European Union Aviation Safety Agency

Confidential Safety Reporting

What is Confidential Safety Reporting?

Answer

Under Regulation (EU) 2018/1139, the European Union Aviation Safety Agency (hereafter “the Agency”) has in place a system for reporting Confidential Safety Reports (hereafter “CSR” or “CSRs”) to enable individuals to voluntary report to EASA alleged malpractices and irregularities in the field of aviation safety, without having to fear that their action may have adverse consequences for their person.

Confidential safety reporting is an independent system set up by the Agency under Regulation (EU) 2018/1139 (‘Basic Regulation’) to facilitate the collection and exchange of aviation safety related information that is complementary to the standard filing and reporting lines of Regulation (EU) No 376/2014 and of the implementing rules to the Basic Regulation. It enables individuals to voluntary report alleged malpractices and irregularities in the field of aviation safety, without having to fear that their action may have adverse consequences for their person. Confidential Safety Reports (CSRs) can lead to effective detection and follow-up of breaches, irregularities, and malpractices of the EU aviation safety legal framework that otherwise might remain hidden and could cause serious harm to aviation safety. Therefore, information obtained through CSRs is an important source for the detection of potential safety hazards and is also used to make effective improvements in aviation safety taking into account the principles of the safety risk management process.

The CSR system provides a high level of protection to whistle-blowers against any form of retaliation, such as suspension, demotion, or intimidation, when speaking up on aviation safety related irregularities that are of relevance for, or within the competence of, the Agency. A dedicated CSR team at the Agency is specially trained to deal with such reports.

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Link:

https://www.easa.europa.eu/en/faq/119212

Who can submit a Confidential Safety Report?

Answer

Confidential Safety Reports can be submitted by any individual, reporting in their personal capacity, who acquired information on alleged malpractices and irregularities in the field of aviation safety, including, at least, the following:

- persons having the status of employees and contracted personnel including civil servants;
- persons working for airports, , operators, design, production, or maintenance or (training) organisations;
- persons belonging to the administration or management of an EU member state competent authority;
- any persons working under the supervision and direction of contractors, subcontractors, and suppliers;
- persons who report on breaches acquired in a work-based relationship that has since ended.

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What can be reported under Confidential Safety Reporting?

Answer

The EASA Confidential Safety Reporting system allows to report any suspected, presumed, or alleged violations of the European Union's legal framework for civil aviation safety.
This includes acts or omissions that:

- are unlawful and relate to areas falling within the scope of competencies of the Agency; or
- defeat the object or the purpose of EU aviation rules acts falling within the scope of Regulation (EU) 2018/1139;

Please note that the following topics, among others, are not CSRs as they do not fall under the scope of Regulation (EU) 2018/1139, and that EASA therefore has no legal mandate or power to take any action in relation to:

- Passenger rights complaints;
- Economic disputes or unfair competition grievances;
- Contractual or labour disputes;
- Issues that have been reported on in the media;
- Criminal offences;

Matters concerning aircraft involved in military, customs, police, search and rescue, firefighting, border control, coastguard or similar activities or services unless the responsible Member State has decided to apply the common EU aviation legislation to such activities (for further information and list of opt-ins, please consult the EASA website).

Confidential Safety Reporting information should be:

- Relevant and related to civil aviation safety;
- Sufficiently specific, substantiated, and ideally supported by documentary evidence. Please note that unspecified or vague allegations cannot be followed up;
- Complete and comprehensive; do not submit multiple reports as this will hinder the administrative process and the follow-up. Instead, please aim to capture all information in a single comprehensive report.

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To whom can I report Confidential Safety Reports?

Answer

In most cases, the National Aviation Authorities (NAAs) of Member States are competent to receive, follow-up and give feedback on reports. They also ensure an independent and autonomous handling of the information on aviation safety related matters reported to them confidentially and for which they are the competent authority.

For contact information on Member States' National Aviation Authorities, please visit 'EASA by Country'.

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How do I submit an EASA Confidential Safety Report?

Answer

Reports on suspected malpractices and irregularities should be submitted by completing the online Confidential Safety Reporting form. Please do not send the same or similar correspondence to any other EASA email addresses and please note that the size of documents attached should not exceed 10 MB.

After submitting a report you may be asked for additional information or clarification. Therefore, please ensure that this email address remains active throughout the entire process.

Information that falls within EASA's remit, as set by Regulation (EU) 2018/1139, is registered and de-identified (so that you remain anonymous), unless you have agreed to disclose your personal data. EASA's Confidential Safety Reporting team will ensure the completeness, integrity and confidentiality of the information processed and will prevent access thereto by non-authorised staff members. Your e-mail address and personal details will not be disclosed to anyone outside the EASA Confidential Safety Reporting team. Information and information about your identity will be kept confidential and protected in accordance with the applicable legal framework (Regulation (EC) No 1049/2001 on public access to documents and Regulation (EU) 2018/1725 on the protection of natural persons with regard to the processing of personal data by the Union Institutions, bodies, offices and agencies and on the free movement of such data).

After de-identification, the information is forwarded to the relevant technical unit for review.

In case EASA concludes that the reported matter falls under the oversight of an EU Member State's or a third-country's aviation competent authority, EASA will inform you accordingly and the information you provided will be transmitted to the competent authority for further follow-up.

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Will I be informed about the outcome of any investigation following a Confidential Safety Report?

Answer

If the reported matter falls within one of the areas where EASA is the competent authority EASA will conduct the necessary investigation. Upon its conclusion, you will be informed about the outcome to the extent that this is possible without compromising the integrity of EASA's actions. The duration of the investigation depends on the complexity of the case. Pending

EASA's investigation you will only be contacted in case additional information is required from you.

Within the EASA Confidential Safety Reporting system, the reporter's personal data will be processed in accordance with (i) Regulation (EU) 2018/1725 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data, and (ii) the applicable EASA data protection policy.

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