



Family Assistance for MH370 & MH17 Tragedies

Muscat, Oman
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Malaysia Airlines

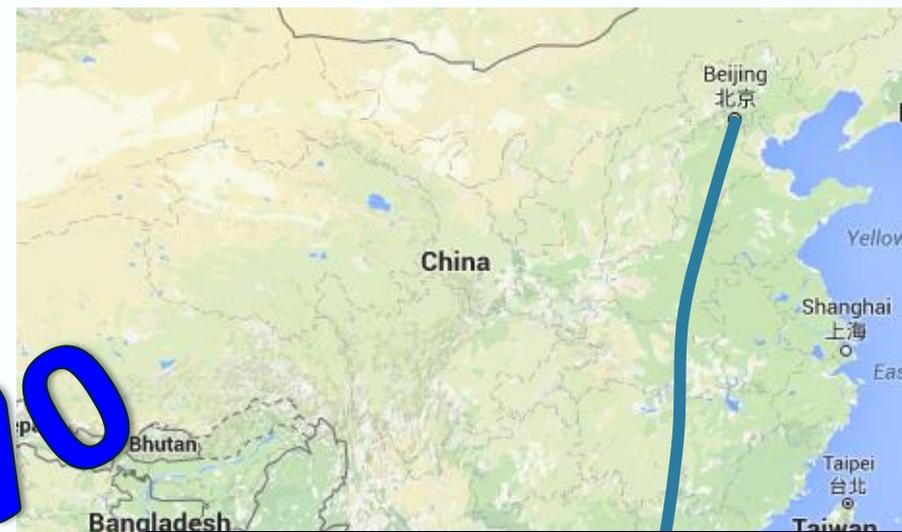
Synopsis

- Brief summary of MH370 & MH17
- Early phases of search for MH370
- Dealing with chaos
- Care Team challenges
- Collaboration with Authorities & NGO
- MH17 technical investigation
- Breaking the News to NOKs
- Repatriation of human remains
- Handling of Personal Effects
- Multi-dimensional challenges



Brief Summary of MH370 – 08 Mar 2014

- Saturday, 08 March 2014, our B 777-200 aircraft regn 9M-MRO, MH 370, operating KUL-BJS with 12 crew members and 227 passengers (total 239 souls on board).
- MH370 was reported missing after passing waypoint IGARI whilst en-route from Kuala Lumpur to Beijing.
- Aircraft is still missing to this date and considered one of the most mystifying air disasters in modern history.



Nationality of passengers and crew aboard Malaysia Airlines Flight 370

Nationality	Passengers	Crew	Total
Australia	6	0	6
Canada	2	0	2
China	153	0	153
France	4	0	4
India	5	0	5
Indonesia	7	0	7
Malaysia	38	12	50
Netherlands	1	0	1
New Zealand	2	0	2
Russia	1	0	1
Taiwan	1	0	1
Ukraine	2	0	2
United States	3	0	3
Unknown	2	0	2
Total (13 nationalities)	227	12	239

Note: Two unknown passengers carrying stolen Austrian and Italian passports.

Go Team for MH370

Pre-preparation

- Volunteers selection and assignment
- Origin country requirements – language, maturity, sincerity and heart
- Business-as-usual consideration

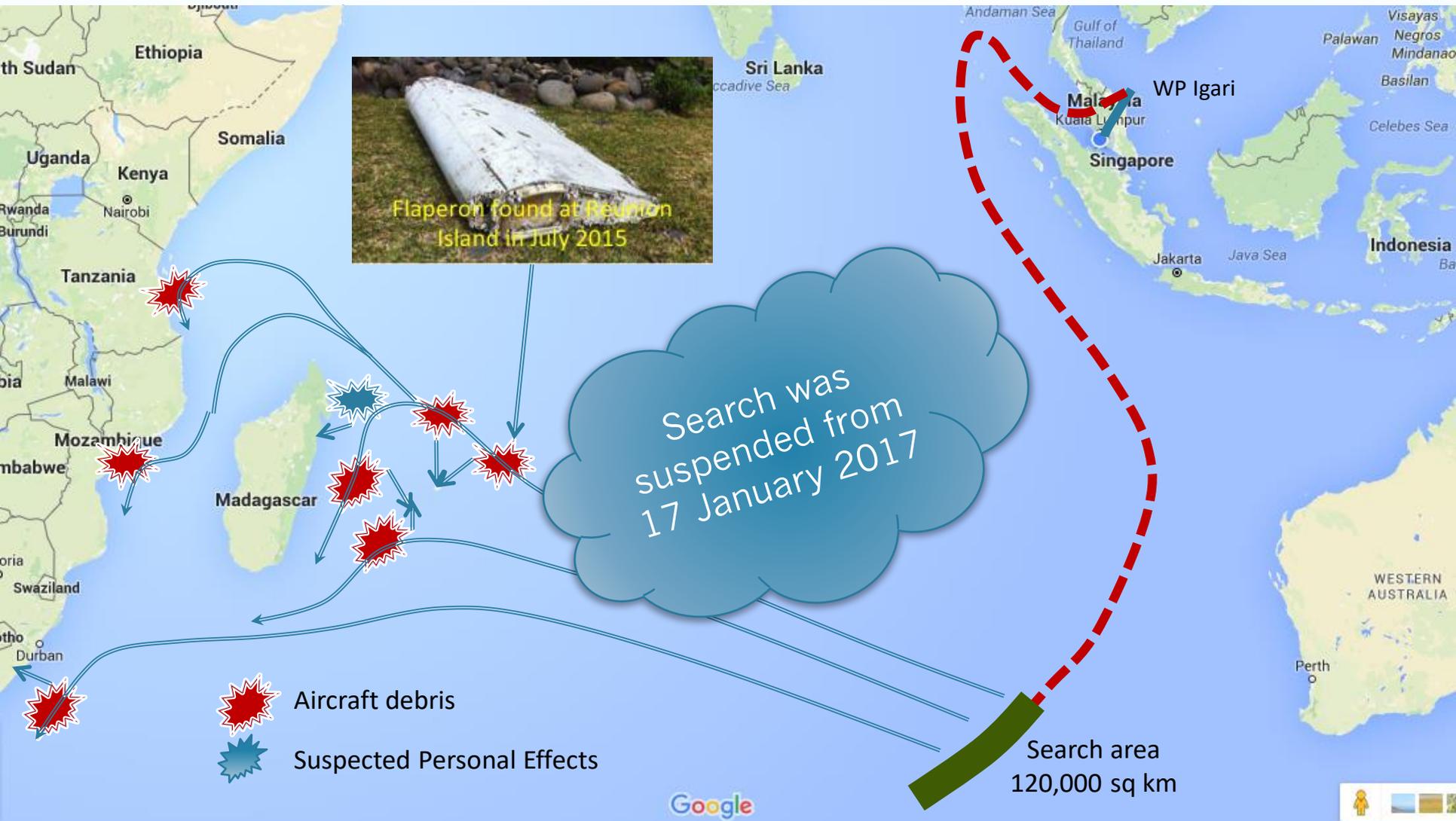


Onboard : Rest OR Plan / Pre-Briefing

- Plan CG briefing Do's & Don'ts – culture, religions, respect, decorum
- Organise team leads and team members
- Assign tasks, NOK assignment
- Actual briefing to team



Second Phase of Search – South Indian Ocean



Total Area Searched until June 2018



Dealing with Chaos & the Unknown...

- Extremely chaotic, information overload, staff shortage
- Uncertainties on what exactly happened, what is going to happen next, etc.
- Onslaught of media enquiries
- Prioritizing what to do first
- Barrage of false lead and wrong information
- Dealing with unverified media reports
- Unfiltered social media uploads
- Coordination of responsibilities
- Extremely high stress level
- Team members unclear of their responsibilities
- More problems than solutions

During the Early Moments...



PM at EOC



Crisis Director giving latest updates to the ERWG



Briefing Foreign Embassies



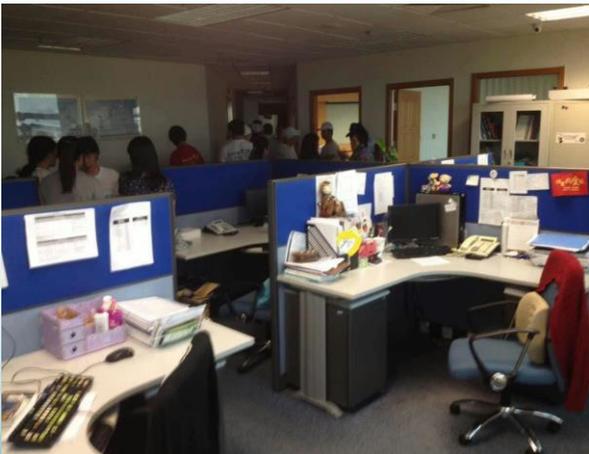
Handling enquiries from local and international media

Family Briefings in Beijing

Daily Family Update in Beijing to 400-plus NOK



NOKs Sieged MAS Office in Beijing



MAS office sieged for 11 days in June 2015, with our staff displaced and office ransacked – news was never published!

Care Team Challenges

MH370

- Extremely volatile, emotional and unpredictable
- Deal with denial, mistrust, anger, frustration.
- Assistance from Tzu Chi short-lived due to political intervention
- Strong believe in conspiracy theories
- No specific Point of Contact in PRC government



MH017

- **Initial contact**
 - NOKs registered themselves, asked some questions about the crash...and left
 - Most preferred to mourn in the privacy of their homes
- **Establishment of CG secretariat**, did not alter the interaction and communication much.
 - Strong preference to communicate in Dutch
 - Codeshare partner KLM was a great help
 - Mourners laid flowers and personal items at Schiphol Airport
 - The government managed the security, privacy and communication with the NOKs

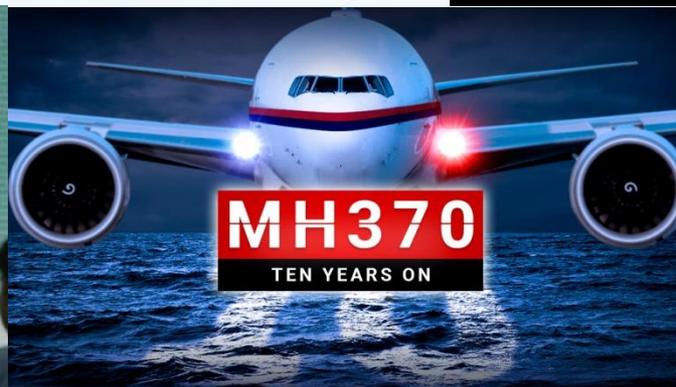
Family Briefings in Beijing



**45 Monthly Face to Face meetings at Shunyi,
Beijing from June 2015 till now**

10 Years On....

- Family Support Hotline still active.
- Active communication with NOKs
- Compensation and litigation still ongoing
- Malaysian MOT committed to resume search mission.
- Conspiracy theories still continue.
- Mystery lives on...



Brief Summary of MH17 – 17 July 2014

The Netherlands*	192
Malaysia*	44
Australia	27
Indonesia	12
U.K.*	10
Germany	4
Belgium	4
Philippines	3
Canada	1
New Zealand	1

* One passenger from The Netherlands also held U.S. citizenship. A Malaysian passenger also held Dutch citizenship, but is only counted once in the Malaysian number. A U.K. passenger also held South African citizenship.



6:15 A.M.
EASTERN TIME
 Plane leaves
 Amsterdam

MH17



**Flight was bound
 for Malaysia**

9:20 A.M.
EASTERN TIME
 Contact with
 airliner is lost

The Crash Site



Final Investigation Report from DSB

- Key findings by DSB:
 - Crew properly licensed and aircraft was airworthy
 - MH17 flight routing was authorized
 - Shot down by war head
 - BUK missile system was used
 - Passengers barely aware of attack
 - Wide possible launch area



1. Rear nozzle of the missile's engine. (Source: NBAAI)



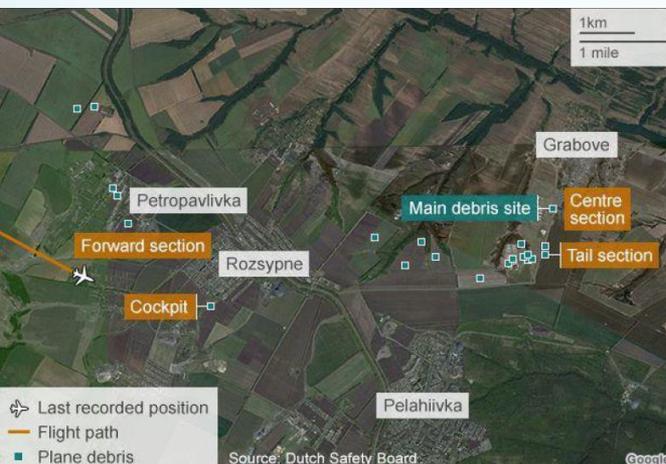
Missile engine nozzle as found in Ukraine. (Source: Dutch Safety Board/Dutch National Police)



2. Stabilizing fins. (Source: NBAAI)



Part of stabilizing fin during identification at Gilze-Rijen Air Force Base. (Source: Dutch Safety Board/Dutch National Police)





*DUAL CITIZENSHIP MAY ACCOUNT FOR A TOTAL GREATER THAN 298

SOURCES:
 MALAYSIA AIRLINES
 NBC NEWS



VICTIM IDENTIFICATION REPORT		
DEAD BODY		
Name of Body Examination	Forensic (M/F/O)	File No.
Public Agency Address		INVESTIGATOR
Phone		Date
		02-08-2014
MISSED PERSON		
Identify Name	MASSER	Alt. Name
Paragon/ID	0204-2345678	AA00-000
Present/Last Known	PT. MEDAN (BURNAYAZAM HELAN)	Occupation
Country	INDONESIA	Malaysia
State of Birth	JAYA LAMPUNG, Indonesia	Investigation Date
	01-01-1980	02-07-2014
CERTIFICATE OF IDENTIFICATION		
According to the data that was checked the above dead body has been IDENTIFIED as the above missing person.		
Identification was verified based on:	FINGERPRINT ANALYSIS	
Death certificate report	One of the fragments taken from the victim (M224-041) has been identified as a fragment found in the document registered by DORA SHAFILA BINTI ALIYAH (M224-067) with AA00-000.	
	Physical comparison was also conducted as necessary elsewhere.	



Breaking The News

- **News Breaking Team (NBT)**

- Designed a systematic approach to breaking the news that their loved ones had been identified
- Initial notification would be given to CG who would assemble the following team members:
 - Counselor from the Ministry of Women, Family & Welfare
 - Security officers from MAS
 - Assigned Care-Givers from MAS
 - Police Officer

- **Breaking News**

- Plan and prepare mentally, emotionally and physically
- Reaction from NOKs could vary from hysterical to silence
- Observe sensitivities of family values, culture & religion
- Give them the space they need and opportunity to ask questions
- Brief them on repatriation plans

Handling & Repatriating of Human Remains



Human remains at crash site



Flown from Ukraine to NL



Arrival of first batch with full honour



Repatriation to homeland



Funeral rites



Victims identification

Arrival of Remains

- Government-led ceremony
- Multi-religious & cultural rituals,
- CG's attend funeral services and contact with the NOKs is at the discretion and judgment of the CGs
- Know when to be firm and when to be compassionate



Personal Effects



Unassociated personal effects



Unassociated PE's



Passports (Associated PE's)

MH17 Memorial in Netherland



MH17 Memorial at Vijfhuizen, NL



4th Memorial on 17 July 2018



Families & friends at the Memorial



With the Dutch Prime Minister, Mr Mark Rutte

“At the heart of everything that we do, our central focus is on the emotional and psychological support for the families and loved ones during crisis”

(Former GCEO of MAS, Ahmad Jauhari Yahya)



شكراً جزيلاً

Thank you
Terima kasih



Fuad Sharuji

