



简化手续专家组 (FALP)

第十四次会议

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议程项目 4: 简化手续专家组各工作组的报告

援助航空器事故受害者及其家属工作组 (WG-AAAVF) 的报告

(由报告员代表援助航空器事故受害者及其家属工作组提交)

摘要

本工作文件提供援助航空器事故受害者及其家属工作组 (WG-AAAVF) 的最新情况，重点介绍国际民用航空组织 (ICAO) 在援助航空器事故受害者及其家属方面的标准和建议措施 (SARPs) 及相关指南存在的实施不足，以及帮助国际民航组织成员国改进实施工作的备选方案。

简化手续专家组的行动:

- a) 注意到国际民航组织成员国对援助航空器事故受害者及其家属 (AAAVF) 标准和建议措施及相关指南的实施率持续偏低，以及AAAVF工作组所查明的潜在原因。
- b) 核可附录A中提出的旨在改进实施工作的建议，并将相关行动酌情移交AAAVF工作组和国际民航组织秘书处处理。

1. 引言

1.1 援助航空器事故受害者及其家属工作组 (WG-AAAVF) 的工作卡已在简化手续专家组第十三次会议 (FALP/13) 上获得批准。WG-AAAVF 工作组后来分为两个分组，以利高效进行讨论。第 1 分组负责查明阻碍国际民航组织成员国实施 AAAVF 标准和建议措施 (SARPs) 及指导材料的挑战，并拟定帮助国际民航组织成员国改进实施工作的备选方案。本文件以下章节和附录重点介绍第 1 分组的工作成果。

1.2 第 2 分组的任务是确定国际民航组织 AAAVF 标准和建议措施及指导材料中需要改进或澄清的地方，以更好地指导国际民航组织成员国实施向航空器事故受害者及其家属的援助；凡发现不足之处，还负责提出改进国际民航组织标准和建议措施和、或指导材料的建议方案。

1.3 第 2 分组首先审查了国际民航组织现有框架，以评估 AAAVF 现行规定的充分性。经对国际民航组织相关附件所作差距分析发现，除其他事项外，附件 6 —《航空器的运行》中缺

乏具体针对航空器运营人的标准和建议措施（及相关指导材料）；同时，发现有机会修订附件 9 一《简化手续》建议措施（RP）8.44 的措辞，将其中连词“或”改为“和”。第 2 分组还分析了各国及其他相关利害攸关方在 AAVF 领域颁布的法律、规章和政策，旨在找出相同和不同的做法。在此基础上，第 2 分组启动了对 Doc 9998 号文件《国际民航组织关于援助航空器事故受害者及其家属的政策》和 Doc 9973 号文件《关于援助航空器事故受害者及其家属的手册》的比较审查，包括评估 Doc 9973 号文件的结构和内容是否与 Doc 9998 号文件规定的框架相符。接下来工作重点是对这些文件进行比较分析，建立 AAVF 相关文件库，并从 AAVF 的角度审视过去的航空器事故，以评估提供援助的情况，总结经验教训，支持对指导材料的更新。

2. 问题阐述

2.1 国际民航组织关于援助航空器事故受害者及其家属的标准和建议措施及指南的实施率低下。这表明国际民航组织很多成员国可能尚不具备向航空器事故受害者及其家属提供及时、热诚援助的条件。

2.2 各国必须认知并接受一点，即：航空事故是一种意外且常具灾难性的事件。航空业界出于对因航空事故而遭受痛苦和损失的人的关怀正不断加大努力制定相关程序，以及时满足受害者及其家属的需要。

2.3 Doc 9998 号文件强调：“支持航空器事故受害者及其家属的援助方案，要求航空运营人、机场运营人、事故发生地国、非政府组织和专业商业公司协力规划，共同响应。无论事故规模大小，受害者及其家属均应获得适当的援助。由于航空器事故的规模和情况不同，援助家属所需的资源量也会有很大差别。因此，必须对此类事件预作规划，以确保在发生重大航空器事故时，向受害者及其家属提供的援助是充分和足够的。”预作规划有助于实现以下成果：

- a) **增强公众对国家危机响应体系可靠性的信任。**所有国家负有道义义务，确保受害者及其家属获得与国家在危难之际保护和扶助民众之责任一致的充分援助。建立一套援助航空器事故受害者及其家属的强大体系，能增强国家整体应急预备能力，使其更有条件应对各类灾害。一个负责任且准备就绪的国家，有助于防止航空器事故发生后公众对航空系统的信心发生动摇。
- b) **维护国际社会责任。**国家一般受国际航空规章和公约约束，有义务向受害者及其家属提供适当的支持。对航空事故做出有组织的应对，能伸张一国作为全球舞台上坚定、负责的行为人的国际地位。一国向在本国辖区内遭遇航空器事故的外国人伸出援手，既能让他国确信其公民在国外也能得到照顾，也有助于各国之间相互支持。
- c) **管理航空器事故的经济影响。**有效的援助有助于缓解受害者及其家属遭受的当前创伤和长期心理影响。投入资金提供紧急救助，有助于控制医疗和心理成本，以及因应对失当可能造成的经济后果。充分的援助或许还有助于管理经济影响的关键一环，即维护对国家航空业的信心。
- d) **提供明确且可预见的援助。**通过建立相关机制、从权威渠道向受害者及其家属及时提供事实信息来援助家属，可在慌乱的环境中带来秩序感。对家属的有效援助可向受害者及其家属明确传达可获得的援助，援助的流程和预计时间表，从而保证信息传达的一致性，减少误解。援助家属可为受影响者提供一个能倾诉心声、解决关切的安全、可靠的环境。

3. 讨论

3.1 现有数据表明，在标准 8.43 和建议措施 8.44 生效近四年后，国际民航组织成员国对 AAVF 标准和建议措施及指导材料的实施率仍然很低。附录 B 就相关数据做了更详细的说明和分析。

3.2 国际民航组织普遍安全监督审计计划（USOAP）持续监测方法（CMA）根据协议问题（PQ）6.383 评估 AAVF 标准和建议措施及指南的实施情况。¹截至 2026 年 2 月，在接受 PQ 6.383 项下审计的 55 个国际民航组织（ICAO）成员国中，有效实施（EI）评分为 10.91%。换言之，自 PQ 6.383 加入 USOAP-CMA 计划以来，在接受评估的 55 个国家中只有 6 个国家被评为“满意”。

3.3 国际民航组织成员国通过网基合规检查单和电子报告差异（EFOD）系统，自行报告其遵守国际民航组织标准和建议措施的情况。在电子报告差异系统中，对附件 9 之 8.43 和 8.44 的合规率呈下降趋势（分别为 36%和 16%），而对附件 9 之 8.38-8.42 的平均合规率为 52%。在审查电子报告差异数据时，应注意国际民航组织成员国没有义务就建议措施报告差异。

3.4 由于数据存在缺口，难以就 AAVF 相关标准和建议措施的实施率得出明确结论。例如，在电子报告差异系统中，对 AAVF 标准和建议措施的“无资料”条目数量巨大；而在国际民航组织 193 个成员国中仅有 55 个国家接受了 PQ 6.383 项下评估。尽管如此，仍可观察到造成实施率低的三个可能原因：(1) 缺乏对援助航空器事故受害者及其家属标准和建议措施及指南的了解；(2) 缺乏援助航空器事故受害者及其家属方面的专长、知识和经验；(3) 援助家属规划的成本和复杂性。

缺乏对援助航空器事故受害者及其家属标准和建议措施及指南的了解

3.5 各国可能还不知道附件 9 中较新的 8.43 和 8.44。得此看法的依据是，在电子报告差异系统中，对附件 9 之 8.38-8.42 的合规率、差异和无资料条目数量稳定，而对附件 9 之 8.43 和 8.44 则呈下降趋势。不过，家属援助规划并非新的概念。标准 8.43 是 2022 年 11 月前的建议措施 8.46。目前电子报告差异系统对标准 8.43 的自报合规率（36%），与国际民航组织 2021 年一次答复国数量相近的调查结果（26%）相符。自报合规率持稳表明，除标准和建议措施新近出台外，或许还有可影响实施的其他因素。

3.6 另外，各国可能熟悉附件 9 之 8.43 和第 8.44，但不熟悉 Doc 9998 号文件和 Doc 9973 号文件中概述的相关指导材料；若如此，各国可能并不了解支持航空器事故受害者及其家属所需的文件和任务。

3.7 电子报告差异系统中对标准 8.43 的合规率（36%）似乎高于 PQ 6.383 之 10.91%的总体有效实施（EI）率。电子报告差异系统的自报合规率相较于国际民航组织审计人员对 PQ 6.383 的评估结果的差异，可能表明国际民航组织成员国对援助家属的具体内容和、或 PQ 6.383 的衡量标的缺乏了解（如普遍安全监督审计计划持续监测做法不仅审查标准，而且审查建议措施和指南的事实）。

¹ 普遍安全监督审计计划持续监测做法还具体提出几项与航空器事故调查中援助工作相关的协议问题。详见 PQ 6.371、6.381 和 6.397。这几个协议问题的相关工作由国际民航组织事故调查专家组（AIGP）统筹开展。

- 例如，建议措施8.44提及“航空器或机场运营人”，而PQ 6.383之2分题则考问“该国是否已确保航空运营人和机场运营人制定了家属援助计划”（着重号后加）。如果各国不熟悉PQ 6.383，就可能认为机场或者航空运营人只要一家而非两家都制定家属援助计划就够了，但PQ 6.383似乎是两家都问的。这或许也表明，各国对符合国际民航组织AAAVF标准和建议措施及指南的要求究竟为何并不甚了然。
- 电子报告差异系统中对建议措施8.44的参与度低于其他AAAVF相关标准和建议措施（国际民航组织81%的成员未提供资料）。这种参与度不足可能影响国际民航组织成员国满足PQ 6.383的能力，因为该问题2分题是要评估各国是否要求航空运营人和机场运营人都制定家属援助计划。
- 自报合规情况与根据PQ 6.383进行的评估之间存在差异，可能还因为各国特有的家属援助体系虽与AAAVF标准和建议措施及相关指南不同，但在各国看来仍可提供充分的援助。一个与AAAVF标准和建议措施及指南不同的家属援助体系可能是满足不了PQ 6.383的。不过，电子报告差异系统中对附件9之8.43和8.44的低差异率，又可能使此说不能成立。
- 最后，电子报告差异系统与PQ 6.383在评估结果上的差异，可能是电子报告差异系统中“无资料”条目数量大和PQ 6.383样本量小所致。在电子报告差异系统中自报合规的国家与PQ 6.383项下评定为“不满意”的国家或有不同。

缺乏援助航空器事故受害者及其家属方面的专长、知识和经验

3.8 援助家属的某些方面（如健康和社会服务等），超出了传统的航空领域。国际民航组织大多数成员国的民航局（CAA）主要系由可能缺乏提供家庭援助经验的航空安全和安保专家组成。因此，必须在民航局内部培养或从外部引进建立和实施家属援助体系所需的多学科能力。有些国家可能干脆将家属援助责任完全交由民航局以外的机构承担，但仍须不断进行协调，若协调不力，恐会导致家庭援助服务的提供出现缺失。

3.9 牵涉大量受害者或其家属的事故，往往更容易暴露出各国在提供家属援助能力方面存在的问题，并催生出解决此类问题的建议。由于大型事故较为少见，许多国家从未直面其家属援助体系中的弱点，也从未发展出援助航空器事故受害者及其家属方面的专长、知识和经验。

援助家属规划的成本和复杂性

3.10 按照国际民航组织 AAASF 标准和建议措施及相关指南建立一套家属援助提供体系，可能需要制定新的或修改现有的应急响应预案和制度，这需要航空和非航空领域的众多组织之间开展广泛协作，包括国家、地区和当地政府，以及航空业和其他第三方组织。建立此一体系所需的协作和组织工作，可能成为实施 AAASF 标准和建议措施及相关指南的一道障碍。

3.11 国家可能认为航空事故及提供家属援助的需求相对罕见，因而难以为家属援助规划配备资源，而是选择将资源优先配予其认为更为紧迫的其他问题。此外，国际民航组织成员国还可能缺乏建立家属援助体系的政治意愿。以往的经验表明，许多国家只有在经历了大规模空难的冲击、在事故受害者及其家属的疾呼下，才会建立家属援助体系。

4. 建议

4.1 鼓励简化手续专家组:

- a) 注意到国际民航组织成员国对援助航空器事故受害者及其家属的标准和建议措施及相关指南的实施率持续低下，以及援助航空器事故受害者及其家属工作组指出的潜在原因; 和
 - b) 核可附录 A 中提出的旨在改进实施工作的建议，并酌情将相关行动移交援助航空器事故受害者及其家属工作组和国际民航组织秘书处处理。
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APPENDIX A

OPTIONS TO IMPROVE IMPLEMENTATION OF AAVF SARPS AND GUIDANCE

Enhance Awareness of AAVF SARPs and Guidance

1. Continue promoting and facilitating discussions regarding AAVF at relevant ICAO events.
2. Create an online portal or webpage to consolidate and make easily accessible all AAVF-related ICAO materials, similar to what has been done for aircraft accident and incident investigations. In addition to ICAO SARPs and guidance, include state-level materials and best practices, as appropriate.
3. Translate AAVF course materials and iPack resources into all official ICAO languages (Arabic, Chinese, French, Russian, and Spanish) to ensure wider accessibility.
4. Consider amending the text of Annex 9, 8.44 to read “aircraft and airport operator” rather than “aircraft or airport operator” to clarify that both aircraft and airport operators should plan for family assistance. This would align with Doc 9973 and PQ 6.383 from the USOAP CMA Programme which asks whether the State has ensured that both air operators and aerodrome operators establish family assistance plans.
5. Urge States to enter or review information in the Online Framework (OLF), specifically regarding Annex 9 — *Facilitation*, 8.38 to 8.44 on EFOD and PQ 6.383 on Self-Assessment modules, so that ICAO can consider those entries when planning future audits.
6. Encourage ICAO auditors to make PQ 6.383 a priority protocol question in all USOAP CMA activities that cover the area of aircraft accident and incident investigation (AIG).
7. Continue to reflect AAVF in ICAO’s priorities and forward planning activities.

Build AAVF Expertise, Knowledge, and Experience

8. Promote regional and national workshops with a focus on AAVF SARPs and guidance, best practices, and operational considerations. Encourage States to consider the participation of aircraft accident victims and their families in the workshops. Offer workshops in languages based on regional needs.
9. Build on regional and national workshops with follow-up support and coaching via ICAO regional officers or localized offices in all ICAO official languages to States developing family assistance plans.
10. Review feedback from the AAVF Course, iPack, and related ICAO events in collaboration with the WG-AAVF, to evaluate their effectiveness and to consider adjustments, as needed, going forward.
11. Promote State-to-State mentoring on family assistance (e.g., by inviting representatives from other countries when developing, implementing, and/or testing family assistance plans).
12. Encourage states to consider collaborating with relevant national and international organizations in their implementation of plans and policies for AAVF.

Facilitate Adoption Given Cost and Complexity of Planning for Family Assistance

13. Explore options to conduct cost-benefit analysis on AAVF and disseminate the results to ICAO Member States in order to provide them with the tools to promote the necessary political will.

APPENDIX B

BACKGROUND AND STATUS OF AAAVF IMPLEMENTATION

1. AAAVF SARPS AND GUIDANCE

1.1 ICAO SARPs for the provision of assistance to aircraft accident victims and their families are included in Annex 9 — *Facilitation*, Chapter 8 (Facilitation Provisions covering specific subjects), I (Assistance to aircraft accident victims and their families), Standards and Recommended Practices 8.38 to 8.44. These SARPs are supported by Doc 9973 – *Manual on Assistance to Aircraft Accident Victims and their Families* and Doc 9998 – *ICAO Policy on Assistance to Aircraft Accident Victims and their Families*. Standard 8.43 and Recommended Practice 8.44 are particularly crucial to ensure comprehensive support for aircraft accident victims and their families:

8.43. Contracting States shall establish legislation, regulations and/or policies in support of assistance to aircraft accident victims and their families.

Note— Attention is drawn to Doc 9998, ICAO Policy on Assistance to Aircraft Accident Victims and their Families and Doc 9973, Manual on Assistance to Aircraft Accident Victims and their Families.

8.44. Recommended Practice – *Contracting States should ensure that each aircraft or airport operator, as appropriate, develop appropriate plans to provide timely and effective assistance to aircraft accident victims and their families.*

Note— Airport operators' plans regarding assistance to aircraft accident victims and their families may form part of the Aerodrome Emergency Plan (AEP) required under Annex 14 — Aerodromes.

1.2 Standard 8.43 and Recommended Practice 8.44 entered into force in November 2022 based on Amendment 29 to Annex 9 (although Standard 8.43 previously existed as a recommended practice, which was created in 2015 via Amendment 25 to Annex 9). These SARPs build on more than two decades of work and collaboration by ICAO Member States, the ICAO Secretariat and Council, the Air Crash Victims Families Federation International and precursors, and aviation industry organizations since the ICAO Assembly adopted Resolution A32-7 in 1998.

1.3 Beyond Annex 9, 8.43 and 8.44, SARPs 8.38 to 8.42 focus on facilitating the entry of family members, authorized representatives of operators involved in accidents and their alliance partners. These SARPs also address expedited issuance of visas and emergency travel documents to these individuals, and repatriation of human remains to their country of origin at the request of family members or the operator. SARPs 8.38 to 8.42 were created in 2005 via Amendment 19 to Annex 9.

2. AAAVF IMPLEMENTATION RATES

2.1 The WG-AAAVF used data from a 2021 ICAO Survey, ICAO's Electronic Filing of Differences system and the ICAO Universal Safety Oversight Audit Programme (USOAP) to assess implementation rates among ICAO Member States for Annex 9 — *Facilitation* Standard 8.43 and

Recommended Practice 8.44, as well as associated guidance material (i.e., *Doc 9973 – Manual on Assistance to Aircraft Accident Victims and their Families* and *Doc 9998 – ICAO Policy on Assistance to Aircraft Accident Victims and their Families*).

2021 ICAO Survey

2.2 In 2021, the ICAO Secretariat conducted a survey on Member States’ implementation of what was then Annex 9, 8.42-8.46 (State Letter EC 6/3-20-26). This survey predated the renumbering of the SARPs, elevation of Recommended Practice 8.46 to Standard 8.43, and the creation of Recommended Practice 8.44. FALP/12-WP/20 Revision No. 1 discussed, among other things, the results of this survey, noting that what was at the time Recommended Practice 8.46 had the lowest implementation levels among the AAVF SARPS.

Table 1. Results from 2021 ICAO Survey of AAVF Implementation (66/193 States Responded)

Question	Yes	No	No Entry
Question 8.41: Does your State have legislation, regulations, decrees, or other legal and administrative arrangements in place with adjacent States to facilitate the entry into their territory on a temporary basis of family members of victims of an aircraft accident?	51 (26%)	12 (6%)	130 (67%)
Question 8.42: Does your State have legislation, regulations, decrees, or other legal and administrative arrangements in place with adjacent States to facilitate the entry into their territory, on a temporary basis, of authorized representatives of the operator whose aircraft has met with the accident, or of the operator’s alliance partner, in order to enable them to provide assistance to survivors and their family members, the family members of the deceased victims of the accident and the relevant authorities in these States?	52 (27%)	11 (6%)	130 (67%)
Question 8.43 Part 1: Does your State require any other travel document than a passport, or an emergency travel document issued specifically to such persons, to enable them to travel to these States?	23 (12%)	40 (21%)	130 (67%)
Question - 8.43 Part 2: In cases where your State requires entrance visas for persons referred to in 8.41 and 8.42 above, is the issuance of such visas expedited?	51 (26%)	7 (4%)	135 (70%)
Question - 8.44: Does your State issue emergency travel documents, if required, to its nationals who have survived the accident?	62 (32%)	3 (2%)	128 (66%)
Question - 8.45: Does your State extend all necessary assistance, such as arranging transport and clearing customs, in the repatriation of human remains to their countries of origin, on request by family members of the deceased or the operator whose aircraft met with the accident?	60 (31%)	5 (3%)	128 (66%)
Question - 8.46 Part 1: Does your state have legislation, regulations, decrees and/or policies in support of assistance to aircraft accident victims and their families?	50 (26%)	14 (7%)	129 (67%)
Question - 8.46 Part 2: Does the State have a Plan (s) to facilitate assistance to aircraft accident victims and their families?	41 (21%)	21 (11%)	131 (68%)

Electronic Filing of Differences

2.3 ICAO Member States self-report alignment with ICAO SARPs via the web-based Compliance Checklist and the Electronic Filing of Differences (EFOD) tool. Table 2 presents implementation rates for Annex 9, SARPs 8.38 to 8.444 based on EFOD Implementation Data (extracted February 2026). When reviewing the EFOD data, it should be noted that ICAO Member States are not obligated to file differences for recommended practices.

Table 2. EFOD Data for AAVF SARPs

SARP	Compliance	Differences	No Entry	Compliance %	Differences %	No Entry %
STD 8.38	101	10	82	52%	5%	42%
STD 8.39	103	10	80	53%	5%	41%
RP 8.40	93	12	88	48%	6%	46%
STD 8.41	104	6	83	54%	3%	43%
STD 8.42	105	8	80	54%	4%	41%
STD 8.43	69	12	112	36%	6%	58%
RP 8.44	31	6	156	16%	3%	81%

USOAP CMA Audits

2.4 ICAO's Universal Safety Oversight Audit Programme (USOAP) Continuous Monitoring Approach (CMA) includes an assessment of ICAO Member States' implementation of AAVF SARPs and guidance via Protocol Question (PQ) 6.383 (Figure 1). PQ 6.383 references Annex 9 SARPs 8.38 to 8.44, as well as Doc 9998 and Doc 9973.¹

Figure 1. PQ 6.383 and Sub-Questions

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

- 1) the primary aviation legislation, specific operating regulations and/or policies establish family assistance plans that address the scope, responsibilities, roles and coordination necessary to provide assistance to aircraft accident victims and their families.
- 2) the State has ensured that air operators and aerodrome operators have established family assistance plans.
- 3) the family assistance plans are periodically reviewed by the State and service providers.
- 4) the State has ensured that air operators have arrangements with aerodromes in which they operate to implement the family assistance plans.
- 5) an agency is designated to coordinate the timely and appropriate delivery of assistance.

2.5 As of February 2026, the Effective Implementation (EI) score among the 55 ICAO Member States audited for PQ 6.383 was 10.91%. In other words, out of the 55 States evaluated since PQ 6.383 was added to the USOAP-CMA Programme, 6 countries have been assessed as "satisfactory".

2.6 Though the EFOD system features a high rate of non-entries and only a small portion of ICAO Member States have been evaluated on PQ 6.383, the available data still suggests that implementation among ICAO Member States of AAVF SARPs and guidance is low nearly four years after the entry into force of Annex 9, 8.43 and 8.44. The findings from EFOD and USOAP audit data align

¹ The USOAP CMA Programme also features protocol questions related to assistance in the context of aircraft accident investigations. See PQ 6.371, 6.381, and PQ 6.397. Work on these protocol questions is conducted under the purview of ICAO's Accident Investigation Panel (AIGP).

with the 2021 ICAO survey. Of the 66 States that responded to the 2021 ICAO Survey, 60 also provided a response in the EFOD system for at least one of Annex 9 SARPs 8.38 to 8.44.

3. PAST WORK TO IMPROVE IMPLEMENTATION

3.1 Improving implementation of ICAO SARPs and guidance for assistance to aircraft accident victims and their families has been a consistent focus in ICAO's work on in the field of AAVF.

3.2 In December 2021, the First Symposium on Assistance to Aircraft Accident Victims and their Families (AAVF 2021), was held in Las Palmas de Gran Canaria, Spain. It discussed, among other things, that States do not always have the legislation and/or policies to support family assistance. Several of the 30 recommendations emanating from AAVF 2021 related to improving implementation of AAVF SARPS and building capacity for the delivery of family assistance.

3.3 In November 2024, the Second Symposium on Assistance to Aircraft Accident Victims and their Families (AAVF 2024), was held in Haarlem, the Netherlands. It provided a platform for States, aviation experts, regulators, international organizations and associations representing victims and their families to discuss critical issues concerning support for aircraft accident victims and their families. The sessions focused on key themes, including victims' and families' advocacy and support, crisis management, the implementation and oversight of ICAO SARPs, policy and guidance, improvements in accident investigation, insurance and compensation, and protocols for family assistance.

3.4 In September 2025, the 42nd ICAO Assembly included discussions on the need to improve implementation rates of AAVF SARPs and guidance (e.g., on A42-WP16WP/21 Revision No. 1 – presented by the ICAO Council). Resolution A42-15 was also adopted, which “Urges Member States to establish legislation, regulations and/or policies to support victims of civil aviation accidents and their family members, as mandated by ICAO Annex 9 Standard 8.47 (*sic*), and pursuant to Article 28 of the Montréal Convention of 28 May 1999 and Resolution No. 2 adopted by the Montréal Conference.”

3.5 In June 2022, ICAO hosted a validation delivery of its AAVF Course. In December 2022, the first official offering of the course took place. This course is designed to provide CAA representatives, other government officials, aircraft and airport operators and non-governmental organization with the competencies to effectively support aircraft accident victims and their family assistance efforts, in accordance with ICAO Policy on Assistance to Aircraft Accident Victims and their Families (Doc 9998), and the ICAO Manual on Assistance to Aircraft Accident Victims and their Families (Doc 9973).

3.6 The ICAO Secretariat has developed an Implementation Package (iPack) that provides the competencies needed to support accident victims and their families following an aircraft accident. The iPack is a self-contained product which includes relevant documentation, tools, and a give day in-person course. A dedicated subject matter expert will also work with the Civil Aviation Authority, providing guidance in their implementation efforts to achieve the objectives of the iPack.

3.7 Several ICAO Member States and Regional Offices have hosted regional workshops to discuss best practices in the provision of assistance to aircraft accident victims and their families.

3.8 February 20 has been established as an International Day of Remembrance for Air Accident Victims to highlight the importance of AAVF on a yearly basis.