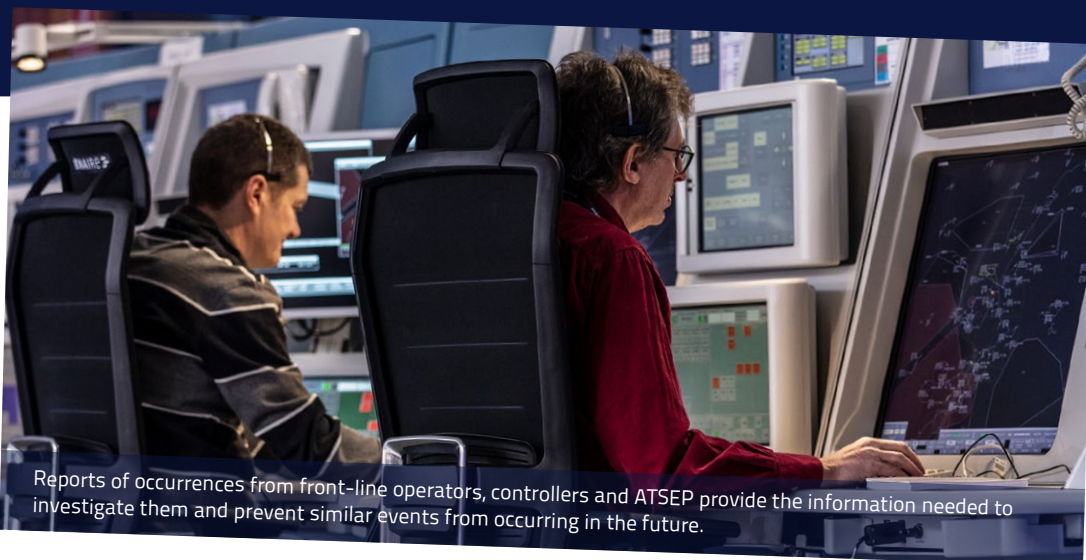




Who must report, how and what the results are (and II)

15 January 2020



Reports of occurrences from front-line operators, controllers and ATSEP provide the information needed to investigate them and prevent similar events from occurring in the future.

Safety Clip 04 detailed the operational safety occurrences that have to be reported. Let us now see who is required to report and how, how to track the report and check the results of the investigation

Safety, Quality and Environmental Division

What should be reported?

Regulation (EU) 376/2014, on the reporting, analysis and follow-up of occurrences in civil aviation, lays out the obligation to report any safety-related occurrence within 72 hours of becoming aware of the occurrence. This applies to **ATS operating personnel** (air traffic controllers in ATS and ATFM operational positions, supervisors, control room and tower chiefs) as well as **ATSEP personnel (engineering and technical operations technicians)** who are assigned responsibilities involving any air navigation facility.

Additionally, any other ENAIRe personnel who, over the course of their duties, identifies any occurrence that is perceived as a real or potential hazard to air safety may report it voluntarily.

The individuals who report the events, as well as those mentioned in the reports, are protected by the provisions in the law and by ENAIRe's Just Culture Policy, although this protection does not exempt them from their **regulatory reporting obligations**. It is important to note that, as the Regulation itself states, an individual who is required to report an event and intentionally fails to report it would not be protected and could be subject to penalties.

You play a key role in improving Safety. Report.



[You can report via the Cloud Reporting Portal](#)

Regulation (EU) 376/2014

How can you make a report?

The main channel for **ATS operational personnel** to report safety occurrences is the **electronic reporting form**, accessible from the Cloud. The paper reporting form can also be used if the electronic one is not available.

Reports made using **Log** entries will be considered valid for the following types of occurrences:

- Wildlife strikes, including bird strikes.
- Emergency declaration (MAYDAY or PAN call).
- Interfering with an aircraft with a laser or firearms.
- Fuel dumping.
- Bomb threat or hijack.

Technical personnel can use the **ETNA service incident tool** as the main channel for reporting safety occurrences. There is also a specific **electronic reporting form** that is accessible from the Cloud to report occurrences that have an impact on safety but that do not constitute a service incident.



These forms are expected to be accessible from mobile devices in the first quarter of 2020. The **Reporting Portal** provides all the methods for occurrence reporting and follow-up, as well as the contact details for the Division and for the regional operational safety departments.

<https://nube.enaire.es/compania/seguridad-operacional/Paginas/Notificaciones.aspx>

¿Qué pasa después con la notificación?

The first step after a report is received is to delete all the personal data of both the notifier and the persons mentioned who were involved in the occurrence.

Within 72 hours, ENAIRE will notify the competent authority (National Occurrence System) of all occurrences that are subject to mandatory reporting that were reported by its personnel.

Once a safety occurrence is reported, the regional Operational Safety departments may request additional information for their analysis and investigation.

Lastly, the investigation of the event will be carried out, guided at all times by the just culture principles. The investigation should not be used to attribute blame or liability, but rather to prevent future incidents or accidents by adopting the necessary corrective measures..

How to track the report and check the results

Individuals who file reports electronically can track their reports. To enable this, the system will provide a locator that will also be sent to their corporate mail, along with a copy of the report. If the report has been classified as a safety incident, the notifier can check the results of the investigation by logging in, using their ENAIRE credentials, to <https://samsa.nav.es/>

The **safety website** contains the details to contact your Regional Safety Department directly if you have any questions or if you want to make a comment involving the findings of the final investigation report.

In addition, the findings of any occurrences that are deemed relevant due to their educational and informational value will be published on this website for dissemination to all the organisation's staff.

<https://nube.enaire.es/compania/seguridad-operacional/Paginas/Lecciones-aprendidas.aspx>

Search for this section in the Cloud

