



Agenda Item 1A: Current situation and regional priorities

CHILEAN EXPERIENCE WITH THE ANONYMOUS FLIGHT SAFETY REPORTING SYSTEM (SARSEV)

(Presented by Chile)

SUMMARY	
<p>This paper presents the Chilean experience with regard to the Anonymous Flight Safety Reporting System (SARSEV).</p> <p>ICAO has raised the need for mandatory and voluntary reporting. Within the latter, there is the possibility of confidential reports, which protect the identity of the person making the report.</p> <p>However, in Chilean jurisprudence, this is not possible since all the information contained in these reports, administered by the State in accordance with Chilean law, is public and could be used for legal proceedings. This hinders the reporting process, as people do not want to be exposed upon revealing situations affecting safety, which could lead to retaliation against them.</p> <p>For this reason, Chile has implemented the proactive SARSEV system since 2010.</p>	
<p>Referencie:</p> <p>- https://www.icao.int/about-icao/Council/Pages/ES/Strategic-Objectives.aspx</p>	
<p>ICAO objective:</p>	<p style="text-align: center;"><i>strategic</i> <i>Safety</i></p>

1. Background

1.1 Air navigation safety is the first of the strategic objectives of ICAO as it is the cornerstone of safe operation of all civil aviation under global standards.

1.2 Safety management seeks to proactively mitigate safety risks before they become aircraft accidents or incidents.

1.3 Through the implementation of safety management, States can manage their safety activities in a more disciplined, comprehensive and focused manner. Having a clear understanding of its role and contribution towards safe operations enables a State, and its aviation industry, to prioritise actions to address safety risks and more effectively manage its resources for maximum benefit of aviation safety.

1.4 The effectiveness of a State's safety management activities is strengthened when implemented in a formal and institutionalised manner, through a State Safety Programme (SSP) and Safety Management Systems (SMS) for its service providers. The SSP, combined with the SMS of its service providers, systematically addresses safety risks, improves the safety performance of each service provider, and collectively, improves the safety performance of the State.

1.5 One of the eight pillars of air navigation safety is "effective safety information reporting". Therefore, it is very important to be able to collect information through reporting in order to identify hazards and manage risks in the aviation system.

2. Discussion

2.1 Chilean law states that "the information produced with public budget and all other information held by the Administration bodies is public, whatever its format, support, date of creation, origin, classification or processing...".

2.2 For this reason, any reporting system cannot safeguard the identity of the person reporting any situation related to safety.

2.3 This situation makes people reluctant to report and, consequently, the system in general loses data that could point to hazards. In turn, there is less opportunity to take corrective or preventive action through proactive management.

2.4 Experience has shown that prior to an accident, a number of events often occur which are not always detected and which reveal the existence of safety risks. Considering that their identification and analysis facilitates the definition and implementation of effective preventive measures, we have developed a voluntary, anonymous and non-punitive reporting programme for events that jeopardise safety, whose information is used only for preventive purposes, with no intention of seeking faults or responsibilities.

2.5 To remedy this situation, the Chile developed in 2010 the Anonymous Flight Safety Reporting System (SARSEV).

2.6 SARSEV is a voluntary, non-punitive reporting programme for events that jeopardise safety, the information from which is used for prevention purposes only.

2.7 SARSEV applies to the different actors of national civil aviation, including air carriers engaged in public transport operations and aerial work, general aviation and air clubs.

2.8 Anyone technically or professionally engaged in the National Aeronautical System (SAN), including pilots, cabin crew, air traffic services, maintenance and ground personnel, may report.

2.9 Through SARSEV, users of the aeronautical system have a direct and effective channel to communicate any situation affecting safety, including any errors and risk situations they identify in day-to-day air operations.

2.10 The information obtained through SARSEV is used to:

2.10.1 Identify hazards in the national aeronautical system, so that preventive measures can be taken.

- 2.10.2 Propose preventive measures to the aeronautical authority.
- 2.10.3 Have a database that allows the extraction of trends and safety indicators.
- 2.10.4 Support aviation research and studies, specifically in the investigation of human factors in safety.
- 2.10.5 Provide a space for users of the system to contribute, by sharing their experience and knowledge, to the improvement of safety.
- 2.10.6 Facilitate the disclosure of human error and unsafe system conditions, enabling others to learn from mistakes made.
- 2.10.7 Provide feedback to users through periodic publications.
- 2.11 SARSEV can be accessed through the following link: www.sarsev.cl.
- 2.11.1 Our statistics for reports received and bulletins published over the last 10 years are as follows:
 - 2.11.2 Reports received: 650
 - 2.11.3 Bulletins published: 23
- 2.12 This system could be useful for all the countries in the Region. An interesting proposal would be to analyse the feasibility and desirability of a system in which SAM States participate all together.
- 2.13 Notwithstanding the above, we could also share operational details if any State would like to implement a similar system.

3. **Suggested action**

- 3.1 The Meeting is invited to:
 - a) take note of the information contained in this working paper; and
 - b) agree that the States of the Region study the convenience of applying the anonymous reporting system, which Chile offers as a validated tool to support safety management, based on its experience with the Anonymous Flight Safety Reporting System (SARSEV).