

## ADVISORY INFORMATION 04/2023

31 March 2023



### **IMPLEMENTATION OF CAAM AVIATION REPORTING SYSTEM (CAREs)**

## **1 Introduction**

- 1.1 As part of the Civil Aviation Authority of Malaysia's (CAAM) effort to increase efficiency and accelerating the process of Mandatory Occurrence Reporting (MOR) and Voluntary Occurrence Reporting (VOR), CAAM is pleased to announce the introduction of CAAM Aviation Reporting System (CAREs). This new system will replace the previous reporting channel with the aim of improving the reporting process and encourage reporting culture in Malaysian aviation industry.
- 1.2 Reporting occurrences is of paramount importance in the aviation industry as it helps to identify potential hazards, reduce risks, and improve safety standards. CAREs is designed to simplify the reporting process, making it easier for aviation stakeholders to report occurrences.
- 1.3 As per CAD 1900 (Safety Reporting System):
  - a) Para 1.2.1, *"Any person specified in Regulation 165(2) of the Civil Aviation Regulations 2016 shall report any reportable occurrence of which they have positive knowledge, even though this may not be first hand, unless they have good reason to believe that appropriate details of the occurrence have already been, or will be, reported by someone else."*
  - b) Para 1.2.2 states, *"A report shall also be submitted on any occurrence that involves an unsatisfactory condition, behaviour or procedure, which did not immediately endanger the aircraft but if allowed to continue uncorrected, or if repeated in other foreseeable circumstances, would create a hazard."*
  - c) Para 1.2.3 states, *"When there is an occurrence that does not specified within Regulation 165 of Civil Aviation Regulation 2016 or there is other data relating to safety which can cause harm to the civil aviation, report shall be sent as voluntary report in order to further support and develop better aviation safety."*

- 1.4 This advisory information (AI) is to notify the aviation industry on the implementation of CARES as a platform to report mandatory and voluntary occurrences. The introduction of CARES as a reporting tool for MOR as required under the Civil Aviation Regulation 2016 and VOR, will be later incorporated into CAD 1900 – Safety Reporting System.

## **2 Implementation**

- 2.1 CARES will be fully implemented on 31st of March 2023 where users will be able to access CARES via CAAM website address at <https://safetyreporting.caam.gov.my/>. Instructions and user guides on how to navigate around the CARES will be made available in the website.
- 2.2 CAAM recognises that MOR and VOR is essential in ensuring that all incidents, hazards, and near-misses are reported, which helps to identify potential safety issues and allows for corrective actions to be taken.
- 2.3 Additionally, CAAM will be publishing amended directives that are related to CARES in the near future. These directives will provide detailed guidance on using the new system and the type of occurrences to be reported.
- 2.4 CAAM encourages all aviation stakeholders to familiarize themselves with CARES and to report any occurrences in a timely and accurate manner.



**CAPTAIN NORAZMAN MAHMUD**  
Chief Executive Officer  
for Civil Aviation Authority of Malaysia  
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