

MILAN
BERGAMO
AIRPORT

BGY

AIRPORT FAMILY ASSISTANCE PLAN
THE MILAN-BERGAMO AIRPORT EXPERIENCE

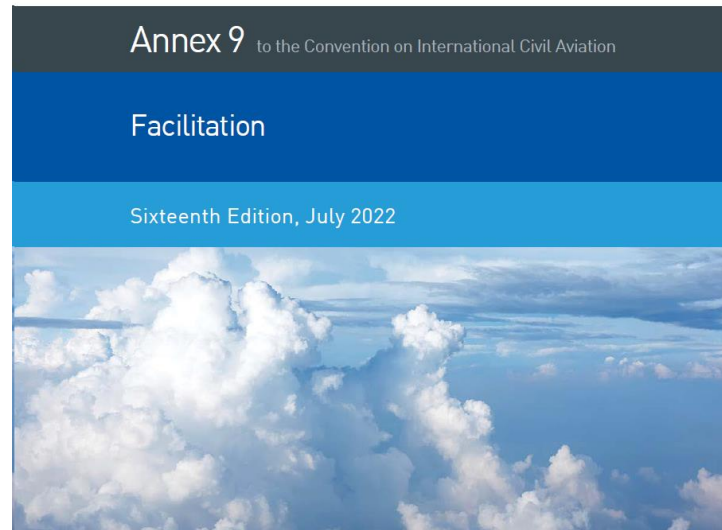
Lorenzo Mantegazza
Security Manager
Deputy ERP Manager



  Passengers (2023)
15.9 millions

**Milan Bergamo is Italy's
third busiest airport for
passenger volume**





This edition supersedes, on 18 November 2022, all previous editions of Annex 9.

For information regarding the applicability of the Standards and Recommended Practices, see the Foreword.

INTERNATIONAL CIVIL AVIATION ORGANIZATION

I. Assistance to aircraft accident victims and their families

8.47 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.

8.48 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.

Airport operator

2.20 Because airports are often where families and friends first gather to receive information regarding an accident, airports need to have plans to provide assistance to accident victims and their families, with focus on immediate care and support following an accident. Such plans are to be implemented in coordination with air operators so as to facilitate harmonization of the assistance to be provided. To this end, the Council acknowledges that, following an accident, all airports associated with the operation may need to be involved in the provision of family assistance including the airport of departure, destination airport and alternate airports.

2.21 The Council recommends that States ensure that airport operators have their family assistance plans reviewed, exercised and updated periodically to provide timely and effective assistance to aircraft accident victims and their families.

Doc 9998
AN-499

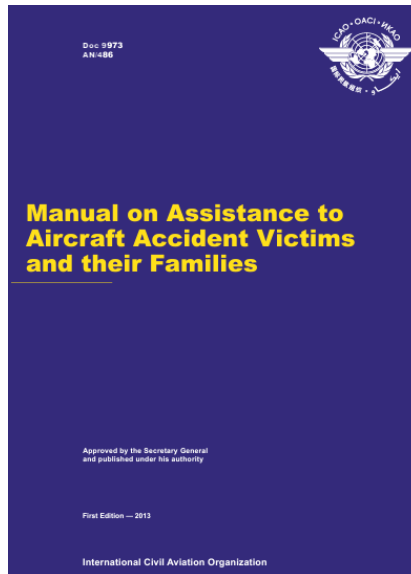


ICAO Policy on Assistance to Aircraft Accident Victims and their Families

Approved by the Council and published by its decision

First Edition — 2013

International Civil Aviation Organization



AIRPORT OPERATORS

5.22 Because airports are often the places where family members and friends first gather to receive information regarding an accident, airports should develop plans to provide immediate care and support following an accident. Such plans should be implemented in coordination with air operators so as to facilitate harmonization of the assistance to be provided.

5.23 Airport operators should consider identifying facilities at or near the airport for family members and friends to gather (often referred to as a family and friends reception centre), where non-injured survivors may be brought and where the media may gather. Airport operators may also assist those gathering at the airport by providing check-in counter security, and transportation to the family and friends reception centre if it is located off airport grounds. Any support being provided should be coordinated with the air operator.

5.24 Following an accident, all airports associated with the operation may need to be involved in the provision of family assistance, including the airport of departure, destination airport and alternate airports. Many airports partner with the air operators and local disaster response agencies to assist in the response.

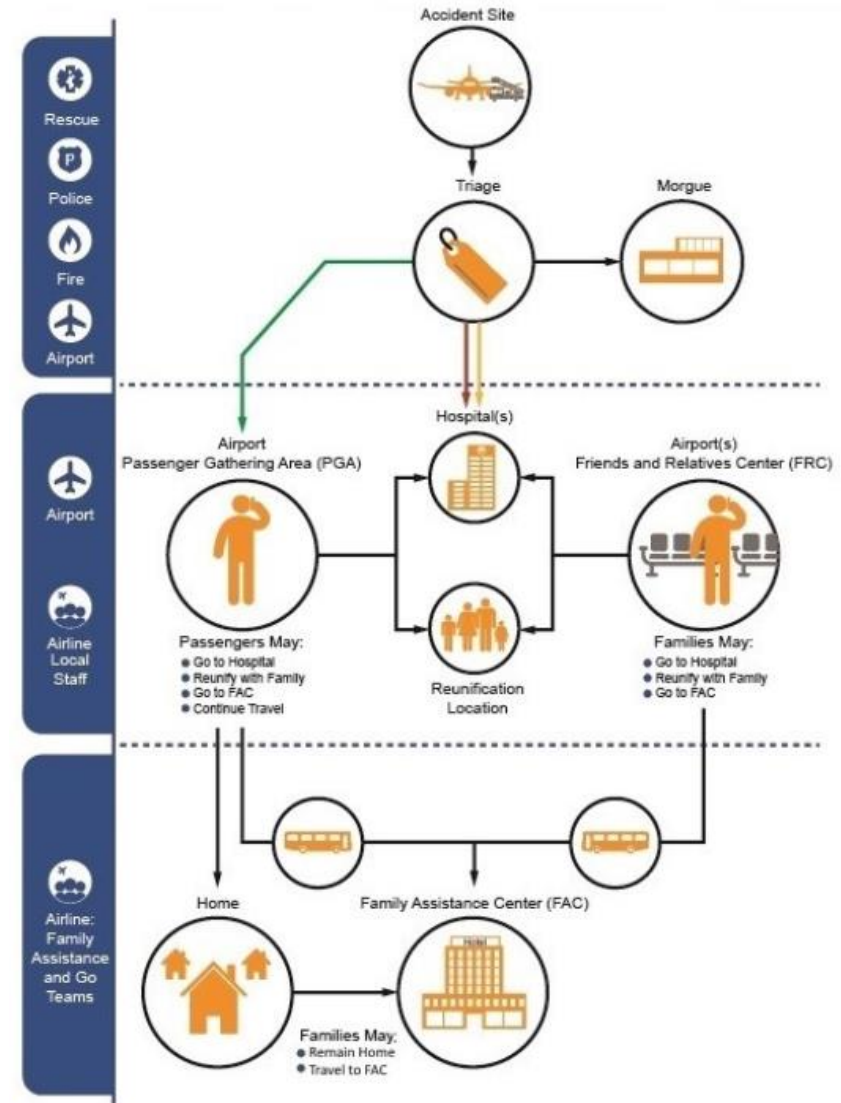
Milano Linate Airport, October 8, 2001



ACRP RESEARCH REPORT 171

Establishing a Coordinated Local Family Assistance Program for Airports

Most importantly, this project could not have been accomplished without the support and participation of past aviation disaster victims' family members and survivors. We would like to gratefully acknowledge the assistance of two aviation disaster family associations: Families of Flight 3407 and Fondazione 8 Ottobre 2001. Special thanks to





REGULATION

DRAWING UP AND MANAGING THE POLICY ON ASSISTANCE TO VICTIMS OF AIRCRAFT AND THEIR RELATIVES

Edition no. 1 - 05/05/2023

LG-2023/004-APT – Guidelines and best practises for the development and management of the airport assistance plan for aircraft accident victims and their families
Ed. n. 1 of 06/10/2023



Number: 2023/004-APT
Ed. n. 1 of 06/10/2023

These Guidelines include general elements for areas not covered within ENAC regulations. Interpretative/procedural/methodological criteria are provided by ENAC without any indication of preference and it is up to those who request this document to determine how best to meet any of the requirements therein, according to their own situation. Technical information refers to common practises on specific topics relating to aircrafts, infrastructure, flight operations, etc. These Guidelines can be published as a stand-alone document providing technical and procedural indications to implement experimental certification/approval processes prior to the publication of Regulations. ENAC verifies the maintenance of the compliance requirements established in these guidelines and accepted by the users.

Guidelines and best practices for the development and management of the airport assistance plan for aircraft accident victims and their families



PREFACE

This document is the result of the joint work conducted by ENAC, "Comitato e Fondazione 8 ottobre"



4.3 Airport managing body

The airport management entity is responsible for formulating the assistance policy for victims of air crashes and their relatives. This policy serves as a dedicated segment within the broader framework of the Airport Emergency Plan for Air Crashes. In this capacity, the airport management body identifies and allocates organizational resources, personnel, and logistics essential for executing its tasks under the assistance plan.

As part of the efforts related to the development and administration of the Assistance Policy, the airport manager actively engages in a dialogue with air carriers permanently operating within its premises. The aim is to establish cooperation that guarantees continuous, cohesive, and effective assistance to victims and their relatives. This collaboration includes the sharing of relevant sections from the carriers' own assistance plans to enhance overall preparedness and coordination.

4.3.1 Essential minimum content of the policy on assistance formulated by the airport management body

The airport management body policy on assistance must encompass at least the following key elements:

1. Designation and logistical arrangements for assistance and receiving rooms, including their setup during activation. These rooms, considering the airport's size, may be established while maintaining normal functionality or positioned as close as possible to the airport. The rooms are defined as follows:
 - a. Passenger assistance room;
 - b. Relatives' receiving room;
 - c. Crew Member Assistance Room;
 - d. Crew members relatives Room;
 - e. Reunification area
2. Means of access and first reception, and possibly transportation in the rooms of the individuals involved, whether these are passengers or surviving crew members, family members, third parties involved in the plane crash;
3. Guidelines for registering individuals mentioned in point 2, primarily focusing on reconciling and reuniting them with their family members;
4. Assistance and provision of basic necessities, and comfort to the individuals from point 2. Collaboration with catering services sub-concessionaires through framework agreements is recommended, aligning with established best practices during prolonged airport disruptions;
5. Psychosocial assistance, also through the use of personnel of third parties specifically identified and trained in accordance with art. 5 of this Regulation. The plan must also provide for alerting employees;

4.3.2 Implementation of the policy on assistance formulated by the airport management body

To ensure the effective implementation and management of the assistance plan devised by the Airport Management Body during activation, the following steps shall be taken:

1. Develop and execute a specific program, in collaboration with all responsible airport stakeholders, whether public or private, aimed at realizing the essential contents outlined in the assistance plan;
2. Identify and train representatives at the COE and the Airport Contact Team, following the procedures outlined in art. 5 of this Regulation. Additionally, provide clear instructions for relevant alert procedures;
3. Facilitate a dialogue, in coordination with the ENAC Directorate responsible for the territory and the air carriers represented at the airport, with local third parties to establish psychosocial support (provision);
4. Integrate scenarios dedicated to practicing the assistance policy for victims and their relatives into the periodic training plan of the Airport Emergency Plan for Air Accidents, as specified in art. 6 of this Regulation.

4.4 Airport contact team

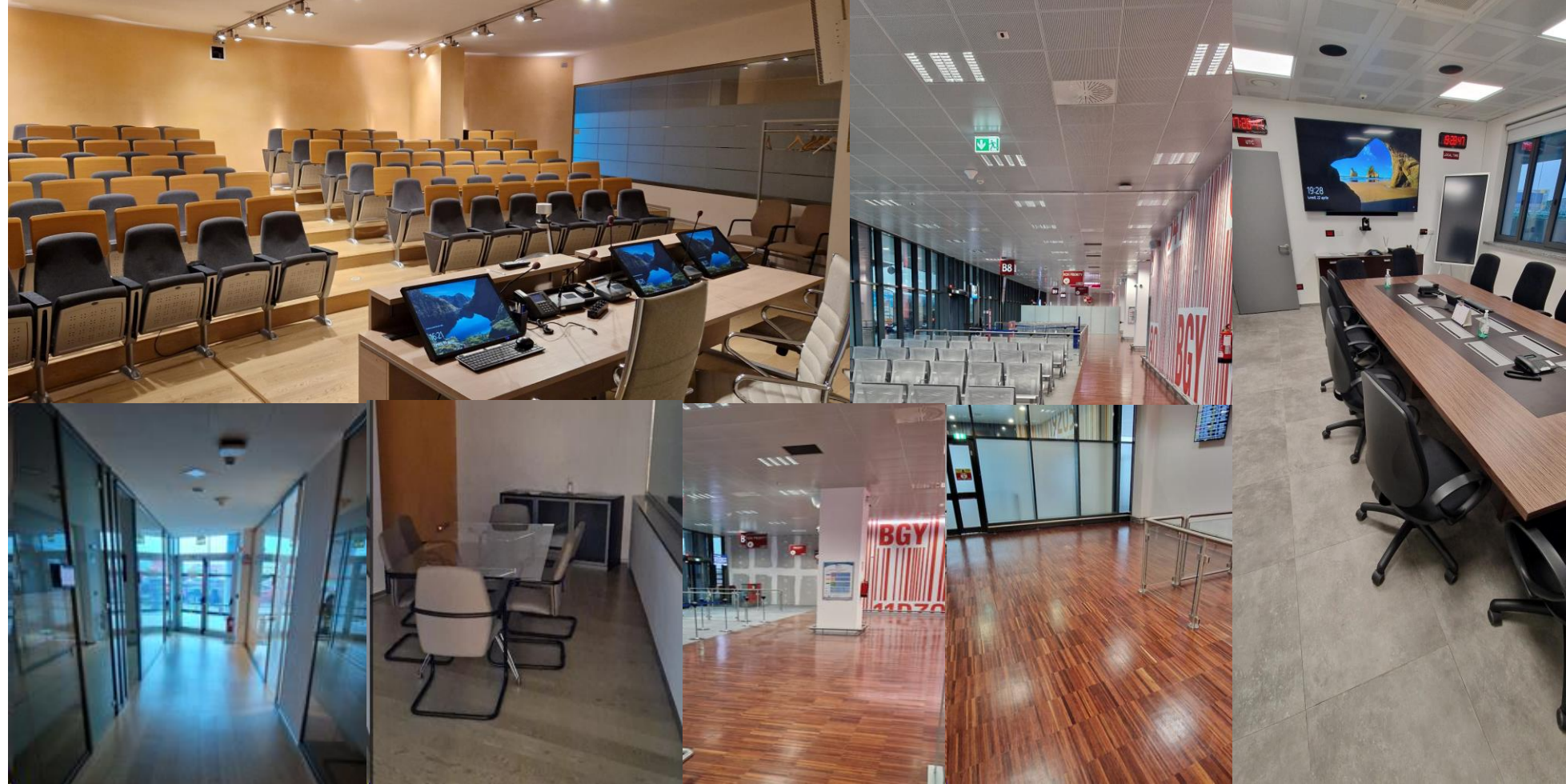
The airport contact team operates as follows:

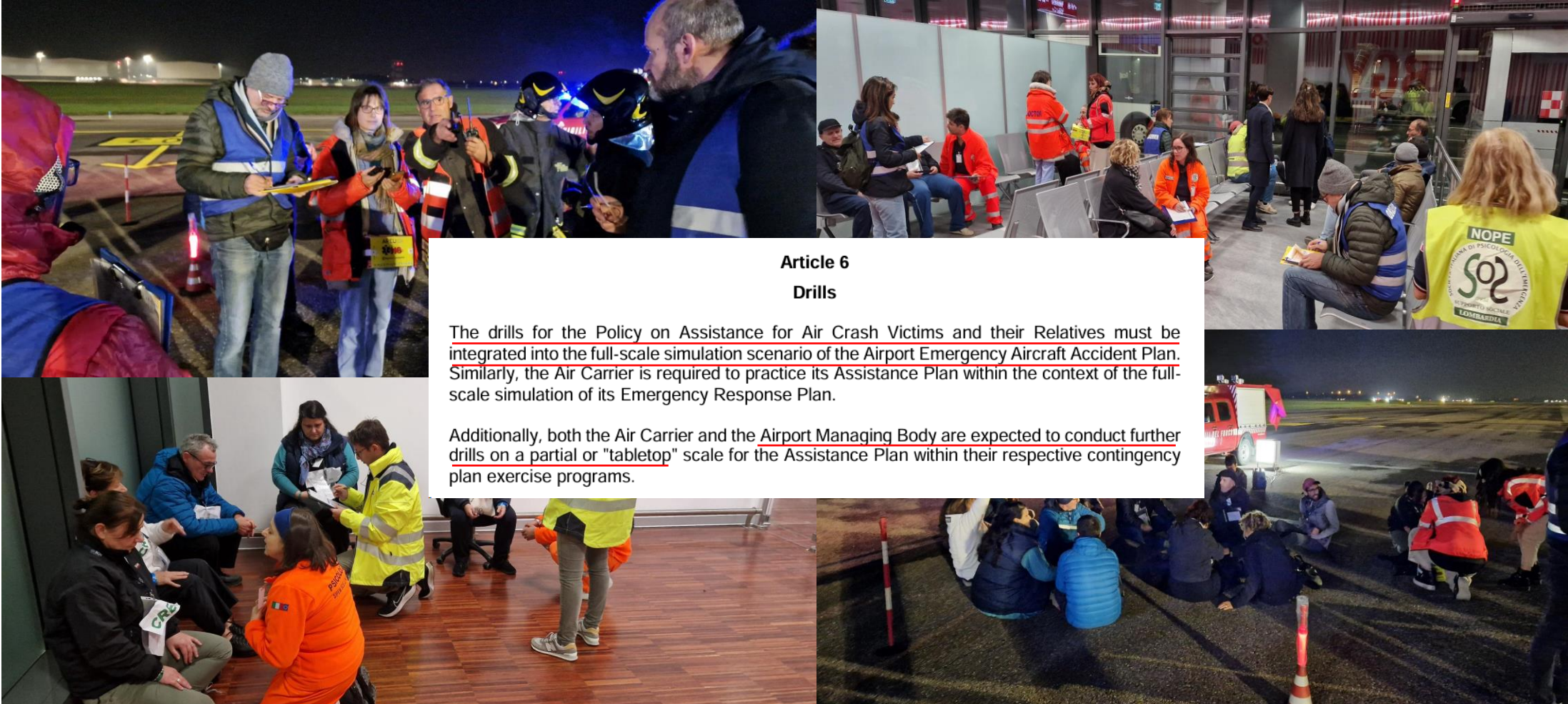
1. It is identified within the dedicated "assistance plan" section of the Airport Emergency Plan for Air Crashes and functions in close coordination with the COE;
2. It is comprised of two or more individuals, including at least one representative from ENAC and one representative from the airport management body. Additional individuals outlined in the "assistance plan" may also be included;
3. It ensures proper information dissemination to victims and their relatives regarding event management. It reports pertinent details for the management of assistance to the COE;
4. It is activated by the COE, even in cases where ENAC staff is not immediately available.

Article 5

Training

Personnel tasked with assisting victims of air accidents and their relatives require comprehensive training, aligning with continuous vocational development principles. This entails both initial training sessions and recurrent training at regular intervals, specifically at least every two years.





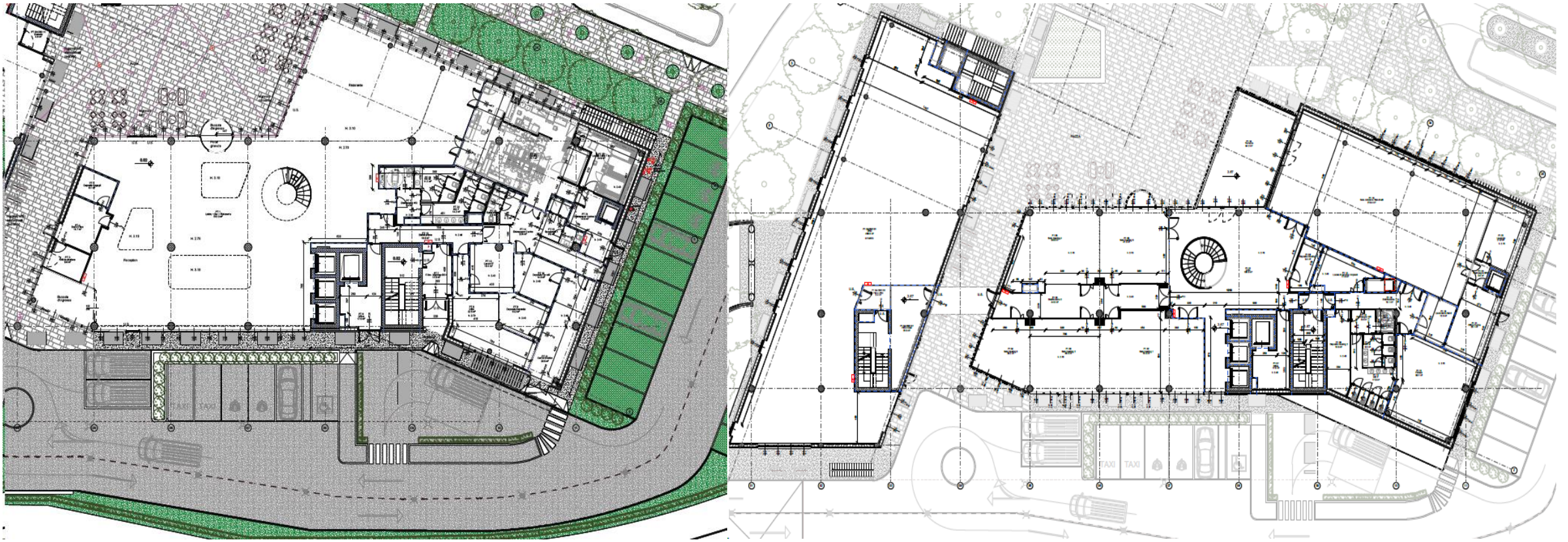
Article 6 Drills

The drills for the Policy on Assistance for Air Crash Victims and their Relatives must be integrated into the full-scale simulation scenario of the Airport Emergency Aircraft Accident Plan. Similarly, the Air Carrier is required to practice its Assistance Plan within the context of the full-scale simulation of its Emergency Response Plan.

Additionally, both the Air Carrier and the Airport Managing Body are expected to conduct further drills on a partial or "tabletop" scale for the Assistance Plan within their respective contingency plan exercise programs.



What's next...



...transition from Airport Reception Center to Family Assistance Center



THANK YOU FOR YOUR ATTENTION

Any queries? Or even better suggestions?

