Belgian Cockpit Association

What to do when the phone rings?

Guidelines to BeCA Hotliners

1 Contact the crew

- Ask them a few questions to assess the situation:
  - › *What is your name?*
  - › *Where are you?*
  - › *How many are you?*
  - › *Everyone OK? Injuries?*
  - › *What happened in brief?*
  - › *What is your mobile number?*
  - › *Do you have the BeCA briefing card with you?*
  - › *"We call you back"*
- Offer BeCA assistance & leave your phone number
- Assist the BeCA member according to the BeCA Accident/incident detailed briefing
- Provide moral support to the pilot and listen to them in confidentiality. They will need to talk to someone they can trust.
- Where post traumatic stress is suspected, insist to remove the involved crew from any flying activity until medically cleared.

2 Contact BeCA

- In case of accident or serious incident, notify one of the BeCA hotline coordinators or, if not reachable, one of the BeCA Back Office members. If it is an incident, contact the BeCA company vice-president.
- The "front-line" hotliner will be assisted by another member of the BeCA team, preferably a hotliner with experience and from outside the company. This will create a team with enough resources to cope with the long process of technical/legal accident/incident investigation.

BeCA Contact numbers

Hotline coordinators contact numbers:

Paul Rombouts	+32 479 88 02 43
Alain Vanalderweireldt	+32 476 93 24 10
Christophe Verleye	+32 497 70 39 75
IFALPA network Worldwide (= BeCA hotline in every country)	+44 1202 653 110

Company Vice-Presidents Contact numbers

Brussels Airlines	Christophe Sambre	+32 496 12 09 92
EAT / DHL	Alain Vanalderweireldt	+32 476 93 24 10
Jetairfly	Delphine Saive	+32 478 48 63 48
Ryanair	Christophe Verleye	+32 497 70 39 75
Thomas Cook	Bart Smet	+32 476 42 67 18
TNT Airways	Rémi Thirion	+32 495 50 77 74

Contact information:
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