

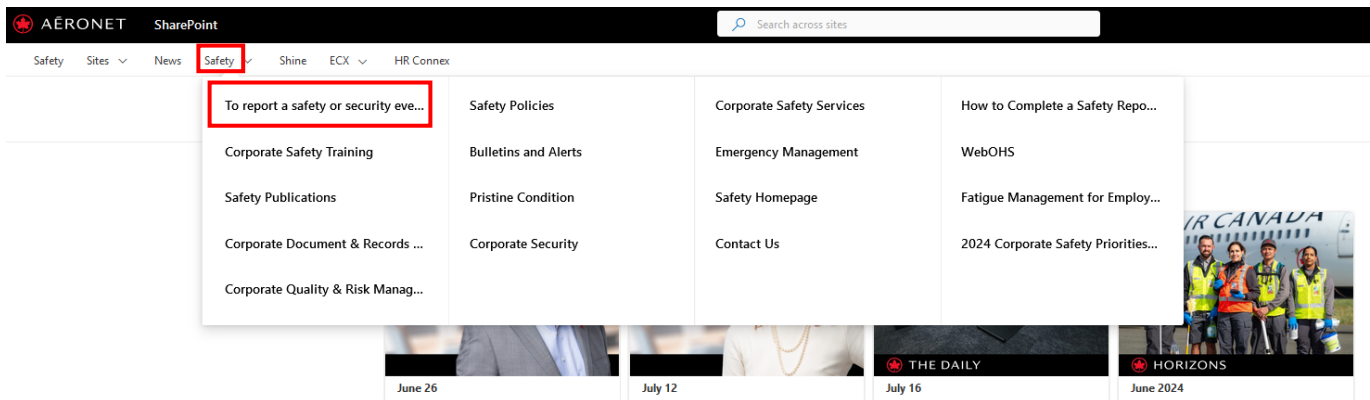
Maintenance Safety eReporting Quick Reference Guide

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

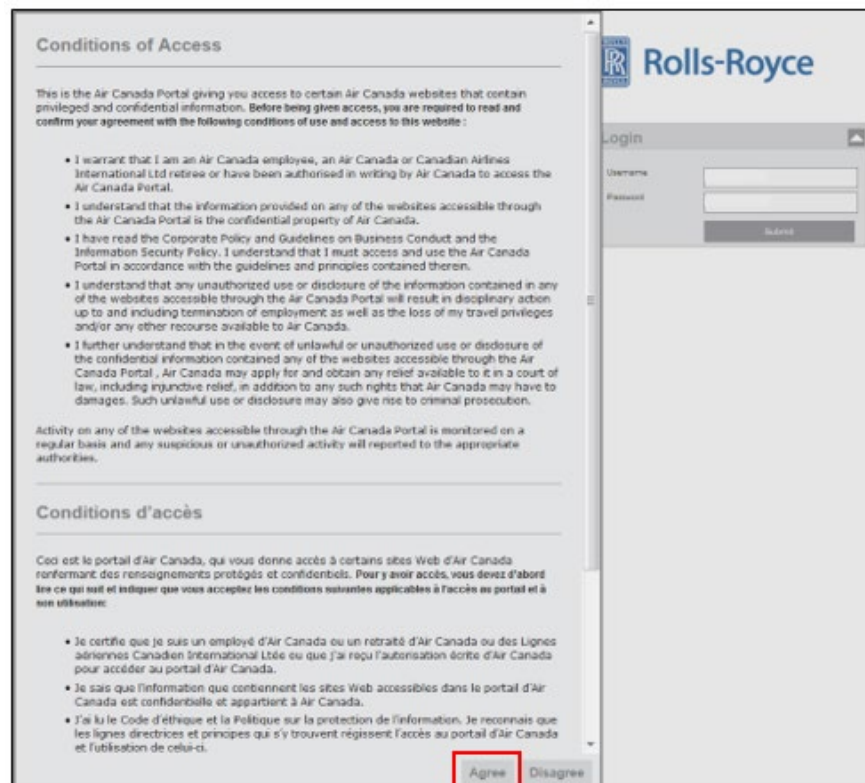
- AC Maintenance Site > AQD/SIMS
- Aeronet under Safety > To report a safety or security event
- AC Maintenance iPad

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".



Conditions of Access

This is the Air Canada Portal giving you access to certain Air Canada websites that contain privileged and confidential information. Before being given access, you are required to read and confirm your agreement with the following conditions of use and access to this website :

- I warrant that I am an Air Canada employee, an Air Canada or Canadian Airlines International Ltd retiree or have been authorised in writing by Air Canada to access the Air Canada Portal.
- I understand that the information provided on any of the websites accessible through the Air Canada Portal is the confidential property of Air Canada.
- I have read the Corporate Policy and Guidelines on Business Conduct and the Information Security Policy. I understand that I must access and use the Air Canada Portal in accordance with the guidelines and principles contained therein.
- I understand that any unauthorized use or disclosure of the information contained in any of the websites accessible through the Air Canada Portal will result in disciplinary action up to and including termination of employment as well as the loss of my travel privileges and/or any other recourse available to Air Canada.
- I further understand that in the event of unlawful or unauthorized use or disclosure of the confidential information contained any of the websites accessible through the Air Canada Portal, Air Canada may apply for and obtain any relief available to it in a court of law, including injunctive relief, in addition to any such rights that Air Canada may have to damages. Such unlawful use or disclosure may also give rise to criminal prosecution.

Activity on any of the websites accessible through the Air Canada Portal is monitored on a regular basis and any suspicious or unauthorized activity will be reported to the appropriate authorities.

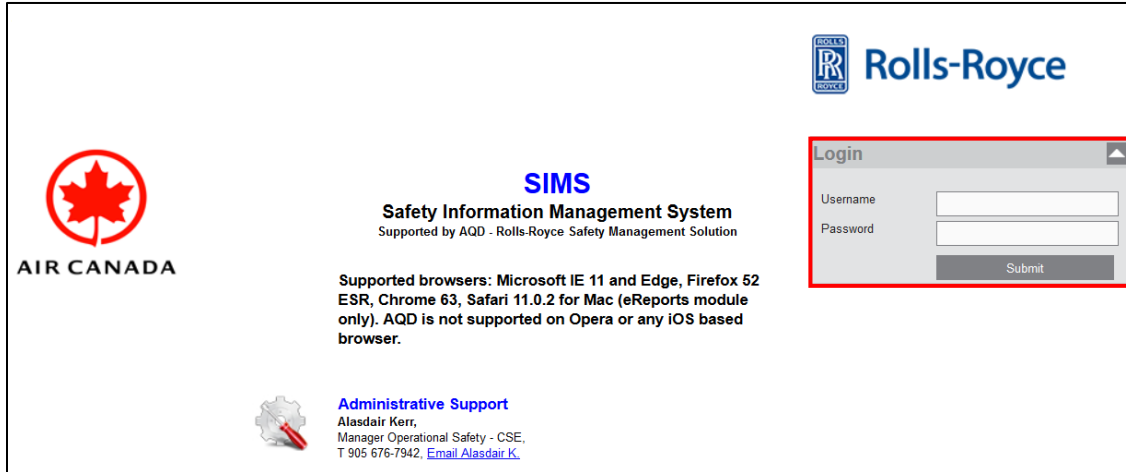
Conditions d'accès

Ceci est le portail d'Air Canada, qui vous donne accès à certains sites Web d'Air Canada renfermant des renseignements protégés et confidentiels. Pour y avoir accès, vous devez d'abord lire ce qui suit et indiquer que vous acceptez les conditions suivantes applicables à l'accès au portail et à son utilisation:

- Je certifie que je suis un employé d'Air Canada ou un retraité d'Air Canada ou des Lignes aériennes Canadien International Ltée ou que j'ai reçu l'autorisation écrite d'Air Canada pour accéder au portail d'Air Canada.
- Je sais que l'information que contiennent les sites Web accessibles dans le portail d'Air Canada est confidentielle et appartient à Air Canada.
- J'ai lu le Code d'éthique et la Politique sur la protection de l'information. Je reconnais que les lignes directrices et principes qui s'y trouvent régissent l'accès au portail d'Air Canada et l'utilisation de celui-ci.

Agree **Disagree**

Step 3: Login with your Aeronet (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.

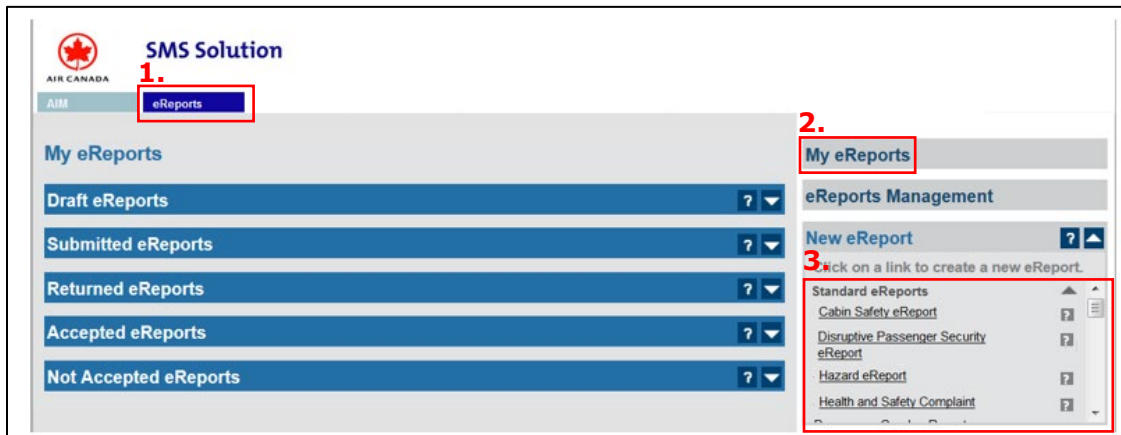
Administrative Support
Alasdair Kerr,
Manager Operational Safety - CSE,
T 905 676-7942, Email Alasdair K

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

There are 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.



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

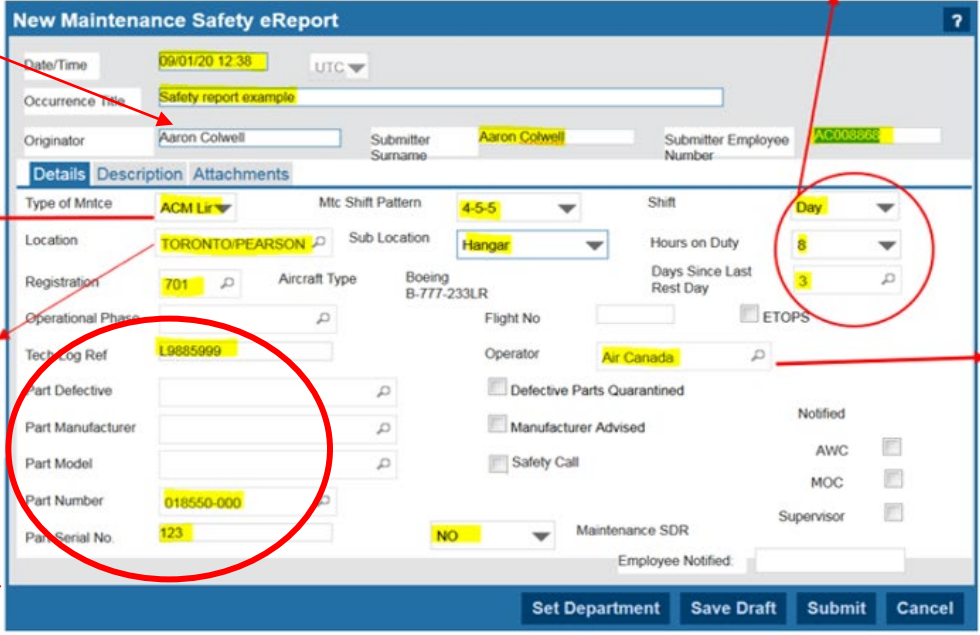
Step 5: Fill in the essential reporting fields as shown below.

Used for determining fatigue risk.

Your name will auto populate.

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

Add PN, SN and defect number where applicable.



ACM Line
ACM Line
Airframe
Engine
Component
Line Vendor

Operator

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

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

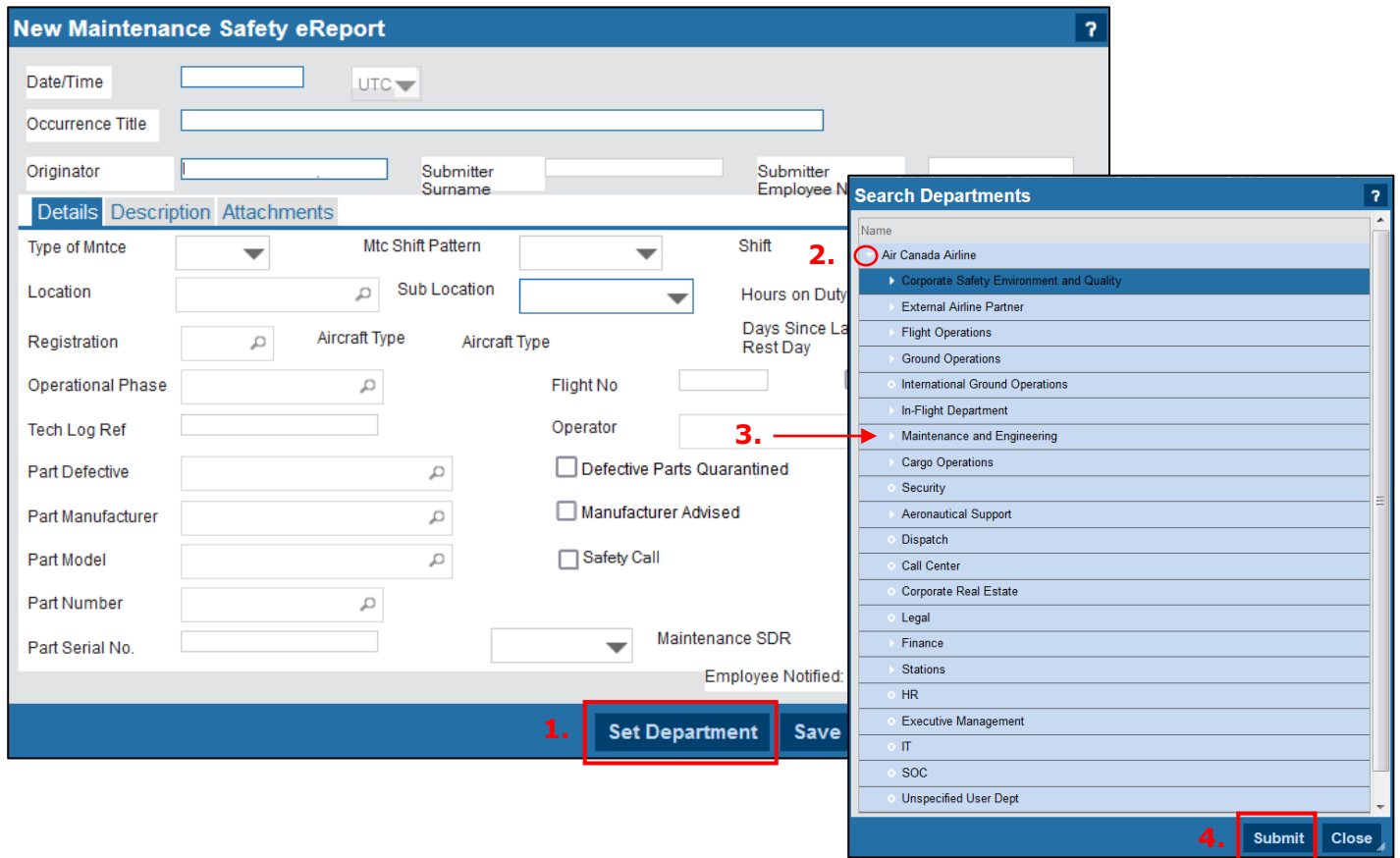
File Name	Description	File Size	Date Modified
<div> <div></div> <div>+</div> <div></div> <div></div> </div>			

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”.



The screenshot shows the "New Maintenance Safety eReport" form. The form has tabs for "Details", "Description", and "Attachments". The "Details" tab is active, showing fields for Date/Time, Occurrence Title, Originator, Submitter Surname, Submitter Employee Number, Type of Mntce, Mtc Shift Pattern, Shift, Location, Sub Location, Hours on Duty, Registration, Aircraft Type, Days Since Last Rest Day, Operational Phase, Flight No, Tech Log Ref, Operator, Part Defective, Defective Parts Quarantined, Part Manufacturer, Manufacturer Advised, Part Model, Safety Call, Part Number, Part Serial No., Maintenance SDR, and Employee Notified. A red box labeled "1." highlights the "Set Department" button at the bottom. A red box labeled "2." highlights the "Shift" field. A red box labeled "3." highlights the "Operator" field. A red box labeled "4." highlights the "Submit" button in the "Search Departments" pop-up. The "Search Departments" pop-up shows a list of departments under "Air Canada Airline", with "Maintenance and Engineering" selected. The "Set Department" button is also highlighted with a red box labeled "1.".

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.



The screenshot shows the bottom buttons of the form: "Set Department", "Save Draft", "Submit", and "Close". The "Save Draft" button is highlighted with a red box.

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

New Maintenance Safety eReport

Date/Time
UTC

Occurrence Title

Originator
Submitter Surname
Submitter Employee Number

Details
Description
Attachments

Type of Mntce
Mtc Shift Pattern
Shift

Location
Sub Location
Hours on Duty

Registration
Aircraft Type
Aircraft Type
Days Since Last Rest Day

Operational Phase
Flight No
ETOPS
☐

Tech Log Ref
Operator

Part Defective
☐ Defective Parts Quarantined

Part Manufacturer
☐ Manufacturer Advised
Notified

Part Model
☐ Safety Call
AWC
☐


Part Number
Maintenance SDR
MOC
☐

Part Serial No.
Supervisor
☐

Employee Notified:

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.


SMS Solution

AIM
eReports

My eReports

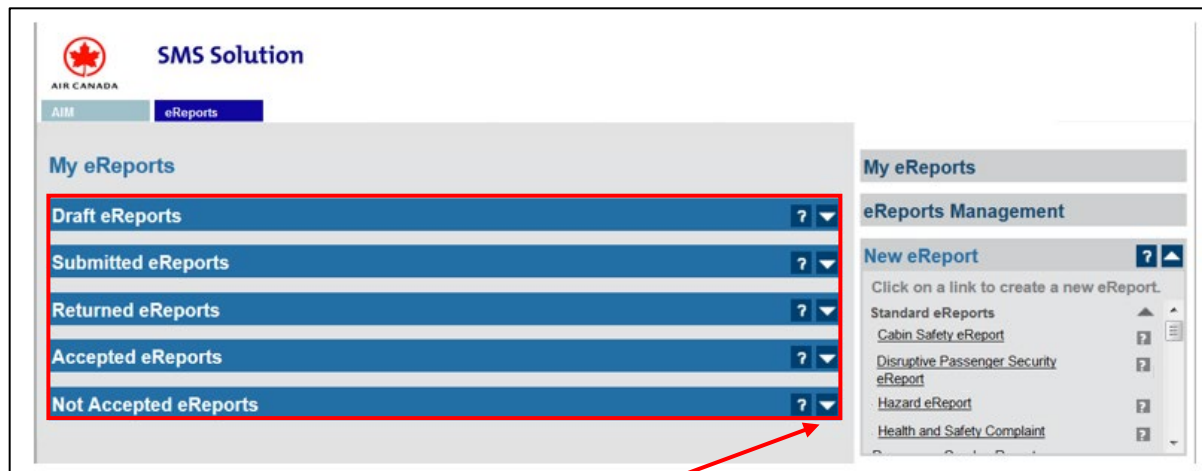
Draft eReports (0)

Submitted eReports (1)

eReport ID	Date	Title	Registration	Location	Feedback	Log
MNT1234-20	18-Dec-20 12:00	TEST				View Log

Page 1 of 1
10
View 1 - 1 of 1

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.

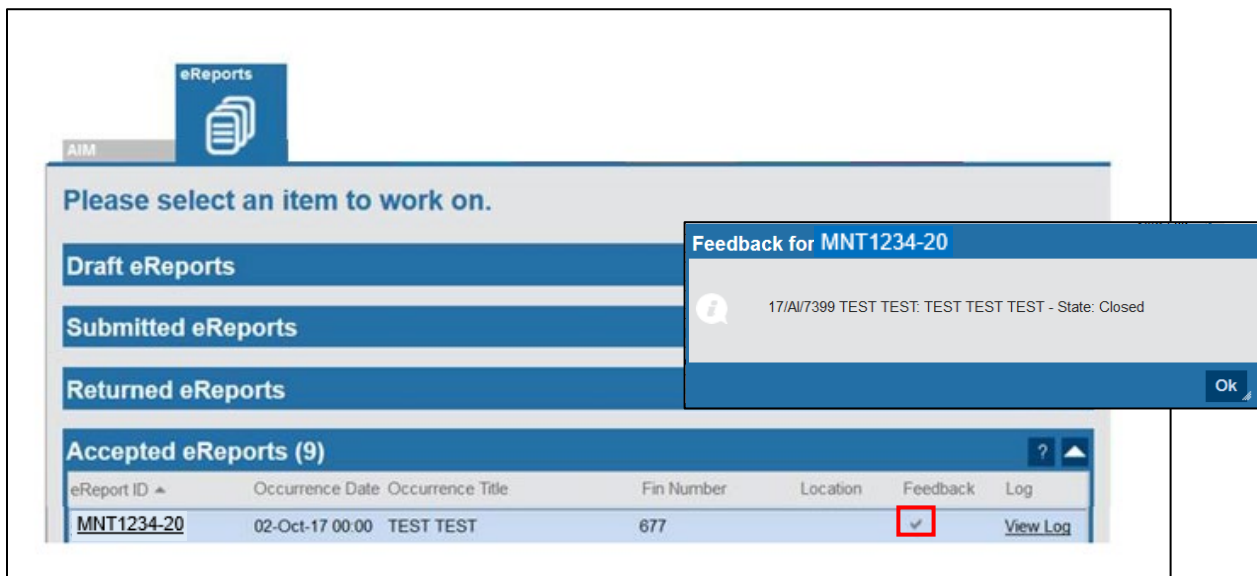
When required, an assessment is also assigned within SIMS, **de-identified**, to other appropriate departments (e.g. Flight Ops, Airports, Security, IFS, etc) for their review and handling as required.

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.

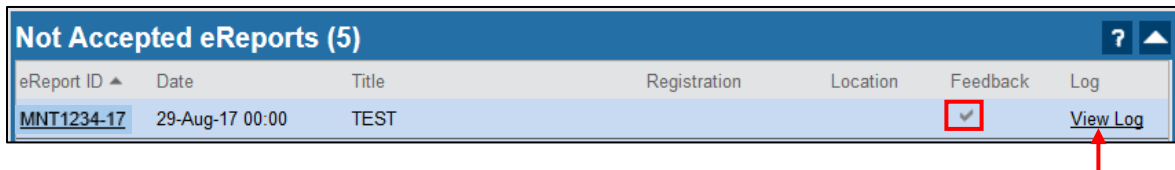


The screenshot shows the 'eReports' interface with a sidebar containing tabs: Draft eReports, Submitted eReports, Returned eReports, and Accepted eReports (9). The 'Accepted eReports (9)' tab is active, displaying a table with the following data:

eReport ID	Occurrence Date	Occurrence Title	Fin Number	Location	Feedback	Log
MNT1234-20	02-Oct-17 00:00	TEST TEST	677		✓	View Log

A pop-up window titled 'Feedback for MNT1234-20' is overlaid on the table, showing the message: '17/AI/7399 TEST TEST: TEST TEST TEST - State: Closed'.

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 (5)' tab, displaying a table with the following data:

eReport ID	Date	Title	Registration	Location	Feedback	Log
MNT1234-17	29-Aug-17 00:00	TEST			✓	View Log

A red arrow points to the 'View Log' link in the Log column of the row for MNT1234-17.

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