



INTERNATIONAL CIVIL AVIATION ORGANIZATION

A United Nations Specialized Agency

COSCAP-SEA

AIRCRAFT ACCIDENT/INCIDENT INVESTIGATION AUTHORITY WORKSHOP

Module 4.6

**Assistance to Aircraft Accident Victims and their
Families**

STATES HAVING SUFFERED FATALITIES OR SERIOUS INJURIES TO THEIR CITIZENS

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:

- a) visit the scene of the accident;
- 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; and
- c) 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).*

- ICAO Policy on Aircraft Accident Victims and their Families
(Doc 9998, 2013)
 - Manual on Assistance to Aircraft Accident Victims and their families
(Doc 9973, 2013)

- Assembly Resolution in A32-7 in October 1998
- Cir 285 as guidance as in 2001 and provision in Annex 9 in 2005
- Extent of resources would vary according to intensity of accident
- Information to families in timely manner
- Accident investigation is separate from provision of family assistance

- Family assistance program requires resources from these areas:
 - information about the occurrence;
 - emergency response to the accident;
 - coordination of travel to and lodging at a family assistance center, as well as assistance to those not travelling;
 - coordination of a visit to the accident site, where access is practicable;
 - support for immediate financial needs;
 - information about the location and status of the victims, and the recovery, identification and disposition of remains;
 - information regarding the recovery, management and return of personal effects;
 - social, emotional and psychological support; and
 - information about the progress of the investigation and its objective.

- Family assistance program requires the participation of numerous organizations within the State. For example:
 - Air operator (often designated as the entity responsible for the program);
 - Airport operator
 - Police
 - Rescue services
 - Non governmental agency like Red Cross
 - Foreign Affairs ministry
 - Aircraft Accident Investigation Authority;
 - Etc.

ICAO Policy – State readiness



- Council recommends:
 - Commitment to ensure assistance
 - Legislation, regulations and/or policies addressing plans
 - Ensure plans consider:
 - Recipients, types of assistance, when assistance be provided, providers, periodic reviews and exercises
 - Legislation, regulations and/or policies to implement effective coordination and control of efforts
 - Air operators implement plans
 - Airport operators implement plans as part of their Airport Emergency plans
 - Air operators proper arrangements with airports to which they operate

ICAO Policy – Government



- State of Occurrence – responsible for SARPs – designate a coordinator/coordinating agency
- Accident Investigation Authority -- provide relevant information in timely manner – appoint a liaison person for coordination
- Civil Aviation Authority – mandates family assistance plans – supervised, exercised and audited

ICAO Policy – Non-Government orgs



- Air operator – passenger manifest – plans updated and exercised
- Airport operator – airports are points of gathering, so plans be coordinated with air operator plan
- Third parties – aid agencies with extensive experience – speciality commercial companies
- Family associations – consider experience of associations and support establishment of family associations

Policy and Guidance Material



Experiences to share???



ICAO

North American
Central American
and Caribbean
(NACC) Office
Mexico City

South American
(SAM) Office
Lima

ICAO
Headquarters
Montréal

Western and
Central African
(WACAF) Office
Dakar

European and
North Atlantic
(EUR/NAT) Office
Paris

Middle East
(MID) Office
Cairo

Eastern and
Southern African
(ESAF) Office
Nairobi

Asia and Pacific
(APAC) Sub-office
Beijing

Asia and Pacific
(APAC) Office
Bangkok



THANK YOU