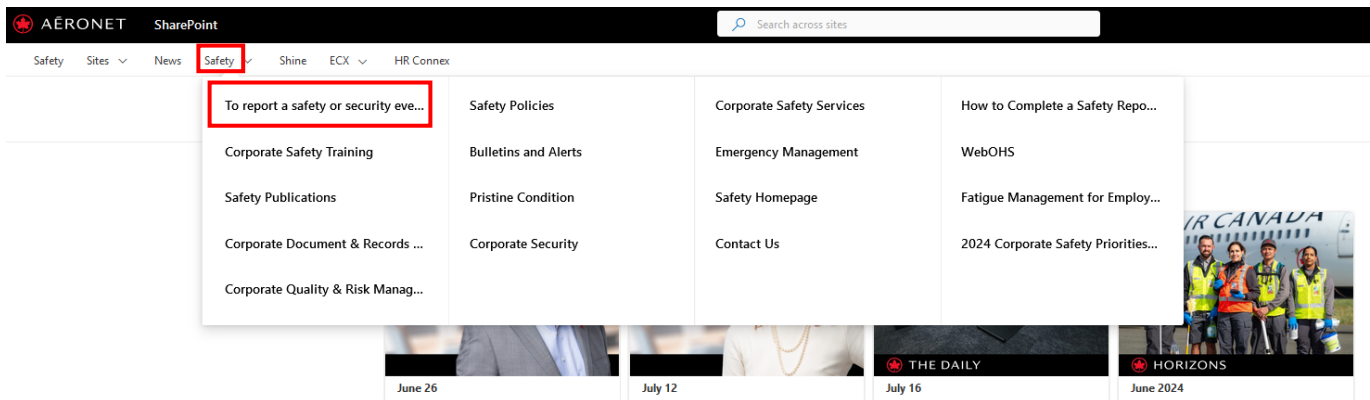# Maintenance Safety eReporting Quick Reference Guide

There are two ways to access the Safety Information Management System (SIMS) to enter a Safety eReport:
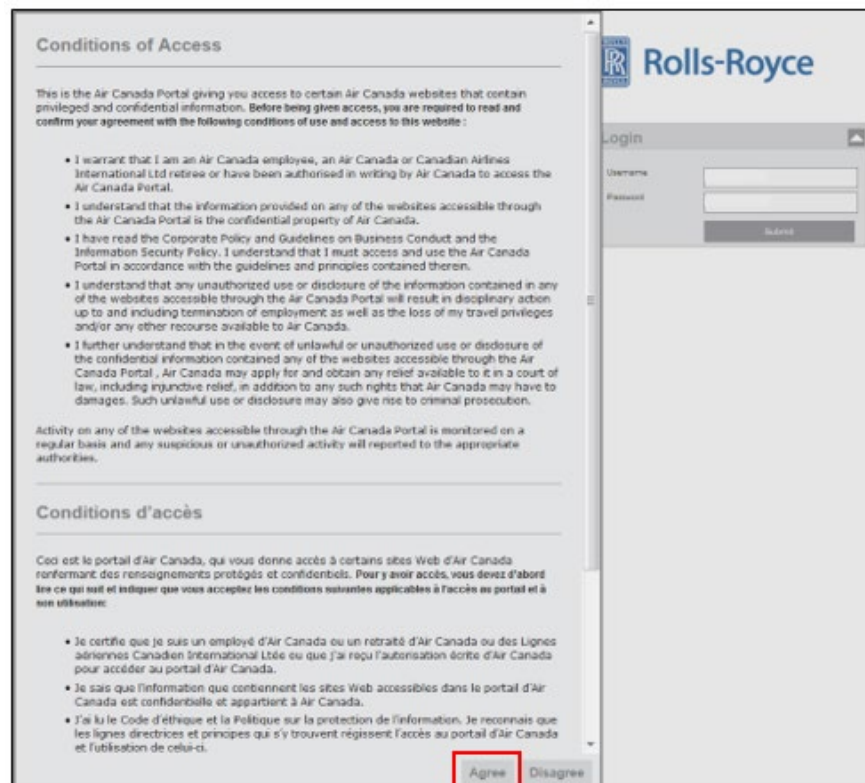
- AC Maintenance Site > AQD/SIMS
- Aeronet under Safety > To report a safety or security event
- AC Maintenance iPad

To access the Safety Information Management System (SIMS) via Aeronet:

Step 1: **Click on Safety Tab > To report a safety or security event**

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

Step 3: **Login with your Aeronet (AC######) Username and Password and click "Submit".**
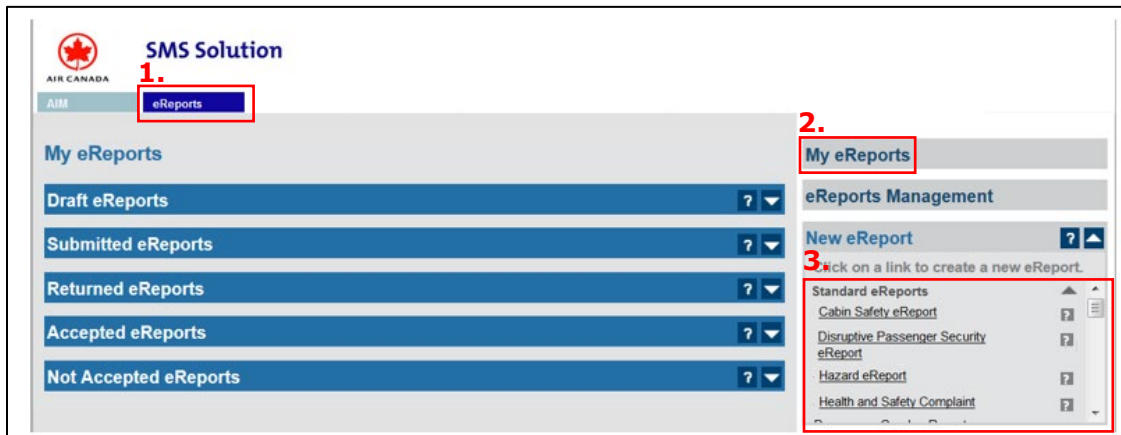
Step 4: **Click on the "eReports" tab in the header. Then click on "My eReports".**

There are 4 different types of Safety Reports in SIMS available to maintenance crew.

- Maintenance Safety eReport
- Hazard eReport
- Health and Safety Complaint eReport
- Work Related Injury/Illness eReport

From the list under "New eReport" select one out of the 4 Safety eReports.

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

Step 5:   Fill in the essential reporting fields as shown below.

Used for determining fatigue risk.

Your name will auto populate.

New Maintenance Safety eReport   **?**

Date/Time	09/01/20 12 38	UTC
Occurrence Title	Safety report example	
Originator	Aaron Colwell	Submitter Surname: Aaron Colwell Submitter Employee Number: AC008868

Details Description Attachments

ACM Lir ▼
ACM Line
Airframe
Engine
Component
Line Vendor

Type of Mntce	ACM Lir ▼	Mtc Shift Pattern	4-5-5 ▼	Shift: Day ▼
Location	TORONTO/PEARSON	Sub Location	Hangar ▼	Hours on Duty: 8 ▼
Registration	701	Aircraft Type	Boeing B-777-233LR	Days Since Last Rest Day: 3
Operational Phase		Flight No		☐ ETOPS
Tech Log Ref	L9885999	Operator	Air Canada	

Where the incident occurred. If unknown, the station found.

Part Defective	
Part Manufacturer	
Part Model	
Part Number	018550-000
Part Serial No.	123 NO ▼

☐ Defective Parts Quarantined
☐ Manufacturer Advised
☐ Safety Call
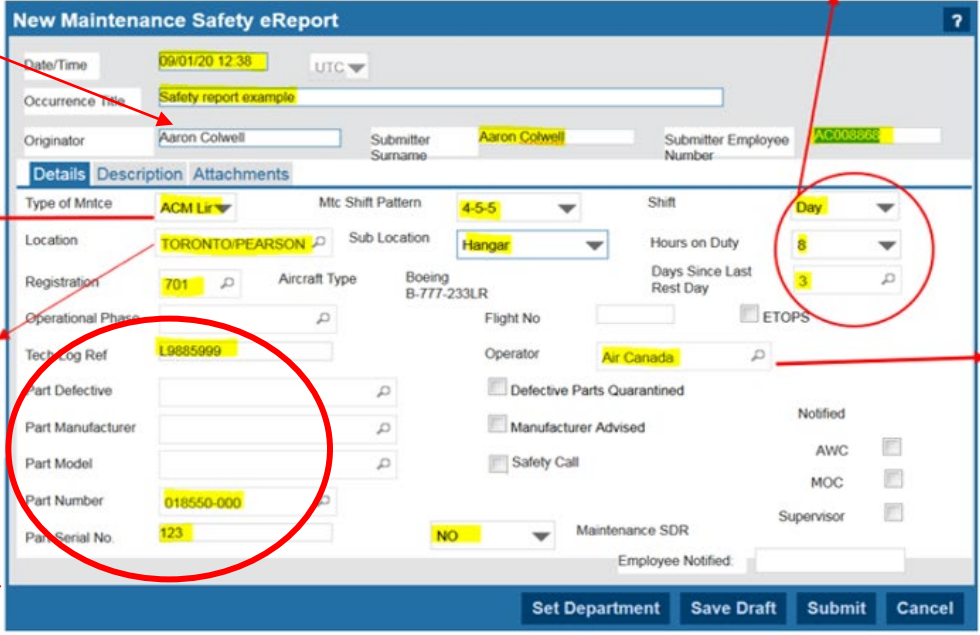
Notified
AWC ☐
MOC ☐
Supervisor ☐

Maintenance SDR
Employee Notified:

Operator
N/A
Air Canada
AC Rouge
Air Georgian
EVAS
Jazz
Sky Regional
Air France
Alitalia
Air China

Add PN, SN and defect number where applicable.

Set Department   Save Draft   Submit   Cancel

If any mandatory fields are left blank, a validation failed error will appear and all mandatory fields left blank will be listed.

Validation failed

⊗ The following errors must be fixed before you can save the form:
You must enter the Sub Location
You must enter the Occurrence Description
You must enter the Occurrence Date Time
You must enter the Occurrence Title

OK

New Maintenance Safety eReport

Date/Time [_____] UTC ▼

Occurrence Title [_____]

Originator [_____] Submitter Surname [_____] Submitter Employee Number [_____]

Details | **Description** | **Attachments**

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

[Set Department] [Save Draft] [Submit] [Close]

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

New Maintenance Safety eReport

Date/Time [_____] UTC ▼

Occurrence Title [_____]

Originator [_____] Submitter Surname [_____] Submitter Employee Number [_____]

Details Description **Attachments**
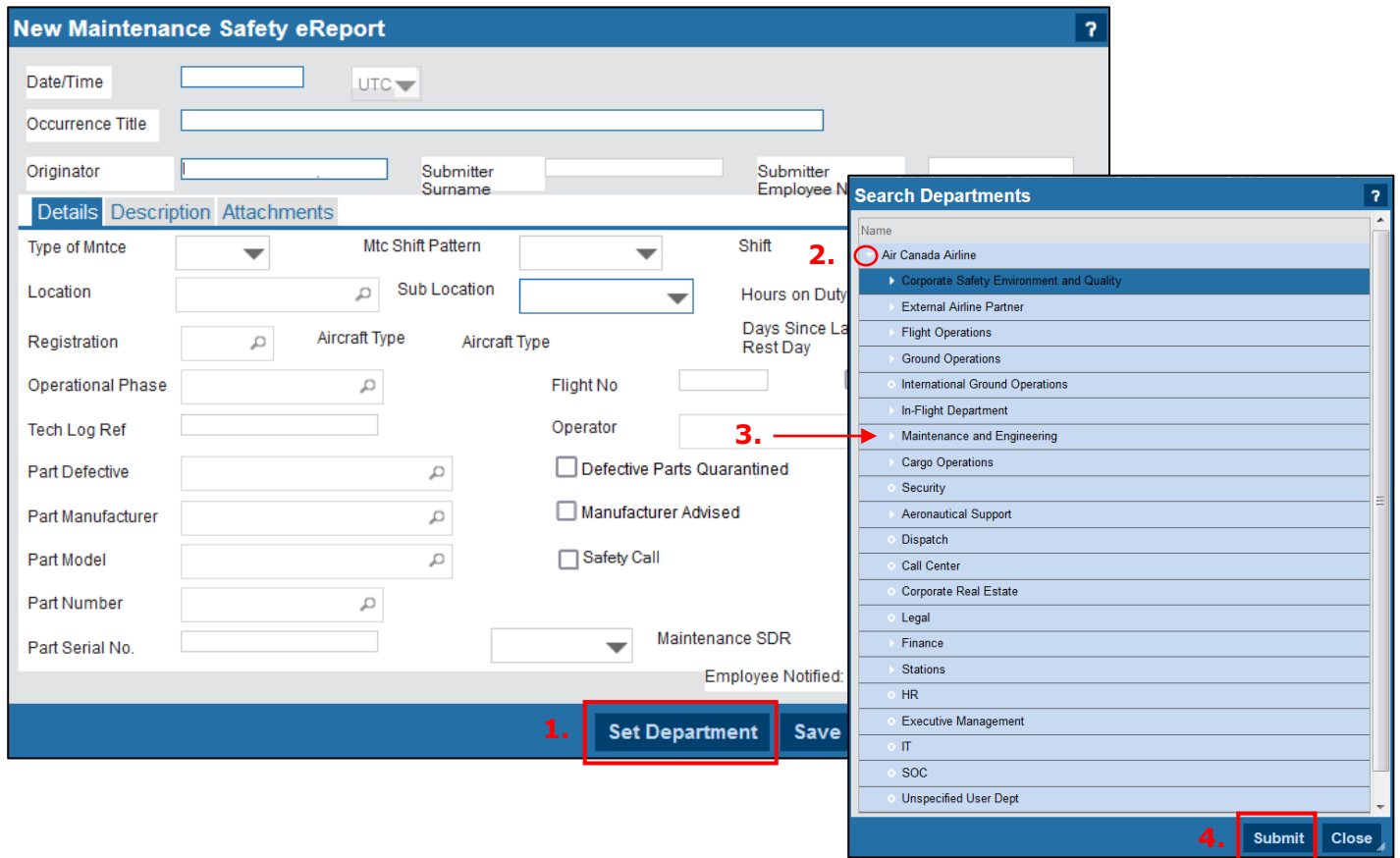
File Name ▲	Description	File Size	Date Modified
↻ + ✎ 🗑	⏮ ◀◀ Page 1 of 0 ▶▶ ⏭		No records to view

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 the essential fields under each tab, click on "Set Department" and select "Maintenance and Engineering". Then click on "Submit".

Note: Click the arrow to expand the list under "Search Departments" next to "Air Canada Airline".

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

Step 8: **To submit the Safety eReport click on the "Submit" button.**

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.
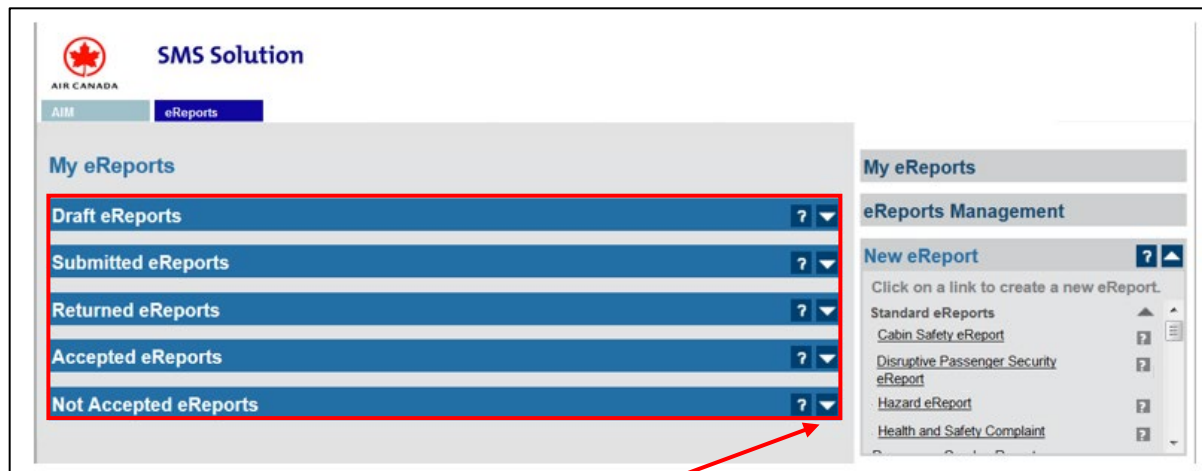
Note: click the down arrow to expand each tab.

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 – Maintenance 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 ACM Management 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).

Once ACM Management provides their details the Manager, Corporate Safety – Maintenance Operations reviews the information to ensure that the causal factors and CAP are appropriate.
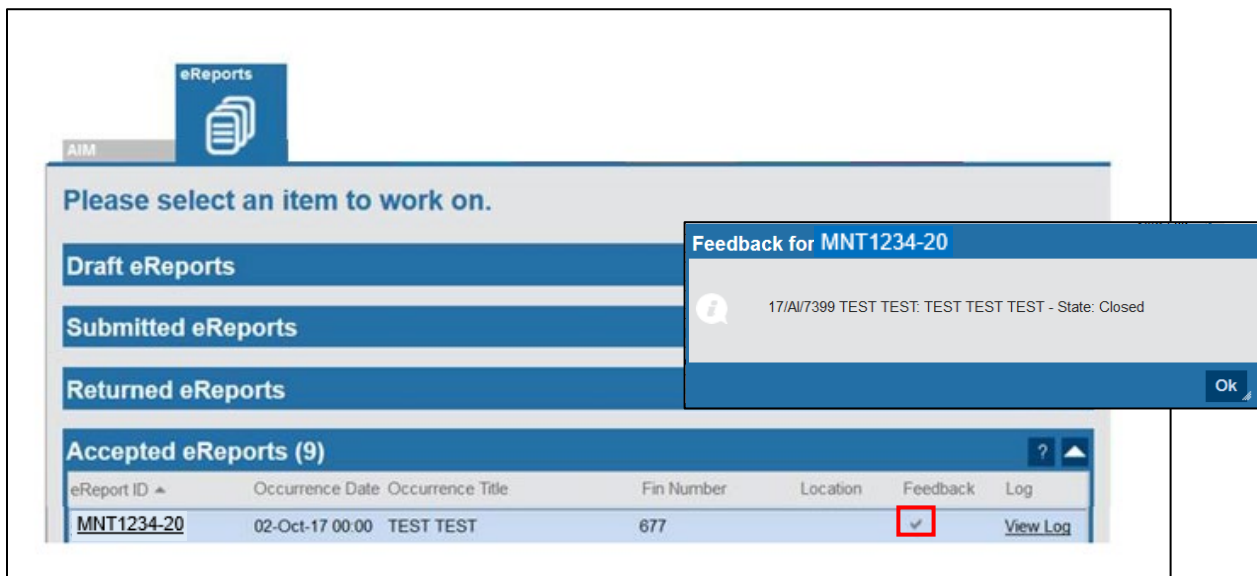
When required, an assessment is also assigned within SIMS, **de-identified**, to other appropriate departments (e.g. Flight Ops, Airports, Security, IFS, etc) for their review and handling as required.

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.
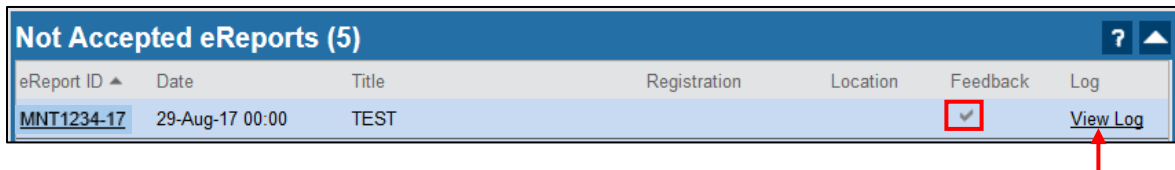

If an eReport is not accepted, a checkmark will also appear and you can click on to obtain additional details, in the "Not Accepted eReport" tab.

The "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, Corporate Safety – Maintenance Operations – Greg Macasevic at (905) 676-4388
and/or
Senior Manager, Corporate Operational Safety – Dorota Kaczmarczyk at (905) 676-7876