



الهيئة العامة للطيران المدني
GENERAL CIVIL AVIATION AUTHORITY

Aviation Disaster Family Assistance Code for the UAE

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رؤيتنا: منظومة طيران مدني آمنة ورائدة ومستدامة
OUR VISION: A LEADING, SAFE, SECURE AND SUSTAINABLE CIVIL AVIATION SYSTEM

Agenda

- Definitions for Family Assistance
- Recent Accidents
- Brief History of Family Assistance
- Overview of GCAA draft regulation

Definition

تعريفات

“Family assistance is the provision of services and information to address the concerns and the needs of the aircraft accident victims and their families.”

Doc 9973 ICAO Manual on Assistance to Aircraft Accident Victims and their Families 1.12

Definitions

تعريفات

SURVIVOR

A survivor is a victim who is not fatally injured as a result of the aircraft accident.

VICTIM

A victim is an occupant of the aircraft, or any person outside the aircraft, who is unintentionally directly involved in the aircraft accident. Victims may include the crew, revenue passengers, non-revenue passengers and third parties.

ICAO Manual on Assistance to Aircraft Accident Victims and their Families 1.18 and 1.19

Definitions

تعريفات

OPERATOR

The air operator is a person, organization or enterprise engaged in or offering to engage in an aircraft operation.

ICAO Manual on Assistance to Aircraft Accident Victims and their Families 1.2

ACCIDENT

As per Annex 13



Air France 447 – 31 May 2009



Asiana 214 – 06 July 2013



Malaysia Airlines 370 – 08 March 2014



Malaysia Airlines 17 – 17 July 2014



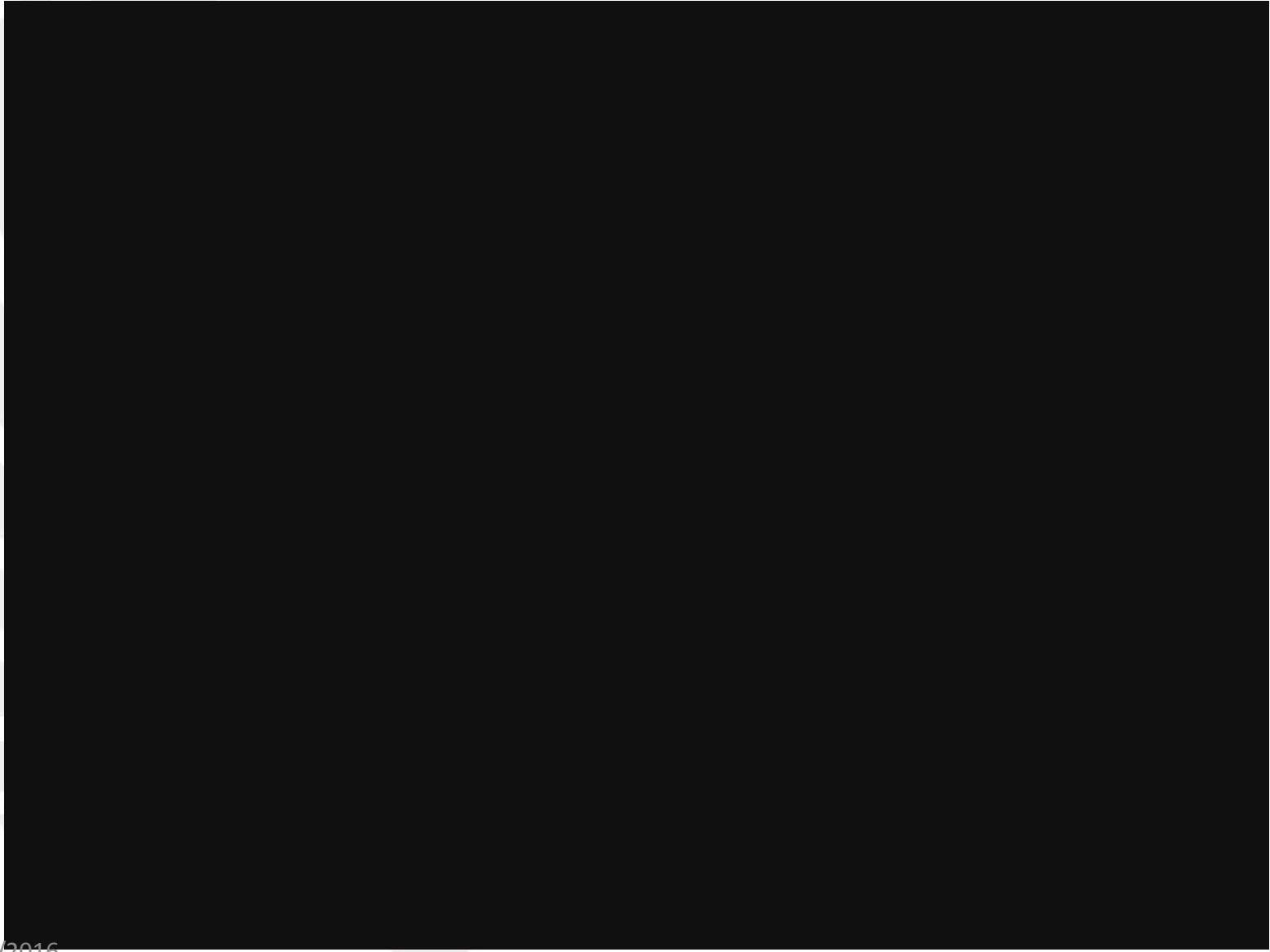
Germanwings 9525 – 24 March 2015



Indonesia AirAsia Flight 8501

Sources: Flightradar24 & the Aviation Herald

- Notes:**
- 1. At 3.6225°S, 109.7117°E
 - 2. At 3.990°S, 110.226°E; Heading: 310°
 - 3. At 3.3708°S, 109.6911°E
 - 4. Near 3.88°S, 110.50°E



Background

معلومات أساسية

TWA 800



USAir 427





Accident Example – Family Assistance



sky NEWS HD



Aim of Family Assistance

“The aim of Family Assistance is to address the concerns and the needs of the victims and their families, to the extent possible, and to provide them with easily accessible factual information about the progress of the accident investigation.

From the onset, survivors and families should be informed of the objective of the investigation, in accordance with the provisions of Annex 13.”

ICAO Manual on Assistance to Aircraft Accident Victims and their Families 2.1

Examples of Family Assistance Services

- a) information about the occurrence of the accident, i.e. initial notification of the accident;
- b) information about the emergency response to the accident;
- c) information about the location and status of the victims, and the recovery, identification and disposition of remains, both identified and unidentified;
- d) information about the recovery, management and return of personal effects;

Examples of Family Assistance Services

- e) provide information about the investigation process and its objective, the progress of the investigation, and the public presentation of the findings of the investigation;
- f) coordination of travel to, and lodging at, a family assistance centre, as well as assistance to those family members not travelling;
- g) coordination of a visit to the accident site, where access is practicable, with consideration of safety and security concerns;
- h) support for immediate financial needs (outside of potential future litigation, damages settlements, or adjudications);
- i) social, emotional and psychological support; and
- j) protection from offers of unsolicited legal services for a period of time;

Legal/Regulatory Requirements



United States



United Kingdom



India



Italy



European Union



Manifest verification



Release of information



Humanitarian



Investigation



Korea (South)



Brazil

Goal

The United Arab Emirates has drafted an Aviation Disaster Family Assistance regulation, using international best practice and experience as guidelines.

This regulation has been promulgated on the GCAA website as an NPA, and will come into force on 1 January 2017.

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Foundation of UAE Family Assistance Code

- ICAO Requirements, Recommendations and Guidelines
- Examination of International Legislation, Law and regulation
- Gap analysis of the existing situation in the UAE
- Review of international Family Assistance case history
- Include careful consideration of cultural aspects



UAE Operators Family Assistance Responsibilities

An air operator conducting commercial air transport operations shall ensure that:

- a suitable and trained person is appointed to coordinate the Family Assistance Plan and monitor its effectiveness;
- passengers provide, at the time of booking a ticket, the name and contact details of a person who may be contacted in the event of an emergency. This person will preferably be next of kin and shall not be onboard the same flight;



UAE Operators Family Assistance Responsibilities

- a copy of the preliminary passenger name list, within three hours of notification of the air accident, is provided to the National Aviation Disaster Family Assistance Coordinator;
- the most up to date reconciled copy of the passenger name list with date and time of issue is provided to the National Aviation Disaster Family Assistance Coordinator, upon request;
- the passenger name list remains confidential and classified until publication becomes possible. Passenger name lists shall be issued as soon as verification of passenger names is accomplished, and after next of kin have been notified and consulted;



UAE Operators Family Assistance Responsibilities

- within one hour from the time of the accident, toll-free telephone number(s), catering for both domestic UAE and international calls, with sufficient capacity and personnel to handle the anticipated call volume is provided and publicized;
- notification to family members is provided prior to releasing passenger names to the public;
- a website, containing appropriate information for victims and family members, is activated within three hours of notification of an accident;



UAE Operators Family Assistance Responsibilities

- secure and private facilities at the affected departure, arrival, and intermediate airports, are provided for family members in coordination with airport operators;
- secure accommodation for family members at a location near the accident site is provided with transportation to that location, where the nature of the accident permits;
- appropriate counseling services are provided by an organization recognized by the relevant UAE government authority for social, emotional, and psychological support of the survivors and victims' families;



UAE Operators Family Assistance Responsibilities

- immediate financial assistance of minimum AED 80,000 to the family of each victim is provided which is in addition to the air carrier liability under Warsaw Convention 1929 and Montreal Convention 1999;
- consult family members about memorial services and erection of memorial structures and facilitate their execution including funeral arrangements, entry into the UAE on a temporary basis of family members of victims of an aircraft accident, transportation, and accommodation;
- facilitate the formation of a family association, if desired by the family members;

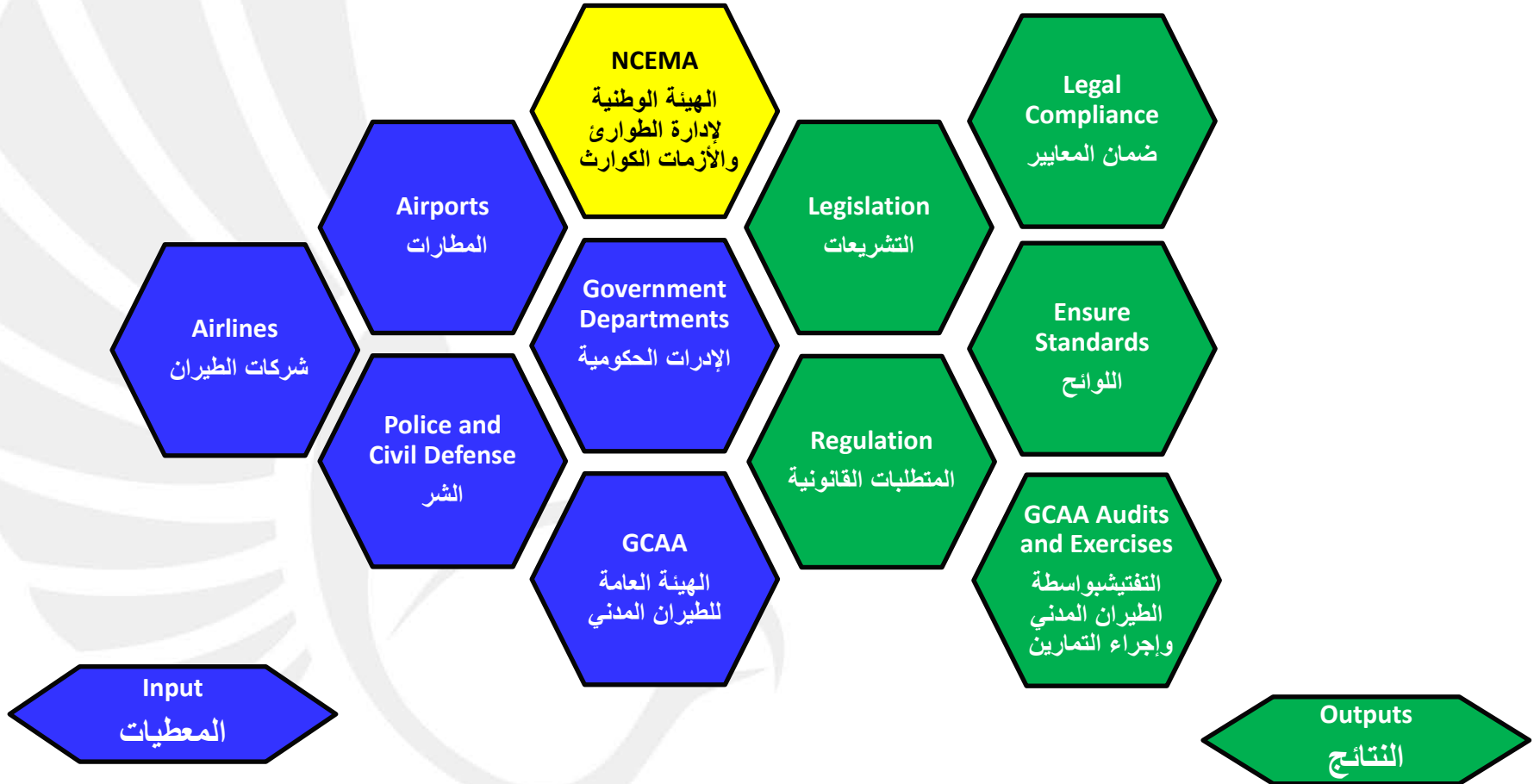


UAE Operators Family Assistance Responsibilities

- repatriation of human remains according to the wishes of the family members; and
- storage and return of personal effects to the family members, unless they are needed for accident investigation, or a criminal investigation. Any unclaimed effects shall be securely retained by the operator up to the period of at least 24 months from the date of the aircraft accident.

Inputs and outputs from AAIS Activity

المعطيات والنتائج المرجوة الممكنة لنشاطات قطاع التحقيق في الحوادث الجوية



GCAA view of Family Assistance in the UAE

- Family Assistance is not only important, it is essential.
- The standard of Family Assistance services provided by UAE stakeholders should at least match best international practice.
- The function of the GCAA in Family Assistance is to support the stakeholders in establishing and maintaining appropriate Family Assistance plans and to regulate and exercise oversight of those plans.
- The accountability and responsibility for provision of Family Assistance services will rest with the operator.

Benefits of establishing a Family Assistance Plan

1. Will provide practical and humanitarian assistance and information to victims and their families following an accident.
2. The Plan will help to protect and enhance the reputations of the operator and the UAE.



Thank You
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