



ICAO

Symposium on Assistance to Aircraft Accident Victims and their Families (AAAVF2021)

1 to 3 December 2021
Canary Islands, Spain

Hosted by





UAE Aviation Disaster Family Assistance Plan

CAR PART III, CHAPTER 11

Khazna Al Menthari
Air Accident Investigation
General Civil Aviation Authority (GCAA)
United Arab Emirates (UAE)

December 2021

Introduction UAE Aviation Disaster Family Assistance Plan



The United Arab Emirates has issued an *Aviation Disaster Family Assistance Plan Regulation* in December 2017.



<https://www.gcaa.gov.ae/en/publication/admin/Library%20Pdf/Accident%20Investigation%20Rules/CAR-FAP-AVIATION-DISASTER-FAMILY-ASSISTANCE-PLANNING-ISSUE-01-2.pdf>

Objective

- Establish the regulatory requirements
- Integrate family assistance plans of the air operators and airports with the national level plan
- Oversight through regular assessments
- Readiness and preemptiveness to address different scenarios

Revision No. 04
 Date: 04 Feb 2020

AIR ACCIDENT INVESTIGATION SECTOR
FAMILY ASSISTANCE PLAN ASSESSMENT

This Family Assistance Plan assessment examines the alignment of the airline's Family Assistance Plan with the requirements of Civil Aviation Regulation, Part III, Chapter 11 "Aviation Disaster Family Assistance Plan, Issue 01.

The completed questionnaire supports "Observations" on the airline's adherence to the regulation.



Definitions of terms used in this assessment are contained in Section 6 of the regulation.

Note: Where a contracted service provider provides any aspect of an airlines' Family Assistance Plan, the overall responsibility for the Family Assistance Plan remains with the airline. The airline must have adequate oversight and monitoring of the contracted service provider and must provide a signed copy of the contract to the Air Accident Investigation Sector.

Assessment #: QMS.AS.FAP.04	Airline: ABC
Date & Time: 10 Feb 2020	Assessor:

Associated Legislation / Regulation	Civil Aviation Regulation, Part III, Chapter 11 "Aviation Disaster Family Assistance Plan, Issue 01."
-------------------------------------	---

Uncontrolled when Printed

Revision No. 04
 Date: 04 Feb 2020

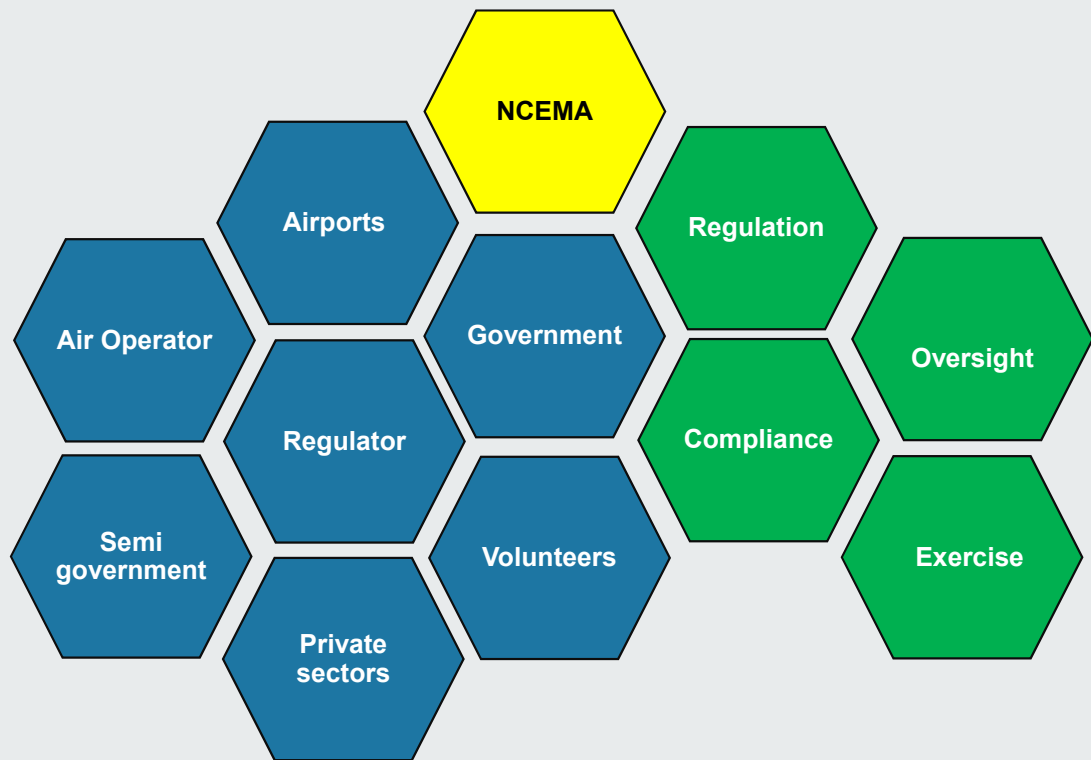
AIR ACCIDENT INVESTIGATION SECTOR
FAMILY ASSISTANCE PLAN ASSESSMENT

Family Assistance Plan and the Manual

AS FAP	Ref. FAP	Documented And Implemented (Conformity)	Documented not Implemented (Observation)	Implemented not Documented (Observation)	Not Documented not Implemented (Observation)	N/A	Comment
Ref. CAR PART III CHAPTER 11 - ISSUE 01 3.1	Ref. FAP 1						
Has the airline established a Family Assistance Plan?							
Ref. CAR PART III CHAPTER 11 - ISSUE 01 3.4	Ref. FAP 2						
Has a person been appointed to lead the Family Assistance Plan?							
Ref. CAR PART III CHAPTER 11 - ISSUE 01 3.4	Ref. FAP 3						
Does the appointed person report to a senior manager?							
Ref. CAR PART III CHAPTER 11 - ISSUE 01 3.1	Ref. FAP 4						
Has the appointed person received appropriate Family Assistance training?							
Ref. CAR PART III CHAPTER 11 - ISSUE 01 3.4 GM	Ref. FAP 5						
Is the Head of the Airline's FAP a full-time position?							
Ref. FAP 6	Ref. FAP 6						

QMS Assessment: FAP04 Uncontrolled when Printed Page 11

National Family Assistance Plan Components



Effective
implementation

Lessons learnt

1. Establishment of Regulation:

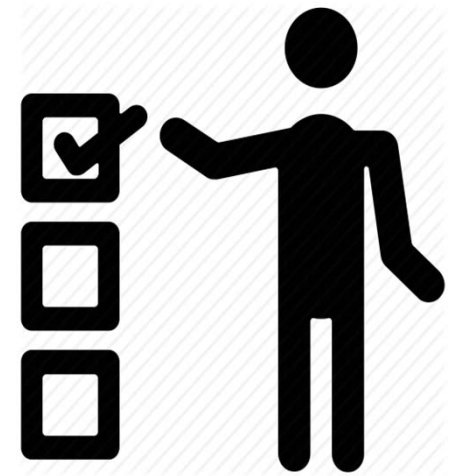
- Consultation with industry and the public for compliance and buy-in
- Wellbeing strategy
- Continuous improvement of the regulation
- Ensure readiness and preemptiveness for any emerging issues



Lessons learnt

2. Oversight

- Frequency of assessment plan
- Acceptance of the air operators and airports plans
- Frequency of exercises



Lessons learnt

3. Implementation

- Applicability
 - Foreign airlines
 - Scheduled operators, charter operators, or corporate business?
 - Occurrences outside the State (partial or full activation)
- Activation:
 - by whom?
 - Criteria?
- The role of the National Family Assistance Coordinator
- Link between UAE Aviation Disaster Family Assistance Plan and UAE National Emergency Response Plan



Thank you