**CORPORATE QUALITY AND SAFETY DEPARTMENT**

Air Niugini Safety Systems Office ANG HAUS LEVEL 3, Jacksons Parade, 7 Mile, NCD.

Phone: 327 3740 Email: safetyoffice@airniugini.com.pg

# SAFETY JOURNAL JULY 2022
## "If you're in doubt—Report it"

Accurate and timely reporting of relevant information related to hazards, incidents or accidents is a fundamental activity of safety management. The data used to support safety analyses are reported by multiple sources.

One of the best sources of data is direct reporting by front-line personnel since they observe hazards as part of their daily activities. A workplace in which personnel have been trained and are constantly encouraged to report their errors and experiences is a prerequisite for effective safety reporting.

Formal means of safety data collection include:

- Mandatory reporting systems (OORs)
- Voluntary reporting systems (Hazard Reports)
- Confidential reporting systems

The Safety Reporting System (SRS) is a proactive process and related arrangements for collecting information about safety concerns, issues and hazards etc. The main purpose of the SRS is to enhance safety and not to apportion blame. Its objective is to facilitate the collection of information on actual or potential safety deficiencies thus contributing to the identification and implementation of safety improvement measures to prevent/minimize such occurrences in the future.

The scope of the system also includes reporting of Hazards and safety concerns which do not fall under the ambit of Mandatory Occurrences (OORs). The objectives of the Safety Reporting System are to:

Enable an assessment to be made of the safety implications of each relevant incident and accident, including previous occurrences of a similar nature, so that any necessary action can be initiated; and Ensure that knowledge of relevant incidents and accidents is disseminated, so that other persons and operators may learn from them.

The following key principles were considered while formulating this reporting system within the generic framework of Safety Management System (SMS):

- Trust based culture
- Non-punitive in nature
- Inclusive reporting base
- Confidentiality assurance
- Ease of reporting
- Acknowledgment and feedback

An Accident seldom takes place without sufficient warning. These warnings generally appear in the form of minor incidents. Repetitive occurrence or incidents if not timely rectified can culminate into an accident. Hence, getting to the root cause of all incidents and addressing the root is the most effective method of accident prevention. Therefore, introducing an effective reporting and an investigating process are considered primary to the accident prevention program.

**Mandatory Reporting:**
The CAR PART 12 and its associated Advisory Circular 12-1 list the incidents / occurrences that are mandatory to be reported. The regulatory authority has listed them to ensure that the factors directly affecting aircraft design, maintenance and / or operation are always brought to the notice of the authorities. The incidents / occurrences listed in the above said regulation shall be reported by the Safety Systems Office to the CASA PNG.

**Hazard Identification and Reporting**
All personnel are encouraged to proactively participate in the Hazard Identification and reporting program. If an employee identifies any hazard which has the potential to cause injury to the person or damage to the property, he /she is encouraged to report the same by means of voluntary/ confidential reporting system.

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The Safety Systems Office analyses the hazard and assign it to the Compliance team of the departments and the team member is responsible for the closure and appropriate action taken. The General Managers shall ensure an active reporting system is developed in the department and set the targets for safety reports per employee in their area of scope and develop the procedure to meet the targets.

## Voluntary Reporting:

Voluntary Reports go beyond typical incident reporting. Voluntary reports tend to illuminate latent conditions, such as inappropriate safety procedures or regulations, human error, etc. One way to identify hazards is through voluntary reporting. The voluntary reports fall under the ambit of the company's non-punitive policy, unless it is inferred during the investigation that it's a wilful violation.

The Voluntary Report can be forwarded using the AQD system or using the forms and drop box or through email to safetyoffice@airniugini.com.pg. The Voluntary Reporting System shall be monitored by the Safety manager or his designated representatives.
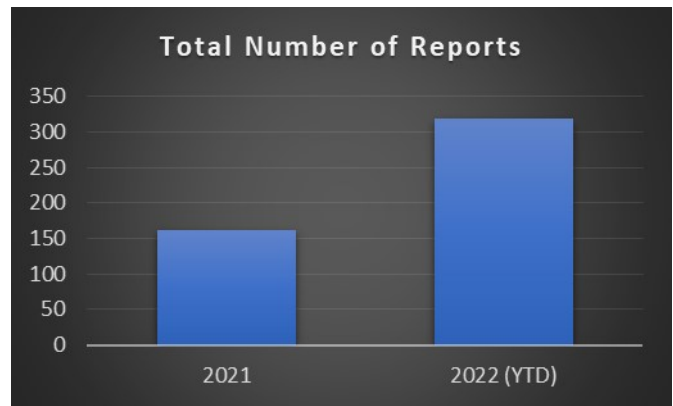
## • Confidential Reporting

In the confidential reporting system, any identifying information about the reporter is known only to the designated custodian of the Safety Systems Office and the Information shall not be divulged to any other person involved. A confidential report can be submitted thru Safety Report System in the AQD or Comply 360 or just check the confidentiality box in your paper form
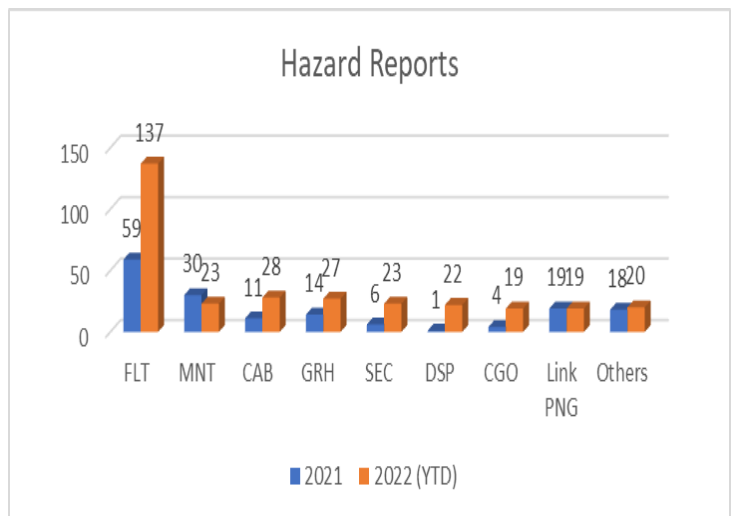
## • Anonymous Reporting

There are situations where the person reporting the hazard may not like to disclose his identity. In such cases, report regarding a hazard or occurrence of an incident may be forwarded in writing to the Safety Systems Manager, Air Niugini Ltd, without signature, name, identity or address of the person reporting. Air Niugini Limited discourages anonymous reporting as it will be practically impossible for the Safety Systems Office to obtain further information, if required and also to provide any feedback.
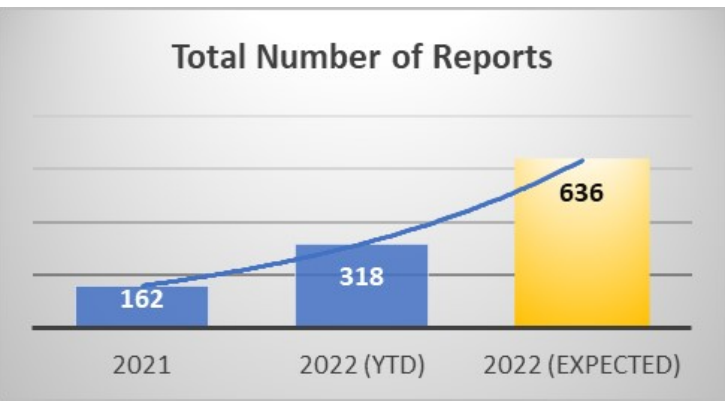
## Hazard Reporting in 2022:



Overall Hazard Reporting of the organization has been extremely positive and encouraging during the first half of the 2022. During the First Half, a total of 318 reports have been filed by all the departments. Its four times more than the number of reports received during the same period in 2021 and twice more than the total number of reports received in whole of 2021. The increase in reporting can be attributed to the promotional activities carried out by the respective departments and their compliance teams. More importantly on the increased awareness and trust on the system by all employees.

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Flight Operations has been the largest contributor to the reporting system, 40% of the overall reports come from the Flight Operations. Other departments such as Cabin, Ground Ops, Security and Cargo have made significant improvements and contribution compared to the last year. We at the Safety Systems Office believe that the trend will continue and the number of reports and the reporters will increase exponentially and we'll get to end 2022 on a high (with almost 600+ reports).



As per the industry standards, an organization with a deeply embedded safety culture receives 2-2.5 reports per employee every year. Further, there is an inherent misconception among the employees "whether they can report? & "what they can report?". To simply answer this question, 'Everyone in this organization including contractors and vendors are responsible for safety and shall report any source or a situation with the potential for harm in terms of human injury or ill-health, damage to property, damage to the environment, or a combination of these.'

A Golden rule for reporting is **"If you are in doubt? Report it".**

In line with our Safety Policy signed and promoted by our Management, we reiterate and assure you of Confidentiality and No Action against the reporter, unless it's a willful misconduct.

For any queries regarding the Safety Management System or reporting, please reach out to the Safety Office Via Email: safetyoffice@airniugini.com.pg or visit us at level 3 of the ANG Haus.