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Achieving an Effective SSP/SMS

ICAO Asia Pacific Safety Management Seminar 2025

3-5 February 2025 Bangkok, Thailand and online

Brought to you by over 20 organizations

***“Addressing Annex 19 Implementation Challenges
and Promoting a Positive Safety Culture Together!”***

OPENING REMARKS: Session 4 | Safety Reporting Systems (mandatory/voluntary)

MITCH FOX

Director, Asia Pacific Centre for Aviation Safety
Flight Safety Foundation



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Safety Reporting Systems (mandatory/voluntary) Session 4

ICAO Asia Pacific Safety Management Seminar - Pre-event Survey Safety Reporting Systems

Saturday, February 01, 2025

305

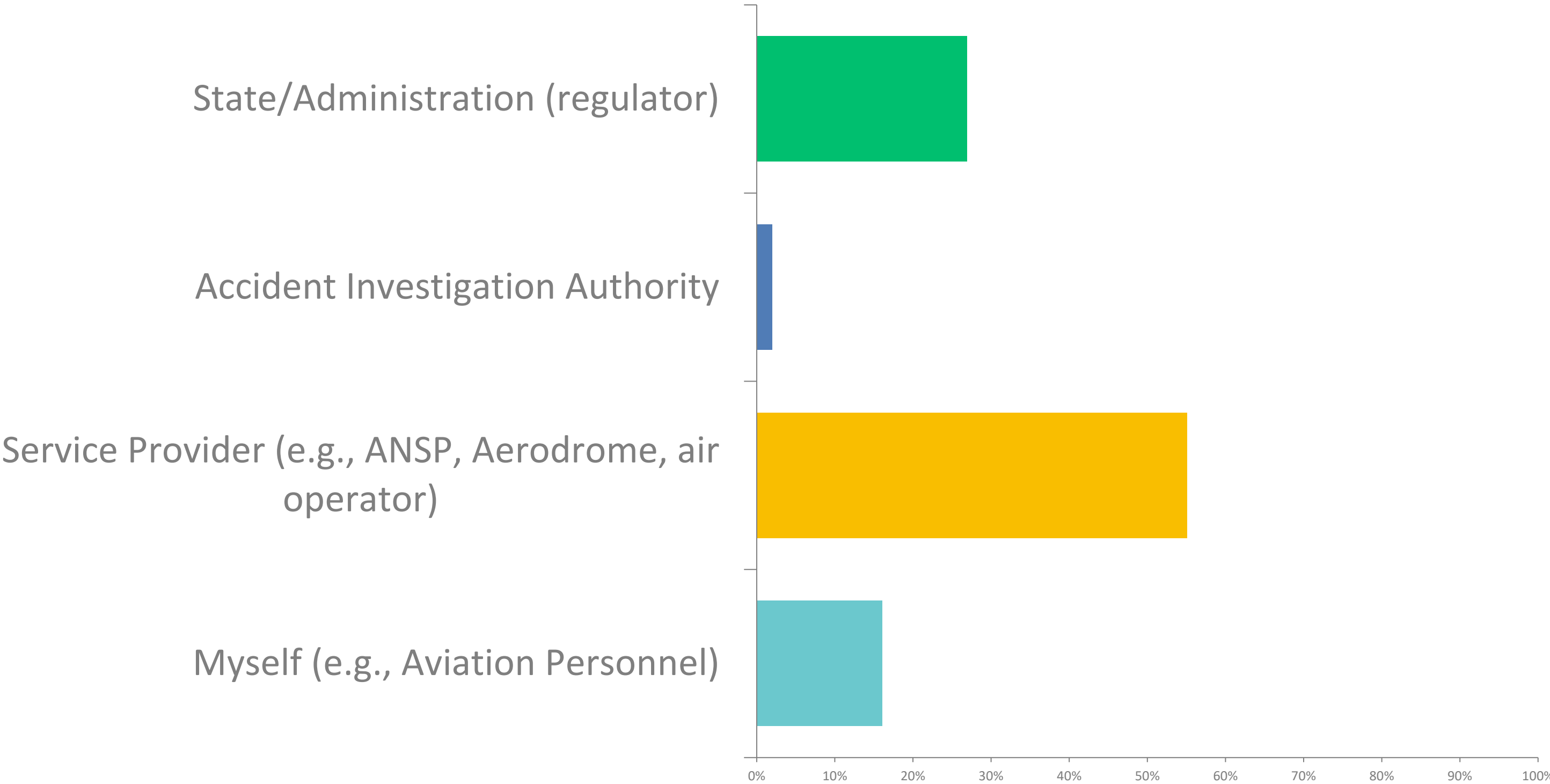
Total Responses

Date Created: Monday, September 30, 2024

Complete Responses: 305

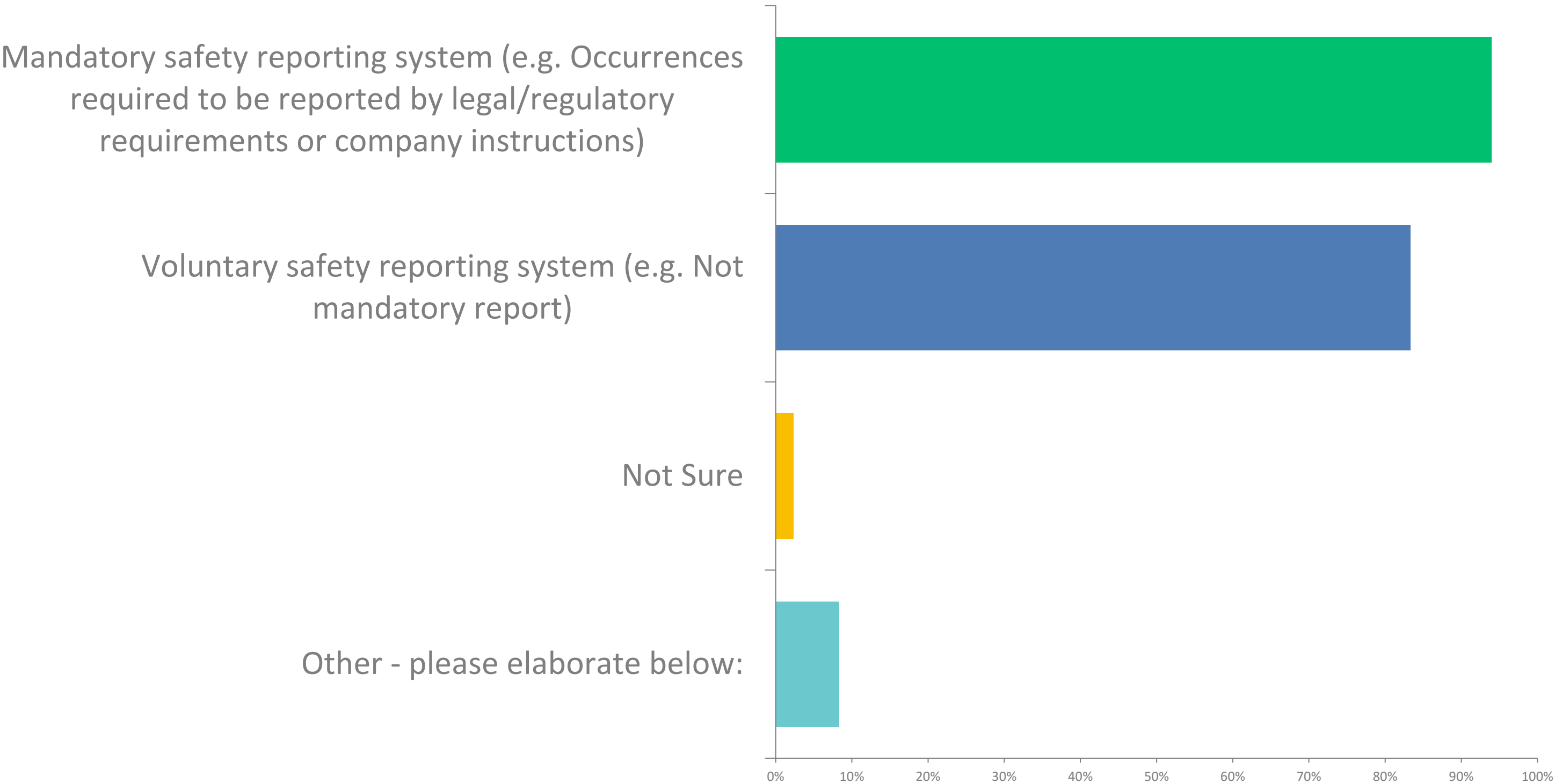
Q1: Who do you represent? Please select only one.

Answered: 305 Skipped: 0



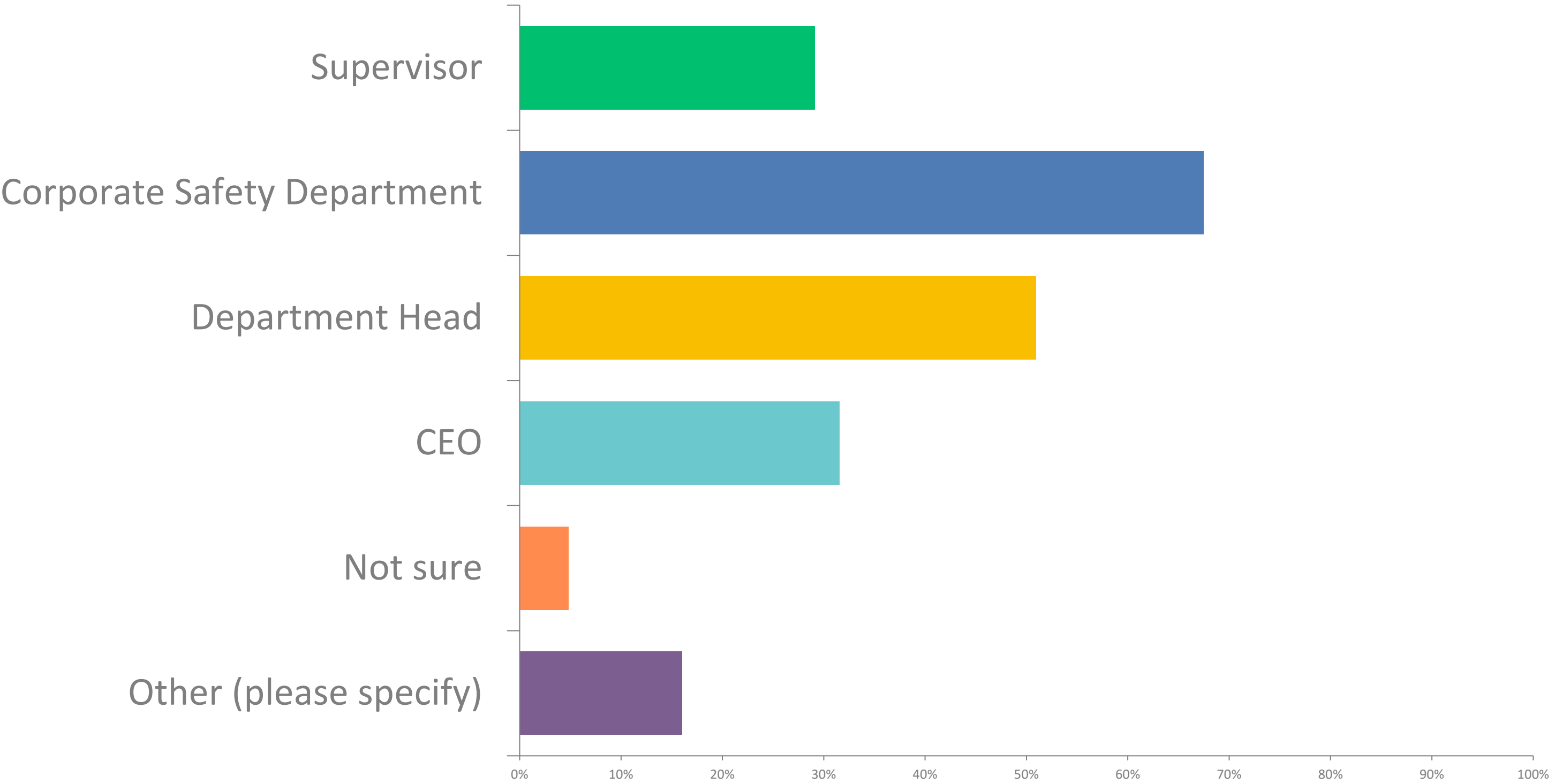
Q6: Please select the type of safety reporting systems (see descriptions in ICAO Annex 19) managed by your organization. (You may select more than one answer)

Answered: 300 Skipped: 5



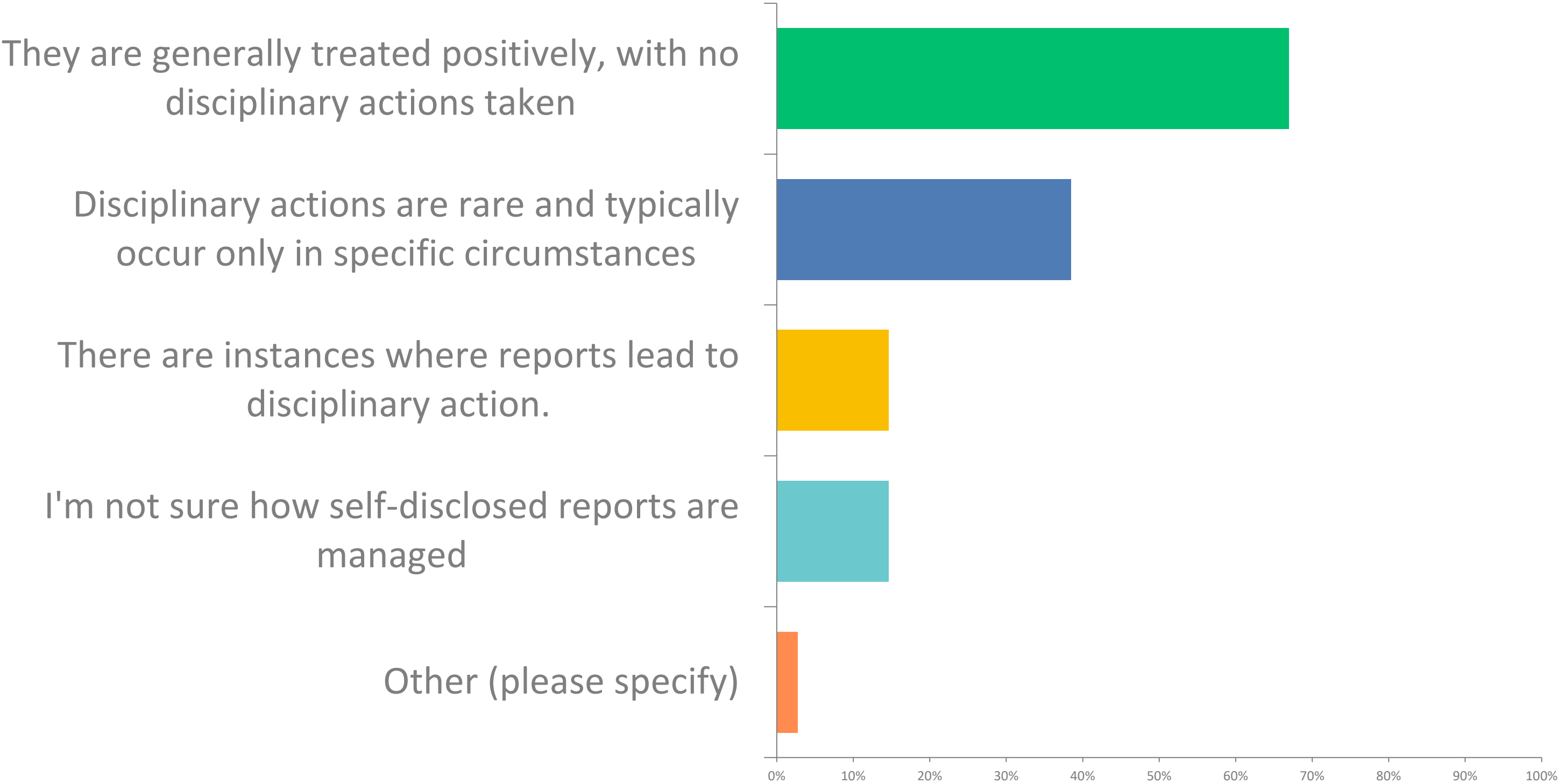
Q15: Which personnel in your organization may access company’s safety reports or data (including reports which have not been de-identified)? You may select more than one answer below.

Answered: 206 Skipped: 99



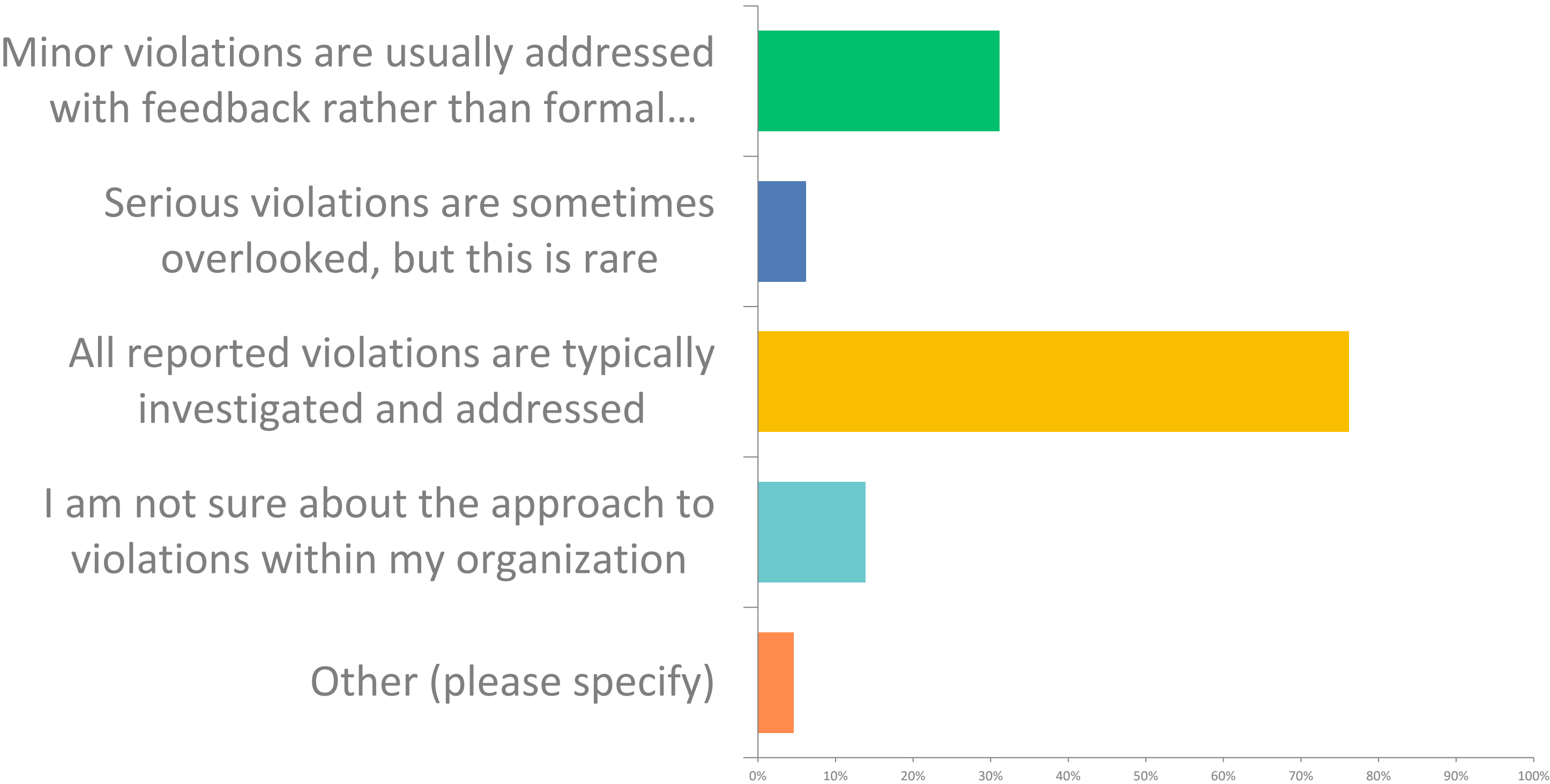
Q18: In your organization, how are self-disclosed reports typically handled? You may select more than one answer.

Answered: 260 Skipped: 45



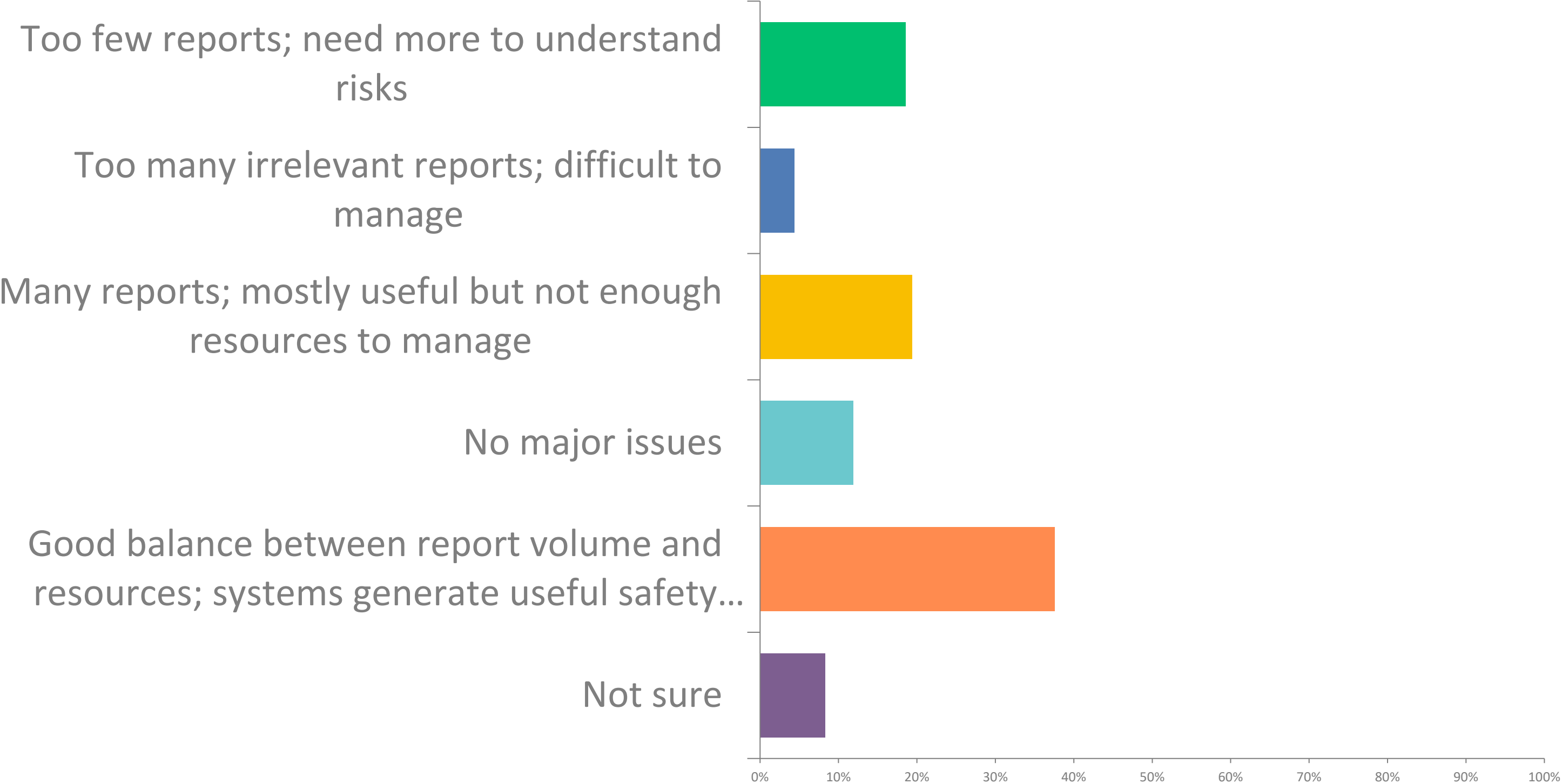
Q19: How does your organization or State / Administration approach violations related to safety reporting? You may select more than one answer.

Answered: 260 Skipped: 45



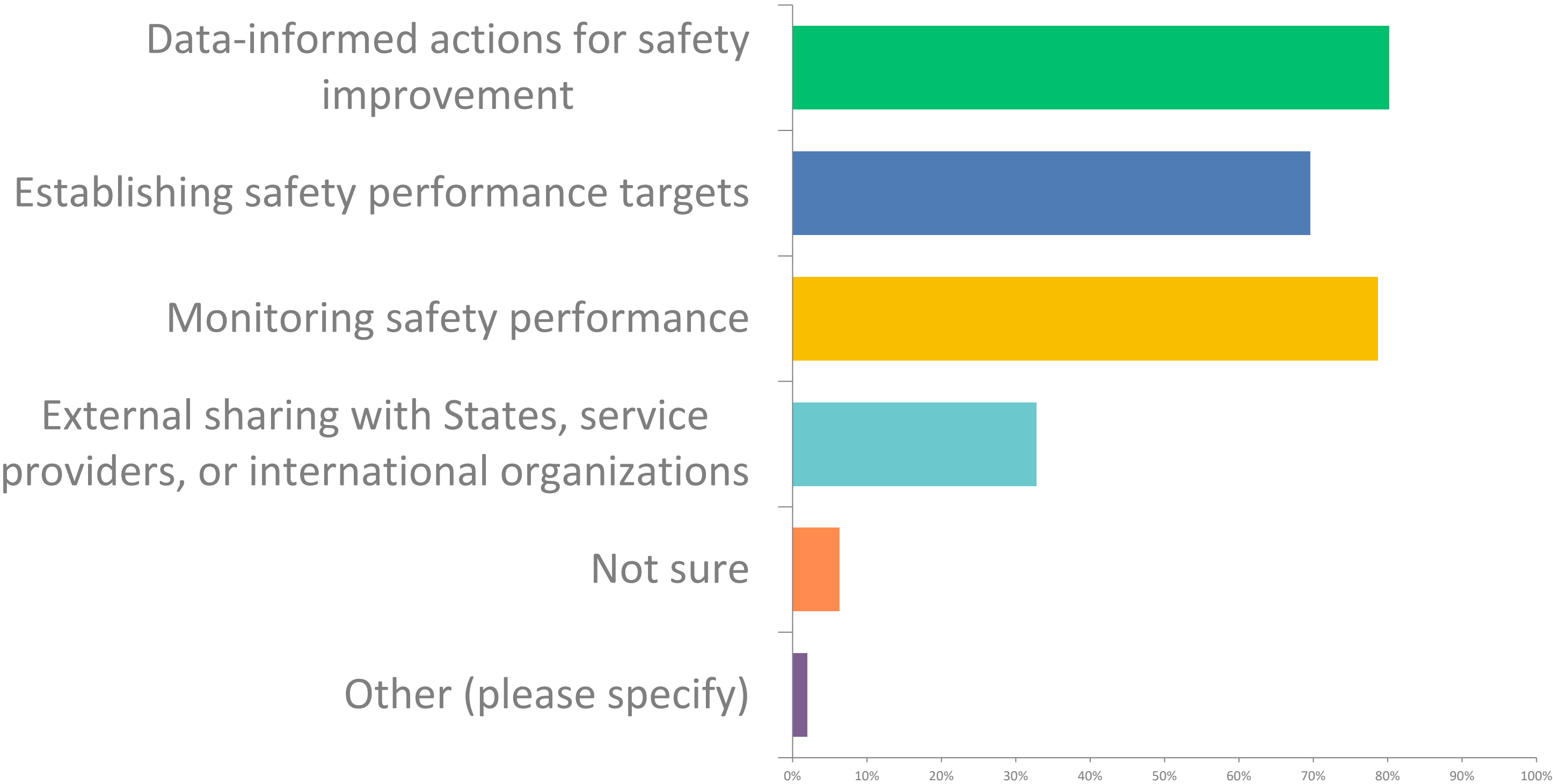
Q20: How would you characterize your organization's implementation of safety reporting systems? Please share any challenges or successful strategies that have produced useful safety intelligence. Please select only one answer.

Answered: 253 Skipped: 52



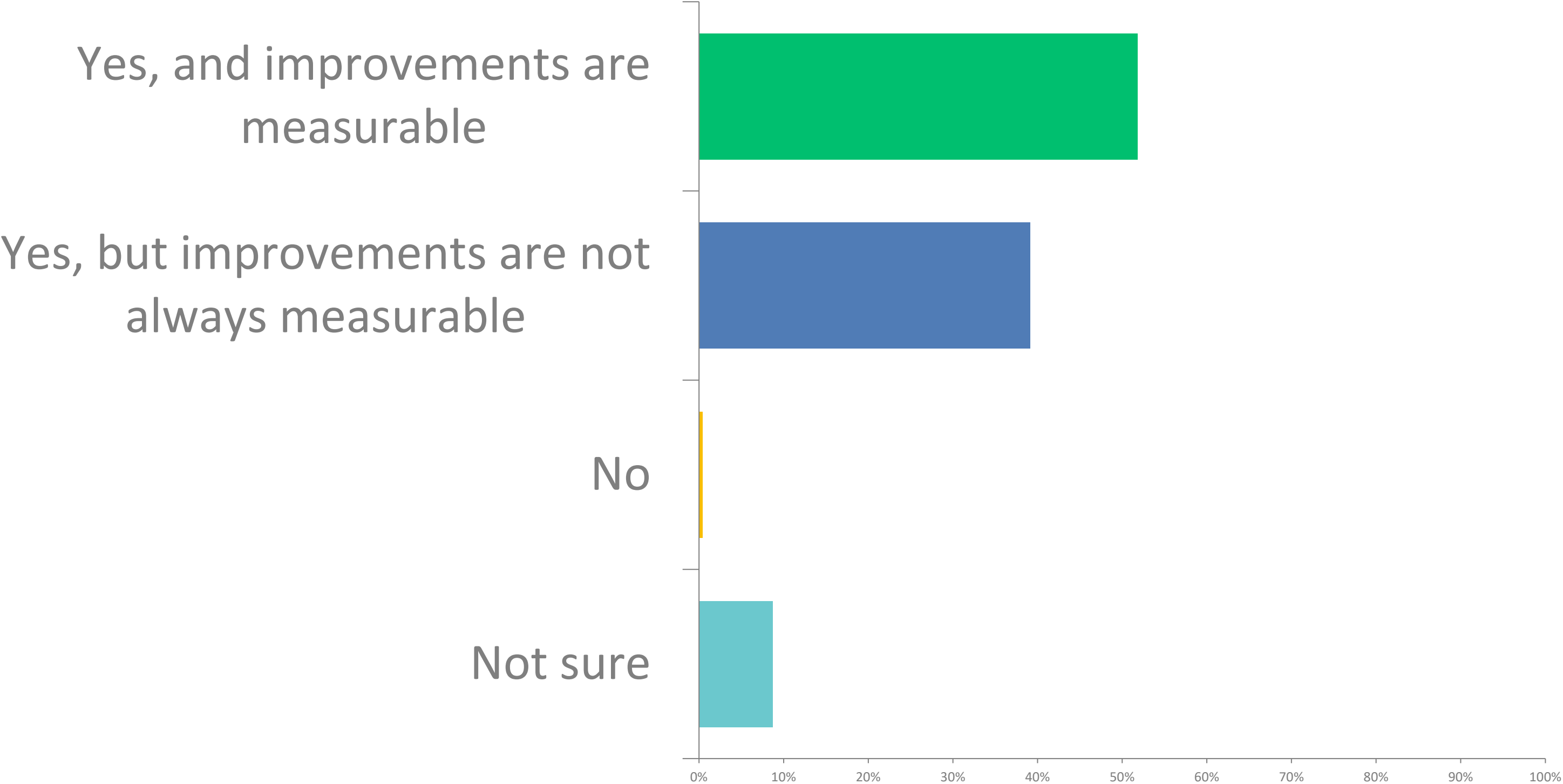
Q21: How does your organization utilize safety information or data? You may select more than one answer.

Answered: 253 Skipped: 52



Q23: Has your organization benefited from safety data derived from reporting systems? If yes, can safety improvements be measured? Please select only one answer. You can also add additional information in the comment box below.

Answered: 253 Skipped: 52



SESSION 4 | Safety Reporting Systems (Mandatory/Voluntary)



Mr. Daniel Cruz

Bangkok Project Office
Manager | ATM/ANS &
Safety Intelligence Expert

European Union Aviation
Safety Agency

Moderator



**Mr. Muhammad
Nazirul Izzat bin Mahat**

Principal Assistant
Director

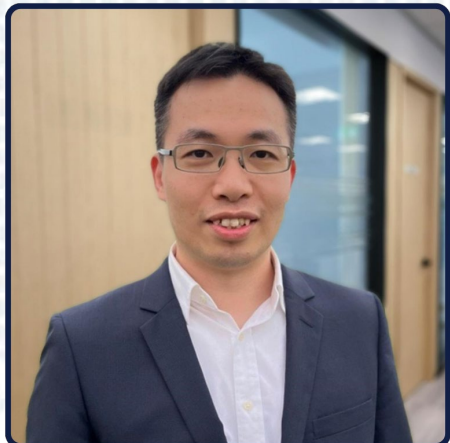
Civil Aviation
Authority of Malaysia



Mr. Sophondarith Tan

Director of Quality
Assurance Standards and
Safety Department

State Secretariat of Civil
Aviation of Cambodia



Mr. Monty Yeung

Head of Corporate
Quality, Safety and
Security

Greater Bay Airlines



Ms. Samantha Basnayake

Safety Assurance Lead

Airservices Australia



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AGENDA

Moderated Discussion
Questions

Session 4 Q&A | Safety Reporting Systems

56
VOTES

+56

-0

Anonymous • 04 Feb 2025, 09:18 AM • Allowed • Answered

How can you measure the effectiveness of safety culture?



37
VOTES

+37

-0

Anonymous • 04 Feb 2025, 09:35 AM • Allowed • Answered

How to measure effectiveness of Safety Reporting System?



15
VOTES

+15

-0

Anonymous • 04 Feb 2025, 09:40 AM • Allowed • Answered

How can we encourage foreign airlines to report occurrences through the Safety Reporting System?



7
VOTES

+7

-0

Anonymous • 04 Feb 2025, 09:19 AM • Allowed • Answered

How should violations be differentiated from errors in a safety reporting system?



4
VOTES

+4

-0

Anonymous • 04 Feb 2025, 09:38 AM • Allowed • Answered

one occurence can be reported by many operator such as ANSP, Airport Operator, Airline, their taxonomy on reporting could be different , how to standarize them ?



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TEA BREAK

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SESSION 5 | Reporting & Just Culture Application



Mr. Md Nastain Bin Mahazur

Director ANSP Division

CAAM

Moderator



Mr. Job Brüggen

Safety Officer,
Operational Risk
Management

LVNL ATC Netherlands



Mr. Adrian Abraham

Regional Safety Director –
Southeast Asia

Airbus



Dr. Pete McCarthy

Head of Group
Human Factors

Cathay Pacific Airways



Mr. John Thomson

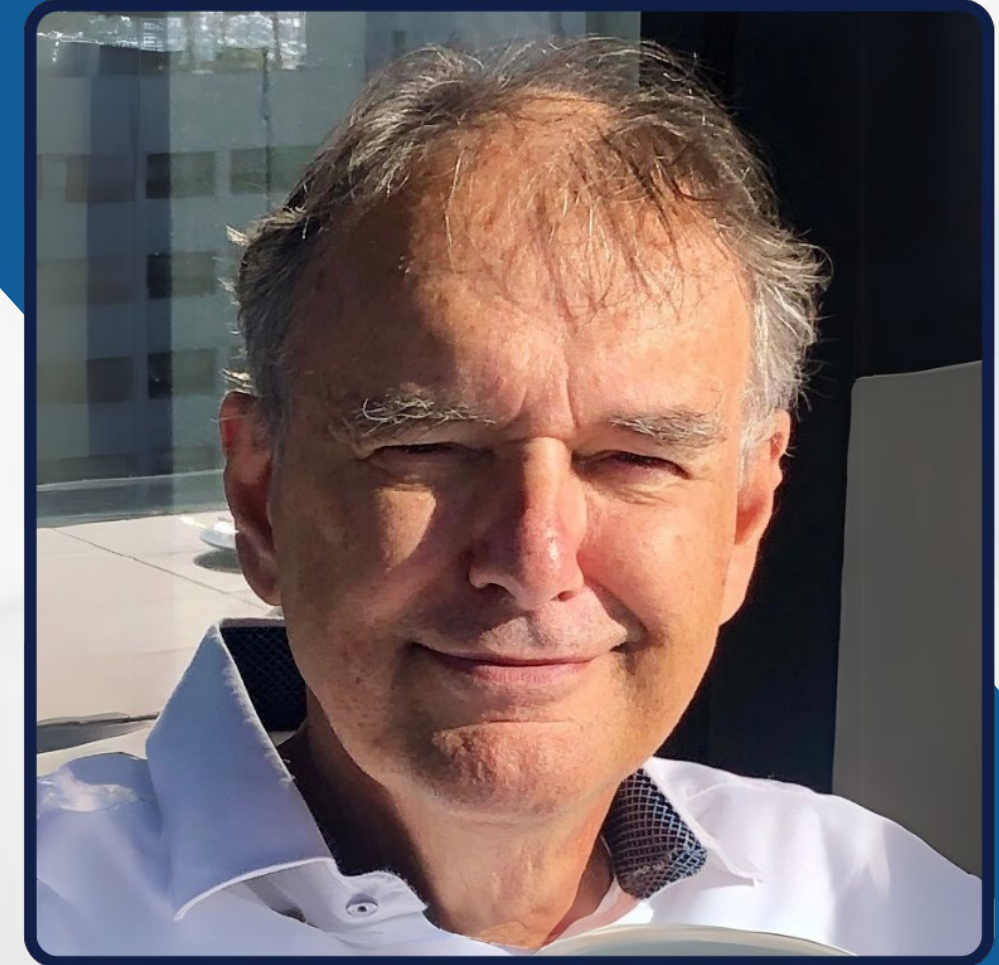
Senior Technical Advisor –
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Just Culture

Mr. Job BRÜGGEN

Safety Officer, Operational Risk Management
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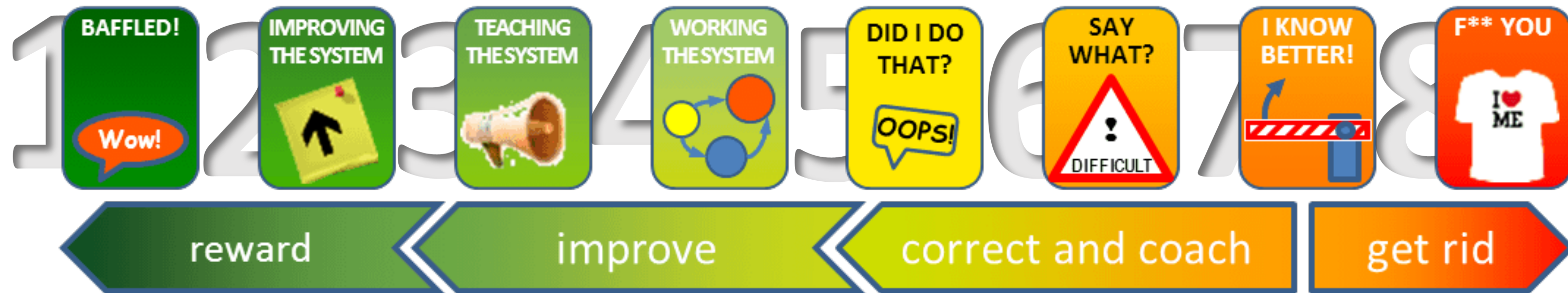
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Just Culture

ir. Job Brüggen

Safety Officer
Luchtverkeersleiding Nederland

Interpret human behaviour



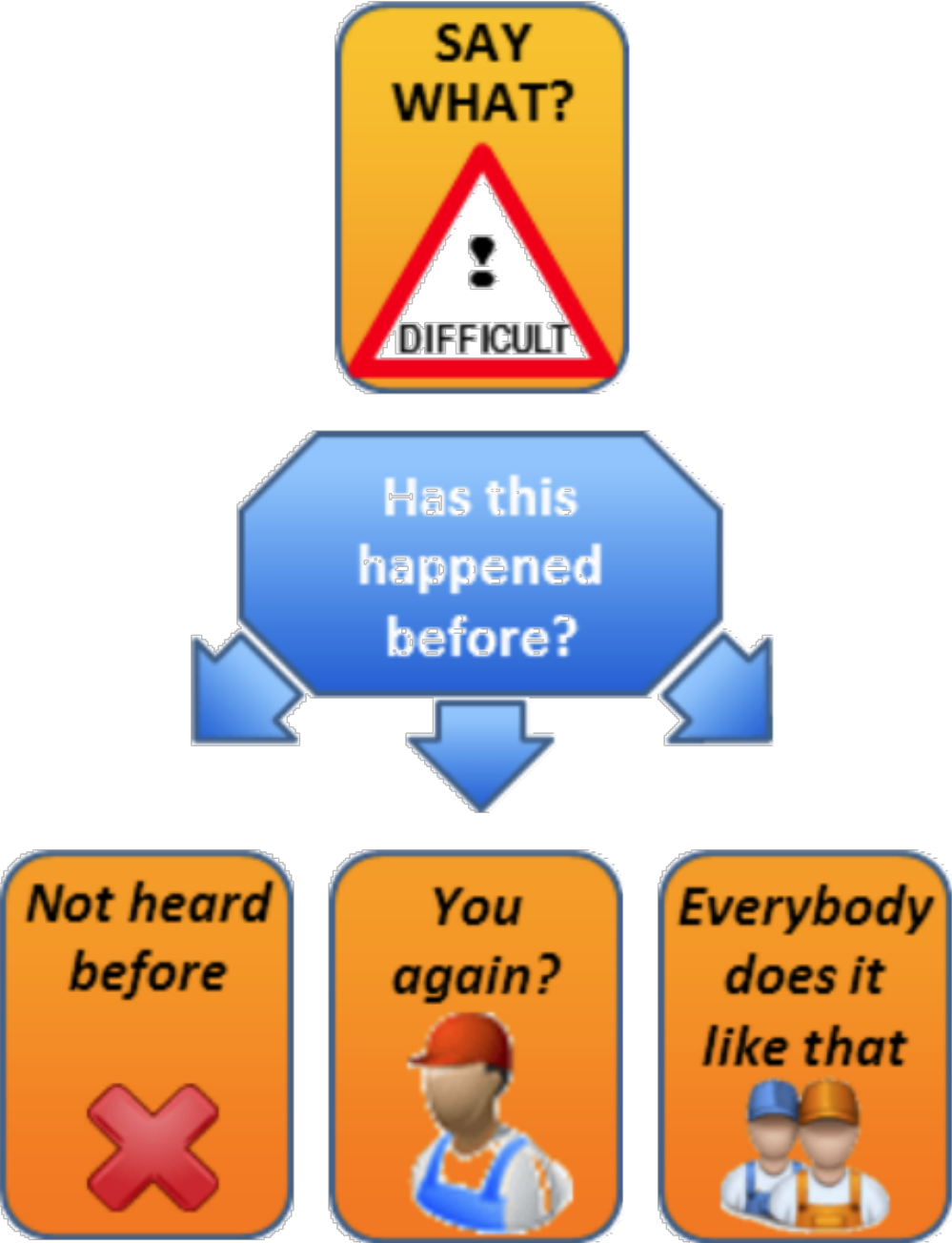
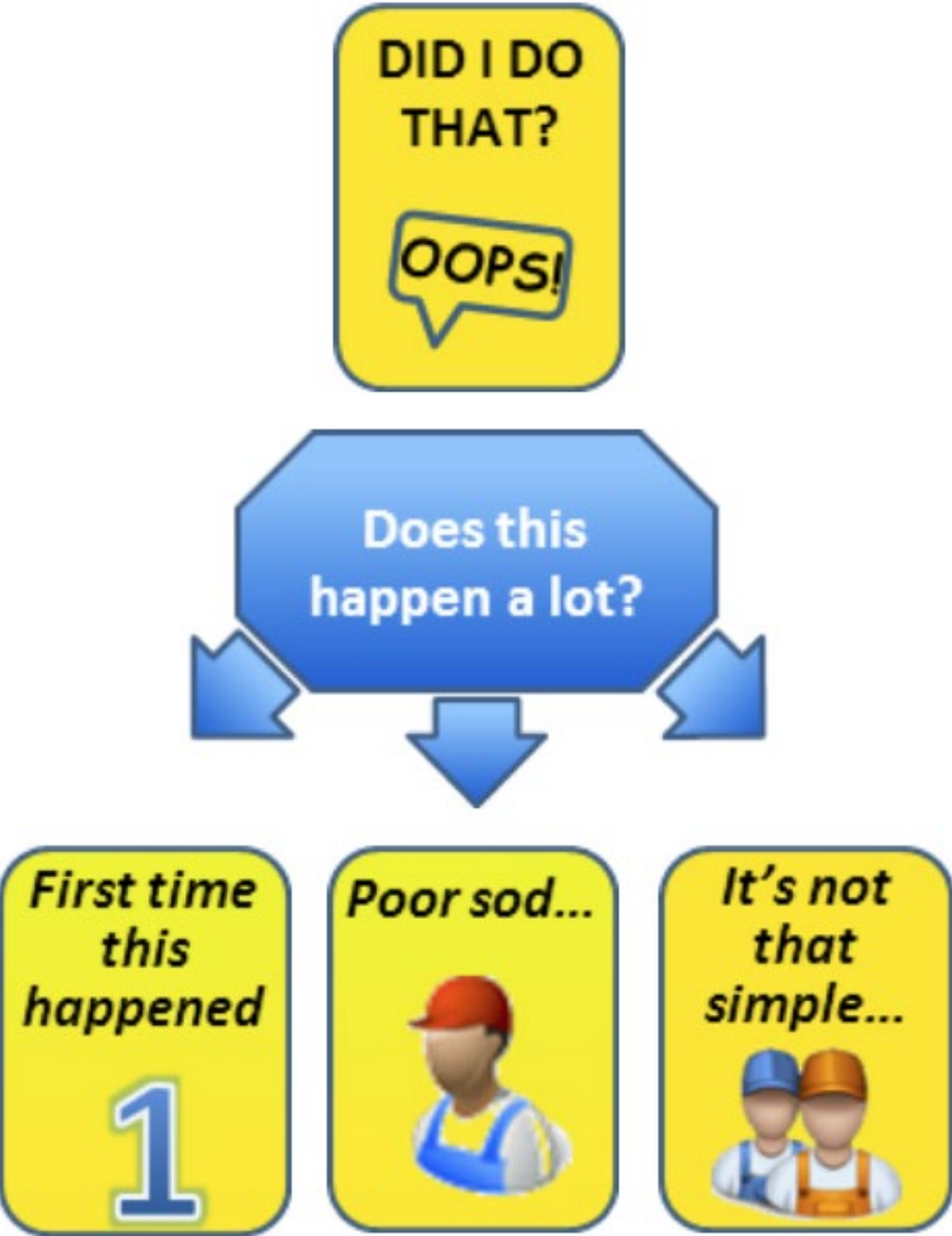
Applying:

- Repeatability test
- Substitution test
- Role of the manager

While avoiding:

- Fundamental Attribution Error

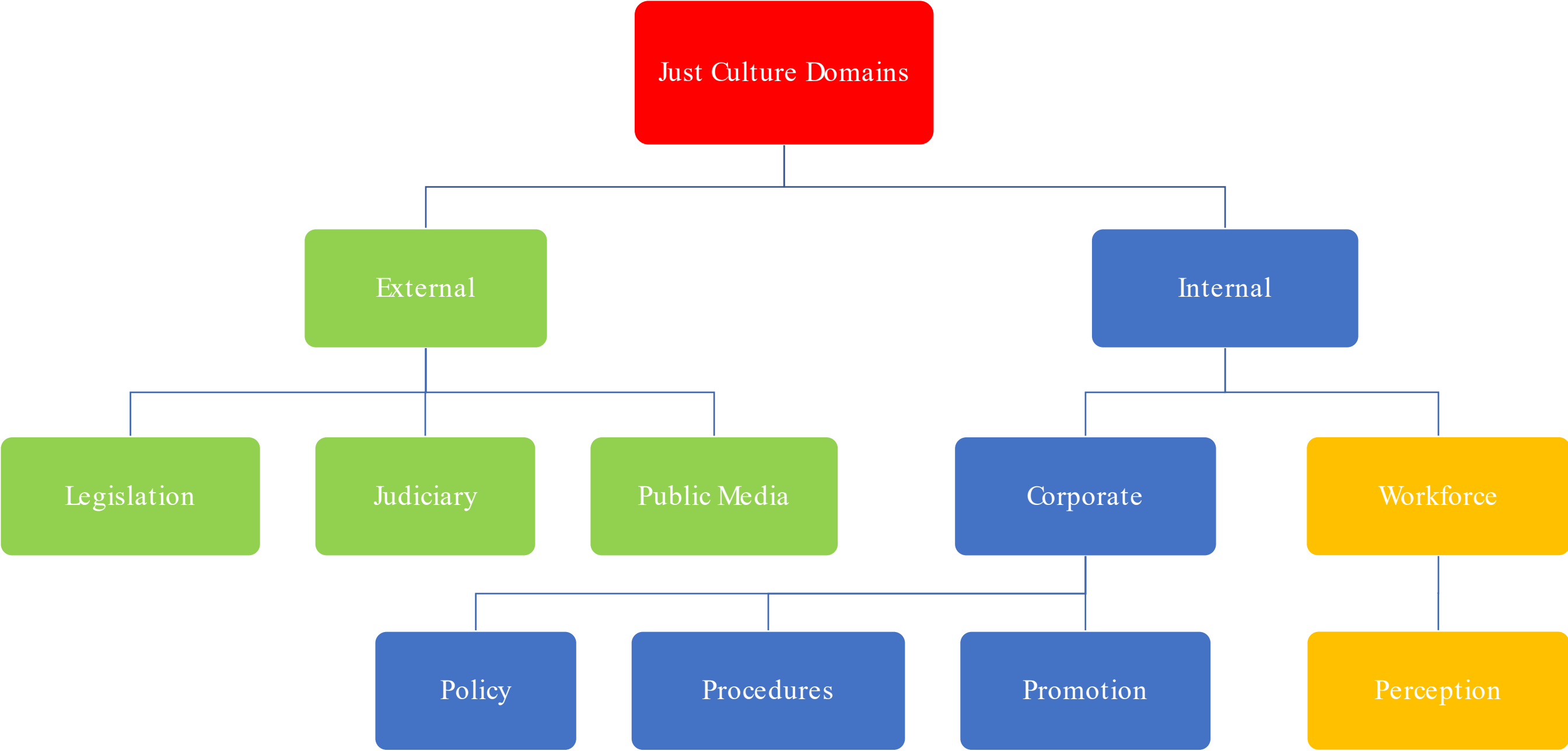
Repeatability tests



Substitution Test (Neil Johnston)

- Substitute the individual concerned for someone else coming from the same area of work and having comparable experience and qualifications.
- Then ask the question: 'In the light of how events unfolded and were perceived by those involved in real time, is it likely that this new individual would have behaved any differently?'
- If the answer is 'probably not' then apportioning blame has no material role to play.
- He adds that this test can be expanded upon by asking the individual's peers: Given the circumstances that prevailed at the time, could you be sure that you would not have committed the same or similar type of unsafe act?'
- If the answer again is 'probably not', then blame is inappropriate.

What influences your Just Culture Climate?



Just Culture Toolbox



Policy



**Joint
Committee**



**Protection
of data**



**Protection
of people**



Benchmark



**Interpreting
human
behaviour**



Methodologies



Promotion



Training



**Legal
support**



Measure



**Commitment
of staff**





SESSION 5 | Reporting & Just Culture Application



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Mr. John Thomson

Senior Technical Advisor –
Safety Management

UKCAAi

Session 5 Q&A | Reporting & Just Culture Application

31

VOTES

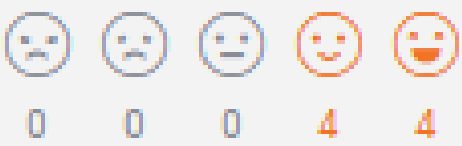
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-0

Anonymous • 04 Feb 2025, 09:59 AM • Allowed • Answered

How to deal with Punitive actions without hampering just culture?

Answer ratings Very Good



18

VOTES

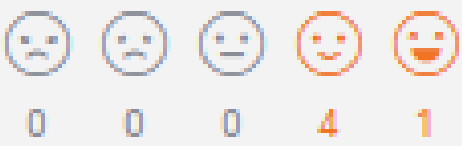
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Anonymous • 04 Feb 2025, 10:45 AM • Allowed • Answered

Intentional violations requires punishments in any SMS systems. But what are the methods available for SMS professionals to proof ones' intentions' to violations?

Answer ratings Good



12

VOTES

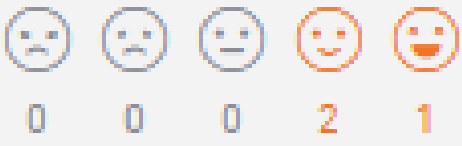
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-0

Atul kumar singh • 04 Feb 2025, 10:34 AM • Allowed • Answered

How to draw the line between punitive and non-punitive action whenever the safety report is being raised by reporter as it may contains the violations also

Answer ratings Good



6

VOTES

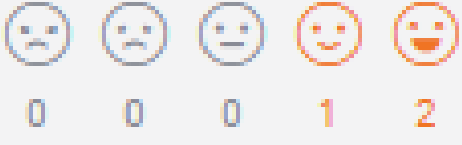
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Anonymous • 04 Feb 2025, 11:07 AM • Allowed • Answered

In Cathay Pacific, how is the Just Culture practiced for incidents and accidents? Is there a committee? If so, how many members in the committee and who runs the committee?

Answer ratings Very Good



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