

Conference on Assistance to Aircraft Accident Victims and their Families (AAAVF)

Muscat- Oman
8-9 May 2024

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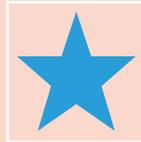
Assistance to Aircraft Accident Victims and their Families (AAAVF)



Questionnaire Analysis



ICAO Provisions



**Status of
Implementation**

Assistance to Aircraft Accident Victims and their Families (AAAVF) Questionnaire Analysis

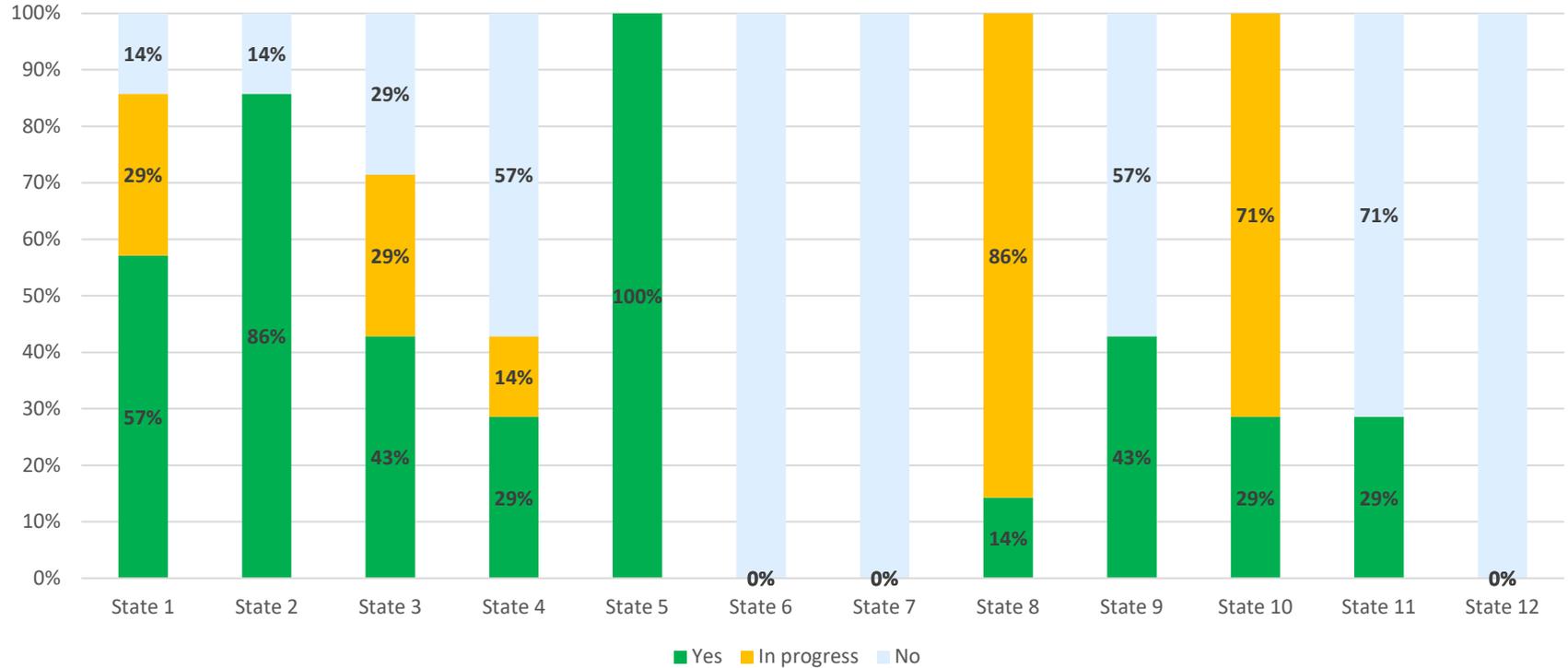
Questions n°	Question Description
Question 1	Has your State established legislation, regulations and/or policies in support of assistance to aircraft accident victims and their families? Comments:
Question 2	Has an organizational structure been established at the State level depicting the authorities with functions related to the oversight/supervision of assistance to aircraft accident victims and their families? Comments:
Question 3	Has each authority in charge of the oversight/supervision of air and aerodrome family assistance plans established and implemented a training policy and a training programme for its personnel? Comments:
Question 4	Has your State provided appropriate facilities, comprehensive and up-to-date technical guidance material and procedures, tools and equipment, and transportation means to the personnel to enable them to perform their oversight/supervision of air and aerodrome family assistance plans? Comments:
Question 5	Does your State – and if yes, how – approve family assistance plans developed by the air operators and aerodrome operators in your State? Comments:
Question 6	Has your State established a documented process to take appropriate actions, up to and including enforcement measures, to resolve identified deficiencies in the delivery of assistance to aircraft accident victims and their families? Comments:
Question 7	Has your State used lessons learned from the past (e.g. “DO’s and DON’Ts”) to update/strengthen parts of its system regarding air operators’ and aerodrome operators’ family assistance plans, and the oversight by the State authorities? Comments:

Questionnaire on States’ oversight capabilities regarding Assistance to Aircraft Accident Victims and their Families (AAAVF)

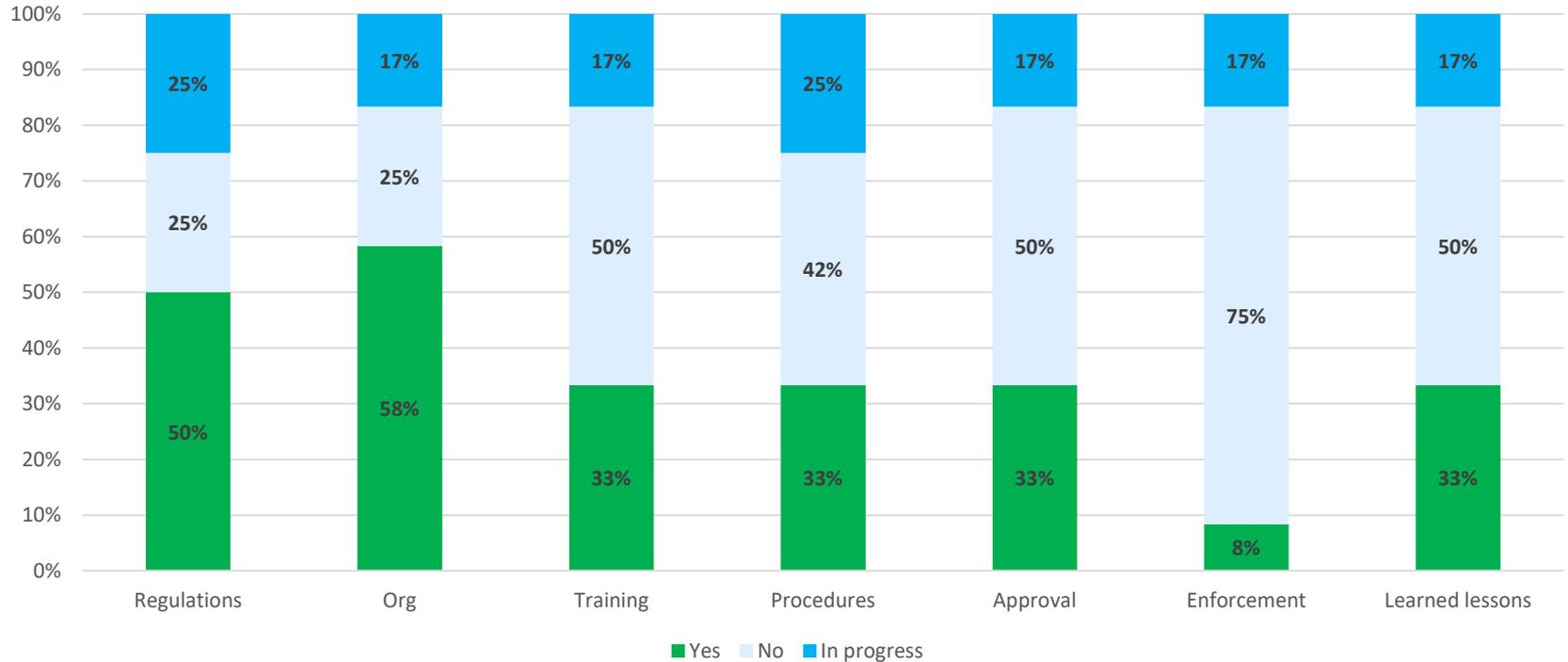
Questionnaire sent to all MENA ARCM Member States to:

- Assess the capabilities of States to oversee/supervise the development and implementation of air operators’ and aerodrome operators’ family assistance plans
- Promote the sharing of information and experience on States’ oversight of family assistance plans
- Identify challenges and opportunities related to assistance to aircraft accident victims and their families

Questionnaire on States' oversight capabilities regarding AAVF



Questionnaire on States' oversight capabilities regarding AAVF



Highlight for consideration by States:

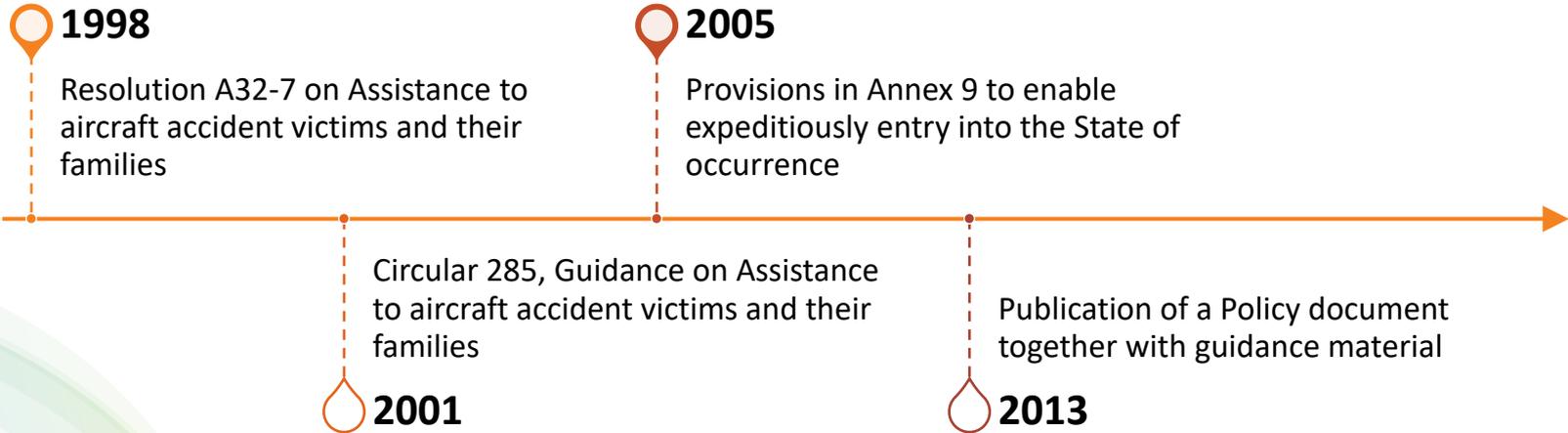
system for providing assistance to Aircraft Accident Victims and their Families

- ✓ Ensure that the primary aviation legislation, specific operating regulations and/or policies establishing family assistance plans that address the **scope, responsibilities, roles** and **coordination** necessary to provide assistance to aircraft accident victims and their families.
- ✓ Ensure that **air operators and aerodrome operators** have established family **assistance plans**.
- ✓ **Periodically review** family assistance plans of the State and of service providers.
- ✓ Ensure that air operators **have arrangements** with aerodromes in which they operate to implement the family assistance plans.
- ✓ **Designate an agency** to coordinate the timely and appropriate delivery of assistance.



ICAO Provisions for Assistance to Aircraft Accident Victims and their Families (AAAVF)

Background



Assistance to Aircraft Accident Victims and their Families

ICAO provisions: Relevant Annex 9 - Facilitation

- Facilitate temporary entry for family members of victims (Std. 8.42) and authorized representatives of the aircraft operators (Std. 8.43)
- States shall issue ETD to their nationals who have survived (Std. 8.45)
- States shall extend all necessary assistance in arranging customs clearance in repatriation of human remains (Std. 8.46)
- Contracting States shall establish legislation, regulations and/or policies in support of assistance to aircraft accident victims and their families.(std: 8.47)
- States should ensure that each aircraft and airport operator to develop assistance plans to aircraft accident victims and their families (RP: 8.48)



International Standards
and Recommended Practices



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

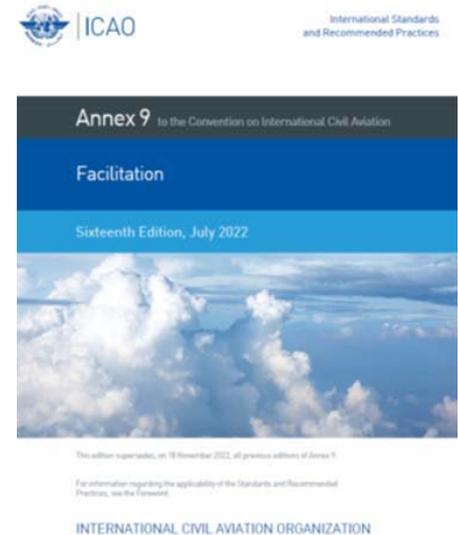
Assistance to Aircraft Accident Victims and their Families

ICAO provisions: Relevant Annex 9 - Facilitation

- Contracting States **shall establish legislation, regulations and/or policies** in support of assistance to aircraft accident victims and their families. **(std: 8.47)**



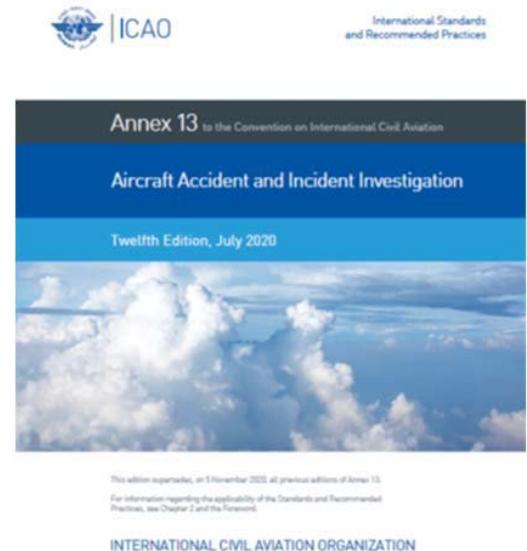
Recalling the adoption of Amendment 29 to ICAO Annex 9 — Facilitation which has **elevated Recommended Practice 8.46 to Standard 8.47**, thus **obliging** States to establish legislation, regulations and/or policies in support of assistance to aircraft accident victims and their families



Assistance to Aircraft Accident Victims and their Families

ICAO provisions: Relevant Annex 13 - Aircraft Accident and Incident Investigations

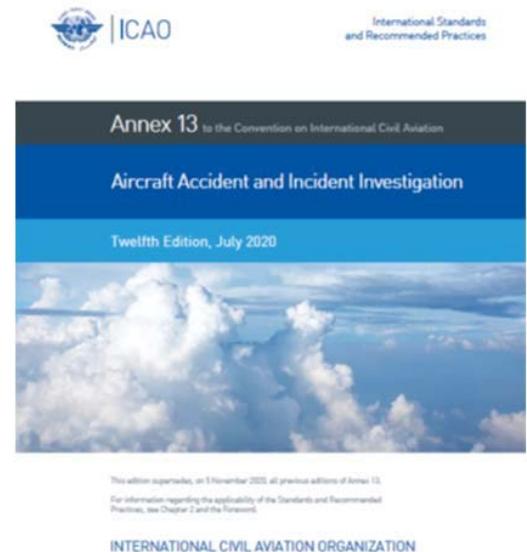
- Entitlement to visit the scene of the accident, access to factual information and receive a copy of the Final Report. **(std: 5.27)**
- Information on the progress of the investigation in a timely manner. **(RP: 5.28)**



Assistance to Aircraft Accident Victims and their Families

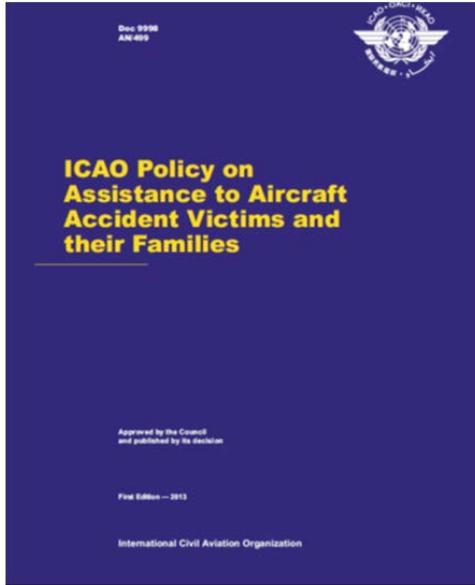
ICAO provisions: Relevant Annex 14 - Aerodromes

- Aerodrome emergency plans (AEP) for the coordination of the actions to be taken in an emergency occurring at an aerodrome or in its vicinity by all agencies which could be of assistance. **(std: 9.1.1, 9.1.2, 79.1.3)**
- Periodic testing and review of aerodrome emergency plans. **(std: 9.1.12 & 9.1.13)**

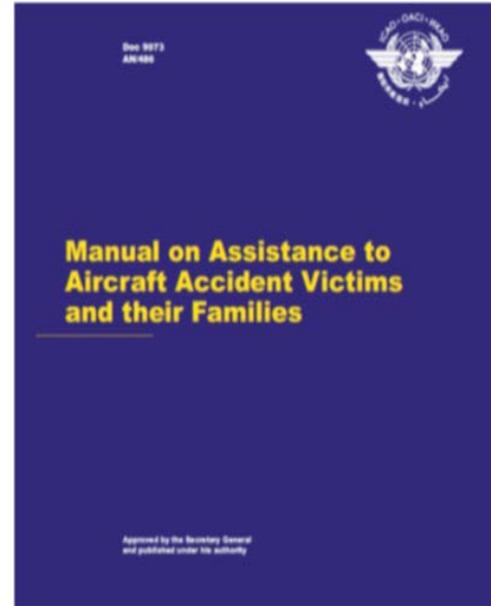


Policy and Guidance material

Doc 9998: ICAO Policy on Assistance to Aircraft Accident Victims and their Families



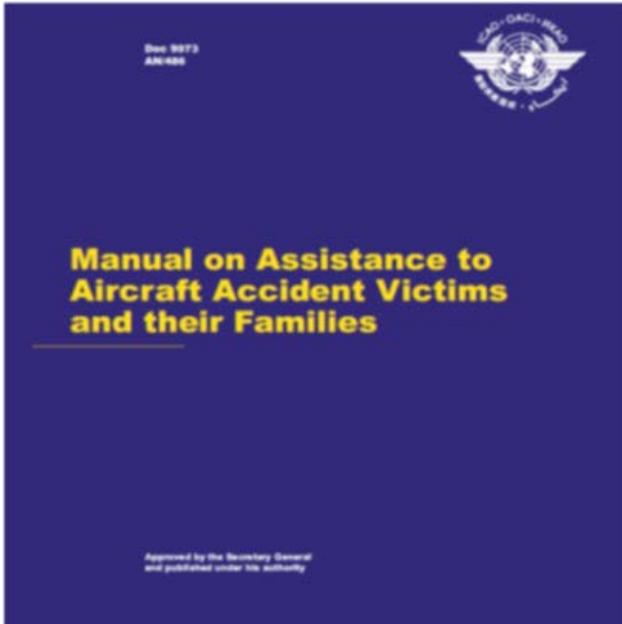
Doc 9973: ICAO Manual on Assistance to Aircraft Accident Victims and their Families



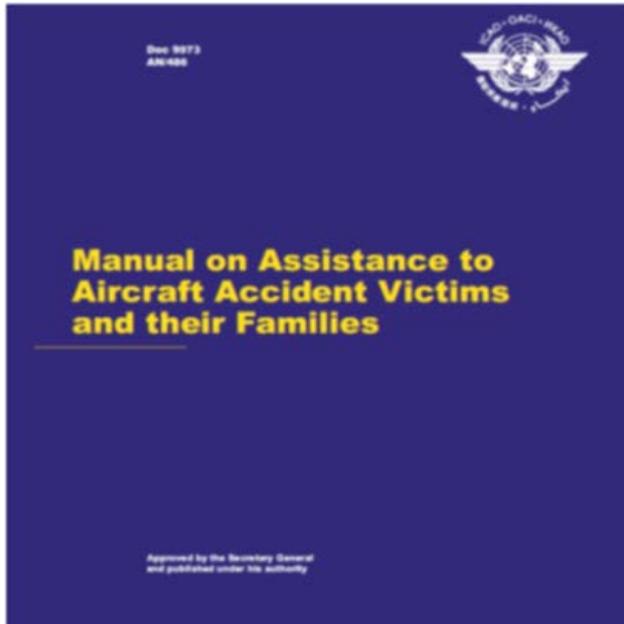
ICAO policy: Doc 9998

The provision of family assistance requires (...):

- information about the occurrence
- emergency response to the accident
- coordination of travel to and lodging at a family assistance center, as well as assistance to those not travelling
- coordination of a visit to the accident site, where access is practicable
- support for immediate financial needs
- information about the location and status of the victims, and the recovery, identification and disposition of remains
- information regarding the recovery, management and return of personal effects
- social, emotional and psychological support; and
- information about the progress of the investigation and its objective.



ICAO Manual: Doc 9973



- Additional information and guidance material on the provision of family assistance.
- Information about the responsibilities of the State, the air operator, and other family assistance providers
- Guidance on the development of a family assistance plan

Assistance to aircraft accident victims and their families through USOAP-CMA

Status of Implementation

Assistance to Aircraft Accident Victims and their Families

Assessment of the effective implementation

Objective: determine States' capability for safety oversight

- ❑ Verifying the status of the Member States' implementation of:
 - Safety-related ICAO Standards and Recommended Practices (SARPs);
 - Associated procedures; and
 - Guidance material.

❑ Assessing their effective implementation of the 8 Critical Elements (CE) in 8 audit areas:

- LEG, ORG, PEL, OPS, AIR, **AIG**, ANS and AGA

❑ Protocol Questions (PQ): new version in 2020

- **790 PQs in the 2020 version** (vs. 943 in the previous 2017 PQs version)



USOAP CMA audits:

Scope of audits

Audit area	ICAO's Annexes/PANS	# of PQs (2020 edition)
LEG	Primary aviation legislation and specific operating regulations	23
ORG:	Civil aviation organization	13
AIG:	Aircraft accident and incident investigation Annexes 13, 9, 19	84
PEL:	Personnel licensing and training Annex 1	93
OPS:	Aircraft operations Annexes 6, 9, 18 and PANS-OPS	126
AIR:	Airworthiness of aircraft Annexes 6, 7, 8 and 16	186
ANS:	Air navigation services Annexes 2, 3, 4, 5, 10, 11, 12, 15 and PANS-ATM	122
AGA:	Aerodromes and ground aids Annex 14 and PANS-AGA	143
		Total: 790

Assistance to Aircraft Accident Victims and their Families.

Implementation Status

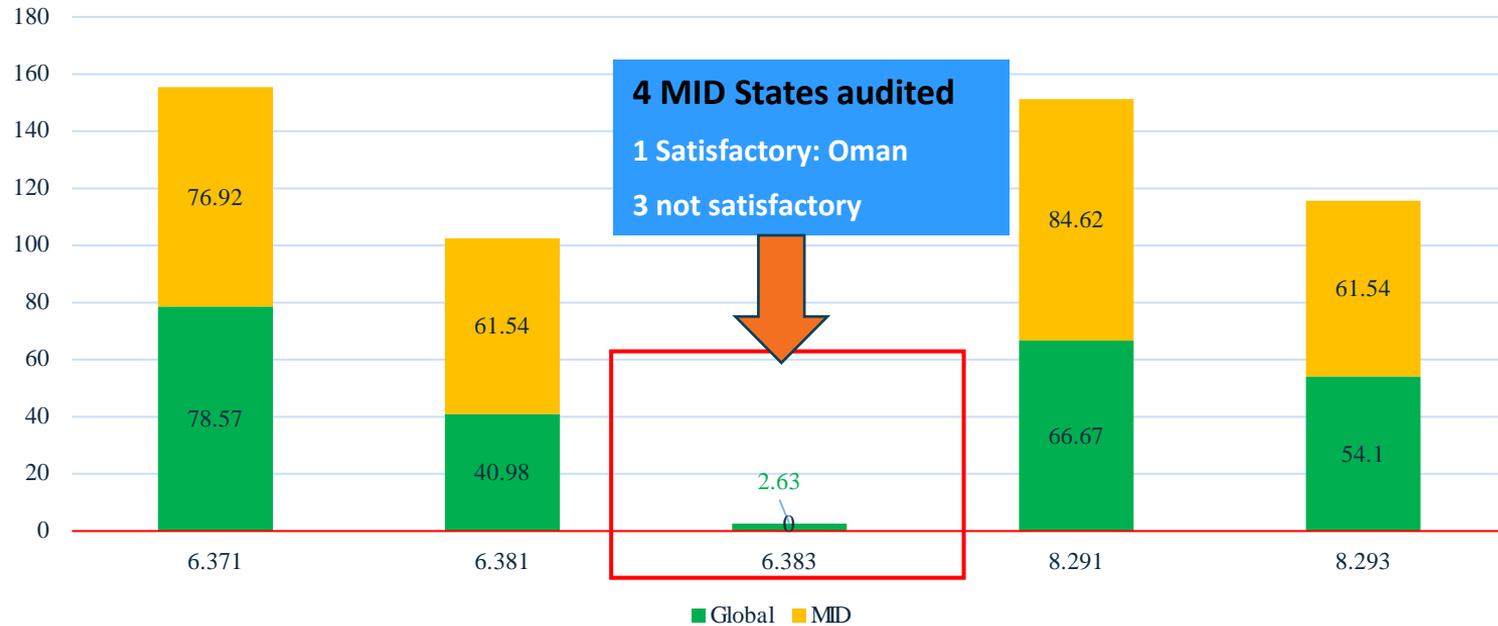
Ref. ICAO to provisions	PQ	Level of Effective Implementation (EI)
Annex 13, 5.27	6.371 - Has the State promulgated regulations to entitle the participation of experts of States which have special interest in an accident by virtue of fatalities or serious injuries to its citizens in accordance with Annex 13?	Global: 78.57% MID: 76.92%
Annex 13, 5.27 & 5.28	6.381 - Has the investigation authority established and implemented procedures to ensure that relevant and timely information on the progress of the investigation will be provided to the families and accident survivors?	Global: 40.98% MID: 61.54%
Annex 9, 8.41 to 8.48	6.383 - Has the State established a comprehensive system for providing assistance to aircraft accident victims and their families?	Global: 2.63% MID: 0
Annex 14, 9.1.1 to 9.1.3	8.291 - Does the State ensure that aerodrome operators/competent State authority develop emergency plans, including appropriate cooperation and coordination with other entities involved in the provision of emergency services and the development of the plans?	Global: 66.67% MID: 84.62%
Annex 14, 9.1.12 and 9.1.13	8.293 - Does the State ensure compliance with requirements for the periodic testing and review of aerodrome emergency plans?	Global: 54.1% MID: 61.54%

Assistance to Aircraft Accident Victims and their Families.

Implementation Status

Ref. ICAO to provisions	PQ	Level of Effective Implementation (EI)
Annex 13, 5.27	6.371 - Has the State promulgated regulations to entitle the participation of experts of States which have special interest in an accident by virtue of fatalities or serious injuries to its citizens in accordance with Annex 13?	Global: 78.57% MID: 76.92%
Annex 13, 5.27 & 5.28	6.381 - Has the investigation authority established and implemented procedures to ensure that relevant and timely information on the progress of the investigation will be provided to the families and accident survivors?	Global: 40.98% MID: 61.54%
Annex 9, 8.41 to 8.48	6.383 - Has the State established a comprehensive system for providing assistance to aircraft accident victims and their families?	Global: 2.63% MID: 0
Annex 14, 9.1.1 to 9.1.3	8.291 - Does the State ensure that aerodrome operators/competent State authority develop emergency plans, including appropriate cooperation and coordination with other entities involved in the provision of emergency services and the development of the plans?	Global: 66.67% MID: 84.62%
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PQs related to the assistance to aircraft accident victims and their families



Oman case – A USOAP CMA success story

- PQ 6.383 was introduced in January 2017
- Oman received a USOAP CMA audited from 23 Jan to 1 Feb 2024
- First satisfactory in MID Region assessment since the inclusion of the PQ 6.383

Action Plan for a comprehensive system for providing assistance to aircraft accident victims and their families

ICAO USOAP-CMA Online Framework (OLF)

Corrective Action Plan (CAP):

- When deficiencies in the form of non-satisfactory PQs have been identified, CAP should be submitted by States to ICAO, with specific actions and estimated implementation dates to correct the deficiencies identified.
- PQ 6.383 (Annex 9), and 6.371 & 6.381 (Annex 13), 8.291 & 8.293 (Annex 14)

PQ Self-Assessment:

- States should include information for new PQ 6.383 as part of maintaining their PQ self-assessment on the OLF.
- Document action plans as a tool for States to actively monitor and report the health of their aviation system on a continuous basis



CAP



Self-Assessment

Thank You

