

## Regulatory Framework - Provision of Assistance to Aircraft Accident Victims & Their Families

Flight Safety Department / Aerodrome Safety Department

Civil Aviation Authority of Oman



## Table of Contents



-  **FAP Regulatory Framework in OMAN**
-  **ERPM Review and Approval Process**
-  **FAP Review and Approval Process**
-  **FAP Surveillance**
-  **Operator FAP compliance**



## Abbreviations



**ASD – Aerodrome Safety Department**



**CAA – Civil Aviation Authority**



**CAR – Civil Aviation Regulation**



**FSD – Flight Safety Department**



**SLA – Service Level Agreement**



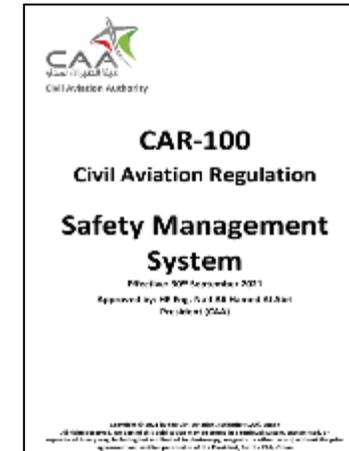
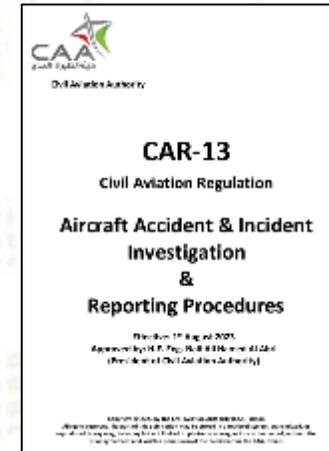
# FAP Regulatory Framework



استنفذت بيقظة  
Moving Forward  
with Confidence



<b>Primary Legislation</b>	OMAN Royal Decree 05/2020
<b>Specific Operating Regulations</b>	CAR 13, CAR 100,
<b>CAA Policy</b>	General Policy on Assistance to Aircraft Accident Victims & their Families





## OMAN Royal Decree 05/2020



**Not only for Aviation Accidents, but also includes other calamities including natural disasters**



**With reference to responsibilities Article 21 of the Decree states that members of the National Defense Committee will be appointed by the Deputy Chairperson of the National Security Council**





## Specific Operating Regulation-CAR 100



استشقة بثقة  
Moving Forward  
With Confidence



### CAR-100 Safety Management Systems

Regarding Family assistance, CAR 100 states that ***“The ERP should also include guidance on the organisation’s approach to assisting crisis victims”***.

- This guidance includes:
- OMAN CAA requirements for the provision of assistance services
- Travel and accommodation arrangements to visit the crisis site
- Programme coordinator and point/s of contact for victims
- Provision of up-to-date information
- Temporary assistance to the victims



## CAR-100 Civil Aviation Regulation Safety Management System

Effective: 30<sup>th</sup> September 2021

Approved by: HE Eng. Nalf Ali Hamed Al Abri  
President (CAA)

Copyright © 2021 by the Civil Aviation Authority (CAA), Oman  
All rights reserved. No part of this publication may be stored in a retrieval system, transmitted, or reproduced in any way, including but not limited to photo-copy, magnetic or other record, without the prior agreement and written permission of the President, for the CAA, Oman



## CAA Policy



### The General Policy for Assistance to Victims of Aircraft Accidents and Their Families

#### The CAA Policy describes the CAA as:

- A mandated body for the establishment of plans to assist Victims of Aircraft Accidents and their Families.
- Ensures implementation of plans for Victims of Aircraft Accidents and their Families
- Ensures consistency of plans to help Victims of Aircraft Accidents and their Families with the National plan.



The National Plan to Assist Victims of Aircraft Accidents  
and  
Their Families in the Sultanate of Oman



## Establishment of FAP



The OMAN Regulatory Framework establishes FAP and addresses:-

- Scope
- Responsibilities
- Roles and
- Co-Ordination necessary to provide assistance to Aircraft Accident Victims and their Families



The National Plan to Assist Victims of Aircraft Accidents  
and  
Their Families in the Sultanate of Oman



## Periodic Review of FAP



### The CAA FSD has developed an **Approved Surveillance Program**

- The Program is implemented during Surveillance by FSD Inspectors.
- To ensure Operators review their FAPs on a periodic basis we use tools such as Checklists
- And also prior to conduct of Emergency exercises Operators are required in the first place to notify the CAA
- Simulated Exercises are strictly monitored and observed by the CAA Inspectors for effectiveness
- Typically the review period is Annually





## Example of ERPM Review and Approval

	<b>ERP Operational Demonstrations, Inspections, Approvals and Surveillance Checklist</b>	<b>Form</b>	ERP -01
		<b>Revision</b>	00
		<b>Date</b>	01 Nov 2023

	e) safe continuation of essential operations, while the crisis is being managed			
	proactive identification of all possible emergency events/ scenarios and the corresponding mitigation actions; etc.			
2.	<b>ERP Design</b>			
	<b>REF</b>	<b>Design</b>	<b>S U/S N/A N/C</b>	<b>Comments</b>
2.1	CAR 100.125	To be effective, an ERP should:		
		a) be appropriate to the size, nature and complexity of the organization	S	ERP Manual Rev 5
		b) be readily accessible to all relevant personnel and other organizations where applicable	S	Available in CMC room and share folder ref 1.2 ERP manual
		c) include checklists and procedures relevant to different or specific emergency situations	S	ERP Manual Rev 5 Chapter 3
		d) have quick reference contact details of relevant personnel	S	ERP Manual Rev 5-chapter 3 (3.29) Appendix 4
		e) be regularly tested through exercises	S	Last exercise 14 Aug, 2023
	f) periodically reviewed and updated when details change	S	ERP Manual updated 12 Nov 23	



## Example of FAP Review and Approval

3.11	<b>K. Family assistance.</b> The ERP should also include guidance on the organization's approach to assisting crisis victims or customer organizations. This guidance may include such things as:	5	4	CAR 100 Appendix 4								
1	1) State requirements for the provision of assistance services	S	ERPM Chapter 08		CAR 100 Appendix 4							
	2) Recipients of family assistance	S	ERPM Chapter 8.4.2.2. & 8.4.2.5.			CAR 100 Appendix 4						
	3) Types of family assistance to be provided	S	ERPM Chapter 8.7.6.				CAR 100 Appendix 4					
	4) When family assistance should be provided	S	ERPM Chapter 8					CAR 100 Appendix 4				
	5) Family assistance providers	S	ERPM Chapter 8.2 & 13.1.4						CAR 100 Appendix 4			
	6) Periodic review and exercise of the plan	S	ERPM Chapter 2.2							CAR 100 Appendix 4		
	7) Travel and accommodation arrangements to visit the crisis site	S	ERPM Chapter 8.7.3								CAR 100 Appendix 4	
	8) Programme coordinator and point(s) of contact for victims/customers	S	ERPM Chapter 3.4.3 & Appendix B, point 16.7									CAR 100 Appendix 4
	9) Provision of up-to-date information	S	Appendix B, point 16.7									
	10) Temporary assistance to victims or customers	S	ERPM Chapter 8.7.6.	CAR 100 Appendix 4								
	<i>Note — ICAO Circular 285, Guidance on Assistance to Aircraft Accident Victims and their Families, provides further guidance on this subject.</i>	S			CAR 100 Appendix 4							



## In-House Co-Ordinated Activity

Overall result <input checked="" type="checkbox"/> Acceptable <input type="checkbox"/> Unacceptable			
Title	Name of CAA Inspector	Signature	Date:
FOI	1. Michael J. Koroma 2. Ashish Kapoor 3. Giorgio Vanno Antonelli		12/6/2023
GOI/DGI	1. Firas Ramzi		12/6/2023
CSI	1. Tallal Sulaiman Khalid Al-Harthy		12/6/2023
Chief Operations Section (COS) Name		Signature	Date:
Capt. Mohammed Saif Al-Bimani			12/6/2023

Capt. Mohammed Saif Al-Bimani		12/6/2023
-------------------------------	--	-----------



## Example of an Air Operator Compliance

-  Each holder of the Emergency Response Plan Manual is responsible for studying and periodically reviewing the policies and procedures outlined in the Emergency Response Plan.
-  Revisions to the Emergency Response Manual and Station Emergency Response Plan fall under the purview of the ERP Department.
-  The Emergency Response Planning Department will conduct periodic and regular exercises and testing of the Emergency Plan to familiarize personnel with their duties and responsibilities.
-  Following exercises, debriefings will occur, and any lessons learned and corrective measures will be implemented through revisions to the manual, which will be the responsibility of the Response Planning Department.



## Arrangement for FAPs

-  FAP compliance is contained in respective ERP/SMSM manual.
-  The OMAN Regulatory framework requires that OMAN Operators have arrangements in place with Aerodromes of operation to ensure FAPS.
-  Operators have arrangements with Aerodromes Authorities that they operate for implementation of the family assistance plans. These arrangements are contained in the respective ERP manual (LOCAL ERP)
-  The Air Operators have established Aerodrome FAP which is commensurate with their flight operations.
-  This FAP includes coordination with those Stakeholders who will be interfaced with in the event of an emergency.
-  List of coordinated Stakeholders is included in the ERP manual.



## Designation of Agency



Each operator has established its own emergency center.



Some Operators have contracted KENYON for coordinating the timely and appropriate delivery of assistance.



During Surveillance Inspections, CAA Inspectors ensure that the SLAs are current, valid and have been signed by both parties.

## Example of a SLA





## Flight Safety: References

<b>Royal Decree 05/2020</b>	Decree on National Disasters
<b>CAR 13</b>	Aircraft Accident and Incident Investigation & Reporting Procedures
<b>CAR 100</b>	Safety Management System
<b>CAA Policy</b>	Guidance on Manual on Assistance to Aircraft Accident Victims and Their Families
<b>Annex 9</b>	Facilitation
<b>Annex 13</b>	Aircraft Accident and Incident Investigation
<b>Annex 19</b>	Safety Management System
<b>ICAO Doc 9973</b>	Manual on Assistance to Aircraft Accident Victims and Their Families
<b>ICAO Doc 9998</b>	ICAO Policy on Assistance to Aircraft Accident Victims and Their Families
<b>Cir. 285</b>	Guidance on Manual on Assistance to Aircraft Accident Victims and Their Families



Introduction

# Aerodrome Safety Department





## Regulatory Framework

In addition for the regulatory aerodrome we have:

- CAR139
- Annex 14





## Family Assistance Plan Content



Information about the event: location of the accident, list of passengers boarded, survivors, etc.;



Information about the emergency response to the rescue service accident, such as health care providers and firefighters;



Coordination of travel and stays in a family assistance center, as well as assistance to those who do not travel;



Dedicated safe places where victims and their families can be housed, as well as cared for at the airport and family assistance centre provided by the airline;



Call center organized by airlines in order to receive inquiries from families;



## Family Assistance Plan Content



Information on the location and status of victims, recovery, identification and disposal of remains;



Information regarding the recovery, management and return of personal effects;



Social, emotional and psychological support;



Information on the progress of the investigation and its objective, possibly in all languages spoken by victims and their families;



Coordination of visits to the crash site, where access is feasible; and Support for immediate financial needs, in accordance with Article 21 of the Montreal Convention



## Type of Assistance

**Passenger Reception  
Center (PRC)**

**Friends and Relative  
Reception Center(FRRC)**

**Passenger  
Reconciliation**

## Activation and Management of PRC





## Procedure during activation PRC

### Initial Procedure

- When the need to complete paperwork is not required
- This procedure to be implemented when the total number of passenger is less than 150 and situation only evacuation without casualties

### Full procedure with less 150 PAX

- When the passenger is less than 150 PAX but there is casualties or damage to the aircraft or any abnormality

### Full procedure with more 150 PAX

- When the total passengers is more than 150.



## Emergency Exercise Critique Form

➤	Survivor Center (Reception Area)	Comments
44-	a- Location of Survivor Center?	
	b- Time of Activated and control by whom?	
	c- Facilities available/provided?	



## Emergency Exercise Critique Form

➤	<u>Meeters and Greeters</u>	Comments
45.	a- Location of <u>Meeters and Greeters</u> area?	
	b- Time of establish/manage and by whom?	
	d- Agencies response?	
	e- Facilities available/provided?	



## Aerodrome Safety: References



<b>CAR 139</b>	Aerodromes, Helicopters and Water Aerodromes
<b>ICAO Doc 9973</b>	Manual on Assistance to Aircraft Accident Victims and Their Families
<b>ICAO 9998</b>	ICAO Policy on Assistance to Aircraft Accident Victims and Their Families
<b>Muscat AEP</b>	Muscat Airport Emergency Plan

Thank  
You

