As part of the methodology development process for the 2024 CSA, we kindly invite you to review a draft proposal for new and updated questions impacting your industry.

Please review this document and provide your feedback by completing the online survey.

The question texts and methodology presented may be subject to change at any time before the end of March 2024. In addition, questions may look different in the Online Assessment Tool in terms of question structure and layout.
Introduction

Criterion Rationale

Transportation safety is paramount to transportation companies, given the consequences of a potential incident, especially for companies providing passenger transport. Safety incidents can have a long-term impact on reputation and revenue growth; they also result in higher costs coming from remediation and compensation to victims for passenger transport and clients for cargo transport. Providing safety risk mapping & mitigation measures, appropriate personnel training, and timely and adequate maintenance of vehicles is essential to ensure transportation safety.

Reason for update and summary of changes

This document contains two proposals under the newly named “Transportation Safety” criterion. First, one question was updated – “Safety Management System” and, second, a new question – Passenger Fatalities – was added.

These updates were made under the previously named “Passenger Safety” criterion and were designed to include transportation safety for companies providing both passenger and cargo transport. Moreover, “Passenger Safety” was previously only applicable to airlines, and “Transportation Safety” will apply to airlines and other transportation modes. Companies present in the transportation industry but providing infrastructure services only, such as airports and highway operators, will see the whole criterion marked as Not Applicable.

The question “Safety Management System” was revamped, merged with “Passenger Safety Disclosure”, and now includes the main risks identified by the company’s Safety Management System, training to its employees and third-party verification. Previously set as a private question, “Safety Management System” will now become a public question as information related to safety should be disclosed to all stakeholders, especially the general population, when the company provides passenger transport. This question will apply to all companies providing cargo and passenger transport.

Lastly, a new question is proposed – “Passenger Fatalities”. This question will collect information on the absolute number of passenger fatalities attributed to the company’s operations. “Passenger Fatalities” will also be set to public given the importance of this information to passengers. This question will apply to transportation companies providing passenger transport.
Updated Question

**Question:** Safety Management System

**INDUSTRIES IMPACTED:**
AIR Airlines
TRA Transportation & Transportation Infrastructure

**QUESTION RATIONALE**
Transportation safety is paramount to transportation companies, especially passenger transport, given the potentially fatal consequences. Safety incidents can have a long-term impact on reputation and revenue growth. They also result in higher costs from remediation and victim compensation if that is the case. An effective Safety Management System (SMS) comprising of safety risk identification, proper mitigation actions, appropriate personnel training, and timely and adequate vehicle maintenance are essential to ensure safety.

**KEY DEFINITIONS**

*Safety Management System* is a systematic approach to managing safety, including the necessary organizational structures, accountabilities, policies, and procedures.

*Fatigue Risk Management* is a system meant to monitor and manage fatigue-related risks to ensure that personnel only operate vehicles at adequate levels of alertness. Fatigue Risk Management should include driver/pilot reporting mechanisms with associated feedback, education, and awareness programs.

*Driver/pilot mental health programs:* Education, outreach, training, reporting, and treating mental health issues for drivers/pilots. Some other examples include peer-to-peer programs that connect drivers/pilots experiencing mental struggles with other drivers/pilots, mental health hotlines, personnel training to help prevent and spot mental health warnings, etc.

*Systematic alcohol and drug testing:* Random alcohol and drug testing should be conducted regularly, and systematic check-up records should be maintained. Companies should have mechanisms in place to encourage drivers/pilots to report any potential drug or alcohol consumption without jeopardizing their position. Ideally, evidence of measures taken if a pilot/driver is found to have surpassed the allowed alcohol limit should be provided.

**DATA REQUIREMENTS**
This question requires supporting evidence from the public domain. The information provided must be included in your public reporting (e.g., annual report, sustainability report, integrated report, company publications) or corporate website.
REFERENCES

- ICAO SMS Framework: https://www.icao.int/safety/SafetyManagement/Pages/default.aspx
Does the company have a Safety Management System (SMS)?

- Yes, the company have a Safety Management System that covers the following elements. Please indicate where this information is available in public reporting or corporate website.

  - Identification of main risks
  - Mitigation actions taken for the main risks include the following:
    - Fatigue Risk Management
    - Driver/Pilot Mental Assistance Programs
    - Systematic alcohol and drug screening
  - Tracking the number of safety accidents
  - Training provided to employees and/or other relevant parties
  - SMS is certified/audited/verified by a third-party

- No, the company does not have a Safety Management System in place.
- Not applicable. Please provide an explanation in the comment box.
New Question

**Question: Passenger Fatalities**

**INDUSTRIES IMPACTED:**
AIR Airlines
TRA Transportation & Transportation Infrastructure

**QUESTION RATIONALE**

Transportation safety is paramount to transportation companies, especially for passenger transport, given the potentially fatal consequences. Besides the consequences for the passengers and passengers' families, passenger fatalities can have a long-term impact on reputation and revenue growth.

Keeping track of passenger fatalities should cover a company's entire operations. This is crucial for ensuring legal requirements are met, that problematic and/or dangerous operations can be identified and that safety measures can be improved.

**KEY DEFINITIONS**

A passenger fatality is considered when it happens as a direct result of the company’s operations and excludes idle-related events (i.e., a fatality mid-trip by no fault of the company) and non-passenger fatalities (e.g., employees, contractors, non-passenger civilians).

**DATA REQUIREMENTS**

This question requires supporting evidence from the public domain. The information provided must be included in your public reporting (e.g., annual report, sustainability report, integrated report, company publications) or corporate website.

Please mark Not Applicable if the company does not provide passenger transport.
QUESTION LAYOUT

*The question requires publicly available information.

Does the company measure the number of passenger fatalities?

- Yes, we do track information on Passenger Fatalities for the last four fiscal years. Please provide supporting evidence.

References (max 3 allowed, public URLs only)

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<td></td>
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- No, we do not track passenger fatalities.
- Not applicable. Please provide an explanation in the comment box below.
Contact Us

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