



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 NACC Regional Director • 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	Panel: Legal framework and State responsibilities Session I 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 • Pilar Vera Palmés, Chairwoman - Air Crash Victims' Families' Federation International (ACVFFI)
	Question & Answer Session
10:45 – 11:15	COFFEE BREAK
11:15 – 12:30	Panel continued: Liability, compensation and insurance (Q&A discussion) Session II 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	National legal gap assessment Session III 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: Magnus Abraham, Technical Officer, Accident Investigation Section, ICAO • Elias Kontanis, Chief, Transportation Disaster Assistance Division, National Transportation Safety Board • Ricardo Escobedo, Corporate Security Regional Manager, Delta Air Lines Inc. • 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

Session IV	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	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 • Manuel De Jesus Rodriguez Limas, Volaris Airlines
Session V	Question & Answer Session
10:45 – 11:15	COFFEE BREAK
11:15 – 12:30	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.
Session VI	

	Moderator: Waleska Barbosa Fortini, Emergency Response Manager, Corporate Safety Department, LATAM Airlines • Otibho Edeke-Agbareh, Co-Founder, Director, CrisisDNA • Raúl Montero Benítez, Aviation Security Deputy Manager, GAP • Ana Lucía Julián, Emergency Response Manager, Aeroméxico • Mónica Bonilla, Emergency Coordinator, La Aurora International Airport, Guatemala
	Question & Answer Session
12:30 – 13:30	LUNCH BREAK
Session IV: Simulation Exercise – Accident Response	
13:30 – 15:30 Session VII	Scenario-based exercise ○ Aircraft accident scenario ○ Multi-agency response simulation Moderator: Janet Chemeli, Facilitation Officer, ICAO • 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 • 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	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 • 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	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 • Otíbhó Edeke-Agbareh, Co-Founder, Director, CrisisDNA Question & Answer Session
12:30 – 13:30	LUNCH BREAK
Session VI: Capacity Building and Compliance	
13:30 – 15:00	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 • Joaquín Feliz, Comisión Investigadora de Accidentes de Aviación, 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
	Question & Answer Session
15:00 – 15:30	COFFEE BREAK
15:30 – 16:00	Closing session and conclusions ○ Presentation of key outcomes ○ Participant reflections ○ Commitments for implementation ○ Closing remarks by ICAO

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