

ICAO - MENA ARCM/5 & AIG/3 Conference
(Muscat, Oman (8 - 9 May 2024))

Conference

“Assistance to Aircraft Accident Victims and their Families”

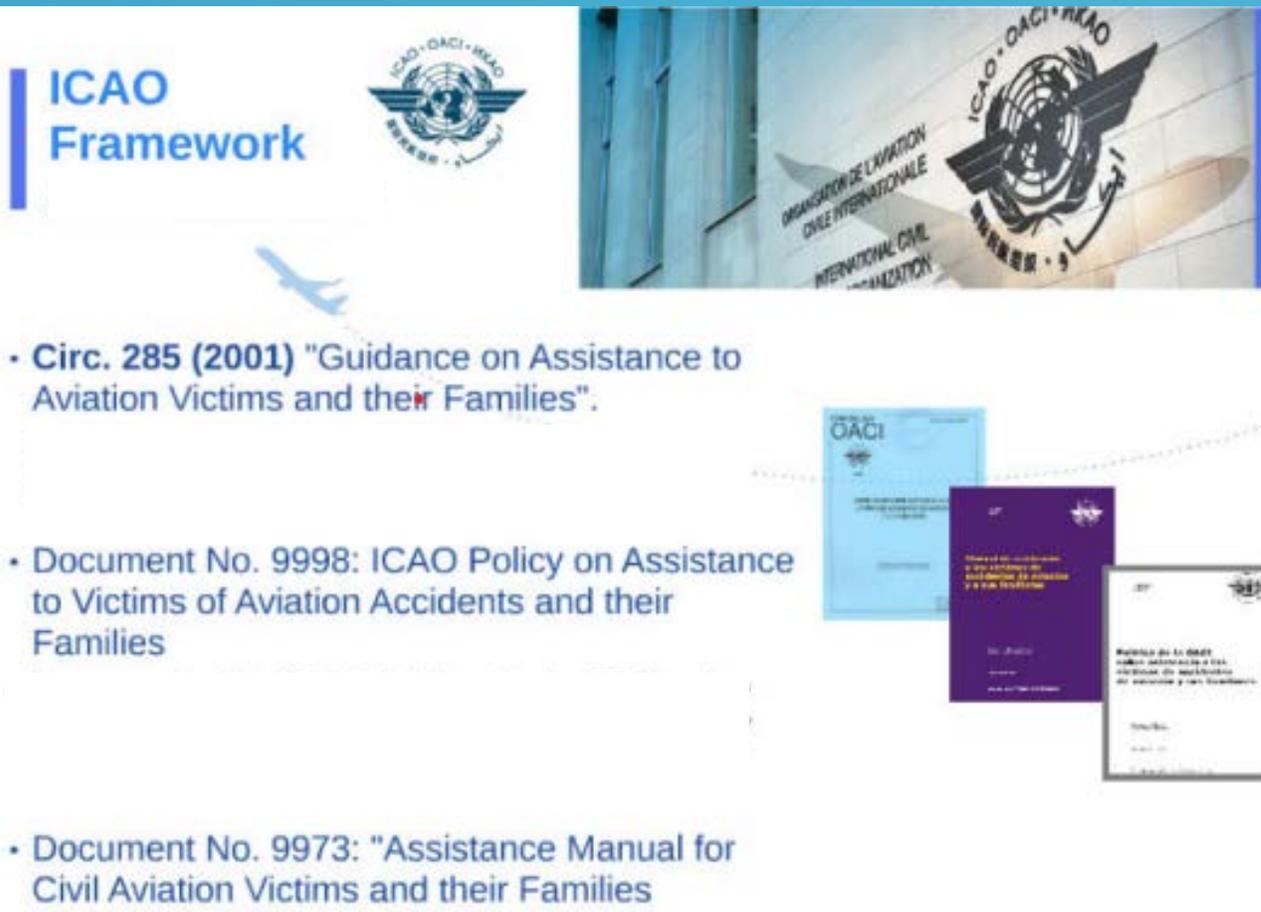


Victims & Family Assistance Support Code in case
an Aviation Disaster
Qatar Air Accident Investigation Entity
PERSPECTIVE



Alvaro Neves
HOU

Unveiling the key points of the IMPORTANCE of ensuring accident victims and their families are treated the same the world over



The slide features the ICAO logo in the top left corner, with the text "ICAO Framework" next to it. On the right side, there is a photograph of the ICAO building facade, showing the organization's name in multiple languages: "ORGANISATION DE L'AVIATION CIVILE INTERNATIONALE", "INTERNATIONAL CIVIL AVIATION ORGANIZATION", and "ICAO • OACI • ICAO". Below the logo, there is a small graphic of an airplane flying over a globe. The main content of the slide is a bulleted list of ICAO documents related to aviation accident assistance.

- **Circ. 285 (2001)** "Guidance on Assistance to Aviation Victims and their Families".
- **Document No. 9998:** ICAO Policy on Assistance to Victims of Aviation Accidents and their Families
- **Document No. 9973:** "Assistance Manual for Civil Aviation Victims and their Families"

□ 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 and victims in an aircraft accident.

□ Lesson learned

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

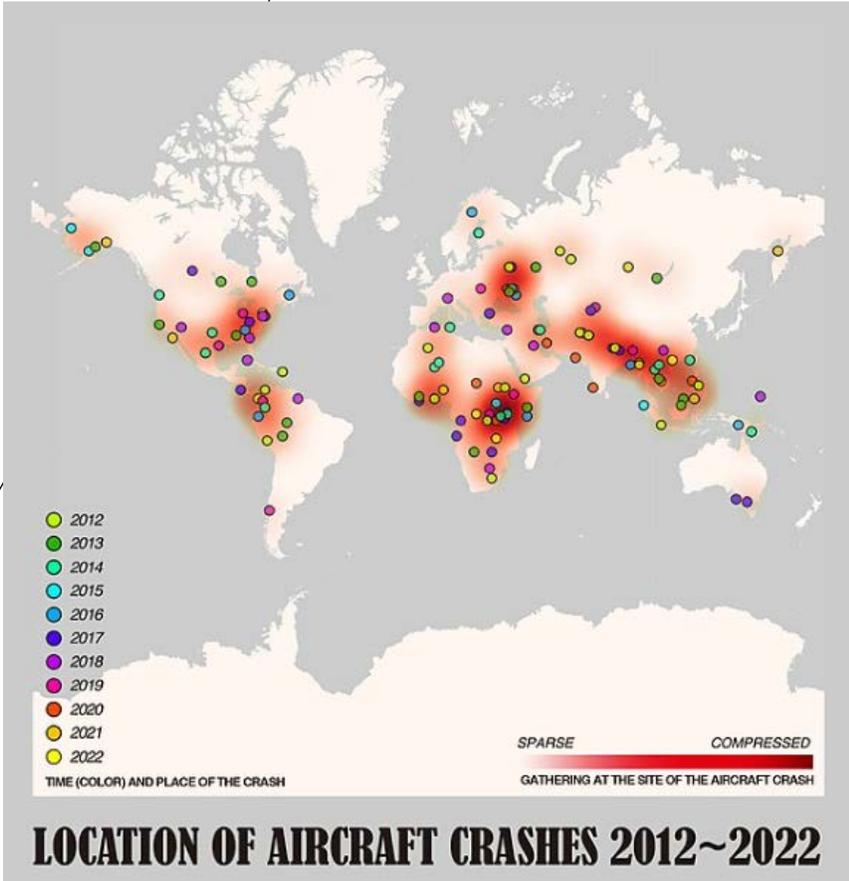
Doc 9973 ICAO Manual on Assistance to Aircraft Accident Victims and their Families 1.12

Why the Air Crash Victims Families Federation International (ACVFFI) was founded by Mrs. Pilar Palme’s in 2015 – because unfortunately aviation disasters happen and a unique and solidarity voice is crucial to help assisting those who have lived the same tragedy

Some member associations:

154 deceased Asociación de afectados del Vuelo Jk5022	152 deceased airblue Crash Affectees Association	228 deceased HIOP AF447 e.V.
150 deceased Asociación de afectados del vuelo GWI 9825 en los Alpes	GOL- 154 deceased TAM – 187 deceased ABRAPAVAA Associação Brasileira de Parentes e Amigos de Vítimas de Acidentes Aéreos	157 deceased Stichting Vliegkamp MH17
298 deceased Logo with wings and heart	PS572 Justice 176 deceased	Logo with ET 302

2016: ACVFFI is recognized by ICAO as International Organization



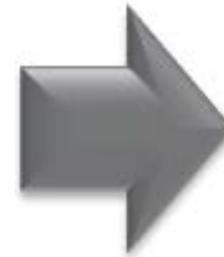
Published accident investigation reports



1990 to 2023

1.637 FATAL ACCIDENTS
WORLDWIDE involving aircraft
with a MCTOM over 5.700 kg

Total FATAL INJURIES
±19.140



45%
REPORTS PUBLISHED

55%
UNPUBLISHED
REPORTS

Are Families treated the same all over the world?

What can ICAO do about it?

Recommandation... (initiated by AIGP)

If the State conducting the investigation does not make the Final Report or an interim statement publicly available within a reasonable timeframe, other States participating in the investigation are entitled to request in writing from the State conducting the investigation express consent to release a statement containing safety issues raised with such information as is available. If the State conducting the investigation gives express consent or does not reply to such a request within 30 days, the State making the request should release such a statement after coordinating with participating States.

(State Letter)

Where are we?

...limitation

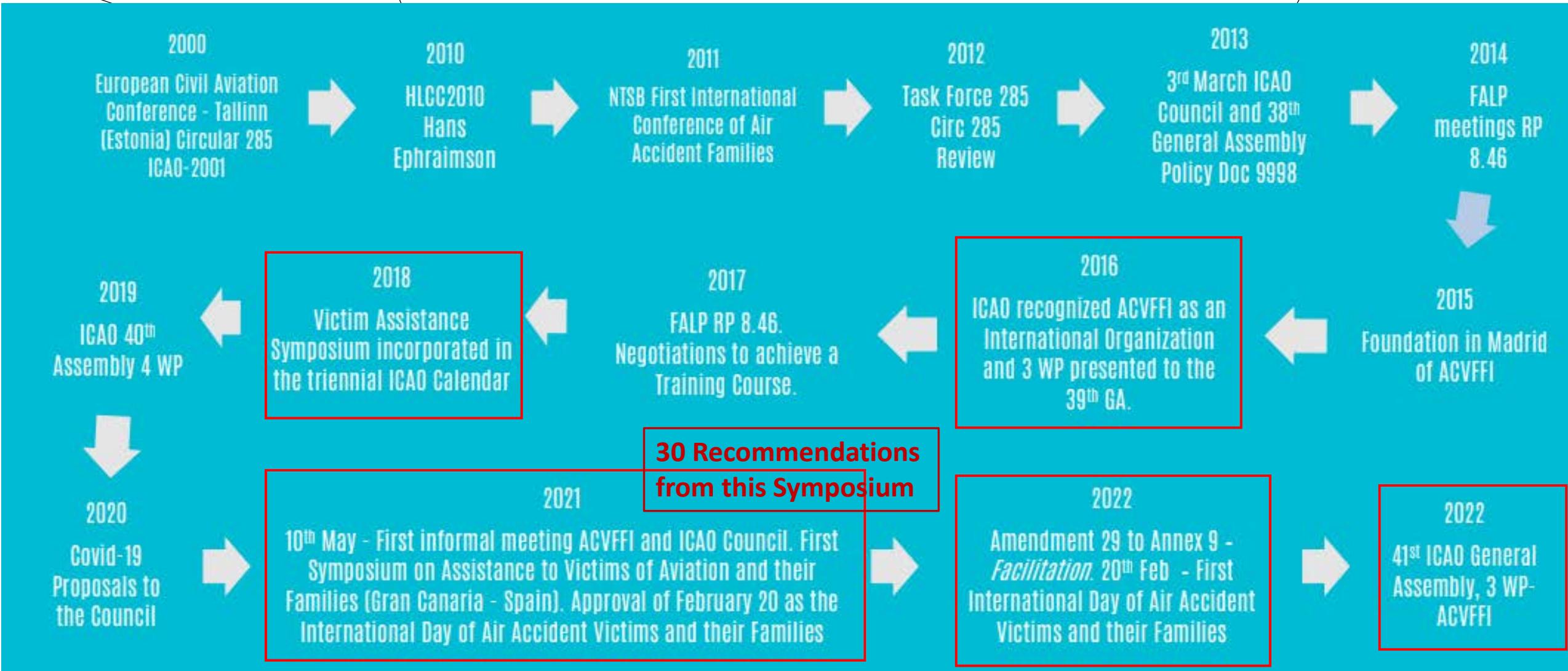
What if the State conducting the investigation does not consent and still does not publish any information ?

food for thought

Information to families of victims provided to ICAO by BEA-France in 2016

Framing of some important milestones achieved

Evolution of assistance to victims and families at ICAO



Global level: Annex 9



- 1 - The State of Qatar have initiated the implementation of a working group to process all relevant items of Annex 9 in order to facilitate the investigation and enable the provisions of assistance and information to the families;
- 2 – Especially paragraph 8.41 – 8.46
- 3- It is important to have an unambiguous registration of passengers

Best practices to be followed at Regional Level and National

- ❑ At the level of the European Union Regulation **996/2010** requires a **civil aviation accident emergency plan at national level**.
- ❑ At national level each State has a **'National Crisis Plan Aviation Accidents'**

1



Best practices to be followed at Regional Level and National

National Crisis Plan Aviation Accidents

2

State of Qatar – Example to be implemented

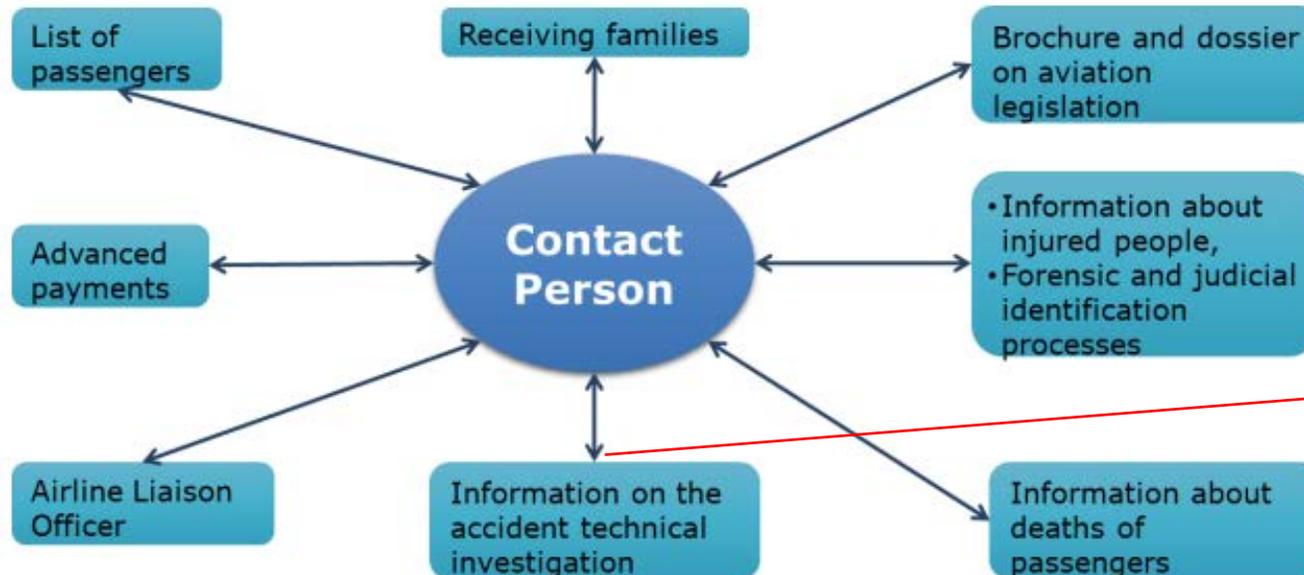
Four accident scenario's:

1. At an airport in Qatar (DIA and/or HIA)
2. In the mainland but outside an airport
3. On the Arabian Gulf jurisdiction waters
4. Abroad or over international water



Once Qatar's legislation is in force obligations for the involved organizations will be:

- **Public Administrations, airlines and airport managers** must be prepared to properly assist the victims and their families.
- **National Coordination Committee for Assistance to Aircraft Accident Victims and their Families** oversees the correct application of the regulations.
- The **Contact Person** is the **liaison officer** between the victims and their families and the Public Administration/Airline/Airport manager during the emergency.



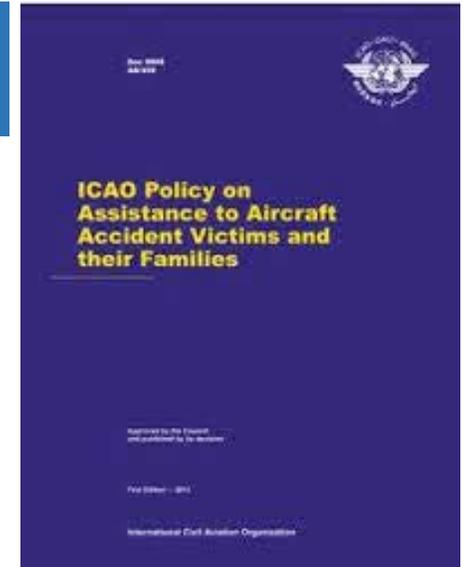
The designated IIC from QAAI shall "brief" the families representative as an NCC element.

QAAI ROLE – Independent Unit with no regulatory authority

Provide victims of accidents and/or their relatives with valid information on the progress of the investigation, the final conclusions and recommendations made

Procedure

- **Fieldwork:** First contact
- Definition of Focal Points
- Coordination with other organisms
- **Provisional Report advance one year on from the event**
- **Safety Report Advance**



Family assistance role of investigation Entity

❑ Who will lead family assistance process?

- Investigation agency?
- Other government agency?



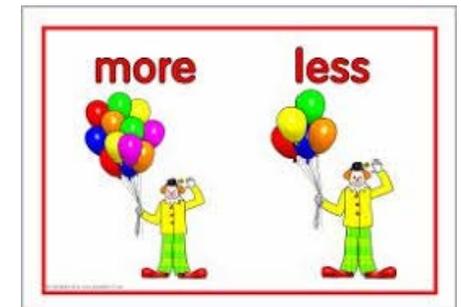
❑ Should the investigator in charge involve in family assistance process?

- Human resources constrains
- Protect investigator (IIC)



❑ Investigation information release

- What kinds of information should be released?
 - Media report will affect Nok's notion
 - NoK want to know everything
- How often ?



Fundamental concerns of Family Members

Is everyone prepared to assist?

Notification of Involvement



Is my loved one involved?

Victim Accounting



Where is my loved one?

Information and Resources



How do I get information and support?



Personal Effects



Where are their belongings?

Challenges and opportunities for effective State oversight

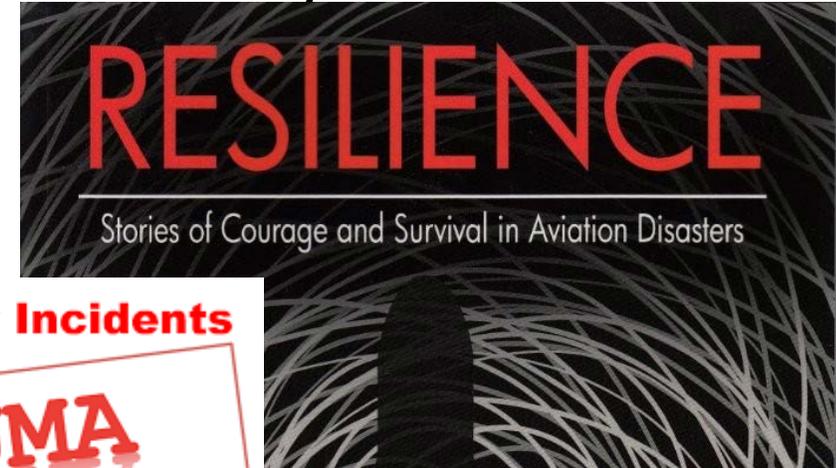
- The State of Qatar is committed to providing assistance to aircraft accident victims and their families.
- Currently, efforts are underway to establish the necessary mechanisms and coordination to deliver this assistance effectively.
- Legislation is being approved with the requirements of the International Civil Aviation Organization (ICAO) to serve as the legal basis for this endeavor.
- This legislation will form the foundation for the development plan aimed at coordinating existing and approved procedures across various government entities, aircraft operators, and airport operators concerning this critical topic.

Currently, the Family Assistance Plan is embedded in the Emergency Plans of the Aircraft Operator and the Aerodrome Operator respectively.



Family assistance Challenges

- ❑ Initiating contact with family assistance response community
 - Identifying relevant agencies & organizations
 - Working within the broader response efforts
- ❑ Information Management
 - Notification of involvement
 - Social media
 - 24 hr news cycle
- ❑ Shifting concept of operations from all-fatal to mass casualty incidents
 - Victim Accounting: effective family assistance hinges in part on an accurate and efficient accounting of all victims, their status, and their location.
 - Family assistance operations **What does a Mass Casualty Incident (MCI) Family Assistance Center (FAC) look like?**
(MCI level 1 - ≤ 10 survivors; level 2 - 10 to 25 surviving victims; level 3 - ≥ 25 surviving victims)



Mass Casualty Incidents

TRAUMA

Qatar's **TARGET** in the management of national legislation to oversee Family Assistance has the purpose to give indications to:



The airlines carriers:

- ✓ on the correct drafting of the Assistance Response Plan of the persons involved in an accident and of their relatives in line with the relevant international regulatory provisions with particular reference to psychological support.

The subjects involved in the process of assistance to the victims and their families:

- ✓ on the correct management of the phases of the same process, to ensure easy, direct and timely information about the event to grant that adequate material and psychosocial assistance is provided to the people involved in a plane crash.

Focus on the main aspects of the future regulation

- ❑ The role and the competences of the subjects involved:
(QCAA, QAAI, Air carriers, Airports, State Entities and third parties)
- ❑ The air carrier's plan of assistance to accident victims and their families
- ❑ The assistance providers and their respective roles

WHAT TO DO AND HOW TO ACT

Essential contents of the Plan of the air carrier:

- ✓ operating procedures of the carrier in case of accident
- ✓ modality of information to the concerned persons and to the public in the case an accident occurs.
- ✓ the exercises for the correct application of the Plan



WHAT TO DO AND HOW TO ACT



Four groups of subjects responsible for assisting victims, their families and the indirectly affected population:

Institutions

Airline companies

Airport managers



Third parties

Institutions



Main institutional subjects operating in Qatar are:

- Ministry of Foreign Affairs
- Ministry of Transport
- Ministry of Interior
- Civil Aviation Authority
- **Qatar Air Accident Investigation Unit**
- Ministry of Public Health
- Government Communication Office
- General Authority of Customs
- Hamad Medical Corporation
- Aircraft Operator
- Airport Operator
- Qatar Red Crescent

C.O.E.
National
Response
Plan



مركز الجوهرة المشتركة للتسيق والإنقاذ
DOHA JOINT RESCUE COORDINATION CENTER

Foundation for Qatar Family Assistance Code

- ICAO Requirements, Recommendations and Guidelines
- Examination of International Legislation, Law and regulation
- Gap analysis of the existing situation in the Qatar National Emergency Plan

- Review of international Family Assistance case history
- Include careful consideration of cultural aspects



QAAI view to be achieved as operational procedures per the best practices to be followed on the Family Assistance Support

- **Independent** and **transparent** safety investigation
- **Well-designed family assistance process** with single lead agency and effective partnerships
 - Planning & preparedness
- **Address core needs** of family members
 - Within the confines of the investigative process and organizations mandate and capabilities
 - Build relationship & credibility
- **Empathy** supported by knowledge

QAAI view of Family Assistance in the State of Qatar

- Family Assistance is not only important, it is essential.
- The standard of Family Assistance services provided by Qatar stakeholders should at least match best international practice.
- The function of the National Program 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.
- The Plan will help to protect and enhance the reputation of the main operator and Qatar's as a State.

Future Actions – continuous improvement of the current existing framework

It is essential to share the experiences and lessons learned between the States.

41st Assembly WP21 by ICAO Council 30 Recommendations from the first ICAO AAASF21



Encourage ICAO Regional Offices to organize Workshops on the implementation of the Victim Assistance Policy in the Member States.



Get an ICAO Member State to organize the second Symposium on Assistance to Aircraft Accident Victims and their Families in 2024.



Improvement of preventive safety in aviation and the commitment of States with assistance to victims and with ACVFFI.



Collaborate with groups of experts from International Organizations to address the ACVFFI WPs approved at the 40th and 41st Assemblies.

Lessons Learned: Next Steps at ICAO. 2023 - 2026



Guide to the treatment of information on accidents

A professional, transparent and respectful informative model with victims



Independence of Investigative Authorities

from the executive power and the judiciary

Home at ICAO

A section dedicated to the Victim and Family Assistance Policy (A41-WP/88)

Legal Forum on the best practices of Insurers

Modification of the Montreal Convention

Involvement of ACI and IATA in Victim Assistance

through its members, Member States, Industry, etc.

Collaboration with ACVFFI

Support to the Federation and its activities by Member States and International Organizations (IATA and ACI)

Do it NOW, sometimes *later* means *never*

For all air crash victims who are somewhere...
always in our hearts.



THANK YOU FOR YOUR
ATTENTION

شكرًا لكم على انتباهكم

