SAFETY OCCURRENCE REPORTING SYSTEMS

STATEMENT BY THE DIRECTOR GENERAL

Just Culture

Our organization espouses a 'Just Culture' in the interests of the ongoing development of safety. This means our organization supports the development, within all areas of the aviation community, of a culture in which:

i. individuals are not punished for actions, omissions or decisions taken by them that are commensurate with their experience and training but which result in a reportable event;
ii. but where gross negligence, willful violations and destructive acts are not tolerated.

Confidentiality of Reports

It is fundamental to the purpose of the reporting of incidents and accidents, that the knowledge gained from the investigation of these occurrences is disseminated so that we may all learn from them. Without prejudice to the proper discharge of its responsibilities, the organization will not disclose the name of the person submitting the report or of a person to whom it relates unless required to do so by law; or the person concerned authorizes disclosure. Should any safety follow-up action arising from a report be necessary, the organization will take all reasonable steps to avoid disclosing the identity of the reporter or of those individuals involved in any reportable occurrence.

Assurance Regarding Prosecution

Our organization gives an assurance that its primary concern in relation to our reporting system (G-VOCORS & G-MARS) is to secure free and uninhibited reporting and that it will not be its policy to institute proceedings in respect of unpremeditated or inadvertent breaches of the law which come to its attention only because they have been reported under the scheme.

Possible Action by Employers

Where a reported occurrence indicated an unpremeditated or inadvertent lapse by an employee, the organization would expect the employer in question to act responsibly, to share the view that free and full reporting is the primary aim, and ensures that every effort should be made to avoid action that may inhibit reporting. The organization will, accordingly, make it known to employers that, except to the extent that action is needed in order to ensure safety, it expects them to refrain from disciplinary or punitive action which might inhibit their staff from duly reporting incidents of which they may have knowledge.

SIMON ALLOTEY
DIRECTOR-GENERAL
GHANA CIVIL AVIATION AUTHORITY

A. INTRODUCTION
1. OBJECTIVE

1.1. The objectives of the occurrence report system are;
   a. not to blame or punish any individuals but to identify flaws and shortcomings in the system and initiate corrective measures to prevent occurrences and incidents to be repeated and collect data on accidents,
   b. that incidents and other safety related occurrences are assessed, to enable the safety performance of the system.
   c. to identify and investigate risk areas where the ATS system could contribute to safety infringement, and take appropriate actions;
   d. assess and monitor whether technical and operational changes introduce to the ATS system affects the flight safety.

1.2. The safety performance monitoring provides means by which an ATS provider can verify that it is meeting its safety performance targets. An effective monitoring programme increases the probability of detecting any weaknesses in the system defences before an active failure leads to an accident or serious incident.

1.3. One of the baselines in the SMS is that every safety related occurrences shall be investigated as soon as possible.

1.4. The purpose is to identify the course and from that, take appropriate action to avoid re-occurrence. It shall also be used to disseminate the experience within the organization and to other departments. An investigation shall include, if appropriate, technical system and equipment.

1.5. The investigation is done by the safety management or by a qualified investigator.

1.6. The investigation process is described in the Safety Occurrence Investigation Process.

2. REQUIREMENTS

2.1 The safety performance monitoring programme requires that the organization;
   a. specify the safety performance indicators to be used to measure safety performance;
   b. decide on safety objectives;
   c. develop and implement appropriate data collection procedures, including a safety occurrence reporting and investigation system,
   d. develop and implement procedures for the analysis and assessment of the result of monitoring.

3. RESPONSIBILITY

Each individual member of the staff has a responsibility for submitting a report of an occurrence. The Chief of Facility shall submit copies of occurrence reports to Deputy Director, ATS, Director, ATS and the SSQA Manager. The SSQA Manager shall analyse and assess the impact of occurrence- and investigation reports on safety and make recommendations to the Director General (DG)

B. GCAA VOLUNTARY AND CONFIDENTIAL REPORTING SYSTEMS (G-VOCORS)

1.0 OBJECTIVE

1.1 The key objective of Ghana Civil Aviation Authority (GCAA) voluntary and confidential reporting system is to enhance the safety of our company's aviation activities through the collection of reports on actual or potential safety deficiencies that would otherwise not be reported through other channels. Such reports may involve occurrences, hazards or threats relevant to the safety of our aviation activities. This system does not eliminate the need for formal reporting of accidents and incidents according to our company SOPs, as well as the submission of mandatory occurrence reports to the relevant regulatory authorities.

1.2 The GCAA Voluntary and Confidential Reporting System (G-VOCORS) is a voluntary, non-punitive, confidential occurrence and hazard reporting system administered by the SSQA Manager. It provides a channel for the voluntary reporting of aviation occurrences or hazards relevant to our organization's aviation activities, while protecting the reporter's identity.

2. SCOPE

The G-VOCORS covers areas such as:
a) Air Traffic Management (ATM) Operations
b) Aeronautical Information Management (AIM) Operations
c) Air Traffic Services Engineering (ATSE) Operations
d) Information Communication Technology (ICT) Operations

3. WHO CAN MAKE A VOLUNTARY REPORT?

If you belong to any of these operational areas or departments, you can contribute to aviation safety enhancement through the G-VOCORS by reporting on occurrences, hazards or threats relevant to our organization's aviation activities:
a) Air Traffic Controllers
b) Engineers and Technicians
c) AIM Personnel
d) ICT Personnel
e) Other Civil Aviation Personnel
f) Other Airports Personnel

4. WHEN TO MAKE A REPORT?

You should make a report when:
a) You wish for others to learn and benefit from the incident or hazard but are concerned about protecting your identity;
b) There is no other appropriate reporting procedure or channel; and
c) You have tried other reporting procedures or channels without the issue having been addressed;

5. HOW THE REPORTS ARE PROCESSED?

5.1 The G-VOCORS 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 SSQA Manager. The SSQA Manager may contact the reporter to make sure he understands the nature and circumstances of the occurrence/hazard reported and/or to obtain the necessary additional information and clarification.

5.2 When the SSQA Manager is satisfied that the information obtained is complete and coherent, he will de-identify the information and enter the data into the G-VOCORS database. Should there be a need to seek input from any third party, only the de-identified data will be used.

5.3 The G-VOCORS form, with the date of return annotated, will eventually be returned to the reporter. The SSQA Manager will endeavour to complete the processing within fifteen (15) working days if additional information is not needed. In cases where the SSQA Manager needs to discuss with the reporter or consult a third party, more time may be needed.

5.4 If the SSQA Manager is away from his office for a prolonged period, the acting manager will process the report. Reporters can rest assured that every G-VOCORS report will be read and followed through by either the SSQA Manager or the acting manager.

6. INFORMATION SHARING

6.1 Relevant de-identified reports and extracts may be shared within the company as well as with external aviation stakeholders as deemed appropriate. This will enable all concerned personnel and departments within the organization as well as appropriate external aviation stakeholders to review their own operations and support the improvement of aviation safety as a whole.

6.2 If the content of a G-VOCORS report suggests a situation or condition that poses an immediate or urgent threat to aviation safety, the report will be handled with priority and referred, after de-identification, to the relevant organizations or authorities as soon as possible to enable them to take the necessary safety actions.

7. WHO TO CONTACT?

You are welcome to call the SSQA Manager to enquire about the G-VOCORS or to request a preliminary discussion with the SSQA Manager before making a report. The SSQA Manager and acting manager can be contacted during office hours from Monday to Friday at the following telephone numbers:

SSQA MANAGER: **MR. MICHAEL KWAPONG ATIEMO**
TELEPHONE NUMBER: **233 201 300955 / 0302 776171 EXT 1352**
ALT. TELEPHONE NUMBERS: **233 244 673462 / 233 244 673459 / 233 244 513070**

C. GCAA MANDATORY REPORTING POLICY SYSTEMS (G-MARS)
1.0 OBJECTIVE

1.1 The objective of the G-MARS even though lists the majority of reportable occurrences, it cannot be completely comprehensive. Any other occurrences, which are judged by those involved to meet the criteria, should also be reported.

1.2 This does not include accidents and serious incidents.

1.3 This includes Air Navigation Service (ANS) occurrences which pose an actual or potential threat to flight safety, or can compromise the provision of safe ANS services.

2. SCOPE
It covers areas such as:
 A. Air Traffic Management (ATM) Operations
 B. Aeronautical Information Management (AIM) Operations
 C. Air Traffic Services Engineering (ATSE) Operations
 D. Information Communication Technology (ICT) Operations

3. WHAT CONSTITUTE A MANDATORY REPORT

The contents of this policy shall not preclude the reporting of any occurrence, situation or condition which, if repeated in different but likely circumstances or allowed to continue uncorrected, could create a hazard to aircraft safety.

1. Near collision incidents (encompassing specific situations where one aircraft and another aircraft/the ground/a vehicle/person or object are perceived to be too close to each other)
    a) separation minima infringement;
    b) inadequate separation;
    c) "near-CFIT" (near-controlled flight into terrain);
    d) runway incursion where avoiding action was necessary.

2. Potential for collision or near collision (encompassing specific situations having the potential to be an accident or a near collision, if another aircraft is in the vicinity
    a) runway incursion where no avoiding action is necessary;
    b) runway excursion;
    c) aircraft deviation from ATC clearance;
    d) aircraft deviation from applicable Air Traffic Management (ATM) regulation:
        i. aircraft deviation from applicable published ATM procedures;
        ii. unauthorized penetration of airspace;
        iii. deviation from aircraft ATM-related equipment carriage and operations, as mandated by applicable regulation(s).

3. ATM-specific occurrences (encompassing those situations where the ability to provide safe ATM services is affected, including situations where, by chance, the safe operation of aircraft has not been jeopardized). This shall include the following occurrences:
    a) inability to provide ATM services:

b) inability to provide air traffic services;

c) inability to provide airspace management services;

d) inability to provide air traffic flow management services;

e) failure of Communication function;

f) failure of Surveillance function;

g) failure of Data Processing and Distribution function;

h) failure of Navigation function;

i) ATM system security.

4. Air Traffic Control (ATC) Navigation and Communications - significant malfunction or deterioration of service.

5. An aircraft was or could have been endangered by impairment of any member of ground staff (e.g. ATC, "AD" (aircraft dispatchers), Maintenance, etc.).

6. ATC overload.

7. Failure or unplanned shutdown of a major operational ATC computer system, requiring reversion to manual back-up and resulting in disruption to the normal flow of air traffic.

8. Missed Approaches or Go-Around within 20NM.

9. Aborted Take-off.

10. Take off from or Landing / Attempted Landing on a closed or engaged runway, on a taxiway or unassigned runway.

11. Bird Strike

12. Presence of Animals or unauthorized personnel on the maneuvering area during aircraft movement.

13. Problems with or malfunction of technical equipment.

14. Any occurrence or circumstances within the other sections (scope of the policy) that has consequences or effect on Air Navigation Service.

4. <u>HOW THE REPORTS ARE PROCESSED?</u>

Every G-MARS report will be read and validated by the Chief of Facility (COF).

The COF may contact the reporter or the Line Manager (if related to the other sections) to make sure he understands the nature and circumstances of the occurrence/hazard reported and/or to obtain the necessary additional information and clarification.

The COF shall refer such reports which need to be investigated to the SSQA Manager for investigation.

The investigated report shall be returned to the COF for further action.

Such reports must remain a confidential material in order to prevent other third parties from accessing them without proper authorization / approval.