NSIB can be found at: https://nsib.gov.ng

1.4.6 Nigerian Airspace Management Agency (NAMA)

NAMA was established in 1999 and is designated to provide air navigation services over the Nigerian airspace. NAMA operates under the oversight of NCAA and is tasked with several key functions essential for the smooth operation of air traffic. These services include: Air Traffic Control (ATC), Aeronautical Information Management/Services (AIM/AIS), Communication, Navigation and

Surveillance (CNS), Airspace Management, Training and capacity building etc.

1.5 Qualified Technical Personnel

To effectively establish and implement an SSP in Nigeria, NCAA and NSIB have qualified technical personnel which include:

1) Aviation Safety Inspectors: These inspectors perform safety oversight functions on service providers and air operators, audit Safety Management System (SMS) implementation, investigate incidents, and recommend enforcement actions when applicable.
2) Air Safety Investigators: These investigators perform air accident and incident investigation and issue safety recommendations.
3) ICT Personnel: These individuals develop and maintain software and applications used for collating mandatory and voluntary safety data and assist in their analysis.
4) Legal Personnel: They provide legal advisory services and guidance to ensure that all SSP activities comply with national and international laws.

Recognising the dynamic nature of the aviation industry, NCAA and NSIB is committed to fostering continuous professional development opportunities for its staff. This commitment allows personnel to stay abreast of evolving technologies and best practices, ensuring they remain at the forefront of aviation safety. In addition, these personnel are mandated to complete comprehensive safety management training, encompassing SSP and SMS principles.

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CHAPTER 2: State Safety Risk Management

2.1 Introduction

State safety risk management (SRM) is a key component of Nigeria State Safety Programme and includes hazard identification, risk assessment, risk mitigation, and safety risk acceptance. It is important to recognise that this function is a continuing activity, because hazards, risk assessment, and the effectiveness of safety risk mitigation changes over time.

The modern safety management approach requires a systemic approach to safety management, covering organisational structures, policies and procedures - the SMS approach.

Risk management in Nigerian aviation industry is a responsibility shared by NCAA and NSIB.

SSP recognises the need to make a transition from a prescriptive-based approach to a risk-based surveillance (RBS)/ performance-based approach in safety oversight. This change puts more responsibility on service providers and changes the traditional way in which the NCAA performs safety oversight.

Aviation safety hazard identification and risk management involve a tiered process in which systems and risk information can be added to high-category levels, ending in an assessment of the overall risk level throughout the aviation industry. Nigeria has developed its safety plan based on this process. This plan identifies risks existing in the system and the Controls applied by the State to risk management.

The risk management system of Nigeria consists of the following risk management levels:

1) Regulatory risk management;
2) Risk management based on Safety oversight outcomes;
3) Sector profile risk management;
4) Industry profile risk management;
5) System risk profiling management; and
6) National Aviation Safety Plan (NASP).

The NSIB, in its independent accident and incident investigation role, recognises risk management requirements. Upon determining the severity of the safety issues identified during an investigation, NSIB assesses the implications of systemic risks and recommends the appropriate safety actions to mitigate the risks identified.

2.1.1 Regulatory Risk Management

Aviation safety regulations must be shown to be necessary. They are developed on the basis of addressing known or likely safety risks that cannot be addressed adequately by non-regulatory means. Each proposed regulation must be assessed against its contribution to aviation safety. The regulations must not impose unnecessary costs or unnecessarily hinder high levels of participation in aviation and its capacity for growth.

2.1.2 Risk Management Based on Safety Oversight Outcomes.

Risk-based oversight seeks to assess a certificate holder's management system and its ability to identify and keep operational risks to an acceptable level of safety performance while at the same time ensuring compliance with the Nig.CARs. Risk-based oversight is a structured process used by the NCAA to prioritise surveillance activities based on certificate holders' risk profiles. It focuses on the effectiveness of a certificate holder's management of its risks and enables targeted surveillance of high-risk areas of the certificate holder's systems.

2.1.3 Sector Profile Risk Management

Sector risk profiling is a proactive approach to identifying the risks that exist within the sector at a defined point in time. It is a data-driven process for identifying current and emerging risks. The process output is a collection of risks that is the aggregate of known and predicted risks impacting the sector operations as a consequence of factors within the operating environment, supporting infrastructure/services and deviations associated with the growth and change in the sector. Risk profiling outputs supplement the oversight and decision-making of the NCAA through proactive risk identification and risk management processes to ensure the sector risks are maintained within acceptable limits.

2.1.4 Industry Profile Risk Management

The industry risk profiling is closely aligned with the SSP, as it offers a comprehensive review of the aviation industry's vulnerability to safety risks, providing valuable insights into the potential impact of these risks on the industry.

The current risks and the emerging risks identified at an industry level are compared and prioritised based on their relevance and impact on system safety. The industry risk profile involves high-level analysis taking a strategic approach to the risk.

2.1.5 System Risk Profiling Management

The system risk profile consists of the systemic safety risk that exists within the entire aviation ecosystem and provides a high-level risk management summary categorising significant aviation system safety risks which contribute to the Nigeria safety plan.

2.1.6 National Aviation Safety Plan (NASP)

The NASP is a documented roadmap for Nigeria's aviation safety. It is the aggregated safety risk analysis that provides a risk picture of the aviation safety system in Nigeria from a State perspective.

NASP is updated every four (4) years and undergoes continuous review every 12 months. The purpose is to outline to stakeholders that the NCAA will, in addition to normal regulation oversight activities, target resources to improve safety over the next few years.

2.2 Licensing, Certification, Authorization and approval obligations.

Nigeria has well-defined processes and procedures to ensure that organisations (AOC holders, ATOs, AMOs, service providers, aerodrome operators) and industry personnel involved in aviation activities, meet established requirements before receiving a license, certificate, authorization, or approval.

The procedures for granting these licenses, certifications, authorizations and approvals are detailed in Advisory Circulars and the respective handbooks of the NCAA directorates in charge of these processes.

2.3   Safety Management System Obligations

2.3.1 Safety Requirements for the Service Provider's SMS

As part of its SSP, Nigeria requires that the service providers listed in section 1.3.2.1 of this document implement a SMS shall:

   a) Be established and implemented in accordance with the following framework, comprising of the **four components** and twelve elements:

   1.   Safety Policy and Objectives
   1.1   Management commitment and responsibility
   1.2   Safety accountabilities
   1.3   Appointment of key safety personnel
   1.4   Coordination of emergency response planning
   1.5   SMS documentation

   2.   Safety Risk Management
   2.1   Hazard identification
   2.2   Safety risk assessment and mitigation

   3.   Safety Assurance
   3.1   Safety performance monitoring and measurement
   3.2   The management of change
   3.3   Continuous improvement of the SMS

   4.   Safety Promotion
   4.1   Training and education
   4.2   Safety communication

Guidance on the implementation of this Framework is contained in the NCAA SSP Advisory Circular (AC:SPSMS-001) for the establishment of an SMS by service providers. The SMS of a service provider shall:

   a) Be commensurate with the size of the service provider and the complexity of its aviation activities or services; and
   b) Be acceptable to the NCAA.

In Nigeria, international general aviation operators of large or turbojet aeroplanes are not considered

service providers; however, in accordance with Part 20 of the Nig.CARs, they are required to implement an SMS, which shall be commensurate with the size and complexity of their operation. The SMS shall include the following:

  a) A process to identify actual and potential safety hazards and assess the associated risks;
  b) A process to develop and implement remedial action necessary to maintain an acceptable level of safety; and
  c) Provision for continuous monitoring and regular assessment of the appropriateness and effectiveness of safety management activities.

Nig. CARs Part 20 requires that service providers develop and maintain a process that ensures that hazards associated with its aviation activities are identified. Identification of such hazards shall be based on a combination of reactive, proactive and predictive methods.

The regulations also require that service providers develop and maintain a process that will ensure analysis, assessment and control of the safety risks associated with identified hazards.

Service Providers are to identify hazards through proactive and predictive methodologies or as a result of accident or incident investigations and a variety of data sources that may be either:

(1) internal to their organisation:

  a) Normal operation monitoring schemes (e.g. flight data analysis for aircraft operators);
  b) Voluntary and mandatory reporting systems;
  c) Safety surveys;
  d) Safety audits;
  e) Feedback from training; and
  f) Investigation and follow-up reports on accidents/incidents;

or,

(2) external to their organisation:

  a) Industry accident reports;
  b) NCAA mandatory incident reporting systems;
  c) NCAA voluntary incident reporting systems;
  d) NCAA oversight audits; and
  e) NCAA information exchange systems.

The following conditions can trigger more in-depth and far-reaching hazard identification activities:

  a) Instances where the organisation experiences an unexplained increase in aviation safety-related events or regulatory non-compliance;
  b) Significant operational changes, including anticipated changes to key personnel or other major system components; and
  c) Significant organisational changes, including anticipated growth and contraction, corporate mergers or acquisitions.

Service providers' safety risk management process starts with the identification of hazards and their potential consequences. Thereafter, the safety risks are assessed through the safety risk index in terms of probability and severity, to determine the tolerability of the safety risk and the appropriate action to be taken.

These regulatory and implementation policies for service providers' SMS shall be periodically reviewed to ensure they remain relevant and appropriate.

Nigeria has established a four (4) phased approach to the implementation of SMS by its service providers:

Phase 1: Provision of a blueprint of how the SMS requirements will be met and integrated into the organisation's control systems, as well as an accountability framework for the implementation of the SMS;

Phase 2: Implementation of essential safety management processes and the correction of potential deficiencies;

Phase 3: Establishment of safety risk management processes; and

Phase 4: Assessment of operational safety assurance through the implementation of periodic monitoring, feedback and continuous corrective action to maintain the effectiveness of safety risk controls

Such an approach will provide manageable series of steps to follow in implementing an SMS.

2.3.2 Agreement of Service Provider's Safety Performance:

The NCAA evaluates a service provider's SMS to include an assessment of the way the organisation develops and monitors its own safety performance and reviews its SPIs.

Nigeria has developed a number of SPIs that are used to assess the safety performance for specific safety measures. These safety indicators reflect the ALoSP for the SSP.

During the service provider's SMS acceptance process, the NCAA shall review and agree with, reject or where necessary suggest amendments to the SPIs and their associated targets and alerts proposed by the service provider.

The NCAA shall accept a service provider's SMS implementation plan to allow for acceptance of its SPIs at a later phase of its SMS implementation process. However, the full acceptance of the service provider's SMS requires that the NCAA be satisfied that the proposed SPIs are appropriate, pertinent and periodically reviewed to ensure it remains relevant to the service provider's aviation activities.

2.3.3 Periodic Assessment of Service Provider's SMS

The NCAA's surveillance obligations include the periodic assessment of a service provider's SMS performance. Such an assessment will focus on the PSOE (Present/Suitable/Operational/Effective) aspects of an SMS and evidence of the satisfactory implementation of its supporting processes.

The periodic assessment of a service provider's SMS performance will be conducted on a stand-alone basis using the NCAA SMS assessment checklist.

2.4 Accident and Incident Investigation

The NSIB is the authority responsible for investigation of accidents and serious incidents related to the operation of aircraft, in order to determine, if possible, the causes and/or contributing factors, and, where applicable, formulate safety recommendations. Its investigations are independent and separate from judicial or administrative proceedings.

The sole objective of accident and incident investigation by the NSIB is to prevent future accidents and incidents and not the apportioning of blame or liability. The reports of all investigations conducted by NSIB are made public.

The NSIB provides the SSP with safety information on the results of trend analyses of accidents and serious incidents related to the operation of aircraft.

NCAA also conducts investigations of occurrences. Such investigations aim to expeditiously determine safety gaps to prevent recurrence, to determine whether enforcement action should be taken where there is a contravention of legislation and regulations, and to identify improvement areas in the safety regulations and oversight processes.

NCAA and the service providers may receive safety recommendations from investigation authorities arising from the accident and incident investigations. Where these safety recommendations are adopted and implemented by NCAA or service providers, NCAA monitors the implementation of the safety recommendation(s).

2.5 Hazard Identification and Safety Risk Assessment

Aviation safety systems rely on timely, precise, and informative reports on safety incidents and occurrences. As required by their respective legislative responsibilities, the NCAA and NSIB, collect, share and maintain various safety information/records related to accidents and incidents.

2.5.1   Safety Data Collection, Analysis and Exchange

Nigeria has established a Safety Data Collection and Processing System (SDCPS) to ensure the capture, storage, aggregation and analysis of data on accidents, incidents and hazards obtained through the mandatory and voluntary reports. The SDCPS is supported by the regulatory requirements for service providers to submit mandatory occurrences, incidents and voluntary reports to the NCAA. The captured data from SDCPS will include the relevant investigation reports that will be processed to allow active sharing of the information with ICAO, service providers and other States.

Safety information is required to measure the performance of both service providers and industry sectors in achieving Nigeria's Acceptable Level of Safety Performance (ALoSP). Additionally, it allows the NCAA to identify emerging safety trends, share findings with service providers, and then act in the most appropriate way to prevent accidents or incidents and maintain public confidence.

The NCAA has initiated the establishment of a safety performance review mechanism for periodic and holistic review and analysis of safety data. This review mechanism will be multi-disciplinary and coordinated by the NESC.

Risk management of findings allow for the identification of trends of greater concern and increases NCAA's safety oversight to prevent recurrence and to reduce or control risks to an acceptable level.

2.5.2. Occurrence Reporting System

The overall objective of occurrence reporting system is to contribute to the improvement of air safety by ensuring that relevant information on safety is reported, collected, analysed, stored, investigated if required and findings and recommendations disseminated to the concerned stakeholders, with the sole objective of prevention of similar occurrences and not apportioning of blame. The occurrence reports that are required to be submitted to the NCAA under this system include:

a) Mandatory Occurrence Reports (MORs)
b) Incident Reports
c) Bird Strike Reports
d) Service Difficulty Reports
e) Dangerous Goods Occurrence Reports
f) Air Traffic Incident Reports including Air Proximity and Unsatisfactory Condition Reports (ASRs & UCRs)

The NCAA has established a system as required by Part 20 of Nig.CARs for receipt of occurrence reports and has specified the format for these reports.

With the implementation of the SSP, a restructuring of incident reporting system from the service providers to the NCAA and the process of investigating these incidents within the Authority has taken effect. The units within the technical directorates responsible for the investigation of incidents (Safety Deficiency and Incident Analysis (SDIA) in DAWS, Incident Investigation Team (DOLTS), Bird Strike and Air Safety Report Units in DAAS are henceforth subsumed into the SSP as Sub-Units within the directorates.

All incident reports from Service Providers are to be submitted to the office of DGCA with specific attention to the SSP Unit which is under the DSD.

The reported incidents will be uploaded unto the SSP SDCPS database. Depending on the nature of the incident, the SSP Unit will make a determination of the directorate(s) and SSP sub-unit(s) that will be involved in the investigation and forward the incident report thereto.

The investigation of the incident will be conducted primarily by the members of the concerned SSP sub-units in coordination with, but without the active participation of the principal safety inspectors responsible for the safety oversight of the service provider. At completion, the investigation report shall be forwarded to the Director(s) of the concerned NCAA Directorate(s) and service providers to implement the safety recommendations. Also, the investigation report is forwarded to the SSP Unit for upload into the SDCPS and follow-up.

The system also allows SSP Unit to update the reports with the results of the investigation of the occurrence. The system facilitates the analysis of the data and the production of aggregated reports for specific organisations, as well as for specific aviation sectors and at the overall state level. The NCAA engages with the specific organisations to share this aggregated data on an on-going basis and some of this aggregated analysis is published in the NCAA Annual Safety Performance Report.

2.5.3 Voluntary/Confidential Incident Reporting System

In order to encourage voluntary reporting of occurrences by the personnel engaged in aviation activities, Nigeria has established a Voluntary and Confidential Reporting System to collect safety data and safety information not captured by mandatory safety reporting systems. Under this system, anyone who witnesses or is involved or has knowledge of an occurrence, hazard or situation which he or she believes poses a potential threat to flight safety may report same. It encompasses basic principles of provision of

confidentiality and feedback by providing how reports should be submitted to the NCAA. Reports may be made anonymously, and anyone who reports an incident will not be penalized in any way, in line with the principle of "Just Culture" except in cases of gross negligence or deliberate action.

2.5.4 Accident Reporting

The NSIB is responsible for collecting and analysing safety data on accidents and serious incidents related to aircraft operations. In this capacity, it manages the collected reports through mandatory and voluntary reporting systems. Reporting may be immediate or on a routine basis in accordance with the regulations and published guidelines. Presently, electronic reporting is done through the NSIB website: https://nsib.gov.ng/report-accident/ .   However, a process has been initiated to centralize all the safety data reporting through the SDCPS.

The NSIB in addition to reporting occurrences to ICAO as required by Annex 13 through the Accident/Incident Data Reporting (ADREP) system, also provides safety information to The African Civil Aviation Commission (AFCAC) and other safety oversight organisations for analysis and development of trend indicators for the African Region.

2.5.5 Availability of data and information on aviation serious incidents and accidents

The NSIB makes available to the public the following information on aviation serious incidents and accidents: (Preliminary Report, Interim Statement, Final Report). The is available at: https://nsib.gov.ng/accident-report/

The information for the public will not contain details such as the name of crew member(s), license number, crew statements, private information regarding persons involved in the accident or incident, audio content of cockpit voice recordings, etc.

2.5.6 Safety Coordination Groups of Stakeholders

Safety coordination groups of stakeholders (regulatory and administrative bodies of the State and the industry) is established for the analysis of safety data and information and the formulation of mitigation plans.

The exchange and analysis of safety data through safety coordination groups help maintain sound relationships among such parties and allow for the sharing of safety data, investigation efforts, coordinated analyses, and the formulation of mitigation plans among these parties to improve aviation safety.

Nigeria is in the process of establishing the following safety coordination groups:

1) Commercial aviation group - aeroplane;
2) Commercial aviation group - helicopters;
3) General aviation group – aeroplane;
4) General aviation group – helicopters;
5) Flight training school group;
6) Airworthiness group;
7) Air navigation services (ANS) group; and
8) Aerodromes and Ground Aids (AGA) group.
9) Special aviation activities Groups: Aerial works, Agricultural and RPAS

2.6 Safety Risk Management

The objective of the management of safety risks is to ensure safety risks are controlled and an ALoSP is achieved.

2.6.1 Safety Issues

Safety issues to be addressed by the Safety Enhancement Initiatives (SEI) include:

1. Controlled Flight into Terrain (CFIT);
2. Loss Of Control In-Flight (LOC-I);
3. TCAS Resolution and Traffic Advisories;
4. Runway Excursion (RE);
5. Runway Incursion (RI);
6. Loss of Radio Communications in Flight;
7. Loss of Situational Awareness in Flight;
8. Bird and Wildlife Strikes;
9. Unreliable Navigational Aids;
10. Aviation Infrastructural deficit,
11. Crew Incapacitation;
12. Ageing and insufficient number of ATCOs;
13. Ground Collision;
14. Mid Air Collision (MAC);
15. Fire onboard aircraft
16. Foreign Object Debris (FOD)

2.6.2 Resolution of Safety Issues

The NCAA has well-documented processes to take appropriate actions, up to and including enforcement measures, to resolve identified safety issues among aviation service providers. These processes seek to ensure that identified safety issues are resolved on time through a system which monitors and records progress, including actions taken by individuals and organisations performing an aviation activity in resolving such issues.

2.6.2.1 Industry SRM

NCAA Compliance and Enforcement Handbook describes how the NCAA expects regulated entities to identify and correct underlying issues, including those that may present safety risks. The obligation of the aviation community to comply with statutory and regulatory requirements includes a duty to develop and use processes and procedures that will prevent deviation from such requirements. NCAA's intent is for regulated persons to identify and correct underlying causes that may lead to statutory and regulatory violations and to gain future compliance. When deviations from statutory or regulatory requirements occur, NCAA's goal is to use the most effective and appropriate means to gain compliance and prevent recurrence.

NCAA encourages individual certificate holders to manage their activities to ensure compliance. Although individuals may not have structured processes or safety or quality management systems, they can support effective compliance through the use of personal operating minimums, recommended practices,

checklists, and similar approaches to safety. NCAA Compliance Oversight is thus grounded in SMS principles.

2.6.2.2 NCAA SRM Process

NCAA's SRM provides a structured process for decision-makers. The formal process is made up of five steps, including describing the system, identifying the hazards, analysing the risk, assessing the risk, and controlling the risk. Along with safety assurance functions, SRM assists the NCAA in identifying hazards and managing safety risks to acceptable levels throughout the aviation system.

Safety risk is managed in the "control safety risk" step, in which an NCAA team develops and manages options to deal with unacceptable safety risks. Risk mitigation involves:

i) Identifying feasible mitigation options;
ii) Developing a risk mitigation plan and accepting the predicted residual risk;
iii) Developing a monitoring plan that details review cycles for evaluating the effectiveness of mitigations; and
iv) Implementing and confirming the mitigations.

2.6.2.3 Follow-up of safety recommendations

Accident and incident investigations also play a crucial role in the identification of deficiencies and safety issues. Safety recommendations can be issued in the course of or at the completion of an investigation.

To ensure that safety recommendations are appropriately taken into account, Nigeria has established and implemented a structured process for follow-up of the recommendations. The process includes, amongst other things:

a) coordination between the authorities involved, in particular, the NCAA and the NSIB;
b) communication process with the entity or entities affected by the recommendation;
c) indication of timelines; and
d) procedures to monitor the progress of the actions taken in response to the safety recommendation until their full implementation, with documented traceability.

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CHAPTER 3: State Safety Assurance

Safety oversight based on an SMS approach relies on a mutual responsibility and accountability philosophy rather than on a prescriptive approach aimed exclusively at regulatory compliance. This increases the responsibility of service providers that have daily control over maintaining a safe operational environment, focusing on safety throughout the structures, policies and procedures of the organisation.

The NCAA and NSIB continue to play a fundamental role in quality assurance of the safety system of Nigeria. This includes safety oversight, as well as the collection, analysis and exchange of data.

3.1 Surveillance Obligations

Surveillance is the mechanism through which the NCAA monitors the safety status and maturity level of certificate/authorisation/license holders. The NCAA's oversight components are structured to ensure comprehensive and effective surveillance.

The Key Oversight Components include:

a) trained and skilled technical personnel, with specific training in SMS;
b) procedures and documented guidance material for acceptance and oversight of the associated safety processes;
c) licensing, certification, authorisation and approval; and
d) oversight activities, including scheduled and unscheduled audits and inspections, data collection and exchange, analysis, workflow management, and information management.

NCAA's safety classification and regulation policies are based on a safety oversight risk management hierarchy, aligned with the ICAO classification models for commercial air transport, aerial work, and general aviation.

The primary objective of oversight is to ensure that certificate holders comply with their obligations under the Civil Aviation Act and associated regulations. The NCAA employs a risk-based or performance-based approach to assess risk mitigation and compliance levels of certificate holders. This approach enables the assessment of a certificate holder's capacity to manage safety risks and their adherence to legislative requirements, including compliance with SMS where applicable.

Oversight can be scheduled or unscheduled, conducted based on opportunity, randomly, or comprehensively across all aspects of the aviation industry. This methodology encourages the development of robust systems among certificate holders and provides the aviation industry with clear guidance on their safety responsibilities.

3.1.1 Guidance based on Safety Data and Safety Information

Safety Data and Safety Information collected by NCAA and NSIB are reviewed, analysed and reported regularly in order to identify trends and emerging safety issues, and to help address existing safety issues.

3.1.2 NCAA's Functions

Part of the main function of NCAA is to monitor safety performance and identify safety trends and risk factors, taking into account the evolution of international safety. Another key function of NCAA is the collection of safety data through the mandatory and voluntary safety reporting systems of Nigeria in its areas of responsibility (Personnel Licensing (PEL), Operations (OPS), Airworthiness (AIR), Air Navigation Services (ANS), and Aerodrome and Ground Aids (AGA)).

3.1.2.1 Safety Oversight of Service Providers

NCAA is responsible for the safety oversight of all service providers in the Nigeria's civil aviation system. Continued surveillance of approved organisations is carried out through planned and unplanned audits and inspections, designed to ensure that an adequate level of regulatory compliance is maintained by the service provider and that their respective aviation-related activities are performed safely. NCAA's procedures include the evaluation of SMS performance of the service providers.

NCAA has incorporated oversight of service providers' SMS as part of the national surveillance programme that includes:

a) Coordinating with service providers to periodically review SMS requirements and related guidance material in order to ensure that they remain relevant and appropriate to them;
b) Measuring the safety performance of the individual service provider's SMS through periodic reviews of the agreed safety performance and ensuring that the SPIs, targets and alert settings remain relevant to the service provider; and
c) Ensuring that the service provider's hazard identification and safety risk management processes follow established regulatory requirements and that safety risk controls are appropriately integrated into the service provider's SMS.

3.1.2.2 Foreign Aircraft Safety Assessment Programme (FASAP)

Any ICAO Member State may inspect a Nigerian registered aircraft entering their country, or conduct inspection of their operational base, and if an inspection identifies significant irregularities and the NCAA is informed, this will be addressed with the operator. Where irregularities are found to have an immediate impact on safety, inspectors of the State will demand corrective action before the aircraft is allowed to leave. NCAA upon receiving any report containing significant irregularities that impact safety will follow up with the Nigerian aircraft involved for appropriate corrective action to prevent a reoccurrence.

Nigeria also conducts inspections of foreign aircraft operating in its airspace. Where irregularities/findings are established during an inspection, the operator is required to develop corrective actions to address the findings as appropriate within established timelines.

3.1.3 NSIB's Functions

NSIB investigates aviation accidents and serious incidents and collects safety data through the mandatory and voluntary safety reporting systems of Nigeria.

NSIB uses this data to determine the prevalence of certain types of occurrences in different types of aviation operations, and proactively monitors emerging safety trends. Upon monitoring trends, it communicates safety issues and takes measures to prevent accidents.

Proactive monitoring of trends is a process based on safety information whereby all occurrences are reviewed to see if there are significant changes that might indicate a bigger problem.

Potential issues are monitored by NSIB and shared with the NCAA and other aviation agencies that are part of the SSP and the industry. The accountable executives of these aviation agencies, operators and service providers implement mitigation measures to prevent these issues from causing accidents.

These trends may also indicate the need for NSIB to focus on certain types of occurrences for investigation purposes. NSIB regularly publishes reports on emerging trends in accidents, and serious incidents, that are directly related to the operation of aircraft.

3.2 State Safety Performance

The measurement and monitoring of safety performance are the means used for describing and assessing the safety performance of Nigeria's aviation system. The analysis of safety data and information can help identify emerging risk areas. This information is used for communicating decisions concerning the implementation of the appropriate safety measures and the subsequent assessment of their effectiveness.

Nigeria has classified its safety performance indicators (SPIs) into lagging indicators and leading indicators.

Lagging indicators measure past occurrences, and the State and the service providers try to avoid negative results. These indicators are used for monitoring aviation safety performance of the State. Within the framework of lagging indicators, Nigeria has identified low probability/high severity indicators and high probability/low severity indicators, the latter known as "precursor event" indicators.

Low probability/high severity indicators (accidents, serious incidents) identified by Nigeria are measurements of adverse safety results, according to operating sector and the level of activity (exposure) in that sector. (An example of this SPI could be damage to the aircraft and/or engine due to bird strike.)

High probability/low severity indicators or "precursor" indicators are results that do not necessarily manifest themselves in an accident or serious incident. Nigeria will use high probability/low severity SPIs mainly for monitoring specific safety issues and measuring the effectiveness of existing safety risk mitigation measures. (An example of this type of precursor SPI would be: radar detection of birds (which indicates the level of bird activity rather than the actual number of bird strikes)).

Leading indicators are measurements that focus on the processes and inputs implemented to enhance or maintain safety. These are also known as "activity or process SPIs", since they oversee and measure the conditions that could cause or contribute to a specific result.

Examples of leading SPIs that promote the development of organisational skills for proactive safety management include: percentage of personnel that have successfully completed safety training on a timely basis, or percentage of timely execution of the agreed mitigation actions.

Leading SPIs of Nigeria can also inform the organisation about how its operations address change, including change in its operating environment. Focus will be on anticipating weaknesses and vulnerabilities resulting from change, or on performance oversight following a change. (An example of

SPI for monitoring a change in operations would be: percentage of sites that have implemented a procedure that has been enacted.)

Nigeria has developed its indicators in its safety plan in such a way as to align the higher risk areas of the State with the different sectors of the aviation industry.

The framework adopted by Nigeria for determining its safety performance indicators is described in the figure below.
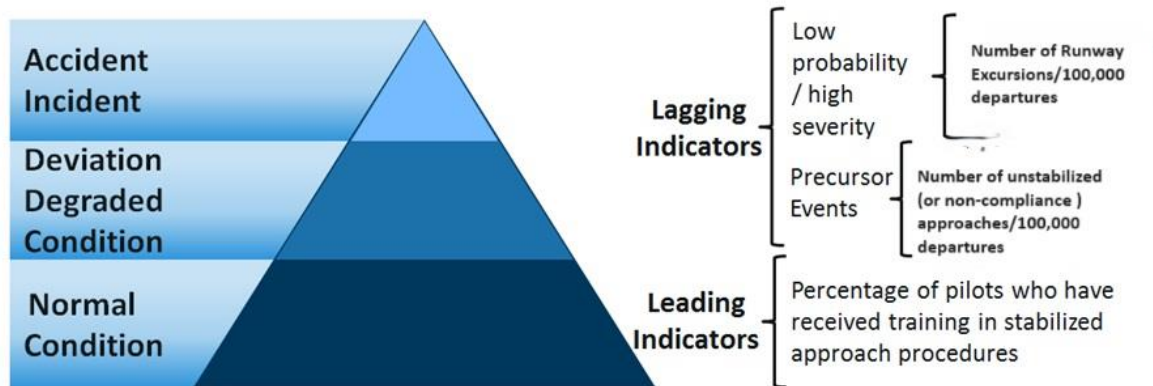

Figure 2: SPI Framework

3.2.1 Acceptable Level of Safety Performance (ALoSP)

In order to determine and update the ALoSP of Nigeria, the effectiveness of the following four components has been taken into account:

a) SSP implementation by the State;
b) SMS implementation by service providers;
c) Safety risk management in Nigeria's aviation system and the associated SPIs; and
d) Nigeria's implementation of the SARPs of the Annexes to the Convention on International Civil Aviation.

Nigeria reviews each of these elements through its aviation safety system.

3.2.2 The Universal Safety Oversight Audit Programme (USOAP) Continuous Monitoring Approach (CMA)

ICAO has evolved the Universal Safety Oversight Audit Programme (USOAP) to a Continuous Monitoring Approach (CMA). It incorporates principles of safety management using safety risk management and safety assurance concepts, which allows for the identification and prioritisation of appropriate strategies to rectify deficiencies and reduce or eliminate risk.

3.2.3 Internal SSP Review

The NCAA has established a quality assurance unit for its safety oversight activities through the establishment of internal quality assurance system(s) that is responsible for safety. The quality assurance unit functions will include an internal assessment or review of the effectiveness and relevance of the implemented components and elements of the SSP Framework, to assure continuing conformance and improvement.

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CHAPTER 4   State Safety Promotion

Nigeria, as part of its Safety Management responsibility, is committed to improving safety performance within the aviation sector. It recognises that this will be achieved by enshrining a positive safety culture amongst stakeholders. Consequently, Nigeria is continuously implementing policies, plans, and actions to provide relevant Safety Information to its personnel to support developing and sustaining a culture that fosters an effective and efficient SSP. The Safety Promotion activities are achieved through internal and external communication of Safety Information relating to priorities, best practices and lessons learned. When fully implemented, Safety Promotion activities will easily facilitate the achievement of State Safety objectives.

NCAA and NSIB have an integrated approach to their respective roles in State Safety Promotion. This integrated approach includes the communication of Safety Information to the public and engaging in activities that promote and foster a positive safety culture.

4.1 Internal Communication and Dissemination of Safety Information

NCAA and NSIB have established Safety Promotion initiatives to improve coordination and collaboration amongst their staff. This is aimed at achieving the integration of training, communication and the dissemination of related Safety Information.

NSIB has established internal mechanisms for communication and dissemination of safety information. This is achieved through the dissemination of monthly status of ongoing investigations, monthly investigator's meetings and reviews of accident/incident reports.

NCAA has also established the following methods of communication and dissemination of safety-relevant information within the CAA:

Critical safety-relevant information:

    i. Confidential Memorandum;
    ii. Confidential electronic mail system.

Non-critical safety-relevant information:
    i. Safety Journals are to be produced annually while safety newsletters be produced quarterly.
    ii. Safety news to be captured in every NCAA social media platform: Facebook, Instagram, X, etc.
    iii. Safety alerts to be shared as safety issues occur.
    iv. Safety and associated issues to be shared through Television Adverts, Select TV Safety Programmes, Safety Campaign Awareness, Jingles and Stakeholders' engagements.
    v. Any other safety-related public awareness platform.

A key element of the internal communication of safety-relevant information in NCAA is the processing of MORs, Service Difficulty Reports (SDRs), occurrences, investigations, hazard reports and other incident notices received from the service providers. The report of the investigated events conducted by the members of the SSP sub-units in the concerned Directorate(s) shall be forwarded to the appropriate Director(s) for implementation and to the SSP Unit for upload into the SDCPS and follow-up.
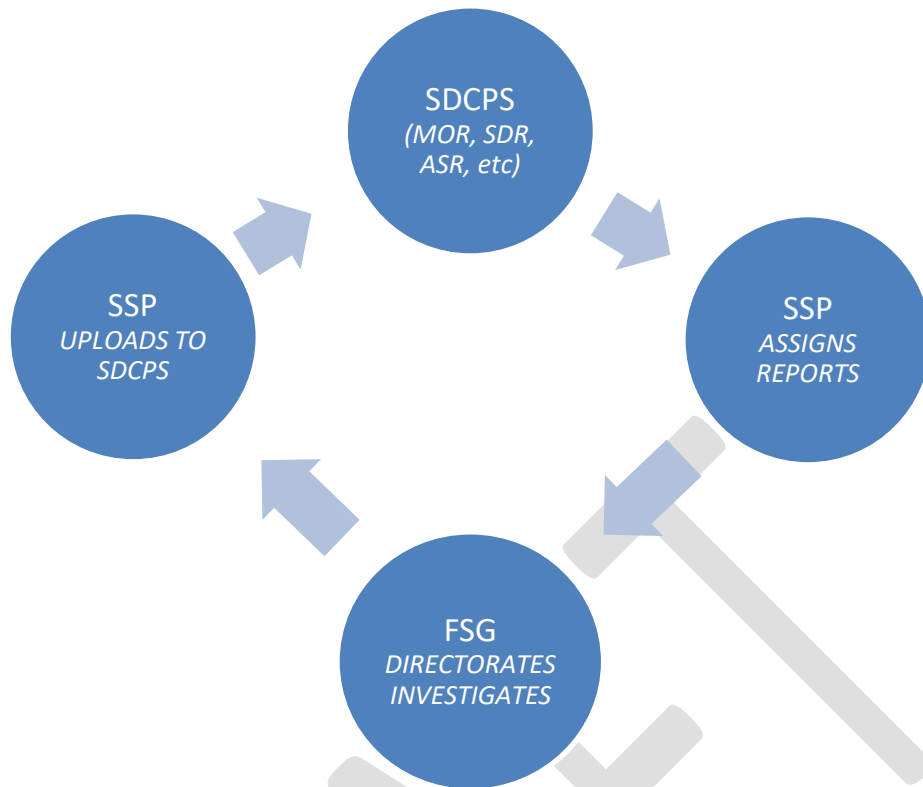
Figure 3: Internal communication flowchart

The analysis of the information from the SDCPS will form the basis for the safety newsletters, bulletins, etc. In addition, senior management will be advised on significant safety events whenever necessary and quarterly on high-level safety performance indicators.

4.2 External SMS and SSP Training/Education Facilitation

NCAA provides training in certain areas to external civil aviation stakeholders. These trainings shall include information on SMS/SSP requirements in Nig. CARs and ICAO Annex 19 on Safety Management, the guidance material on the implementation and maintenance of the service providers SMS and other relevant Safety Information relating to measures taken or that will be taken to improve safety.

For example, the following trainings are provided by the NCAA:

1. State Safety Programme initial information and major changes
2. Safety Management System Basic course
3. Certification and oversight of a service providers' SMS
4. SMS for service providers' Accountable Executives and senior management

In addition, where the capability to deliver certain required training does not exist within the NCAA, it may employ the services of external facilitators/resource persons on a contractual basis on its behalf. Such specialists will have to be verified by NCAA to ensure that they are up to date with the latest developments and changes, relating to regulations on safety requirements.

Whenever major changes occur in certain sections of aviation activities, NCAA shall organise stakeholders meeting with the service providers.

In the event of observed increase in the frequency of aviation-related incidents, and/or, the number of critical findings observed during surveillance activities, NCAA will respond by providing data-based and information-analysis training/seminar on the probable causes of such escalations, their consequences and elimination or mitigation processes.

The NCAA will communicate to the service providers on the implementation of safety recommendations issued by NSIB and communicate its acceptance.

4.4   External Communication and Dissemination of Safety Information

NCAA communicates with aviation stakeholders in many different ways. At a high-level, safety is addressed in NCAA's annually published Safety Journal. Nigeria's Safety Plan describes in more detail the State's high-level safety objectives and outlines its work programme to achieve continuous safety improvement. NCAA has published and will continuously update its guidance material to enable service providers comply with regulatory requirements.

NAMA, on the other hand publishes AIP and issues other Aeronautical Information such as AIP Supplements, AIC, NOTAMs, and pre-flight Information Bulletins.

For meteorological information, NiMet has the statutory responsibility for the provision of Aerodrome meteorological observations at all Nigerian airports. Meteorological forecast warnings and climatological services for civil aviation are also provided.

In addition, for the purpose of transparency, NCAA will publish on its website and distribute to service providers its SSP manual and associated documents such as State Safety Policy Statement, Enforcement Policy and Procedures (Compliance and Enforcement Handbook), Nigeria's Confidential and Voluntary Reporting System, Advisory Circular(s), Inspectors Guidance and All Operators Letter(s) (AOL) etc.

NCAA will also publish in its safety newsletters a listing of all safety information data it has received as a way of providing valuable feedback to service providers and operators.

Additionally, Nigeria participates regularly and encourages its aviation organisations to participate in regional and global aviation safety information sharing and exchange such as the IATA annual Air Traffic Services (ATS) Incident Analysis Group (AIAG) and the Regional Safety Aviation Groups (RASG) meetings. Nigeria also exchanges information with ICAO on the ADREP/ECCAIRS platform.

In analysing safety information in the SDCPS, NCAA identifies safety matters of interest to ICAO, other States or international aviation organisations. This information is to be forwarded to the stakeholders without delay. More systematic information sharing arrangements may be developed as SSPs are fully implemented worldwide.

4.4.1 Regional Collaboration and Communication

Nigeria collaborates and participates in safety activities with the underlisted regional aviation organisations:

a) Banjul Accord Group Aviation Safety Oversight Organisation (BAGASOO);
b) African Civil Aviation Commission (AFCAC);
c) African and Indian Ocean (AFI) Planning and Implementation Regional Group (APIRG);
d) Meeting of Air Navigation and Safety Directors;
e) Meeting of Directors General of Civil Aviation of the AFI Region;
f) Banjul Accord Group Accident Investigation Agency (BAGAIA); and
g) Regional Aviation Safety Group - Africa and Indian Ocean (RASG-AFI)

APPENDIX A (NIGERIA'S SSP ENFORCEMENT POLICY)

NIGERIA CIVIL AVIATION AUTHORITY

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NIGERIA'S STATE SAFETY PROGRAMME (SSP)

ENFORCEMENT POLICY

This Enforcement Policy is promulgated under the statutory authority of Section 27 of the Civil Aviation Act, 2022 and Part 1.3.3 of the Nigeria Civil Aviation Regulations (Nig. CARs).

1. PURPOSE

1.1 The Nigeria Civil Aviation Authority (NCAA) Enforcement Policy is aimed at promoting compliance with aviation safety regulations and requirements through enforcement functions in an equitable manner.

1.2 The implementation of Safety Management Systems (SMS) requires the NCAA to have an equitable and discretionary enforcement approach in order to support the SSP-SMS framework.

1.3 The NCAA enforcement policies and procedures will allow Service Providers, RPAS and General Aviation Operators to deal with, and resolve, certain events involving safety deviations, internally, within the context of their SMS, and to the satisfaction of the Authority. Intentional contraventions of the Civil Aviation Act, 2022 and the Nig. CARs will be investigated and may be subject to conventional enforcement action where appropriate. There will be clear provisions in the enforcement framework for due consideration in order to distinguish between premeditated violations and unintentional errors or deviations.

This Enforcement Policy and associated enforcement procedures shall apply to the following entities required by the Nig. CARs Part 20, Subpart 20.3 to implement a Safety Management System (SMS):

(a) Approved Training Organizations (ATOs) approved in accordance with the Part 3 of the Nig. CARs that are exposed to safety risks related to aircraft operations during the provision of their services;

(b) AOC holders, approved in accordance with the Part 9 of the Nig. CARs;

Abuja Regional Office: +234 811 115 3888;
Lagos Regional Office: +234 (1) 2790432; Kaduna Regional Office: +234 807 776 8881
Kano Regional Office: +234 815 555 6642; Port Harcourt Regional Office: +234 7059233510.
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(c) Approved Maintenance Organizations (AMOs) approved in accordance with Part 6 of the Nig. CARs, providing services to operators of Aircraft engaged in commercial air transport;

(d) Organizations responsible for the type design or manufacture of aircraft, engines or propellers in accordance with Part 5 of the Nig. CARs;

(e) Air Traffic Services (ATS) providers in accordance with Part 14 of the Nig CARs;

(f) Operators of certified aerodromes in accordance with Part 12 of the Nig. CARs.

(g) RPAS Operators, approved in accordance with Part 21of the Nig. CARs;

(h) General Aviation Operators, conducting operations with:

1. An aeroplane equipped with a maximum certificated take-off mass exceeding 5700kg

2. An aeroplane equipped with one or more turbojet engines; or

3. An aeroplane with a seating configuration of more than nine passenger seats

Also, this Enforcement Policy and associated enforcement procedures shall apply to international general aviation operators of large or turbojet aeroplanes in accordance with Part 6 of the Nig. CARs.

2. POLICY

2.1 All Service Providers, RPAS and General Aviation Operators as defined in 1.3 above, shall develop, establish, maintain and adhere to an SMS that is continuously improved and commensurate with the size, nature and complexity of the operations authorized to be conducted under its approval/certificate.

2.2 To maintain this enforcement policy that supports the implementation of SMS, NCAA safety inspectors will maintain an open communication channel with Service Providers, RPAS and General Aviation Operators.

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2.3 No information derived from safety data collection and processing systems that is established under an SMS relating to reports classified as confidential, voluntary or equivalent category shall be used as the basis for enforcement action.

2.4 When a Service Providers, RPAS and General Aviation Operators operating under an SMS unintentionally contravenes the Civil Aviation Act, 2022 or the Nig. CARs, specific review procedures will be used. These procedures will allow the NCAA safety inspector responsible for the oversight of the Service Providers, RPAS and General Aviation Operators the opportunity to engage in dialogue with the SMS-approved organization. The objective of this dialogue is to agree on proposed corrective measures and an action plan that adequately addresses the deficiencies that led to the contravention and to afford the service provider a reasonable time to implement them. This approach aims to nurture and sustain effective safety reporting, whereby Service Providers', RPAS and General Aviation Operators' employees can report safety deficiencies and hazards without fear of punitive action. A Service Provider, RPAS and General Aviation Operator can therefore, without apportioning blame and without fear of enforcement action, analyse the event and the organizational or individual factors that may have led to it, in order to incorporate remedial measures that will best help prevent recurrence.

2.5 The NCAA through the safety inspector responsible for the oversight of the Service Providers, RPAS and General Aviation Operators will evaluate the corrective measures proposed by the Service Provider, RPAS and General Aviation Operator and/or the systems currently in place to address the event underlying the contravention. If the corrective measures proposed (including any appropriate internal disciplinary actions) are considered satisfactory and likely to prevent recurrence and foster future compliance, the review of the violation should then be concluded with no further punitive enforcement action by the Authority. In cases where either the corrective measures or the systems in place are considered inappropriate, the NCAA will continue to interact with the Service Provider, RPAS and General Aviation Operator to find a satisfactory resolution that would prevent enforcement action. However, in cases where the Service Provider, RPAS and General Aviation Operator refuses to address the event and provide effective corrective measures, the NCAA will consider taking enforcement action or other administrative action deemed appropriate.

2.6 Breaches of aviation regulations may occur for many different reasons, from a genuine misunderstanding of the regulations, to disregard for aviation safety. The NCAA has a range of enforcement procedures in order to effectively address

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safety obligations under the Civil Aviation Act, 2022 in light of different circumstances. These procedures may result in a variety of actions such as:

a) Administrative action;
b) Remedial training;
c) Civil Penalty; or
d) Variation, suspension or cancellation of authorizations.

2.7   Enforcement decisions will not be influenced by:

a) Personal conflict;
b) Personal gain;
c) Considerations such as gender, race, religion, political views or affiliation; or
d) Personal, political or financial power of those involved.

3. PROPORTIONALITY OF RESPONSES

Enforcement decisions will be proportional to the identified breaches and the safety risks they underlie, based on three principles:

a) The NCAA will take action against those who consistently and deliberately operate outside the Nig. CARs;
b) The NCAA will seek to educate and promote training or supervision of those who show commitment to resolving safety deficiencies; and
c) The NCAA will give due and equitable consideration to distinguish premeditated violations from unintentional errors or deviations.

4. NATURAL JUSTICE AND ACCOUNTABILITY

Enforcement decisions will:

a) Be fair and follow due process;
b) Be transparent to those involved;
c) Take into account the circumstances of the case and the attitude/actions of the Service Provider, RPAS and General Aviation Operator or individual when considering action;
d) Be consistent with actions/decisions for like/similar circumstances; and
e) Be subject to appropriate internal and external review.

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5. EXCEPTIONS

5.1 This policy is not applicable if;

    i.   There is evidence of a deliberate effort to conceal non-compliance;

    ii.   The Service Provider, RPAS and General Aviation Operator fails to maintain an acceptable SMS or its agreed safety performance; and

    iii.   The Service Provider, RPAS and General Aviation Operator is deemed by the Authority as a recurrent violator.

5.2 In the above circumstances, the Authority may deal with such non-compliance or violations according to established enforcement procedures as deemed appropriate.

Capt. Chris Najomo
Ag. Director General Civil Aviation

APPENDIX B: GUIDANCE ON VOLUNTARY AND CONFIDENTIAL REPORTING SYSTEM

INTRODUCTION:

The Nigeria's Voluntary and Confidential Reporting System is a voluntary, non-punitive, confidential reporting system established by the Nigeria Civil Aviation Authority (NCAA). It provides a channel for the voluntary reporting of aviation occurrences or hazards while protecting the reporter's identity.

The System allows for the submission of information related to observed hazards or inadvertent errors without an associated legal or administrative requirement to do so. This System is non-punitive and affords protection to reporters as enforcement action will be waived for reports of inadvertent errors or unintentional violations. It will also provide feedback to personnel on safety improvements achieved as a result of the reports received.

The sole intention of the System is to promote effective reporting culture and proactive identification of potential safety deficiencies by ensuring the continued availability of such information to support continuous improvements in safety performance.

This System is also confidential, facilitating the disclosure of hazards leading to human error, without fear of retribution or embarrassment.

a)   Objective of Voluntary and Confidential Reporting System:

The key objective of the Voluntary and Confidential Reporting System is to enhance aviation safety 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 related to aviation safety. This system does not eliminate the need for mandatory reporting of aircraft accidents and incidents to the relevant authorities under the existing aviation regulations. Reporters are encouraged to make use of their organisation's internal SMS voluntary reporting system where applicable, unless they have no access to such a system or the incident or hazard is deemed beyond the scope of their organisation's purview.

b)   The scope of the aviation sectors/areas covered by the system;

The Voluntary and Confidential Reporting System covers the following areas:

1) Flight Operations:
       i) Departure/enroute/approach and landing;
       ii) Aircraft cabin operations;
       iii) Air Proximity Events;
       iv) Weight and balance and performance.

2) Aerodrome Operations:
       i) Aircraft ground operations;
       ii) Movement on the aerodrome;
       iii) Fuelling operations;
       iv) Aerodrome conditions or services;

v) Cargo loading;

3) Air Traffic Management:
  i) ATC operations;
  ii) ATC equipment and navigation aids;
  iii) Crew and ATC communications.

4) Aircraft Maintenance:
  i) Aircraft/engine/component maintenance and repair activities.

5) Approved Training Organisations:
  i) Training activities involving flight operations.

6) Miscellaneous:
  i) Passenger Handling Operations related to safety; etc.

c)   *Personnel/Employees that can make a voluntary report;*

Anyone belonging to any of the under-listed groups can contribute to aviation safety enhancement through the Nigeria's Voluntary and Confidential Reporting System by reporting on occurrences, hazards or threats in the aviation system:

  1) Flight and Cabin crew members;
  2) Air Traffic Controllers;
  3) Licensed Aircraft Engineers, Technicians or Mechanics;
  4) Aerodrome Ground Handling Operators;
  5) Aerodrome employees;
  6) General Aviation personnel; etc.

d)   *When to make such a report;*

Reports should be made when:

  a) You wish for others to learn and benefit from the occurrence or hazard report, but are concerned about protecting your identity;
  b) There is no other appropriate reporting procedure or channel;
  c) You have tried another reporting procedure or channel without the issue having been addressed.

e)   *Processing the Reports;*

Voluntary and Confidential Reporting 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 administrator. The administrator may contact the reporter to make sure the nature and circumstances of the occurrence/hazard reported is understood and/or to obtain the necessary additional information and clarification. When the administrator is satisfied that the information obtained is complete and coherent, the reporter will be de-identified and the data will be entered into the SSP SDCPS database. Should there be a need to seek inputs from any third party, only the de-identified data will be used.

The Voluntary and Confidential Reporting System form, with the date of return annotated, will eventually be returned to the reporter. The administrator will endeavour to complete the processing within ten (10) working days if additional information is not needed. In cases where the administrator needs to discuss with the reporter or consult a third party, more time may be needed. If the administrator is away from the office for a prolonged period, the assistant administrator will process the report. Reporters can be rest assured that every report submitted to the Voluntary and Confidential Reporting System will be read and followed through by either the administrator or the assistant.

An electronic/web-based application where voluntary and confidential reports can be submitted is also available.

f)   *Feedback to the aviation industry and stakeholders:*

Relevant de-identified reports and extracts may be shared with the aviation industry and stakeholders through periodic publication so that lessons can be learned. When and if necessary, concerned organisations may have to review their policy and plan for improvements. If the content of a 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 organisations as soon as possible to enable them take the necessary safety actions.

g)   *How to contact the Nigeria's Voluntary and Confidential Reporting System administrator;*

The reporting form and the contact information of the administrator and the assistant are available on the NCAA website; www.ncaa.gov.ng/ssp