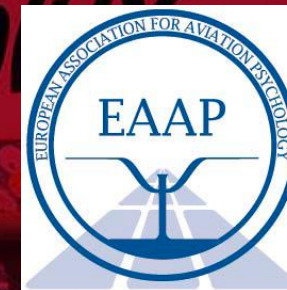


Paving the Way to Psychological Support for Pilots: Cargolux's Holistic Approach

**Cargolux, Human Factors Manager
Gunnar Steinhardt**

**1st webinar on Support Programmes
for AirCrew
10th of July 2020
Cologne, Germany**





Pilot Support & Development

... if you want to get things right in bad times, you need to build up trust and to promote in good times!



Pilot Peer Support at Cargolux



PSP Advisory Group



cargolux

Comité Mixte



cargolux

Delegation



LE GOUVERNEMENT
DU GRAND-DUCHÉ DE LUXEMBOURG
Ministère du Développement durable
et des Infrastructures
Direction de l'aviation civile

Process of Transparency through Information & Consultation



Stiftung Mayday



EUROPEAN ASSOCIATION
FOR AVIATION PSYCHOLOGY





Why the need for a joint effort?

Trust!



Agenda

Peer Support & Pilot Development at Cargolux

- **Where shall we start to foster Pilots' trust into the system?**
- **Reminder: Regulation & Recommendations by EASA**
- **Cargolux's approach to Pilot Development & Support**

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.**

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 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 Stiftung Mayday 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 Joined Committee 26th of June 2018 for consultation and decision**
- **3-day training course for our peers 3rd – 5th September 2018 by Stiftung Mayday; 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 on pilots' tablets, CISM flyer distributed to crews**

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

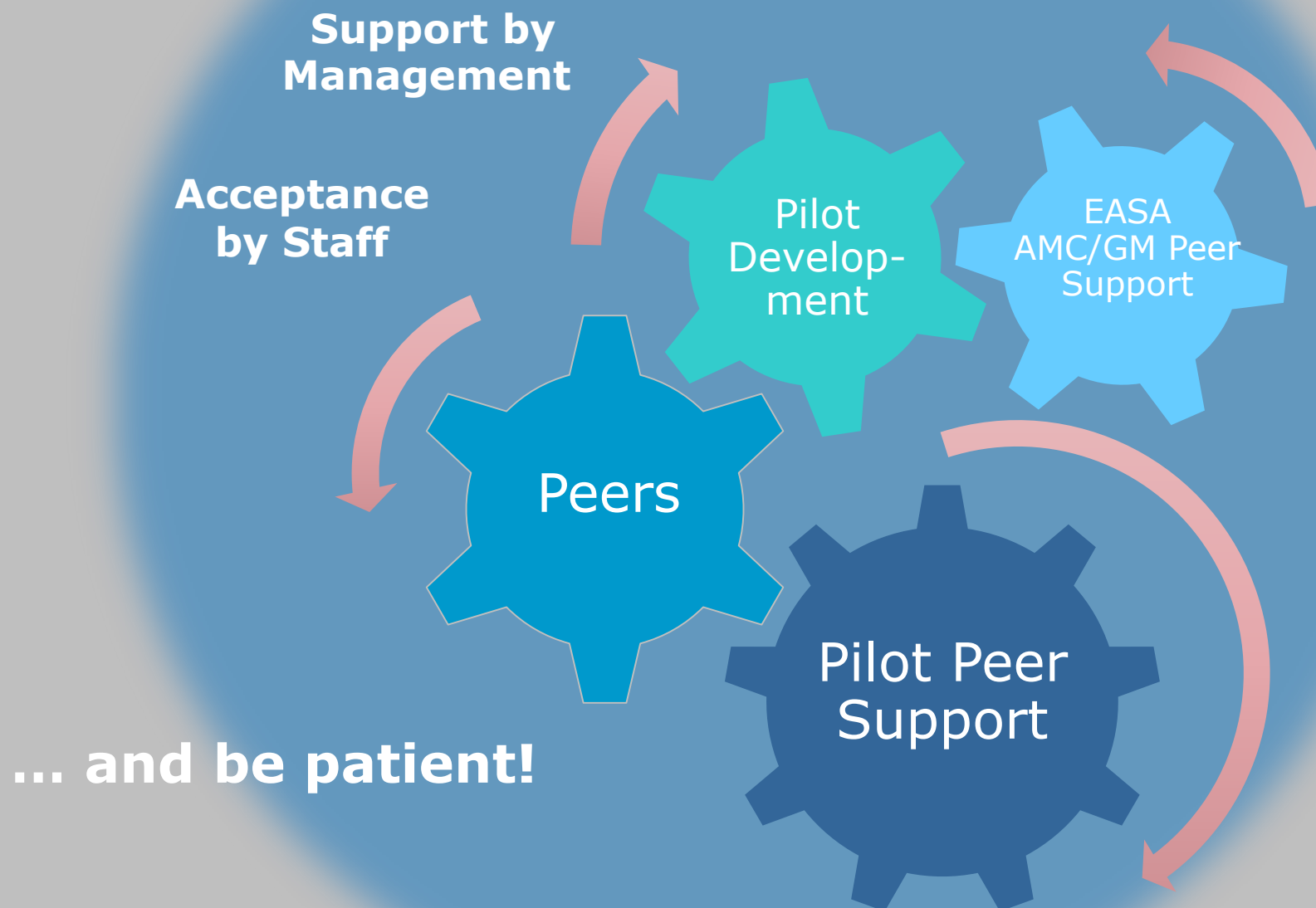


Holistic Approach: Peer to Peer Support & Development Programs



Company Culture: TRUST!

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





Pilot Support & Development

Coming full circle...

if you want to get things right in bad times, you need to build up trust and to promote in good times!

Thank You!

Gunnar Steinhardt
gunnar.steinhardt@cargolux.com