What is Voluntary Safety Reporting System (VSRS)?

The Voluntary Safety Reporting System (VSRS) is a voluntary, confidential and non-punitive safety matter reporting system established and administered by the Safety Office of Macau International Airport with the purpose to enhance airport safety as well as to prevent the occurrence of accident and incident through collecting information on actual or potential safety deficiencies providing from any person who observes or becomes aware of those aviation safety concerns and considers to report such concerns confidentially. Nevertheless, the VSRS does not eliminate the requirements of official notification of accident / serious incident and mandatory reporting procedure.

What to Report?

Any individual or organization can report, examples of situation or safety concern may include, but not limited to:
1. An occurrence or circumstance that affects aviation safety;
2. A procedure, practice or condition which endangers, or, if not corrected, would endanger, aviation safety, such as:
    a. poor training, behavior or attitude displayed by aviation entity, such as an aircraft operator, airport operator, air traffic control service provider, ground handling service provider or refueling service provider etc;
    b. insufficient qualifications or experience of employees of aviation related entity;
    c. scheduling or rostering that contributes to the fatigue of employees of aviation related entity;
    d. an aviation related entity bypassing safety procedures because of operational or commercial pressures;
    e. inadequate airport facilities for safe operations;
    f. unsafe passenger, baggage or cargo management;
    g. inadequate air traffic or weather information;
3. Non-compliance with airport regulations or requirements;
4. Any other matter that endangers, or could endanger, aviation safety.

What NOT to Report?

    i. matters showing a serious and imminent threat to a person's health or life;
    ii. industrial relations issues;
    iii. labour relations issues.

How to Submit a Report Online?

One may submit a Voluntary Safety Report online by filling in the Voluntary Safety Form (VSF) on the Macau International Airport website or by scanning the designated two-dimensional code by mobile phone.

How are VSRS Data Processing & Use?

Every report will be read and handled by the Airport Safety Office only. The reporter may be contacted to confirm if the nature and circumstances of the safety concern or occurrence reported is correctly addressed and/or to provide necessary additional information and clarification. When it considers that the information obtained is completed, the information will be de-identified and will be recorded in the Airport safety database without disclosing to third party without prior consent. The report originator may receive feedback if his/her contact has been addressed.

The Safety Office will use de-identified information collected from VSRS to publish statistical report and newsletter periodically, so that the relevant entities can learn from the experience and plan for improvement.

If the report received shows a situation that poses an immediate or urgent threat to aviation safety, safety alert will be issued and addressed to relevant entities as soon as possible.