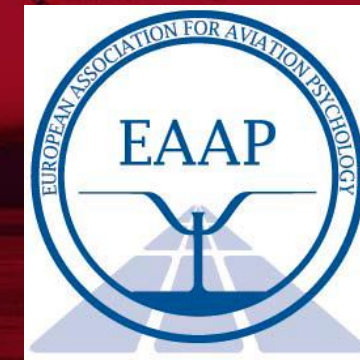


Peer to Peer Support for Pilots: Time for a Holistic Approach

Human Factors Manager, Cargolux
Gunnar Steinhardt





Pilot Peer Support at Cargolux



Process of Transparency through Information & Consultation





Agenda

Pilot Peer to Peer Support at Cargolux

- **Why the need for a joint effort?**
- **Regulation & Recommendations by EASA**
- **Cargolux's Approach to Pilot Peer to Peer Support (PSP) and Pilot Development**



Why the need for a joint effort?

Trust!

COMMISSION REGULATION (EU) 2018/1042**of 23 July 2018**

amending Regulation (EU) No 965/2012, as regards technical requirements and administrative procedures related to **introducing support programmes**, psychological assessment of flight crew, as well as systematic and random testing of psychoactive substances to ensure medical fitness of flight and cabin crew members, and as regards equipping newly manufactured turbine-powered aeroplanes with a maximum certified take-off mass of 5 700 kg or less and approved to carry six to nine passengers with a terrain awareness warning system

‘CAT.GEN.MPA.215 Support programme

- (a) **The operator shall enable, facilitate and ensure access to a proactive and non-punitive support programme** that will assist and support flight crew in recognising, coping with, and overcoming any problem which might negatively affect their ability to safely exercise the privileges of their licence. Such access shall be made available **to all flight crew.**

GM1 CAT.GEN.MPA.215 Support programme

SUPPORT PROGRAMME

(a) A support programme is a proactive programme applying the principles of 'just culture' as defined in Regulation (EU) No 376/2014, whereby the senior management of the operator, mental health professionals, trained peers, and in many cases representative organisations of crew members work together to enable self-declaration, referral, advice, counselling and/or treatment, where necessary, in case of a decrease in medical fitness.

GM2 CAT.GEN.MPA.215 Support programme

FACILITATION OF TRUST IN THE SUPPORT PROGRAMME

Essential trust between management and crew is the foundation for a successful support programme. This trust can be facilitated by:

- (a) establishing a platform for multi-stakeholder participation and partnership in the governance process of the support programme by involving flight crew representatives from one or more operators and representatives of the relevant operator. In some cases, a multi-stakeholder platform may also include representatives of the competent authority;
- (b) participation of the representatives of those personnel covered by the support programme in the design, implementation and operation of the support programme;
- (c) a formal agreement between management and crew, identifying the procedures for the use of data, its protection and confidentiality;
- (e) senior management's demonstrated commitment to promote a proactive safety culture;
- (h) involvement of persons with appropriate expertise when advising crews (for example, pilot peers with similar cultural backgrounds and professional staff with appropriate training in e.g. psychology, etc.);



Cargolux's Approach to PSP

- **Close cooperation between pilot representatives and management – PSP Advisory Group has been established in January 2018**
- **Intensive joint information campaign**
 - **Providing background information on Peer to Peer Support to pilot community (via emails, creating Pilot Peer Support intranet page, PSP presentation in GTR)**
 - **Introducing Mayday Foundation as future cooperation partner to realize PSP at Cargolux**



Stiftung Mayday



Cargolux's Approach to PSP

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- **Intensive joint information campaign**
 - **Providing background information on Peer to Peer Support to pilot community (via emails, creating Human Factors intranet page, PSP presentation in GTR)**
 - **Introducing Mayday Foundation as future cooperation partner to realize PSP at Cargolux**
 - **Designing and implementing peer nomination process, selection of future CV peers by pilot community**
 - **Nomination of peers in May 2018 (3 Captains, 3 First Officers)**
- **PSP presentation at Delegation Meeting 11th of June 2018**



Cargolux's Approach to PSP

Continued

- **PSP presentation at Comité Mixte 26th of June 2018 for consultation and decision**
- **3-day training course for our peers 3rd – 5th September 2018 by Mayday Foundation; additional stakeholders in attendance: Pilot Representative, Crew Planning, HR, Chief Pilot**
- **PSP presentation at the NAA LUX 19th of October 2018 for information & consultation**
- **PSP/ OM-A acceptance by NAA LUX**
- **Dedicated PSP intranet page online, PSP documents available in content locker, CISM flyer distributed to crews**

Cargolux Pilot Peer to Peer Support active since 15th of March 2019!

Holistic Approach: Peer to Peer Support & Development Programs

Pilot Selection (in line with IATA guidelines)

Psycho-metric testing
Assessment Center
Interview
SIM Screening

Pilot Selection

Pilot Initial Guidance & Support

Support pilot progress
during initial stage
Establish link between
pilot selection & initial
training/ line training

First Officer Development Program

Support individual pilot
development based on
needs & requirements
Prepare for future
commandership

Captain Development Program

Support individual
commander development
based on needs &
requirements
Ensure proper leadership
skills in terms of
management tasks &
crew guidance

**Supporting Pilot's Individual Development
throughout Career**

Pilot Peer to Peer Support

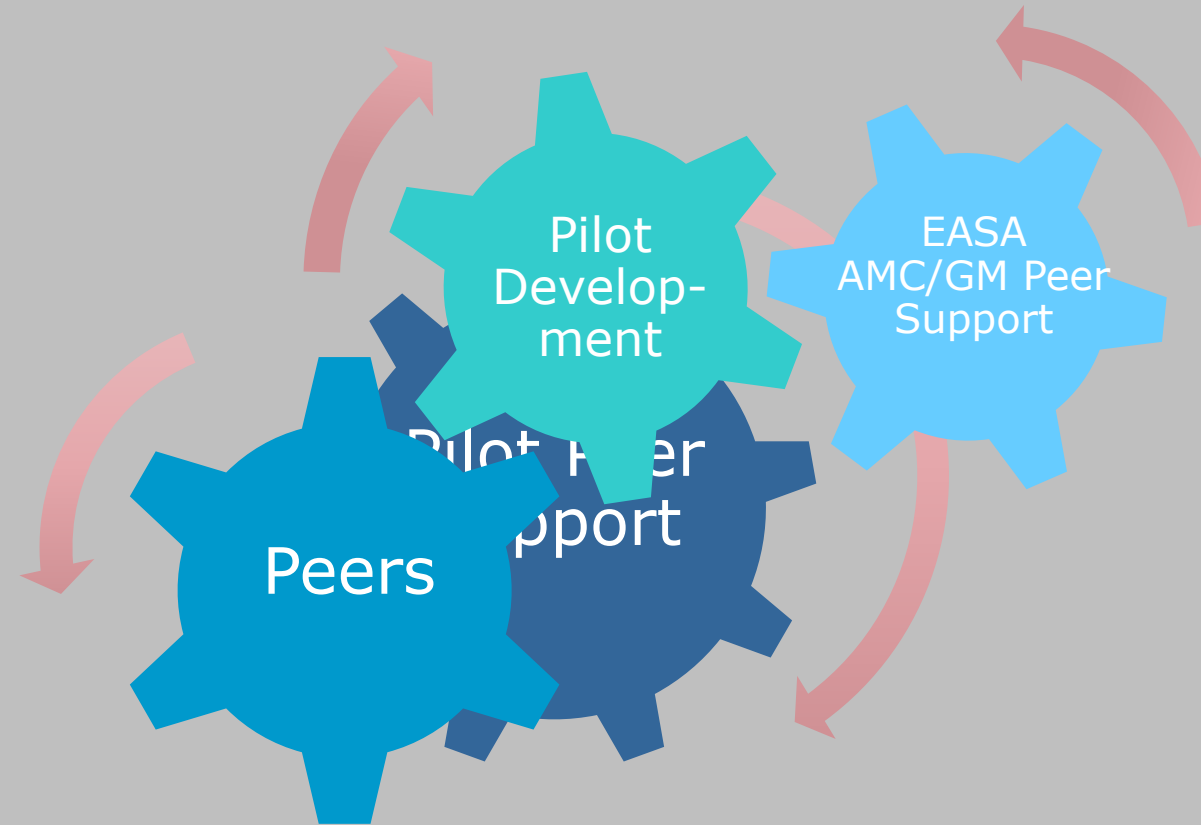
Psycho-social support of
crew members in critical
situations, incidents and
accidents

**Everyday
Support**

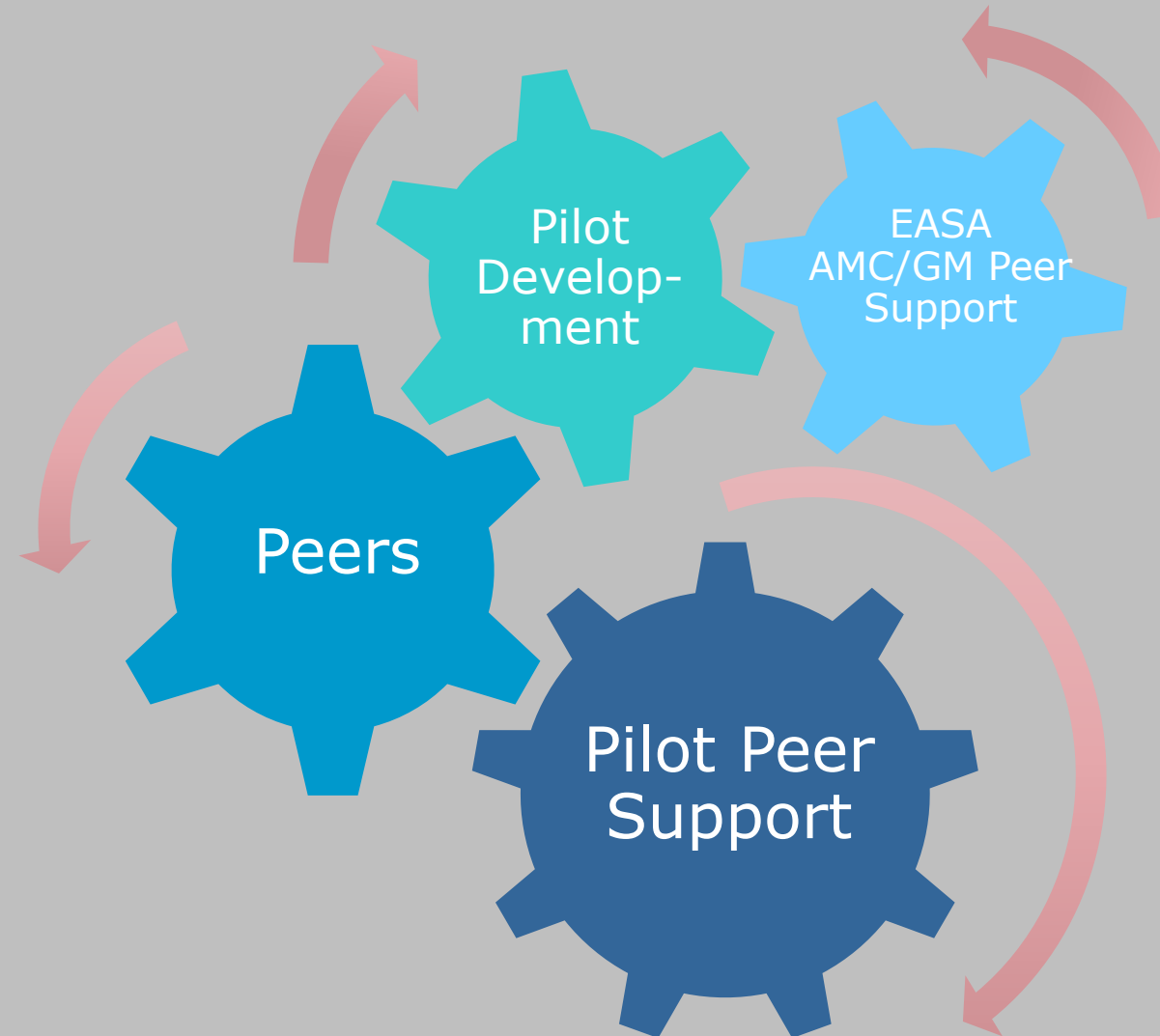
Holistic Approach: Peer to Peer Support & Development Programs



Holistic Approach: Peer to Peer Support & Development Programs

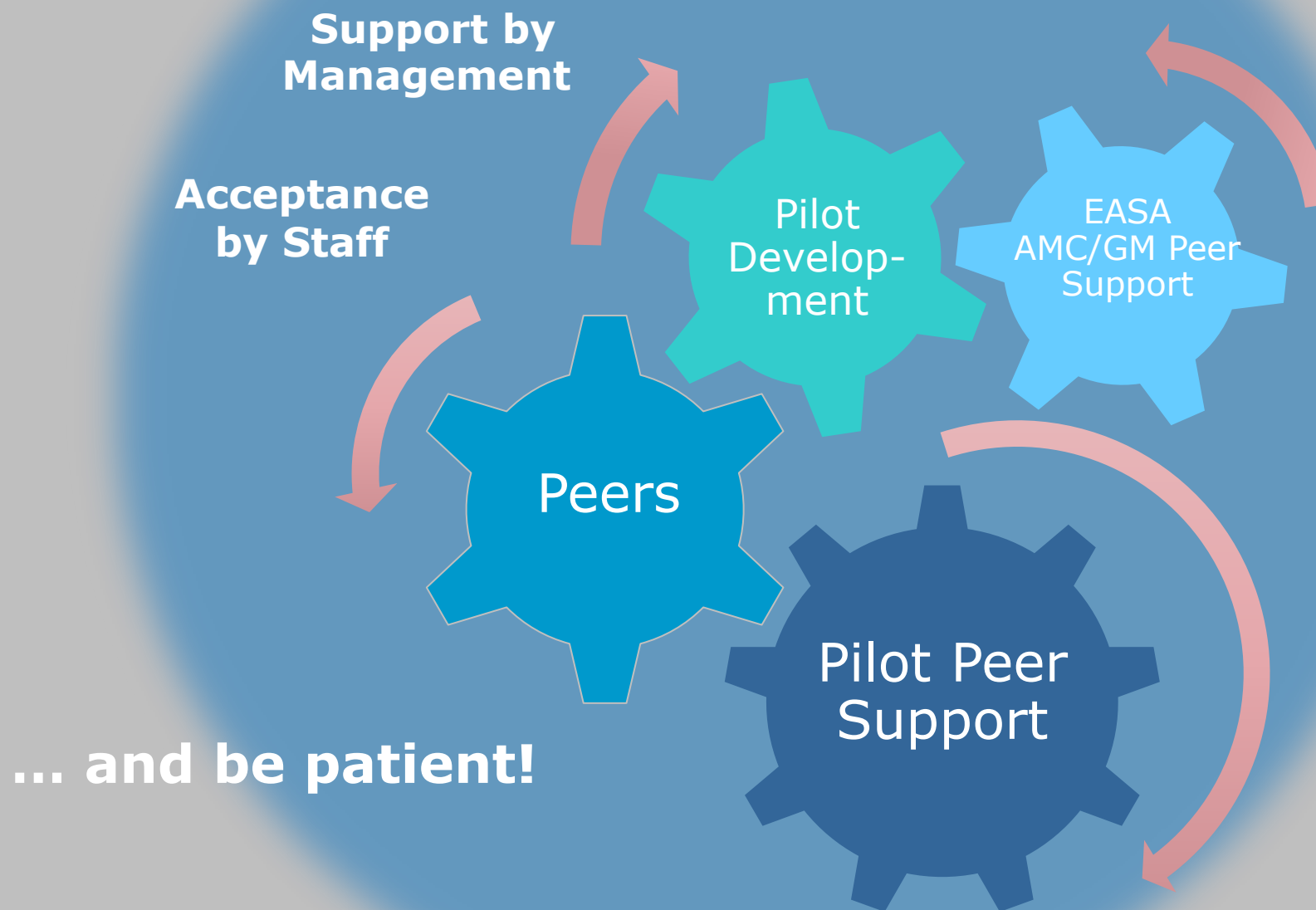


Holistic Approach: Peer to Peer Support & Development Programs



Company Culture: TRUST!

**Holistic Approach:
Peer to Peer Support &
Development Programs**





Holistic Approach: Peer to Peer Support & Development Programs

... if you want to get things right in bad times, you need to establish trusted connections in good times!



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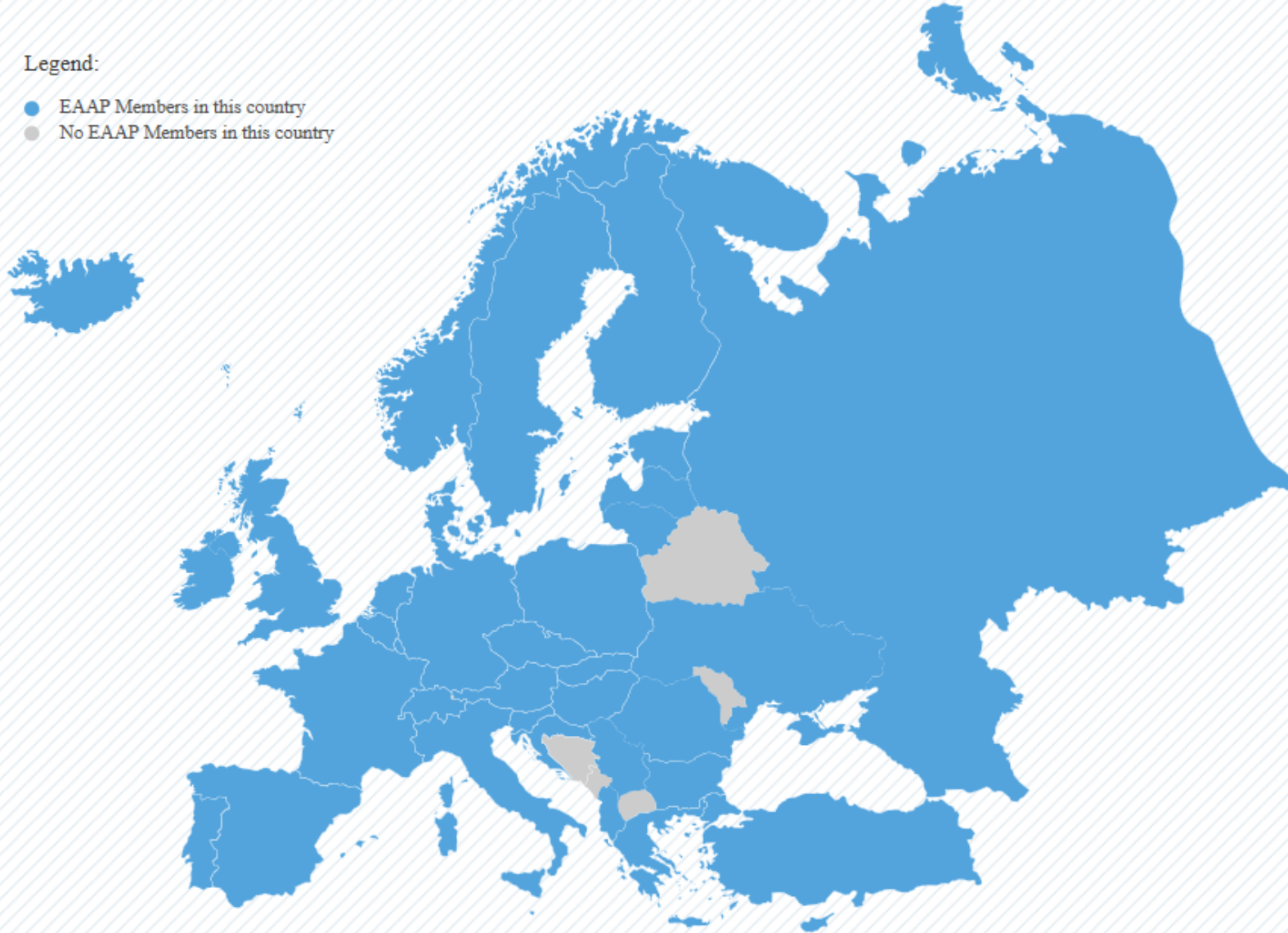
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CAP



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Thank You!

Pilot Peer to Peer Support Advisory Group

George Karambilas (Pilot Representative)

Joachim Fischer (Pilot Representative)

Brynjar Sveinjonsson (Chief Pilot)

Gunnar Steinhardt (Human Factors Manager)

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