

EASA Int'l Workshop on Voluntary Reporting, 20 October 2015, Cologne

The Directorate attended an International Workshop on Voluntary Reporting, which was held in Cologne on 20 October 2015. The workshop hosted by EASA and organised in association with the International Confidential Aviation Safety Systems Group (ICASS), was attended by a predominantly European audience representing a wide range of stakeholders from across the industry. Although not designed to interpret Regulation (EU) 376 on Occurrence Reporting, it was instead an opportunity to exchange experiences, best practices and opinions as how to define and operate an efficient and robust voluntary reporting system.

The workshop was structured around three topic sessions, and commenced with introductions from the panel which was made up of the respective ICASS worldwide representatives, who each provided an overview of their varying experiences and challenges with Voluntary Reporting systems.

Session one focussed on the processing & analysis of voluntary reporting data, and was chaired by the ICASS representatives from NASA, Australian Transport Safety Board and the South African CAA. It was agreed that the primary objective with regards voluntary reporting is not simply the collection of data, but also the correct analysis and verification of the information provided. This in turn allows the acquirement of the necessary knowledge to prevent a repetition of the event and improve safety. In addition experience has demonstrated that fast feedback of any action taken with the voluntary information motivates individuals to submit more reports in the future.

The next session explored the issues surrounding the confidentiality and protection of the individuals and the information they reported. This session was chaired by representatives from the Spanish Airline Pilots Union (SEPLA), South Korean internet authority (NAVER), UK Confidential Reporting Programme for Aviation & Maritime (CHIRP) and the AAIB of Singapore. Below is a summary of the various topics that were raised for discussion:

- The removal of reporter identity/dis-identifying of reports is crucial when encouraging the continual reporting of incidents - especially when data is shared within the industry
- All databases containing contact details of individuals should be protected against Cyber attacks
- All individuals employed in a role whereby they analyse and disseminate the information should sign a confidentiality agreement
- In some countries it is illegal for lawyers to request/use information relating to an incident that was supplied via a confidential voluntary report
- Individuals who are employed in specific aviation safety critical areas have a moral responsibility to report all safety issues, no matter how trivial

The final session discussed the interface with national authorities and other regulatory bodies, and was chaired by the Transport Safety Board of Canada, Association of Air Transport Japan, SEPLA and NASA. Several examples provided by the panellists demonstrated the importance of correct action regarding voluntary reported data. For example, SEPLA explained how following a large increase in reports regarding laser attacks on commercial aircraft resulted in a specific working group being formed to discuss and tackle this serious problem. In addition NASA explained how numerous flight crew reports had identified a previously unknown problem associated with the glare emitted from solar powered tower screens.



To conclude there was common agreement amongst all the delegates that all voluntary reporters should be de-identified from the data they have supplied, and that the data itself should be protected from the threat of cyber attack and/or other malicious uses.

The meeting closed with a brief overview of the European Corporate Just Culture Declaration, and its importance in relation to continually improving air safety. Further information regarding Just Culture, including a link to the Declaration, can be found on the ERA website via the following link: <http://www.eraa.org/policy/safety/just-culture>

