



## 5 CREW CONTACT / COUNSELING

### 5.1 CREW CONTACT / COUNSELING GUIDELINES

Following need to be considered and followed by the Gatekeeper while contacting a Crew for understanding the event:

1. Confidentiality and Courtesy:
  - a. Contacts must be conducted with strict confidentiality.
  - b. Accord due courtesy to the crew members concerned.
2. Communication Methods:
  - a. Contacts may be in the form of email, telephone/video call or in-person.
3. Corrective Action:
  - a. The Gatekeeper may recommend corrective action, in concurrence with the Director of Safety, if deemed necessary.
  - b. Recommended corrective actions must be documented.
4. Contact Report:
  - a. A contact report must be filled out by the gatekeeper.
5. Record Keeping:
  - a. The contact form shall be kept in database.
6. Data Discussion:
  - a. FDA readouts must be discussed with the crew member during contact as appropriate.
7. Highlighting Procedural Deviations:
  - a. Procedural deviations must be highlighted and brought to the notice of the crew member.
8. Learning Curve Emphasis:
  - a. Discuss the individual's previous exceedances/incidents, history (if applicable) with an emphasis on the "learning curve."
9. References to Relevant Extracts:
  - a. References to relevant extracts (e.g., SOP/FCOM/MEL/CAR and company circulars) must be discussed during contact.
10. Additional Considerations:



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## FLIGHT DATA ANALYSIS PROGRAM

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- a. The contact/counseling should be conducted after due consideration.
- b. Crew identification for the relevant flight will be provided by the Flight Data Specialist only to the Gatekeeper. Any further identification requires explicit approval from VPCSSE and VPFO.
- c. The contact aims to provide better understanding of events and gather contextual information.

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