

Department: Department of corporate Efficiency DOCE

Issued by: Katherine Diaz – Chief Governance & Compliance Officer

Approved by: CEO / VP Quality Assurance / Accountable Executive

REPORT UNDER SMS

1. Purpose of this alert

The purpose of this document is to define and clearly specify the events, conditions, and situations that must be reported under the Safety Management System (SMS) of Sahar Group LLC.

This document aims to:

- Ensure consistent and effective safety reporting
- Support proactive hazard identification and Safety Risk Management (SRM)
- Promote a strong reporting culture under Just Culture principles
- Ensure compliance with applicable aviation safety regulations

2. Scope

This document applies to all operational, maintenance, support, and administrative activities conducted by Sahar Group LLC.

All personnel, regardless of position or employment status, are required to report safety related events that may affect operational safety.

3. Reporting Principles

All SMS reports shall be:

- Non-punitive, in accordance with the Just Culture Policy
- Submitted in good faith and without fear of retaliation
- Timely, accurate, and factual
- Used solely for safety improvement purposes

Failure to report known hazards or safety occurrences may compromise safety and is considered a failure to comply with SMS responsibilities.

4. Mandatory Reportable Events

The following events must be reported through the SMS reporting system:

4.1. Accidents

- Any accident resulting in injury or fatality
- Aircraft accidents occurring during maintenance, ground handling, or testing
- Damage to aircraft, equipment, facilities, or infrastructure that could affect safety

4.2. Serious Incidents

- Events that could have resulted in an accident if circumstances had been slightly different
- Fire, smoke, explosion, or fuel leaks
- Loss of control of aircraft systems during maintenance or operational testing

4.3. Maintenance Errors and Deviations

- Incorrect installation, removal, or assembly of components
- Use of incorrect, expired, or unapproved parts or materials
- Failure to follow approved maintenance data or procedures
- Omitted, incomplete, or improperly documented maintenance tasks

4.4. Human Factors–Related Events

- Fatigue related errors
- Miscommunication or ineffective shift handovers
- Loss of situational awareness
- Excessive workload, stress, or time pressure affecting safe performance

4.5. Equipment, Tooling, and Material Issues

- Defective, damaged, missing, or uncalibrated tools
- Ground Support Equipment (GSE) malfunctions or failures
- Use of expired, damaged, or contaminated materials

4.6. Environmental and Workplace Hazards

- Unsafe working conditions
- Foreign Object Debris (FOD)
- Spills, leaks, or contamination

- Weather or environmental conditions affecting operational safety

4.7. Regulatory and Compliance Issues

- Non-compliance with aviation regulations or standards
- Audit findings or inspection observations with safety impact
- Deviations from company manuals, procedures, or policies

4.8. Security-Related Events with Safety Impact

- Unauthorized access to aircraft, tools, or restricted areas
- Security breaches that may compromise safety operations

5. Voluntary Reportable Events

Personnel are strongly encouraged to voluntarily report:

- Hazards or unsafe conditions not yet resulting in an occurrence
- Near-miss events
- Safety concerns or observations
- Suggestions for safety improvement

Voluntary reporting is essential for proactive risk management and continuous safety improvement.

6. Reporting Timeframes

- **Immediate reporting:** Accidents, serious incidents, fires, injuries, or major damage
- **Within 24 hours:** Maintenance errors, equipment failures, deviations affecting safety
- **As soon as practicable:** Hazards, near-misses, and safety concerns

7. Reporting Methods

Reports may be submitted using:

- [Safety Suggestion Form](#)
- [Accident Report](#)

8. Roles and Responsibilities

8.1. All Personnel

- Identify and report hazards and safety occurrences
- Cooperate with safety investigations when required

8.2. Supervisors and Managers

- Ensure reported events are submitted into the SMS
- Take immediate action when necessary to mitigate safety risks

8.3. Safety Manager

- Receive, review, and classify safety reports
- Initiate SRM and investigations as required
- Monitor corrective and preventive actions (CAPA)

9. Data Protection and Confidentiality

All SMS reports shall be handled with strict confidentiality:

- Access limited to authorized personnel
- Information used solely for safety purposes
- Protection of reporter identity when applicable

Prepared by: Juan Lozano.

Sms Intern

Approved by: _____

Chief Executive Officer

Date: _____