

Operation of the Voluntary Information Contributory to Enhancement of Safety System (abbreviation: VOICES)

Background to Launch

The Civil Aviation Bureau of the Ministry of Land, Infrastructure, Transport and Tourism implemented a State Safety Program (SSP) that comprehensively defines the measures to be taken to ensure safety of civil aviation, as the supervisor of safety in civil aviation in accordance with Annex 19 of the Convention on International Civil Aviation. This SSP came into force in April 2014. As part of this program, a Voluntary Information Contributory to Enhancement of the Safety System (abbreviation: VOICES) commenced operation in July 2014.

Objectives

In order to prevent a recurrence of accidents, etc., in Japan it is compulsory for civil aviation companies to report on the occurrence of aircraft accidents, events that could result in an accident, and other matters that could have an adverse effect on safety to the national government. However, it is difficult to include information that has not resulted in such an event in the existing compulsory reporting system, although such information is valuable in terms of safety. As a result VOICES was initiated to receive voluntary reports of this kind of information, and share it with relevant parties after analysis, treating the source of the information as confidential and taking sufficient care regarding its use. It is expected that the system will be useful for implementing measures to prevent aviation accidents.

Concepts

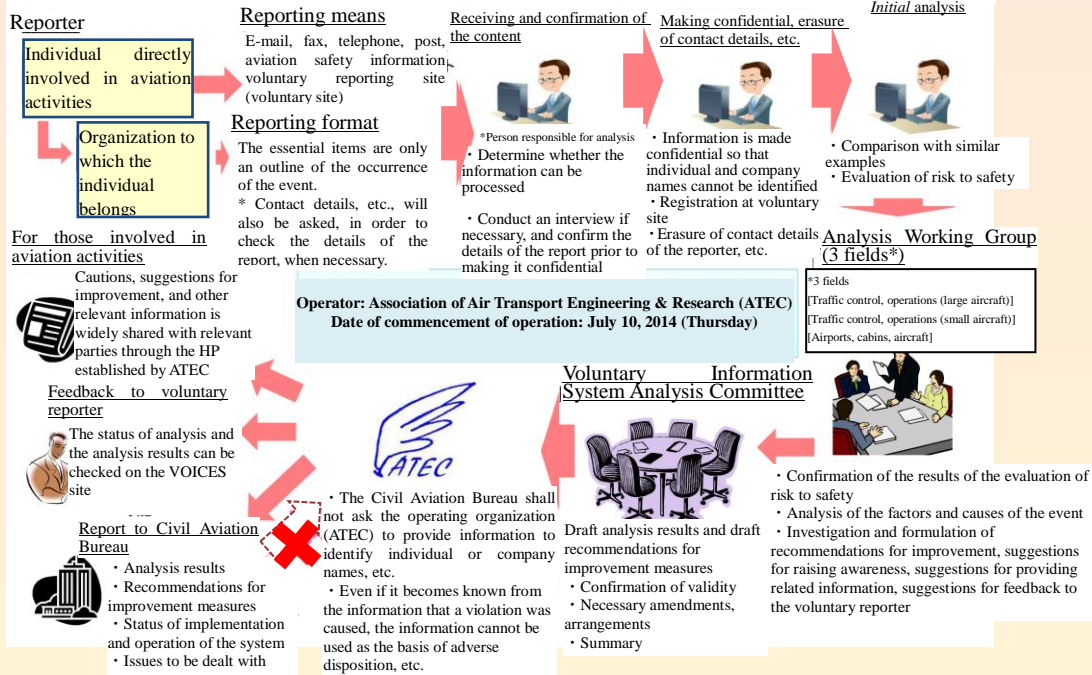
VOICES is implemented based on the following concepts.

- ① A reporter shall be an individual who is directly engaged in aviation activities or the organization the individual belongs to.
- ② A safety occurrence to be reported should be directly perceived by either the reporter or a personnel belonging to the reporter with his/her senses in the course of its aviation activities, excluding indirect experiences, which is outside of the scope of the mandatory incident reporting system.

Outline of operation of the Voluntary Information Contributory to Enhancement of Safety System (VOICES) (2014)

MLIT

The collection and analysis of a wide range of information regarding aviation safety that is difficult to include in the compulsory reporting system, and sharing this information with relevant parties in order to implement prevention measures.



- ③ A third party who operates VOICES shall be appointed and its operation will be independent from civil aviation safety authorities.
- ④ The operating organization will analyze the information collected after ensuring confidentiality of the information source.
- ⑤ The Civil Aviation Bureau of the Ministry of Land, Infrastructure, Transport and Tourism shall not direct access to any information through which the individuals or organizations that were involved can be identified, nor request the operating entity to provide such information. In addition, even if any violation is found from the information, the information shall not be used as the evidence of any punitive action.

Outline of Operation

Based on the above concepts, VOICES is operated by a third party organization in order to eliminate the concern that the reporter would be subject to adverse disposition. After the third party organization has checked by interviews, etc., the contents of the safety information collected, it is made confidential so that individuals and companies cannot be identified. Thereafter, analysis is carried out by specialists, the analysis results are published, and if necessary recommendations such as safety measures, etc., are made to the Civil Aviation Bureau of the Ministry of Land, Infrastructure, Transport and Tourism. Note that the published analysis results can be viewed on the VOICES homepage (<http://www.jihatsu.jp>). Also, as feedback to the reporter, the reporter can view on the VOICES site the progress of the analysis of the reported information, with viewing limited to the reporter by issue of a password.

Reports to VOICES can be made by any of the following methods.

- ① VOICES homepage <http://www.jihatsu.jp>
- ② Airline safety information voluntary reporting site <https://asicss.cab.mlit.go.jp/voluntary/>
- ③ E-mail
- ④ Fax
- ⑤ Telephone
- ⑥ Post

[Information on the topic is available on the website of the government]

Information on Operation of the Voluntary Information Contributory to Enhancement of Safety System is available on:

http://www.mlit.go.jp/report/press/kouku02_hh_000075.html