

ICAO Asia Pacific Safety Management Seminar 2025 Pre-Seminar Survey : Safety Reporting System

Action Needed

APAC States/Administrations are kindly requested to submit responses to survey for consideration by the ICAO and the Seminar Organizing Committee **by not later than 6 January 2025**.

All responses are to be submitted **online by clicking on this [link](#)**. Survey questions are included here as reference only.

- **State/Administration** –
 - **One response per regulator and/or accident investigation authority as applicable**, and
 - Disseminate survey to your regulator, accident investigation authority as applicable and all applicable service providers (industry) in your jurisdiction;
- **Service Providers** –
 - **One response from each separate operational service provider (industry)** subject to requirements for Safety Management System (SMS) by ICAO Annex 19 or the authority of State/Administration, and
 - Service providers (industry) should be encouraged to invite **as many as possible** of their personnel to complete the survey.

Purpose

This survey aims to gather valuable insights from States/Administrations, industry and/or aviation professionals like you regarding the current use of Safety Reporting Systems.

The effectiveness of these systems relies heavily on a positive reporting culture. How can States/Administrations and the industry foster an environment that encourages reporting and enhances system effectiveness? While protecting systems and sources is essential, is there a universal solution, or do effective implementations vary by context?

The collective findings may be shared during the seminar, and all responses will remain anonymous.

Survey Completion Guideline

For aviation personnel, if the questions refer to SMS or SSP, please provide response to your best knowledge, or indicate “Not sure”.

The following links provide useful references used for development of this survey:

1. [ICAO APAC 2021 Safety Culture Workshop](#)
2. [Flight Safety Foundation: Cultivating a Safety-Centric Culture in Aviation: Leadership in Asia Pacific](#)
3. [Flight Safety Foundation: Integrating Learning From All Operations into the Components of a Safety Management System \(SMS\)](#)

Note : 1) Fields marked with an asterisk (*) are mandatory
2) The term "Organization" refers to either a State/Administration (such as a regulator or accident investigation authority) or an industry service provider.

A. Respondent Information	
*1.	Who do you represent? (Please select only one.) ☐ State/Administration (regulator) ☐ Accident Investigation Authority ☐ Service Provider (e.g., ANSP, Aerodrome, air operator) ☐ Myself (e.g. Aviation personnel)
*2.	Please select your type of organization from the drop down menu (i.e. Civil Aviation Authority, Air Operator, ANSP, etc.) (Please select only one.) ☐ Civil Aviation Authority ☐ Accident Investigation Authority ☐ Commercial Air Operator ☐ General Aviation Air Operator ☐ Approved Maintenance Organization (AMO/MRO) ☐ Manufacturing Organization of aircraft, engines or propellers organization ☐ Type design organization of aircraft, engines or propellers organization ☐ Air Navigation Service Provider ☐ Approved Training Organization with Flight Operations ☐ Aerodrome operator
3.	Please enter the name of your organization:
*4.	Please enter your Department Name and Position:
5.	Please enter your email address if you wish to be updated after the seminar:
B. General Survey Questions	
*1.	Please select the type of safety reporting systems[#] managed by your organization. <i>(# - Please refer to "safety reporting systems" in ICAO Annex 19)</i> ☐ Mandatory safety reporting system (e.g. Occurrences required to be reported by legal/regulatory requirements or company instructions) ☐ Voluntary Safety Reporting System (e.g. not-mandatory reports) ☐ Not Sure ☐ Other (please elaborate): _____
For each of the following categories, does your organization currently collect safety data?	
*1.	Do you have a safety reporting system for aircraft operations? (Please select only one answer) ☐ Yes ☐ No - but may be included in the future ☐ No - not useful ☐ Not Applicable ☐ Not Sure
*2.	Do you have a safety reporting system for aircraft maintenance? (Please select only one answer) ☐ Yes ☐ No - but may be included in the future ☐ No - not useful ☐ Not Applicable ☐ Not Sure
*3.	Do you have a safety reporting system for Air Navigation Services (ANS)? (Please select only one answer) ☐ Yes ☐ No - but may be included in the future ☐ No - not useful ☐ Not Applicable ☐ Not Sure
*4.	Do you have a safety reporting system for Communications, Navigation and Surveillance Services (CNS)? (Please select only one answer) ☐ Yes ☐ No - but may be included in the future ☐ No - not useful ☐ Not Applicable ☐ Not Sure
*5.	Do you have a safety reporting system for Aerodromes? (Please select only one answer) ☐ Yes ☐ No - but may be included in the future ☐ No - not useful ☐ Not Applicable ☐ Not Sure
*6.	Do you have a safety reporting system for Ground Handlers? (Please select only one answer) ☐ Yes ☐ No - but may be included in the future ☐ No - not useful ☐ Not Applicable ☐ Not Sure
*7.	Do you have a safety reporting system for information from public? (Please select only one answer) ☐ Yes ☐ No - but may be included in the future ☐ No - not useful ☐ Not Applicable ☐ Not Sure
C. Sharing Safety Information	
*1.	Please remind us, are you: ☐ replying on behalf of a Service Provider (e.g., ANSP, airline, airport) or on your own behalf as "personnel" ☐ replying on behalf of State/Administration
*1.	[For Services Provider] 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) ☐ Supervisor ☐ Corporate Safety Department ☐ Department Head ☐ CEO ☐ Not sure ☐ Other (Please elaborate)

*1.	Please select which organization(s) within your State/Administration have access to safety reports, including de-identified reports. (You may select more than one answer below) ☐ Civil Aviation Authority ☐ Air Navigation Service Provider ☐ Accident Investigation Authority ☐ Third parties (e.g. university, contractor) ☐ Not sure ☐ Other (Please elaborate) _____
D. Information Protection Mechanisms	
*1.	What mechanisms does your organization have in place to protect safety reports, according to ICAO Annex 19, Appendix 3? (You may select more than one answer below) ☐ Law ☐ Policy ☐ Regulation ☐ Guidance ☐ Management Commitment (e.g. Safety Policy in SMS/SSP) ☐ Practices for de-identifying reports before sharing ☐ Not sure ☐ Other (Please specify) _____
*2.	In your organization, how are self-disclosed reports typically handled? (You may select more than one answer below) ☐ They are generally treated positively, with no disciplinary actions taken ☐ Disciplinary actions are rare and typically occur only in specific circumstances ☐ There are instances where reports lead to disciplinary action. ☐ I'm not sure how self-disclosed reports are managed ☐ Other (Please specify) _____
*3.	How does your organization or State / Administration approach violations related to safety reporting? (You may select more than one answer below) ☐ Minor violations are usually addressed with feedback rather than formal actions ☐ Serious violations are sometimes overlooked, but this is rare ☐ All reported violations are typically investigated and addressed ☐ I am not sure about the approach to violations within my organization ☐ Other (Please specify) _____
E. Effectiveness of Reporting Systems	
*1.	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) ☐ Too few reports; need more to understand risks ☐ Too many irrelevant reports; difficult to manage ☐ Many reports; mostly useful but not enough resources to manage ☐ No major issues ☐ Good balance between report volume and resources; systems generate useful safety information ☐ Not Sure ☐ You may add additional challenges or strategies: _____
*2.	How does your organization utilize safety information or data? (You may select more than one answer) ☐ Data-informed actions for safety improvement ☐ Establishing safety performance targets ☐ Monitoring safety performance ☐ External sharing with States, service providers, or international organizations ☐ Not Sure ☐ Other (please specify): _____

*3.	Do you see indicators that individuals in your organization trust the reporting system? <i>You may select more than one answer.</i> ☐ Yes, there is visible leadership support for the reporting system ☐ Yes, individuals can report without fear of negative consequences ☐ Yes, staff are encouraged to report issues during training sessions ☐ Yes, there are regular communications about the importance of safety issues ☐ Yes, reporting programs adequately capture concerns ☐ Yes, reports are anonymized effectively to protect the identity of the reporters ☐ Yes, reported issues thoroughly investigated ☐ Yes, safety issues are resolved appropriately ☐ Yes, staff receive timely feedback on their reports ☐ Yes, follow-up actions are communicated clearly to staff ☐ Yes, there are visible improvements in safety practices as a result of reported issues ☐ Yes, feedback mechanisms allow staff to express concerns about the reporting process itself ☐ Yes, there are recognized rewards or recognition for reporting safety issues ☐ No indicators of trust exist ☐ Other <i>(please specify)</i>:
*4.	Has your organization benefited from safety data derived from reporting systems? If yes, can safety improvements be measured? <i>Please select only one answer/ add additional information below.</i> ☐ Yes, and improvements are measurable ☐ Yes, but improvements are not always measurable ☐ No ☐ Not sure ☐ Other <i>(Please specify)</i>
F. Evaluating the Effectiveness of Safety Reporting Systems	
	How does your organization evaluate the effectiveness of its Safety Reporting System and the supportive culture that facilitates risk capture and improvements? <i>Please consider the following aspects and provide more information as appropriate.</i>
1.	What metrics or indicators do you use to assess the effectiveness of your Safety Reporting System? <i>(please elaborate)</i>
2.	How do you gather feedback from staff regarding the reporting process? <i>(please elaborate)</i>
3.	What role does leadership play in evaluating and supporting the reporting system? <i>(please elaborate)</i>
4.	Are there regular assessments or reviews conducted to identify areas for improvement? <i>(please elaborate)</i>
5.	How do you measure the impact of reported safety issues on operational practices? <i>(please elaborate)</i>
6.	What strategies do you use to foster a positive reporting culture? <i>(please elaborate)</i>
G. Effectiveness of Regulatory Approach	
1.	How have States/Administrations fostered a culture that encourages reporting and enhances the effectiveness of these systems? <i>(please elaborate)</i>
2.	In what ways do States/Administrations support systemic safety culture across various aviation service providers? <i>(please elaborate)</i>
3.	How have States/Administrations positively influenced the safety culture of Air Navigation Service Providers regarding Safety Reporting? <i>(please elaborate)</i>
H. Expectations for the Seminar	
1.	Please let us know if you have any comments or questions you would like to be addressed during the seminar.

Thank you for completing this survey, we appreciate your inputs.