



CHALLENGES OF FAMILY ASSISTANCE DURING AN ACCIDENT INVESTIGATION

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OUTLINE

- ❑ Background of family assistance
- ❑ Legislation and Regulation
- ❑ How we implement family assistance
- ❑ Background case MU5735 family assistance
 - ◆ Organize and management of Family Assistance Team (FAT)
 - ◆ What FAT do with the accident
- ❑ Challenges we faced



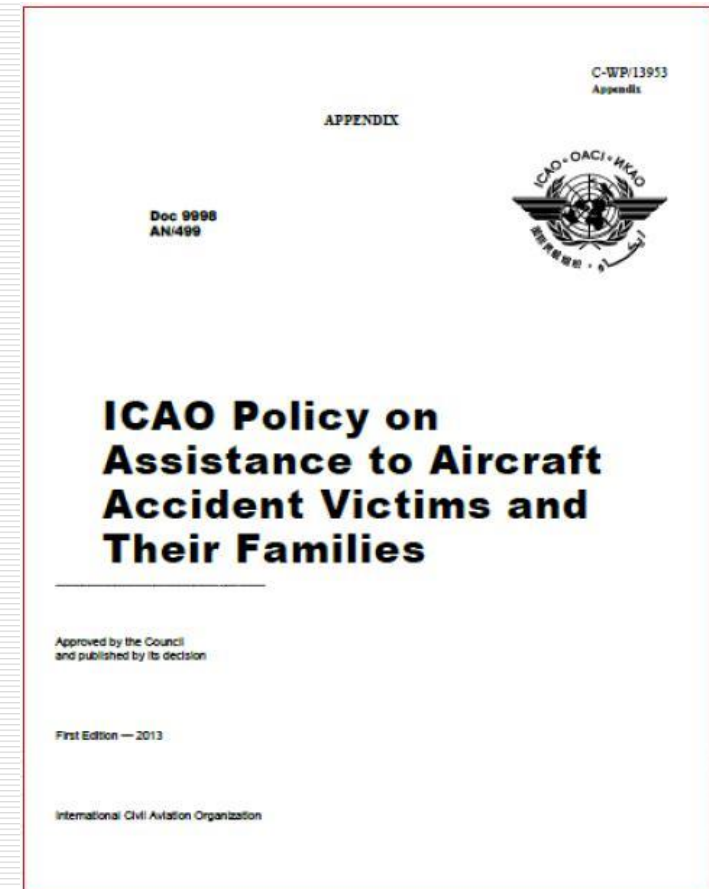
Background of family assistance

- ☐ Past situation
- ☐ Standardized family assistance requirements and regulations begin to be established



Legislation and Regulation

- ☐ Aviation Disaster Family Assistance Act was signed into law -1996
- ☐ Foreign Air Carrier Family Assistance Act -1997
- ☐ ICAO Resolution A32-7 – 1998
- ☐ Guidance on Assistance to Aircraft Accident Victims and their Families (Cir 285) – 2001
- ☐ ICAO Policy on Assistance to Aircraft Accident Victims and their Families (Doc 9998) - 2013



Legislation and Regulation

- In China, the CAAC developed the Provisions on the Emergency Response and Family Assistance of Civil Aircraft Flight Accidents which is coded CCAR-399
- The responsibilities of CAAC, air operators, airports were included

中国民用航空总局令
第 155 号

《民用航空器飞行事故应急反应和家属援助规定》
(CCAR-399) 已经 2005 年 8 月 31 日中国民用航空总局局
务会议通过, 现予公布, 自 2006 年 1 月 1 日起施行。

局长: 杨元元
二〇〇五年十月七日

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How we implement family assistance

- ❑ China Eastern Airlines has developed ***Air Accident Emergency Response Plan*** and ***Family Assistance Manual***, which includes a particular section on family assistance
- ❑ Recruit volunteers each year
- ❑ Arrange special training for the Family Assistance Team (FAT)
- ❑ Regularly conduct exercises



How we implement family assistance



- ☐ Announced a dedicated family assistance phone number to public
- ☐ Coordinated with local government and police department
- ☐ Provide P-to-P accompany
- ☐ Fulfillment of compensation



Challenges we faced

- ☐ Urgent need to revise regulations
- ☐ Improve the coordination between the airlines and the government





CAAC

Thank you!