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### **Feedback is Key to a Successful Hazard Reporting System**

One of the smartest things an aviation organization can do is distribute a safety newsletter on a regular basis. The safety newsletter can serve a number of purposes, but one of the most important things the newsletter can do is provide feedback to employees about the hazard reports they are submitting. I can tell you from experience that the fastest way to kill your Hazard Reporting System (HRS) is to neglect to provide feedback to the people that are taking their valuable time to fill out these reports. Employees want to know what is being done with the reports they are submitting and the safety newsletter is the perfect place to provide that information. You don't need to provide feedback for every single report. A summary will work just fine. You'd be surprised how much more effective your HRS will be just by taking this step. Feedback will complete the hazard reporting cycle (submission—analysis—action—feedback). It will also validate the HRS by showing employees that it's a real system with real people who are listening, acting, and providing feedback. In turn this will provide positive reinforcement for continued reporting.