7.FEEDBACK TO THE AVIATION COMMUNITY

Relevant de-identified reports and extracts will be shared with the aviation community through periodic publication, so that all can learn from the experiences. Relevant authorities and parties can also review their policy and plan or improvements. However, if the content of a **CAIR** report suggests a situation or condition that poses an immediate or urgent threat to aviation safety, the report will be handled with priority and referred, after de-identification, to the relevant organizations as soon as possible to enable them to take the necessary safety actions.

8. CONTACTING THE MCAIR PROGRAMME MANAGER

You are welcome to call the **CAIR** Programme Manager to enquire about the **CAIR** programme or to request for a preliminary discussion before making a report. The Programme Manager and Alternate Programme Manager are contactable during office hours from Sunday to Thursday at the following telephone numbers:

Programme Manager :   Abdulla Rasheed /7744120
Alt. Programme Manager : Ali Shafeeu /7940404

CONFIDENTIAL AVIATION INCIDENT REPORTING PROGRAMME

SHARE

your

safety

experience

You are a pilot, air traffic controller, cabin crew, aircraft engineer, staff of aviation organization and you are aware of situations potentially affecting aviation safety. You can report them in confidence to **CAIR**

You can reach CAIR via:

Email: cair@caa.gov.mv

CONFIDENTIAL AVIATION INCIDENT REPORTING PROGRAMME

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INTRODUCTION

Confidential Aviation Incident Reporting (CAIR) programme is a voluntary, non-punitive confidential incident reporting system established by the Maldives Civil Aviation Authority (MCAA) in line with the recommendation of Annex 13 to the Chicago Convention. The system provides a channel for the reporting of aviation incidents and safety deficiencies while protecting the reporter's identity. However, **CAIR** does not obviate the need for mandatory reporting of aircraft accidents and incidents to the relevant authorities under the existing law (MCAR12).

While the mandatory reporting of accidents and incidents will often result in investigations and safety recommendations, many incidents that have potential in helping to enhance safety go unreported. Thus, many opportunities to learn from the incidents, and to prevent incidents and accidents, are lost.

The principal aim of **CAIR** is to enhance aviation safety through the collection of feedback on incidents that would otherwise not be reported through other channels or that may appear minor, but which nevertheless can allow others to learn from the reporter's experience and even lead to changes in procedures or design. **CAIR** focuses on systems, human factors, procedures and equipment, rather than on individuals.

2. SCOPE OF THE CAIR PROGRAMME

CAIR covers the following areas:

1. **Air Traffic Management:**
   i. ATC operations
   ii. ATC equipment and navigation aids
   iii. Crew and ATC communications
2. **Flight Operations:**
   i. Departure/enroute/approach landing
   ii. Aircraft cabin operations
   iii. Air proximity events
   iv. Weight and balance and Performance
3. **Ground Operations:**
   i. Aircraft ground operations
   ii. Movement on the airport
   iii. Fuelling operations
   iv. Airport conditions or services
   v. Cargo Loading
   vi. Dangerous Goods
4. **Maintenance:**
   i. Aircraft maintenance
   ii. Record keeping
5. **Air Transport**
   i. Aviation Security related issues
   ii. Safety-related passenger handling operations

Therefore, air traffic controllers, flight and cabin crew members, licensed aircraft engineers, employees of maintenance, design and manufacturing organizations, airport security officers, airport operators, airport employees, and individuals involved in aviation can all contribute to safety enhancement through the **CAIR** programme by reporting on actual or potential hazards and deficiencies in aviation operations

3. HOW TO MAKE A CAIR REPORT

You can make a **CAIR** report via the MCAA website. To utilise this facility, log on to www.caa.gov.mv and click on the button 'Confidential reporting". Enter your contact details then complete your report in the window that appears. . On submitting the report it will be received to the MCAIR programme manager.

Anonymous reports will not be accepted. Your contact details are needed to enable the **CAIR** Programme Manager to obtain amplifying or clarifying information from you when necessary. Without complete information, the range of safety enhancement follow-up options could be limited. Your contact details will also allow the **CAIR** Programme Manager to advise you of the action taken or outcome arising from your report..

4. WHAT DO I REPORT?

Safety-related incidents or events involving:

- Yourself,
- Other people
- Your organisation or organisations you deal with

Incidents/events can include:

- Errors
- Individual performance
- Health & Safety matters affecting Operating Procedures
- Regulatory aspects
- Unsafe practices
- Accidents, serious incidents or criminal activities. [Such reports should be made to the appropriate authorities.]
- Incidents or events with no aviation safety content.
- Personal problems, personality conflicts and industrial relations issues.
- Legal/commercial disputes.

5. WHAT SHOULD NOT BE REPORTED

Accidents, serious incidents or criminal activities. [Such reports should be made to the appropriate authorities.]

- Incidents or events with no aviation safety content.
- Personal problems, personality conflicts and industrial relations issues.
- Legal/commercial disputes.

6. HOW ARE CAIR REPORTS PROCESSED?

MCAA has paid particular attention to the need to protect the identity of the reporter in its processing of **CAIR** reports. The processing is in line with international best practices. Maldives Civil Aviation Authority stands by the aim of the **CAIR** programme's efforts in protecting the identity of the reporters.

The **CAIR** report will be read and validated by the Programme Manager. The Programme Manager may contact the reporter to make sure he understands the nature and circumstances of the incident reported or to obtain the necessary additional information and clarification.

When the Programme Manager is satisfied that the information obtained is complete and coherent, he will then de-identify the information and enter the data into the **CAIR** database. Excessive details that could point to the source will also be avoided.

If, during the course of addressing the concerns raised in the report, it becomes necessary to seek the input of third parties, only the de-identified data will be used in the discussion.

If the Programme Manager is away from his office for a prolonged period, the Alternate Programme Manager will perform the **CAIR** administration duties. Each **CAIR** report will be read and followed through by either the Programme Manager or the Alternate Programme Manager and by only one of them.