



International Civil Aviation Organization
Asia and Pacific Office

ICAO

Eleventh Meeting of the Asia Pacific Accident Investigation Group (APAC-AIG/11)

(Singapore, 16 – 17 August 2023)

Agenda Item 5: Regional Cooperation

UPDATED CONTACT INFORMATION OF ACCIDENT INVESTIGATION AUTHORITIES ON ICAO'S WEBSITE

(Presented by Singapore)

SUMMARY

This working paper encourages States and Administrations to update their Accident Investigation Authorities' (AIAs') contact information on ICAO's website.

1. INTRODUCTION

1.1 When an aviation occurrence has taken place, be it an accident, serious incident, or an incident, it is important to be able to contact the other stakeholders quickly to notify them of the occurrence and to get consensus as well as cooperation details moving forward. Not being able to contact the other stakeholders will leave the State or Administration, particularly the State of Occurrence, in limbo.

1.2 As a resource to facilitate States and Administrations to contact one another, ICAO has set up a website (<https://www.icao.int/safety/aia/Pages/default.aspx>) where the contact information of international AIAs is listed. However, it has been found that the contact information of the AIAs is often outdated. Hence, there is a need for States and Administrations to inform ICAO as and when there are changes to the contact information.

2. DISCUSSION

2.1 ICAO Annex 13 Standard 4.1 requires a State conducting an investigation to “*forward a notification of accident, serious incident or incident to be investigated ... with a minimum of delay and by the most suitable and quickest means available, to State of Registry, State of the Operator, State of Design and State of Manufacture.*” In order to meet this requirement, such notifications are required to be sent to the stakeholders mentioned in Standard 4.1 even if no information/assistance is required them.

2.2 It will be onerous for each AIA to establish a database of contact information of the AIAs of all 193 Contracting States. It is an even more burdensome task to have to continually validate and maintain the accuracy of these contact information.

2.3 To alleviate the burden of AIAs from having to maintain their own databases of AIAs' contact information, ICAO has set up a publicly accessible website where it lists the contact information of the AIAs from various States and Administrations. This serves as a great resource for AIAs whenever there is need to forward a notification of accident, serious incident or incident to their international counterpart, and to exchange information pertaining to an investigation.

2.4 While ICAO's website listing the AIAs contact information is a great source of AIAs' contact information, it is only useful if the information listed is accurate. If the contact information is not updated with the most current ones, for example following personnel changes or organisation restructures, it may create a communication breakdown where the intended recipient fails to receive the notification from the State conducting the investigation.

2.5 With improvement in technology, mobile phones and emails have become the most popular and quickest means of communication. To ensure that pertinent information is received at the earliest, it is important that the 24 x 7 mobile phone number(s) and email contact(s) of AIAs are listed on ICAO's website and maintained up to date.

2.6 As the custodian of the website, ICAO AIG Section will update the AIA contact information. However, ICAO AIG Section may only amend the contact information when they are informed of the changes by the respective State or Administration, i.e. they will not update the website if informed by a third party. Thus, in order for the contact information on ICAO's website to remain accurate and up to date, AIAs need to review their contact information on ICAO's website and, if the information is incorrect or outdated, send their updated contact information to ICAO AIG Section (email AIGInbox@icao.int and cstjohn@icao.int) for updating.

3. ACTION BY THE MEETING

3.1 The Meeting is invited to:

- a) take note of ICAO's portal where the contact information of AIAs is listed,
- b) review their contact information on ICAO's portal, and
- c) where applicable, send their updated AIA contact information to ICAO AIG section for updating on ICAO's portal.

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