



The European Network of Civil Aviation  
Safety Investigation Authorities

# Safety Investigations: Interactions with Families?

Rémi JOUTY, BEA Director

ENCASIA Chairman 2017 - 2022  
ECAC / ACC Deputy Chairman 2016 - 2021

**Las Palmas 2 December 2021**



# Purpose of Safety Investigation

## *Annex 13*

***“The sole objective of the investigation of an accident or incident shall be the prevention of accidents and incidents. It is not the purpose of this activity to apportion blame or liability.”***



# Purpose of Safety Investigation

## *Regulation (EU) No 996/2010*

**Article 1:** “*This regulation aims to **improve aviation safety** by ensuring a high level of efficiency, expediency and quality of **European civil aviation safety investigations**, the sole objective of which is the **prevention of future accidents and incidents without apportioning blame and liability**, including through the establishment of a European Network of Civil Aviation Safety Investigation Authorities. (...)*”



# Means to Achieve this Purpose

## Principle of neutrality

### *Independence of the Safety Investigation Authority (SIA)*

**From entities that could interfere with the conduct or  
objectivity of the investigation.**

**Separate from any judicial proceedings.**



# Means to Achieve this Purpose

## Technical credibility

Consultation of entities able to *provide useful information* and *technical support*, through the States accredited representatives: operator, design, manufacturer...

---

The same entities have access to confidential information coming from the safety investigation to allow them to *implement safety actions* as needed.



## Means to Achieve this Purpose

Just culture principle

*Protection of sensitive information*

**flight recorders,  
witnesses,  
draft reports...**



# Means to Achieve this Purpose

## Dissemination of safety lessons

*Public Reports and Safety Recommendations*



# Roles of ENCASIA

Improving the quality of safety investigation conducted by SIAs in Europe







# **Safety investigations : Interactions with families ?**



# Social Context of Investigations

*"Whenever an air transportation related incident/accident/tragedy occurs victims' families are exposed to the immediate  
Unwanted glare on their grief by public exposure - television  
and print press  
Unceasing chatter and speculations on the internet as to the  
tragedies' causes, possibly due to malfeasance  
Solicitations by self-appointed consultants  
Some legal advisors promoting their services, directly and  
indirectly."*

**(Air Crash Victims Families Group, ICAO, September 2012)**



# Social Context of Investigations

*"They suddenly discover that there is a judicial investigative process that will retain their loved ones effects as well as material evidence, sequester the crash site and slow down their ultimate release"*

*"They are bereaved, suffering, angry, vocal, impatient and confused"*

**(Sandra Schmidt, former co-chair,  
Concorde Family Association)**

**ECAC Workshop on Communication associated with Aircraft accident & incident investigations (May 2005, Bucharest)**



# Social Context of Investigations

## *Difficulties with information to families*

**Confusion due to unvalidated information or rumors disseminated by media and social media + fake news.**

**Lack of understanding / familiarity with the safety investigation process and purpose & technical aspects.**

***SIA need to disseminate and explain, as soon as possible, validated information...but time needed to validate information, and analyse it.***



# Social Context of Investigations

## *Annex 13 Standard 5.27b*

**(...State of Victims) have access to the relevant factual information which is approved for public release, and information on the progress of the investigation.**

---

## *Reg 996/2010 Article 15.5*

**Before making public the information referred to in paragraph 4, the safety investigation authority in charge shall forward that information to the victims and their relatives or their associations in a way which does not compromise the objectives of the safety investigation.**



# **ENCASIA Actions to Facilitate Information to Families**

**Sharing experience between members on dealing with social aspects of investigation and informing families.**

**Tutorial on informing families.**

**Information to families remains a responsibility of the SIA in charge of the investigation. ENCASIA cannot intervene in the investigations conducted by its members.**

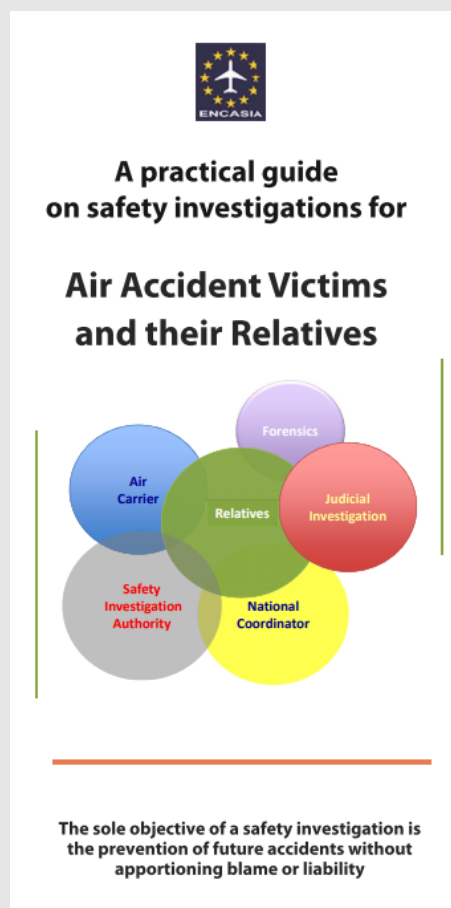


## European Actions to Promote Good Practices on Information to Families

- ECAC Symposium on Assistance to Victims of Aviation Accidents and their Families (October 2000, Tallin).
- ECAC ACC Workshop on Communication associated with Aircraft accident & incident investigations (May 2005, Bucharest).
- ISASI/ESASI Tutorial on the social dimension of safety investigations (August 2015, Augsburg).
- ECAC ACC Workshop on Social Communication Associated with the Air Accident Investigation (May 2016, The Hague).
- ECAC Workshop on Assistance to Victims of Air Accidents and their Families (June 2016, Malaga).
- ENCASIA training for investigators (December 2014, September 2018).



# ENCASIA Actions to Facilitate Information to Families



**Information leaflet created with the participation of families' associations.**

**Available in all EU languages on the purpose and process of a safety investigation.**





# Thank you for your Attention

