CIVIL AVIATION AUTHORITY OF MALAYSIA

CAAM AVIATION SAFETY REPORTING SYSTEM
CAReS

USER MANUAL

INTRODUCTION

The Civil Aviation Authority of Malaysia has taken systemic approach of reporting of aviation occurrences in order to maintain safety and prevent future accidents. As such, CAAM has taken steps to enhance and make it easier for aviation personnel to report both mandatory and voluntary occurrences.

CAAM has established a centralised reporting system that is specifically dedicated to receiving and processing Mandatory Occurrence Reports (MOR) and Voluntary Occurrence Reports (VOR). CAAM Aviation Safety Reporting Systems – CAReS is design to make the reporting process more streamlined and user-friendly for aviation personnel, so that the reports can quickly and easily submit.

Ultimately, this should help to enhance safety in the aviation industry by allowing CAAM to quickly identify any potential safety issues and take appropriate actions

ABBREVIATION / DEFINITIONS

When the following terms are used in the reporting system, they have the following meanings:

Accident.

An occurrence associated with the operation of an aircraft which, in the case of a manned aircraft, takes place between the time any person boards the aircraft with the intention of flight until such time as all such persons have disembarked, or in the case of an unmanned aircraft, takes place between the time the aircraft is ready to move with the purpose of flight until such time as it comes to rest at the end of the flight and the primary propulsion system is shut down, in which:

a) a person is fatally or seriously injured as a result of:

— being in the aircraft, or

— direct contact with any part of the aircraft, including parts which have become detached from the aircraft, or

— direct exposure to jet blast, except when the injuries are from natural causes, self-inflicted or inflicted by other persons, or when the injuries areto stowaways hiding outside the areas normally available to the passengers and crew; or

b) the aircraft sustains damage or structural failure which:

— adversely affects the structural strength, performance or flight characteristics of the aircraft, and

— would normally require major repair or replacement of the affected component,

except for engine failure or damage, when the damage is limited to a single engine, (including its cowlings or accessories), to propellers, wing tips, antennas, probes, vanes, tires, brakes, wheels, fairings, panels, landing gear doors, windscreens, the aircraft skin (such as small dents or puncture holes), or for minor damages to main rotor blades, tail rotor blades, landing gear, and those resulting from hail or bird strike (including holes in the radome); or

c) the aircraft is missing or is completely inaccessible.

Aeroplane.

A power-driven heavier-than-air aircraft, deriving its lift in flight chiefly from aerodynamic reactions on surfaces which remain fixed under given conditions of flight.

Aircraft.

Any machine that can derive support in the atmosphere from the reactions of the air other than the reactions of the air against the earth's surface.

Helicopter.

A heavier-than-air aircraft supported in flight chiefly by the reactions of the air on one or more power-driven rotors on substantially vertical axes.

Incident.

An occurrence, other than an accident, associated with the operation of an aircraft which affects or could affect the safety of operation.

Safety.

The state in which risks associated with aviation activities, related to, or in direct support of the operation of aircraft, are reduced and controlled to an acceptable level.

Safety data.

A defined set of facts or set of safety values collected from various aviation-related sources, which is used to maintain or improve safety.

Safety information.

Safety data processed, organized or analysed in a given context so as to make it useful for safety management purposes.

Serious incident.

An incident involving circumstances indicating that there was a high probability of an accident and associated with the operation of an aircraft which, in the case of a manned aircraft, takes place between the time any person boards the aircraft with the intention of flight until such time as all such persons have disembarked, or in the case of an unmanned aircraft, takes place between the time the aircraft is ready to move with the purpose of flight until such time as it comes to rest at the end of the flight and the primary propulsion system is shut down.

The incidents listed are examples of what may be serious incidents. However, the list is not exhaustive and, depending on the context, items on the list may not be classified as serious incidents if effective defences remained between the incident and the credible scenario.

a) Near collisions requiring an avoidance manoeuvre to avoid a collision or an unsafe situation or when an avoidance action would have been appropriate.
b) Collisions not classified as accidents.
c) Controlled flight into terrain only marginally avoided.
d) Aborted take-offs on a closed or engaged runway, on a taxiway or unassigned runway.
e) Take-offs from a closed or engaged runway, from a taxiway or unassigned runway.
f) Landings or attempted landings on a closed or engaged runway, on a taxiway, on an unassigned runway or on unintended landing locations such as roadways.
g) Retraction of a landing gear leg or a wheels-up landing not classified as an accident.
h) Dragging during landing of a wing tip, an engine pod or any other part of the aircraft, when not classified as an accident.
i) Gross failures to achieve predicted performance during take-off or initial climb.
j) Fires and/or smoke in the cockpit, in the passenger compartment, in cargo compartments or engine fires, even though such fires were extinguished by the use of extinguishing agents.
k) Events requiring the emergency use of oxygen by the flight crew.
l) Aircraft structural failures or engine disintegrations, including uncontained turbine engine failures, not classified as an accident.
m) Multiple malfunctions of one or more aircraft systems seriously affecting the operation of the aircraft.
n) Flight crew incapacitation in flight:

<ol type="I" start="1">
for single pilot operations (including remote pilot); or
for multi-pilot operations for which flight safety was compromised because of a significant increase in workload for the remaining crew.

<ol type="o" start="15">
o) <u>Fuel quantity level or distribution</u> situations requiring the declaration of an emergency by the pilot, such as insufficient fuel, fuel exhaustion, fuel starvation, or inability to use all usable fuel on board.
p) <u>Runway incursions</u> classified with severity A. The Manual on the Prevention of Runway Incursions (Doc 9870) contains information on the severity classifications.
q) <u>Take-off or landing incidents</u>. Incidents such as under-shooting, overrunning or running off the side of runways.
r) <u>System failures</u> (including loss of power or thrust), weather phenomena, operations outside the approved flight envelope or other occurrences which caused or could have caused difficulties controlling the aircraft.
s) <u>Failures of more than one system</u> in a redundancy system mandatory for flight guidance and navigation.
t) <u>The unintentional or, as an emergency measure,</u> the intentional release of a slung load or any other load carried external to the aircraft.

Serious injury.

An injury which is sustained by a person in an accident and which:

<ol type="a">
requires hospitalization for more than 48 hours, commencing within seven days from the date the injury was received; or
results in a fracture of any bone (except simple fractures of fingers, toes or nose); or
involves lacerations which cause severe haemorrhage, nerve, muscle or tendon damage; or
involves injury to any internal organ; or
involves second or third degree burns, or any burns affecting more than 5 per cent of the body surface; or
involves verified exposure to infectious substances or injurious radiation.

State safety programme (SSP).

An integrated set of regulations and activities aimed at improving safety.

Reporting System

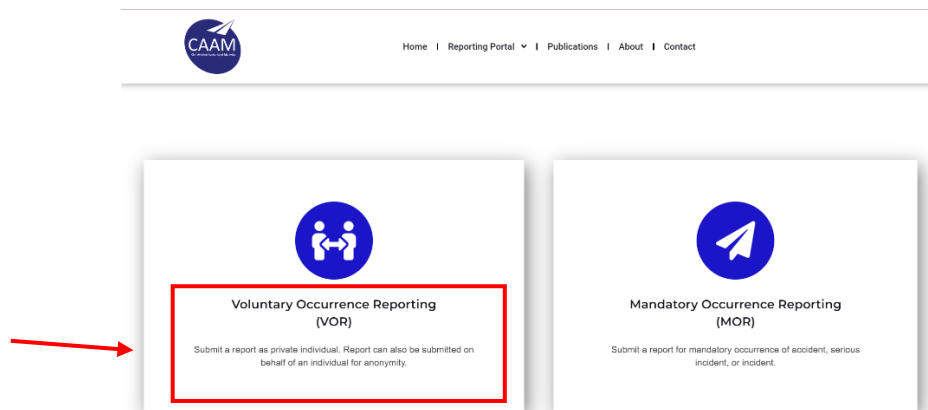The CAReS consists of 2 reporting scheme, Voluntary Occurrence Reporting (VOR) and Mandatory Occurrence Reporting (MOR).
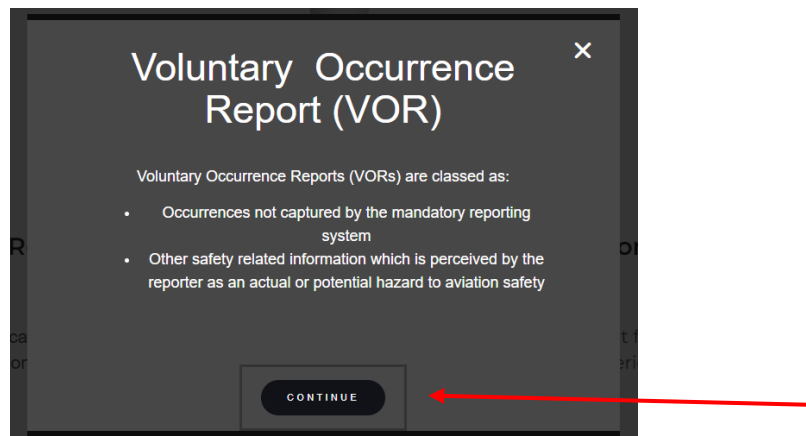
REPORTING SYSTEM

Voluntary Occurrence Report (VOR)

1. Reporting Portal Homepage
   Safety Reporting Portal can be accessed through this link:
   https://safetyreporting.caam.gov.my/. The home page of the reporting portal is as shown in the image below:

2. Click on continue to proceed with VOR.

3. Key in the information details

Step 1: General information

General Information	Occurrence	Narrative	Summary

0% Complete   1 of 4

Name ⓘ *

Email ⓘ *   Phone *

Designation   Company

Next

Step 2: Occurrence

Key in the occurrence information details as shown in the image below.

General Information	Occurrence	Narrative	Summary

25% Complete   2 of 4

Title of Occurrence *

Date of Occurrence (Local Time) *   Time of Occurrence (Local Time)

State of Occurrence *   Location of Occurrence *

MALAYSIA

Reporting of Occurrence *

- Aircraft   ◯ Air Traffic Control
- ATM/CNS   ◯ Aerodrome
- Flight Operation   ◯ UAS/Drone
- Dangerous Goods   ◯ Airport
- Security   ◯ Wildlife / Birdstrike
- Other

Previous   Next

Step 3: Narrative

Describe the event and include pertinent information such as sequence of the event, damage, etc. You can add picture or other file for additional information. The supported file and documents include JPEG, Word, Excel and MP4. The maximum size is 50 MB.

General Information | Occurrence | Narrative | Summary

50% Complete

Narration *

File Upload

Drop a file here or click to upload
Maximum upload size: 50MB

Add picture or other file for additional information

Previous   Next

Step 4: Summary

After filing the report, a summary of the report will appear prior to the final submission. You can edit the information details by clicking the edit sign at the top right side of each summary box. Then, click the submit button below.

Summary

✎ Edit

Name ℹ	MICHAEL NOAH
Email ℹ	abc@company.com
Phone	0123456789

✎ Edit

Title of Occurrence	FLYING DRONE AT RESIDENTIAL AREA
Date of Occurrence (Local Time)	02/01/2023
Time of Occurrence (Local Time)	11:05
State of Occurrence	MALAYSIA
Location of Occurrence	SEPANG
Reporting of Occurrence	UAS/Drone

✎ Edit

| Narration | At 1105 hours, a drone was spotted flying around the airspace of my residential area. It was a dangerous situation and might threaten my safety and privacy. |

I certify that the information given above are true and accurate to the best of my knowledge. I take full responsibility for the accuracy of the information provided in this submission.

*
◉ Yes

Previous   Submit

4. Once submitted, it will appear as the image shown below. A copy of your report will be sent to your email. You can also download your report by clicking the Download Link as shown in the image below.

MICHAEL NOAH

Thank you for your response.
Your response were successfully submitted and a copy will be sent to your email.

For your reference, CAAM report number is VOR6828/23

Click here to Download your report.

Mandatory Occurrence Report (MOR)

MOR consists of 2 categories:

Category 1 - Initial Report / Initial & Closed on Issue

Category 2 - Follow up Report / Final Report

Initial Report / Initial & Closed on Issue:

Reporting Portal Homepage
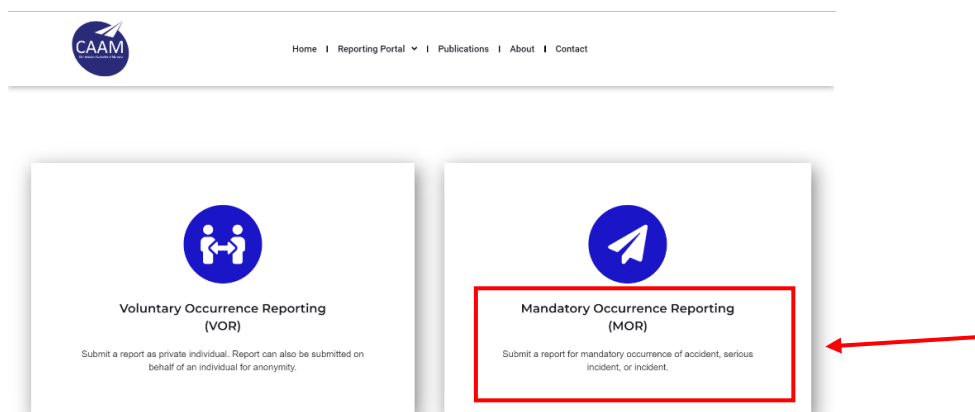
1. Select
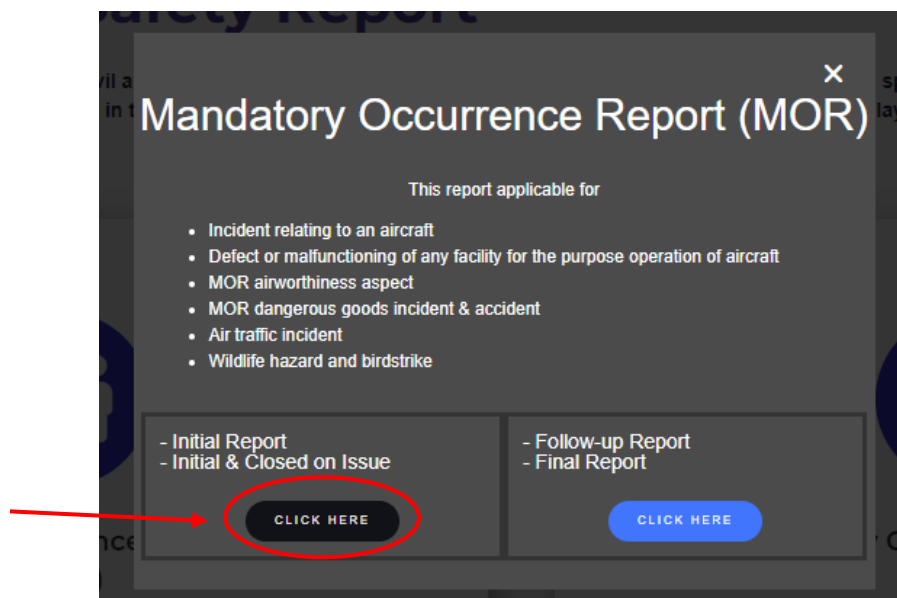
Initial Report – First report for the occurrence.

Initial & Closed on Issue – Initial report that comes together with Corrective Action Taken (CAT) and Corrective Action Plan (CAP).

2. Key in the information details by following the steps shown below.

Step 1: General Information

(Applicable for Initial Report)

(Applicable for Initial & Closed on Issue)

Step 2: Reporting Entity

Key in the information details as shown in the image below.

*If you select **Company**, insert the organisation's information details.*

*If you select **Individual**, proceed to occurrence information.*

Step 3: Organisation Name

*If you select **Company**, insert the report identification and organisation as shown in the image below.

For example:

Step 4: Occurrence Information

* If you select **Individual**, it will directly appear as the image below.

Next, key in the information details as shown in the image below:

General Information	Reporting Entity	Organisation Name	Occurrence Information	Occurrence Details	Occurrence Data	Summary

43% Complete   4 of 7

Report Status
- OPEN
- CLOSED

Headline of Occurrence *

[Short description of the event]

Date of Occurrence (UTC) *   **Time (UTC)**

[   ]   [˅] : [˅]

State/Area of Occurrence *

[MALAYSIA   ˅]

Aerodrome of Occurrence (ICAO)   **Location on Aerodrome**

[Select an option   ˅]   [˅]

Location of Occurrence

[   ]

Details of the event locations (Runway number, taxiway number, parking lot number or details if the occurrence happened during en-route)

Detecting Phase *

[Select an option   ˅]

Occurrence Class *
- ACCIDENT
- SERIOUS INCIDENT
- INCIDENT
- OBSERVATION
- NOT DETERMINED

Occurrence Class Definitions

Occurrence Category

ADRM: Aerodrome	AMAN: Abrupt maneuvre
ARC: Abnormal runway contact	ATM: ATM/CNS
BIRD: Birdstrike	CABIN: Cabin safety events
CFIT: Controlled flight into or toward terrain	CTOL: Collision with obstacle(s) during take-off and landing
EVAC: Evacuation	EXTL: External load related occurrences
F-NI: Fire/smoke (non-impact)	F-POST: Fire/smoke (post-impact)
FUEL: Fuel related	GCOL: Ground Collision
GTOW: Glider towing related events	ICE: Icing
LALT: Low altitude operations	LOC-G: Loss of control - ground
LOC-I: Loss of control - inflight	LOLI: Loss of lifting conditions en-route
MAC: Airprox/ ACAS alert/ loss of separation/ (near) midair collisions	RAMP: Ground Handling
RE: Runway excursion	RI: Runway incursion - vehicle, aircraft or person
RI-O: Runway incursion - other	RI-VA: Rwy incursion-vehicle or a/c
SCF-NP: System/component failure or malfunction [non-powerplant]	SCF-PP: powerplant failure or malfunction
SEC: Security related	TURB: Turbulence encounter
UIMC: Unintended flight in IMC	USOS: Undershoot/overshoot
WILD: Collision Wildlife	WSTRW: Windshear or thunderstorm.
UNK: Unknown or undetermined	OTHR: Other - Any occurrence not covered under another category.

Open definitions of the categories below for more details

ADREP Taxonomy Category Definitions

Description of The Occurrence (Narrative) *

[Please describe the event in detail here   ]

[Previous] [Next]

Step 5: Occurrence Details

Select the detailed occurrence information. You may select one or more items as shown in the image below.

Next, key in the information details of the occurrence. For example, if you select the Aircraft category, key in the information details as shown in the image below.

Step 6: Occurrence Data

(Applicable for Initial Report)

    i.   You may upload picture or other file for additional information. The supported file and documents include JPEG, Word, Excel and MP4. The maximum size is 30 MB.

General Information	Reporting Entity	Organisation Name	Occurrence Information	Occurrence Details	Occurrence Data	Summary

71% Complete   6 of 7

File Upload

⬆

Drop a file here or click to upload
Maximum upload size: 30MB

Add picture or other file for additional information

Previous   Next

(Applicable for Initial & Closed on Issue)

ii. Choose and select the risk assessment that related referring to the Safety Risk Matrix table as shown in the image below.

| General Information | Reporting Entity | Organisation Name | Occurrence Information | Occurrence Details | Occurrence Data | Summary |

71% Complete   6 of 7

Safety Risk		Severity				
Probability		Catastrophic A	Hazardous B	Major C	Minor D	Negligible E
Frequent	5	5A	5B	5C	5D	5E
Occasional	4	4A	4B	4C	4D	4E
Remote	3	3A	3B	3C	3D	3E
Improbable	2	2A	2B	2C	2D	2E
Extremely improbable	1	1A	1B	1C	1D	1E

Note.— In determining the safety risk tolerability, the quality and reliability of the data used for the hazard identification and safety risk probability should be taken into consideration.

Safety Risk Matrix Table

Risk Assessment (risk grade) *

1A ▼

Result of risk assessment either quantitative (level of risk) and qualitative (describe) carried out on the occurrence

Corrective Action Taken (CAT) *

Detail out the cause(s) or probable causes(s) of the occurrence. The use of Root Cause Analysis System is recommended

Corrective Action Plan (CAP) / Temporary Measures *

Detail out any additional or alternative corrective action from the immediate action taken to prevent similar occurrences.

Additional Corrective Action Taken (Additional from previous CAP if any)

File Upload

⬆
Drop a file here or click to upload
Maximum upload size: 30MB

Add picture or other file for additional information

Previous   Next

You can upload picture or file for additional information. The supported file and documents include JPEG, Word, Excel and MP4. The maximum size is 30 MB.

Step 7: Summary

After filing the report, a summary of the report will appear prior to the final submission. You can also edit the details of the information by clicking the edit sign at the top right of each summary box. Then, click the submit button below.

(Applicable for Initial Report)

	[✎ Edit]
Report Status	CLOSED
Headline of Occurrence	LOSS OF GPS SIGNAL
Date of Occurrence (UTC)	13/02/2023
Time (UTC)	09:55
State/Area of Occurrence	MALAYSIA
Detecting Phase	EN-ROUTE
Occurrence Class	INCIDENT
Occurrence Category	ATM: ATM/CNS
Description of The Occurrence (Narrative)	ABC Airlines flight AB123 encountered loss of GPS signal in ANKA (LCAA). During cruise (FL300) passing position DASUR at approximately 09567, the following ECAM messages were triggered: SURF ADY-R 1+6 FAULT & NAV GNSS 1+2 REJECTED BY IFs. System self recovered at approximately 10372 approaching position SIB.

		Edit
Detailed Occurrence Information	Aircraft	

Aircraft

Aircraft Category	FIXED WING
Fixed Wing	Large Aeroplane
Operation Type	Other
Aircraft Model	Other
Aircraft Registration	1-ABC
Callsign	Other
Engine	Single Engine
Manufacturer/TC Holder - Engine	CE,RS
Type/Model - Engine	ABC-12
Serial Number - Engine	AB123
TTSN/TTSO (hours) - Engine	1086
TCSN/TCSO (hours) - Engine	1086
Manufacturer/TC Holder - Propeller	ABC SYSTEM

I certify that the information given above are true and accurate to the best of my knowledge. I take full responsibility for the accuracy of the information provided in this submission.

*

☑ Yes

Previous   Submit

(Applicable for Initial & Closed on Issue)

General Information   Reporting Entity   Organisation Name   Occurrence Information   Occurrence Details   Occurrence Data   Summary

86% Complete   7 of 7

Summary

	✎ Edit
Select Report	Initial Notification

	✎ Edit
Name	MICHAEL NOAH
Phone	0123456789
Email	abc@company.com
Are you reporting as individual or on behalf of company?	Company

	✎ Edit
Report Identification	012008-23
Please select type of your organisation	AIR OPERATOR
Air Operator	
Air Operator	ABC BERHAD

	[✎ Edit]
Report Status	CLOSED
Headline of Occurrence	LOSS OF GPS SIGNAL
Date of Occurrence (UTC)	13/02/2023
Time (UTC)	09:55
State/Area of Occurrence	MALAYSIA
Detecting Phase	EN-ROUTE
Occurrence Class	INCIDENT
Occurrence Category	ATM: ATM/CNS
Description of The Occurrence (Narrative)	ABC Airlines flight AB123 encountered loss of GPS signal in ANKA (LCAA). During cruise (FL300) passing position DASUR at approximately 09567, the following ECAM messages were triggered: SURF ADY-R 1+6 FAULT & NAV GNSS 1+2 REJECTED BY IFs. System self recovered at approximately 10372 approaching position SIB.

	[✎ Edit]
Detailed Occurrence Information	Aircraft

Aircraft

Aircraft Category	FIXED WING
Fixed Wing	Large Aeroplane
Operation Type	Other
Aircraft Model	Other
Aircraft Registration	1-ABC
Callsign	Other
Engine	Single Engine
Manufacturer/TC Holder - Engine	CE,RS
Type/Model - Engine	ABC-12
Serial Number - Engine	AB123
TTSN/TTSO (hours) - Engine	1086
TCSN/TCSO (hours) - Engine	1086
Manufacturer/TC Holder - Propeller	ABC SYSTEM

		✎ Edit
Risk Assessment (risk grade)	1A	
Corrective Action Taken (CAT)	Switching to an alternate navigation system.	
Corrective Action Plan (CAP) / Temporary Measures	Other	

I certify that the information given above are true and accurate to the best of my knowledge. I take full responsibility for the accuracy of the information provided in this submission.

*

☑ Yes

Previous   Submit

Once finished and submitted, it will appear as the image shown below. A copy of your report will be sent to your email. You can also download your report by clicking the Download Link as shown in the image below.
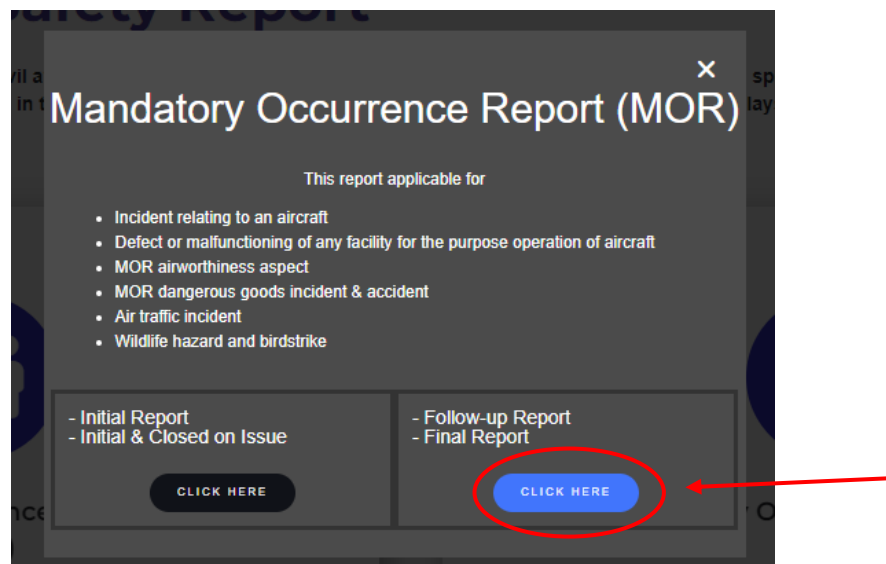
MICHAEL NOAH
Thank you for your response.
Your response were successfully submitted and a copy will be sent to your email.
For your reference, CAAM report number is **MOR72632/23**
Click here to Download your report.

Follow-up Report / Final Report

1. Reporting Portal Homepage
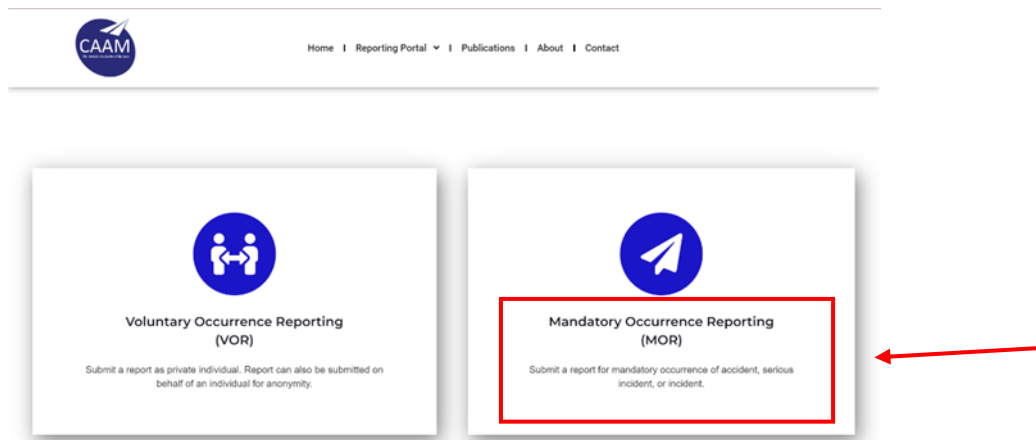
2. Select

Follow-up Report – Update from the initial report that has been made earlier.

Final Report – A report with final resolution that occurrence has been taken care.

3. Key in the information details by following the steps shown below.

Step 1: Report Type

(Applicable for Follow-up Report)

(Applicable for Final Report)

Step 2: Insert the report number and the information details as shown in the image below.

Step 3: The information details of Analysis, Corrective Action Plan (CAP) & Temporary Measures, and Corrective Action Taken (CAT) will appear as shown in the image below.

(Applicable for Follow-up Report)

You can upload file for additional information. The supported file and documents include JPEG, Word, Excel and MP4. The maximum size is 50 MB.

(Applicable for Final Report)

50% Complete   3 of 4

Status ℹ️ *
○ OPEN
○ CLOSED

Safety Risk		Severity				
Probability		Catastrophic A	Hazardous B	Major C	Minor D	Negligible E
Frequent	5	5A	5B	5C	5D	5E
Occasional	4	4A	4B	4C	4D	4E
Remote	3	3A	3B	3C	3D	3E
Improbable	2	2A	2B	2C	2D	2E
Extremely improbable	1	1A	1B	1C	1D	1E

Note.— In determining the safety risk tolerability, the quality and reliability of the data used for the hazard identification and safety risk probability should be taken into consideration.

Safety Risk Matrix Table

Risk Assessment

1A ▾

Result of risk assessment either quantitative (level of risk) and qualitative (describe) carried out on the occurrence

Additional Corrective Action Taken (Additional from previous CAP if any) *

[ ]

Final Reports *

[ ]

Reports that conclude the action taken from the occurrence

File Upload

⬆️
Drop a file here or click to upload
Maximum upload size: 50MB

[Previous] [Next]

You can upload file for additional information. The supported file and documents include JPEG, Word, Excel and MP4. The maximum size is 50 MB.

Step 4: Summary

After filing the report, a summary of the report will appear prior to the final submission. You may also edit the information details by clicking the edit sign at the top right of each summary box. Then, click the submit button below.

(Applicable for Follow-up Report)

Report Type	Next	Next	Next

75% Complete   4 of 4

Summary

	✎ Edit
Select Report	Follow-Up Report

	✎ Edit
CAAM Report Number ℹ	MOR123/23
Email	abc@company.com
Name	MICHAEL NOAH

	✎ Edit
Status ℹ	CLOSED
Risk Assessment	1A
Additional Corrective Action Taken (Additional from previous CAP if any)	ABC Airlines flight AB123 encountered loss of GPS signal in ANKA (LCAA). During cruise (FL300) passing position DASUR at approximately 09567, the following ECAM messages were triggered SURF ADY-R 1+6 FAULT & NAV GNSS 1+2 REJECTED BY IFS. System self recovered at approximately 10372 approaching position SIB.
Final Reports	All safety mitigations has been taken.

I certify that the information given above are true and accurate to the best of my knowledge. I take full responsibility for the accuracy of the information provided in this submission.

*
◯ Yes

Previous   Submit

(Applicable for Final Report)

Summary

	Edit
Select Report	Final report

	Edit
CAAM Report Number	MOR123/23
Email	abc@company.com
Name	MICHAEL NOAH

	Edit
Status	CLOSED
Risk Assessment	1A
Additional Corrective Action Taken (Additional from previous CAP if any)	ABC Airlines flight AB123 encountered loss of GPS signal in ANKA (LCAA). During cruise (FL300) passing position DASUR at approximately 09567, the following ECAM messages were triggered SURF ADY-R 1+6 FAULT & NAV GNSS 1+2 REJECTED BY IFS. System self recovered at approximately 10372 approaching position SIB.
Final Reports	All safety mitigations has been taken.

I certify that the information given above are true and accurate to the best of my knowledge. I take full responsibility for the accuracy of the information provided in this submission.

*
○ Yes

Previous   Submit

Once finished and submitted, it will appear as the image shown below.

Your responses were successfully submitted. Thank you!