



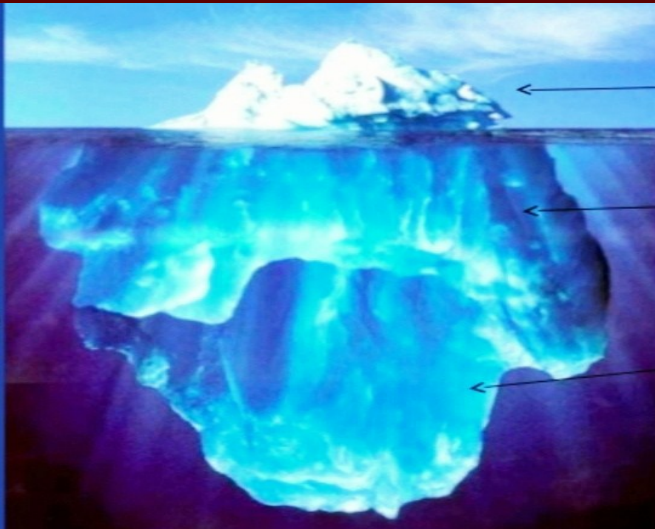
SAFETY BULLETIN

May 2019

OCCURRENCE REPORTING AND NO BLAME (JUST) CULTURE

**Accidents
are only the
tip of the
iceberg!**

**For every
accident there
are 600 errors
and/or
unreported
occurrences**



•ACCIDENTS

•INCIDENTS

•ERRORS AND
UNREPORTED
OCCURRENCES

Introduction

Hazards, occurrences and minor incidents are pre-cursors to serious incidents and accidents. It is said that “**Forewarned is Forearmed**”. An occurrence may be tip of an iceberg. Only when an occurrence is identified, reported and corrected upon , we can hope to prevent accidents.

Aim

This article is aimed to re-iterate the process of occurrence reporting and to reassure the staff on “**No Blame Culture** ’ of the Company.

Occurrence/Hazard Reporting Procedure

It is a Regulatory requirement, as per CASA PNG Rule Part 12.51, 12.53, 12.57 and 12.59, that all accidents and serious incidents or immediate hazard to safety of the aircraft are reported to the Authority without delay by quickest means. This is done through Safety Department. This forms part of **mandatory reporting**. Further, any occurrences/hazards which occurred or have potential to cause accidents/incidents are invited to be reported to Safety Department by means of OOR/Hazard Report, or by any other suitable means like phone call, email to safetyoffice@airniugini.com.pg. This forms part of **voluntary reporting**. An option of **confidentiality** is also available, selection of which makes sure that the details of the reporter are de-identified. However, **anonymous reporting** is not generally accepted since no useful purpose could be achieved if some relevant details in the OOR/hazard report are missing and the same cannot be verified from an anonymous reporter. An OOR is raised in case of an occurrence having taken place whereas a hazard report is raised in cases of potential hazard to safety. Notwithstanding the difference, Safety Office encourages to report in any form available. After receiving suggestions from various Departments and after review of the same, the OOR form has now been revised to make it more user-friendly and less time-consuming. This new form is effectively of one page while providing the obverse page to fill any other relevant information. In the current form, it was observed that the reporters were filling the details of PIC, leading to misunderstanding that the OOR is reported by PIC. Hence, an additional column is now added to furnish the details of the reporter including his/her email id so that acknowledgement of the report and closure actions could be communicated to the reporter. This new form comes into effect from 01 June 2019. A copy of the same is attached.

Note: Please furnish all relevant information to effectively address the report. For example, quoting the name or seat number of a PAX who was a first time traveller (FTT) or a Person in Custody (PIC) or a person who was over-carried or a technical defect to accompany AJTL reference.

List of Reportable Incidents to CASA PNG

The incidents listed are typical examples of incidents that are likely to be serious incidents. The list is not exhaustive and serves only as guidance to the definition of a serious incident as follows–

- (1) near collisions requiring an avoidance manoeuvre to avoid a collision or an unsafe situation or when an avoidance action would have been appropriate. (TCAS RA)
- (2) controlled flight into terrain only marginally avoided.
- (3) aborted take-off on a closed or engaged runway.
- (4) take-off from a closed or engaged runway with marginal separation from obstacles.
- (5) landing or attempted landings on a closed or engaged runway.
- (6) gross failures to achieve predicted performance during take-off or climb.
- (7) fires and smoke in the passenger compartment, in cargo compartments, or engine fires, even though the fires were extinguished by the use of extinguishing agents.
- (8) events requiring the emergency use of oxygen by the flight crew.
- (9) aircraft structural failures or engine disintegrations not classified as an accident.
- (10) multiple malfunctions of one or more aircraft systems seriously affecting the operation of the aircraft.
- (11) flight crew incapacitation inflight.
- (12) fuel quantity requiring the declaration of an emergency by the pilot.
- (13) take-off or landing incidents such as undershooting, overrunning, or running off the edges of runways.
- (14) system failures, weather phenomena, operations outside the approved envelope or other occurrences which could have caused difficulties controlling the aircraft.
- (15) failures of more than one system, in a redundant system mandatory for flight guidance and navigation.

Note: A bird hit or a bird miss is also a reportable incident to Authority. AJTL entry to accompany.

A **hazard** may be:

- A non-compliance or non-conformance immediately threatening the safety of the company's operations.
- A potential risk that needs corrective action before it combines with other potential risks (and/or with human errors) to result in an accident or serious incident.
- A general safety concern the staff member wants investigated in case corrective action is required.
- Any hazard that involves human factors affecting the safety of the company's operation.
- Those hazards associated with organizational change in circumstances of the organization undergoing rapid growth, introducing new services, new equipment or new personnel

No Blame Culture (Just Culture). Relevant extract of the Policy from Corporate SMS Manual is reproduced below:

- Air Niugini's "No Blame Culture" Policy is a non-punitive policy based on the principles of 'good faith' and 'reasonable care'. Under these principles, if an employee's actions cause or contribute to an accident or incident, no blame is placed on that person provided **all of the following conditions** are met:
- The employee's actions were not intentionally designed to cause or contribute to the creation of a risk or actual injury to a person or damage to property (i.e. the employee was acting in 'good faith').
- The standard of care that the employee took while performing their actions was at least equal to that which a reasonable person would observe in the same situation (i.e. the employee took 'reasonable care').
- The employee readily admits that he or she made a mistake, after first having had explained the reasons that his or her actions contributed to the accident or incident.
- The intent of this requirement is that the employee freely admits to having made a mistake when first asked about the accident or incident. Employees who initially refuse to admit to making a mistake, after first having had explained the reasons why their actions contributed to an accident or incident, are not covered by the "No Blame" provisions of this Policy.
- There is no history in the person's file of serious negligence, insubordination or incompetence causing or contributing to the creation of risk or of injury to a person or damage to property.

The above conditions define the line between acceptable and unacceptable actions or activities.


Safety Awards. Company also recognises the contribution to safety by staff/contractors and periodically presents safety recognition award along with cash or kind.

Conclusion. Let us join hands to promote safety by timely reporting of occurrences and hazards.

CORPORATE QUALITY AND SAFETY DEPARTMENT

NOTE: The revised OOR below can either be filled using a black pen or electronically using the **fill and sign** feature on Adobe Acrobat Reader. This will come into effect 1st June 2019

For attention – Safety Systems Management - Air Niugini Corporate Quality & Safety


AQD# _____

OPERATIONS OCCURRENCE REPORT (OOR)

Designed to meet requirements of the PNG Civil Aviation Rule Part 100.
Use this form to report Operational Occurrences to the Air Niugini Safety Management System. - (AQD). Details will be forwarded to CASA PNG, as applicable

NOTE: COMPLETION OF ALL DETAILS / ITEMS IS NOT MANDATORY. PLEASE PROVIDE INFORMATION AS APPLICABLE.

** If an Accident please supply a sketch of the site* CONFIDENTIAL NO YES see over for

PART A USE BLACK PEN / BLOCK LETTERS [PART B] see over

PRIMARY DETAILS EVENT DATE _____ TIME _____ UTC/LOCAL _____

[P.I.C.] _____ EMP # _____ LICENCE# _____ ACFT. REGO. _____

ACFT. TYPE _____ FLT. No. _____ DATE of DEP. _____ FROM _____ TO _____ Diverted To _____

[WITNESS] / [FIRST OFFICER] _____ EMP # _____ LICENCE# _____

No. of PAX _____ No. of TECH CREW _____ No. of CABIN CREW _____ EVENT LOCATION: _____

NUMBER OF INJURIES : CREW - FATAL PAX SERIOUS CREW - PAX MINOR CREW - PAX

Originator: _____ Email: _____ Phone: _____

Nearest Reporting Point _____ DISTANCE and BEARING from NRP _____ nm _____ O'clock ALTITUDE / Flight Level _____ (feet / FL)

Operational Phase: _____ RUNWAY USED _____ / _____ Dept. / Arrv. (circle) ETOPS: Yes/No (circle) Seat Belt Sign: On/Off (circle)

NATURE OF FLIGHT – (circle) scheduled or non-scheduled domestic or international charter or lease

NIGHT / DAY (circle) passenger a to a passenger a to b freight only training dual / solo test / ferry / positioning

AIRCRAFT WEIGHT AT TIME OF EVENT _____ Kgs TCAS: TA/RA (circle) EGPWS: YES/NO (circle) WARNING _____

AUTO PILOT: On/Off (circle) Autothrust: In/out (circle) Spoiler: In/out (circle) FLAP SETTING _____ Stat: In/out (circle)

LANDING GEAR: up/down (circle) EFFECT of EVENT on FLIGHT _____ Delay (Hrs) _____

TECH./MAINT. LOG# _____

DESCRIPTION ACCIDENT / SERIOUS INCIDENT / INCIDENT / (circle the appropriate category)

For ACCIDENT / SERIOUS INCIDENT -- NOTIFICATION SIGNAL -- Phone OPS. CONTROL (+875) 327 3747
Ref. Corporate Emergency Response Manual Sect. 2.2 **WEATHER ACTUALS**

Operating Flight Rules- VFR IFR MET Conditions. VMC IMC

Occurrence Description Free Text (use back page for additional space)

Wind direction _____ Wind Speed _____ kts

Temp. _____ °C Light Condition _____

Cloud Ceiling _____ ft Visibility _____ Kms

Precipitation

NONE Drizzle Fog

Showers Sleet T/Storm

Hail Snow unknown

Icing

light mod. sev nil unknwn

Turbulence

light mod. sev nil unknwn

SKETCHES REPORTS PHOTOGRAPHS OTHERS (specify)

OFFICE USE :- ATTENTION _____

DATE RECEIVED _____ Entered AQD _____

REPORT CATEGORY _____

LIKELIHOOD : **SEVERITY of CONSEQUENCE** **RISK**

_____ _____ _____

INVESTIGATION PRIORITY -- IMMEDIATE NORMAL

CORRECTION PRIORITY -- IMMEDIATE NORMAL

Assessment carried out

Logged for Statistics

Investigation

CASA Reportable Part 12

AIC Reportable

Date

Other Regulatory Requirement

AQD data entry

Response Request sent

Acknowledgement sent

SEND Yellow ORIGINAL TO – Manager Safety , Corporate Quality & Safety Department, ANG Haus.
OOR mailing system – via **CONFIDENTIAL DEPOSIT BOX** located near you. Email: safetyoffice@airniugini.com.pg

Reg. Q.A. Form Q3050 V 7.0 - 01/04/19

Bird Hazard

Strike near strike Species _____ small medium large

Number sighted 1 2-10 11-100 100 + Number hit 1 2-10 11-100 100+

Time _____ Runway _____ Aircraft altitude _____ Cloud _____ Weather _____

Rain: Yes/No Pre-warned: Yes/No Contributing Factors _____ Grass / Garbage/ Swamp

Reg. Q.A. Form Q3050 V 7.0 - 01/04/19