2025 대한민국항공안전포럼

KE Peer Support Program(PSP)

KOREAN AIR

Corporate Aviation Safety Strategy Department, Human Factor Team



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01

WHY PSP

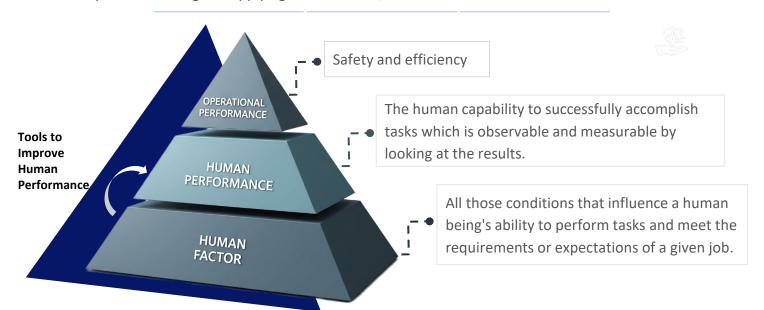
- Operational Performance
- Paradigm Shift
- Pilot Avoiding Help, Latent Hazard
- Goals of PSP

1. Operational Performance

Human Factors

Aviation industry is absolutely dependent upon Human Performance because Humans are who create Safety, Efficiency and Excellent service.

By understanding and applying Human factor, better Human Performance can be achieved.



2. Paradigm Shift



- **PUNITIVE Culture**
- Post-Accident/Incident Reactive Approach

"Inability to Manage Hidden Risks (Mental Health)"

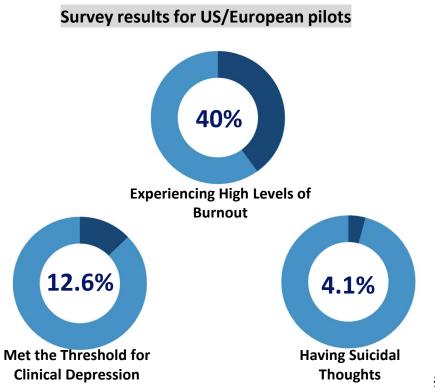




- RESILIENCE-Enhancing Culture
- Learning-Centric Approach from Routine Successes

"PREVENTION and Proactive Support"

3. Pilot Avoiding Help, Latent Hazard



Pilots using company mental health services 0.5%

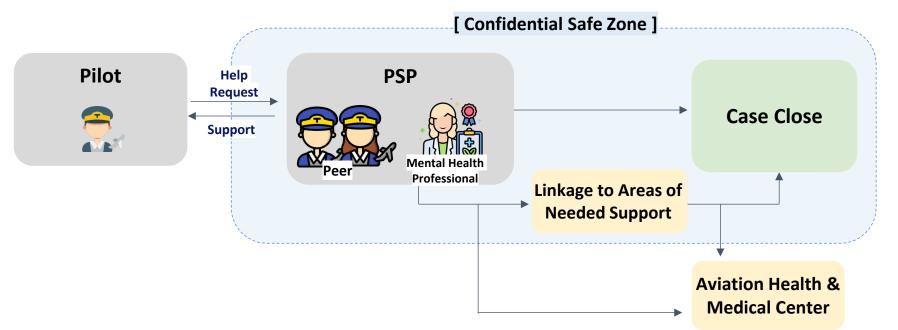
A Major European Carrier

3. Pilot Avoiding Help, Latent Hazard



4. Goals of PSP

A formal structure or program where pilots in need can receive support for mental health or life stress issues from professionally trained colleagues (Peers) in a Confidential Safe Zone.

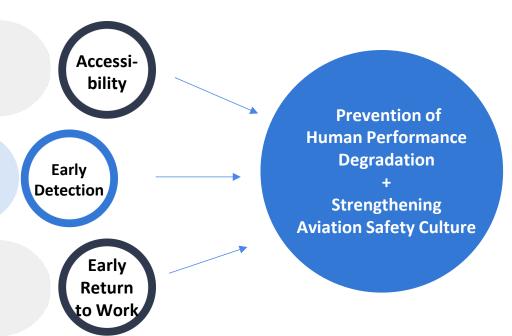


4. Goals of PSP

- Easier to share problems with colleagues
 Safe Zone reduces fear of license loss &
- Safe Zone reduces fear of license loss & stigma

Lower barriers for early prevention & detection

- Guidance for appropriate help
- Encourage professional counseling in safe environment



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02

KE PSP

- Industry Case Korea
- KE PSP Introduction Phases
- Upcoming Challenges

02. KE PSP

1. Industry Case - Korea

MOLIT

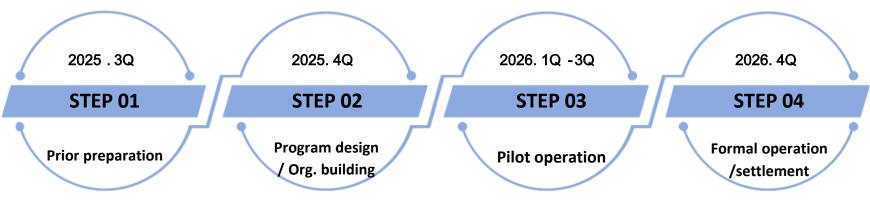
 2015,
 Established guidelines for the prevention of mental disorders in pilots and recommend PSP.

Airlines

- No PSP in operation; KE is in the preparation stage for implementation.
- Mental health support programs provided
 - KE: Hue Clinic and Trauma Psychological
 Support Program by Aviation Health &
 Medical Center.
 - OZ/Jin/Jeju/Eastar/Air Incheon
 - : Linked to external programs.

02. KE PSP

2. KE PSP Introduction Phases



- Benchmarking OAL
- Researching relevant guidelines
- Forming a consultative body

- Designing operational processes
- Designing the Org.
- Selecting lounge locations

- Selecting necessary personnel, etc.
- Peer training and development
- Pilot operation and monitoring
- Analysis of pilot operation results and program supplementation

02. KE PSP

3. Upcoming Challenges

PSP Necessity and Differentiation Promoto PSP as the Ko

Promote PSP as the Key to Bridging Current Support Deficiencies

Raise Awareness

Localization of the PSP Model

Need to Adapt Overseas

KE

Mo

Need to Adapt Overseas Models to Korean Culture and KE

KE PSP Model

TRUST /Easy -Access

Operate PSP Independently

Ensure Confidentiality and Trust, Establish Diverse and Easy Access Systems

Collaboration Governance Industry-Academia-Government Cooperation System

Establish Balanced
Cooperation for PSP
Sustained
Development/Expansion

2025 Korea Aviation Safety Forum

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Thank you!

