



## In case of accident / serious incident

Regulation EU996/2010

### Do



#### 1. Notify your company

State the objective facts. Don't try to explain what happened by giving your own opinion. Your reasoning is affected, even though you might feel fine.

#### 2. Call BeCA HotLine

**+32 2 248 03 68**

(IFALPA backup +44 1202 653 110)

You will reach our 24/7 call centre. Answer the questions in English. After your call is registered, a BeCA hotline responder will call you back. When called, you can explain all to a qualified person in your own language.

#### 3. Keep the crew together

Locate all crew members, stay together (if possible) and try to isolate yourselves. Consider checking in to a hotel with the entire crew. Consider CISM.

#### 4. Keep a personal log

Make notes and pictures for future reference. Do not share with anyone.

#### 5. Contact your family

Advise your closest relatives on what happened, provide them with essential factual information only. Urge them not to make any statements.

### Don't



#### 1. Don't make any statement until you get our help

Only state minimal and objective facts to the authorities.



#### 2. Don't talk to the press

And don't post anything on social media! Pictures or stories may be taken out of context.

**“My name is... I am the captain/co-pilot on flight .... from... to... We carried X pax and Y crew members. Dangerous goods... At first glance, the aircraft seems to be damaged. I am not comfortable to make further statements at this time.”**

# In case of occurrence / incident

Regulation EU376/2014

## As Soon As Possible

1. Stay calm and gather the facts. Make notes/pictures.
2. Notify your company? (notifiable events)
3. Technical Related Occurrence: Inform maintenance and make an entry into the Aircraft Technical Log (ATL)
4. Contact your BeCA VP or +32 2 245 34 50 (BeCA office) or [hotline@beca.be](mailto:hotline@beca.be) (we can assist you with your report and advise on the Just Culture procedure in your company!)
5. Ask yourself the question: "Can I continue? Am I safe to fly?"

## Within 72 hours of the event

1. File the appropriate report(s): ASR, fatigue... (OM-A Chap. 11) State facts and figures. No interpretations.
2. Refrain from talking about the occurrence to others (inside and outside the company) outside the safety department or authorities before any official report. Do not talk to the press. Don't post on social media. Think about confidentiality of your colleague(s)!
3. Don't stay alone! Seek help if needed.  
BeCA hotline team, CISM, Peer Support ... are there to support you!

## If called in by your management

1. Contact BeCA immediately  
(your BeCA VP or +32 2 245 34 50)
2. Never attend an interview alone.  
Ensure you are accompanied, even when the meeting seems friendly and informal.