

Cabin Safety eReporting Quick Reference Guide

There are two ways to access the Safety Information Management System (SIMS) to enter a Safety eReport:

- The AQD mobile app on the Service Director's iPad

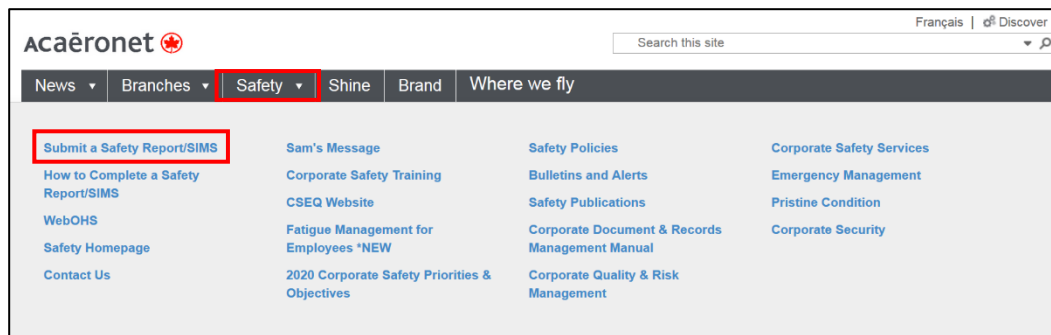
[Click here to view a video on how to access eReporting via ACAeronet](#)
(ePub > About you > eReporting)



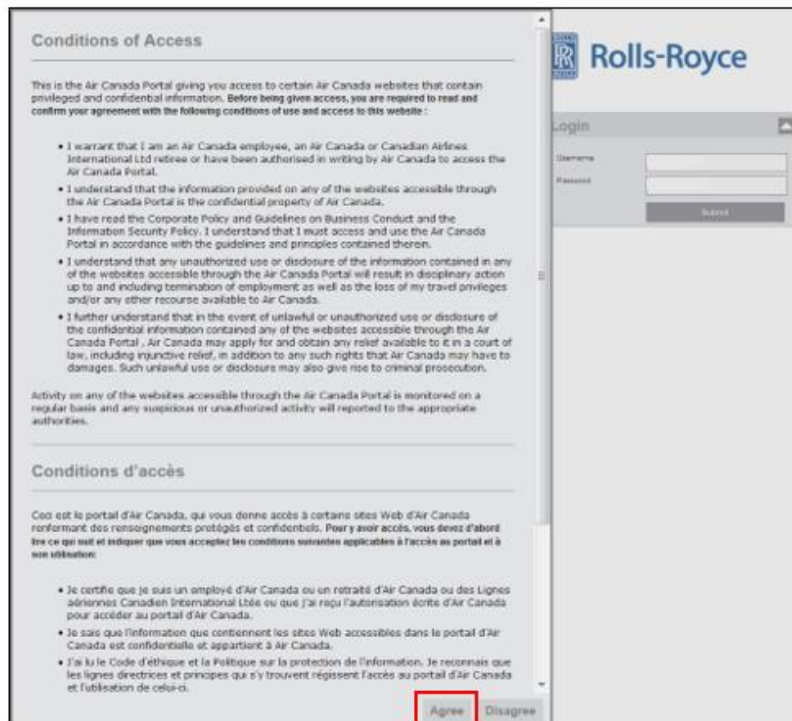
- ACAeronet under Safety>Submit a Safety Report/SIMS.

Note: You must have logged in SIMS through ACAeronet, the browser – based SIMS, at least once to ensure the app is available to you. (when you change your password, you will have to once again log into SIMS through ACAeronet prior to accessing the app).

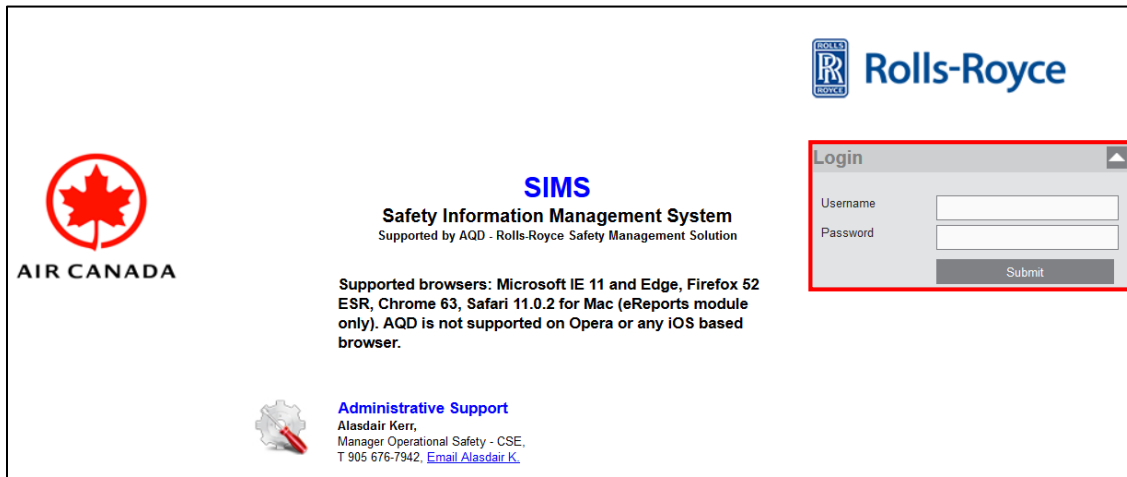
Step 1: Click on Safety > Submit a Safety Report/SIMS



Step 2: After reading the "Conditions of Access", scroll to the bottom and click on "Agree".



Step 3: Login with your ACAeronet (AC#####) Username and Password and click "Submit".



Rolls-Royce

SIMS
Safety Information Management System
Supported by AQD - Rolls-Royce Safety Management Solution

Supported browsers: Microsoft IE 11 and Edge, Firefox 52 ESR, Chrome 63, Safari 11.0.2 for Mac (eReports module only). AQD is not supported on Opera or any iOS based browser.

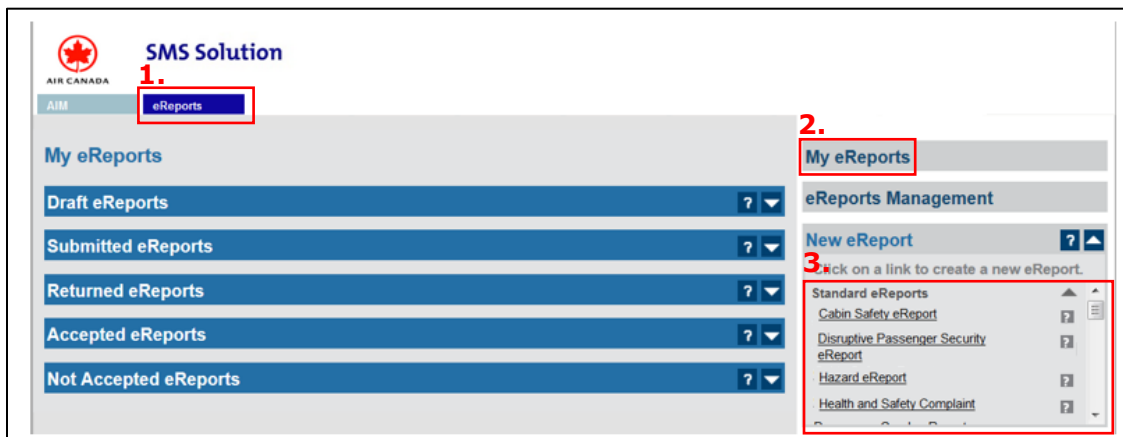
Administrative Support
Alasdair Kerr,
Manager Operational Safety - CSE,
T 905 676-7942, [Email Alasdair.K](#)

Step 4: Click on the "eReports" tab in the header. Then click on "My eReports".

There are 6 different types of Safety Reports in SIMS available to cabin crew, which can also be found in the AQD mobile app on the iPad:

- Cabin Safety eReport
- Passenger Illness/Injury eReport
- Disruptive Passenger Security eReport
- Hazard eReport
- Health and Safety Compliant eReport
- Work Related Injury/Illness eReport

From the list under "New eReport" select one out of the 6 Safety eReports.



SMS Solution

1. **eReports**

2. **My eReports**

3. **New eReport**

Click on a link to create a new eReport.

Standard eReports

- Cabin Safety eReport
- Disruptive Passenger Security eReport
- Hazard eReport
- Health and Safety Complaint

Note: If the "New eReport" tool is collapsed (i.e. hidden) click the down arrow to expand it.



New eReport

Step 5: Fill in as many fields as possible for each separate tab that applies. If any mandatory fields are left blank, a validation failed error will appear and all mandatory fields left blank will be listed.

New Cabin Safety eReport

Date/Time: UTC

Occurrence Title:

Originator: Submitter Surname: Submitter Employee Number:

Details | Description | Crew | Galley | Attachments

Location: IFS Base:

Registration: Aircraft Type:

Flight No: Departure: Destination: Diverted To:

Operational Phase: Effect on flight: Delay (Hrs):

No of Crew: No of PAX:

Turbulence:

Validation failed

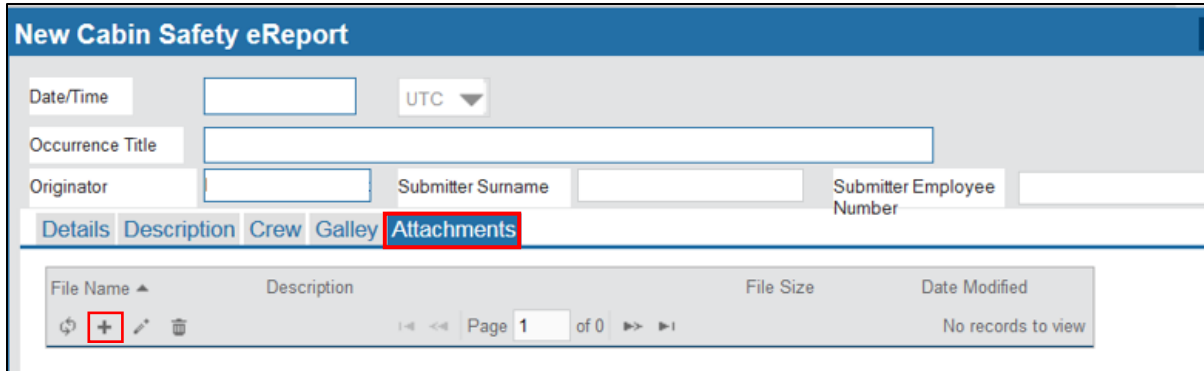
The following errors must be fixed before you can save the form:

- You must enter the Occurrence Description
- You must enter the Occurrence Date Time
- You must enter the Occurrence Title

Details | **Description** | Crew | Galley | Attachments

Under the "Description" tab provide as much detail as possible; what happened, where it happened, when, why, how.

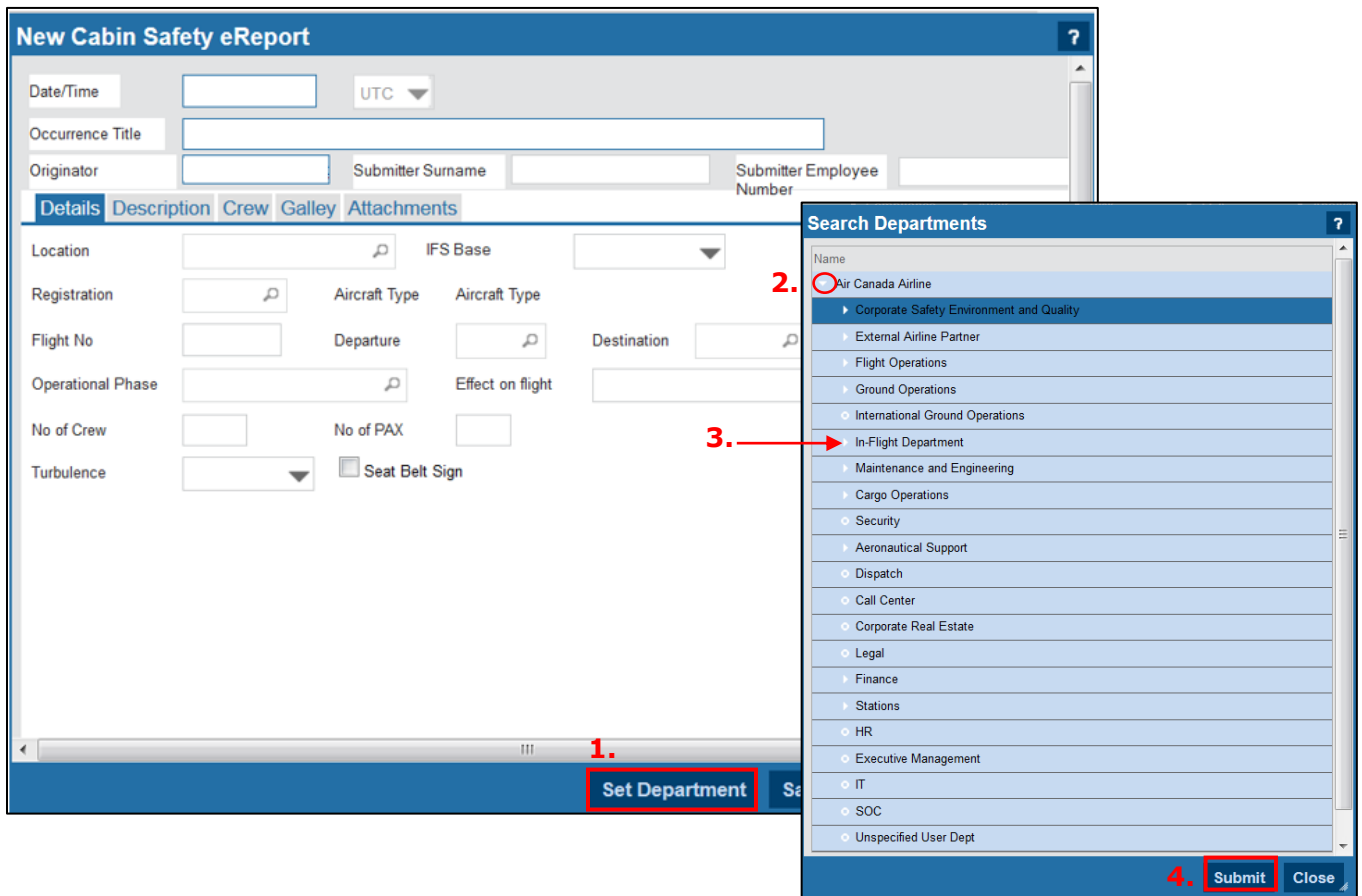
Step 6: To attach any supporting documents such as photos or reports click on the "Attachments" tab.



The screenshot shows the 'New Cabin Safety eReport' form. The 'Attachments' tab is highlighted in red. Below the tabs, there is a table with columns: File Name, Description, File Size, and Date Modified. The table is currently empty, showing 'Page 1 of 0' and 'No records to view'.

Note: Attachments must be of 2Kb or less or they will not attach. Ensure size and resize as permitted by the software (jpg or pdf) as you will not be able to reattach once submitted.

Step 7: Once you have filled out as many fields as possible for each separate tab, click on "Set Department" and select "In-Flight Department". Then click on "Submit".



The screenshot shows the 'New Cabin Safety eReport' form with the 'Set Department' dialog box open. The dialog box lists various departments under 'Air Canada Airline'. The 'In-Flight Department' is selected, indicated by a red arrow labeled '3.'. The 'Set Department' button is highlighted in red, labeled '1.'. The 'Submit' button is also highlighted in red, labeled '4.'. The 'Search Departments' dialog box is titled 'Search Departments' and lists various departments under 'Air Canada Airline'.

Note: Click the arrow to expand the list under "Search Departments" > "Air Canada Airlines".

Clicking on “Save Draft” will give you the option to work on the Safety eReport at your convenience.

Set Department
Save Draft
Submit
Close

Step 8: To submit the Safety eReport click on the “Submit” button.

New Cabin Safety eReport
?

Date/Time

UTC ▼

Occurrence Title

Originator

Submitter Surname

Submitter Employee Number

Details
Description
Crew
Galley
Attachments

Location

IFS Base ▼

Registration

Aircraft Type

Flight No

Departure

Destination

Diverted To

Operational Phase

Effect on flight ▼

Delay (Hrs)

No of Crew

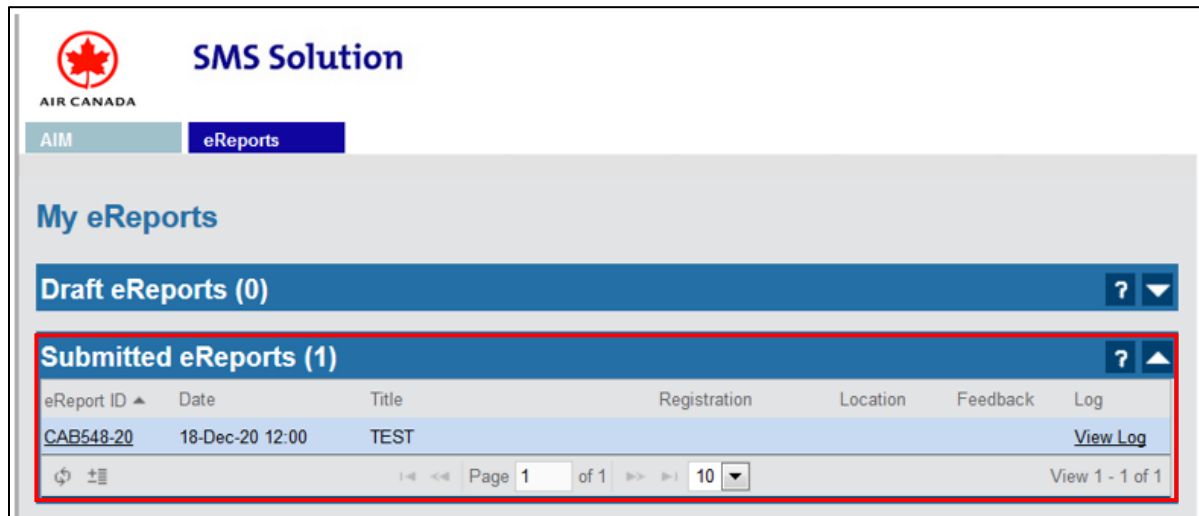
No of PAX

Turbulence ▼

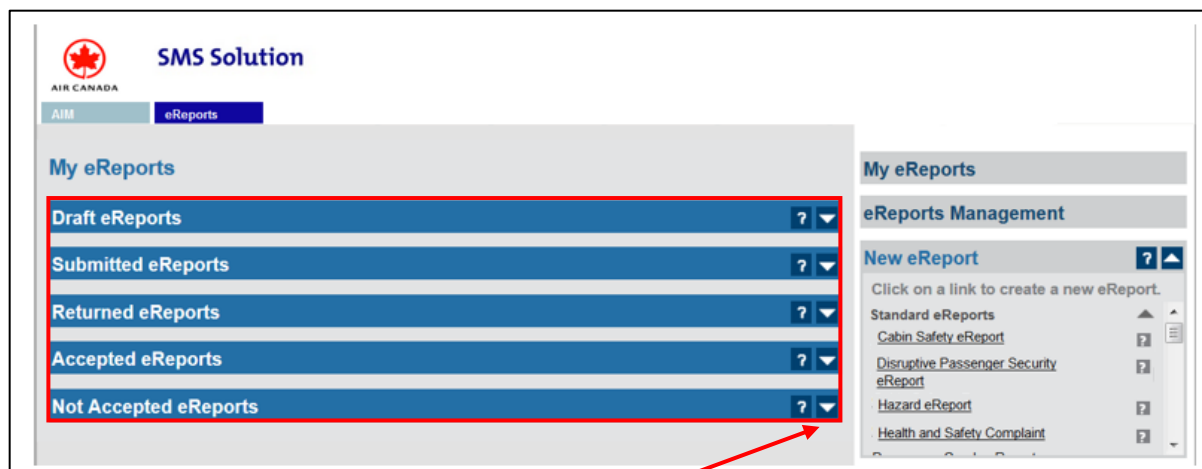
☐ Seat Belt Sign

Set Department
Save Draft
Submit
Close

Once your Safety eReport has been submitted in the SIMS database, you will see your report under the “Submitted eReports” tab.



You can check the status of all your submitted Safety eReports by clicking on the “My eReports” tab. This feature is only accessible through SIMS on the Aeronet Portal.



Note: click the down arrow to expand each tab.

Draft eReports tab – Safety eReports that were entered via the Aeronet SIMS and saved.

Submitted eReports tab – Safety eReports that have been submitted via both the AQD mobile app and/or SIMS via Aeronet.

Returned eReports tab – Safety eReports that are missing essential information and have been returned so that the submitter can fill out the missing fields and resubmit the Safety eReport. A check mark under feedback will appear. Click on the check mark to see details on what information is missing.

Accepted eReports tab – Once the Safety eReport is accepted it will move from the Submitted eReports tab to the Accepted eReports tab.

Not Accepted eReports tab – eReports that do not meet the safety reporting criteria. A reason for a report not to be accepted is provided via the Air Canada email however a standard response is provided and can be viewed by clicking on the check mark telling the submitter to access their Air Canada email for further details.

After submitting a Safety eReport:

The Manager, Corporate Safety – Cabin Operations reviews every Safety eReport submitted into SIMS. Once it has been determined that the event meets the Safety reporting criteria, the eReport is accepted. If accepted an email notification is generated and sent to the submitter's Air Canada email address to advise that their Safety eReport has been accepted.

A risk level is applied to every Safety occurrence using Corporate Safety Risk Management Matrix. It is then categorized for future trending/monitoring.

When required an assessment is assigned within SIMS, **de-identified**, to IFS Safety for follow up. Causal factors (root cause & contributing factors) are identified which in turn drive the development of a corrective action plan (CAP) and or preventative action plan. A target date for completion is set, typically this is 30 days, however this is dependent on the risk level applied to the assessment (Higher risk = faster response time required).

The IFS Safety provides their details at which time the Manager, Corporate Safety – Cabin Operations reviews the information to ensure that the causal factors and CAP are appropriate.

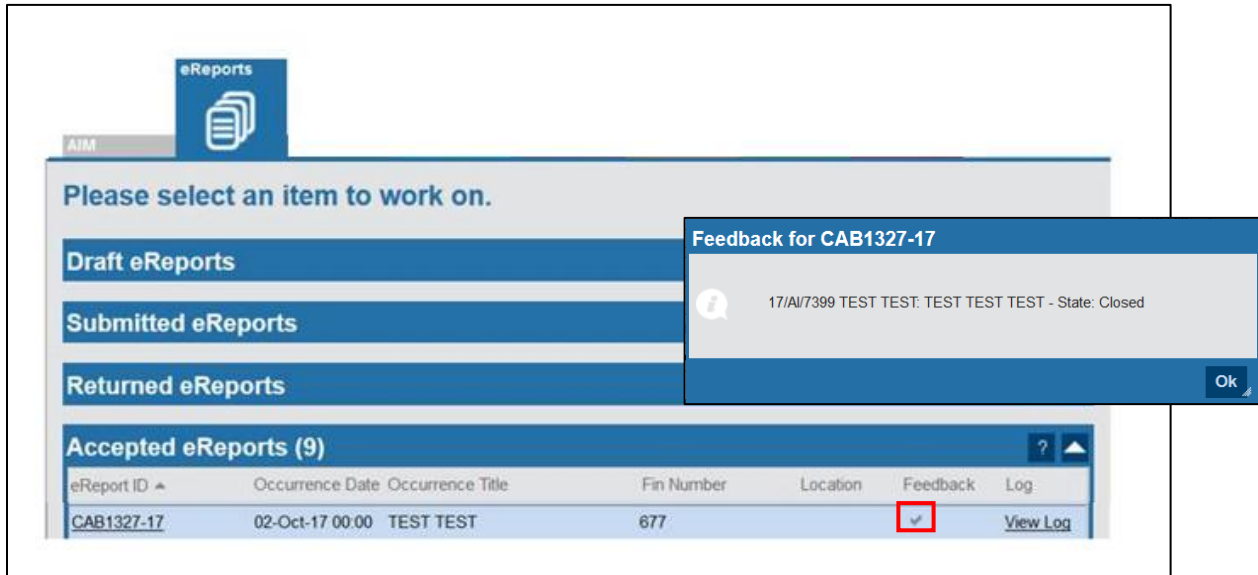
When required, an assessment is also assigned within SIMS, **de-identified**, to other appropriate departments (e.g. Flight Ops, Airports, Security, MEDA, etc) for their review and handling as required.

As pertinent feedback becomes available, feedback to the submitter is published within SIMS. Once feedback is published within SIMS the submitter will receive an email notification.

Receiving Feedback/Reviewing Safety eReports:

In order for you to see feedback you must click on the "Accepted eReport" tab.

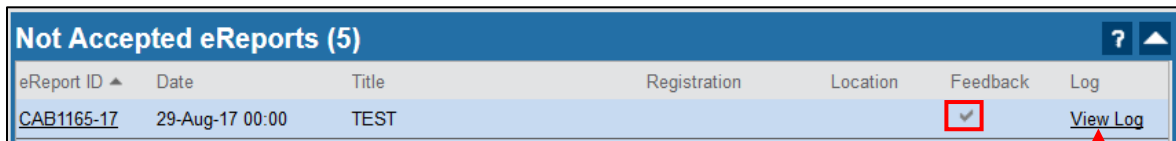
If there is a check mark under "Feedback" it means that there is a reply concerning the Safety eReport submitted. Click on the checkmark to view the comments.



The screenshot shows the 'eReports' interface with a sidebar containing tabs: Draft eReports, Submitted eReports, Returned eReports, and Accepted eReports (9). The 'Accepted eReports' tab is selected, displaying a table with columns: eReport ID, Occurrence Date, Occurrence Title, Fin Number, Location, Feedback, and Log. A row for CAB1327-17 is highlighted, showing a checkmark in the Feedback column. A pop-up window titled 'Feedback for CAB1327-17' is open, displaying the text '17/AI/7399 TEST TEST: TEST TEST TEST - State: Closed' and an 'Ok' button.

eReport ID	Occurrence Date	Occurrence Title	Fin Number	Location	Feedback	Log
CAB1327-17	02-Oct-17 00:00	TEST TEST	677		✓	View Log

If an eReport is not accepted, a checkmark will also appear and you can click on to obtain additional details, in the "Not Accepted eReport" tab.



The screenshot shows the 'Not Accepted eReports' tab with a table containing columns: eReport ID, Date, Title, Registration, Location, Feedback, and Log. A row for CAB1165-17 is highlighted, showing a checkmark in the Feedback column. A red arrow points to the 'View Log' link in the Log column.

eReport ID	Date	Title	Registration	Location	Feedback	Log
CAB1165-17	29-Aug-17 00:00	TEST			✓	View Log

The "View log" section provides a date/time stamp and the "View Details" section provides details on what happened to your Safety eReport.

If you required assistance, please contact:

Manager, Operational Safety – Alasdair Kerr at (905) 676-7942 **and/or**
 Manager, Corporate Safety – Cabin Operations – Dorota Kaczmarczyk (905) 676-7876