



“Assistance to Aircraft Accident Victims and their Families Conference” (MUSCAT, OMAN, 8-9 MAY 2024)



« Progress in the implementation of ICAO provisions related to assistance to aircraft accident victims and their families in Morocco »

Presented by :

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Morocco



« Progress in the implementation of ICAO provisions related to assistance to aircraft accident victims and their families in Morocco »



CE_1/2

**ICAO Resolution A41-14
Establish & Implement CE**

CE_3

**Art 28 of the Montreal Convention of 28 May 1999
Annex 9, 14, 13
ICAO Policy Doc 9998**

CE_4

CE_5



Employee Training and Development

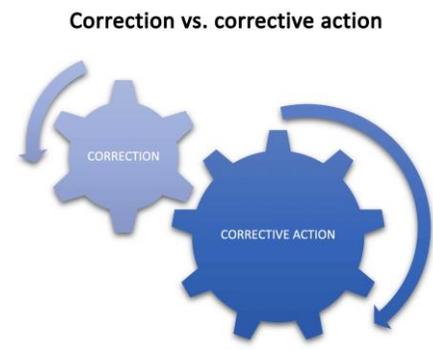
- Benefits
- Impact on Employee Performance
- List
- Strategies



CE_6



CE_7



CE_8





« Progress in the implementation of ICAO provisions related to assistance to aircraft accident victims and their families in Morocco »



USOAP CMA 2020 Protocol Questions AIG

PQ 6. 383	Guidance for Review of Evidence	ICAO Ref
<p>Has the State established a comprehensive system for providing assistance to aircraft accident victims and their families</p>	<p><u>Verify that:</u></p> <ol style="list-style-type: none"> 1) the primary aviation legislation, specific operating regulations and/or policies establish family assistance plans that address the scope, responsibilities, roles and coordination necessary to provide assistance to aircraft accident victims and their families 2) The State has ensured that air operators and aerodrome operators have established family assistance plans. 3) The family assistance plans are periodically reviewed by the State and service providers 4) The State has ensured that air operators have arrangements with aerodromes in which they operate to implement the family assistance plans. 5) An agency is designated to coordinate the timely and appropriate delivery of assistance 	<p>STD A9 GM Doc 9973 Doc 9998</p>



CE-1/2: Primary aviation legislation/ Specific operating regulations



Ref: Decree No. 2-12-754 published on 29 April 2013



Article 3 :

An emergency plan must be established by the airport authority according to the air operations and other activities for which it is used.

The purpose of this plan is to ensure the coordination of the measures to be taken in an emergency situation at the aerodrome, to limit the effects of this situation, in particular with regard to the saving of human lives, as well as the maintenance operational safety and the return to normal flight operations.

Article 5:

The aerodrome emergency plan must indicate:

- *Aircraft accident occurring at the airport;*
- *Aircraft accident occurring outside the airport*

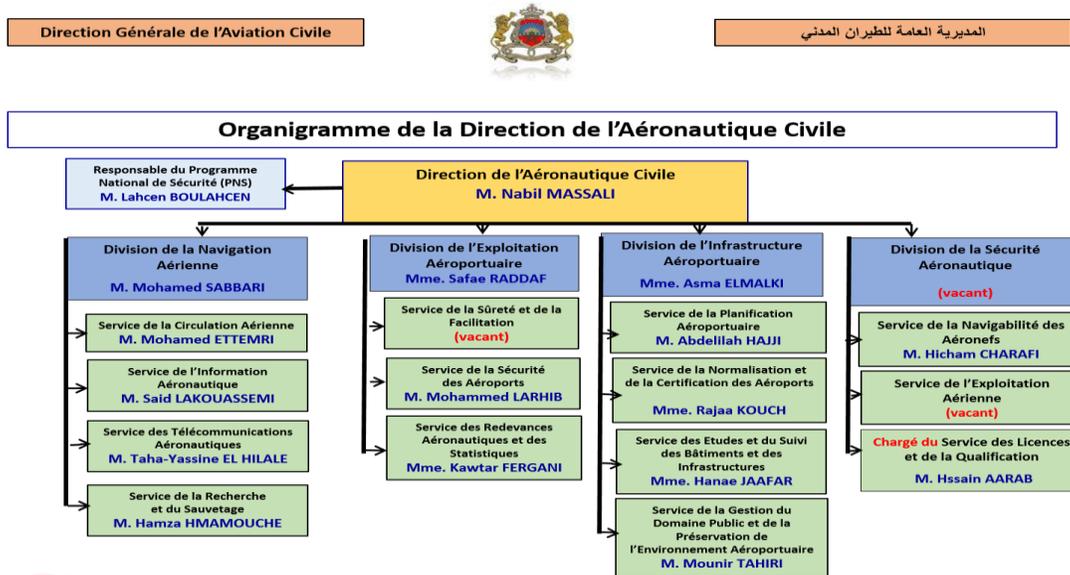
N.B:

The standard framework for drawing up an aerodrome emergency plan is set out in Appendix 1 of the decree including the item :

"Relations with the media and the psychological care of the families of the victims".



CE-3: State system and functions / Organizational Structure



The Airport Operations Division (DEA) established at Moroccan CAA, is the department in charge of emergency plans approval and supervision:

Article 12:

The aerodrome emergency plan must be tested by organizing three types of exercises:

1. **General exercise;**
2. **Partial exercise;**
3. **Indoor exercise.**



CE_4 : Qualified technical personnel



*The training program is established by **the aerodrome authorities** and the implementation is provided for all concerned staff including the CAA personnel.*

The training program is divided to :

- Part 1 : Concept of Crisis Management*
- Part 2 : Crisis management plan*
- Part 3 : Crisis management team (Including the victims and families assistance)*



However, The regulations in force does not require the establishment of a training program neither for air operators nor aerodromes authorities



CE-5 : Technical guidance, tools and provision of safety-critical information



To perform the OVERSIGHT of **AERODROME** emergency plans including family assistance, the CAA provides the appropriate facilities to their personnel, such as:

- Cars for transport;
- Communication tools and equipment: Phones, PCs ,,,
- Checklists
- etc,,,



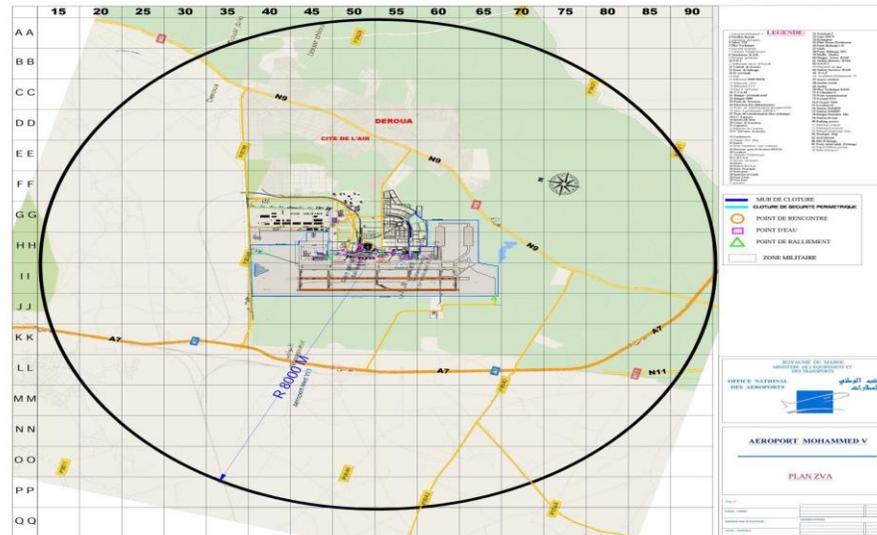
As the regulation in force does not require a family assistance plan for the air operators, so the supervision doesn't implemented



CE_6 : Licensing, certification, authorization and approval obligations

The national regulation requires that the aerodrome emergency plan developed by the airport authorities must be approved by the CAA, which include a family assistance plan.

However, the regulation in force does not require a family assistance plan for the air operators.



Approval page

The figure shows the approval page of the emergency plan. It is titled 'FICHE D'APPROBATION DU PLAN D'URGENCE' and is for 'Aéroport Marrakech-Menara'. The form contains several sections with dates and signatures:

- Signature de l'exploitant de l'aéroport:** 23 NOV 2018
- Signature de l'exploitant de l'aéroport (second instance):** 23 NOV 2018
- Signature de l'exploitant de l'aéroport (third instance):** 23 NOV 2018
- Signature de l'exploitant de l'aéroport (fourth instance):** 23 NOV 2018
- Signature de l'exploitant de l'aéroport (fifth instance):** 23 NOV 2018
- Signature de l'exploitant de l'aéroport (sixth instance):** 23 NOV 2018
- Signature de l'exploitant de l'aéroport (seventh instance):** 23 NOV 2018
- Signature de l'exploitant de l'aéroport (eighth instance):** 23 NOV 2018
- Signature de l'exploitant de l'aéroport (ninth instance):** 23 NOV 2018
- Signature de l'exploitant de l'aéroport (tenth instance):** 23 NOV 2018

 The form also includes a section for 'Caractéristiques du document' and a final approval section with the date '18 JAN 2019'.



CE_6 : Approval emergency plans for mixed airports

Article 3: An emergency plan must be established by the airport authority according to the flight operations and other activities for which it is used.

The objective of this plan is to ensure the coordination of measures to be taken in an emergency situation at the aerodrome, in particular with regard to the saving of human lives, as well as the maintenance of operational safety and the return normal flight operations.

The plan is subject to approval by the government authority responsible for civil aviation. CAA

The airport authority must establish the emergency plan related to the mixed aerodrome in coordination with the Royal Air Force and submit it to CAA for approval



CE_7 : Surveillance obligations / Enforcement



Comment: in this stage we are working to develop our regulation in compliance with ICAO provisions in this matter



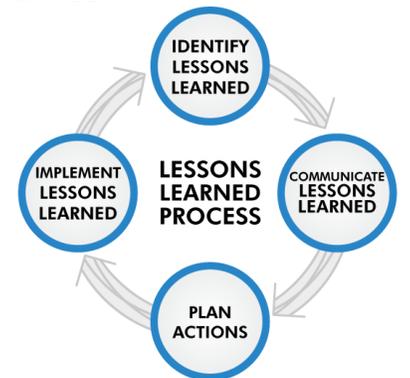
CE_8 : Lessons learned / Resolution of safety issues



Article 13:

At the end of each exercise, a debriefing is carried out to draw the necessary lessons from what worked and what did not work properly.

Also, a report on the progress of the actions drawn up by the CAA personnel is transmitted to all the parties concerned to review their procedures to enhance the level of coordination, if necessary, the aerodrome's authorities **should review to improve and update** their emergency plan and **submit it again** to Moroccan CAA **for approval**. A final report is established by the airport.





Self assessment / Effective implementation of the 8 critical elements

PQ 6.383 (AIG Field)

PQ 6.683	Guidance of view of evidence	Status
1	The primary aviation legislation must establish family assistance plans that address the scope, responsibilities, roles and coordination necessary to provide assistance to aircraft accident victims and their families.	S
2	The State has ensured that air operators and aerodrome operators have established family assistance plans.	NS
3	The family assistance plans are periodically reviewed by the State and service providers.	S
4	The State has ensured that air operators have arrangements with aerodromes in which they operate to implement the family assistance plans.	NS
5	An agency is designated to coordinate the timely and appropriate delivery of assistance	S
	As result : 3 S & 2 NS	Not SAT



Suggestion

In order to be sure that all these provisions are effectively implemented by Member States, it is judicious to address protocol question PQ 6.383 to the civil aviation authorities, as the entity in charge of establishing of regulations and policies in support of assistance to accident victims and their families, specially the PQs should be addressed to AGA and OPS protocol questions as all annex 9 & 14 provisions should be provided and performed by the CAA.



Action plan for a comprehensive system for providing assistance to aircraft accident victims and their families in Morocco

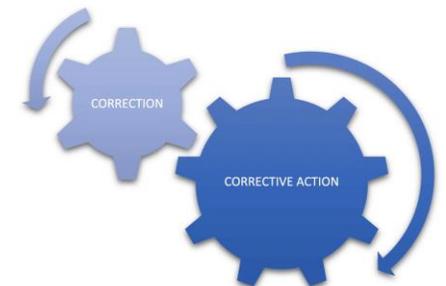


Target: December 2025

Propose to update the regulations to take into account the following requirements :

1. Require **air operators** to develop a family assistance plan which must be approved by CAA
2. Require a **training policy and training program** for CAA personnel in charge of supervision the emergency plans
3. Establish and implement **an oversight program**
4. **Encourage the cooperation at regional level through MENAARCM platform,**

Correction vs. corrective action





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Thanks