# TECHNICAL GUIDANCE MATERIAL

## How to Submit Aviation Safety and /or Security Occurrence to SACAA

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**SUBJECT:**   **TECHNICAL GUIDANCE MATERIAL ON HOW TO SUBMIT SAFETY AND/OR SECURITY OCCURRENCE TO SACAA THROUGH THE CENTRALISED OCCURRENCE REPORTING SYSTEM.**

**EFFECTIVE DATE: 23 MARCH 2021**

## 1. APPLICABILITY

This TGM is applicable to all persons wish to report any aviation safety and security occurrences, and organisations that are mandated by the law to report any aviation safety and security occurrences.

## 2. PURPOSE

This TGM is issued for the purpose of providing guidance on how to report any safety and security occurrences on the Centralised Occurrence Reporting System's (CORS)'s portals.

## 3. REQUIREMENTS

Part 140.01.1
Part 140.02.1
Part 12.01.1
Part 111.01.11

## 4. SCOPE

The scope of this TGM covers online, offline reporting, and reporting directly from the organisational user's system to CAA's CORS, when reporting either as **"Reporting for Individuals" or "Reporting for Organisation".**

## 5. REFERENCE:

   i.   CAR 121.09.7
   ii.   CAR 135.09.7
  iii.   CAR 127.09.7
  iv.   CAR 21.01.3
   v.   CAR 101.05.6
  vi.   ICAO DOC 9760
  vii.   ICAO DOC 9859
 viii.   Annex 6, 8, 12, 13, 17, and 19

## 6. ABBREVIATIONS:

| ABBREVIATION | DESCRIPTION |
|---|---|
| ATM | Air Traffic Management |
| AVSEC | Aviation Security |
| CORS | Centralised Occurrence Reporting System |
| FOD | Foreign Object Debris |
| SACAA | South African Civil Aviation Authority |
| TGM | Technical Guidance Material |

## 7. GENERAL

**7.1** Reporting for Individuals" defines submission of a reportable occurrence by an individual inclusive of general public that is employed or not employed by an organisation active in the field of aviation. In practice, it simply refers to reporting on "My Personal Behalf".

**Note:** If the organisation maintains its own internal reporting system then it is encouraged to report via the organisation's system, instead of using the CORS portal.

**7.2** Reporting on personal behalf allows the reporter to provide contact details, like name, organisation and e-mail address. Neither of this information is mandatory, In the case the reporter provide contact details (name and/or telephone number) then the reporter gives the possibility to be contacted by the CAA, if, for instance the SACAA want to enquire for further information or for more details on the submitted report.

**7.3** Reporting for Organisation" defines submission of a reportable occurrence if one is employed by an organisation active in the field of aviation or if an organisation contracts or uses the services of the sub-contractor (agent).

**Note:** If the organisation maintains its own internal reporting system then it is encouraged to report via the organisation's system, instead of using the CORS portal, provided the organisation's system is configured in a manner that it can interface with the SACAA's CORS.

**7.4** Individuals who do not fall in the above category are advised to report an occurrence using the "Reporting for Individuals" option portal available on the CORS.

## 8. REPORTING FORMS

**8.1** There are several reporting forms created to enable online reporting, for off-line reporting using the "smart PDF" reporting forms.

**8.1.1 Aerodrome:** Use this form for reporting of Aerodrome or Ground Handling Operational occurrences. This form includes specific Aerodrome operations information and additional sections for FOD and Dangerous Goods.

**8.1.2 AIRPROX:** Use this form for reporting of ATM Operations or Air Navigation Services occurrences. This form includes ATM specific reporting information and additional sections for Airborne Conflict (Airprox), Air Space and Weather Information.

**8.1.3 Birds / Wildlife:** Use this form for reporting of Aerodrome operations for reporting of birds and wildlife occurrences within the aerodrome and runway vicinity.

**8.1.4 Flight Operations:** Use this form for reporting of Flight Operations occurrences for aircraft in commercial aviation operations. Flight operations occurrences involving technical failures can be reported here. This form includes specific Flight Operations reporting information and additional sections for Airborne Conflict (Airprox), Weather Information, Air Space, and Dangerous Goods.

8.1.5   **Airworthiness:** Use this form for reporting of Design Organisation, Production Organisation or Maintenance Organisation occurrences. This area for reporting includes technical specific reporting information.

8.1.6   **Runway Incursion:** Use this form for reporting of runway incursion and excursion during Flight Operations occurrences of aircraft in commercial and general aviation operations, or if you are professional in an aerodrome operation reporting the runway incursion or excursion.

8.1.7   **AVSEC General Reporting:** Use this form for reporting of aviation security and dangerous goods occurrences.

## 9.   OFF-LINE REPORTING: Using downloadable "Smart PDF" FORM.

### 9.1 Off-Line Reporting: Through the Downloadable "Smart Pdf" Form.

9.1.1   This occurrence reporting process caters for when reporting for both: "Reporting for individuals and/or Reporting for Organisations. However, some distinction/s does not apply for when reporting for individual and they are therefore distinguished under "Note".

9.1.2   Off-line reporting consists of entering data when not on-line, that is, when no active connection to the Internet is required or available. Off-line reporting is made possible by downloading electronic forms, called off-line forms in a "smart PDF" format, of which the reporter downloads and edit them. After filling out the off-line form, it will be sent as an email attachment to the following relevant emails:

   a)   csr@caa.co.za for any aviation safety related occurrence

   b)   AvsecBreachReporting@caa.co.za for any AVSEC and dangerous goods related occurrence.

9.1.3   In practice, when submitting the off-line form, it will still be sent to the SACAA's CORS database.

9.1.4   The process outlined here caters for both when "Reporting for Organisation" and /or "Reporting for Individual", and the process itself is as to the following:

   a)   Go to SACAA website by typing:**www.caa.co.za** on your internet web browser.

   b)   At the bottom right hand corner of the SACAA web page under the portal titled "Reporting", click on the link "Centralised Occurrence Reporting".

   c)   Note: You are now on the "CORS" landing page

   d)   Scroll down the "CORS" landing page to the middle.

   e)   Click on the link -  - "CLICK HERE TO REPORT".

   f)   Put your cursor on PDF  icon. Then, click to open access to the Downloadable "Smart PDF" forms.

   g)   The following "Smart PDF" reporting forms for: (General Reporting, Flight Operations Reporting, Aerodrome Reporting, Runway Incursion Reporting, AIRPROX Reporting, Birds/Wildlife reporting, Aviation Security Breach Reporting, and Airworthiness) Reporting will be ready for opening and download.

   h)   Click to open the "desired form" to be used for reporting, the form will be open.

   i)   Click on the download  signage on the right-hand corner of your screen to download and save the occurrence reporting form into your computer.

   j)   Fill in the required information as prescribed by the form's attributes and associated values.

   k)   Save and close the edited occurrence reporting form.

   l)   Send the completed occurrence reporting form as an attachment to:
       i.   csr@caa.co.za for any aviation safety related occurrence or;
       ii.  AvsecBreachReporting@caa.co.za for any aviation security and dangerous goods related occurrence.

**9.1.5** Reporting using the "**Smart PDF"** form is done, you will be contacted by the SACAA official should further information be required from you.

## 9.2 ONLINE REPORTING - REPORTING DIRECT THROUGH CORS

**9.2.1** This occurrence reporting process caters for when reporting for both, either reporting for individual or reporting for organisation. However, some distinction/s does not apply when reporting for individual and they are therefore distinguished under "Note".

**9.2.2** On-line reporting consists of entering data when you are connected to the internet, that is, the Internet is required to enable connectivity. On-line reporting is made possible through direct access of the electronic reporting forms by directly login into the CORS using the "provided login credentials" as a requirement when reporting on behalf of the organisation. and the process is as to the following:

**a)** Go to SACAA website by typing: **www.caa.co.za** on your internet web browser.

**b)** At the bottom right hand corner of the SACAA web page under portal titled "Reporting", click on the link "Centralised Occurrence Reporting"

**c)** Note: You are now on the "CORS" landing page

**d)** Scroll down the "CORS" landing page to the middle.

**e)** Click on the link -  - "CLICK HERE TO REPORT"

    **Note:** There are two portals here namely: "Reporting for Individuals" and "Reporting for Organisations". Since reporting is done for an "Organisations". Then, the portal "Reporting for Organisations" will be of use.

**f)** Click on the ECCAIRS  icon to open and access the ECCAIRS online form.

**g)** The login credentials window will be displayed, enter the "provided login credentials" (USERNAME, and PASSWORD) on the login credentials.
    **Note:** This process step is only applicable to when "**REPORTING FOR ORGANISATION",** and not applicable to when **"REPORTING FOR INDIVIDUALS".**

**h)** The "OCCURRENCE SUBMISSION ON ECCAIRS ONLINE" instruction will be on view. Read the instructions and click 

**i)** Place your cursor on the "Occurrence" tab at the left-hand top corner of ECCAIRS screen. Three options (new, view, change view) will be on view, place your cursor on the option "new". The following online reporting forms: (Aerodrome, AIRPROX, Birds/Wildlife, Flight Operations, General Aviation, General Reporting, Airworthiness, Runway Incursion) will be available for your selection as according to what you are reporting on.

**j)** Place a cursor on a desired occurrence reporting form to be used for reporting. Then click once to select the reporting form. The selected reporting form will be active on your computer screen.

**k)** Populate the relevant data/ information on the reporting form as prescribed by the related attributes and the associated values thereof by the occurrence reporting form.

## 10. HOW TO ADD TOPIC ON THE REPORT

**10.1** Should you need to "ADD TOPIC" regarding what is been reported on. The following is to be done on the active selected "Occurrence Reporting Form". Where? On the left-hand top corner of the active selected reporting form:

    **10.1.1** Place your cursor on the folder *"OCCURRENCE",* then right click to activate the available topics that can be added.

    **10.1.2** Click on the desired topic to be added by clicking once on the topic you want to add, then that topic will be actively available on your screen.

    **10.1.3** Populate the relevant data/ information on the reporting form as prescribed by the related attributes and the associated values thereof by the occurrence reporting form.

**10.2** When done populating all the relevant data/ information on the "Occurrence Reporting Form" and ready to submit to SACAA, the following process step needs to be done:

    **10.2.1** On the left-hand top corner of your "Occurrence Reporting Form". Place your cursor on the tab "FILE", the following options will be on view:

      **a)** Save: The occurrence record can be temporarily saved whilst online on CORS (subjected to a certain expiry time limitation). Depending on the data entered, some information messages may come up on screen (The occurrence information is saved in your drive but not submitted to the SACAA);

      **b)** Save and close: The occurrence record will be saved and submitted to the SACAA (use this when done entering the information and when submitting the occurrence to SACAA), your occurrence report will be automatically be sent to SACAA; and

      **c)** Close: The occurrence record not saved (use this when not submitting nothing to the SACAA).

    **10.2.2** Choose one option, by clicking once on whichever is applicable as according to the action to be taken.

      **a)** The online Reporting is done; you will be contacted by the SACAA official should further information be required from you.

      **b)** If you would like to continue reporting on something else besides what's been reported on before, follow the process steps from point (e) to (I) as outlined above.

      **c)** If done reporting the following steps need to be followed:

**10.3** On the left-hand top corner of your ECCAIRS screen. Place your cursor on the tab "SESSION", the "logout" command will appear.

**10.4** Click on "LOGOUT" command, then you have exited the CORS.

11. Online Reporting (Reporting direct through CORS) is done; you will be contacted by the SACAA official should further information be required from you.

## 12. REPORTING DIRECT FROM THE ORGANISATIONAL USER'S SYSTEM

**12.1** This part of reporting can only be done once the organisation's safety database system has been configured in a manner that data and information can be shared directly from its safety database system to the SACAA's CORS.

    **12.1.1** For organisation using ECCAIRS as a reporting system (safety and security occurrence database).

**12.2** The organisational occurrence database system needs to be configured in a manner that is can automatically send an occurrence from its safety and security occurrence database system directly to the SACAA's CORS when is required to do so, by making use of the following emails:

- csr@caa.co.za for any aviation safety related occurrence or;
- AvsecBreachReporting@caa.co.za for any aviation security and dangerous goods related occurrence.

**12.3** The occurrence within the organisation's occurrence database system will be directly sent the CORS in a form of ECCAIRS5 Version File Format (E5F) when selected to do so (share or exchange).

   **12.3.1** For organisations not using ECCAIRS as a safety and security occurrence reporting system (database) and thus, using any other safety and security occurrence database system.

**12.4** Configure the organisational safety/ security database system to automatically send or forward an occurrence from the safety / security occurrence database system directly to the SACAA's CORS by making use of the email:

   i.  csr@caa.co.za for any aviation safety related occurrence or;
   ii. AvsecBreachReporting@caa.co.za for any aviation security and dangerous goods related occurrence.

**12.5** The occurrence within the organisation's safety and security occurrence database system will be directly sent the CORS in a form of ECCAIRS5 Version File Format (E5X) when selected to do so (share or exchange).

   **Note:** This data and information exchange / sharing method will only be possible if the organisational safety and security occurrence database system is using ADREP TAXONOMY or is ADREP TAXONOMY compatible.

*Reporting of any aviation safety and security occurrence related is key in positive contribution to improve aviation safety and security. Thus, your contribution in reporting any of them is highly appreciated.*

| DEVELOPED BY: | | |
|---|---|---|
| *(signature)* | **KEBOITIHETSE FREDY TONG** | **18 MARCH 2021** |
| **SIGNATURE OF SMS TO** | **NAME IN BLOCK LETTERS** | **DATE** |
| *(signature)* | **GOODNESS MKHONZA** | **18 MARCH 2021** |
| **SIGNATURE OF M: QC & AIIR** | **NAME IN BLOCK LETTERS** | **DATE** |
| REVIEWED & VALIDATED BY: | | |
| *(signature)* Acting | **MARY STEPHENS** | **24 MARCH 2021** |
| **SIGNATURE OF SM: CSD** | **NAME IN BLOCK LETTERS** | **DATE** |
| APPROVED BY: | | |
| *(signature)* | **SIMON SEGWABE** | 30 **MARCH 2021** |
| **SIGNATURE OF E: ASO** | **NAME IN BLOCK LETTERS** | **DATE** |

**END**