



EUR/NAT DGCA-2026

9 – 10 June 2026, Italy



**INTERNATIONAL
CIVIL AVIATION
ORGANIZATION**



Agenda Item 10: Social Responsibility of Aviation

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EUR/NAT-DGCA/2026

Castellaneta, Italy, 9-10 June 2026

Presentation overview

01 Assistance to Aircraft Accident Victims and their Families

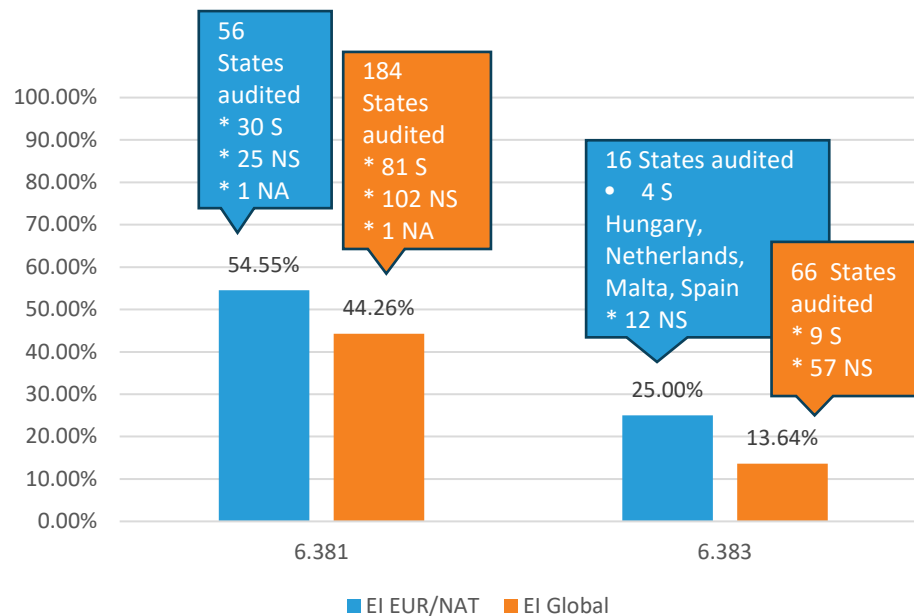
02 Accessibility in International Civil Aviation

01 Assistance to Aircraft Accident Victims and their Families

Background - USOAP statistics

AIG 6.381: Has the investigation authority established and implemented procedures to ensure that relevant and timely information on the progress of the investigation will be provided to the families and accident survivors?

AIG 6.383: Has the State established a comprehensive system for providing assistance to aircraft accident victims and their families?



2nd Joint ECAC–ICAO EUR/NAT Regional AAVF Workshop, Madrid, 27 January 2026

- Focus on Family Assistance Plans (FAPs)
- Practical, experience-based discussions
- Human-centred approach to accident response
- Participation from States, ACVFFI and national associations



Objectives of the Workshop

- Strengthen support for victims and families
- Share real operational experience
- Improve development and implementation of FAPs
- Identify capacity-building and cooperation needs



Session I: Key Messages from Experience

- Early activation of assistance mechanisms
- Clear roles and responsibilities
- Effective communication with families
- Coordination among organisations

Outcomes

- Families are key stakeholders
- Improved communication
- Preparedness needs to be strengthened
- Continuous sharing of experience



Session II- Developing Family Assistance Plans That Really Work

- State responsibility and governance
- Integration with facilitation and emergency response systems
- From compliance to effective implementation

Regional and National Legal Frameworks

- National legislation and regulations
- Integration into airport and airline plans
- Alignment with ICAO SARPs, related guidance material and best practices
- Attention due to families' needs



Good Practices Shared

- Central State coordination
- Dedicated assistance structures
- Psychosocial, legal, and logistical support
- Government–industry cooperation

Challenges identified

- Complex coordination environments
- Limited testing opportunities
- Resource and funding constraints
- Measuring effectiveness beyond compliance





Tools & Support

- Template Family Assistance Plans
- Implementation guidance
- Self-assessment checklists
- Pilot projects and peer learning
- Audit and capacity-building support

Training and Capacity Building

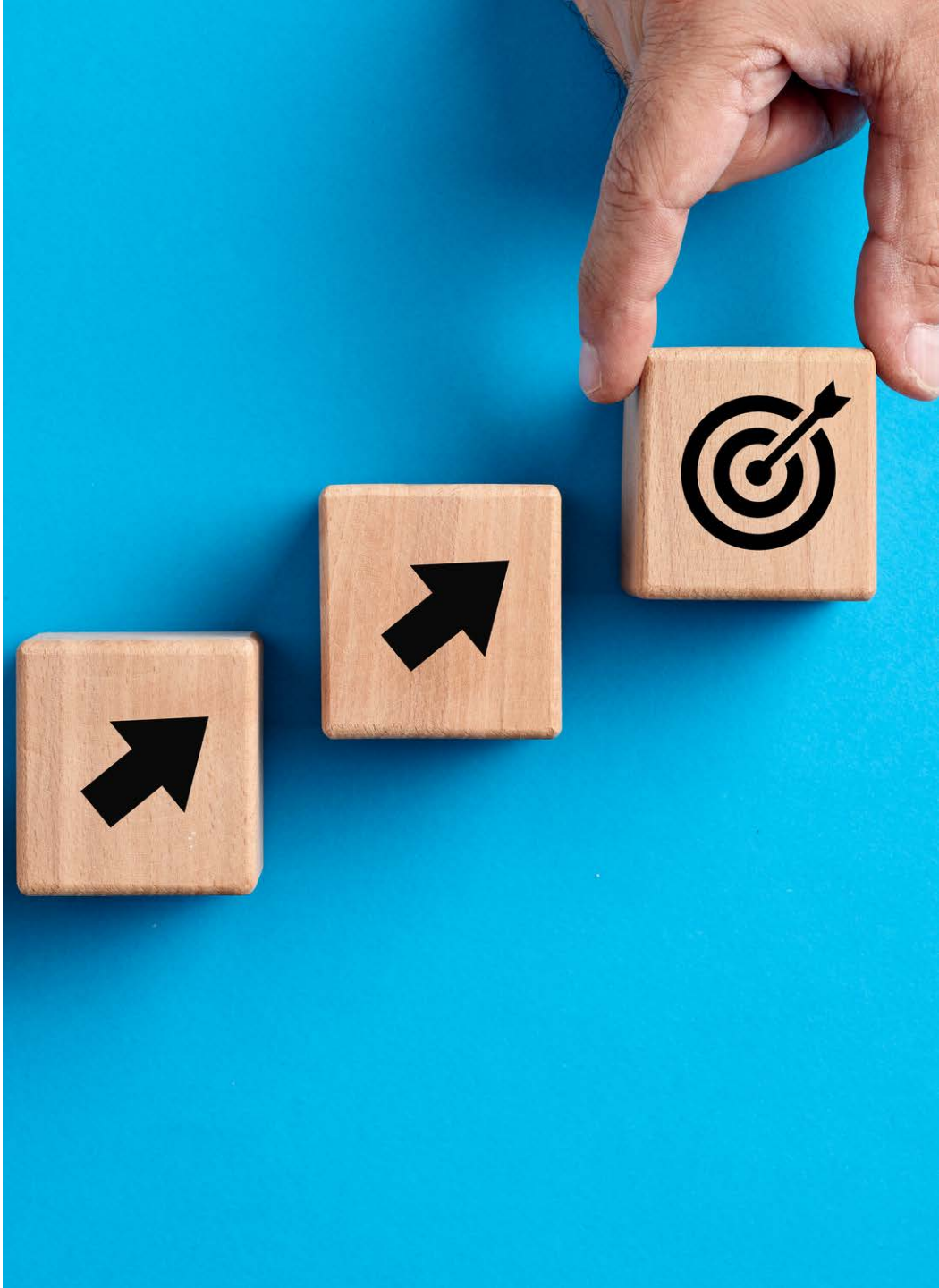
- Role-specific training
- Recurrent exercises and simulations
- Psychosocial competence
- Protection of responders

Overall Outcomes

- Shared understanding of responsibilities
- Increased awareness of families' needs
- Enhanced ability to identify gaps and apply best practices
- Commitment to continued cooperation

Looking Forward

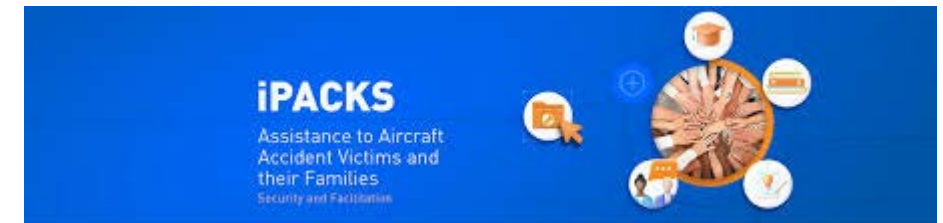
- ❖ Strengthen and update Family Assistance Plans at State and industry plans
- ❖ Expand training and exercises
- ❖ Support further regional cooperation
- ❖ Engage with associations representing victims & their families
- ❖ Focus on continuous improvement, using lessons learned



ICAO Capacity Building

- **AAAVF Course**
 - Course provides competencies to effectively support aircraft accident victims and their family assistance efforts, in accordance with ICAO policy.

- **AAAVF iPack**
 - Help States develop or revise the National Family Assistance Plan, develop training courses, workshops and exercises, and establish a web-based family assistance management system.



Contributors: The Netherlands (2 iPacks) and Canada (1 iPack).

Draft EUR/NAT-DGCA Conclusion 2026# / Assistance to Aircraft Accident Victims and their Families

That the ICAO Regional Director, Europe and North Atlantic, encourage EUR/NAT States to:

- a) Make the best use of the information and experience that were shared at the joint ECAC/ICAO EUR/NAT regional workshop held in Madrid, Spain, on 27 January 2026;
- b) Pursue efforts to establish and implement a comprehensive national system for the assistance to aircraft accident victims and their families, if not already done, reaching out as needed to the global (ACVFFI) and national entities representing the victims and their families;
- c) Ensure the conduct of regular exercises, involving all relevant stakeholders, to test the effectiveness of established plans at the State and industry levels;
- d) Prioritize the development and update of comprehensive Protocol Question (PQ) self-assessments, Corrective Actions Plans to address the related Protocol Questions (6.381 and 6.383) of the ICAO Universal Safety Oversight Audit Programme (USOAP); and
- e) Consider using the ICAO Course and the iPack on Assistance to Aircraft Accident Victims and their Families as a way to develop or strengthen the national assistance system.

02

Accessibility in International Civil Aviation

ICAO Accessibility Strategy



**KEY PRINCIPLES:
INCLUSIVENESS,
DIGNITY,
CONSULTATION,
HARMONIZATION,
CONTINUITY**



**STRATEGY
PRESENTED AT
THE APRIL 2026
FALP MEETING**

EUR/NAT Aviation Security and Facilitation Group

First meeting (ENAVSECFALG/01) Paris, 3-6 March 2026

Full day session dedicated to Accessibility
“Making air travel more accessible”

Remaining barriers and challenges faced by persons with disabilities and persons with reduced mobility

Innovation and best practices related to infrastructure, technology, equipment, cabin accessibility, and accessible information

Highlights

Passengers

- Challenges and expectations of passengers with disabilities. Freedom to move as a fundamental right vs current barriers.
- Inconsistencies amongst national legal frameworks, causing confusion for passengers.

Regulators

- Rights of persons with disabilities or with reduced mobility in the European Union. Shortcomings of the legal framework, recent developments and next steps.
- Best practices from national authorities, e.g. creation of a disability advisory board joining all relevant stakeholders, including industry, with dedicated working groups. Intermodality.

Airports

- Industry moving beyond compliance, redefining the passenger experience: innovation, universal design and intermodality approach – cultural change.
- Building an inclusive accessibility ecosystem and preparing for the next level of accessibility.
- Collaboration with airlines.
- Building an inclusive airport journey for all.
- Importance of ensuring an accessible infrastructure, wayfinding and independent mobility.
- Sensory comfort and hidden disabilities.
- Communication & access to information.
- Dedicated spaces for assistance dogs.
- Continuous innovation.

Airlines

- Travel demographic is changing.
- Shifting towards creating travel and tourism experiences fully accessible from start to finish.
- Adapt policies and procedures to align with societal changes.
- Variations in accessibility laws lead to legal uncertainty and create challenges.
- Pre-notification and PRM charges in the EU.
- Challenges with service dogs.

Best practices

- Joined-up approach involving regulators, industry, and the community
- Accessible websites
- Facilitate communication with passengers
- List the types of services offered. Act as soon as the booking process begins
- Guidance material

Aircraft Manufacturers

- Addressing the key challenges for cabin accessibility in collaboration with airlines and users. Learning directly from the community.
- Accessibility advisory groups.
- Customer centric approach and inclusive systems engineering approach.
- Near term: studies for the use of personal wheelchair on-board, tactile placards, accessible lavatories, digital solutions & services, and cargo loading box for safe wheelchair transport.
- Medium-long term: incorporation of structural changes for in-production aircraft, and inclusive design thinking and systems engineering applied to new aircrafts.

Save the date



Joint ECAC–ICAO EUR/NAT Workshop on Accessibility

Tbilisi, Georgia

27 January 2027

Draft EUR/NAT-DGCA Conclusion 2026#/Better assisting passengers with disabilities and passengers with reduced mobility

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That the ICAO Regional Director, Europe and North Atlantic, encourage EUR/NAT States to:

- a) Strengthen their commitment to dignity, non-discrimination, and universal accessibility in air transport, consistent with Annex 9 of the Chicago Convention— Facilitation, relevant Assembly Resolutions, and international human rights instruments;
- b) Integrate accessibility in national aviation development strategies plans to ensure safe, dignified travel for passengers with disabilities and passengers with reduced mobility, working closely with regional and national entities representing persons with disabilities, such as the European Disability Forum (EDF);
- c) Ensure effective oversight of, and support to the concerned operators to ensure compliance with the applicable legal framework and to promote the adoption of best practices and innovative solutions; and
- d) Participate and actively engage in the upcoming joint ECAC/ICAO EUR/NAT regional workshop on accessibility, to be held in Tbilisi, Georgia, on 27 January 2027.

ANY QUESTIONS?

The full meeting report, including all meeting conclusions, is available on the EUR/NAT website.

Thank You

