

WORKSHOP ON ASSISTANCE TO AIRCRAFT ACCIDENT VICTIMS AND THEIR FAMILIES (AAAVF)

SUPPORTED BY THE GOVERNMENT OF SPAIN

MEXICO CITY, ICAO NACC REGIONAL OFFICE
19-21 OCTOBER 2026

PROGRAMME

** Speaker to be confirmed.*

Monday 19 October 2026	
TIME	
08:00 – 9:00	**ON-SITE REGISTRATION**
09:00 – 9:30	**WELCOME AND OPENING REMARKS** • **Ángel Luis Arias**: Representative of Spain on the Council of ICAO • **Kennedy Carrillo**: Representative of Belize on the Council of ICAO • **Christopher Barks**, ICAO Regional Director NACC • **Carlos E. Aburto Ramírez**, Aviation Security Director AFAC
9:30 – 9:45	**Setting the Scene - INTRODUCTORY REMARKS ON BEHALF OF THE FAMILY ASSOCIATIONS** **Pilar Vera Palmés**: Chairwoman - Air Crash Victims' Families' Federation International (ACVFFI)
DAY 1 – LEGAL FRAMEWORK, LIABILITY & COMPENSATION	
Session I: Global Policy and Legal Obligations	
9:45 – 10:45 **Session I**	**Panel: Legal framework and State responsibilities** This session provides an overview of the 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). It covers ICAO Resolution A42-15, the responsibilities of the State of Occurrence, the State of Registry and the State of the Operator, the development of Family Assistance Plans (FAPs), and the harmonization of national legislation with ICAO provisions. **Moderator**: **José Maria Peral**, AVSEC/FAL Officer, ICAO NACC • **Danelia Alejandra Ramirez Zelaya** (AVSEC/FAL Inspector), El Salvador

	• **Adriana Ines Rico Useche**, Colombian Civil Aviation Authority - Family Assistance Regulation • **Pamela Suarez**, Strategic Safety Consultant, ALTA • **Pilar Vera Palmés**, Chairwoman - Air Crash Victims' Families' Federation International (ACVFFI)
	Question & Answer Session
10:45 – 11:15	**COFFEE BREAK**
11:15 – 12:30 **Session I**	**Panel continued: Liability, compensation and insurance (Q&A discussion)** This session provides an overview of the international liability, compensation, and insurance framework applicable to aircraft accidents. It covers the liability regimes established under the Warsaw Convention (1929) and the Montreal Convention (1999), advance payments to victims and their families, the role of insurers in the compensation process, and the legal challenges associated with multinational aircraft accidents. **Moderator**: **Ms. Erika Varga**, Legal Officer, ICAO • **Sergio Riberio Martins**, Partner, Beaumont & Son / Clyde & Co • **Alejandro Piera**, Partner at Guanes, Heisecke & Piera, Paraguay
	Question & Answer Session
12:30 – 13:30	**LUNCH BREAK**
Session II: National Legal Frameworks and Implementation	
13:30 – 15:00 **Session II**	**National legal gap assessment** This session provides an overview of national legal frameworks for assisting aircraft accident victims and their families. It examines and guides participants in assessing national legislation against ICAO requirements. The session also identifies gaps related to Family Assistance Plans, reviewing alignment with the relevant provisions of Annexes 9 and 13 and the obligations of the Montreal Convention. **Moderator**: **Abraham Magnus**, Technical Officer, Accident Investigation Section, ICAO • **Elias Kontanis**, Chief, Transportation Disaster Assistance Division, National Transportation Safety Board • **Mariana Pérez** (Specialist AVSEC/FAL/MP), COCESNA • **Claudia Carrasco**, Secretary General, Air Crash Victims' Families' Federation International (ACVFFI) • **Heloisa Diniz**, Emergency Response & Business Development Manager – Latin America & Caribbean, Blake Emergency Services
	Question & Answer Session
15:00 – 15:30	**COFFEE BREAK**
15:30 – 16:30	**Presentations: State experience** **Moderator**: **Janet Chemeli**, Facilitation Officer, ICAO • **Albert Boekhoudt**, Air Transport & Facilitation Inspector, Department of Civil Aviation, Aruba

	• **Franklin (Rene) Ridderstaat**, Head of Planning and Preparation at Aruba's Crisis Management Office • **Rita María Domínguez Monzón**, Head of the Civil Protection Unit, Government Delegation of the Canary Islands, Ministry of Territorial Administration, Gran Canaria, Spain • **Valerie Meehan**, Deputy Head of Facilitation, Airports, Airspace, Resilience and Connectivity Division, Aviation Directorate, Department for Transport
	Question & Answer Session

Tuesday 20 October 2026	
DAY 2 – COMMUNICATION & OPERATIONAL RESPONSE	
9:00 – 9:30	**Recap and introduction** ○ Summary of Day 1 key outcomes ○ Introduction to operational and communication challenges
Session III: Crisis Communication and Family Notification	
9:30 – 9:45	**Introductory remarks** ○ Importance of timely and accurate communication ○ Obligations for notifying families ○ Managing public information
9:45 – 10:45 **Session III**	**Panel: Crisis communication and media management** This session provides an overview of crisis communication and media management following an aircraft accident. It covers timely notification of families, coordination among airlines, governments, and airports, effective management of traditional and social media, and strategies to prevent misinformation and speculation while ensuring accurate and consistent communication. **Moderator**: **Elias Kontanis**, Chief, Transportation Disaster Assistance Division, National Transportation Safety Board • **Rita María Domínguez Monzón**, Head of the Civil Protection Unit, Government Delegation of the Canary Islands, Ministry of Territorial Administration, Gran Canaria, Spain • **Waleska Barbosa Fortini**, Emergency Response Manager, Corporate Safety Department, LATAM Airlines • **Sebastián Macías Valle,** Operational Safety Manager, AIFA Mexico • **Manuel De Jesus Rodriguez Limas**, Volaris Airlines
	Question & Answer Session
10:45 – 11:15	**COFFEE BREAK**
11:15 – 12:30 **Session III**	**Panel continued: Operational response and coordination (Q&A discussion)** This session provides an overview of the operational response and coordination required following an aircraft accident. It covers the establishment of Family Assistance Centres (FACs), coordination of a multi-agency response, the recovery, identification, and repatriation of victims, the return of personal effects, and the importance of respecting cultural and religious considerations throughout the response process. **Moderator**: **Waleska Barbosa Fortini**, Emergency Response Manager, Corporate Safety Department, LATAM Airlines • **Otibho Edeke-Agbareh**, Co-Founder, Director, CrisisDNA

	• **Natalie Fairchild**, Co-Founder, Director, CrisisDNA • **Raúl Montero Benítez**, Aviation Security Deputy Manager, GAP • **Ana Lucía Julián**, Emergency Response Manager, Aeroméxico • **Pamela Suarez**, Strategic Safety Consultant, ALTA • **Mónica Bonilla**, Emergency Coordinator, La Aurora International Airport, Guatemala • **Victor Gamalier Vargas**, Customer Service Representative, United Airlines
	Question & Answer Session
12:30 – 13:30	**LUNCH BREAK**
Session IV: Simulation Exercise – Accident Response	
13:30 – 15:30 **Session IV**	**Scenario-based exercise** ○ Aircraft accident scenario ○ Multi-agency response simulation **Moderator**: **Pamela Suarez**, Strategic Safety Consultant, ALTA • **Valerie Meehan**, Deputy Head of Facilitation, Airports, Airspace, Resilience and Connectivity Division, Aviation Directorate, Department for Transport • **Elias Kontanis**, Chief, Transportation Disaster Assistance Division, National Transportation Safety Board • **Otibho Edeke-Agbareh**, Co-Founder, Director, CrisisDNA • **Natalie Fairchild**, Co-Founder, Director, CrisisDNA • **Claudia Carrasco**, Secretary General, Air Crash Victims' Families' Federation International (ACVFFI) • **Waleska Barbosa Fortini**, Emergency Response Manager, Corporate Safety Department, LATAM Airlines • **Carlos Alberto Gutiérrez Montes**, National Inspector, AFAC
15:30 – 16:00	**COFFEE BREAK**
16:00 – 16:30	**Debrief and lessons learned** ○ Identification of operational gaps ○ Best practices for improvement ○ Feedback from participants

Wednesday 21 October 2026	
DAY 3 – FAMILY ASSISTANCE PLANS & CAPACITY BUILDING	
9:00 – 9:30	**Recap and introduction** ○ Summary of Day 2 key outcomes ○ Introduction to FAP development and long-term support
Session V: Developing Effective Family Assistance Plans (FAPs)	
9:30 – 9:45	**Introductory remarks** ○ ICAO requirements for FAPs ○ Importance of preparedness and planning
9:45 – 10:45 **Session V**	**Panel: Building and implementing FAPs** This session provides an overview of the development and implementation of comprehensive Family Assistance Plans (FAPs). It covers the key components of an effective FAP, the roles and responsibilities of airlines, airports and governments, integration with national emergency response

	frameworks, and the importance of regularly testing, evaluating and updating FAPs to ensure preparedness. **Moderator**: **Valerie Meehan**, Deputy Head of Facilitation, Airports, Airspace, Resilience and Connectivity Division, Aviation Directorate, Department for Transport • **Fernando Camargo**, Regional Officer, Technical Assistance, NACC, ICAO • ***Lesley Fer**: National Crisis Coordinator, Directorate of Risk Management and Disaster Policy • **Guillermo Reyes Vidal**, Emergency Response Manager, Aeromexico, Mexico • **Mónica Bonilla**, Emergency Coordinator, La Aurora International Airport, Guatemala
	Question & Answer Session
10:45 – 11:15	**COFFEE BREAK**
11:15 – 12:30 **Session V**	**Panel continued: Victim support and human factors (Q&A discussion)** This session provides an overview of victim support and human factors in the aftermath of an aircraft accident. It covers the provision of psychological support and trauma-informed care for victims and their families, the importance of cultural and religious sensitivity, the role of non-governmental organizations and family associations, and approaches to long-term support and memorialization. **Moderator**: **Kennedy Carrillo**, Representative of Belize to the Council of ICAO • **Carlos E. Aburto Ramirez**, Aviation Security Director, AFAC • **Oscar Torres Jimenez**, AVSEC Projects Deputy Manager, OMA Airports • **Julián Acuña Hernández**, Investigador de Accidentes Aéreos 1, Unidad de Accidentes e Incidentes, Consejo Técnico de Aviación Civil, Costa Rica • **Otibho Edeke-Agbareh**, Co-Founder, Director, CrisisDNA • **Natalie Fairchild**, Co-Founder, Director, CrisisDNA
	Question & Answer Session
12:30 – 13:30	**LUNCH BREAK**
Session VI: Capacity Building and Compliance	
13:30 – 15:00 **Session VI**	**Workshop: National action planning** This session provides an overview of the development of National Action Plans for Assistance to Aircraft Accident Victims and their Families (AAAVF). Participants will develop action plans addressing legal reforms, Family Assistance Plan (FAP) development, training programmes and inter-agency coordination mechanisms, with a focus on improving EFOD compliance and reporting, and on monitoring and evaluating implementation, including through the USOAP framework. **Moderator**: **Fernando Camargo**, Regional Officer, Technical Assistance, NACC, ICAO • **Joaquin Feliz**, Comision Investigadora de Accidentes de Aviacion, Dominican Republic • **Eveling Arauz**, Gerente de Investigación de ACCIF-INCID, COCESNA • **Elias Kontanis**, Chief, Transportation Disaster Assistance Division, National Transportation Safety Board • **Waleska Barbosa Fortini**, Emergency Response Manager, Corporate Safety Department, LATAM Airlines • **Pamela Suarez**, Strategic Safety Consultant, ALTA
	Question & Answer Session
15:00 – 15:30	**COFFEE BREAK**

15:30 – 16:00	**Closing session and conclusions** o Presentation of key outcomes o Participant reflections o Commitments for implementation o Closing remarks by ICAO

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