

What Happens After You Have Made a Safety Report?

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You have just made a report about a safety matter and you are feeling good about doing your part to enable safer operations. But you are also wondering what is next and who is following up on your report.

CAAS receives reports on aviation safety matters from various sources, including the Singapore Aviation Accident / Incident Reporting System (SAIRS). Soon, reports will also be received from our new voluntary reporting system, *Tell Sarah*. Upon receiving these reports, CAAS, the safety regulator of civil aviation in Singapore, will assess the need to trigger an investigation or take other appropriate actions.

Some Considerations for Triggering an Investigation






- Seriousness and credibility of reported allegations
- Likelihood of confirming allegations via other sources
- Prior reports with similar allegations submitted by different people

What is the purpose of investigation?

A safety investigation is conducted to better understand events leading up to the occurrence. It enables the identification of safety hazards and risks, and contraventions to Singapore’s aviation safety legislation and requirements. In addition, safety recommendations are made and communicated to stakeholders to reduce or eliminate unacceptable safety risks. The main objective is to improve aviation safety and prevent a recurrence, rather than to apportion blame or liability.

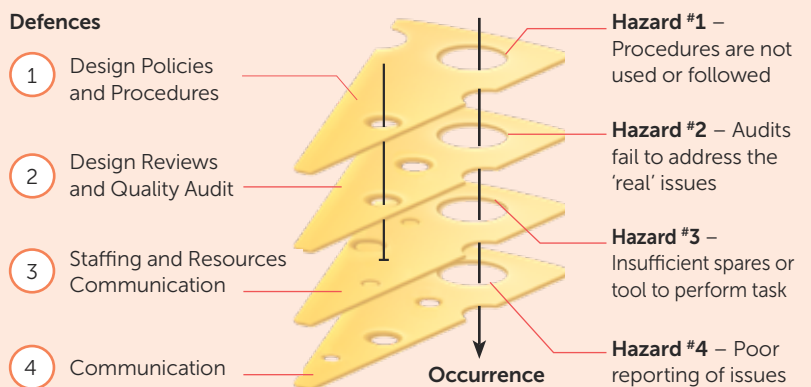
What happens in an investigation?

Based on information from submitted reports, CAAS will trigger the following investigation process.

-  **Step 1:** Form an investigation team with experts possessing relevant skills and expertise
-  **Step 2:** Collect factual information vital to the understanding of events
-  **Step 3:** Analyse collected information to determine why safety hazards and risks arose
-  **Step 4:** Identify causal factors and safety recommendations to prevent a recurrence
-  **Step 5:** Produce a final investigation report containing facts, safety recommendations, and conclusion on whether there was a contravention of Singapore’s aviation safety legislation and requirements

How are safety hazards and risks identified?

In aviation, the Swiss cheese accident causation model is frequently used in risk analysis, management, and prevention. With each slice of cheese representing an area of “defence” in an organisation and hazards showing up as holes in slices, holes lining up across various slices imply the presence of a critical weakness that creates the opportunity for an occurrence, ultimately compromising aviation safety.



What happens after safety hazards and risks are identified?

CAAS tracks and monitors all safety recommendations in the investigation report to ensure follow-up actions are carried out effectively and within the stipulated time. For every safety recommendation response, CAAS reviews and assesses whether corrective actions taken address the hazard satisfactorily. If the investigation report shows a contravention of Singapore’s aviation safety legislation and requirements, CAAS’ legal division will review the investigation report and take appropriate enforcement action against the contravener depending on its severity, if necessary.