

Investigations and Reporting Policy

All accidents, incidents and illnesses must be reported immediately to the Operations Manager, the PRM, the SMS Coordinator and/or a Health and Safety Representative; definitions of accidents and incidents are located in the Company Operations Manual Section 10.1. If the accident or incident was not directly reported to the SMS Coordinator, the Accident/Incident Reporting Form and all applicable information will be forwarded to the SMS Coordinator immediately upon receipt.

Completed investigations will determine the root cause and contributing factors of the incident and formulate corrective actions, procedures and/or training to control the hazard and prevent incident recurrences. All corrective actions, procedures and/or training will be implemented, documented and followed up on to ensure the corrective actions are effective. Any medical information related to employee injuries shall be kept confidential. Incident reports and resolutions will be discussed during monthly safety meetings. The Operations Manager will sign off on all investigation reports.

All investigative team personnel will be trained on investigation techniques.

Incident reports will be dealt with expeditiously by all personnel involved, including managers. Receipt of the reports shall be acknowledged within five (5) business days (by e-mail) and each report shall be addressed within thirty (30) days. The employee submitting the report has the option of being involved in the analysis and end result.

The SMS Coordinator will keep all incident reports in the Accident/Incident Report file and will review all documentation to identify and monitor trends.

The Operations Manager will report all serious incidents to the applicable government authority when necessary. See the Company Operations Manual – section 10.6 for more information on reporting of aviation security incidents.

At no time shall any information in this policy take precedence over applicable government legislation, with which all personnel should become familiar.

Luca Ribetti
Accountable Executive / Operations Manager