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Ministry of Territorial Administration and Infrastructure

Of the Republic of Armenia



**Regulation on Civil Aviation Occurrence Reporting, Analysis, Follow-Up, and Safety Data Management**

First Edition, 2025

 **Record of Amendments**

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#

 **1.** **Definitions and Abbreviations**

1. For the purposes of this Regulation, the following definitions shall apply:

1) ***Accident:***  An occurrence associated with the operation of an aircraft which, in the case of a manned aircraft, takes place between the time any person boards the aircraft with the intention of flight until such time as all such persons have disembarked, or in the case of an unmanned aircraft, takes place between the time the aircraft is ready to move with the purpose of flight until such time as it comes to rest at the end of the flight and the primary propulsion system is shut down, in which:

a) a person is fatally or seriously injured as a result of:

* being in the aircraft, or
* direct contact with any part of the aircraft, including parts which have become detached from the aircraft, or
* direct exposure to jet blast, except when the injuries are from natural causes, self-inflicted or inflicted by other persons, or when the injuries are to stowaways hiding outside the areas normally available to the passengers and crew; or

b) the aircraft sustains damage or structural failure which:

* adversely affects the structural strength, performance or flight characteristics of the aircraft, and
* would normally require major repair or replacement of the affected component,

*except* for engine failure or damage, when the damage is limited to a single engine (including its cowlings or accessories), to propellers, wing tips, antennas, probes, vanes, tires, brakes, wheels, fairings, panels, landing gear

doors, windscreens, the aircraft skin (such as small dents or puncture holes), or for minor damages to main rotor blades, tail rotor blades, landing gear, and those resulting from hail or bird strike (including holes in the random); or

c) the aircraft is missing or is completely inaccessible.

2) ***Aircraft:*** Any machine that can derive support in the atmosphere from the reactions of the air other than the reactions of the air against the earth’s surface.

3) ***Analysis:*** A broader, often data-driven review of individual or aggregated occurrence reports to identify trends, risks, or systemic weaknesses in aviation safety.
4) ***Anonymization:*** Removal of all personal and organizational details from occurrence reports to prevent identification of individuals or entities.

5) ***Corrective Action:*** Action to eliminate the cause of a detected hazard or other undesired situation.
6) ***Closed Occurrence:***An occurrence that has been assessed and formally determined to require no further investigation, corrective action, or follow-up.

7) ***Disidentified Information:*** Information from occurrence reports from which all personal data such as names or addresses have been removed.

8) ***Follow-Up:*** Ongoing monitoring and verification to ensure corrective/preventive actions were implemented effectively and had the intended safety effect.

9) ***Guidance Material:*** Non-binding explanatory and interpretation material on how to achieve the implementation of the requirements of the civil aviation regulations (CAR). It contains information, including examples, to assist the relevant stakeholder in the interpretation and application of the civil aviation regulations.

9) ***Hazard:*** A condition or object with the potential to cause or contribute to an aircraft accident or incident.
10) ***Incident:*** An occurrence, other than an accident, associated with the operation of an aircraft which affects or could affect the safety of operations.

11) ***Investigation:*** A process conducted for the purpose of accident prevention which includes the gathering and analysis of information, the drawing of conclusions, including the determination of causes and/or contributing factors and, when appropriate, the making of safety recommendations.

12) ***Interested Party:*** A natural or legal person or body that contributes to aviation safety improvement and is authorized to access anonymized occurrence data.

13) ***Just Culture:*** A culture in which individuals are not punished for actions, omissions or decisions taken by them that are commensurate with their experience and training, but where gross negligence, willful violations and destructive acts are not tolerated.

14) ***Mandatory Report:*** A report submitted in accordance with legal or regulatory requirements concerning specified types of safety occurrences or events.

15) ***Occurrence:*** Any safety-related event which endangers or which, if not corrected, could endanger an aircraft, its occupants or any other person, and includes in particular an accident or a serious incident.
16)***Open Occurrence:*** An occurrence that requires further assessment, investigation, or is subject to ongoing analysis or corrective action.

17) ***Organization:*** Any natural or legal entity providing aviation products or services, and which employs, contracts or engages persons required to report occurrences under this Regulation.

18) ***Other Occurrence:*** Any reportable or voluntarily reported event that does not meet the criteria of an accident, serious incident, or incident, but is relevant to aviation safety analysis, hazard identification, or trend monitoring.

19) ***Preventive Action:*** Action to eliminate the cause of a potential hazard or other potential undesired situation.20) ***Reportable Occurrence:*** Any occurrence that is subject to mandatory reporting in accordance with this Regulation, and which had or was judged to have had the potential to compromise the safe operation of an aircraft.

21) ***Reporter:*** A natural person who reports an occurrence or other safety-related information pursuant to this Regulation.

22) ***Safety Data:*** A defined set of facts or values collected for reference, processing or analysis, which could be used to maintain or improve safety.
23)***Safety Information:*** Safety data processed, organized, or analyzed in a given context to support safety management and the development of safety intelligence.

24) ***Safety Performance:***  A State or a service provider’s measurable effect on safety achievement.
25) ***Safety Performance Indicator (SPI):*** A metric used to measure and monitor a State or service provider’s safety performance, including progress towards achieving safety objective.

26) ***Safety Performance Target (SPT):*** A State or a service provider’s planned or intended target for a safety performance indicator over a given period.

27) ***Safety Risk:*** The predicted probability and severity of the consequences or outcomes of a hazard.

28) ***Safety Management System (SMS):*** A systematic approach to managing safety, including the necessary organizational structures, accountabilities, policies and

procedures, required to implement effective safety management by service providers.

29) ***Serious Incident:*** An incident involving circumstances indicating that there was a high probability of an accident and associated with the operation of an aircraft which, in the case of a manned aircraft, takes place between the time any person boards the aircraft with the intention of flight until such time as all such persons have disembarked, or in the case of an unmanned aircraft, takes place between the time the aircraft is ready to move with the purpose of flight until such time as it comes to rest at the end of the flight and the primary propulsion system is shut down.

30) ***Serious Injury:*** An injury which is sustained by a person in an accident and which:

a) requires hospitalization for more than 48 hours, commencing within seven days from the date the injury was

received; or

b) results in a fracture of any bone (except simple fractures of fingers, toes or nose); or

c) involves lacerations which cause severe hemorrhage, nerve, muscle or tendon damage; or

d) involves injury to any internal organ; or

e) involves second or third-degree burns, or any burns affecting more than 5 percent of the body surface; or

f) involves verified exposure to infectious substances or injurious radiation․

31) ***Service Provider:*** Any legal or natural person engaged in civil aviation activities within the Republic of Armenia that falls under the safety oversight of the Civil Aviation Committee. This includes, but is not limited to, air operators, approved maintenance organizations, certified aerodrome operators, air navigation service providers, approved training organizations, aviation medical examiners or centers, and general aviation entities operating under a certificate or declaration.

32) ***State of Design:*** The State having jurisdiction over the organization responsible for the type design.

33) ***State of Manufacture:*** The State having jurisdiction over the organization responsible for the final assembly of the aircraft, engine or propeller.

34) ***State of the Operator.*** The State in which the operator’s principal place of business is located or, if there is no such place of business, the operator’s permanent residence.
35) ***State of Registry:*** The State having jurisdiction over the organization responsible for the final assembly of the aircraft, remote pilot station, engine or propeller.

36) ***State Safety Program (SSP):*** An integrated set of laws, regulations, policies, objectives, processes, procedures and activities aimed at managing safety, at the State level.

37) ***Voluntary Report:*** A safety-related report submitted at the discretion of the reporter, concerning a hazard, concern, or occurrence not subject to mandatory reporting requirements.

 **AASIID** – Aviation Accident and Incident Investigation Division of the Ministry of Territorial Administration and Infrastructure (MTAI);

**ADREP** – Accident/Incident Data Reporting

**ANSP** – Air Navigation Service Provider;

**CAC** – Civil Aviation Committee (Republic of Armenia);

**CAPA** – Corrective and Preventive Action

**ECCAIRS** – European Coordination Centre for Accident and Incident Reporting Systems;

**EU** – European Union;

**ICAO** – International Civil Aviation Organization;

**SINCID** – Serious Incident Notification (ICAO message type);

**MTAI** – Ministry of Territorial Administration and Infrastructure (Armenia);

**SMS** – Safety Management System;

**SPI** – Safety Performance Indicator;

**SPT** – Safety Performance Target;

**SSP** – State Safety Program;

**ACCID** – Accident Notification (ICAO message type).

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 2. Preamble

2. This Regulation is adopted pursuant to the Republic of Armenia’s obligations under the Convention on International Civil Aviation (Chicago Convention), and in particular to ensure compliance with the Standards and Recommended Practices (SARPs) contained in:

* Annex 19, *Safety Management*, and
* Annex 13, *Aircraft Accident and Incident Investigation*

which require States to establish national frameworks for the notification, collection, analysis, investigation, and follow-up of aviation occurrences and safety data. **3. Purpose and Objectives**

3. The Regulation on Civil Aviation Occurrence Reporting, Analysis, Follow-Up, and Safety Data Management (hereinafter the Regulation) establishes a national framework for the reporting, collection, analysis, investigation, and follow-up of occurrences in civil aviation in the Republic of Armenia. It aims to support continuous improvement in aviation safety by enabling evidence-based safety management at both service-provider and state levels. This Regulation does not cover State investigations of aviation accidents and serious incidents, which are governed separately by Article 54(4) of the Law of the Republic of Armenia “On Aviation” adopted on February 22, 2007 (hereinafter the Law on Aviation) and Republic of Armenia’s Government Decree No. 933-N of July 10, 2025.

4. The primary objectives of this Regulation are to:

1) Establish a structured, integrated system for mandatory and voluntary occurrence reporting to enhance the proactive management of aviation safety risks across the national civil aviation system;

2) Define the responsibilities of civil aviation service providers in collecting, reporting, analyzing, investigating, and following up on safety occurrences and identified hazards;

3) Define the responsibilities of the Civil Aviation Committee (CAC) in

receiving, validating, analyzing, investigating, and following up on reported occurrences, and overseeing the adequacy of safety actions taken by civil aviation service providers;

4) Support implementation and continuous improvement of the State Safety Program (SSP) by enabling national-level safety risk monitoring, performance measurement, and corrective action planning based on occurrence data;

5) Promote a just culture and non-punitive reporting environment, ensuring that individuals are encouraged to report safety-related information in good faith without fear of punishment, except in cases of gross negligence or willful misconduct;

6) Ensure that safety information is protected and used solely for preventive purposes, with safeguards against misuse for disciplinary, administrative, or legal purposes;

7) Enable timely and effective safety action, particularly for high-risk or systemic safety issues, through structured follow-up of occurrence-related investigations and analyses;

8) Protect the integrity, confidentiality, and traceability of safety data, and ensure its structured retention and use to enable long-term learning, trend analysis, and safety performance oversight;

9) Reinforce risk-based and performance-based oversight by enabling the CAC to use occurrence data to assess national safety performance, monitor corrective and preventive action effectiveness, and inform regulatory strategies;

10) Ensure alignment with international obligations and good practices, particularly ICAO Standards and Recommended Practices (SARPs) and, where

practicable, the principles of Regulation (EU) No 376/2014 under the EU-Armenia Common Aviation Area Agreement dated November 15, 2021.
 **4. Legal and Regulatory Basis**

5. This Regulation is issued pursuant to the legal authority granted under:

1)The Law on Aviation, which establishes the national framework for civil aviation safety and oversight;

2) The Republic of Armenia’s State Safety Program (SSP), approved by the Minister of Territorial Administration and Infrastructure, establishes — in accordance with ICAO Annex 19, Chapter 5— the State’s responsibility to “establish and maintain a safety data collection, analysis and exchange system, including the mandatory and voluntary reporting of safety occurrences;”

4) Government Decree No. 933-N of July 10, 2025, establishing “Aviation Accident or Incident Investigation Procedure of the Republic of Armenia” and defines the role of the Civil Aviation Committee in the investigation of aviation incidents in accordance with Article 54(4) of the Law on Aviation.

6. This Regulation derives interpretive and technical guidance, where necessary, from relevant ICAO documents, including Annexes 13 and 19 to the Chicago Convention and ICAO Doc 9859 (Safety Management Manual), as applicable to the national legal framework of the Republic of Armenia.

7. This Regulation is harmonized, insofar as practicable and without prejudice to national sovereignty, with the principles and safety objectives set out in Regulation (EU) No 376/2014 of the European Parliament and of the Council on the reporting, analysis, and follow-up of occurrences in civil aviation, in accordance with the EU–Armenia Common Aviation Area Agreement signed on November 15, 2021.

8. The integration of Regulation (EU) 376/2014 principles into this Regulation is performed in a manner consistent with Armenia’s obligations under the Convention on International Civil Aviation (Chicago Convention), including Annex 13 and Annex 19, and tailored to the Republic of Armenia’s domestic legal and institutional framework.

 **Chapter I – General Provisions**

### **5. Scope and Applicability**

9. This Regulation applies to all civil aviation occurrences under the jurisdiction of the Republic of Armenia, which:

1) Occur within the territory or airspace of the Republic of Armenia;

2) Involve aircraft registered in the Republic of Armenia or operated by organizations certified by the Civil Aviation Committee (CAC), regardless of where the occurrence takes place;

3) Involve aircraft not registered in the Republic of Armenia but operating within Armenian airspace or at airports in the Republic of Armenia.

10. This Regulation applies to the Civil Aviation Committee (CAC), in its capacity as the State’s civil aviation oversight authority, and to the following individuals and organizations under its safety oversight:

1) Air Operator Certificate (AOC) holders;

2) Approved Maintenance Organizations (AMOs);

3) Air Navigation Service Providers (ANSPs) and associated air traffic services units;

 4) Certified aerodrome and airport, heliport, or vertiport operators;

5) Approved Training Organizations as defined by ICAO Annex 1;

6) Organizations involved in aircraft design, production, and continuing

airworthiness, where applicable under Armenian law;

7) Licensed aviation personnel referred to in Paragraph 13 of this Regulation;

8) Licensed aviation medical examiners and approved aviation medical organizations, if designated under national regulations;

9) General aviation operators and entities conducting aviation activities under a certificate or declaration;

10) Any other organization or individual engaged in civil aviation operations, maintenance, training, or safety-related services, subject to the safety oversight of the Civil Aviation Committee.

### 11. This Regulation governs the mandatory and voluntary reporting, collection, classification, analysis, investigation, and follow-up of civil aviation occurrences by:

### 1) The organizations and individuals listed in Paragraph 10 of this Regulation;

### 2) The Civil Aviation Committee, in accordance with its roles under the Law on Aviation and the State Safety Program (SSP).

### 12. This Regulation does not apply to aviation activities conducted solely for military purposes, except where such activities are conducted jointly with, or by, civil entities subject to CAC oversight.

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## **Chapter II – Mandatory Occurrence Reporting**

##  **6. Organizational Mandatory Reporting**13. The following persons employed by service provider organizations listed in Paragraph 10 of this Regulation shall internally report any occurrence involving an operational interruption, defect, or other abnormal condition that has endangered or could have endangered the safety of an aircraft, its occupants, or any other person, where such occurrence falls within the categories defined in Paragraph 14 of this Regulation. This includes events arising during the design, manufacture, maintenance, operation, or servicing of aircraft and aviation-related systems.

In addition to submitting an internal occurrence report as required under this Article, frontline personnel identified in this Paragraph shall, where applicable, immediately notify the relevant airport operator and/or ANSP directly, or through their employer organization, of any occurrence that may require their timely awareness, operational response, risk mitigation, or preservation of operational or investigative data. Such occurrences include, but are not limited to, events that directly or indirectly affect the safety of aircraft movements, air traffic services, or aerodrome operations. Service providers shall establish internal procedures and guidance to support personnel in fulfilling this responsibility.

1) The pilot-in-command of an aircraft registered in the Republic of Armenia, or operated under the oversight of the CAC. If the pilot-in-command is unable to report, another crew member next in the chain of command must do so.

2) Any person involved in the design, manufacturing, modification, maintenance, or continuing airworthiness of an aircraft or its components under CAC oversight. This includes individuals authorized to issue an airworthiness review certificate or a release to service.

3) Individuals performing air navigation service functions, including air traffic controllers and flight information service officers, who are certified or authorized

under national regulations.
4) Individuals responsible for safety-related functions at certified airports or aerodromes, including operations, infrastructure safety, or coordination tasks.

5) Individuals engaged in the installation, maintenance, repair, inspection, or calibration of air navigation facilities subject to CAC oversight.

6) Individuals performing ground handling activities that affect flight safety, including aircraft refueling, load planning and documentation, loading and unloading, de-icing, and towing.

### 14.The following categories of occurrences shall be mandatorily reported when they occur during operations conducted in or affecting the civil aviation system of the Republic of Armenia. A non-exhaustive list of specific types of occurrences subject to the mandatory reporting requirements of this Regulation is set out in Annexes I through V. This list is based on Annex I to Commission Implementing Regulation (EU) 2015/1018, which supplements Regulation (EU) No 376/2014. It does not limit the obligation to report any other occurrences that meet the criteria established in this Regulation. 1) Occurrences Related to the Operation of the Aircraft, including:

a) Collisions or near-collisions (including runway incursions and mid-air near-misses)

b) Controlled flight into terrain (CFIT) or potential CFIT

c) Loss of control in flight

d) Take-off or landing incidents, including abnormal runway contact, runway excursions, or hard landings

e) System failures causing flight path deviation or emergency procedures

f) In-flight fire, smoke, or fumes

g) Failure of critical flight instruments or navigation systems

h) Passenger or crew incapacitation affecting flight safety

i) Operation of the aircraft outside the approved flight envelope

j) Aircraft rejection of take-off or rejected landing for safety reasons

#### 2) Occurrences Related to Technical Conditions, Maintenance, and Repair, including:

#### a) Failure, malfunction, or defect of systems or components critical to safetyb) Incorrect assembly or installation of aircraft parts during maintenancec) Maintenance errors resulting in compromised airworthinessd) Use of unapproved or counterfeit parts

e) Repetitive technical problems affecting the same system

#### 3) Occurrences Related to Air Navigation Services and Facilities, including:

a) Significant ATS system failure or degraded service

b) Incorrect air traffic control clearances

c) Loss of separation between aircraft

d) Communication or coordination failures between ATC units

e) Radar failure or misidentification

#### 4) Occurrences Related to Aerodromes and Ground Services, including:

a) Runway, taxiway, or apron surface issues that pose a hazard to aircraft

b) Failure of visual or electronic navigation aids

c) Foreign object debris (FOD) that endangered or could have endangered an aircraft

d) Errors in loading, fueling, deicing, or ground power supply that affected flight safety

e) Unsafe interactions with ground support equipment or vehicles

#### 5) Other Situations Requiring Mandatory Reporting, including:

a) Acts of unlawful interference or serious security breaches

b) Wildlife strikes

c) Failure of emergency or evacuation equipment

d) Any situation requiring the declaration of an emergency (e.g., PAN-PAN or MAYDAY)
e) Any situation judged by the person or organization involved to have posed a significant safety risk

15. Service providers shall ensure that occurrence data collected and managed under this Regulation are accurate, complete, consistent, and timely. All reports received internally, whether from own personnel or other parties, shall be subject to verification and quality control. Any gaps, ambiguities, or inconsistencies shall be addressed through follow-up with the reporter or other relevant sources, where feasible. The verification process and outcomes shall be documented and traceable.

16. Organizations shall provide feedback to reporters, where appropriate, on actions taken or lessons learned, to reinforce engagement and support a safety reporting culture.

**Reporting Timelines**

17. All employees or contracted personnel identified in Paragraph 13 of this Regulation shall submit an internal occurrence report as soon as reasonably practicable, but no later than 72 hours after becoming aware of the occurrence.

18. Initial notification of the following types of occurrences must be provided immediately upon discovery. A formal occurrence report shall be submitted as soon as reasonably practicable, and in any case no later than 24 hours after becoming aware of the occurrence:

1) Aircraft accidents;

2) Serious incidents;

3) High-severity occurrences that pose a direct and imminent threat to aviation safety;

4) Any occurrence that, by its nature or consequences, demands immediate attention due to the high probability of serious harm or operational escalation. This includes, but is not limited to:

a) Significant damage to aircraft or critical infrastructure affecting safe operations;

b) Conditions with a high probability of catastrophic outcome without immediate mitigation;

c) Events requiring urgent operational or maintenance action to prevent escalation;

d) Major disruptions to air navigation or airport functions that compromise safety.

19. All internal reports and related documentation shall be retained for a minimum of five (5) years and made available to the Civil Aviation Committee upon request.

**Internal Reporting Channels and Formats**20.Service providers subject to this Regulation shall establish and maintain accessible, confidential, and clearly defined internal channels for the submission of safety occurrence reports by personnel. In the case of an accident or a serious incident, additional reporting obligations are provided in Paragraph 77 of the Appendix to Government Decree 933-N of July 10, 2025.

The reporting system shall:

1) Be available to all employees, contracted personnel, and relevant stakeholders involved in safety-related functions;

2) Allow for timely reporting, including provisions for immediate and 72-hour reporting obligations as required;

3) Be usable in both written and electronic formats, with standard reporting templates to ensure consistency and completeness;

4) Ensure the traceability and secure storage of submitted reports while maintaining confidentiality protections in line with Just Culture principles.

21. The system shall be documented and included as part of the organization's Safety Management System (SMS), or as part of the appropriate management system for organizations not required to implement SMS, and its effectiveness reviewed periodically through internal audits and CAC oversight.

22. Reporting procedures, formats, and access instructions shall be communicated to all

relevant personnel through induction training, recurrent safety briefings, and accessible documentation.
 **Confidentiality**

23. All safety occurrence reports submitted internally under the mandatory reporting requirements shall be handled in a manner that protects the identity of the reporter and any individuals mentioned in the report, unless disclosure is required for safety investigation or oversight purposes and is strictly limited to authorized personnel.

24. Service provider organizations shall implement safeguards to ensure that:

1) Personal information, including names, contact details, and other identifiable data of reporters and mentioned persons, is not disclosed beyond those with a defined safety function requiring access;

2) Reports are processed and stored separately from personnel or disciplinary records;

3) The information is not used for punitive or disciplinary action, except in cases involving gross negligence, willful misconduct, or criminal activity.

25. Any breach of confidentiality protections shall be treated as a serious matter and subject to internal inquiry, with possible implications for the organization’s safety performance and oversight status.

26. Organizations shall include confidentiality procedures within their documented Safety Management Systems (SMS), or within the appropriate management system for organizations not required to implement SMS, and ensure all employees are informed of these protections during safety training and onboarding.

27. The Civil Aviation Committee shall have the authority to verify the adequacy and implementation of confidentiality measures during audits, inspections, or safety reviews.

**7. Authority Mandatory Reporting**

28. The following categories of civil aviation service providers operating within, or subject to the oversight of, the Civil Aviation Committee shall report to the Civil Aviation Committee all occurrences defined in Paragraphs 13 and 14 of this Regulation—regardless of whether they occurred within or outside Armenian territory or airspace—together with any other relevant safety data. In the case of an accident or a serious incident, additional reporting obligations are provided in Paragraph 77 of the Appendix to Government Decree 933-N of July 10, 2025.

### 1) Aircraft operators, including both commercial and general aviation entities certified by the CAC or operating under a formal declaration;2) Air Navigation Service Providers (ANSPs), including air traffic control units and supporting technical services under CAC oversight;3) Certified aerodrome and airport, heliport, or vertiport operators;4) Approved maintenance and continuing airworthiness organizations;5) Design and production organizations, where applicable;6) Approved Training Organizations as defined by ICAO Annex 1;

7) Approved aviation medical organizations, if designated under national regulations;

8) General aviation operators and entities conducting aviation activities under a certificate or declaration;

9) Any other organization or individual engaged in civil aviation operations, maintenance, training, or safety-related services, subject to the safety oversight of the Civil Aviation Committee.

### 29. Civil aviation entities not subject to certification or declaration by the CAC are encouraged, but not required, to report occurrences that may contribute to aviation safety.**Reporting Timelines**30. Occurrence reports shall be submitted to CAC as soon as reasonably practicable, and no later than 72 hours after becoming aware of the occurrence.

### 31. The following types of occurrences shall be reported to the CAC as soon as reasonably practicable, but no later than 24 hours after becoming aware of the occurrence, or by the next available working day if the deadline falls on a non-working day:

1) Aircraft accidents;

2) Serious incidents;

3) High-severity occurrences that pose an imminent or significant threat to aviation safety;

4) Any occurrence that, by its nature or consequences, demands immediate attention due to the high probability of serious harm or operational escalation. This includes, but is not limited to:

a) Significant aircraft or infrastructure damage affecting safety;

b) Multiple injuries or fatalities among passengers, crew, or ground personnel;

c) High probability of a catastrophic event if no immediate action is taken;

d) Situations requiring urgent intervention to prevent further harm;

e) Major disruption of air traffic services or airport operations that

directly affects flight safety.

**Reporting Channels and Formats** 32. Mandatory occurrence shall follow the ICAO Accident/Incident Data Reporting (ADREP) taxonomy and remain conceptually compatible with the ECCAIRS (European Coordination Centre for Accident and Incident Reporting Systems) framework to ensure standardization and support future integration with regional or international systems.

The following data items are required in all reports, unless the information is unavailable at the time of submission. If certain required data items are not available at the time of reporting, they must be provided in a follow-up report:

1) Reporter Details, including:

a) Reporter identity (may be protected under Just Culture principles);

b) Role/function of reporter (e.g., pilot, ATCO, technician);

c) Organization (aircraft operator, ANSP, airport, etc.).

2) Event Information, including:

a) Date and time (UTC) of occurrence;

b) Type of operation (e.g., commercial air transport, general aviation, cargo);

c) Flight phase (e.g., take-off, en-route, approach, landing, taxi);

d) Description of the occurrence, including relevant sequence of events;

e) Classification (accident, serious incident, incident, other occurrence);

f) Whether an emergency was declared;

g) Weather relevance (e.g., METAR or “weather not relevant”);

h) FIR/UIR or ATC sector involved (if applicable);

i) Call sign (if known).

3) Location Information, including:

a) Exact location (airport, airspace, coordinates);

b) Airspace classification (if applicable);

c) Location on the aerodrome (for ground events).

4) Aircraft Information, including:

a) Aircraft registration and operator;

b) Aircraft type and manufacturer;

c) Engine type;

d) Damage status (none, minor, substantial, destroyed).

e) Call sign (if not already included);

f) Last departure point and intended destination;

5) Personnel Involved, including:

a) Number and roles of crew;

b) Number of passengers;

c) Injuries (none, minor, serious, fatal);

d) Ground personnel involved or injured.

6) Consequences and Immediate Actions, including:

a) Consequences of the occurrence (e.g., aborted takeoff, runway excursion, ATC separation loss);

b) Any immediate safety actions taken by the operator or personnel.

7) Safety Assessment, including:

a) Preliminary risk classification using the ICAO Severity–Likelihood Matrix as referenced in Doc 9859;

b) Potential contributing factors (technical, human, organizational, environmental).

8) Attachments or Supporting Material, including:

a) Photos, cockpit voice recordings, radar traces, or other documentation where applicable.

33. The following materials shall be attached to the report only if they are immediately available and relevant to understanding the occurrence. They are intended to assist the CAC in determining whether additional oversight, inspection, or investigation is warranted, and do not substitute or pre-empt the service provider’s internal review or analysis.

1)Relevant visual documentation (e.g., photographs of damage, terrain, or equipment);

2)Extracts from flight crew, technical, or maintenance logbooks referencing the occurrence;

3) Copy of relevant ATC messages or transcripts (if readily accessible and

relevant to the occurrence);

4) Meteorological conditions at the time and location of the occurrence (if weather is suspected as a factor);

5) Summary of immediate operational or technical actions taken (e.g., aircraft grounded, system isolated);

6) Any other material deemed critical by the reporter to understanding the safety impact of the event.

34.Reports shall be submitted using standardized forms or digital platforms designated by the Civil Aviation Committee (CAC), including in-person delivery, postal mail, submission to a designated email address, or via an approved electronic reporting system.

These forms shall:

1) Be structured to capture the minimum required fields defined in Paragraph 32 of this Regulation;

 2) Be available in both paper-based and digital formats;

 3) Be designed for accessibility by all categories of reporters, including individuals and small organizations.

35. The CAC may require additional data to enable proper classification and follow-up.

36.Occurrence reports shall be submitted in either Armenian or English language, at the discretion of the reporting individual or organization.

37. The ICAO ADREP/ECCAIRS taxonomy, which forms the basis for occurrence

classification under this Regulation, shall be used in its original English version for all

reporting, classification, and analysis purposes.

38. The Civil Aviation Committee shall not be required to translate or maintain a full Armenian-language version of the ADREP/ECCAIRS taxonomy. However, the Committee may publish partial translations, explanatory glossaries, or structured guidance materials in Armenian to support:

1) Training and onboarding of personnel in smaller or non-English proficient organizations;

 2) Public safety promotion and communication;

 3) Clarification of technical terms used in standard reporting templates.

39.Where necessary for the purposes of international data sharing, safety coordination, or ICAO obligations, the Civil Aviation Committee may require an English-language version of reports initially submitted in Armenian.

40. Service providers with mandatory reporting obligations must ensure they have the internal capacity to provide such translations upon request.

 **Confidentiality**

41.The Civil Aviation Committee (CAC) shall handle all mandatory occurrence reports submitted under this Regulation in accordance with strict confidentiality standards, and ensure that personal data and sensitive safety information are protected throughout the reporting, analysis, investigation, and follow-up process.

1) The CAC shall implement appropriate safeguards to ensure that:

a) The identity of individuals involved in or reporting an occurrence is not disclosed beyond personnel authorized to handle safety data;

b) Occurrence reports are stored in secure systems separate from any enforcement or personnel records;

c) Reports are not used to initiate punitive, administrative, or disciplinary actions against individuals, except in cases of gross negligence, willful misconduct, or criminal offenses clearly established by competent legal authority.

42. Access to occurrence data, including personal information, shall be restricted to staff with specific safety responsibilities, and access logs shall be maintained.

43. The Civil Aviation Committee (CAC) shall not disclose personally identifiable data from mandatory occurrence reports to unauthorized parties, including individuals outside the reporting organization and those within the organization, who are not directly responsible for safety oversight or investigation. Any disclosure for oversight or enforcement purposes shall be limited to the minimum necessary information and conducted in accordance with the confidentiality principles set out in this Regulation.

44. Breaches of confidentiality within the CAC shall be investigated internally and may result in disciplinary measures or changes to access privileges.

45. The CAC shall promote a Just Culture by ensuring its handling of occurrence reports aligns with the non-punitive reporting and data protection principles set out in Article 8 of this Regulation.

**Chapter III – Voluntary Occurrence Reporting**

 **8. Organizational Voluntary Reporting**

46. All service providers subject to this Regulation shall establish and maintain an internal voluntary occurrence reporting system as part of their safety management functions.

Voluntary reporting complements the mandatory reporting system by capturing safety-relevant information that may not meet formal reporting thresholds but is essential for proactive hazard identification and system safety improvement.

Voluntary reports may include, but are not limited to:

1) Hazards and unsafe conditions that do not meet mandatory reporting criteria, including near misses or safety anomalies;

2) Human, organizational, or procedural issues that affect safety but are not linked to specific occurrences;

3) Emerging or unusual concerns that may signal latent risks or deteriorating safety margins;

4) Reports submitted by aviation personnel or stakeholders not subject to mandatory reporting requirements within the scope of this Regulation;

5) Events where classification is uncertain, or where reporters may be hesitant due to potential consequences.

 **Reporting Channels and Formats**

47.Service providers shall establish and maintain clearly defined internal channels for the submission of voluntary safety reports. These channels shall be:

1) Easily accessible to all personnel, including employees, contractors, and other relevant stakeholders;

2) Designed to protect the identity of the reporter, consistent with Just Culture and confidentiality provisions under this Regulation;

3) Clearly documented as part of the organization’s Safety Management System (SMS) procedures, or as part of the appropriate management system for organizations not required to implement SMS.

48. The reporting channels shall support both written and electronic submissions and shall include:

1) Standardized reporting forms or templates;

2) Digital or secure web-based platforms where available;

3) Alternative means of submission where technical access may be limited (e.g., paper forms, verbal reporting followed by written confirmation).

49. Organizations shall ensure that all relevant personnel are informed of:

1) The existence and purpose of the voluntary reporting system;

2) Instructions for accessing and using the reporting tools;

3) Points of contact within the organization for support or guidance in the reporting process.

 **Confidentiality**

50.All voluntary safety occurrence reports submitted under this Regulation shall be handled in a manner that safeguards the identity of the reporter and any individuals mentioned in the report, in accordance with the principles of Just Culture.

Service provider organizations shall implement internal procedures to ensure that:

1) Personal data, including names, license numbers, or other identifying information of reporters and involved individuals, is protected and accessed only by personnel specifically authorized to manage safety data;

2) Voluntary reports are processed independently from disciplinary, contractual, or human resources systems;

3) The reporter's identity is not disclosed without their explicit consent, unless required by law or for safety investigation purposes, and only to individuals who are authorized and bound by confidentiality obligations.

51. Organizations shall not use the content of voluntary reports for punitive or administrative action against the reporter, except in cases involving gross negligence, intentional misconduct, or criminal activity.

52. The confidentiality provisions shall be formally documented within the organization’s Safety Management System (SMS), or within the appropriate management system for organizations not required to implement SMS, and be subject to periodic review to ensure effectiveness.

53. The Civil Aviation Committee may verify the adequacy and implementation of confidentiality safeguards during oversight activities, including audits, inspections, or safety reviews․

**9. Authority Voluntary Reporting**

54. The Civil Aviation Committee shall establish and maintain a voluntary reporting system to facilitate the collection, analysis, investigation, and follow-up of:

1) Occurrences not subject to mandatory reporting requirements defined in Paragraphs 13 and 14 of this Regulation;

2) Occurrences and related safety information subject to mandatory reporting under Paragraphs 13 and 14 of this Regulation that were not reported, or were incompletely reported, through the appropriate channels;

3) Other safety-related information perceived by the reporter as an actual or potential hazard to aviation safety;

55. The voluntary reporting system shall be accessible to all aviation personnel and organizations subject to mandatory reporting obligation under this Regulation, as well as other stakeholders possessing safety-relevant information, including:

 1) Persons not subject to mandatory reporting obligations under Article 6 of this Regulation;

2) Organizations not subject to mandatory reporting obligations under Article 7 of this Regulation;

3) Persons employed by organizations not subject to mandatory reporting obligations under Article 7 of this Regulation;

4) Members of the general public or third parties who become aware of relevant safety-related information.

**Reporting Channels and Formats**
56. The Civil Aviation Committee (CAC) shall establish and maintain voluntary reporting

channels that are easily accessible to individuals and organizations wishing to submit safety-related information not subject to mandatory reporting.

These channels shall include, at a minimum:

1) An online reporting platform accessible via the CAC official website;

2) A dedicated email address and physical submission option;

3) Optional anonymous submission tools, consistent with Just Culture principles.

57. The CAC shall publish standard voluntary reporting templates to guide reporters in providing essential information. These templates shall be concise, user-friendly, and adaptable to different types of reporters, including members of the public.

Voluntary reports submitted to the CAC should include, to the extent known:

1) A description of the safety issue or occurrence;

2) The date, time, and location (if applicable);

3) The type of operation or activity involved;

4) Any immediate safety consequences observed;

5) Contact information for follow-up (optional and subject to confidentiality protections).

58. Reports may be submitted in Armenian, Russian, or English and must be acknowledged by the CAC upon receipt, unless submitted anonymously.

59. All voluntary reporting channels shall be managed in accordance with confidentiality safeguards and Just Culture principles as defined in this Regulation.

 **Confidentiality**60.The Civil Aviation Committee (CAC) shall ensure that voluntary reports are collected, stored, processed, and analyzed in a manner that preserves the confidentiality of the reporter’s identity and the sensitivity of the data submitted. This includes, but is not limited to the following:

1) Personal identifiers shall be removed from the report unless the reporter explicitly consents to disclosure.

2) Access to identifiable data shall be restricted to personnel designated by the CAC for safety analysis and oversight purposes only.

3) Voluntary reports shall not be used for administrative or disciplinary action, unless evidence arises of willful misconduct or gross negligence.

61.Voluntary reporters shall be protected in accordance with Just Culture principles. This means:

1) Reports submitted in good faith under this Regulation, including those concerning the reporter’s own actions, shall not in themselves be used by the Civil Aviation Committee or employers as grounds for punitive or disciplinary action, unless they reveal gross negligence, willful misconduct, or intentional violation of safety regulations;

2) Protections apply regardless of the outcome of the occurrence, provided the individual acted in a manner consistent with their training, obligations, and professional role;

3) Reports suggesting gross negligence, willful violations, or criminal acts may be excluded from protection, but only upon formal determination and due process.

 **Chapter IV – Occurrence Collection, Analysis, and Safety Action**

**10. Organizational Collection, Classification, Analysis, Investigation, and Follow-Up of Occurrences**

62. Service providers subject to mandatory reporting under Article 7 of this Regulation shall establish, implement, and maintain an internal system for the collection, classification, reporting,analysis, investigation, and follow-up of occurrences. The system shall operate as part of the organization’s Safety Management System (SMS) and comply with the principles of ICAO Annex 19.

The internal system shall:

1) Ensure the availability of trained personnel to handle the collection, classification, reporting,analysis, investigation, and follow-up of occurrence details independently;

2) Enable the timely collection and submission to CAC of occurrence reports and related safety information in accordance with this Regulation;

3) Ensure systematic risk assessment and classification of occurrences consistent with this Regulation;

4) Conduct data-driven analysis of individual or aggregated occurrence reports to identify safety trends, emerging risks, or systemic vulnerabilities;

5) Conduct structured investigations of reportable events to identify causal factors and determine the probable cause;

6) Determine and timely implement appropriate corrective or preventive measures, based on the analysis and investigation of individual or grouped occurrences;

7) Establish and maintain a documented process to monitor the implementation and effectiveness of corrective or preventive actions for each reported occurrence. This process shall include verification of action completion, effectiveness assessment, and documented closure.

8) Protect the confidentiality of reporters and mentioned persons in accordance with Just Culture principles outlined in Chapter II of this Regulation;

9) Provide safety information to employees and contractors, including lessons learned and feedback from follow-up actions;

12) Integrate these processes into their Safety Management Systems (SMS), or into an appropriate management system for organizations not required to implement SMS, and designate qualified personnel responsible for managing occurrence data and coordinating with the Civil Aviation Committee (CAC);

13) Maintain internal records in a structured format capable of supporting trend analysis, corrective action tracking, and oversight;

63. Service providers subject to mandatory reporting under Article 7 of this Regulation shall appoint at least two qualified individuals—one primary and one alternate—within their safety management function to be responsible for tasks outlined in Paragraph 61 of this Regulation.

64. With prior approval from the Civil Aviation Committee (CAC), small organizations may implement a simplified system and format for managing occurrence data, covering the collection, evaluation, analysis, investigation, and storage functions. Such organizations may also collaborate with other entities of similar size and type to perform these functions, provided that all confidentiality requirements under this Regulation are fully respected.

 **Risk Assessment and Classification**

65. Service providers shall apply a structured methodology to assess and classify each reported occurrence based on the risk it poses to aviation safety. The assigned risk level shall reflect both the actual and potential safety impact of the occurrence, in order to inform internal safety decision-making, prioritization, and further handling. Risk assessments shall be documented, periodically reviewed, and updated if new evidence emerges during investigation or follow-up.

66. For the purpose of reporting under Paragraphs 7 and 9 of this Regulation, all occurrences shall be categorized into one of the following standardized classes, consistent with the definitions set out in Paragraph 1 of this Regulation։

1) Accident

2) Serious Incident

3) Incident

4) Other Occurrence

67. Service providers may apply additional or more granular internal classification schemes to support their own safety risk management and monitoring, provided that such a system is compatible with, and can be clearly mapped to, the occurrence classes set out in Paragraph 66 of this Regulation.

 **Analysis of Occurrences**

68. Service providers subject to mandatory occurrence reporting under Article 7 of this Regulation shall establish and maintain a systematic process for the analysis of individual and aggregated occurrence reports submitted under Articles 6 and 8 of this Regulation.

The purpose of analysis shall be to:

1) Identify safety trends, recurring issues, and clusters of similar occurrences;

2) Detect emerging hazards or systemic vulnerabilities not evident through isolated events;

3) Support informed safety risk management, decision-making, and prioritization of safety actions;

4) Monitor the effectiveness of implemented mitigation measures and identify areas requiring improvement.

69. Analytical activities shall be:

1) Data-driven, based on a sufficient volume and variety of internally and externally reported occurrences;

2) Supported by both qualitative and quantitative methods;

3) Enabled with trend detection and correlation across data sets;

2) Timely, to support proactive hazard identification and risk mitigation;

3) Documented with methodology used, findings, conclusions, and recommended safety actions;

4) Repeatable and consistent to support trend monitoring and long-term comparisons.

70. Results of internal safety analysis shall be:

1) Used to inform the implementation or adjustment of preventive and corrective actions;

2) Shared with operational units and personnel in a de-identified format for safety awareness;

3) Where actual or potential safety deficiencies are identified, transmitted to the CAC the:

a) Preliminary results of the analysis, within 30 days of occurrence notification;

b) Final results of the analysis, if applicable, within 60 days;

c) Corrective or preventive actions undertaken or planned.

71. Organizations shall maintain analytical capabilities suited to the scale and complexity of their operations. Where internal capacity is limited, they may engage shared or external support, subject to Civil Aviation Committee approval and adherence to confidentiality and data protection requirements.

72. Service providers shall ensure the accuracy, completeness, consistency, and timeliness of data used for safety analysis. Any gaps, ambiguities, or inconsistencies in collected data shall be addressed by follow-up with reporters or data sources, where feasible. Data inputs and outputs shall be preserved in a structured and secure manner that supports traceability, reproducibility, and oversight by the Civil Aviation Committee.

73. Service providers are not required to conduct a full internal analysis of individual occurrences where all of the following conditions are met:

 1)The occurrence originated entirely outside the operational control or responsibility of the reporting organization;

2)The organization had no contributory role, associated safety barriers, or applicable oversight responsibility that could influence the circumstances or outcome of the occurrence;

3)The report was submitted solely in a capacity of observation or notification, such as by ANSPs, airport operators, or ground service providers reporting issues involving foreign aircraft or other entities.

**Investigation of Occurrences**

74. All occurrences other than accidents and serious incidents shall be subject to internal investigation by the reporting service provider, unless they are exempt under Paragraph 77 of this Regulation or all of the following conditions are met:

1) The occurrence clearly originated outside the operational control or responsibility of the reporting organization;

2) The reporting organization had no contributory role in the occurrence, nor any relevant safety barriers or oversight functions;

3) The report was submitted solely in an observational or notification capacity.

75. In such cases, the reporting organization shall:

1) Document the rationale for not initiating an internal investigation;

2) Where feasible, refer the occurrence to the organization deemed operationally responsible;

3) Provide all relevant details to the Civil Aviation Committee upon request.

76. Internal investigations shall form part of the service provider’s Safety Management System (SMS) and serve to identify systemic causes, contributing factors, and effective preventive or corrective measures.

### **Thresholds for Internal Investigation**77. The following categories of occurrences are exempt from internal investigation, unless they result in actual damage, operational disruption, or contribute to a wider incident:

1) Bird strikes that do not result in:

a) Aircraft or engine damage,

b) Flight crew deviation from standard procedures, or

c) Diversion, delay, or safety-related operational consequence;

2) GPS/GNSS signal interference that:

a) Is isolated (not part of a cluster of events),

b) Does not result in flight crew intervention, system degradation, or operational deviation;

c) Occurrences that are classified as low risk and have no safety, procedural, or operational implications.

78. All such exemptions must be:

1) Documented with justification,

2) Reviewed periodically by the organization’s safety management structure,

3) Available for inspection by the Civil Aviation Committee.

### **Internal Investigation Process**79. Investigations shall follow a structured and documented process, which shall include at minimum:

### 1) Initial assessment and classification of the occurrence and its potential safety implications;2) Designation of responsible personnel or investigation team with relevant domain expertise as provided by Paragraphs 85 and 86 of this Regulation;3) Collection and preservation of relevant evidence, including flight data, maintenance records, communications, and personnel interviews, as applicable;4) Analysis of causal and contributing factors, including organizational, technical, procedural, and human factors;5) Identification of safety deficiencies or breakdowns in existing safety controls;6) Development and implementation of corrective or preventive actions, including timelines, responsibilities, and verification plans;7) Documentation of investigation findings, conclusions, and lessons learned;8) Internal dissemination of key safety lessons, as appropriate;9) Reporting of the investigation findings, conclusions, and lessons learned to the Civil Aviation Committee within the time period specified in Paragraphs 61 and 62 of this Regulation.

#### **Investigations Involving Multiple Organizations**

80. Where an internal investigation reveals that factors under the responsibility of another service provider may have contributed to an occurrence, and relevant data or personnel are not accessible to the investigating organization, the report shall:

1) Clearly document the information gap and its effect on the investigation scope;

2) Indicate any limitations in determining factual findings or root causes due to lack of cooperation or data access.

81. The organization shall promptly notify the Civil Aviation Committee when such limitations arise, identifying the other service provider(s) involved and the nature of the missing information.

82. Upon such notification, the Civil Aviation Committee may:

1) Facilitate inter-organizational cooperation, including access to necessary records or staff;

2) Request a parallel or joint investigation by the other service provider;

3) Initiate a CAC-level investigation where systemic safety implications exist.

83. All service providers are required, under this Regulation, to provide reasonable cooperation to another organization’s occurrence investigation, upon request by the Civil Aviation Committee.

**Accidents and Serious Incidents**

84. In the case of a serious incident or accident, the service provider shall:

1) Suspend any internal investigation activities that could interfere with the official State-led investigation;

2) Provide full access, support, and cooperation to the investigating authority, including personnel, records, facilities, and technical information;

3) Be permitted to conduct a limited internal safety assessment focused on immediate risk mitigation and business continuity, provided it does not obstruct the official inquiry;

4) Resume a full internal investigation for SMS and safety learning purposes only after clearance is granted by the State investigating authority or once the official investigation is concluded.

**Investigation Roles**85.The organization shall designate at least two qualified investigation focal points-one

primary, and one alternate-within its safety management function to plan, initiate, coordinate, and document investigations of occurrences as required by this Article.

The investigation focal point shall be responsible for:

1) Managing the overall investigation process;

2) Ensuring procedural compliance and timeliness;

3) Preparing and signing the final investigation report.

86. The organization shall designate at least two qualified personnel-one primary, and one alternate-from each of the technical and operational domains to conduct specialized analyses based on the nature of the occurrence. These may include, where applicable:

1) A technical specialist, for occurrences involving maintenance, airworthiness, or aircraft systems;

2) An operational specialist, for occurrences involving flight operations, airside procedures, or air traffic management;

3) A security specialist, for occurrences involving unlawful interference or aviation security;

4) Other domain experts, as relevant to the service provider’s operational scope, including ground handling, aerodrome operations, licensing, training, or air traffic management.

### **Investigator Qualifications**

87. All personnel assigned to lead or participate in the investigation of an occurrence shall meet the following minimum competency criteria:

1) Have received training in advanced investigation methods, including safety risk management and root cause analysis;

2) Possess a sufficient level of expertise in the domain relevant to the occurrence (e.g., airworthiness, operations, security, ground handling, or air navigation services);

3) Be independent of the operational activity directly involved in the occurrence, to the extent practicable;

4) Demonstrate working knowledge of the organization's Safety Management System (SMS) and Just Culture principles.

88. Specific investigator qualification requirements set by service providers under Paragraph 87 of this Regulation are subject to assessment and approval by the CAC. The CAC may require additional qualifications, where justified by the nature or complexity of the operator’s investigative context.

**Timeline for Internal Investigation and Reporting**

89. The internal investigation process shall be initiated without delay upon identification or notification of a reportable occurrence.

90. A preliminary occurrence investigation report shall be submitted to the CAC for review within 30 days of the event, except where evidence gathering requires additional time.

91. A final occurrence investigation report containing root cause analysis, corrective or preventive actions, and verification plans, shall be submitted to the Civil Aviation Committee within 60 days of the occurrence.

92. An extension to the submission deadlines defined in Paragraphs 90 and 91 of this Regulation may be granted by the Civil Aviation Committee upon receipt of a written request from the service provider. The request shall be supported by a documented justification, demonstrating that the delay is due to the complexity or specific circumstances of the investigation. Approval shall be at the discretion of the Civil Aviation Committee.

### **Oversight and Access**

93. All internal investigation records shall be:

1) Retained for a minimum of five (5) years;

2) Made available to the Civil Aviation Committee upon request;

### **CAC Guidance Material**94. To support consistency and quality in internal investigations, the Civil Aviation Committee may develop and make available standardized guidance materials, including:

1) Structured investigation processes and checklists, outlining minimum steps for planning, evidence collection, causal analysis, documentation, and follow-up;

2) Standardized taxonomies for causal and contributing factors, based on the ICAO ADREP/ECCAIRS framework, tailored to the Armenian operational environment;

3) Occurrence investigation report format or templates for submission to the Civil Aviation Committee upon request or in accordance with specific provisions of this Regulation;

3) Guidance on Just Culture application, including principles for protecting individuals involved in occurrences from punitive treatment, and criteria for distinguishing between human error, non-compliance, and gross negligence.

95. The Civil Aviation Committee may update these materials periodically, and all service providers are expected to incorporate the most current versions into their internal procedures.

**Corrective and Preventive Measures**

96. Service providers shall implement corrective and preventive actions based on the findings of occurrence investigations and safety analyses conducted under this Regulation. These actions shall be designed to mitigate identified hazards, eliminate root causes, and prevent recurrence.

97. Corrective and preventive actions shall meet the following requirements:

1) Be proportionate to the severity, risk level, and systemic nature of the identified issue;

2) Be clearly documented and linked to specific findings or contributing factors;

3) Be assigned to responsible individuals or departments with defined accountability;

4) Include measurable implementation timelines and effectiveness verification mechanisms;

5) Be tracked through the organization's safety management system, including action closure status.

98.For each reportable occurrence requiring corrective or preventive action, the organization shall:

1) Submit a summary of the actions taken or planned to the Civil Aviation Committee (CAC), together with the final investigation or analysis report, where applicable;

2) Provide, where immediate implementation is not feasible, an action plan with milestones and justification for any delay.

99. The implementation status and effectiveness of corrective and preventive actions shall be monitored and reviewed by the organization. Supporting documentation, including evaluation results, shall be maintained and made available to the CAC during audits, inspections, or on request.

100. Small service providers may adopt simplified corrective action tracking mechanisms, subject to CAC approval, provided these systems maintain clarity of responsibilities, timelines, and outcome verification.

101.All records related to corrective and preventive actions, including tracking logs, implementation evidence, and effectiveness reviews, shall be retained for a minimum of five (5) years in accordance with this Regulation.

### **Follow-Up of Corrective and Preventive Measures**

102. Service providers subject to this Regulation shall establish and maintain a documented occurrence follow-up process as part of their Safety Management System (SMS), or as part the appropriate management system for organizations not required to implement SMS. This process shall apply to all occurrences reported under Articles 6 and 8 of this Regulation and ensure continuous monitoring of implemented safety measures.

103. The follow-up process shall ensure that corrective and preventive actions arising from occurrence investigations or analyses are:

1) Implemented as planned and within designated timelines;

2) Verified for completion and compliance with assigned responsibilities;

3) Assessed for effectiveness in addressing the identified safety concerns, including through measurable performance indicators and associated targets on the identified safety issues;

4) Closed out in a documented, traceable, and reviewable manner.

104. The follow-up process shall include:

1) Assignment of responsibility for monitoring and closing each corrective or preventive action;

2) Defined timelines for implementation, verification, and closure;

3) Criteria for evaluating the adequacy and effectiveness of the actions taken, including the establishment of measurable safety performance indicators (SPIs) and associated targets linked to each action;

4) Mechanisms for recording and documenting closure status, including justification where actions are deemed effective, require adjustment, or remain open;

5) Periodic internal review of open or recurring cases and sustained monitoring to detect emerging or unresolved systemic safety issues.

105. Organizations shall systematically monitor the effectiveness of implemented corrective and preventive actions against defined safety performance indicators (SPIs) and associated
targets. The results of this monitoring shall be documented and reported to the Civil Aviation Committee (CAC) at a frequency and in a format prescribed by the CAC.

106.Records of all follow-up activities, including implementation status, effectiveness assessments, SPI monitoring results, and action closure documentation, shall be:

1) Maintained in a structured format for a minimum of five (5) years;

2) Made available to the CAC upon request or during oversight activities.

107.The CAC may issue additional guidance on follow-up practices and SPI frameworks, and may conduct independent audits or verification of organizational follow-up performance and safety outcome tracking.

**Reporter Feedback and Safety Information Sharing**

108. Service provider organizations shall ensure that personnel submitting occurrence

reports receive timely and meaningful feedback, where appropriate, regarding the outcome of their report, including any follow-up actions taken.

109. Service provider organizations shall establish procedures to provide aggregated safety information and lessons learned from occurrence analysis and investigations to all relevant personnel, including employees and contractors.

Feedback and safety communication shall:

1) Preserve confidentiality and personal data protections;

2) Avoid attributing blame;

3) Be delivered in a clear and accessible format, such as bulletins, briefings, or digital platforms.

110. The effectiveness of feedback and safety communication mechanisms shall be reviewed as part of the Safety Management System (SMS) performance assessment.

 **Data Retention and Records Management**

111. Civil aviation service providers subject to this Regulation shall maintain structured internal records of all reported occurrences, analyses, and follow-up actions.
These records shall be:

1) Stored in a format that enables trend analysis and tracking of corrective or preventive measures;

2) Accessible to authorized personnel within the safety management function;

3) Retained for a minimum period of five (5) years, unless otherwise specified by the Civil Aviation Committee.

112. Upon request by the CAC, service providers shall make these records available for oversight, safety reviews, or safety performance assessments.

**11. Authority Collection, Classification, Analysis, Investigation, and Follow-Up of Occurrences**

113. The Civil Aviation Committee (CAC) shall establish, implement, and maintain an internal system for the collection, classification, analysis, investigation, and follow-up of occurrences and hazards submitted by service providers and other stakeholders under Articles 6 and 8 of this Regulation. This system shall operate as part of the CAC’s coordination and oversight responsibilities under the State Safety Program (SSP) and shall comply with the principles of ICAO Annex 19.

The CAC system shall, at a minimum:

1) Ensure the availability of appropriately trained and qualified personnel responsible for the independent collection, assessment, classification, analysis, investigation and follow-up of occurrence across all of its safety oversight domains;

2) Enable the timely receipt and validation of occurrence reports in accordance with this Regulation, including both mandatory and voluntary submissions;

3) Apply a systematic risk assessment and classification to support prioritization, escalation, and risk-based oversight;

4) Conduct data-driven analysis of individual and aggregated occurrences to identify safety trends, emerging risks, and systemic vulnerabilities across the civil aviation system;

5) Conduct structured investigations of reported incidents and other occurrences consistent with this Regulation in accordance with ICAO Annex 13 to determine causal and contributing factors;

6) Evaluate the adequacy and effectiveness of investigations, analyses, and safety actions conducted by service providers, and require additional action where gaps or deficiencies are identified;

7) Determine and oversee timely implementation of appropriate corrective or preventive measures by the service providers, based on the analysis and investigation of individual or grouped occurrences;

8) Establish and maintain a documented process to oversee the implementation and effectiveness of corrective or preventive actions for reported occurrences;

9) Protect the confidentiality of reporters and mentioned persons in accordance with Just Culture principles outlined in Chapter 2 of this Regulation;

10) Ensure direct feedback to reporters and sharing de-identified safety information and lessons learned with stakeholders through civil aviation safety publications, safety bulletins, or reports to support continuous safety improvement

11) Integrate these processes within its Safety Management System (SMS) as part of its responsibilities under the State Safety Program (SSP), ensuring coherence between safety oversight and the State’s strategic safety objectives;

12) Support a structured database of validated occurrence data, analysis and investigation outputs, and follow-up records to support oversight, trend monitoring, and national/international reporting;

13) Ensure timely notification of the Aviation Accident and Serious Incident Investigation Division of the Ministry of Territorial Administration and Infrastructure (AASIID), as well as other relevant state bodies, in accordance with Paragraph 77 of the Appendix to Government Decree No. 933-N of July 10, 2025, in the event of an accident or serious incident.

**Collection of Occurrence Data**

114. The Civil Aviation Committee (CAC) shall establish and maintain a secure and reliable system for the collection of occurrence data submitted under this Regulation. Reports shall be logged, assigned a unique reference number, and protected in accordance with the confidentiality and Just Culture provisions of this Regulation.

The CAC shall assign qualified personnel to validate submitted reports for completeness and relevance, follow up where necessary, and ensure their integration into the national occurrence database. The system shall enable traceability and data quality assurance.

115․ Under certain circumstances, and when mutually agreed in advance, the CAC may delegate the initial stage of occurrence data collection to designated third-party service providers, particularly where timely on-site preservation of evidence and data is necessary to support subsequent CAC analysis and investigation.

**Risk Assessment and Classification**

116. The Civil Aviation Committee (CAC) shall apply a structured methodology to assess and classify each occurrence reported under this Regulation, based on the risk it poses to civil aviation safety. The assessment shall use the ICAO Severity–Likelihood Matrix as referenced in ICAO Doc 9859.

117. The risk level assigned to each occurrence shall reflect both the actual and potential safety impact, and shall support CAC decision-making related to prioritization of oversight, further analysis, investigation, or coordination with service providers. Risk assessments shall be documented, periodically reviewed, and updated as new information becomes available through investigation, analysis, or follow-up.

118. Each occurrence shall be categorized into one of the following classes, consistent with definitions adopted in Paragraph 1 of this Regulation:

1) Accident

2) Serious Incident

3) Incident

4) Other Occurrence

**Analysis of Oversight**119. The Civil Aviation Committee (CAC) shall establish and maintain a systematic and documented process for the analysis of individual and aggregated occurrence reports submitted under Articles 6 and 8 of this Regulation. The purpose of this analysis is to support proactive oversight, inform the identification of national safety priorities and mitigations under the State Safety Program (SSP), and enable continuous safety improvement across the civil aviation system.

The analysis process shall aim to:

1) Identify national-level safety trends, recurring issues, and clusters of similar occurrences;

2) Identify safety trends, emerging hazards, and systemic vulnerabilities, including those not discernible from isolated reports but revealed through aggregated or cross-domain analysis;

3) Support the prioritization of oversight activities, enforcement measures, and required corrective actions;

4) Evaluate the effectiveness of service providers’ mitigation measures and identify persistent safety concerns.

5) Inform the effectiveness of national safety mitigation strategies and safety enhancement initiatives, using occurrence data and trend analysis to determine whether systemic measures are achieving intended safety outcomes.

120. Analytical activities shall be:

1) Based on validated occurrence data from occurrence reports;

2) Supported by both qualitative and quantitative methods;

3) Enabled with trend detection and correlation across data sets;

4) Timely and proactive, to enable early identification of potential safety hazards;

5) Documented with methodology used, findings, conclusions, and recommended safety actions;

6) Repeatable and consistent to support trend monitoring and long-term comparisons.

121. The CAC shall maintain and continuously enhance its analytical capabilities in line with the scale and complexity of the national civil aviation system. Where necessary, the CAC may collaborate with international partners, regional safety oversight organizations, or specialized technical bodies to enhance analytical depth and benchmarking.

122. The CAC shall ensure the accuracy, completeness, and consistency of data used in safety analysis. This includes:

1) Performing initial validation and quality control of incoming data;

2) Addressing gaps, ambiguities, or inconsistencies through follow-up with reporters or data originators;

3) Document inputs and outputs in a structured, traceable, and secure format suitable for oversight, auditing, and reporting.

123. Analysis that reveal significant safety risks or systemic concerns shall be:

1) Shared in a de-identified format with relevant service providers or operational stakeholders for awareness and action;

2) Used to support the development of safety advisories, enforcement actions, or regulatory amendments;

3) Integrated into the SSP monitoring framework;

124. The Civil Aviation Committee (CAC) shall review the safety analyses and related corrective and preventive measures submitted by civil aviation service providers to assess their accuracy, completeness, and effectiveness in addressing identified hazards and risks.

The CAC shall evaluate each submitted analysis to determine whether:

1) The methodology applied is appropriate to the nature and complexity of the occurrence;

2) The risk assessment is credible and consistent with national classification criteria;

3) The identified causes, contributing factors, and contextual information are sufficient to support proposed safety actions;

4) The analysis is adequately documented and traceable.

125. Where deficiencies are identified in the analysis, the CAC may require the service provider to:

1) Revise the analysis using more robust data or improved methodology;

2) Resubmit with additional contextual information, causal mapping, or supporting evidence;

3) Justify any conclusions or risk ratings that deviate from standard expectations.

126. The CAC shall assess whether the corrective and preventive measures proposed or implemented by the service provider are:

1) Aligned with the risks identified through analysis;

2) Timely, realistic, and appropriately resourced;

3) Tracked through the service provider’s safety management system with clear responsibilities and deadlines.

127. If actions are found to be insufficient or ineffective, the CAC shall:

1) Request additional or revised measures, with updated implementation plans;

2) Escalate oversight as necessary through audits, inspections, or enforcement actions;

3) Incorporate the issue into national-level SSP monitoring and safety performance oversight.

128. The CAC shall ensure that validated analysis results and follow-up outcomes are:

1) Incorporated into national safety reviews, risk assessments, and SSP planning activities;

2) Shared with the aviation sector in aggregated, de-identified form through official safety publications and advisories;

3) Submitted, as applicable, to the investigation authority and relevant international or regional databases to support broader safety analysis and coordination.

129. For each analyzed occurrence received from service providers, the CAC shall maintain records of:

1) A summary of the CAC’s review of the provider’s analysis, including its conclusions on adequacy and consistency with the reported facts and applicable methodology;

2) Any corrective or preventive actions that were accepted, revised, or formally required by the CAC;

3) Correspondence or instructions issued to the provider regarding follow-up, monitoring, or further reporting;

4) Any oversight measures or safety review activities conducted by the CAC in relation to the occurrence.

## **Investigation and Oversight** 130. The Civil Aviation Committee (CAC) is authorized to initiate and conduct investigations of civil aviation occurrences under this Regulation, in line with its safety oversight responsibilities. This authority is grounded in Article 54(4) of the Law on Aviation and Government Decree No. 933-N of July 10, 2025, which establishes the national procedure for investigating, classifying, and recording aviation accidents and incidents.

131. These investigations are separate from, and may run in parallel to, internal investigations conducted by service providers.

 **Events Subject to CAC Investigation**

132.The Civil Aviation Committee shall initiate an authority-level investigation of any civil aviation occurrence classified as “High Risk” in accordance with the ICAO Safety Risk Matrix, as defined in the ICAO Safety Management Manual (Doc 9859, Fourth Edition). These investigations are mandatory and shall be conducted independently of operator-level investigations.

133. The Civil Aviation Committee may initiate an investigation into occurrences classified as “Medium Risk” under the same ICAO risk classification framework, where one or more of the following conditions are met:

1) The occurrence displays systemic safety indicators, such as repeated or cross-organizational patterns that suggest a broader operational or regulatory weakness;

2) There is a reasonable concern regarding the impartiality, adequacy, or

completeness of the service provider’s internal investigation;

3) The service provider has a documented history of poor safety performance, including weak SMS implementation, recurrent findings from audits, or non-compliance with regulatory obligations;

4) The occurrence raises significant public interest, reputational risk, or policy concern, particularly where it involves passenger harm, legal violations, or substantial disruption to aviation services;

5) The occurrence involves failures of coordination or accountability between service providers, resulting in unclear causal attribution or shared safety responsibilities.

**Authority to Initiate Investigations**

134. The CAC may initiate an investigation:

1) At its own discretion, based on information received through occurrence reports, audits, surveillance activities, stakeholder complaints, or other safety data sources;

2) In response to referrals from other national or international bodies;

3) Where service provider investigations are inadequate, absent, or conflict with factual findings.

135. Service providers are required to fully cooperate with CAC-led investigations, including by providing personnel, access to records and systems, and preserving relevant evidence.

**Investigation Process**

136.The CAC shall establish and maintain internal procedures governing:

1) Investigator role assignment, tasking, and supervision;

2) Methodologies for data collection and analysis;

3) Documentation, recordkeeping, and reporting requirements, including timelines and validation steps;

4) Escalation processes for complex or multi-stakeholder cases requiring coordination with external entities.

**Investigation Roles**

137. The Civil Aviation Committee (CAC) shall formally designate at least two qualified investigation focal points-one primary, and one alternate-within its Safety Management and SSP Coordination Unit to oversee investigations into occurrences under its authority. This focal point shall be responsible for planning, initiating, coordinating, and documenting all stages of the investigation process.

138. The Civil Aviation Committee (CAC) shall:

1) Formally designate at least two qualified investigators—one primary and one alternate—within each oversight division to carry out domain-specific components of investigations;

2) Assign additional personnel with domain-specific expertise as required by the nature of the occurrence;

3) Ensure that personnel involved in the investigation are independent of any prior regulatory decisions directly related to the occurrence, to the extent practicable.

**Investigator Qualifications**

139. The CAC shall establish and maintain documented qualification and competency requirements for each type of investigator role involved in occurrence investigations, tailored to the technical domain, complexity, and responsibilities of the role.140. All CAC personnel assigned to conduct or support occurrence investigations shall:

1) Have completed training in advanced investigation techniques, including root cause analysis and risk assessment;

2) Meet the qualification requirements established by the CAC for their assigned investigative role;

3) Be familiar with applicable investigation procedures, confidentiality safeguards, and the Just Culture principles set out in this Regulation.

**Corrective Actions and Safety Recommendations**

141.Following an investigation, the Committee may issue:

1) Mandatory corrective actions, which shall be implemented by the service provider within a timeframe specified by the CAC; and

2) Safety recommendations, intended to address broader or systemic safety issues that may not be directly attributable to a regulatory non-compliance.

142. While safety recommendations are not binding in the same manner as corrective actions, service providers shall:

1) Review the recommendation in good faith;

2) Implement the recommendation where feasible; or

3) Provide a written justification to the CAC within a specified deadline if they

determine that the recommendation is not applicable, feasible, or effective in their operational context.

143. The CAC shall review all responses to safety recommendations. Where a response is incomplete, unclear, or fails to demonstrate adequate consideration or feasibility, the CAC may:

1) Request additional information or justification from the service provider;

2) Propose modifications to the implementation plan or alternative mitigation measures;

3) Escalate the matter by issuing a formal finding of non-conformance, initiating a compliance audit, or mandating corrective action under its safety oversight authority.

144. Where a service provider fails to implement a safety recommendation without adequate justification, and the Civil Aviation Committee determines that such failure constitutes negligence, inadequate risk management, or reveals a systemic safety deficiency, the Committee may initiate enforcement action in accordance with its oversight authority. This may include the issuance of formal findings, mandatory corrective action orders, or other administrative measures consistent with applicable aviation safety regulations.

145. The implementation status of corrective actions and safety recommendations shall be tracked and verified by the CAC through follow-up reviews, audits, or inspections, and may inform risk-based surveillance planning.

**Coordination with the AASIID**

146. Upon receipt of information indicating an accident or serious incident, the Civil Aviation Committee shall, in accordance with Article 54(4) of the Law on Aviation and Paragraph 9 of Government Decree No. 933-N of July 10, 2025, refer the occurrence to the Ministry of Territorial Administration and Infrastructure (MTAI), which is vested with exclusive authority to investigate such events through its designated Aviation Accident and Serious Incident Investigation Division (AASIID).

Notifications shall be submitted using the standard ICAO format as set out in Appendix 1 of Annex 13, including all required fields (e.g. aircraft details, operator, damage, location, casualties, and reporting contact), and clearly labeled using the abbreviations ACCID (accident) or SINCID (serious incident).

In cases involving a foreign aircraft or where the occurrence takes place outside Armenia, the CAC shall coordinate with the MTAI to ensure notification is provided to the State of Registry, State of the Operator, State of Design, State of Manufacture, and, if applicable, ICAO, in accordance with Government Decree No. 933-N and ICAO Annex 13 requirements.

147. The CAC shall not independently investigate accidents or serious incidents. However, it may:

1) Initiate a system-level safety review to assess regulatory implications, systemic risk, or operator deficiencies;

2) Participate in the investigation as a technical advisor or observer, if formally requested;

3) Rely on the final report issued by the AASIID to inform its own oversight actions under this Regulation.

**Review of Operator Investigations**

148. The Civil Aviation Committee (CAC) shall review all investigation reports submitted by service providers under this Regulation to determine the sufficiency, accuracy, and safety relevance of the findings, conclusions, and proposed corrective or preventive measures.

In performing this function, the CAC shall:

 1) Evaluate whether the investigation process complied with the service

 provider’s documented procedures and the requirements set out in this Regulation, including timeliness, objectivity, and analytical rigor;

2) Assess the relevance, proportionality, and effectiveness of proposed safety actions, including implementation timelines;

3) Ensure that the investigation has addressed all contributing factors and systemic risks, including organizational or procedural deficiencies.

149. Where deficiencies are identified in the content or scope of the investigation or proposed corrective actions, the CAC may:

1) Request supplementary data, clarification, or a revised report from the service provider;

2) Propose or require modifications to the type, scope, or timing of corrective or preventive actions;

3) Issue findings or recommendations under its general oversight mandate, as it would following an audit or inspection.

150. The CAC shall establish internal procedures for the structured review and assessment of investigation reports and proposed safety actions submitted by service providers. These procedures shall ensure consistency, technical rigor, and alignment with the State Safety Program (SSP).

151. The service provider shall implement any amendments to the investigation conclusions or safety actions required by the CAC and submit evidence of compliance within a timeframe established by the authority.

### **Follow-Up and Monitoring of Corrective and Preventive Actions**

152. The Civil Aviation Committee (CAC) shall establish and maintain a documented process to monitor and evaluate the implementation and effectiveness of corrective and preventive actions (CAPAs) undertaken by service providers in response to reported safety

occurrences. This function supports the CAC’s responsibilities under its safety oversight mandate and the State Safety Program (SSP).

To this effect, the CAC shall:

1) Verify whether service providers have implemented their identified safety actions in a timely, complete, and risk-appropriate manner, including:

a) Verifying that implementation addresses identified causes and risk levels;

b) Requiring revised or supplemental actions where existing measures are insufficient;

c) Maintaining traceable documentation of CAPA progress and closure status.

2) Assess whether implemented measures have demonstrably mitigated the safety concern and reduced the associated risk to an acceptable level. This may involve:

a) Review of performance indicators and safety outcomes related to the occurrence;

b) Targeted audits, inspections, or data reviews to verify actual impact;

c) Consultation with the affected organization and operational stakeholders.

3) Initiate appropriate oversight actions, including mandated CAPs, targeted audits, or enforcement measures under applicable regulations if follow-up reveals persistent deficiencies or non-compliance;

4) Maintain structured records of all follow-up activities for a minimum of five (5) years, including:

a) Details of actions proposed and taken;

b) Verification and effectiveness review outcomes;

c) Correspondence and decisions related to CAPA revisions or escalation;

d) Closure status and justification.

153. The Civil Aviation Committee (CAC) shall establish a documented process for monitoring and evaluation of the system-wide effectiveness of corrective and preventive actions (CAPAs), whether initiated by civil aviation service providers or imposed through state-level interventions.

This process shall:

1) Evaluate the implementation status and effectiveness of safety actions across the aviation system, identifying recurring issues, persistent risks, or inadequate mitigation responses.

2) Monitor the impact of safety measures adopted at the state level against their intended safety outcomes.

3) Define and apply dedicated state-level performance indicators and targets, aligned with the SSP objectives, to assess the effectiveness of both state and industry CAPAs. These indicators shall:

a) Be informed by aggregated follow-up outcomes, including analysis results, investigation findings, and safety performance indicator (SPI) data submitted by service providers in accordance with Paragraph 77 of this Regulation;

b) b) Support the identification of performance gaps, emerging risks, or recurring deficiencies requiring strategic intervention, enhanced oversight, or policy-level response.

154. The results of this monitoring shall be consolidated into national safety performance assessments and used to:

1) Evaluate progress toward specific SSP Safety Performance Indicators (SPIs) and safety objectives;

2) Inform the development and revision of the National Aviation Safety Plan (NASP), including priority areas, safety enhancement initiatives, and resource allocation;

3) Support updates to the State Safety Risk Management process, including the identification of emerging systemic risks, gaps in mitigation effectiveness, and required regulatory or oversight adjustments.

155. The CAC shall periodically publish de-identified summaries of key follow-up trends and validated lessons learned through safety bulletins or national safety reports. These publications shall support safety awareness and promote effective practices across the sector, while safeguarding confidentiality.

**Occurrence Data National Repository**

156. The Civil Aviation Committee (CAC) shall establish and maintain a national occurrence database, which shall serve as the centralized repository for all safety occurrence reports submitted under Articles 7 and 9 of this Regulation. The database shall support the State’s safety oversight, analysis, and safety promotion functions, as well as the accident and serious incident investigation responsibilities of the AASIID.

The database shall store the following information:

1) Mandatory and voluntary occurrence reports submitted under this Regulation, including all required data fields specified in Article 7 of this Regulation and structured using the ICAO ADREP/ECCAIRS taxonomy;

2) Validated summaries of analyses, investigation findings, and follow-up status, as determined by the CAC during its review and oversight process, and relevant to monitoring systemic risks and verifying corrective actions;

3) Risk classifications and derived trend indicators, based on the aggregation and analysis of reported occurrences and used to inform systemic risk assessments, safety performance monitoring, and strategic planning.

157. The database shall be structured using terminology and classifications aligned with the ICAO ADREP taxonomy and maintain conceptual compatibility with the ECCAIRS model, to enable future integration with regional data-sharing systems.

 158. Information stored in the national database shall be used solely for safety-related purposes. The CAC shall implement safeguards to:

1) Prevent the misuse of information for punitive, legal, or commercial purposes;

2) Preserve the confidentiality of reporters and persons named in occurrence reports, in line with Just Culture principles;

3) Ensure traceability, data quality, and role-based access controls.

159. Access to the national occurrence database shall be role-based:

1) Designated CAC personnel may access the database for oversight, analysis, and follow-up purposes within their assigned duties;

2) The Accident and Serious Incident Investigation Division of the Ministry of Territorial Administration and Infrastructure of the Republic of Armenia (AASIID) shall have full access to all data in the national occurrence database, in accordance with its responsibilities under national law and regulations as aligned with ICAO Annex 13;

3) Data in the national occurrence database shall be accessible to other designated State entities with responsibilities for implementing the State Safety Program;

 3) Reporting service providers, restricted to their own submissions, for internal analysis and compliance monitoring.

160. The CAC may publish anonymized and aggregated data derived from the database through safety bulletins, advisories, or other safety promotion materials, in support of continuous improvement across the civil aviation system.

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### **Chapter V – Implementation and Legal Provisions**

####   **12. Sanctions and Enforcement**

161. Non-compliance with the requirements of this Regulation by service providers, licensed personnel, or other obligated entities may result in:

1) Notices of non-conformance, findings, or mandatory corrective action plans;

2) Warnings, suspensions, limitation, or revocation of privileges, authorizations, or certificates, in accordance with applicable law and regulations;

162. Repeated or willful violations may trigger escalated oversight, targeted inspections, and, where necessary, referral to relevant judicial or administrative bodies.

#### **13. Final Provisions**.

163. The Civil Aviation Committee (CAC) shall notify all civil aviation service providers subject to this Regulation through official channels and publish supporting materials or guidance as necessary.

164. All organizations subject to this Regulation shall implement its provisions in full. Service providers shall give priority to implementing those provisions that are essential to ensuring the Regulation’s effective functioning and immediate safety impact. An initial implementation plan addressing these priority provisions shall be submitted to the CAC within two (2) weeks of notification, detailing actions, responsibilities, and timelines. The CAC may assess, request clarifications, or require revisions to this plan to ensure timely and effective implementation.

165. Service providers must achieve full compliance with this Regulation within three (3) months of its coming into force.

166. The CAC shall review this Regulation at least once every three (3) years to ensure continued consistency with international standards, safety priorities, and the evolving needs of the Armenian civil aviation system.

# **Annex I — Occurrences Related to the Operation of Aircraft**

***Remark:***This Annex presents examples of occurrences organized by the operational activities in which they are most commonly observed. The categorization is indicative and does not limit the obligation to report similar occurrences if they arise during other operational phases or in different contexts.

 **1. Air Operations**

### **Flight Preparation**

1. Use of incorrect data or erroneous entries into equipment used for navigation or performance calculations, which has or could have endangered the aircraft, its occupants, or any other person.

2. Carriage or attempted carriage of dangerous goods in contravention of applicable legislation, including incorrect labelling, packaging, or handling of dangerous goods.

### **Aircraft Preparation**

3. Refueling with incorrect fuel type, or use of contaminated fuel.

4. Missing, incorrect, or inadequate de-icing/anti-icing treatment.

**Take-off and Landing**

5. Taxiway or runway excursion.

6. Actual or potential taxiway or runway incursion.

7. Final Approach and Take-off Area (FATO) incursion.

8. Any rejected take-off.

9. Inability to achieve required or expected performance during take-off, go-around, or landing.

10. Actual or attempted take-off, approach, or landing with incorrect configuration setting.

11. Tail, blade/wingtip, or nacelle strike during take-off or landing.

12. Approach continued contrary to the operator’s stabilized approach criteria.

13. Continuation of an instrument approach below published minimums without adequate visual references.

14. Precautionary or forced landing.

15. Short or long landing.

16. Hard landing.

### **In-flight Events**

17. Aircraft upset: exceeding normal pitch attitude, bank angle, or airspeed inappropriate for the conditions.

18. Level bust (deviation from assigned altitude or flight level).

19. Activation of any flight envelope protection, including stall warning, stick shaker, stick pusher, or automatic protections.

20. Unintentional deviation from intended or assigned track exceeding the greater of twice the required navigation performance or 10 nautical miles.

21. Exceedance of aircraft flight manual limitations.

22. Operation with incorrect altimeter setting.

23. Jet blast, rotor downwash, or prop wash events that have or could have endangered the aircraft, its occupants, or others.

24. Misinterpretation of automation mode or any flight deck information that has or could have endangered the aircraft, its occupants, or others.
 **Other Types of Occurrences**
25. Unintentional release of cargo or other externally carried equipment.

26. Loss of situational awareness, including environmental, mode and system awareness, spatial disorientation, or reduced time horizon.

27. Any occurrence where human performance has directly contributed to, or could have contributed to, an accident or serious incident.

## **2. Technical Occurrences**

### **Structure and Systems**

### 28. Loss of any part of the aircraft structure in flight.29. Loss of a system.30. Loss of redundancy of a system.

31. Leakage of any fluid resulting in a fire hazard or possible hazardous contamination of aircraft structure, systems, or equipment, or which has or could have endangered the aircraft, its occupants, or others.

32. Fuel system malfunction or defect affecting fuel supply and/or distribution.

33. Malfunction or defect of any indication system resulting in misleading indications to the crew.

34. Abnormal functioning of flight controls, such as asymmetric or stuck/jammed flight controls (e.g., lift devices such as flaps/slats; drag devices such as spoilers; or attitude control devices such as ailerons, elevators, rudder).

### **Propulsion (Including Engines, Propellers, Rotor Systems, and Auxiliary Power Units (APUs))**35. Failure or significant malfunction of any propeller, rotor, or powerplant component or control.36. Damage to or failure of the main or tail rotor, transmission, or equivalent systems.37. Flameout or in-flight shutdown of any engine or APU when required (e.g., ETOPS or Minimum Equipment List compliance).

38. Exceedance of engine operating limitations, including overspeed or inability to control the speed of any high-speed rotating component (e.g., APU, air starter, air cycle machine, air turbine motor, propeller, or rotor).

39. Failure or malfunction of any engine, power plant, APU, or transmission component resulting in any of the following:

1) Thrust-reversing system failing to operate as commanded;

2) Inability to control power, thrust, or RPM;

3) Non-containment of components or debris.

## **3. Interaction with Air Navigation Services (ANS) and Air Traffic Management (ATM)**

40. Unsafe ATC (Air Traffic Control) clearance.

41. Prolonged loss of communication with an ATS or ATM unit.

42. Conflicting instructions from different ATS units potentially leading to a loss of separation.

43. Misinterpretation of radio communication which has or could have endangered the aircraft, its occupants, or others.

44. Intentional deviation from ATC instructions which has or could have endangered the aircraft, its occupants, or others.

 **4. Emergencies and Other Critical Situations**

45. Any event leading to the declaration of an emergency (‘Mayday’ or ‘PAN’ call).

46. Burning, melting, smoke, fumes, arcing, overheating, fire, or explosion.

47. Contaminated air in the cockpit or passenger compartment which has or could have endangered the aircraft, its occupants, or others.

48. Failure to apply the correct non-normal or emergency procedure by flight or cabin crew.

49. Use of any emergency equipment or non-normal procedure affecting in-flight or landing performance.

50. Failure of any emergency or rescue system or equipment, which has, or could have endangered the aircraft, its occupants, or others.

51. Uncontrollable cabin pressure.

52. Critically low fuel quantity or fuel quantity at destination below required final reserve fuel.

53. Use of the crew oxygen system by any crew member.

54. Incapacitation of any member of the flight or cabin crew resulting in a reduction below the minimum certified crew complement.

55. Crew fatigue impacting, or potentially impacting, the safe performance of flight duties.

 **5. External Environment and Meteorology**

56. Collision or near collision, on the ground or in the air, with another aircraft, terrain, or obstacle.

57. Airborne Collision Avoidance System (ACAS) Resolution Advisory (RA).

58. Activation of a genuine ground collision warning system such as Ground Proximity Warning System (GPWS) or Terrain Awareness and Warning System (TAWS).

59. Wildlife strike, including bird strike.

60. Foreign object damage or debris (FOD).

61. Unexpected encounter with poor runway surface conditions.

62. Wake turbulence encounter.

63. Interference with the aircraft by firearms, fireworks, kites, laser illumination, high-powered lights, Remotely Piloted Aircraft Systems (RPAS), model aircraft, or similar means.

64. Lightning strike resulting in damage to the aircraft or loss or malfunction of any aircraft system.

65. Hail encounter resulting in damage to the aircraft or loss or malfunction of any aircraft system.

66. Severe turbulence encounter, or any turbulence encounter resulting in injury to occupants or requiring a post-flight ‘turbulence check’ of the aircraft.

67. Significant wind shear or thunderstorm encounter which has or could have endangered the aircraft, its occupants, or others.

68. Icing encounter resulting in handling difficulties, damage to the aircraft, or loss or malfunction of any aircraft system.

69. Volcanic ash encounter.

 **6. Security**

70. Bomb threat or hijack.

71. Difficulty in controlling intoxicated, violent, or unruly passengers.

72. Discovery of a stowaway.

# **Annex II — Occurrences Related to Technical Conditions, Maintenance, and Repair of the Aircraft**

***Remark:***This Annex presents examples of occurrences organized by the operational activities in which they are most commonly observed. The categorization is indicative and does not limit the obligation to report similar occurrences if they arise during other operational phases or in different contexts.

##  **1. Manufacturing**

1. Products, parts, or appliances released from the production organization with deviations from applicable design data, which could lead to a potential unsafe condition as identified by the holder of the type certificate or design approval.

##  **2. Design**

2. Any failure, malfunction, defect, or other occurrence related to a product, part, or appliance that has resulted in or may result in an unsafe condition.

 **3. Maintenance and Continuing Airworthiness Management**

3. Serious structural damage (e.g., cracks, permanent deformation, delamination, debonding, burning, excessive wear, or corrosion) found during maintenance of the aircraft or component.

4. Serious leakage or contamination of fluids (e.g., hydraulic, fuel, oil, gas, or other fluids).

5. Failure or malfunction of any part of an engine, powerplant, or transmission resulting in:
 a) Non-containment of components or debris;

 b) Failure of the engine mount structure.

6. Damage, failure, or defect of a propeller that could lead to in-flight separation of the propeller or a major portion of it, or to malfunctions of the propeller control.

7. Damage, failure, or defect of a main rotor gearbox or attachment, which could lead to in-flight separation of the rotor assembly or malfunctions of the rotor control.

8. Significant malfunction of a safety-critical system or equipment during maintenance testing, or failure to activate these systems after maintenance.

9. Incorrect assembly or installation of components found during an inspection or test not intended for that purpose.

10. Wrong assessment of a serious defect, or serious non-compliance with Minimum Equipment List (MEL) or technical logbook procedures.

11. Serious damage to the Electrical Wiring Interconnection System (EWIS).

12. Any defect in a life-controlled critical part causing retirement before its full life limit.

13. Use of products, components, or materials of unknown or suspect origin, or unserviceable critical components.

14. Misleading, incorrect, or insufficient maintenance data or procedures that could lead to significant maintenance errors, including due to language issues.

15. Incorrect application of aircraft maintenance limitations or scheduled maintenance.

16. Releasing an aircraft to service with a non-compliance that endangers flight safety.

17. Serious damage to an aircraft caused during maintenance due to incorrect maintenance or use of inappropriate or unserviceable ground support equipment, requiring additional maintenance.

18. Identified burning, melting, smoke, arcing, overheating, or fire occurrences.

19. Any occurrence where human performance, including fatigue of maintenance personnel, has directly contributed to, or could have contributed to, an accident or serious incident.

20. Significant malfunction, reliability issue, or recurrent recording quality problem affecting a flight recorder system (e.g., flight data recorder, data link recording system, cockpit voice recorder), or lack of information necessary to ensure its serviceability.

# **Annex III — Occurrences Related to Air Navigation Services and Facilities**

***Remark:***This Annex presents examples of occurrences organized by the operational activities in which they are most commonly observed. The categorization is indicative and does not limit the obligation to report similar occurrences if they arise during other operational phases or in different contexts.

 **1.** **Aircraft-Related Occurrences**

1. Collision or near collision, on the ground or in the air, between an aircraft and another aircraft, terrain, or obstacle, including near-controlled flight into terrain (near CFIT).

2. Separation minima infringement (i.e., prescribed separation minima were not maintained between aircraft, or between aircraft and designated airspace).

3. Inadequate separation (i.e., aircraft perceived to pass too close to ensure safe separation, even if no specific minima were prescribed).

4. Airborne Collision Avoidance System (ACAS) Resolution Advisories (RAs).

5. Wildlife strike, including bird strike.

6. Taxiway or runway excursion.

7. Actual or potential taxiway or runway incursion.

8. Final Approach and Take-off Area (FATO) incursion.

9. Aircraft deviation from Air Traffic Control (ATC) clearance.

10. Aircraft deviation from applicable air traffic management (ATM) regulation, including:

a) Deviation from published ATM procedures;

b) Airspace infringement, including unauthorized penetration of controlled or restricted airspace;

c) Deviation from mandated ATM-related equipment carriage or operational requirements.

11. Call sign confusion-related occurrences.

## **2. Degradation or Total Loss of Services or Functions**

12. Inability to provide ATM services or execute ATM functions, including:

a) Air traffic services;

b) Airspace management services;

c) Air traffic flow management and capacity services.

13. Missing, significantly incorrect, corrupted, inadequate, or misleading information from any supporting service, including information relating to poor runway surface conditions.

14. Failure of communication service.

15. Failure of surveillance service.

16. Failure of data processing and distribution functions or services.

17. Failure of navigation service.

18. Failure of ATM system security, which has or could have a direct negative impact on the safe provision of services.

19. Significant ATS sector or position overload leading to potential deterioration in service provision.

20. Incorrect receipt or interpretation of significant communications, including due to misunderstanding of the language used, with potential impact on safety.

21. Prolonged loss of communication with an aircraft or with another ATS unit.

 **3. Other Occurrences**

22. Declaration of an emergency (‘Mayday’ or ‘PAN’ call).

23. Significant external interference with Air Navigation Services (e.g., radio broadcast stations transmitting in the FM band interfering with ILS, VOR, or communication).

24. Interference with an aircraft, ATS unit, or radio communication transmission by firearms, fireworks, kites, laser illumination, high-powered lights, Remotely Piloted Aircraft Systems (RPAS), model aircraft, or similar means.

25. Fuel dumping.

26. Bomb threat or hijack.

27. Fatigue impacting, or potentially impacting, the ability to safely perform air navigation or air traffic duties.

28. Any occurrence where human performance has directly contributed to, or could have contributed to, an accident or serious incident.

***Explanatory Notes:***

1. **“Obstacle”** includes vehicles when located in areas that could interfere with aircraft operations.
2. **“Separation minima infringement”** refers to prescribed separation not being maintained.

3. **“Inadequate separation”** refers to an unsafe proximity perceived in situations where no prescribed minima exist.

4. **“Supporting services”** include ATS, ATIS, meteorological services, navigation databases, charts, AIS, and manuals.

# **Annex IV — Occurrences Related to Aerodromes and Ground Services**

***Remark:***This Annex presents examples of occurrences organized by the operational activities in which they are most commonly observed. The categorization is indicative and does not limit the obligation to report similar occurrences if they arise during other operational phases or in different contexts.

**1. Safety Management of an Aerodrome**

### **Aircraft- and Obstacle-Related Occurrences**

1. Collision or near collision, on the ground or in the air, between an aircraft and another aircraft, terrain, or obstacle (*including vehicles*).

2. Wildlife strike, including bird strike.

3. Taxiway or runway excursion.

4. Actual or potential taxiway or runway incursion.

5. Final Approach and Take-off Area (FATO) incursion or excursion.

6. Aircraft or vehicle failure to follow clearance, instruction, or restriction while operating on the movement area of an aerodrome (e.g., wrong runway, taxiway, or restricted part of an aerodrome).

7. Foreign object on the aerodrome movement area which has or could have endangered the aircraft, its occupants, or any other person.

8. Presence of obstacles on or near the aerodrome which are not published in the Aeronautical Information Publication (AIP) or by Notice to Airmen (NOTAM), and/or that are not marked or lighted properly.

9. Push-back, power-back, or taxi interference by vehicle, equipment, or person.

10. Passengers or unauthorized person left unsupervised on apron.

11. Jet blast, rotor downwash, or propeller blast effect.

12. Declaration of an emergency (‘Mayday’ or ‘PAN’ call).

### **Degradation or Total Loss of Services or Functions**

13. Loss or failure of communication between:

a) Aerodrome, vehicle, or ground personnel and air traffic services unit or apron management service unit;

b) Apron management service unit and aircraft, vehicle, or air traffic services unit.

14. Significant failure, malfunction, or defect of aerodrome equipment or systems which has or could have endangered the aircraft or its occupants.

15. Significant deficiencies in aerodrome lighting, marking, or signs.

16. Failure of the aerodrome emergency alerting system.

17. Rescue and firefighting services not available according to applicable requirements.

**Other Occurrences**

18. Fire, smoke, or explosions in aerodrome facilities, vicinities, or equipment which has or could have endangered the aircraft, its occupants, or any other person.

19. Aerodrome security-related occurrences (e.g., unlawful entry, sabotage, bomb threat).

20. Absence of reporting of a significant change in aerodrome operating conditions which has or could have endangered the aircraft, its occupants, or any other person.

21. Missing, incorrect, or inadequate de-icing/anti-icing treatment.

22. Significant spillage during fueling operations.

23. Loading of contaminated or incorrect type of fuel or other essential fluids (including oxygen, nitrogen, oil, and potable water).

24. Failure to handle poor runway surface conditions.

25. Any occurrence where human performance has directly contributed to or could have contributed to an accident or serious incident.

##  **2. Ground Handling of AircraftAircraft and Aerodrome-Related Occurrences**

26. Collision or near collision, on the ground or in the air, between an aircraft and another aircraft, terrain, or obstacle (*including vehicles*).

27. Runway or taxiway incursion.

28. Runway or taxiway excursion.

29. Significant contamination of aircraft structure, systems, or equipment arising from the carriage of baggage, mail, or cargo.

30. Push-back, power-back, or taxi interference by vehicle, equipment, or person.

31. Foreign object on the aerodrome movement area which has or could have endangered the aircraft, its occupants, or any other person.

32. Passengers or unauthorized person left unsupervised on apron.

33. Fire, smoke, or explosions in aerodrome facilities, vicinities, or equipment which has or could have endangered the aircraft, its occupants, or any other person.

34. Aerodrome security-related occurrences (e.g., unlawful entry, sabotage, bomb threat).

### **Degradation or Total Loss of Services or Functions**

35. Loss or failure of communication with aircraft, vehicle, air traffic services unit, or apron management service unit.

36. Significant failure, malfunction, or defect of aerodrome equipment or system which has or could have endangered the aircraft or its occupants.

37. Significant deficiencies in aerodrome lighting, marking, or signs.

### **Ground Handling Specific Occurrences**

38. Incorrect handling or loading of passengers, baggage, mail, or cargo, likely to have a significant effect on aircraft mass and/or balance (including significant errors in loadsheet calculations).

39. Boarding equipment removed leading to endangerment of aircraft occupants.

40. Incorrect stowage or securing of baggage, mail, or cargo likely to endanger the aircraft, its equipment, occupants, or impede emergency evacuation.

41. Transport, attempted transport, or handling of dangerous goods which resulted or could have resulted in the safety of the operation being endangered or led to an unsafe condition (e.g., dangerous goods incident or accident as defined in ICAO Technical Instructions — Doc 9284).

42. Non-compliance with baggage or passenger reconciliation procedures.

43. Non-compliance with required aircraft ground handling and servicing procedures, especially in de-icing, refueling, or loading procedures, including incorrect positioning or removal of equipment.

44. Significant spillage during fueling operations.

45. Loading of incorrect fuel quantities likely to significantly affect aircraft endurance, performance, balance, or structural strength.

46. Loading of contaminated or incorrect type of fuel or other essential fluids (including oxygen, nitrogen, oil, and potable water).

47. Failure, malfunction, or defect of ground equipment used for ground handling, resulting in damage or potential damage to the aircraft (e.g., tow bar, Ground Power Unit).

48. Missing, incorrect, or inadequate de-icing/anti-icing treatment.

49. Damage to aircraft by ground handling equipment or vehicles, including previously unreported damage.

50. Any occurrence where human performance has directly contributed to or could have contributed to an accident or serious incident.

# **Annex V — Occurrences Related to Aircraft Other Than Complex Motor-Powered Aircraft, Including Sailplanes and Lighter-Than-Air Vehicles**

***Remark:***This Annex presents examples of occurrences organized by the operational activities in which they are most commonly observed. The categorization is indicative and does not limit the obligation to report similar occurrences if they arise during other operational phases or in different contexts.

**1. Aircraft Other Than Complex Motor-Powered Aircraft (Excluding Sailplanes and Lighter-Than-Air Vehicles)

Air Operations**

### 1. Unintentional loss of control.

2. Landing outside of an intended landing area.

3. Inability or failure to achieve required aircraft performance expected in normal conditions during take-off, climb, or landing.

4. Runway incursion.

5. Runway excursion.

6. Any flight performed with an aircraft that was not airworthy, or for which flight preparation was not completed, which has or could have endangered the aircraft, its occupants, or any other person.

7. Unintended flight into IMC conditions of aircraft not IFR-certified, or flown by a pilot not qualified for IFR, which has or could have endangered the aircraft, its occupants, or any other person.

8. Unintentional release of cargo (3).

### **Technical Occurrences**

### 9. Abnormal severe vibration (e.g., aileron or elevator flutter, or propeller).10. Any flight control not functioning correctly or disconnected.

11. Failure or substantial deterioration of the aircraft structure.

12. Loss of any part of the aircraft structure or installation in flight.

13. Failure of an engine, rotor, propeller, fuel system, or other essential system.

14. Leakage of any fluid resulting in a fire hazard, possible hazardous contamination of aircraft structure, systems, or equipment, or risk to occupants.

### **Interaction with Air Navigation Services and Air Traffic Management**

### 15. Interaction with air navigation services (e.g., incorrect services provided, conflicting communications, or deviation from clearance) which has, or could have endangered the aircraft, its occupants, or any other person.

16. Airspace infringement.

### **Emergencies and Other Critical Situations**

### 17. Any occurrence leading to an emergency call.

18. Fire, explosion, smoke, toxic gases, or toxic fumes in the aircraft.

19. Incapacitation of the pilot leading to inability to perform any duty.

### **External Environment and Meteorology**

20. Collision, on the ground or in the air, with another aircraft, terrain, or obstacle (4).

21. Near collision, on the ground or in the air, requiring an emergency avoidance maneuver.

22. Wildlife strike, including bird strike, resulting in damage or loss/malfunction of an essential service.

23. Interference with the aircraft by firearms, fireworks, kites, laser illumination, high-powered lights, RPAS, model aircraft, or similar.

24. Lightning strike causing damage or loss of aircraft functions.

25. Severe turbulence resulting in injury to occupants or requiring a post-flight turbulence damage check.

26. Icing, including carburetor icing, which has or could have endangered the aircraft, its occupants, or any other person.

**2. Sailplanes (Gliders)

Air Operations**

27. Unintentional loss of control.

28. Pilot unable to release winch cable or aero towrope, requiring emergency procedures.

29. Release of winch cable or aerotow rope endangering the sailplane, its occupants, or others.

30. Engine failure during take-off (for powered sailplanes).

31. Flight performed with a sailplane that was not airworthy or improperly prepared.

### **Technical Occurrences**

32. Abnormal severe vibration (e.g., aileron or elevator flutter, or propeller).

33. Any flight control not functioning correctly or disconnected.

34. Failure or substantial deterioration of the sailplane structure.

35. Loss of any part of the sailplane structure or installation in flight.

**Interaction with Air Navigation Services and Air Traffic Management**

36. Incorrect or conflicting ANS services.

37. Airspace infringement.

### **Emergencies and Other Critical Situations**

38. Any occurrence leading to an emergency call.

39. No safe landing area remaining available.

40. Fire, explosion, smoke, or toxic fumes.

41. Incapacitation of the pilot.

 **External Environment and Meteorology**

42. Collision or near collision with aircraft, terrain, or obstacle (5).

43. Interference by firearms, fireworks, kites, laser illumination, RPAS, model aircraft, or similar.

44. Lightning strike causing damage.

## **3. Lighter-Than-Air Vehicles (Balloons and Airships)****Air Operations**

45. Flight performed with a vehicle that was not airworthy or improperly prepared.

46. Unintended permanent extinction of the pilot light.

 **Technical Occurrences**

47. Failure of key parts or controls (e.g., fuel cylinder valve, envelope, tether rope, burner, carabiner, fuel line, lifting gas valve, winch).

48. Significant leakage or loss of lifting gas (e.g., porosity, unseated valves).

### **Interaction with Air Navigation Services and Air Traffic Management**

49. Incorrect or conflicting ANS services.

50. Airspace infringement.
 **Emergencies and Other Critical Situations**

51. Any occurrence leading to an emergency call.

52. Fire, explosion, smoke, or toxic fumes beyond normal burner operation.

53. Occupants ejected from basket or gondola.

54. Pilot incapacitation.

55. Unintended lift or drag of ground crew, resulting in injury or fatality.

 **External Environment and Meteorology**

56. Collision or near collision with aircraft, terrain, or obstacle (6).

57. Interference by firearms, fireworks, kites, laser illumination, RPAS, model aircraft, or similar.

58. Encounter of adverse weather endangering the vehicle, its occupants, or others.

**Explanatory Notes:**

**1. “Aircraft other than complex motor-powered aircraft”** means any aircraft that is not a complex motor-powered aircraft. For the purpose of this definition, a 'complex motor-powered aircraft' is an aircraft with: (i) a maximum certificated take-off mass (MCTOM) of more than 5 700 kg, or (ii) a certificated passenger seating configuration of more than 19, or (iii) certificated for operation with a minimum crew of at least two pilots, or (iv) equipped with a turbojet engine or more than one turboprop engine.

 **2. “Sailplane”** means a heavier-than-air aircraft that is supported in flight by the dynamic reaction of the air against its fixed lifting surfaces, the free flight of which does not depend on an engine.

**3. “Lighter-than-air vehicle”** means any aircraft whose lift is primarily derived from aerostatic forces, such as a balloon or an airship.