



International  
Civil Aviation  
Organization

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Международная  
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Ref.: EC 2/71 – 20/81

6 August 2020

**Subject:** Information on national emergency and contingency plans and financial and economic recovery measures by States

**Action required:** Provide the required information latest 30 October 2020

Sir/Madam,

I have the honour to refer to State letter 2019/83 (reference number EC 2/71-19/83, dated 6 December 2019), in which I intimated your Administration the Council's decision for the Secretariat to continue to gather information on States' and industry's best practices on assistance to passengers in case of massive airport/airline disruptions. I also wish to refer to State Letter 2020/67 (reference number EC 2/76-20/67, EC 6/3, AN 13/35, 8 June 2020) advising on the report of the ICAO Council's Aviation Recovery Task Force (CART) and its annexed guidance document *Take-off: Guidance for Air Travel through the COVID-19 Public Health Crisis* respectively.

Based on the information provided by Member States in the *survey on Assistance to Passengers and ICAO Core Principles on Consumer Protection*, and the content of Recommendation 11 of the CART report, which requests Member States to facilitate information sharing and exchange on their actions and best practices by contributing to an ICAO database of measures, the Secretariat intends to publish compendiums on:

- a) national emergency and contingency plans in case of massive aviation system disruptions, including but not limited to the COVID-19 pandemic; and
- b) the various financial and economic recovery measures taken by States to mitigate the impact of the pandemic on their aviation industry.

In this regard, your Administration is requested to provide ICAO with the above information, no later than 30 October 2020 by e-mail to [ecd@icao.int](mailto:ecd@icao.int). The information would enable ICAO identify lessons learnt with a view to developing appropriate guidelines and best practices to assist States in any future incidents.

Accept, Sir/Madam, the assurances of my highest consideration.

Fang Liu  
Secretary General