

ICAO Asia Pacific Safety Management Seminar 2025 Pre-Seminar Survey : ANSPs' Role in SSP/SMS/Global Safety

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 in **Questionnaire 1** (For State/Administration (regulator)) and **Questionnaire 2** (for ANSPs and their personnel) are included here as reference only.

- **State/Administration** –
 - **One response per State/Administration**, and
 - Disseminate survey to your Air navigation Service Providers (ANSPs);
- **Air navigation service (ANS) provider** –
 - **One response from each separate operational ANS organization** under the authority of State/Administration, and
 - ANSPs should be encouraged to invite **as many as possible** of their personnel to complete the survey.

Purpose

The survey aims to gather valuable insights from States/Administrations, ANSPs and ANS personnel regarding the current application and maturity level of your ANSPs' safety management system (SMS), ANSPs' role in aviation safety, and sharing with SSP and other external stakeholders under appropriate confidentiality/information protection arrangement.

The effectiveness of safety reporting systems relies heavily on a positive reporting culture. How can State/Administrations and ANSPs 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.

Your information on your ANSP's Safety Reporting Systems and Safety Performance Indicators (SPIs) will provide insights on common practice in this region. The collective results may be shared during the seminar, and all responses will remain anonymous.

Survey Completion Guideline

For ANS personnel, if the questions refer to ANSPs' SMS, please provide response to your best knowledge, or indicate "Not sure".

For States/Administrations, if the questions refer to ANSPs' SMS, please provide a high level overview of your ANSPs' performance or practices, or indicate "Not sure".

Please click on the following links for an ICAO References that provide examples of ANSP SPIs:

1. [ICAO Indicator Catalogue](#)
2. [Refer page 49 of proposed update to ICAO Global Air Navigation Plan \(GANP\)](#)

Note : 1) Fields marked with an asterisk (*) are mandatory.
2) The term "Organization" in the context of this survey refers to an Air Navigation Service Provider.

A.	Respondent Information
*1.	Please enter the name of your organization: _____
*2.	Please enter your Department Name and Position: _____
3.	Please enter your email address if you wish to be updated after the seminar: _____
*4.	Who do you represent ? <i>(Please select only one)</i> ☐ State/Administration (regulator) ☐ ANSP ☐ Myself <i>(e.g. Aviation personnel)</i>

QUESTIONNAIRE 1: for State/Administration (regulator)

B.	SMS Questions for States/Administrations that Oversight an ANSP
*5.	How would you rate your ANSP's SMS in general? ☐ SMS not yet established ☐ SMS being established ☐ SMS somewhat established ☐ SMS mature and effective ☐ Not Sure Comments? _____
*6.	How often does your ANSP regularly review and analyse data to manage safety risks? <i>(Remarks : see Annex 19 "The service provider shall develop and maintain a process that ensures analysis, assessment and control of the safety risks associated with identified hazards Note — The process may include predictive methods of safety data analysis.")</i> ☐ Only when incidents occur ☐ At regular intervals <i>(monthly, quarterly, etc.)</i> ☐ Ongoing, we continually review and analyse data ☐ Not Sure Comments? _____
*7.	What are the biggest challenges experienced by your ANSPs ? SMS Component 1 (Safety Policy and Objectives). <i>(You may select more than one answer)</i> ☐ Appointment of key safety personnel ☐ Coordination of ERP ☐ SMS documentation
*8.	SMS Component 2 (Safety Risk Management). <i>(You may select more than one answer)</i> ☐ Hazard identification ☐ Safety risk assessment & mitigation
*9.	SMS Component 3 (Safety Assurance). <i>(You may select more than one answer)</i> ☐ Safety performance monitoring/measurement ☐ Internal audit ☐ Change management ☐ Evaluation of effectiveness of SMS for continuous improvement
*10.	SMS Component 4 (Safety Promotion). <i>(You may select more than one answer)</i> ☐ Training ☐ Internal/external safety communication
11.	Any remarks? <i>Please enter them below.</i> _____
C.	Safety Reporting Systems and Safety Data/Information
*12.	What systems are used to collect safety reports from your ANSP? ☐ Mandatory safety reporting system <i>(e.g. Occurrences required to be reported by legal/regulatory requirements or company instructions)</i> ☐ Voluntary safety reporting system <i>(e.g., not mandatory report)</i> ☐ Not Sure ☐ Other System <i>(please elaborate):</i> _____
13.	What ANS safety data/information are being captured by your SSP?
*14.	What are your SPIs? You may select more than one answer. ☐ No. of aircraft accidents ☐ No. of runway incursions ☐ No. of runway excursions ☐ No. of airprox/TCAS alert /loss of separation /near mid-air collisions /mid-air collisions ☐ Not Sure ☐ Other ANSP SPIs? _____

*15.	Please indicate your level of agreement with the following statement: ANS personnel can report safety issues to your ANSPs without fear of negative consequences. ☐ Strongly agree ☐ Agree ☐ Neither agree nor disagree ☐ Disagree ☐ Strongly Disagree
*16.	Please indicate your level of agreement with the following statement: ANS personnel receive timely feedback from your ANSP on how their safety concerns are being addressed. ☐ Strongly agree ☐ Agree ☐ Neither agree nor disagree ☐ Disagree ☐ Strongly Disagree
*17.	Please indicate your level of agreement with the following statement: Safety issues are investigated by your ANSP to find underlying causes, rather than to place blame in their organization. ☐ Strongly agree ☐ Agree ☐ Neither agree nor disagree ☐ Disagree ☐ Strongly Disagree
*18.	Describe how your ANSP usually maintains employee confidentiality when reporting issues below (or select "not sure") ☐ Not Sure ☐ Description: _____
*19.	Describe any personal, social, or legal consequences faced by individuals who make mistakes (if any.) ☐ Not Sure ☐ Description: _____
D.	ANSP Information Sharing
*20.	Does your State/Administration share safety information externally under appropriate safety information protection arrangements)? (You may select more than one answer) <i>(Remarks : see SOE : "Appropriate safety information and knowledge is shared with industry stakeholders. Information disclosure complies with agreed publication and confidentiality policies / agreements.")</i> ☐ Yes, with international organizations (e.g. ICAO, CANSO) for safety analysis ☐ Yes, with other States/Administrations for safety improvement use by their SSPs ☐ Yes, with other ANSPs for safety improvement use by their SMS ☐ No
21.	Does your State/Administration have an effective mechanism in place with periodic sharing? (Please select the most appropriate response(s) below. You may select more than one answer.) ☐ The organization measures the effectiveness of communications with industry stakeholders. ☐ The organization actively shares safety data with international bodies to drive safety improvement. ☐ The organization has established a formal process to receive and act on safety data and information exchanged with external stakeholders. ☐ Not Sure ☐ Other (please specify): _____
*22.	Does your State/Administration share safety information externally under appropriate safety information protection arrangements)? With service providers (e.g. ANSPs, AOCs, aerodromes etc): ☐ Yes – regular sharing ☐ No / Rarely shared
23.	• If you answered Yes, what is shared with other SMS regularly or may be provided upon request? _____
*23.	• If you answered No, what data/information are the factors/restrictions that may have hindered sharing? _____

24.	Does your State/Administration share information with other States/Administrations? ☐ Yes – regular sharing ☐ No / Rarely shared
25.	• If you answered Yes , what data/information are shared with States/Administrations for SSP usage regularly or may be provided on request ?
25.	• If you answered No , what are the factors/restrictions may have hindered sharing.
*26.	Does your State/Administration share information with international organizations (e.g., ICAO regional bodies, CANSO, Flight Safety Foundation)? ☐ Yes ☐ No
27.	• If you answered Yes , what data/information are shared regularly or may be provided upon request?
27.	• If you answered No , what are the factors/restrictions that may have hindered sharing.
28.	Please let us know if you have any comments or questions you would like to be addressed during the seminar.

QUESTIONNAIRE 2: for ANSPs or their Personnel

B.	SMS Questions for ANSPs
*5.	How would you rate your organization's SMS? (Please select one answer) ☐ SMS not yet established ☐ SMS being established ☐ SMS somewhat established ☐ SMS mature and effective ☐ Not Sure Comments? _____
*6.	How often does your organization regularly review and analyse data to manage safety risks? <i>(Remarks : see Annex 19 "The service provider shall develop and maintain a process that ensures analysis, assessment and control of the safety risks associated with identified hazards Note — The process may include predictive methods of safety data analysis.")</i> ☐ Only when incidents occur ☐ At regular intervals (monthly, quarterly, etc.) ☐ Ongoing, we continually review and analyse data ☐ Not Sure Comments? _____
	What are your organization's biggest challenges in SMS implementation ?
*7.	SMS Component 1 (Safety Policy and Objectives). (You may select more than one answer) ☐ Appointment of key safety personnel ☐ Coordination of ERP ☐ SMS documentation
*8.	SMS Component 2 (Safety Risk Management). (You may select more than one answer) ☐ Hazard identification ☐ Safety risk assessment & mitigation
*9.	SMS Component 3 (Safety Assurance). (You may select more than one answer) ☐ Safety performance monitoring/measurement ☐ Internal audit ☐ Change management ☐ Evaluation of effectiveness of SMS for continuous improvement
*10.	SMS Component 4 (Safety Promotion). (You may select more than one answer) ☐ Training ☐ Internal/external safety communication
11.	Any remarks? Please enter them below.

C.	Safety Reporting Systems and Safety Data/Information - ANSPs
*12.	Does your organization have a mandatory/voluntary safety reporting systems? (You may select more than one answer) ☐ 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 report) ☐ Not Sure ☐ Other System (please elaborate): _____
13.	What safety data/information are being captured by your SSP/SMS? _____
*14.	What are your organizational SPIs? You may select more than one answer. ☐ No. of aircraft accidents ☐ No. of runway incursions ☐ No. of runway excursions ☐ No. of airprox/TCAS alert /loss of separation /near mid-air collisions /mid-air collisions ☐ Not Sure ☐ Other ANSP SPIs? _____
*15.	Individuals in my organization can report safety issues without fear of negative consequences. (Please select only one answer) ☐ Strongly agree ☐ Agree ☐ Neither agree nor disagree ☐ Disagree ☐ Strongly Disagree
*16.	Individuals in my organization receive timely feedback on how their safety concerns are being addressed. (You may only select one answer) ☐ Strongly agree ☐ Agree ☐ Neither agree nor disagree ☐ Disagree ☐ Strongly Disagree
*17.	Safety issues are investigated to find underlying causes, rather than to place blame in my organization. ☐ Strongly agree ☐ Agree ☐ Neither agree nor disagree ☐ Disagree ☐ Strongly Disagree
*18.	Describe how your organization maintains employee confidentiality when reporting issues. ☒ Not Sure ☐ Describe your organization's system for maintaining employee confidentiality _____
*19.	Describe any personal, social, or legal consequences faced by individuals who make mistakes (if any.) ☐ Not Sure ☐ Describe personal, social, or legal consequences faced by those individuals: _____
D.	Information Sharing - Questions for ANSPs
*20.	Does your organization share safety information externally under appropriate safety information protection arrangements)? (You may select more than one answer) (Remarks : see SOE : "Appropriate safety information and knowledge is shared with industry stakeholders. Information disclosure complies with agreed publication and confidentiality policies / agreements.") ☐ Yes, with international organizations (e.g. ICAO, CANSO) for safety analysis ☐ Yes, with other States/Administrations for safety improvement use by their SSPs ☐ Yes, with other ANSPs for safety improvement use by their SMS ☐ No
*21.	Does your organization have an effective mechanism in place with periodic sharing? (Please select the most appropriate response(s) below. You may select more than one answer.) ☐ The organization measures the effectiveness of communications with industry stakeholders. ☐ The organization actively shares safety data with international bodies to drive safety improvement. ☐ The organization has established a formal process to receive and act on safety data and information exchanged with external stakeholders. ☐ Not Sure ☐ Other (please specify): _____

*22.	Does your organization share safety information externally under appropriate safety information protection arrangements)? With service providers (e.g. ANSPs, AOCs, aerodromes etc): ☐ Yes – regular sharing ☐ No / Rarely shared
23.	• If you answered Yes, what is shared with other SMS regularly or may be provided upon request?
23.	• If you answered No, what data/information are the factors/restrictions that may have hindered sharing?
*24.	Does your organization share information with States/Administrations? ☐ Yes – regular sharing ☐ No / Rarely shared
25.	• If you answered Yes, what data/information are shared with States/Administrations for SSP usage regularly or may be provided on request ?
25.	• If you answered No, what are the factors/restrictions may have hindered sharing.
*26.	Does your organization share information with international organizations (e.g., ICAO regional bodies, CANSO, Flight Safety Foundation)? ☐ Yes ☐ No
27.	• If you answered Yes, what data/information are shared regularly or may be provided upon request?
27.	• If you answered No, what are the factors/restrictions that may have hindered sharing.
*28.	Please select "proceed" to finish the Survey! ☐ Proceed

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