Ministry of Infrastructure
and Water Management

Accident response process for the Netherlands

Jos Wilbrink
Ministry of Infrastructure and Water Management
The Netherlands

ICAO organized a session dedicated to "Ensuring accident victims and their families are treated the same the world over" at 16 October 2018..

This is an abstract of the presentation as provided by Jos Wilbrink, 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

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In this presentation on the Dutch approach I will address these three issues.

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.

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Within Annex 9 the paragraphs 8.41 – 8.46 have been discussed recently.
Important is Recommended Practice 8.46 dealing with legislation in support of assistance to aircraft accident victims and their families

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

Nationaal Crisisplan
Luchtvaartongevallen (NCP-L)

➢ 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'

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1. A national crisis plan is mandatory as result of EU regulation 996/2010.
   Established with support of various Ministries, safety regions and commercial organizations like Airport Schiphol.
2. The National Crisis Plan deals with all forms of crises.
3. There is one dedicated to Aviation accidents, this one.
4. Because it is a plan at national level, unfortunately there is no English translation available.

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

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We distinguish four scenarios, depending on where the accident takes place.

4th in case of a Dutch plane in accident abroad.

1. In a safety region with an aerodrome in it
2. In a safety region without an aerodrome in it
3. In water, Northsea or Ijsselmeer
4. At a distance: either abroad or over international waters

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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1. Here you can see all Safety Regions and our aerodromes in The Netherlands, both civil and military. Number 1 is Schiphol.
   For these aerodromes the Safety Regions have produced a legally required disaster control plan.
2. At this scope it is easier to meet each other more frequently, and by doing so getting to know each other better.

At the level of an individual airport

Safety Region Kennemerland, around Schiphol Airport, has produced "Crisis Management Plan Schiphol".
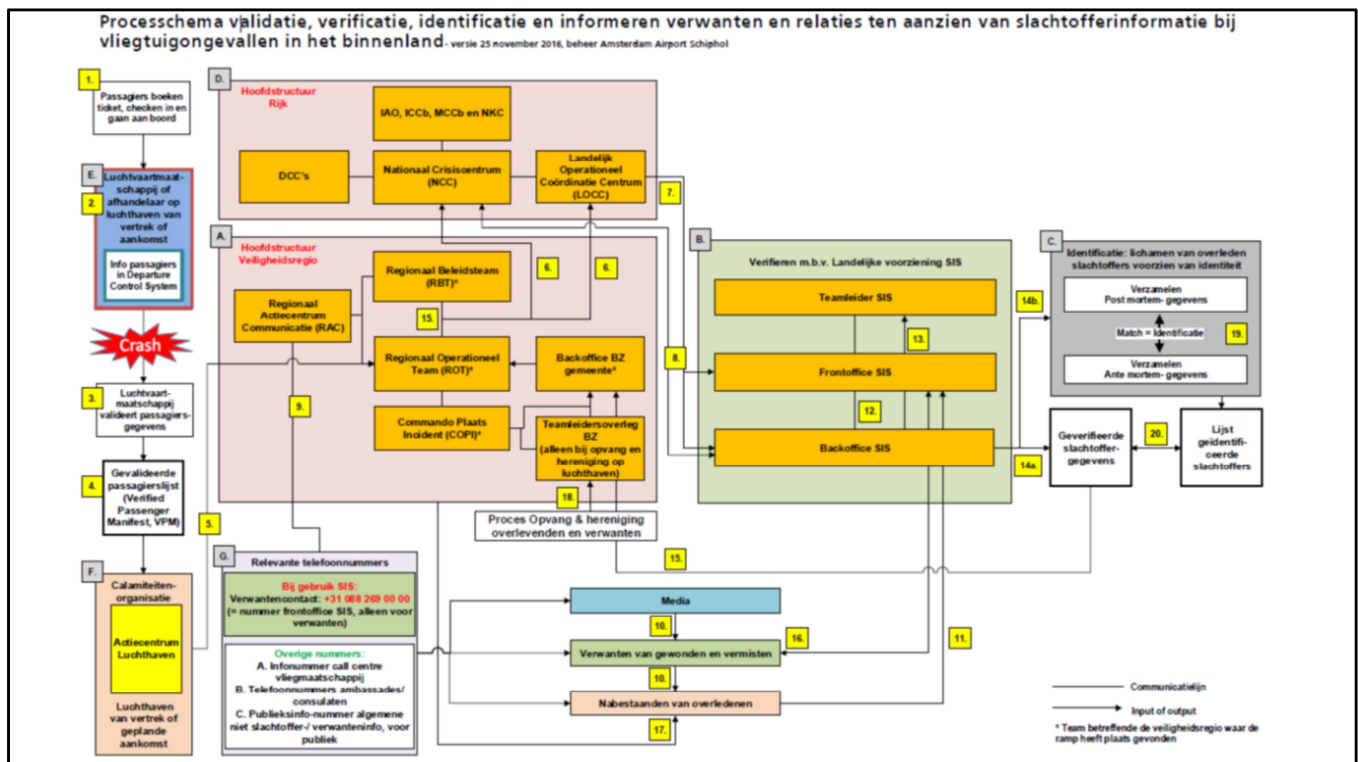
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This is the level for addressing the real details.
Safety Region Kennemerland is the one with the expertise and setting an example for the other Safety Regions. The other Safety Regions will make use of the best practices.

There is regular consultation with all the aerodromes in The Netherlands. The Government is attending as well.

Processschema 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

1. A Courtesy translation of this page is included after this page

2. This is the somewhat complicated scheme for validation, verification and identification and informing families of victims in an aircraft accident.
3. This is the scheme in case of an accident in The Netherlands.
   A similar complex scheme is available in case of an accident abroad.

Courtesy Translation of slide 11

- Actiecentrum Luchthaven - Airport Action Center
- Backoffice BZ gemeente = Backoffice Bevolkingszorg gemeente – Back office Population care municipality
- Backoffice SIS = Backoffice Slachtofferinformatiesysteem – Back office Victim information system
- Bij gebruik SIS – When using Victim information system
- BZ = Bevolkingszorg – Population care
- Calamiteitenorganisatie - Emergency organization
- Communicatielijn – Communication line
- COPI = Commando Plaats Incident – Command Place Incident
- DCC's = Departementale Coördinatiecentra – Departmental Coordination Centers
- Frontoffice SIS = Frontoffice Slachtofferinformatiesysteem – Front office Victim information system
- Gevalideerde passagierslijst – Verified Passenger Manifest (VPM)
- Geverifieerde slachtoffergegevens – Verified victim data
- Hoofdstructuur Rijk – Main structure Government
- Hoofdstructuur Veiligheidsregio – Main Structure of the Safety Region
- IAO = Interdepartementaal afstemmingsoverleg – Interdepartmental coordination meeting
- ICCb = Interdepartementale Commissie Crisisbeheersing - Interdepartmental Crisis Management Committee
- Identificatie: lichamen van overladen slachtoffers voorzien van identiteit - Identification: provide the bodies of deceased victims with their identity
- Infonummer call centre vliegmaatschappij – Information number call center airline
- Info passagiers in Departure Control System – Information about passengers in Departure Control System
- Input of output – Input or output
- Lijst geïdentificeerde slachtoffers - List of identified victims
- LOCC = Landelijk Operationeel Coördinatie Centrum – National Operational Coordination Center
- Luchthaven van vertrek of geplande aankomst – Airport of departure or planned ariival
- Luchtvaartmaatschappij of afhandelaar op luchthaven van vertrek of aankomst - Airline or handling agent at departure or arrival airport
- Luchtvaartmaatschappij valideert passagiersgegevens - Airline validates passenger data
- Match = identificatie – Match = identification
- Media - Media
- Nabestaanden van overledenen – Next of kin of the deceased
- NCC = Nationaal Crisiscentrum – National Crisis Center
- NKC = Nationaal Kernteam Crisiscommunicatie - National Core Team Crisis Communication
- Nummer frontoffice SIS, alleen voor verwanten – Number of the Victim Information System front office, only for relatives
- Overige nummers – Other numbers
- Passagiers boeken ticket, checken in en gaan aan boord - Passengers book a ticket, check in and board
- Proces Opvang & hereniging overlevenden en verwanten - Process Reception & reunification of survivors and relatives
- Publieksinfo-nummer algemene niet slachtoffer-/verwanteninfo, voor publiek - Public info number general non-victim-/relative info, for the public
- RAC = Regionaal Actiecentrum Communicatie - Regional Action Center for Communication
- RBT = Regionaal Beleidsteam – Regional Policy Team
- Relevante telefoonnummers – Relevant telephone numbers

- ROT = Regionaal Operationeel Team – Regional Operational Team
- SIS = Slachtofferinformatiesysteem – Victim information center
- Team betreffende de veiligheidsregio waar de ramp heeft plaatsgevonden - Team concerning the safety region where the disaster took place
- Teamleider SIS – Team leader Victim Information Center
- Teamleidersoverleg BZ (alleen bij opvang en hereniging op luchthaven) – Team leader meeting Population care (only for reception and reunification at the airport)
- Telefoonnummers ambassades / consulaten – Telephone numbers for embassies / consulates
- Verifieren m.bv. Landelijke Voorziening SIS (=Slachtofferinformatiesysteem) – Verify with the help of National Provision of Victim information system
- Verwantencontact – Relatives contact
- Verwanten van gewonden en vermisten – Relatives of the injured and missing
- Verzamelen Ante mortem-gegevens – Collect Nate mortem data
- Verzamelen Post mortem-gegevens – Collect post mortem data

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 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

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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.

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Respect for the victims and their families

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1.

You have seen already one picture. This is another one.
Near the location for identification many, many people showed their respect.

Thank your for your attention

Questions?