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railway system without frontiers.

**European Union Agency for Railways: Safety Alerts IT tool guidelines.**

*Document History*

<i>Version</i>	<i>Date</i>	<i>Comments</i>	<i>Drafted by</i>	<i>Reviewed by</i>	<i>Approved by</i>
1.0	16/03/2023	Published version	Registers team	Legal office	Team Leader of Registers team
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The purpose of these guidelines is to provide the users with some basic information about the European Union Agency for Railways ('the Agency')'s Safety Alerts IT tool ('Safety Alerts IT tool' or 'SAIT').

## SAIT

SAIT is a secure Extranet workspace which grants registered users the ability to share information quickly about safety risks relating to defects of technical equipment between the European railway actors, as required by Directive (EU) 2016/798 of the European Parliament and of the Council of 11 May 2016 on railway safety.

### Who should report?

SAIT is for railway undertakings, infrastructure managers, entities in charge of maintenance (ECMs) and all other actors of the Union rail system (**not including national public or state bodies and authorities**), including manufacturers, maintenance suppliers, keepers, service providers, contracting entities, carriers, consignors, consignees, loaders, unloaders, fillers and unfillers.

Only employees or agents of one of the above mentioned categories of organisations, will be granted access to the SAIT. Organisations may request as many user accounts as they need. Organisations should make their own internal arrangements for authorizing staff to publish, comment and receive safety alerts.

The use of SAIT is mandatory for ECMs starting from 16 June 2021 as stated in Article 4(6) of the Commission Implementing (EU) 2019/779 of 16 May 2019 laying down detailed provisions on a system of certification of entities in charge of maintenance of vehicles pursuant to Directive (EU) 2016/798 of the European Parliament and of the Council and repealing Commission Regulation (EU) No 445/2011.

Although other relevant actors will need to satisfy the obligation in Article 4(5) of the Directive, the use of Safety Alerts IT tool for them is still voluntary.

### What to report?

Important note: Detailed information for the ECMs reporting is provided in the ECM guidance published on the Agency's website. Please consult this guidance before publishing any safety alert which impacts on ECMs.

Users other than those reporting on ECM matters should report information about hazards that, in their own judgement and in accordance with the policies of their own organisation:

- Relate to defects and construction non-conformities or malfunctions of technical equipment, including those of structural subsystems

- The hazard, event or information is novel or unexpected and therefore the related risk is likely to be poorly controlled
- The related risk, if not controlled, has the potential to lead to an accident or incident involving serious injury or 1 or more fatalities
- The related risk is relevant for more than 1 actor

### Where to report?

SAIT can be found at the following web address: [Safety Alerts IT Tool - Home \(sharepoint.com\)](#)

SAIT is technically managed by the Agency.

### When to report?

As soon as possible after detection of the defect, including out of business hours.

### Why to report?

Reporting safety alerts using SAIT supports compliance with the Article 4 paragraph 5 of the Recast of Railway Safety Directive which states that:

*“Railway undertakings, infrastructure managers and any actor ... who identifies or is informed of a safety risk relating to defects and construction non-conformities or malfunctions of technical equipment, including those of structural subsystems, shall, within the limits of their respective competence:*

*(a) take any necessary corrective measure to tackle the safety risk identified;*

*(b) report those risks to the relevant parties involved, in order to enable them to take any necessary further corrective action to ensure continuous achievement of the safety performance of the Union rail system.”*

SAIT supports also other legal obligations imposed on railway undertakings, infrastructure managers and entities in charge of maintenance in both the ECM regulation<sup>1</sup> (EU) 2019/779 and the CSM on Monitoring<sup>2</sup>.

The use of SAIT **is voluntary** for relevant railway actors other than ECMs, as long as railway actors can fulfil these legal obligations to the satisfaction of NSAs in some way. Clearly, the more European railway actors are registered to use SAIT, the more likely reporting into the tool will fulfil the legal requirements.

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<sup>1</sup> ECM Regulation: Commission Implementing Regulation (EU) 2019/779 Article 4(6)

<sup>2</sup> Commission Regulation (EU) No 1078/2012 of 16 November 2012 on a common safety method for monitoring to be applied by railway undertakings, infrastructure managers after receiving a safety certificate or safety authorisation and by entities in charge of maintenance (Article 4, especially paragraph 2)

### Roles: who can do what?

Two main roles exist within SAIT. The following is a brief explanation of each role:

‘**Issuer**’ of any safety alert is the person who issues a safety alert. S/he is responsible for:

- the decision to publish a safety alert,
- the content of the safety alert,
- compliance with the Terms of Use and these guidelines,
- any decision to edit or to unpublish the safety alert.

‘**Commenting User**’ of any safety alert is the person who comments on a safety alert. He or she is responsible for:

- the decision to comment on safety alert,
- the content of the comment,
- compliance with the Terms of Use and these guidelines,
- any decision to edit or to reply to the comment.

### Language

Safety alerts and comments should be reported in **English** in order for other users to understand the content.

### How to register?

1. Go to <https://srm-portal.powerappsportals.com/>
2. Click "Register" or "Login" if you have already a profile created
3. Under the left navigation menu, click on "Safety Alert IT tool- Access Request"
4. Describe the reason for requesting an account and agree with the ToU and "Submit" your request
5. You will be notified by e-mail when the validation process of your account is completed.

### How to be notified for the published safety alerts and the comments?

1. Go to [Safety Alerts IT Tool - Home \(sharepoint.com\)](https://sharepoint.com)
2. Click "Sign-in" and login with your Extranet credentials (email address & your password)
3. Click on the tab "Notify me when a Safety Alert is created" and set up your own alerts to target/stop your notifications. Be aware that if you do not set up your alerts, the system will not send you an automatic notification for any new published alert.
4. After setting up your alerts, you are going to receive an automatic notification that you have correctly set it up. Currently, there is no possibility to target your notifications based on a specific category of the associated systems (e.g. rolling stock, infrastructure). This functionality could be available in the future releases.

### How to report/edit a safety alert?

1. Go to [Safety Alerts IT Tool - Home \(sharepoint.com\)](https://sharepoint.com)
2. Click "Sign-in" and login with your Extranet credentials (email address & your password)
3. **Check the existing safety alerts**

Before submitting a safety alert, check (to avoid any unnecessary duplication) that the event or hazard has not already been notified through the SAIT by another user. You can do it by using search functionality by keywords as *country, and date of defect and associated systems* at the homepage of SAIT or by reviewing the list of safety alerts. If the safety alert has already been notified, rather than creating a new safety alert, you should submit a comment to the existing safety alert and provide any additional information that may be relevant for users in other Member States.

4. **Click "Create a Safety Alert"**

7. **Fill in all the required information:**

- Title of the alert

Give a brief description of the defect. The title should be capable of briefly identifying and explaining the issue to other users, so try to say something specific and distinctive.

- Address

Define the geographical location in the country at which the defect occurred by using as much detail as appropriate.

- Associated systems

Select from the list the subsystem that, in your opinion, the defect most closely relates to. If you select rolling stock, you need to submit some additional information, including:

- European vehicle number
- Vehicle owner
- Vehicle keeper
- Manufacturer of vehicle
- Manufacturer of component (if applicable)

Define the corresponding manufacture of component (e.g. windows), if applicable and it is different from manufacture of the vehicle.

- Serial number of component (if applicable)
- Entity in charge of maintenance
- Vehicle in

To report when the defect was identified: during operation, maintenance of vehicle or select N/A (not applicable) for any other cases.

For the other systems, you need to submit the following additional information:

- Serial number of constituent

Enter the unique serial number of the defective constituent/component or any other element allowing its identification (code, type, batch, etc.).

- Manufacturer
- Status

To report when the defect was identified: during operation, maintenance of subsystem/constituent/component or select N/A (not applicable) for any other cases.

- Use being made of the technical equipment

Describe accurately how the subsystem or constituent/component was being operated or maintained at the time of the defect. This is particularly relevant if you consider the defect could be related to the operational or maintenance history. This information may help others, including manufacturers, to manage the associated risk.

- Description of defect or non-conformity/malfunctions of technical equipment

Enter as much detail in this field as appropriate to define the nature of the defect. In particular, is this an individual occurrence, or has it been detected on several vehicles or subsystems (equipped for instance with the same component)? However, if the manufacturers of the components are different, please consider raising separate safety alerts.

- Upload a relevant file or photo

Add documents and pictures to the safety alert. Remember, you are trying to provide other users with all the information they might need to understand and manage the associated risks themselves. It is possible to come back and complete/add to this (and any other) stage later, even after it has been published.

- Did you contact-report to the directly relevant parties involved in the issue?

Keep in mind, that all the relevant parties may not be registered in the SAIT. Thus, even if you report the safety alert in SAIT, you may also need to contact directly any parties you know of who are affected by the associated risk as well.

- Action taken

Explain what action your company has taken to manage the risk associated with this defect, particularly where this information could help others managing the same risk. Again, you can return to the alert and add more information here later.

- Cross-border implications. If yes, describe

This could mean railway undertakings or infrastructure managers operating in other Member States, but also suppliers, manufacturers, maintainers etc. with customers in other Member States.

- I wish to raise the alert to the attention of the Join Network Secretariat

In brief, the Joint Network Secretariat is a platform to allow European authorities and sector actors to discuss and agree managing identified risks in a harmonized way. You can find more information about the [rules](#) and [procedures](#). When you tick the box a notification email will be sent to you with a link to a form that you need to fill in. After completing and saving the form, it will be sent automatically to the JNS functional mailbox. **Please be aware that by just ticking the box, no notification will be sent to the JNS. You need to access the link sent to you, fill in and save the form.**

- Alert status.

When an alert is created it is saved as “Draft” by default. As long as it is in the “Draft” status, the alert is not visible by other users.

For changing an alert status, edit the item and choose a new status.

In order to publish the safety alert so it can be visible to everyone, select “Publish Safety Alert” and the status will change to “Published” after you save the item .

In order to edit a safety alert and to apply any changes, select “Update Safety Alert” and the status will change to “Updated” after you save the item.

In order to close a safety alert, select “Closed” and the status will change to “Closed” after you save the item. After this status is chosen, the alert is read-only and it cannot be edited anymore.

5. **Select the alert status “Publish Safety Alert”** and confirm that you accept the Terms of Use of the tool and that you bear the full and sole responsibility for the content of the alert. You may then **“Save” the item you have created**. The alert will be displayed as “Published” for all registered users.

6. If you would like to **edit a published safety alert, click on “Edit my Safety Alerts”** and choose from the list the alert you need to edit. After filling in the new/updated information, **select the alert status “Update Safety Alert” and “Save” the item**. The alert will be displayed as “Updated” for all registered users.

7. If you would like to **close an alert** following your decision that no further information can be added then you need to edit the alert, **select the alert status “Closed” and “Save” the item**.

Submitted information within safety alert should be as complete and correct as possible. Where the required information is not available when a safety alert is submitted, you can save it as a draft in the system. Once the missing information becomes available, you should edit the safety alert draft and publish it or if it was published, edit it. Remember, other actors will not know about the risk you have identified until you publish an alert, so try to complete and publish your alert as soon as possible.



### How to submit/edit a comment to a safety alert?

1. Go to [Safety Alerts IT Tool - Home \(sharepoint.com\)](https://sharepoint.com)
2. Click "Sign-in" and login with your Extranet credentials (email address & your password)
3. Click on "Comment on a Safety Alert" and create a new item. Select from the drop down list the safety alert you need to comment.
4. Add the new comment
5. **Click on "Save" to publish your comment.** The issuer of the Safety Alert will be automatically informed. In order to be informed when other comments will be published, you need to set up your alert as described in the section "How to be notified for published safety alerts and comments?".

Guidance on useful comments: Follow-up measures taken by you in response to the safety alerts may be useful for the issuer of the alert. Especially, if you are using the same or similar technical equipment. Also, you should comment the safety alert if you seek clarification or more information about the safety alert from the notifying user.

**Comments attached to the safety alert are visible as long as the safety alert is published.**

### How to delete your user account?

1. Go to your profile <https://srm-portal.powerappsportals.com/>
2. Sign in with your email address & password
3. Under your profile, click on "Remove me from the ERA Database"
4. Your profile is deactivated
5. Your request will be forwarded internally in ERA to the responsible officer for confirmation (you may be contacted by ERA at that moment)
6. Within one month after confirmation, your profile will be deleted

### Management of requests of users for withdrawal of safety alerts/comments and complaints

Every user is responsible for the information and the content of a safety alert and/or the comments related to it. In the event of a dispute, the Agency encourages the users of SAIT to seek resolution amicably with the other party(ies) involved in such dispute.

If you want to request for permanent/temporal withdrawal of safety alert/comment or submit other complaint related to SAIT, you need to submit it to [safetyalerts@era.europa.eu](mailto:safetyalerts@era.europa.eu).

The Agency will analyse the request. The following criteria will be considered during the analysis of the request for withdrawal of safety alerts/comments and complaints:

1. *Safety Alert is the subject of court proceedings and a court order is issued for removal of all or part of the information from SAIT.*
2. *User breaches the and in particular:*
  - a) *User is not an employee or agent of one of the following categories of organisations: railway undertakings, infrastructure managers, entities in charge of maintenance, manufacturers, maintenance suppliers, keepers, and service providers, contracting entities, carriers, consignors, consignees, loaders, unloaders, fillers, unfillers or any other actor referred to Article 4 paragraph 5 of Directive of the European Parliament and of the Council on railway safety (Recast).*
  - b) *User was not authorized on that organisation's behalf to post and receive alerts from SAIT.*
  - c) *User's ERA account was stolen and/or misused by third party to act on that user behalf.*
  - d) *User defames, abuses, harasses, stalk, threatens or otherwise violates the legal rights (such as rights of privacy and publicity) of other users.*
  - e) *User publishes, posts, uploads, distributes or disseminates any inappropriate, profane, defamatory, infringing, obscene, indecent or unlawful topic, name, material or information.*
  - f) *User uploads files that contain software or other material protected by intellectual property laws (or by rights of privacy of publicity);*
  - g) *User uploads files that contain viruses, corrupted files, or any other similar software or programs that may damage the operation of another's computer or IT system.*

### **SAIT helpdesk**

For any assistance on specific steps in the process of using SAIT and other questions please contact [servicedesk@era.europa.eu](mailto:servicedesk@era.europa.eu).

### **Application feedback**

Your opinion is important for us. Please, send us feedback of these guidelines and SAIT, especially any bug reports, suggestions for improvement to [safetyalerts@era.europa.eu](mailto:safetyalerts@era.europa.eu)

### **Revision of the guidelines**

These guidelines will be reviewed by the users, Agency and they will be regularly updated.

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