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No. 29

# CASAS ADVISORY PAMPHLET

**Subject: Voluntary Aviation Safety Reporting System (VASRS)**

**Date: 26/01/2015**

## **PURPOSE**

In addition to the system of mandatory reporting, CASAS has put in place a system of voluntary and confidential reporting to collect and analyze information on observed deficiencies in aviation which are not required to be reported under the system of mandatory reporting, but which are perceived by the reporter as an actual or potential hazard. In this voluntary reporting system, the reporting person, without any legal or administrative requirement to do so, may submit a voluntary incident report. It provides a means for all involved in aviation for reporting incidents that are not captured by the mandatory reporting requirements of the CARS.

The key objective of the voluntary and confidential reporting system, is to enhance aviation safety through the collection of reports on actual or potential safety deficiencies that would otherwise not be reported.

Such reports may involve occurrences, hazards or threats relevant to aviation safety. This system does not eliminate the need for mandatory reporting of aircraft accidents and incidents in accordance with CARS Part 5, 6, 8 and 9. Reporters are encouraged to make use of their organization's internal SMS voluntary reporting system where applicable, unless they have no access to such a system or the incident or hazard is deemed beyond the scope of their organization's purview.

The Voluntary Aviation Safety Reporting System (VASRS) is a voluntary, non-punitive, confidential reporting system established by the CASAS. It provides a channel for the

voluntary reporting of aviation occurrences or hazards while protecting the reporter's identity.

## **GENERAL**

Through the VASRS the CASAS endeavors to create the means to act in a pro-active fashion and take appropriate measures in a timely manner in order to completely eradicate existing hazards identified through these reports or to take such measures as to mitigate the risks associated with these hazards.

The VASRS covers areas such as:

- a) Flight operations:
  - i) departure/en route/approach and landing;
  - ii) aircraft cabin operations;
  - iii) air proximity events;
  - iv) weight and balance and performance.
  
- b) Aerodrome operations:
  - i) aircraft ground operations;
  - ii) movement on the aerodrome;
  - iii) fuelling operations;
  - iv) aerodrome conditions or services;
  - v) cargo loading.
  
- c) Air traffic management:
  - i) ATC operations;
  - ii) ATC equipment and navigation aids;
  - iii) crew and ATC communications.
  
- d) Aircraft maintenance:
  - i) aircraft/engine/component maintenance and repair activities.
  
- f) Approved training organizations:
  - i) training activities involving flight operations.
  
- g) Miscellaneous:
  - i) passenger handling operations related to safety;
  - ii) etc.

If you belong to any of these groups, you can contribute to aviation safety enhancement through the VASRS by reporting on occurrences, hazards or threats in the aviation system:

- a) flight and cabin crew members;
- b) air traffic controllers;
- c) licensed aircraft engineers, technicians or mechanics;
- d) employees of maintenance;
- e) aerodrome ground handling operators;

- f) aerodrome employees;
- g) general aviation personnel; or
- h) others.

You should make a report when:

- a) you wish for others to learn and benefit from the occurrence or hazard report, but are concerned about protecting your identity;
- b) there is no other appropriate reporting procedure or channel;
- c) you have tried another reporting procedure or channel without the issue having been addressed.

There are five (5) separate forms to be used for the reporting of aviation occurrences:

- 1) One developed specifically for Air Traffic Controllers;
- 2) One developed for Cabin Attendants;
- 3) One for Flight Crew Members;
- 4) One for Aircraft Maintenance Personnel; and
- 5) One "General" form for use by persons other than those named above.

Each of these forms can be downloaded from our website [www.casas.sr](http://www.casas.sr) and printed. Presently electronic completion of the forms is not possible but after the forms have been filled in by the reporter as completely as possible, they may be scanned and sent via e-mail to [vasrs@casas.sr](mailto:vasrs@casas.sr). This e-mail address appears also on the reverse side of the applicable forms. Forms may also be faxed to the CASAS office using the fax no. +597434371 or deposited in the mailbox placed near the entrance to the CASAS office located at the Zorg & Hoop Airfield.

It must be stressed that this system does not present the reporter a means of evading enforcement due to **willful misconduct or gross negligence**. In addition thereto, this system may not be used for the reporting of accidents. Reporting of accidents must be done as noted in CARS.

## **REPORT PROCESSING**

Upon receipt by the CASAS – VASRS Manager, the report will be given a CASAS tracking number and will be dated with the date of receipt. The VASRS Manager will inform the reporter that his/her report has been received and is being further assessed/investigated.

The VASRS pays particular attention to the need to protect the reporter's identity when processing all reports. Every report will be read and validated by the VASRS Manager. The VASRS Manager may contact the reporter to make sure he understands the nature and circumstances of the occurrence/hazard reported and/or to obtain the necessary additional information and clarification.

When the VASRS Manager is satisfied that the information obtained is complete and coherent, he will de-identify the information and enter the data into the VASRS database.

The de-identified report will be routed to the appropriate section(s) within the CASAS for further analysis and possible corrective measure/action. Any additional information that may be required for analysis of the report will be obtained from the reporter by the VASRS Manager and not by the CASAS section(s) assigned to the report's analysis. This in order to protect the identity of the reporter.

A short summary of all reports received will be compiled and published on a quarterly basis on the CASAS website. These summaries will be categorized by area as mentioned above e.g. Flight Operations, Aerodrome Operations, Air Traffic Management etc.

The VASRS Manager will endeavor to complete the processing within ten (10) working days if additional information is not needed. In cases where the VASRS Manager needs to discuss with the reporter or consult a third party, more time may be needed. If the VASRS Manager is away from his office for a prolonged period, the alternate VASRS Manager will process the report. Reporters can rest assured that every VASRS report will be read and followed through by either the VASRS Manager or the alternate VASRS Manager.

After the investigation of a report has been completed, the CASAS, if deemed necessary, will carry out and implement any corrective actions based on recommendations made in the investigation report. These corrective actions may be taken in a variety of ways depending on the specifics of each case.

The identification strip, which was removed from the report, will at this time be returned to the original reporter together with a short summary of the actions taken by the CASAS in order to prevent its re-occurrence. Feedback will be provided to the aviation community on the CASAS website.

## **CONCLUDING REMARKS**

The VASRS is a small but important facet of the continuing efforts by the CASAS and the Aviation Community to improve aviation safety. The VASRS collects voluntarily submitted aviation safety incident/situation reports from pilots, air traffic controllers, aircraft maintenance technicians etc. It identifies system deficiencies, and issues alerting messages to persons in a position to correct them, all in order to lessen the likelihood of aviation accidents.

This system can only be effective with the support and contribution of the whole aviation community. We can all greatly benefit from this voluntary reporting system and it is our mission to create an ultimate safety culture through active involvement of those concerned.

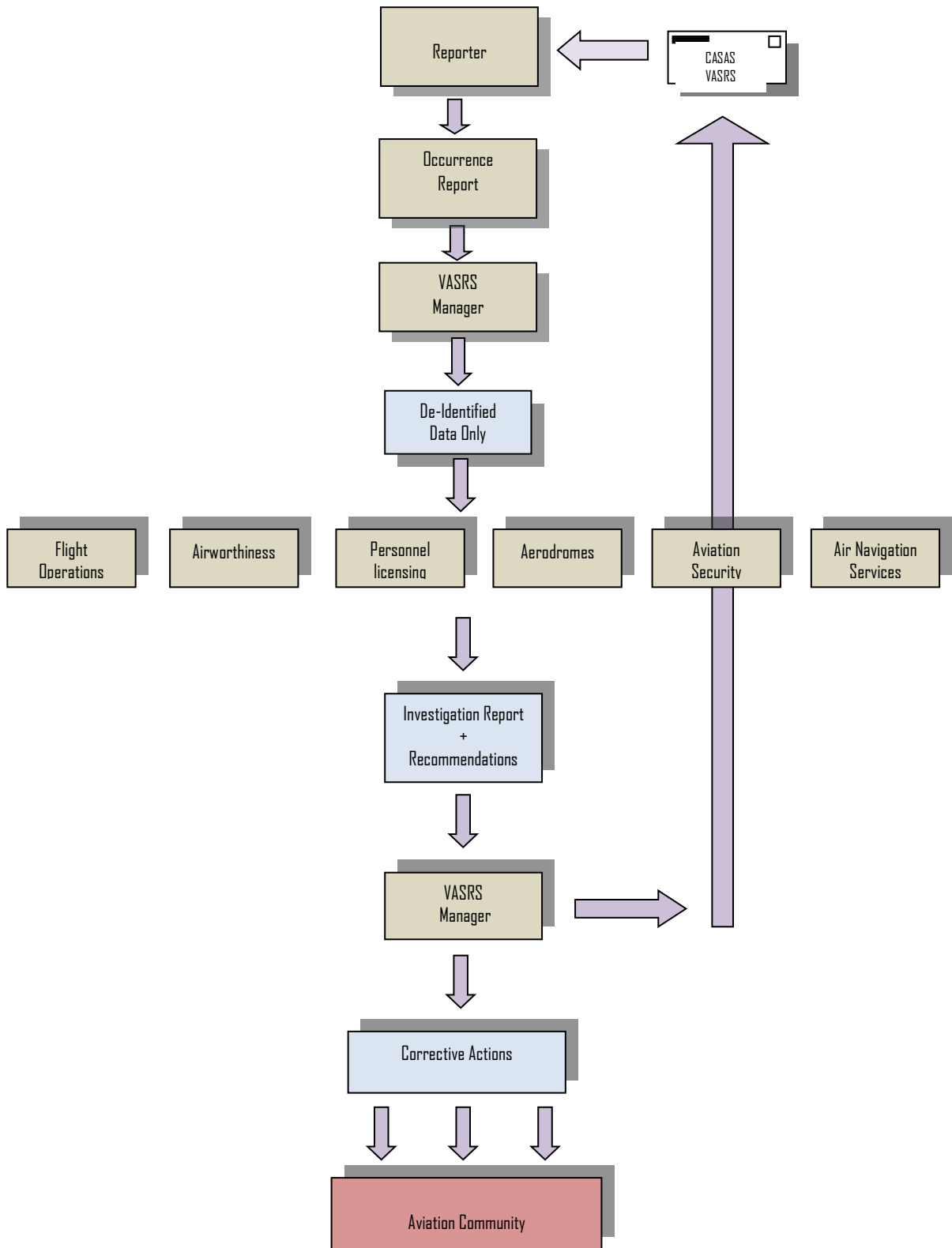
## **REFERENCES**

CARS Part 5 sub. 5.5.1.4, Part 6 sub 6.5.1.10, Part 8 sub 8.5.1.19, 8.5.1.20, 8.5.1.21, 8.5.1.22, 8.5.1.23, 8.8.1.13(c), 8.8.2.2(c), 8.8.2.5(2) & (3), 8.8.2.7, 8.8.2.9, Part 9 sub 9.4.1.13 (h)(1) &

(2) & (i)(2), 9.5.1.4, 9.6.1.15, Part 11 sub 11.2.1.1(c), 11.2.4.2, Part 12 sub.12.4.7, Part 13 sub 13.3.8, 13.4.6, 13.4.7, 13.7.3, Cars Part 14 sub 14.8.1, Cars Part 18 sub 18.8.8

ICAO Annex 13 – Chpt 8, Annex 19 – Chpt.5, Annex 6 – Chpt 13.5, App. 7.1, Annex 8 – Part II  
- Chpt. 4.2,

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**VASRS  
Process Flow**