British Airways
Peer Assistance Network

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EPSSI Agenda – 02 Feb 2017

• History pre/post Germanwings 9525  Charlie Maunder
• BA PAN – how the scheme operates  Dave Fielding
• Scheme objectives and benefits  Charlie Maunder
• Questions
History – employer’s perspective

• Change in D&A legislation (2003)
• Focus on alcohol related issues and testing protocols
• 2014 - BA company-wide initiative on well-being including mental health
• But pilot-specific scheme not considered (cf Crew Care for cabin crew)
• Small number of sometimes high profile individual cases
• In retrospect a welfare gap
• March 2015: Germanwings 9525
The British Airways Response...

‘Continued Operations Group’ Makes 4 Recommendations (Mar 15):

1. Comprehensive risk assessment of flight deck door policy
2. Dialogue with Regulator and DFT about balance of risk due conflicting guidance and regulation
3. Retention of single person in flight deck policy pending clarification
4. Recommendation to investigate creation of Pilot Support group to promote mental well being
EASA View of Pilot Support Programme

- Key points from an employer’s perspective

• The Task Force recommends the implementation of **pilot support and reporting** systems, linked to the employer Safety Management System within the framework of a non-punitive work environment and without compromising Just Culture principles.

• Requirements should be adapted to different organisation sizes and maturity levels, and provide provisions that take into account the range of work arrangements and contract types.
History – Part 2
(first mover advantage)...

2015
- BA crisis group recommends Peer Support Group
- first meetings between BALPA & BA
- consultation phase

2016
- terms of reference for the programme agreed
- PSP approved by BALPA National Exec Council
- Robert Bor selected as Independent Health Org
- 20 Peers selected and trained

2017
- programme goes live – beta phase
- website fully functional (March?)
The Process
Intervention

- Not primary function of programme, but may be necessary
- Case by case basis
- Multiple checks and balances
PSA report

Intervention?

Await further reports

Second PSA calls reported pilot

Discusses with IHO

Issue?

Yes

BAHS removes pilot from roster

No

Yes

PSA not happy

Standard Case

IHO phones pilot

IHO consults with BAHS

Issue?

Yes

No
Programme Objectives

• To establish an **independent and confidential** PSP to promote mental wellbeing for all British Airways aircrew

• To be an initial point of reference for pilots with personal concerns about either their own wellbeing **OR** concerns about colleagues

• To support pilots in time of need, destigmatize mental health issues

• To promote the highest levels of confidentiality **iaw** UK General Medical Council guidelines

• Promoted jointly by BA, BA Health Services and BALPA but independent and visibly branded
One Solution?

• Schemes will only be successful if employees have confidence in the quality of advice and the level of confidentiality

• Scheme must be sympathetic to company culture, right for company and right for employee

• One size unlikely to fit all

• Confidence that BA PAN scheme is right for airline of our size (4,200+ pilots), history and culture
The benefits…

• Profile of mental health issues has been raised
• Start of the journey to destigmatize mental health issues and change attitude in workplace
• Support employees at work through early recognition, recognized as being key to treatment and successful resolution
• Hopefully keep pilots flying or return them to flying as soon as possible
• For the employee, avoid reaching individual point of crisis
Questions?

www.speedbirdpan.com