



ASSISTANCE TO AIRCRAFT ACCIDENT VICTIMS AND THEIR FAMILIES

PROGRAMME

On-Site Registration - Tuesday, 30 November

16:00 – 18:00

ON-SITE REGISTRATION *Alfredo Kraus Auditorium (Main entrance hall) Las Palmas de Gran Canaria*

Day 1 – Wednesday, 1 December

08:00 - 09:00

ON-SITE REGISTRATION *Alfredo Kraus Auditorium (Sala Jerónimo Saavedra) Las Palmas de Gran Canaria*

OPENING SESSION

Introduction by the Moderator of the Symposium

- **Mr. Victor M. Aguado**, Permanent Council Representative, Spain, International Civil Aviation Organization (ICAO)

09:00 - 10:00

Welcome Address

- **Ms. María José Rallo**, Secretary General for Transport and Mobility, Ministry of Transport, Mobility and Urban Agenda (MITMA)
- **Mr. Salvatore Sciacchitano**, President of the Council, International Civil Aviation Organization (ICAO)
- **Mr. Augusto Hidalgo Macario**, Mayor, Las Palmas de Gran Canaria
- **Mr. Antonio Morales Méndez**, President, Gran Canaria Council
- **Mr. Ángel Víctor Torres**, President, Government of the Canary Islands

Opening Remarks

- **Mr. Raúl Medina Caballero**, Director General, Civil Aviation Administration, Spain
- **Mr. Juan Carlos Salazar**, Secretary General, International Civil Aviation Organization (ICAO)

Keynote Speaker

- **Mr. Rafael Vidal Rodríguez**, survivor of the JK5022 accident, Engineer, JK5022 Association Member

Group Photo

BLOCK 1. CURRENT SITUATION - RECENT EXPERIENCES

10:00 – 11:00

Set the Scene *The first block will provide an overview of ICAO's current initiatives and material: Annex 9 provisions, Assembly Resolutions on assistance to victims (A38-1, A39-27) and ICAO Documents 9973 and 9998, examples of implementation of the requirements in States and recent ICAO audits within the USOAP framework. In addition, implementation experience of ICAO's requirements in States will be discussed from different perspectives: victims' associations, oversight authorities, airport operators, airlines and victim's assistance coordination bodies.*

Moderator: Victor M. Aguado, Permanent Council Representative, Spain, International Civil Aviation Organization (ICAO)

ICAO Update and Experience

ICAO Annex 9 - Facilitation, ICAO Assembly Resolutions

- **Mohamed Khalifa Rahma**, Director, Air Transport Bureau, ICAO
- **Denis Guindon**, Deputy Director, Monitoring & Oversight, Air Navigation Bureau, ICAO

	<p><i>State Regulators Update and Experience</i></p> <ul style="list-style-type: none"> • Giovanna Laschena, Deputy Director General, ENAC, Italy • Elias Kontanis, Chief, Transportation Disaster Assistance Division, NTSB, United States • Rubén Eladio López Martínez, Head, Emergency and Crisis Management Unit; Fernando Moreno, Head of the Office for the Assistance to Aircraft Accident Victims (OAV), Ministry of Transport, Spain • John Velho, Director, Passenger Protect Program and Target Operations, Transport Canada; Tristan Landry, Head, PS752 Families Task Force, Global Affairs Canada
11:00 – 11:30	❖ COFFEE BREAK (Sala Alegranza)
11:30 – 13:00	<p><i>Airports and Airlines Experience</i></p> <ul style="list-style-type: none"> • Gill Sparrow, Manger, Emergency Response Planning, Emirates Airline • Rita Domínguez Monzón, Contact Person, Chief, Civil Protection Unit, Government of the Canary Islands, Spain; Ernesto Robayna Fernández, Airport Services Division, Airport Victim Assistance Responsible (RAAV); Gonzalo Delgado Nordmann, Terminal Management Department, Alternate Airport Victim Assistance Responsible (RAAV) AENA, Spain <p><i>Associations Experience</i></p> <ul style="list-style-type: none"> • Monica Maccaferri, ACVFFI JD Member - Fondazione 8 Ottobre, Italy • Junaid Hamid, ACVFFI Secretary and ACAA President, Pakistan • Pilar Vera Palmés, ACVFFI Chairwoman - AVJK5022 President, Spain <p>👉 Question and Answer Period</p>
13:00 – 14:00	❖ NETWORKING LUNCH (Sala Alegranza)
BLOCK 2. MANAGEMENT OF INFORMATION - LESSON LEARNED	
14:00 – 15:30	<p><i>The second block will focus on how authorities and communication media treat information generated as a result of an aircraft accident. In particular, treatment of sensitive information (pictures and recordings of the accident, records of conversations, technical documentation) should be balanced with the right to information, the protection of the right to privacy of victims and their families, and the protection of the safety investigation.</i></p> <p>Moderator: Francisco Moreno García, Vice President, Spanish Academy of Sciences & Arts of Television</p> <ul style="list-style-type: none"> • Tim Hepher, Aviation specialist, Thomson-Reuter • José Vicente García Santamaría, Professor, Communications Department, Universidad Carlos III, Spain • Otibho Agbareh, Director Humanitarian Services, Kenyon International Emergency Services
15:30 – 16:00	❖ COFFEE BREAK (Sala Alegranza)
16:00 – 17:00	<ul style="list-style-type: none"> • Alexandra Kaufman, Communications Director, Civil Aviation Authority, United Kingdom • Teresa Cárdenes, Journalist • Thomas Romig, Senior Vice President Safety and Security Operations, Airports Council International (ACI) World <p>👉 Question and Answer Period</p>
17:00 – 17:15	Wrap-up of Day 1 by the Moderator of Symposium
19:45	❖ Gala Dinner – Pueblo Canario Restaurant <i>Hosted by the Government of Canary Islands; accompanied by a Concert offered by the Council of Gran Canaria</i>

Day 2 – Thursday, 2 December

BLOCK 3. ACCIDENT INVESTIGATION AUTHORITIES – LESSONS LEARNT

This section will focus on lessons learnt by accident investigation authorities regarding protection and communication of information, independence of accident investigation from other organisms and investigations, and its relation to assistance provided to victims and their families.

09:00 – 10:30

Moderator: Stephen P. Creamer, Director, Air Navigation Bureau, ICAO

- **Graham Braithwaite**, Professor, Director, Safety and Accident Investigation Centre, Cranfield University, United Kingdom
- **Jennifer Homendy**, Chairperson, National Transportation Safety Board (NTSB) United States
- **Rémi Jouty**, Chairman, European Network of Civil Aviation Safety Investigation Authorities (ENCASIA)
- **Mohd Fuad Sharuji**, Former Crisis Director MH370 & MH17, Malaysia Airlines
- **Pamela Suárez**, Former President, Regional Group of Aero Accident Investigation of Latin America (ARCM)
- **Khazna Al Menterhi**, Air Accident Investigations, Civil Aviation Administration, United Arab Emirates

👉 **Question and Answer Period**

10:30 – 11:00

❖ **COFFEE BREAK (Sala Alegranza)**

BLOCK 4. INSURANCE BEST PRACTICES

This section will focus on analyzing the existing international insurance regulations for the coverage of airline liability in the event of an aircraft accident, as well as the importance of achieving fair compensation for victims while ensuring the stability of the civil aviation sector. Additionally, an exchange of best practices between States, airlines and ICAO will take place, and the next steps in the legal field will be studied.

Moderator: Michael Gill, Director, Legal Affairs and External Relations Bureau, ICAO

Sharing of Experiences

11:00 – 13:00

- **Sara Garcia González-Herrero**, Head of Risk and Insurance, Iberia Lineas aéreas España
- **Tan Siew Huay**, Director, Legal, Civil Aviation Authority (CAAS), Singapore
- **Robert Lawson**, QC, Partner, Aircraft Loss Cases – Airlines and Insurers, Clyde & Co LLP
- **Sarah Stewart**, Partner, Private Practice representing Victims and Families, Stewarts Law
- **Pablo Mendes de Leon**, Professor of Air and Space Law, The Hague, Netherlands
- **Francisco Vasques-Tenreiro**, Lawyer, Private Practice representing Victims and Families

👉 **Question and Answer Period**

13:00 – 14:00

❖ **NETWORKING LUNCH (Sala Alegranza)**

BLOCK 5. IDENTIFYING SHORT, MEDIUM AND LONG TERM POLICIES

This section will take a comprehensive approach by including safety, security, cyber and facilitation aspects regarding aircraft accidents. Government, airline, ICAO and industry associations will provide insight on identifying short, medium and long-term policies aimed at preventing disasters, mitigating new and emerging threats, as well as developing strategies to ensure cooperation among airlines, airports, various public authorities and international organizations.

14:00 – 15:30

Moderator: Nancy Graham, President Graham Aerospace International LLC

- **Tan Siew Huay**, Director, Legal, Civil Aviation Authority (CAAS), Singapore

	<ul style="list-style-type: none"> • Gilberto López-Meyer, Senior Vice President Corporate Safety, Security and Compliance, Korean Air • Narjess Abdennebi, Chief, Facilitation Section, International Civil Aviation Organization (ICAO)
15:30 – 16:00	❖ COFFEE BREAK (Sala Alegranza)
	BLOCK 5. IDENTIFYING SHORT, MEDIUM AND LONG TERM POLICIES (continued)
16:00 – 17:00	<ul style="list-style-type: none"> • Thomas Romig, Senior Vice President Safety and Security Operations, Airports Council International (ACI) World • Ángeles Pozo, Assistant Director Europe, EUR-Regional Airport, Passenger, Cargo and Security, International Air Transport Association (IATA) • Soledad Fattori Pedrana, Information Coordinator, Accident Victims and their Families of the JST, Argentina <p>🕒 Question and Answer Period</p>
17:00 – 17:15	Wrap-up of Day 2 by the Moderator of Symposium
20:00	❖ Gala Dinner – Jardines de la Marquesa (Aruca) <i>Hosted by the Council of Gran Canaria</i>
Day 3 – Friday, 3 December	
	BLOCK 6. NEXT STEPS FOR ASSISTANCE TO VICTIMS
09:00 – 10:30	<p><i>In the Symposium's last block there will be a round table where the ideas and proposals for the future discussed in the 5 previous blocks will be shared, from which a report with recommendations for the States and ICAO will be drafted.</i></p> <p>Moderator: Victor M. Aguado, ICAO Permanent Council Representative, Spain</p> <ul style="list-style-type: none"> • Michael Gill, Director, Legal Bureau, International Civil Aviation Organization (ICAO) • Stephen P. Creamer, Director, Air Navigation Bureau, ICAO • Pilar Vera Palmés, ACVFFI Chairwoman - AVJK5022 President, Spain • Nancy Graham, President Graham Aerospace International LLC • Francisco Moreno García, Vice President, Spanish Academy of Sciences & Arts of Television <p>🕒 Question and Answer Period</p>
10:30 – 11:00	❖ COFFEE BREAK (Sala Alegranza)
11:00 – 12:00	Summary of Conclusions and Recommendations of the Symposium
12:00 – 12:30	<p>Closing</p> <ul style="list-style-type: none"> • Denis Guindon, Acting Director, European and North Atlantic Regional Office, ICAO • Sebastián Franquis Vera, Regional Minister for Public Works, Transport and Housing, Government of the Canary Islands • Isabel Pardo de Vera Posada, Secretary of State for Transport, Mobility and Urban Agenda, MITMA, Spain
12:30 - 14:00	❖ NETWORKING LUNCH (Sala Alegranza)