



Ministry of Infrastructure
and Water Management

Ensuring accident
victims and their
families are treated the
same the world over

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Ministry of Infrastructure and
Water Management

The Netherlands



Content

- Procedures, Point of Contact's and Point of Information's at Global, National, Regional level and at the level of an individual aerodrome
- An overall scheme for validation, verification and identification and informing families of victims in an aircraft accident
- Lessons learned





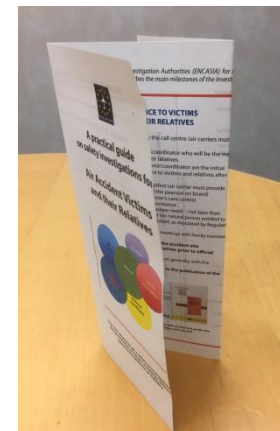
Global level: Annex 9

1. The Netherlands have implemented all relevant items of Annex 9 in order to facilitate the investigation and enable the provision of assistance and information to the families;
2. Especially paragraph 8.41-8.46;
3. It is important to have a unambiguous registration of passengers.



EU Regulation 996/2010 & National Crisis Plan Aviation Accidents - 1

- At the level of the European Union Regulation 996/2010 requires a civil aviation accident emergency plan at national level’.
- At national level we have a ‘National Crisis Plan Aviation Accidents’





National Crisis Plan Aviation Accidents - 2

- Four accident scenario's:
 1. At an airport in The Netherlands
 2. In The Netherlands but outside an airport
 3. On the North Sea
 4. Abroad or over international water



Points of contact (PoC) and Points of information (PoI) – 1

1. Special Assistance Team of the Airline - Point of contact and point of information for victims and their family.
2. Family detective, an executive police officer, but not involved personally in the accident investigation. Is a PoC for the family;
Collects useful information for identification;
Informs the family in case of a positive identification.



Possible points of contact (PoC) and Points of information (PoI) – 2

3. Victim Information System: e.g. to inform families on the location of non-self-reliant wounded victims.
4. A professional and qualified PoC and PoI of the municipality for victims and their families. For all issues not already covered.



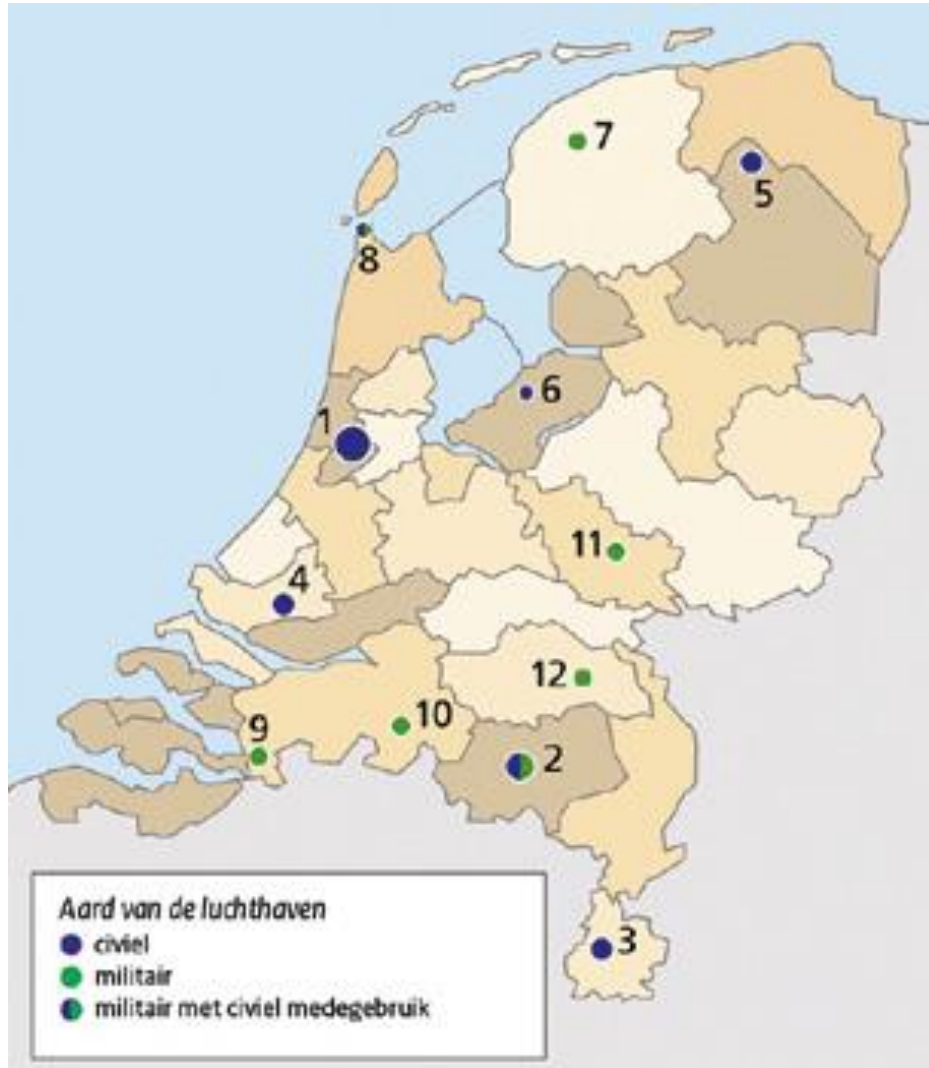
Possible points of contact (PoC) and Points of information (PoI) – 3

5. PoC Ministry of Foreign Affairs.

PoC for consular assistance for foreign victims and their family and for the embassies and consulates of their countries.

6. Case manager of Victim Support Nederland, a part of our healthcare.

- It also includes the following safety regions



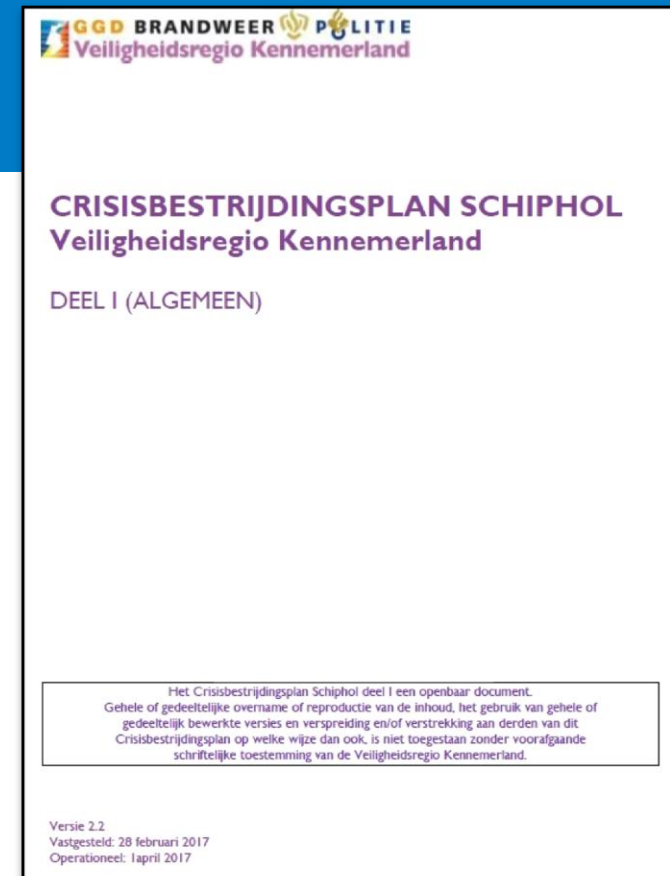
Veiligheidsregio		Naam luchthaven
1	Kennemerland	Amsterdam Airport Schiphol
2	Zuid-Oost Brabant	Vliegbasis Eindhoven / Eindhoven Airport
3	Zuid-Limburg	Maastricht Aachen Airport
4	Rotterdam-Rijnmond	Rotterdam The Hague Airport
5	Drenthe	Groningen Airport Eelde
6	Flevoland	Lelystad Airport
7	Fryslân	Vliegbasis Leeuwarden
8	Noord-Holland-Noord	Vliegbasis de Kooy
9	Midden- en West Brabant	Vliegbasis Woensdrecht
10	Midden- en West Brabant	Vliegbasis Gilze-Rijen
11	Gelderland-Midden	Vliegbasis Deelen
12	Brabant Noord	Vliegbasis Volkel

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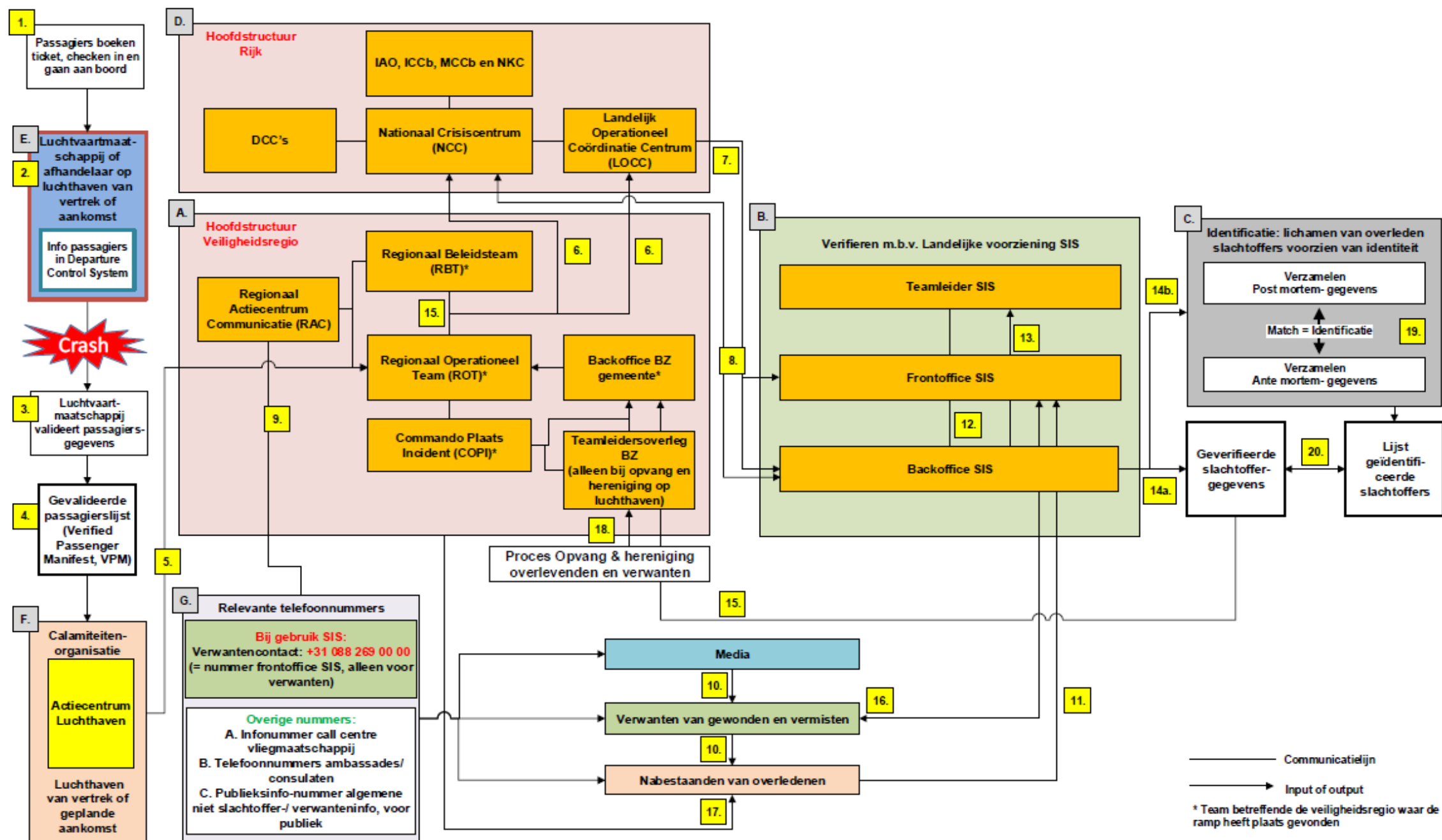


At the level of an individual airport

Safety Region Kennemerland, around Schiphol Airport, has produced “Crisis Management Plan Schiphol”.



Processchema validatie, verificatie, identificatie en informeren verwanten en relaties ten aanzien van slachtofferinformatie bij vliegtuigongevallen in het binnenland - versie 25 november 2016, beheer Amsterdam Airport Schiphol



Communicatielijn

Input of output

* Team betreffende de veiligheidsregio waar de ramp heeft plaats gevonden



Lessons learned - 1

1. Communication

1. Who will communicate with families, but also with the media and in which order; a communication plan does help;
2. Inform the family of victims preferably before informing the media;
3. Pressure to give names of victims: realize the differences between lists with pax and victims, avoid false hope and confusion. Policy level decision.
4. Realize the difference between individual communication and general communication



Lessons learned - 2

2. Evaluation of communication to the family and to the general public in a recent case: various proposals to improve for future cases, especially the need of being able to use quickly a national telephone number;
3. In case of major disasters with a lot of attention and media, also pay attention to the well-being of social workers.
4. The Netherlands are willing to contribute to an update of an ICAO action plan in order to capture lessons learned.



Respect for the victims and their families





Thank you for your attention

Questions?



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