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SAFETY

Provision of information to the families and accident survivors

6.381 Has the investigation authority established and implemented procedures to ensure that relevant and timely information on the progress of the investigation will be provided to the families and accident survivors?



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Let's build it together

- ✈ Stage 1 – Gathering relevant information
- ✈ Stage 2 - Defining the framework
- ✈ Stage 3 - Writing the procedure



Let's build it together

✈ Exercise: Provision of information to the families and accident survivors

✈ To do the exercises, we will use our fictional scenario:

✈ State – Coronaland

✈ Authority – Civil Aviation Authority of Coronaland (CAAC)

✈ The accident investigation unit is not independent, being part of the CAAC



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Let's build it together

✈ Stage 1 – Gathering relevant information

✈ Stage 2 - Defining the framework

✈ Stage 3 - Writing the procedure



Stage 1 – Gathering relevant information

✈ Gather all information relevant to the development of the procedure

✈ Since the procedure of our exercise comes out from a PQ, we need to know the content of:

✈ the question of the Protocol USOAP

✈ the ICAO references to that PQ

✈ the Guidance for Review of Evidence



Provision of information to the families and accident survivors

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Key elements:

1. Established and implemented
2. Relevant and timely information
3. Progress

6.381 Has the investigation authority established and implemented procedures to ensure that relevant and timely information on the progress of the investigation will be provided to the families and accident survivors?

Established and implemented

- This PQ requires evidence of implementation

6.381 Has the investigation authority established and implemented procedures to ensure that relevant and timely information on the progress of the investigation will be provided to the families and accident survivors?

Relevant and timely information

- Not any information (not convenient to have regular meetings)
 - Leads to important conclusions in terms of “causes”, “contributing factors” or “safety recommendations”
 - Be prepared to face potential conflict of interest and different expectations from the families
- Needs to be timely (whenever possible, before the information is disclosed)

6.381 Has the investigation authority established and implemented procedures to ensure that relevant and timely information on the progress of the investigation will be provided to the families and accident survivors?

Progress

- New lines of investigation
- Results of exams and tests
- Safety recommendations issued
- Obstacles to the investigation



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VERY IMPORTANT

- ✈ Victims and family members may have expectations and goals that are different from ours
 - ✈ Often what they want is to get elements for lawsuits
- ✈ We always have to take into account the objective of the investigation



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VERY IMPORTANT

**It is essential to make it clear
what they can and cannot
expect from our investigation**



ICAO references

AR

A39-27

RP

A13

5.27 & 5.28

GM

Doc 9962

8.5

Doc 9973

Cir 285

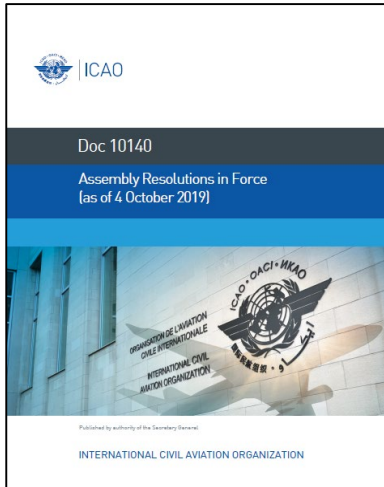


AR A39-27

The Assembly:

1. Calls on Member States to reaffirm their commitment to support victims of civil aviation accidents and their family members;
2. Urges Member States to establish legislation, regulations and/or policies to support victims of civil aviation accidents and their family members, in consideration of the ICAO Policy in **Doc 9998** and of Annex 9, and pursuant to Article 28 of the Montréal Convention of 28 May 1999 and Resolution No. 2 adopted by the Montréal Conference;

...





PARTICIPATION IN THE INVESTIGATION

STATES HAVING SUFFERED FATALITIES OR SERIOUS INJURIES TO THEIR CITIZENS

Rights and entitlement

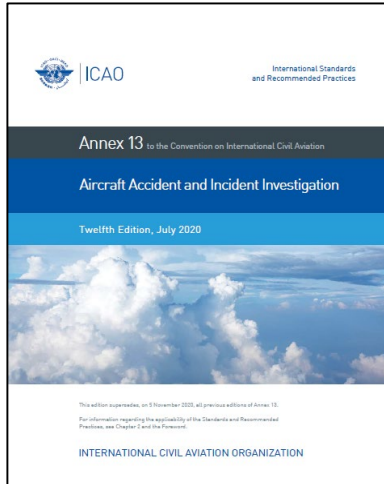
5.27 A State which has a special interest in an accident by virtue of fatalities or serious injuries to its citizens shall be entitled to appoint an expert who shall be entitled to:

- visit the scene of the accident;
- have access to the relevant factual information which is approved for public release by the State conducting the investigation, and information on the progress of the investigation; and
- receive a copy of the Final Report.

This will not preclude the State from also assisting in the identification of victims and in meetings with survivors from that State.

Note.— Guidance related to assistance to aircraft accident victims and their families is provided in the Manual on Assistance to Aircraft Accident Victims and their Families (Doc 9973).

ANNEX 13



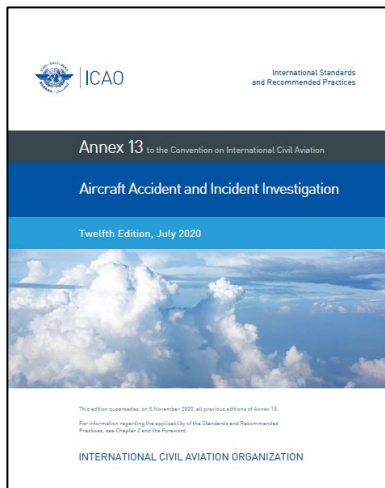


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Stage 1 – Gathering relevant information

ANNEX 13



PARTICIPATION IN THE INVESTIGATION

STATES HAVING SUFFERED FATALITIES OR SERIOUS INJURIES TO THEIR CITIZENS

Rights and entitlement

5.28 Recommendation.— *The State conducting the investigation should release, at least during the first year of the investigation, established factual information and indicate the progress of the investigation in a timely manner.*



DOC 9962



8.5 DEALING WITH FAMILIES OF ACCIDENT VICTIMS

...

8.5.2 Victims and their families are not permitted to participate in the investigation; however, ICAO Annex 13, paragraph 5.27, “States having suffered fatalities or serious injuries to their citizens”, provides certain rights and entitlements to States having a special interest in an accident by virtue of fatalities or serious injuries to their citizens.

Specifically, such States are permitted to appoint an “expert”, who shall be entitled to:

...

b) have access to the relevant factual information, which is approved for public release by the State conducting the investigation, and information on the progress of the investigation; ...



8.5 DEALING WITH FAMILIES OF ACCIDENT VICTIMS

DOC 9962

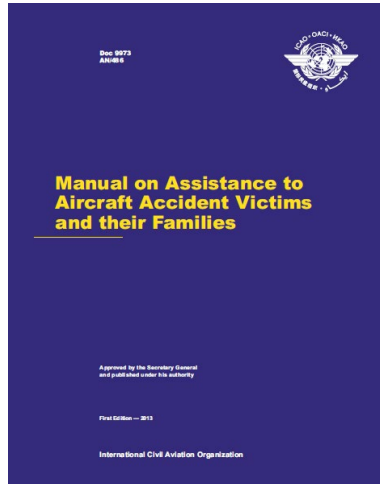
...

8.5.6 The general responsibilities for dealing with the families and aircraft accident victims lie with the airline, which should have in place a plan for dealing with families and victims of aircraft accidents. However, the State of Occurrence should provide oversight of such activities. Therefore, the [Accident Investigation Authority] should establish liaison with relevant family members or their representatives, to facilitate the provision of briefings on the progress of the investigation, and to facilitate the necessary access for other States' experts, in accordance with the provisions of ICAO Annex 13, paragraph 5.27, and the ICAO Manual on Assistance to Aircraft Accident Victims and their Families.





DOC 9973



FOREWORD

The objective of this document is to provide guidance on the types of family assistance that may be provided to aircraft accident victims and their families and the avenues available for providing that assistance. It aims to better prepare all parties involved, to facilitate the coordination between them and to describe the scope of their involvement. This document also addresses the establishment of appropriate legislation, regulations and/or policies by States and their air operators in order to support aircraft accident victims and their families.



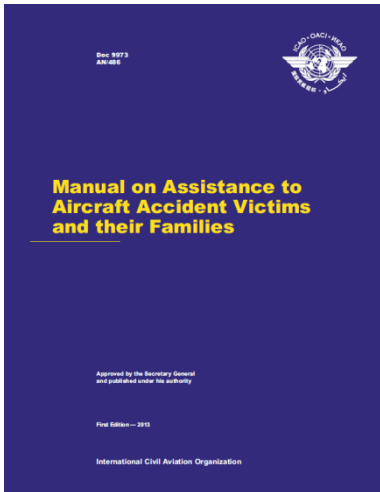
ICAO

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Stage 1 – Gathering relevant information

PROVISION OF INFORMATION ABOUT THE ACCIDENT INVESTIGATION

DOC 9973



3.30 As the accident investigation authority proceeds through the investigation, family members and survivors should be provided, through periodic advisories, with updated, validated information on the progress of the investigation before the information is released to the public. To the extent appropriate, the families should be invited to attend public meetings related to the accident and should be provided with copies of reports as they are released to the public through the accident investigation authority's normal process. Families should also be notified of the upcoming release of such reports and the scheduling of meetings in order to plan accordingly. Care should be taken when providing information in multiple languages to ensure that translations are accurate. Advance notification can be made via e-mail and through family associations.



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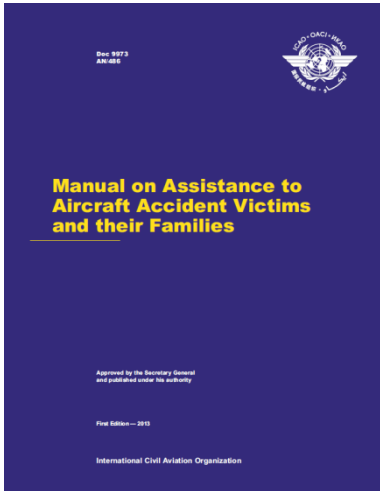
SAFETY

Stage 1 – Gathering relevant information

PROVISION OF INFORMATION ABOUT THE ACCIDENT INVESTIGATION

(cont.)

DOC 9973

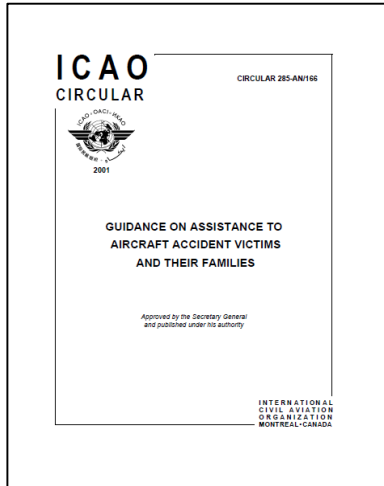


3.31 Some families and survivors may consider that they should be entitled to listen to the cockpit voice recording and to have access to a transcript of the cockpit voice recording. The disclosure of cockpit voice recordings is dependent upon national policy and legislation. **Disclosure of cockpit voice recordings and transcripts is contrary to Standard 5.12**, Non-disclosure of records, of Annex 13...



INTRODUCTION

CIR 285

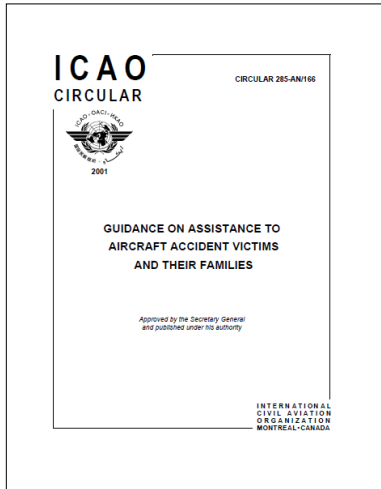


This circular should enable States to prepare a plan for the provision of family assistance in the event of an aircraft accident. Such a plan should be readily adaptable to other disasters in which there are a large number of casualties.



PROVISION OF INFORMATION

CIR 285



3.12 The provision of a continuous flow of information is fundamental to an effective family assistance programme

...

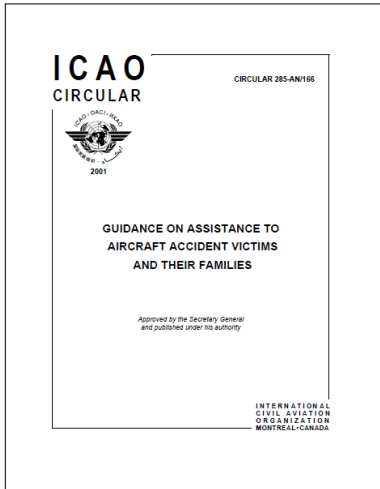
In the longer term, the families and the survivors may be provided, through periodic advisories, with updated information on the progress of the accident investigation and what additional assistance they can expect in order to facilitate their adjustment to life after the accident. To the extent appropriate, the families should be invited to attend public hearings related to the accident.



CIR 285

COCKPIT VOICE RECORDER EXTRACTS

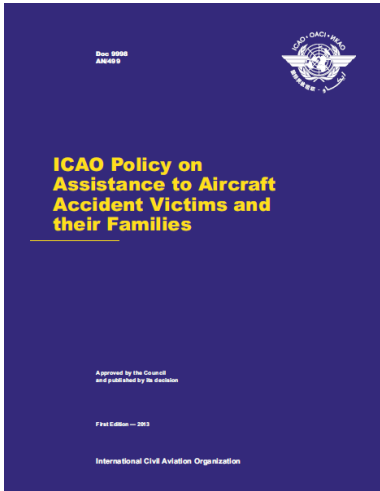
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3.16 Some families and survivors may consider that they should be entitled to listen to the cockpit voice recording and to have access to a transcript of the cockpit voice recording. The disclosure of cockpit voice recordings is dependent upon national policy and legislation. **Disclosure of cockpit voice recordings and transcripts is contrary to the international Standards in Annex 13.**

Not part of ICAO Ref for the PQ, but relevant to the procedure

DOC 9998



Family assistance plan

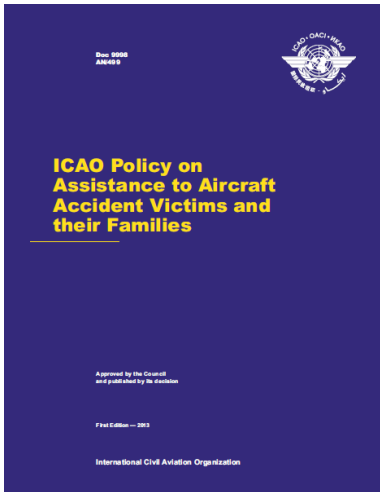
...

2.5 The Council recommends that a family assistance plan should consider the following factors:

- a) recipients of family assistance;
- b) types of family assistance to be provided;
- c) when family assistance should be provided;
- d) family assistance providers;
- e) periodic review and exercise of the plan; and
- f) enactment of legislation, regulations and /or policies necessary to implement the plan.

Not part of ICAO Ref for the PQ, but relevant to the procedure

DOC 9998



Family assistance providers

(cont.)

2.10 There are five main groups involved in providing family assistance:

- a) the government of the State of Occurrence and other States involved in the occurrence;
- b) the air operators;
- c) the airport operators;
- d) third parties (e.g. non-governmental aid agencies, commercial companies); and
- e) family associations, when required.

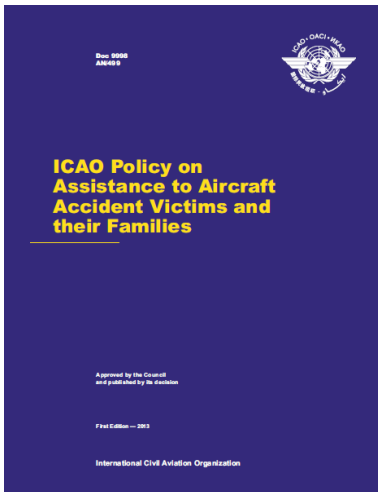
Note.— Each group has different resources and responsibilities to the family assistance efforts. The work of these groups should be synchronized and well-coordinated in order to have an effective family assistance response.

Not part of ICAO Ref for the PQ, but relevant to the procedure

Government

(cont.)

DOC 9998



State of occurrence

...

2.13 The Council recommends that States designate and specify in their regulations and/or policies a coordinator/coordinating agency to ensure that the various family assistance providers work in an efficient and coordinated manner so as to provide the most appropriate and timely assistance possible. The coordinator/coordinating agency may also be the point of contact between the families, the government agencies and non-government organizations.

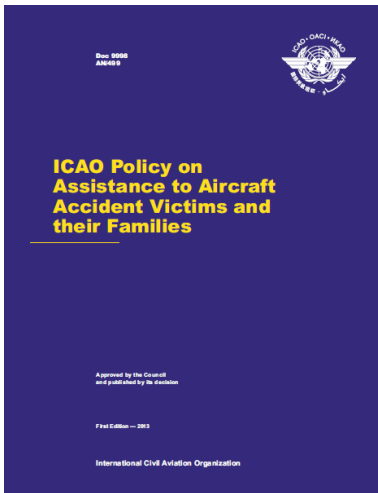
Not part of ICAO Ref for the PQ, but relevant to the procedure

DOC 9998

Aircraft accident investigation authority

(cont.)

2.14 The Council emphasizes that the sole objective of an aircraft accident investigation, as defined in Annex 13 — Aircraft Accident and Incident Investigation, is the prevention of accidents and incidents, not the apportionment of blame or liability, and is separate from the provision of family assistance. However, the accident investigation authority has a responsibility to provide relevant, timely and validated information to the families and the accident survivors regarding the progress of the investigation, provided that it does not compromise the objective of the investigation.



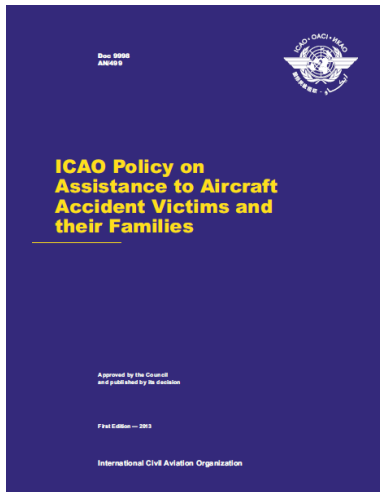
Not part of ICAO Ref for the PQ, but relevant to the procedure

DOC 9998

Aircraft accident investigation authority

(cont.)

2.15 To ensure the timeliness of the release of validated information to accident victims and their families, the Council recommends that the accident investigation authority, or other appropriate authority, consider appointing a liaison person as a focal point to ensure effective communications with other providers of family assistance, and to coordinate visits to the accident site by the families and survivors when required, and when access is practicable.





Guidance for Review of Evidence

- 1) Review procedures issued
- 2) Review evidence to confirm effective implementation.

Register of meetings (minutes, video, photograph), e-mails, press releases, websites, etc.



Stage 2 – Defining the framework

- ✈ “Brainstorm” to find out which tasks would be part of the procedure
- ✈ We may use the template we developed to guide us in the process

NUMBER:		TITLE:			
Process:					
Reference:					
Step	WHAT <small>(Detailed description of the task)</small>	WHO <small>(Designated person responsible for the execution)</small>	HOW <small>(Determination of the way the task will be performed and means to be used)</small>	WHEN <small>(Establish the timeline for the procedure, determining the deadlines for relevant tasks)</small>	In COORDINATION with whom <small>(Identify the persons to coordinate the execution of the task with whom applicable)</small>
1					
2					
3					
4					
5					
6					
...					
n					
NOTES					
N1					
N2					
...					
Nn					
ATTACHMENTS					
#	TITLE		DESCRIPTION		
A					
B					
...					
n					

NUMBER:		TITLE:			
Process:					
Reference:					
Step	WHAT <small>(Detailed description of the task)</small>	WHO <small>(Designated person responsible for the execution)</small>	HOW <small>(Determination of the way the task will be performed and means to be used)</small>	WHEN <small>(Establish the timeline for the procedure, determining the deadlines for relevant tasks)</small>	In COORDINATION with whom <small>(Identify the persons to coordinate the execution of the task with whom applicable)</small>
1					
2					
3					
4					
5					
6					
...					
n					
N1					
N2					
...					
Nn					
ATTACHMENTS					
#	TITLE		DESCRIPTION		
A					
B					
...					
n					

Note – the template is just a tool, and even after filling its fields we won't have the procedure



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Stage 2 – Defining the framework

NUMBER: 15

TITLE: Provision of information to victims and families

Process: Reporting

Reference:

PQ 6.381 – Has the investigation authority established and implemented procedures to ensure that relevant and timely information on the progress of the investigation will be provided to the families and accident survivors?



Relation with other processes

- ✈ The procedure is closely related to the response processes established for the different types of accidents (PQ 6.343)
- ✈ Several possibilities for responding to accidents (different possible approaches)



Relation with other processes

NOTES

- | | |
|----|--|
| N1 | This procedure is related to the regulation of assistance to victims of air accidents and their families |
| N2 | This procedure is linked to the process required by PQ 6.343 |



NOTES

- ✈ There are different ways to keep victims and family members informed
- ✈ It is important to find the most appropriate form for each case.
 - ✈ This can be planned when determining the Accident Classes (PQ 6.343)



✈ For the example of Coronaland, we have determined:

Appendix A - Classes of Accidents in Coronaland

CLASS	TYPE OF OPERATION	INJURY LEVEL	SOCIAL REPERCUSSION	PARTICIPATION OF OTHER STATES	SAFETY LESSONS EXPECTED
1	Commercial – PAX (Schedule)	Fatal Non-fatal	High profile	Accredited representative No accredited representative	Expected
2	Commercial – PAX (Non-schedule) General aviation	Fatal	High profile	Accredited representative	Expected
3	Commercial – PAX (Non-schedule)	Fatal	Low profile	No accredited representative	Expected
4	Commercial – PAX (Non-schedule)	Non-fatal	Low profile	No accredited representative	Expected
	General aviation Agricultural Other	Fatal			
5	General aviation Agricultural Other	Non-fatal	Low profile	No accredited representative	Expected
6	General aviation Agricultural Other	Non-fatal	Low profile	No accredited representative	Not expected

NOTES:

- a) Any accident may be put in a higher class at the discretion of the Chief Investigator
- b) Accidents that cannot be directly classified in any of the classes will be assigned to one of them by the Chief Investigator



✈ For the example of Coronaland, we have determined:

Appendix B – Investigation Approaches for Each Class of Accident

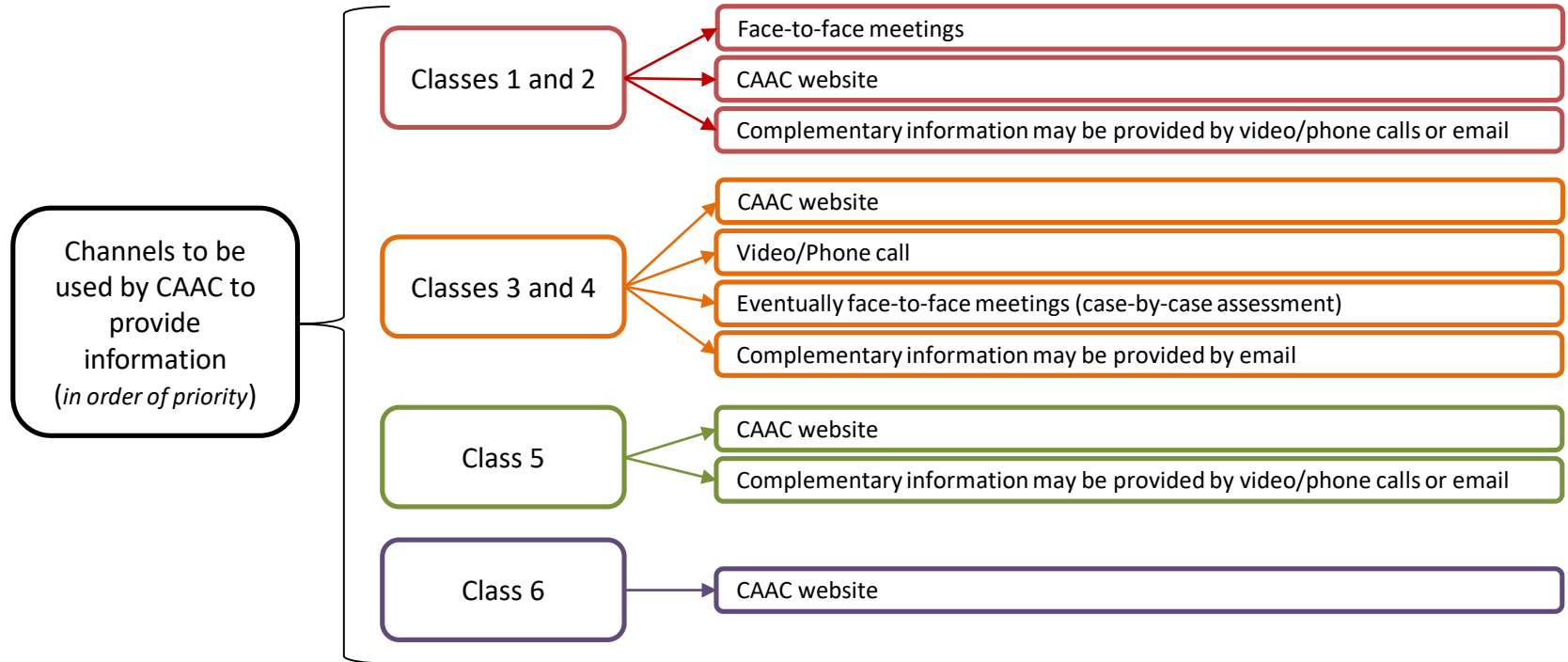
CLASS	MINIMUM SIZE OF INVESTIGATION TEAM	DEPLOYMENT TO THE SITE	INVOLVEMENT OF PATHOLOGIST	INVOLVEMENT OF PUBLIC RELATIONS OFFICER	INVOLVEMENT OF FOREIGN AFFAIRS OFFICER	MODEL OF FINAL REPORT
1	1 IIC, 1 Coordinator, and 3 Group Chairman	Y	Y/N	Y	Y	Complete
2	1 IIC, 1 Coordinator, and 3 Group Chairman	Y	Y	Y	Y	Complete
3	1 IIC, 1 Investigator (OPS or AIR)	Y	Y	If requested by IIC	N	Complete
4	1 IIC, 1 Investigator (OPS or AIR)	Y	Y/N	If requested by IIC	N	Complete
5	1 IIC	IIC decision	N	If requested by IIC	N	Short
6	1 IIC	N	N	If requested by IIC	N	Short

NOTES:

- a) The inputs in this Appendix must be seen as a guidance for the initial steps towards the investigation, and different approaches may be adopted when required by the circumstances of the investigation and approved by the Chief Investigator
- b) Nothing in this Appendix precludes the IIC from requesting any assistance in accordance with the circumstances of the accident



✈ For the example of Coronaland, we have determined:





Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
1	Get the contact information of the operator				



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
1	Get the contact information of the operator	Administrative Assistant			



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
1	Get the contact information of the operator	Administrative Assistant	The Administrative Assistant will contact the Chief of the Division of Operations of the Flight Safety Department (DO-FSD), personally or by phone, to request the contact information of the operator.		



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
1	Get the contact information of the operator	Administrative Assistant	The Administrative Assistant will contact the Chief of the Division of Operations of the Flight Safety Department (DO-FSD), personally or by phone, to request the contact information of the operator.	Within two working days after the institution of the investigation	



Stage 2 – Defining the framework

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Stage 2 – Defining the framework

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2	Obtain contact information of victims and families				



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
2	Obtain contact information of victims and families	Administrative Assistant			



Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
2	Obtain contact information of victims and families	Administrative Assistant	<p>The Administrative Assistant will contact the operator by the quickest means available to request the relevant information on all persons on board.</p> <p>Note: Form 16/AIG - Victims and Families Contact Information Form shall be sent to the operator to guide the collection of the necessary information.</p>		



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
2	Obtain contact information of victims and families	Administrative Assistant	The Administrative Assistant will contact the operator by the quickest means available to request the relevant information on all persons on board. Note: Form 16/AIG - Victims and Families Contact Information Form shall be sent to the operator to guide the collection of the necessary information.	Within five working days after the institution of the investigation	



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
2	Obtain contact information of victims and families	Administrative Assistant	The Administrative Assistant will contact the operator by the quickest means available to request the relevant information on all persons on board. Note: Form 16/AIG - Victims and Families Contact Information Form shall be sent to the operator to guide the collection of the necessary information.	Within five working days after the institution of the investigation	Operator



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
3	Providing the Investigator-in-charge the contact information of victims and families				



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
3	Providing the Investigator-in-charge the contact information of victims and families	Administrative Assistant			



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
3	Providing the Investigator-in-charge the contact information of victims and families	Administrative Assistant	The Administrative Assistant will forward to the Investigator-in-charge, by email, the Form 16/AIG with the information provided by the operator.		



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
3	Providing the Investigator-in-charge the contact information of victims and families	Administrative Assistant	The Administrative Assistant will forward to the Investigator-in-charge, by email, the Form 16/AIG with the information provided by the operator.	Within two working days after receiving the information from the operator	



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
3	Providing the Investigator-in-charge the contact information of victims and families	Administrative Assistant	The Administrative Assistant will forward to the Investigator-in-charge, by email, the Form 16/AIG with the information provided by the operator.	Within two working days after receiving the information from the operator	Investigator-in-charge



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
4	Definition of the first interaction				



Stage 2 – Defining the framework

Step	WHAT <small>(Detailed description of the task)</small>	WHO <small>(Designated person responsible for the execution)</small>	HOW <small>(Determination of the way the task will be performed and means to be used)</small>	WHEN <small>(Establish the timeline for the procedure, determining the deadlines for relevant tasks)</small>	In COORDINATION with whom <small>(Identify the persons to coordinate the execution of the task with when applicable)</small>
4	Definition of the first interaction	Investigator-in-charge			



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
4	Definition of the first interaction	Investigator-in-charge	<p>The Investigator-in-charge, in coordination with the Public Relations Officer, will determine the date of the first interaction.</p> <p>Note 1: The channel to be used for the interaction will be based on the Appendix C (Channels to be used by CAAC to provide information to victims and families) of the Process to determine the extent of the investigation.</p> <p>Note 2: For the face-to-face interactions, coordination with the operator is also required for logistical purposes, and the DO-FSD (responsible for the regulation and oversight of Assistance plans for accident victims and their families).</p>		



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
4	Definition of the first interaction	Investigator-in-charge	<p>The Investigator-in-charge, in coordination with the Public Relations Officer, will determine the date of the first interaction.</p> <p>Note 1: The channel to be used for the interaction will be based on the Appendix C (Channels to be used by CAAC to provide information to victims and families) of the Process to determine the extent of the investigation.</p> <p>Note 2: For the face-to-face interactions, coordination with the operator is also required for logistical purposes, and the DO-FSD (responsible for the regulation and oversight of Assistance plans for accident victims and their families).</p>	Within 15 working days after the end of the actions on site	



Stage 2 – Defining the framework

Step	WHAT <small>(Detailed description of the task)</small>	WHO <small>(Designated person responsible for the execution)</small>	HOW <small>(Determination of the way the task will be performed and means to be used)</small>	WHEN <small>(Establish the timeline for the procedure, determining the deadlines for relevant tasks)</small>	In COORDINATION with whom <small>(Identify the persons to coordinate the execution of the task with when applicable)</small>
4	Definition of the first interaction	Investigator-in-charge	<p>The Investigator-in-charge, in coordination with the Public Relations Officer, will determine the date of the first interaction.</p> <p>Note 1: The channel to be used for the interaction will be based on the Appendix C (Channels to be used by CAAC to provide information to victims and families) of the Process to determine the extent of the investigation.</p> <p>Note 2: For the face-to-face interactions, coordination with the operator is also required for logistical purposes, and the DO-FSD (responsible for the regulation and oversight of Assistance plans for accident victims and their families).</p>	Within 15 working days after the end of the actions on site	<p>Public Relations Officer</p> <p>Operator (as applicable)</p> <p>DO-FSD (as applicable)</p>



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
5	Interactions through face-to-face meetings (preparation)				



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
5	Interactions through face-to-face meetings (preparation)	Public Relations Officer			



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
5	Interactions through face-to-face meetings (preparation)	Public Relations Officer	<p>The Public Relations Officer will organize, in coordination with the Investigator-in-charge and the operator, the face-to-face meetings.</p> <p>Note 1: The preparation of the face-to-face meeting with the victims and families will observe the provisions of the Manual on the organization of meetings and events by CAAC (MOMEK).</p> <p>Note 2: As part of the Plan for Assistance to Victims of Aviation Accidents, the operator is responsible for the transport, accommodation and food of victims and family members for meetings with the investigation team.</p>		



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
5	Interactions through face-to-face meetings (preparation)	Public Relations Officer	<p>The Public Relations Officer will organize, in coordination with the Investigator-in-charge and the operator, the face-to-face meetings.</p> <p>Note 1: The preparation of the face-to-face meeting with the victims and families will observe the provisions of the Manual on the organization of meetings and events by CAAC (MOMEAC).</p> <p>Note 2: As part of the Plan for Assistance to Victims of Aviation Accidents, the operator is responsible for the transport, accommodation and food of victims and family members for meetings with the investigation team.</p>	within two weeks prior to the date of the interaction	



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
5	Interactions through face-to-face meetings (preparation)	Public Relations Officer	<p>The Public Relations Officer will organize, in coordination with the Investigator-in-charge and the operator, the face-to-face meetings.</p> <p>Note 1: The preparation of the face-to-face meeting with the victims and families will observe the provisions of the Manual on the organization of meetings and events by CAAC (MOMEAC).</p> <p>Note 2: As part of the Plan for Assistance to Victims of Aviation Accidents, the operator is responsible for the transport, accommodation and food of victims and family members for meetings with the investigation team.</p>	within two weeks prior to the date of the interaction	Investigator-in-charge Operator



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
6	Interactions through face-to-face meetings (completion)				



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
6	Interactions through face-to-face meetings (completion)	Investigator-in-charge			



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
6	Interactions through face-to-face meetings (completion)	Investigator-in-charge	<p>The Investigator-in-charge will, in coordination with the Chief Investigator and the Public Relations Officer, hold the face-to-face meetings, providing the relevant information on the progress of the investigation.</p> <p>Note: The Investigator-in-charge may delegate, the whole or parts of the presentation to team members, as applicable.</p>		



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
6	Interactions through face-to-face meetings (completion)	Investigator-in-charge	<p>The Investigator-in-charge will, in coordination with the Chief Investigator and the Public Relations Officer, hold the face-to-face meetings, providing the relevant information on the progress of the investigation.</p> <p>Note: The Investigator-in-charge may delegate, the whole or parts of the presentation to team members, as applicable.</p>	in the date designated to the interaction	



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
6	Interactions through face-to-face meetings (completion)	Investigator-in-charge	<p>The Investigator-in-charge will, in coordination with the Chief Investigator and the Public Relations Officer, hold the face-to-face meetings, providing the relevant information on the progress of the investigation.</p> <p>Note: The Investigator-in-charge may delegate, the whole or parts of the presentation to team members, as applicable.</p>	in the date designated to the interaction	Chief Investigator Public Relations Officer



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
7	Information Note of face-to-face meetings (preparation)				



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
7	Information Note of face-to-face meetings (preparation)	Investigator-in-charge			



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
7	Information Note of face-to-face meetings (preparation)	Investigator-in-charge	<p>The Investigator-in-charge will prepare an Information Note, containing the extract of the information presented in the meeting, and sent by email to the Administrative Assistant (with copies to the Chief Investigator and Public Relations Officer), for further publication in the website.</p> <p>Note: The Administrative Assistant will publish the Information Note in one business day.</p>		



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
7	Information Note of face-to-face meetings (preparation)	Investigator-in-charge	<p>The Investigator-in-charge will prepare an Information Note, containing the extract of the information presented in the meeting, and sent by email to the Administrative Assistant (with copies to the Chief Investigator and Public Relations Officer), for further publication in the website.</p> <p>Note: The Administrative Assistant will publish the Information Note in one business day.</p>	Within one day after the interaction	



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
7	Information Note of face-to-face meetings (preparation)	Investigator-in-charge	<p>The Investigator-in-charge will prepare an Information Note, containing the extract of the information presented in the meeting, and sent by email to the Administrative Assistant (with copies to the Chief Investigator and Public Relations Officer), for further publication in the website.</p> <p>Note: The Administrative Assistant will publish the Information Note in one business day.</p>	Within one day after the interaction	Chief Investigator Public Relations Officer Administrative Assistant



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
8	Information Note of face-to-face meetings (publication)				



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
8	Information Note of face-to-face meetings (publication)	Administrative Assistant			



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
8	Information Note of face-to-face meetings (publication)	Administrative Assistant	<p>The Administrative Assistant will upload the Information Note of the face-to-face meetings on the website, informing the Investigator-in-charge and the Public Relations Officer by email.</p> <p>Note: The publication will be made in the area dedicated to AIG matters.</p>		



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
8	Information Note of face-to-face meetings (publication)	Administrative Assistant	The Administrative Assistant will upload the Information Note of the face-to-face meetings on the website, informing the Investigator-in-charge and the Public Relations Officer by email. Note: The publication will be made in the area dedicated to AIG matters.	Within one businessday after receiving the Information Note	



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
8	Information Note of face-to-face meetings (publication)	Administrative Assistant	The Administrative Assistant will upload the Information Note of the face-to-face meetings on the website, informing the Investigator-in-charge and the Public Relations Officer by email. Note: The publication will be made in the area dedicated to AIG matters.	Within one businessday after receiving the Information Note	Public Relations Officer Administrative Assistant



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
9	Interactions through the website, email and video/phone calls (preparation)				



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
9	Interactions through the website, email and video/phone calls (preparation)	Investigator-in-charge			



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
9	Interactions through the website, email and video/phone calls (preparation)	Investigator-in-charge	The Investigator-in-charge will prepare an Information Note with the information on the progress of the investigation (to be used in the interactions made through the website, email and video/phone calls), and sent it to the Administrative Assistant, the Chief Investigator and the Public Relations Officer by email.		



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
9	Interactions through the website, email and video/phone calls (preparation)	Investigator-in-charge	The Investigator-in-charge will prepare an Information Note with the information on the progress of the investigation (to be used in the interactions made through the website, email and video/phone calls), and sent it to the Administrative Assistant, the Chief Investigator and the Public Relations Officer by email.	Within three days prior to the date of the interaction	



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
9	Interactions through the website, email and video/phone calls (preparation)	Investigator-in-charge	The Investigator-in-charge will prepare an Information Note with the information on the progress of the investigation (to be used in the interactions made through the website, email and video/phone calls), and sent it to the Administrative Assistant, the Chief Investigator and the Public Relations Officer by email.	Within three days prior to the date of the interaction	Chief Investigator Public Relations Officer Administrative Assistant



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
10	Interactions through the website (completion)				



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
10	Interactions through the website (completion)	Administrative Assistant			



Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
10	Interactions through the website (completion)	Administrative Assistant	For interactions through the website, the Administrative Assistant will upload the Information Note on the website, in the area dedicated to AIG matters, sending the link of this publication, by email, to the victims and families, with copies to the Chief Investigator, the Investigator-in-charge and the Public Relations Officer.		



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
10	Interactions through the website (completion)	Administrative Assistant	For interactions through the website, the Administrative Assistant will upload the Information Note on the website, in the area dedicated to AIG matters, sending the link of this publication, by email, to the victims and families, with copies to the Chief Investigator, the Investigator-in-charge and the Public Relations Officer.	In the date designated to the interaction	



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
10	Interactions through the website (completion)	Administrative Assistant	For interactions through the website, the Administrative Assistant will upload the Information Note on the website, in the area dedicated to AIG matters, sending the link of this publication, by email, to the victims and families, with copies to the Chief Investigator, the Investigator-in-charge and the Public Relations Officer.	In the date designated to the interaction	Chief Investigator Investigator-in-charge Public Relations Officer



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
11	Interactions through email (completion)				



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
1	Interactions through email (completion)	Administrative Assistant			



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
1	Interactions through email (completion)	Administrative Assistant	For interactions through email, the Administrative Assistant will send the Information Note by email to the victims and families, with copies to the Chief Investigator, the Investigator-in-charge and the Public Relations Officer, publishing the Information Note on the website, in the area dedicated to AIG matters.		



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
1	Interactions through email (completion)	Administrative Assistant	For interactions through email, the Administrative Assistant will send the Information Note by email to the victims and families, with copies to the Chief Investigator, the Investigator-in-charge and the Public Relations Officer, publishing the Information Note on the website, in the area dedicated to AIG matters.	In the date designated to the interaction	



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
1	Interactions through email (completion)	Administrative Assistant	For interactions through email, the Administrative Assistant will send the Information Note by email to the victims and families, with copies to the Chief Investigator, the Investigator-in-charge and the Public Relations Officer, publishing the Information Note on the website, in the area dedicated to AIG matters.	In the date designated to the interaction	Chief Investigator Public Relations Officer



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
12	Interactions through video/phone calls (completion)				



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
12	Interactions through video/phone calls (completion)	Public Relations Officer			



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
12	Interactions through video/phone calls (completion)	Public Relations Officer	For interactions through video/phone calls, the Public Relations Officer will make either individual phone calls to, or collective video calls with the victims and families to provide the information regarding the progress of the investigation by reading the Information Note prepared by the Investigator-in-charge.		



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
12	Interactions through video/phone calls (completion)	Public Relations Officer	For interactions through video/phone calls, the Public Relations Officer will make either individual phone calls to, or collective video calls with the victims and families to provide the information regarding the progress of the investigation by reading the Information Note prepared by the Investigator-in-charge.	In the date designated to the interaction	



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
12	Interactions through video/phone calls (completion)	Public Relations Officer	For interactions through video/phone calls, the Public Relations Officer will make either individual phone calls to, or collective video calls with the victims and families to provide the information regarding the progress of the investigation by reading the Information Note prepared by the Investigator-in-charge.	In the date designated to the interaction	Chief Investigator Public Relations Officer



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
13	Determination of further interactions				



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
13	Determination of further interactions	Investigator-in-charge			



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
13	Determination of further interactions	Investigator-in-charge	<p>The Investigator-in-charge will discuss with the Chief Investigator and the Public Relations Officer and determine the need to establish interactions with victims and families of the accidents under investigation.</p> <p>Note 1: The discussions may be done in person or virtually.</p> <p>Note 2: The determination of an interaction will lead to the execution of this procedure from step 4.</p>		



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
13	Determination of further interactions	Investigator-in-charge	<p>The Investigator-in-charge will discuss with the Chief Investigator and the Public Relations Officer and determine the need to establish interactions with victims and families of the accidents under investigation.</p> <p>Note 1: The discussions may be done in person or virtually.</p> <p>Note 2: The determination of an interaction will lead to the execution of this procedure from step 4.</p>	At least every two months	



Stage 2 – Defining the framework

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
13	Determination of further interactions	Investigator-in-charge	<p>The Investigator-in-charge will discuss with the Chief Investigator and the Public Relations Officer and determine the need to establish interactions with victims and families of the accidents under investigation.</p> <p>Note 1: The discussions may be done in person or virtually.</p> <p>Note 2: The determination of an interaction will lead to the execution of this procedure from step 4.</p>	At least every two months	Chief Investigator Public Relations Officer



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Let's build it together

- ✈ Stage 1 – Gathering relevant information
- ✈ Stage 2 – Defining the framework
- ✈ Stage 3 – Writing the procedure**



Writing the procedure

✈ After this “brainstorm” and with the template completed, we will probably be able to write the procedure

DISCLAIMER



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PROCEDURE No 15/CAAC-AIG – PROVISION OF INFORMATION TO VICTIMS AND FAMILIES

INTRODUCTION

As the accident investigation authority proceeds through the investigation, family members and survivors should be provided, through periodic advisories, with updated, validated information on the progress of the investigation before the information is released to the public.

The purpose of this procedure is to support the victims of aviation accidents, ensuring the provision of relevant and timely information on the progress of the investigation.

PROCEDURE

- 1 The Administrative Assistant will, within two working days after the institution of the investigation, contact the Chief of the Division of Operations of the Flight Safety Department (personally or by phone) to request the contact information of the operator, informing the Investigator-in-charge by email.
- 2 The Administrative Assistant will, within five working days after the institution of the investigation, contact the operator by the quickest means available to request the relevant information on all persons on board.
Note: Form 16/AIG (Victims and Families Contact Information Form) shall be sent to the operator to guide the collection of the information.
- 3 The Administrative Assistant will, within two working days after receiving the information from the operator, forward to the Investigator-in-charge, by email, the Form 16/AIG with the information provided by the operator.
- 4 The Investigator-in-charge will determine, in coordination with the Chief Investigator and the Public Relations Officer, and within ten days after the institution of the investigation, the date of the interaction with the victims and families, based on the characteristics of the accident.
Note 1: The channel to be used for the interaction will be based on the Appendix C (Channels to be used by CAAC to provide information to victims and families) of the Process to determine the extent of the investigation.
Note 2: For the face-to-face interactions, coordination with the operator is also required for logistical purposes, and the DO-FSD (responsible for the regulation and oversight of Assistance plans for accident victims and their families).
- 5 The Public Relations Officer will organize, in coordination with the Investigator-in-charge and the operator, and within two weeks prior to the date of the interaction, the face-to-face meetings.
Note 1: The preparation of the face-to-face meeting with the victims and families will observe the provisions of the Manual on the organization of meetings and events by CAAC (MOMEC).
Note 2: As part of the Plan for Assistance to Victims of Aviation Accidents, the operator is responsible for the transport, accommodation and food of victims and family members for meetings with the investigation team.

- 6 The Investigator-in-charge will, in coordination with the Chief Investigator and the Public Relations Officer, and in the date designated to the interaction, hold the face-to-face meetings, providing the relevant information on the progress of the investigation.
Note: The Investigator-in-charge may delegate, the whole or parts of the presentation to team members, as applicable.
- 7 The Investigator-in-charge will prepare, within one day after the interaction, an Information Note, containing the extract of the information presented in the face-to-face meeting, and sent by email to the Administrative Assistant (with copies to the Chief Investigator and Public Relations Officer), for further publication in the website.
Note: The Administrative Assistant will publish the Information Note in one business day.
- 8 The Administrative Assistant will upload the Information Note of the face-to-face meetings on the website within one business day after its receipt, informing the Investigator-in-charge and the Public Relations Officer by email.
Note: The publication will be made in the area dedicated to AIG matters.
- 9 The Investigator-in-charge will prepare, within three days prior to the date of the interaction, an Information Note with the information on the progress of the investigation (to be used in the interactions made through the website, email and video/phone calls), and sent it to the Administrative Assistant, the Chief Investigator and the Public Relations Officer by email.
- 10 For interactions through the website, the Administrative Assistant will upload, in the date designated to the interaction, the Information Note on the website, in the area dedicated to AIG matters, sending the link of this publication, by email, to the victims and families, with copies to the Chief Investigator, the Investigator-in-charge and the Public Relations Officer.
- 11 For interactions through email, the Administrative Assistant will send, in the date designated to the interaction, the Information Note by email to the victims and families, with copies to the Chief Investigator, the Investigator-in-charge and the Public Relations Officer, publishing the Information Note on the website, in the area dedicated to AIG matters.
- 12 For interactions through video/phone calls, the Public Relations Officer will make, in the date designated to the interaction, either individual phone calls to, or collective video calls with the victims and families to provide the information regarding the progress of the investigation, by reading the Information Note prepared by the Investigator-in-charge.
- 13 The Investigator-in-charge will discuss with the Chief Investigator and the Public Relations Officer and determine, at least every two months, the need to establish interactions with victims and families of the accidents under investigation.
Note 1: The discussions may be done in person or virtually.
Note 2: The determination of an interaction will lead to the execution of this procedure from step 4.

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- 3 The Administrative Assistant will, within two working days after receiving the information from the operator, forward to the Investigator-in-charge, by email, the Form 16/AIG with the information provided by the operator.
- 4 The Investigator-in-charge will determine, in coordination with the Chief Investigator and the Public Relations Officer, and within ten days after the institution of the investigation, the date and place of the interaction with the victims and families, based on the characteristics of the accident.

Note 1: The Investigation Manual provides guidance on the process to determine the extent of the investigation for each type of accident, including the priority channels to communicate with victims and families for each accident class.

Note 2: When the interaction takes place through a face-to-face meeting, close coordination must be maintained with the operator (especially in relation to logistical issues) and with the DO-FSD (responsible for the regulation and oversight of Assistance plans for accident victims and their families).

5 The Public Relations Officer will organize, in coordination with the Chief Investigator and the Investigator-in-charge, and within two weeks prior to the date of the interaction, the face-to-face meetings, coordinating the logistical details with the operator.

Note 1: The preparation of the face-to-face meeting with the victims and families will observe the provisions of the Manual on the organization of meetings and events by CAAC (MOMEC).

Note 2: As part of the Plan for Assistance to Victims of Aviation Accidents, the operator is responsible for the transport, accommodation and food of victims and family members for meetings with the investigation team.

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Provision of all information and elements required throughout the investigation process

6.391 Has the State, as a State participating in an aircraft accident or serious incident investigation, established and implemented procedures to ensure that it provides the State conducting an investigation with all the information and elements required throughout the investigation process?