

KINGDOM OF BAHRAIN
Ministry of Transportation
and Telecommunications



مملكة البحرين
وزارة المواصلات والاتصالات

CIVIL AVIATION PUBLICATION

CAP 17

VOLUNTARY REPORTING PROGRAMME

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CAP 17

VOLUNTARY REPORTING PROGRAMME

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Bahrain CAA Publication Revisions Highlight Sheet

CAP: 17

TPM: _____

The following pages have been amended to Revision 01 dated 22 May 2022.

Item	Paragraph / Chapter Number	Page(s)	Reason
1.	Index	i	Amended to cater for the CAP revision
2.	All Sections	All pages	<ul style="list-style-type: none"> - Deletion of CHIRP terminology & philosophy and rephrased to describe VORP. - Consequential changes due to change from CHIRP to VORP

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LIST OF EFFECTIVE PAGES

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1. INTRODUCTION

1.1 General

In accordance with ICAO Annex 19 and ANTR Part VI, the Civil Aviation Affairs have established a voluntary incident reporting system. The system is called the Voluntary Occurrence Reporting Programme (VORP). This programme provides a channel for reporting of aviation incidents and safety deficiencies while protecting the reporter's identity.

Although accident/incident rates in commercial air transport operations have reduced to an extremely low level, the number of accidents with Human Factors causes has not declined at the same rate and thus are now the dominant cause in major accidents.

Incident reporting programmes have proved to be valuable tools in the identification of safety related issues and the definition of corrective actions. In those specific incidents involving human error, the availability of an independent, voluntary and confidential reporting medium has provided valuable additional information to that available through the formal or mandatory reporting systems.

The Bahrain CAA's Voluntary Occurrence Reporting Programme is an independent confidential reporting tool for those employed in the Bahraini civil aviation industry to report safety related incidents and events.

1.2 Voluntary Occurrence Reporting Programme

VORP contributes to the enhancement of flight safety in the Kingdom of Bahrain, by providing a confidential reporting system for all individuals employed in aviation. It complements the Civil Aviation Affairs Mandatory Occurrence Reporting system.

VORP is a voluntary confidential reporting scheme for aviation. VORP allows any person who has an aviation safety concern to report it to the Air Safety Rules and Regulation (ASRR) Section confidentially. Protection of the reporter's identity is a primary element of the scheme.

Noteworthy features of VORP include:

- (a) Broad availability (including flight crew members, air traffic control officers, licensed aircraft maintenance engineers, cabin crew and the general aviation community);
- (b) Confidentiality of reporters' identities;



2. PROGRAMME OVERVIEW

2.1 What may be reported with VORP?

Any matter may be reported if it endangers, or could endanger the safety of an aircraft. These matters are reportable safety concerns.

Examples include:

- unsafe scheduling or rostering of crew; or

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- crew or aircraft operator bypassing safety procedures because of pressures; or
- non compliance with rules or procedures.

2.2 Who may make a VORP report?

Generally, a VORP report may be made by anyone who observes or becomes aware of a reportable safety concern. Specifically, Pilots, air traffic controllers, licensed engineers and approved maintenance organisations, cabin crew members, dispatchers can report events that they feel have a bearing on safety.

2.3 How are VORP reports processed?

The Air Safety Rules and Regulation (ASRR) Section staff will assess reports for clarity, completeness and significance for aviation safety. To do this, the staff may need to contact the reporter. Once satisfied that the report is as complete as possible, the staff enter the de-identified content of the report into the Q-Pulse, which allocates it a unique identification number. The existing Q-Pulse system itself could be used as a source of database. VORP may use the de-identified version of the report to issue an information-brief or alert bulletin to a person or responsible organisation in a position to take action in response to the safety concern.

2.4 What are the possible outcomes from a VORP report?

The desired outcomes are any actions taken to improve aviation safety in response to the identified concern. This can include variations to standards, orders, practices, procedures or an education campaign.

2.5 Is an anonymous report via VORP acceptable?

As a general rule VORP does not accept anonymous reports. ASRR staff cannot contact an anonymous reporter to verify the report or to seek additional information. Further, ASRR staff must be satisfied that the reporter's motivation for reporting is aviation safety promotion, and that the reporter is not attempting to damage a rival or pursue an industrial agenda.

2.6 Why Confidential Reporting Works

When organizations want to learn more about the occurrence of events, the best approach is simply to ask those involved. People are generally willing to share their knowledge if they are assured that:

- Their identities will remain protected; and
- There is no disciplinary or legal consequences.

A properly constructed *confidential, voluntary, non-punitive* reporting system can be used by any person to safely share information.

Under CAA policy, the Chief of Aviation Safety, Rules and Regulations has direct access to the Undersecretary on all matters under ANTR Part VI. Only de-identified comments can be discussed within the CAA.

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2.7 Mandatory Occurrence Report or VORP?

VORP is a separate scheme to the Mandatory Occurrence Reporting Scheme.

Note: Refer to CAP 05 – Occurrence Reporting

3. REPORTING

3.1 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

3.2 What Do I Not Report?

To avoid doubt, the following matters are not reportable safety issues:

- acts of unlawful interference with an aircraft;
- industrial relations issues and/or terms and conditions of employment problems; or
- conduct that constitutes an offence under Ministry of Interior Civil Law.
- Incidents or events with no safety content.
- Issues involving conflicts of personalities.
- Incidents, occurrences and accidents for which a mandatory report must be submitted in accordance with the regulations or as specified by any organisation for which you work.

3.3 When Do I Report?

- you wish others to benefit from an important "Lesson Learned"

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- When other reporting procedures are not appropriate or are not available
- When you are concerned to protect your identity
- When you have exhausted company/regulatory reporting procedures without the issue having been addressed

Note: The CAA publishes reports anonymously, but does not accept anonymous reports.

3.4 How to Report/Comment

Individuals may report voluntary occurrences via BCAA Q-Pulse reporting System, by choosing Voluntary Report (<http://qpulse.mtt.gov.bh/reporting>).

4. SUMMARY

Confidential reporting aims to improve our understanding about human factors issues that affect the safety of air transport operations. It is a confidential reporting system that aims to encourage reporting, yet without identifying the reporter. It does this, so that incidents and events that would not ordinarily come to light are examined for the lessons they can provide on improving flight safety. There is no doubt that a truly confidential system provides a worthwhile adjunct to the mandatory reporting systems and has manifestly been successful in its objectives.