

# Workshop of the Tenth Meeting of the Asia Pacific Accident Investigation Group (APAC-AIG/10)

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# Synopsis

- Brief summary of MH370 & MH17
- Early phases of search for MH370
- Dealing with chaos
- Care Team challenges
- Dealing with Ambiguous Loss
- Collaboration with Authorities & NGO
- MH17 technical investigation
- Team structure & management
- Repatriation of human remains
- Handling of Personal Effects
- Multi-dimensional challenges



# Brief Summary of MH370 – 08 Mar 2014

- Saturday, 08 March 2014, our B 777-200 aircraft regn 9M-MRO, MH 370, operating KUL-BJS with 12 crew members and 227 passengers (total 239 souls on board).
- MH370 was reported missing after passing waypoint GARI whilst en-route from Kuala Lumpur to Beijing.
- Aircraft is still missing to this date and considered one of the most mystifying air disasters in modern history.

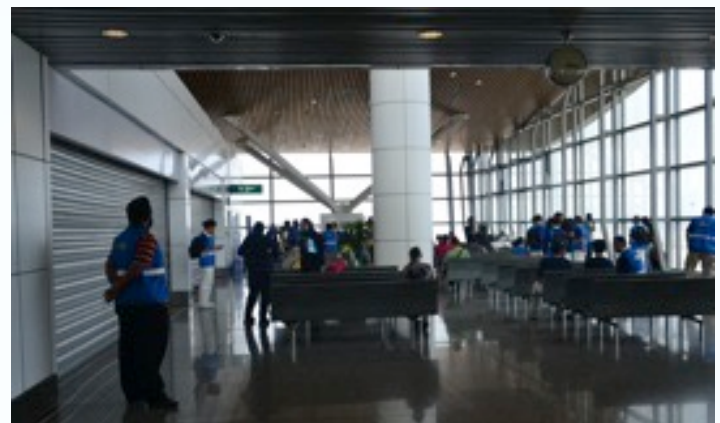


**Note: Two unknown passengers carrying stolen Austrian and Italian passports.**

# Go Team for MH370

## Pre-preparation

- Volunteers selection and assignment
- Origin country requirements – language, maturity, sincerity and heart
- Business-as-usual consideration

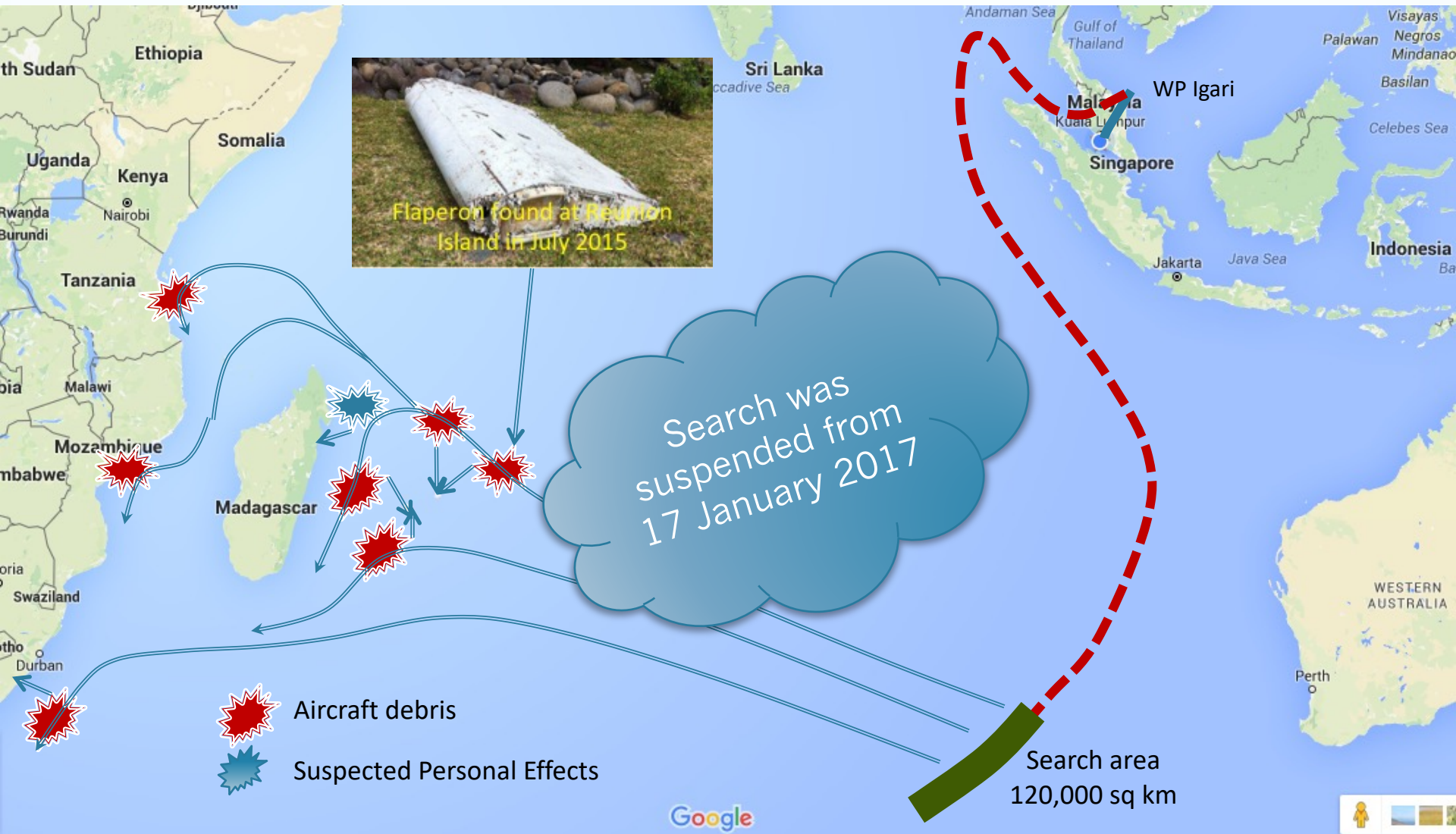


## Onboard : Rest OR Plan / Pre-Briefing

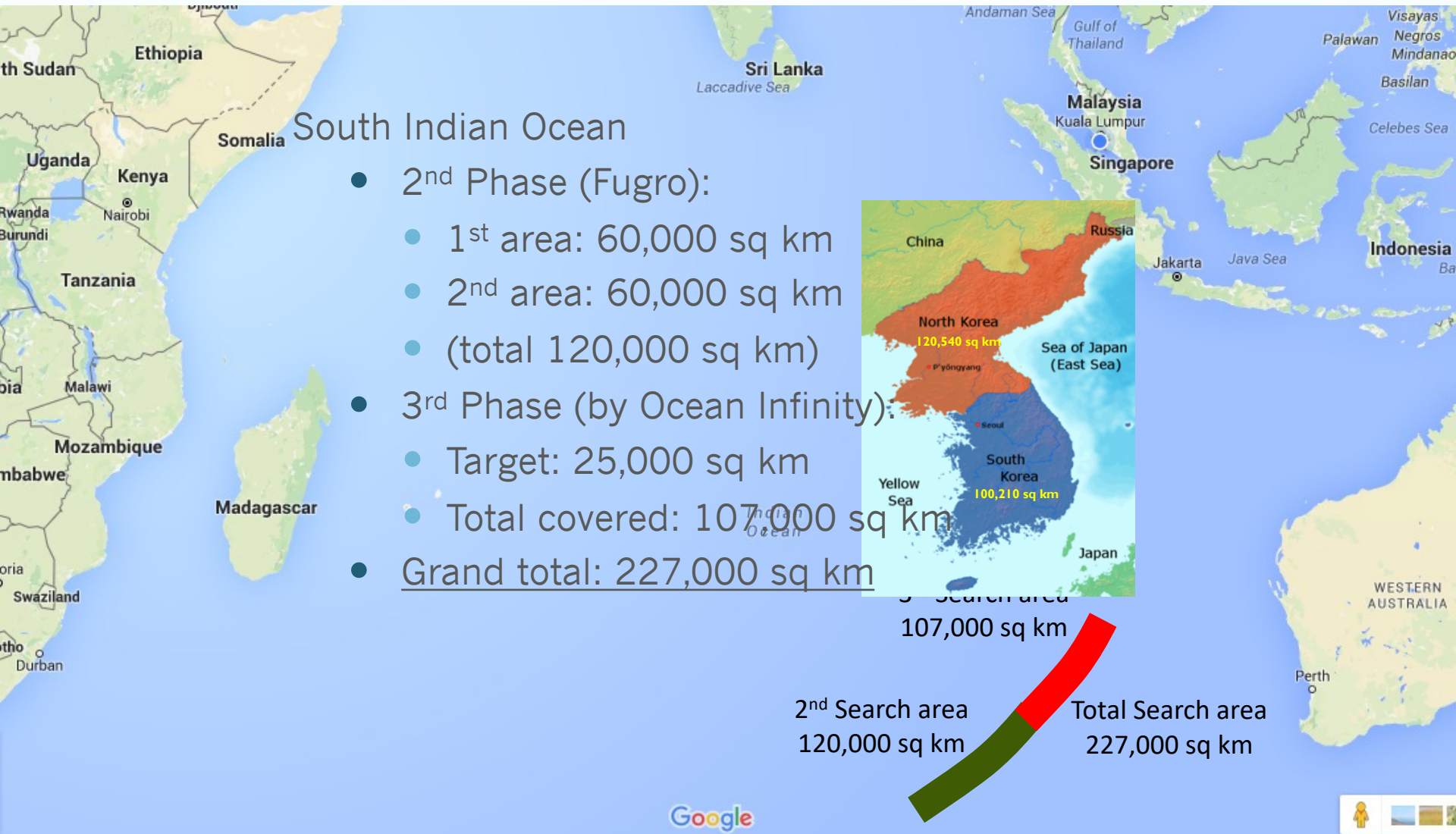
- Plan CG briefing Do's & Don'ts – culture, religions, respect, decorum
- Organise team leads and team members
- Assign tasks, NOK assignment
- Actual briefing to team



# Second Phase of Search – South Indian Ocean



# Total Area Searched until June 2018



# Dealing with Chaos & the Unknown...

- Extremely chaotic, information overload, staff shortage
- Uncertainties on what exactly happened, what is going to happen next, etc.
- Onslaught of media enquiries
- Prioritizing what to do first
- Barrage of false lead and wrong information
- Dealing with unverified media reports
- Unfiltered social media uploads
- Coordination of responsibilities
- Extremely high stress level
- Team members unclear of their responsibilities
- More problems than solutions

# During the Early Moments...



PM at EOC



Crisis Director giving latest updates to the ERWG



Briefing Foreign Embassies



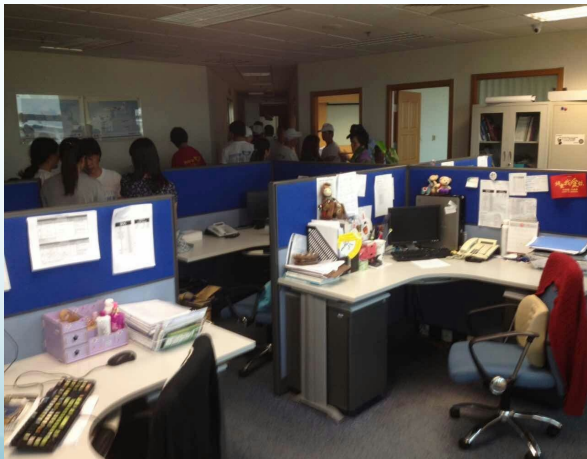
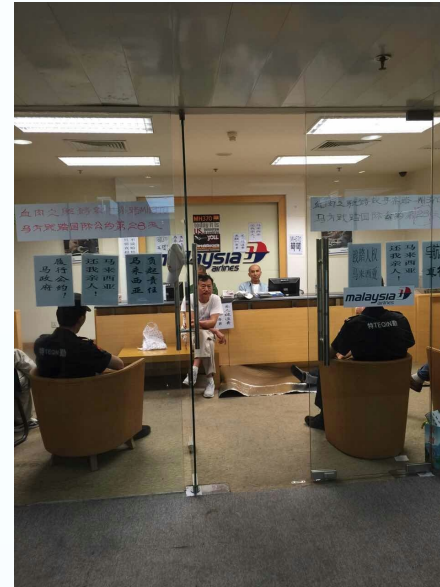
Handling enquiries from local and international media

# Family Briefings in Beijing

Daily Family Update in Beijing to 400-plus NOK



# NOKs Sieged MAS Office in Beijing



MAS office sieged for 11 days in June 2015, with our staff displaced and office ransacked – news was never published!

Mohd Fuad Sharuji

Slide 10

11/7/22

# Care Team Challenges

## MH370

- Extremely volatile, emotional and unpredictable
- Deal with denial, mistrust, anger, frustration.
- Assistance from Tzu Chi short-lived due to political intervention
- Strong believe in conspiracy theories
- No specific Point of Contact in PRC government



## MH017

- **Initial contact**
  - NOKs registered themselves, asked some questions about the crash...and left
  - Most preferred to mourn in the privacy of their homes
- **Establishment of CG secretariat**, did not alter the interaction and communication much.
  - Strong preference to communicate in Dutch
  - Codeshare partner KLM was a great help
  - Mourners laid flowers and personal items at Schiphol Airport
  - The government managed the security, privacy and communication with the NOKs

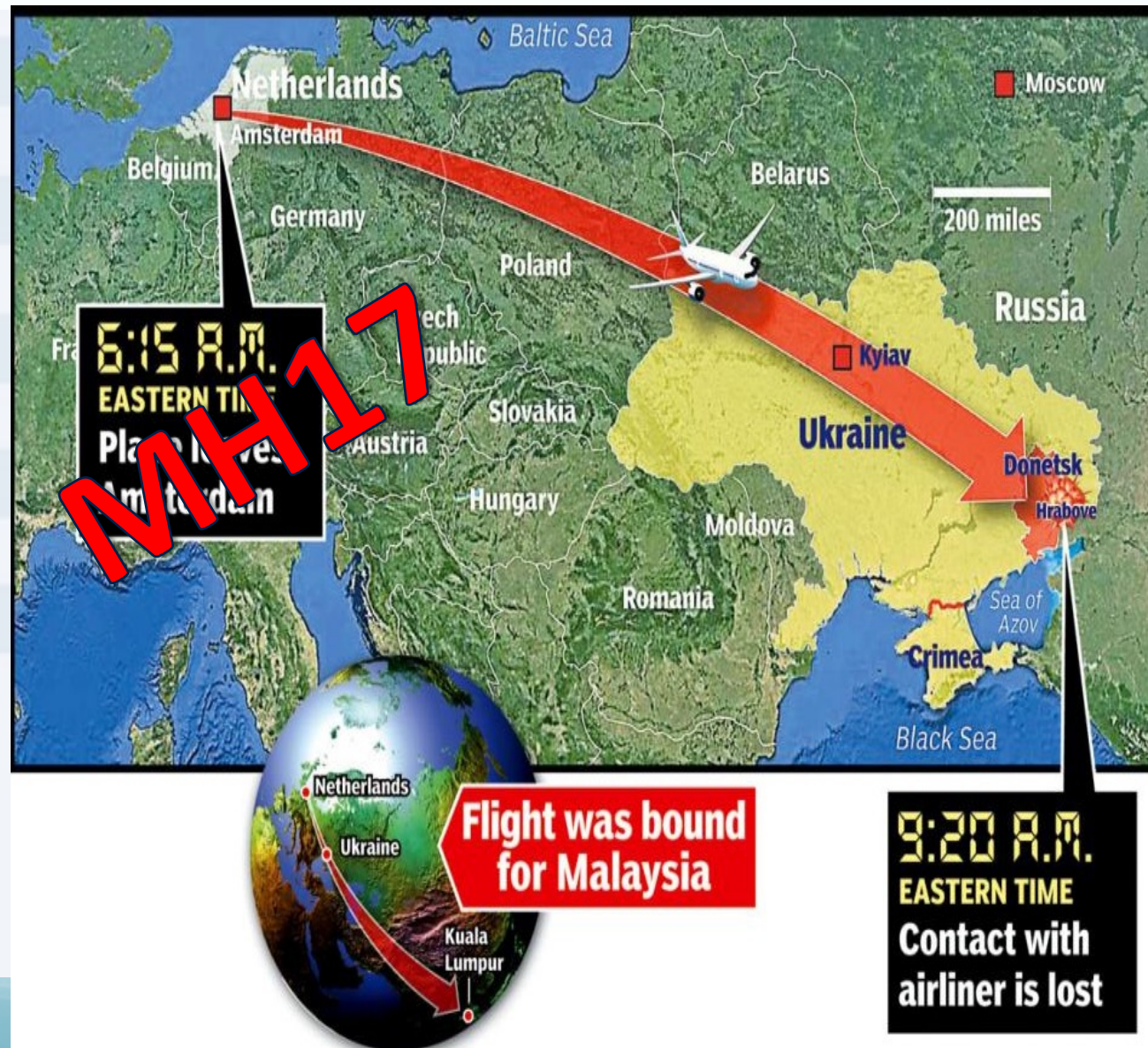
# Family Briefings in Beijing



# Brief Summary of MH17 – 17 July 2014

The Netherlands*	192
Malaysia*	44
Australia	27
Indonesia	12
U.K.*	10
Germany	4
Belgium	4
Philippines	3
Canada	1
New Zealand	1

\* One passenger from The Netherlands also held U.S. citizenship. A Malaysian passenger also held Dutch citizenship, but is only counted once in the Malaysian number. A U.K. passenger also held South African citizenship.



# The Crash Site



# Final Investigation Report from DSB

- Key findings by DSB:
  - Crew properly licensed and aircraft was airworthy
  - MH17 flight routing was authorized
  - Shot down by war head
  - BUK missile system was used
  - Passengers barely aware of attack
  - Wide possible launch area
- Criminal investigation still open



1. Rear nozzle of the missile's engine. (Source: NBAAI)



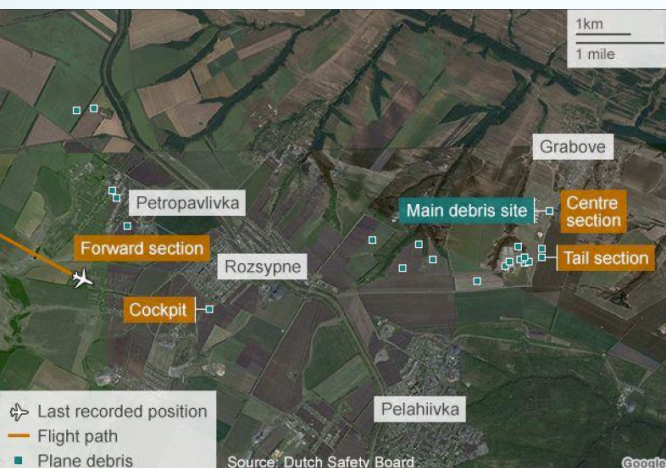
Missile engine nozzle as found in Ukraine. (Source: Dutch Safety Board/Dutch National Police)



2. Stabilizing fins. (Source: NBAAI)



Part of stabilizing fin during identification at Gilze-Rijen Air Force Base. (Source: Dutch Safety Board/Dutch National Police)



# Go Team Structure (MH17)



# Breaking The News

- **News Breaking Team (NBT)**

- Designed a systematic approach to breaking the news that their loved ones had been identified
- Initial notification would be given to CG who would assemble the following team members:
  - Counselor from the Ministry of Women, Family & Welfare
  - Security officers from MAS
  - Assigned Care-Givers from MAS
  - Police Officer

- **Breaking News**

- Plan and prepare mentally, emotionally and physically
- Reaction from NOKs could vary from hysterical to silence
- Observe sensitivities of family values, culture & religion
- Give them the space they need and opportunity to ask questions
- Brief them on repatriation plans



# Handling & Repatriating of Human Remains



Human remains at crash site



Flown from Ukraine to NL



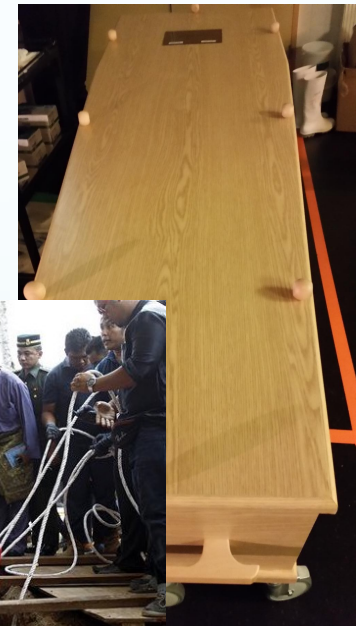
Arrival of first batch with full honour



Repatriation to homeland



Funeral rites



Victims identification



# Arrival of Remains

- Government-led ceremony
- Multi-religious & cultural rituals,
- CG's attend funeral services and contact with the NOKs is at the discretion and judgment of the CGs
- Know when to be firm and when to be compassionate



# Personal Effects



Unassociated personal effects



Unassociated PE's



Passports (Associated PE's)

# MH17 Memorial in Netherland



**MH17 Memorial at Vijfhuizen, NL**



**4<sup>th</sup> Memorial on 17 July 2018**



**Families & friends at the Memorial**



**With the  
Dutch  
Prime  
Minster, Mr  
Mark Rutte**

*“At the heart of everything that we do, our central focus is on the emotional and psychological support for the families and loved ones during crisis”*

*(Former GCEO of MAS, Ahmad Jauhari Yahya)*



Thank you  
Terima kasih



Fuad Sharuji

