

DGOR System Modernisation Project

Dangerous Goods Department,
Flight Ops

Overview

What's Happening?

We are introducing a new Dangerous Goods Occurrence Reporting (DGOR) system to simplify end - to - end customer experience for both internal and external users.

Why?

A digital upgrade lets us respond faster, spot patterns earlier, and reduce admin for everyone involved.

What this means...

For the industry:

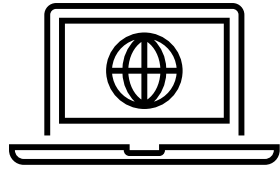
- One easy webform for all DGOR reports
- Automatic email updates on your report
- Reduced ambiguity on what to report on

For the CAA:

- Spot risks and repeat issues early
- Less admin, faster triage
- Use insights to inform safer industry practices



The new DGOR System



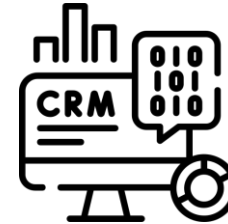
Webpage

A redesigned webpage for dangerous goods occurrence reporting into the CAA



Web-Form

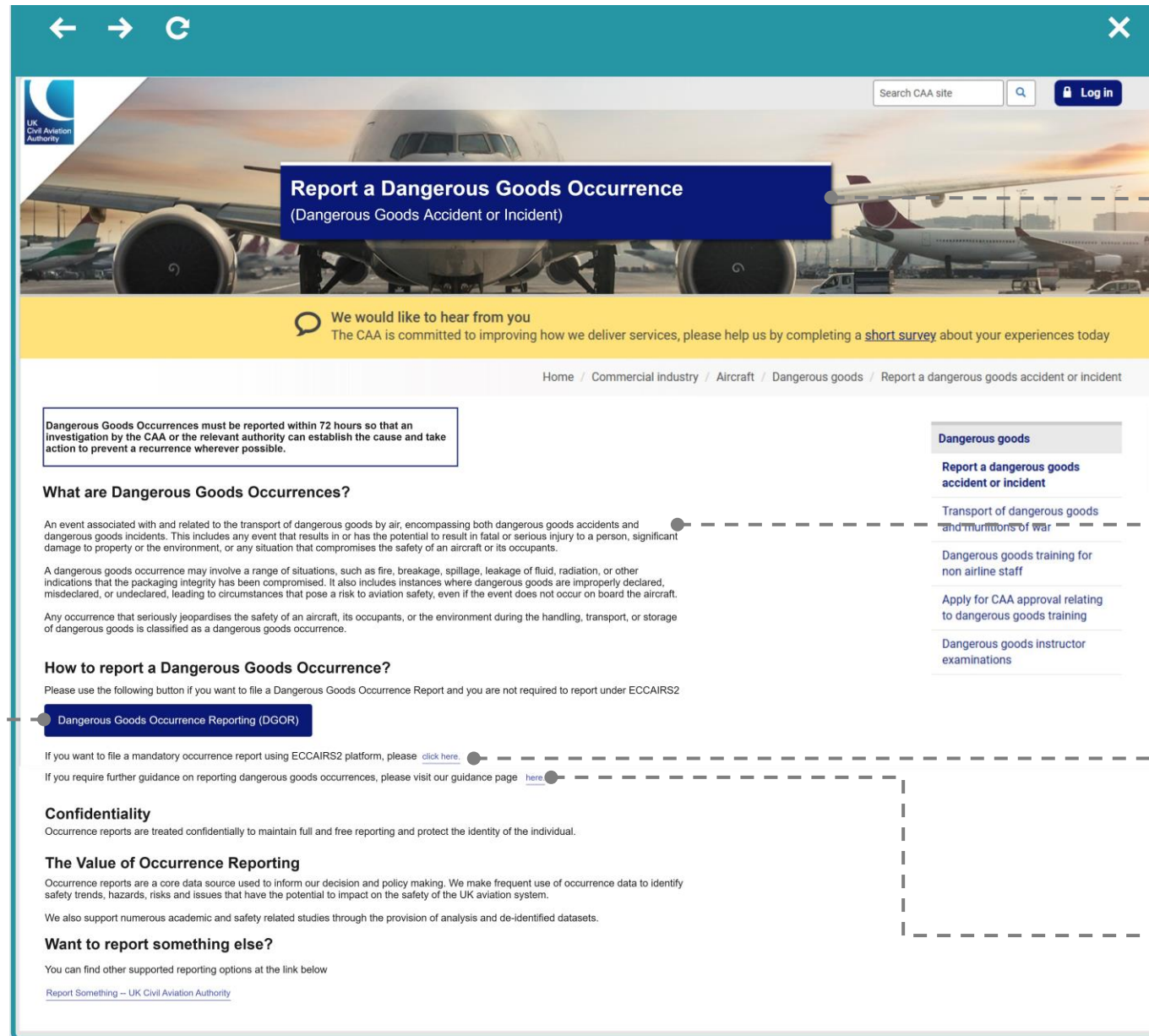
An easy to fill webform for reporters with guidance information to reduce ambiguity



Reports Management

An internal case management and business analytics system for better insights

The webpage - a better experience



← → ↺

Search CAA site 🔍 Log in

Report a Dangerous Goods Occurrence
(Dangerous Goods Accident or Incident)

We would like to hear from you
The CAA is committed to improving how we deliver services, please help us by completing a [short survey](#) about your experiences today

Home / Commercial industry / Aircraft / Dangerous goods / Report a dangerous goods accident or incident

Dangerous Goods Occurrences must be reported within 72 hours so that an investigation by the CAA or the relevant authority can establish the cause and take action to prevent a recurrence wherever possible.

What are Dangerous Goods Occurrences?

An event associated with and related to the transport of dangerous goods by air, encompassing both dangerous goods accidents and dangerous goods incidents. This includes any event that results in or has the potential to result in fatal or serious injury to a person, significant damage to property or the environment, or any situation that compromises the safety of an aircraft or its occupants.

A dangerous goods occurrence may involve a range of situations, such as fire, breakage, spillage, leakage of fluid, radiation, or other indications that the packaging integrity has been compromised. It also includes instances where dangerous goods are improperly declared, misdeclared, or undeclared, leading to circumstances that pose a risk to aviation safety, even if the event does not occur on board the aircraft.

Any occurrence that seriously jeopardises the safety of an aircraft, its occupants, or the environment during the handling, transport, or storage of dangerous goods is classified as a dangerous goods occurrence.

How to report a Dangerous Goods Occurrence?

Please use the following button if you want to file a Dangerous Goods Occurrence Report and you are not required to report under ECCAIRS2

[Dangerous Goods Occurrence Reporting \(DGOR\)](#)

If you want to file a mandatory occurrence report using ECCAIRS2 platform, please [click here](#).

If you require further guidance on reporting dangerous goods occurrences, please visit our guidance page [here](#).

Confidentiality

Occurrence reports are treated confidentially to maintain full and free reporting and protect the identity of the individual.

The Value of Occurrence Reporting

Occurrence reports are a core data source used to inform our decision and policy making. We make frequent use of occurrence data to identify safety trends, hazards, risks and issues that have the potential to impact on the safety of the UK aviation system.

We also support numerous academic and safety related studies through the provision of analysis and de-identified datasets.

Want to report something else?

You can find other supported reporting options at the link below

[Report Something -- UK Civil Aviation Authority](#)

Dangerous goods

- [Report a dangerous goods accident or incident](#)
- [Transport of dangerous goods and munitions of war](#)
- [Dangerous goods training for non airline staff](#)
- [Apply for CAA approval relating to dangerous goods training](#)
- [Dangerous goods instructor examinations](#)

Renamed to remove ambiguity

A simplified definition for clarity

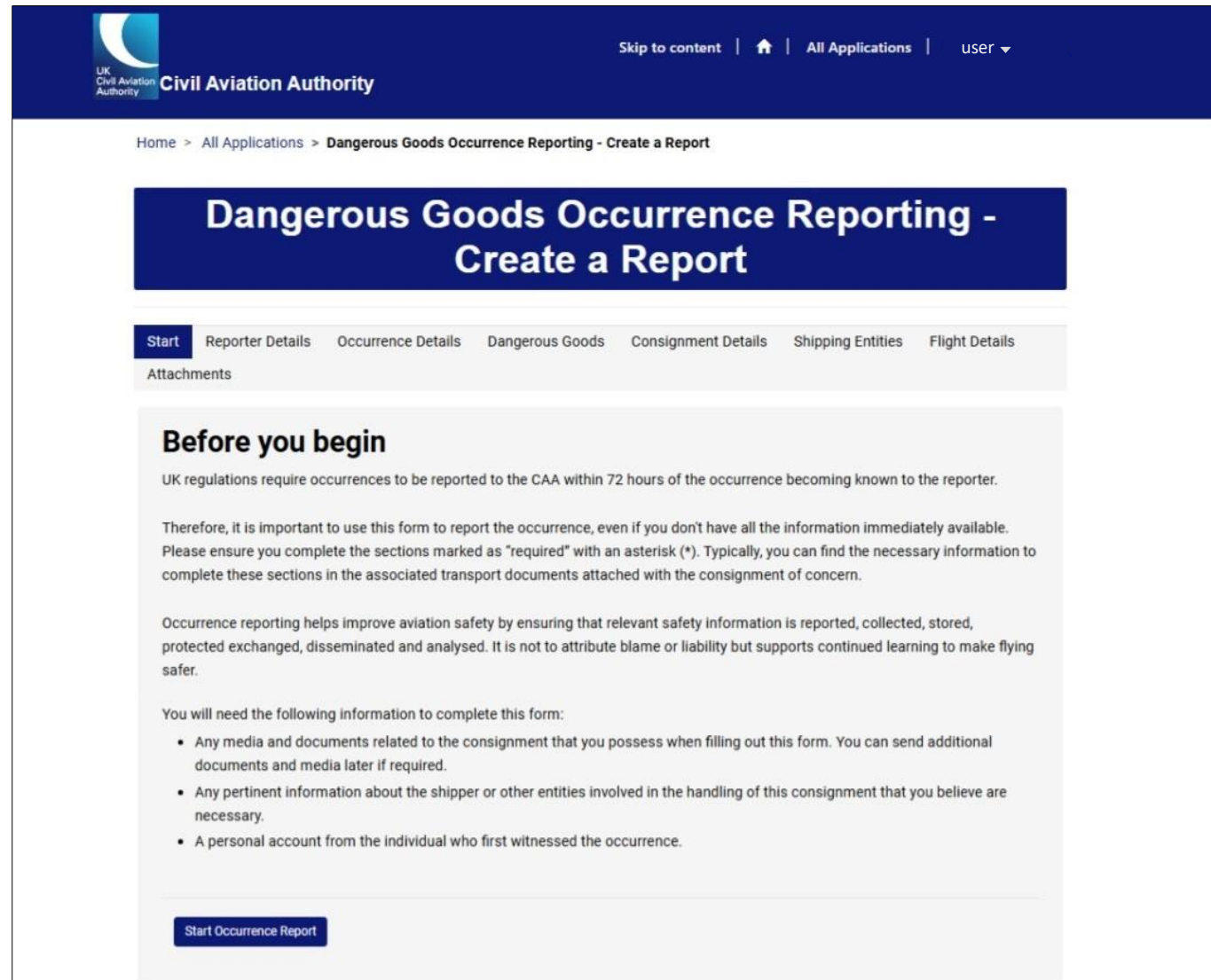
The new DGOR Webform

Re-directs to mandatory occurrence reporting (MOR)

Guidance Page on Dangerous Goods Occurrence reporting

The webform – easier reporting

- Clear guidance on what to include
- Upload supporting documents directly in the form
- ICAO references built in — no manual lookup
(e.g. *UN numbers, proper shipping names, classes*)
- Built in checks to reduce common mistakes



The screenshot shows the UK Civil Aviation Authority (CAA) webform for reporting dangerous goods occurrences. The header includes the CAA logo and navigation links: "Skip to content", a home icon, "All Applications", and a user dropdown menu. The breadcrumb trail reads: "Home > All Applications > Dangerous Goods Occurrence Reporting - Create a Report". The main heading is "Dangerous Goods Occurrence Reporting - Create a Report". Below this is a horizontal tabbed menu with the following tabs: "Start" (active), "Reporter Details", "Occurrence Details", "Dangerous Goods", "Consignment Details", "Shipping Entities", and "Flight Details". Under the "Start" tab, there is a section titled "Before you begin" which contains the following text: "UK regulations require occurrences to be reported to the CAA within 72 hours of the occurrence becoming known to the reporter. Therefore, it is important to use this form to report the occurrence, even if you don't have all the information immediately available. Please ensure you complete the sections marked as 'required' with an asterisk (*). Typically, you can find the necessary information to complete these sections in the associated transport documents attached with the consignment of concern. Occurrence reporting helps improve aviation safety by ensuring that relevant safety information is reported, collected, stored, protected exchanged, disseminated and analysed. It is not to attribute blame or liability but supports continued learning to make flying safer. You will need the following information to complete this form:" followed by a bulleted list: "Any media and documents related to the consignment that you possess when filling out this form. You can send additional documents and media later if required.", "Any pertinent information about the shipper or other entities involved in the handling of this consignment that you believe are necessary.", and "A personal account from the individual who first witnessed the occurrence." At the bottom of this section is a blue button labeled "Start Occurrence Report".

Launching on 4th July (beta)

