



| ICAO



SYMPOSIUM ON ASSISTANCE TO AIRCRAFT ACCIDENT VICTIMS AND THEIR FAMILIES

26-28 NOVEMBER 2024 // HAARLEM, NETHERLANDS

HOSTED BY



SESSION 4

Accident Assistance – Putting Plans into Action

Moderator: Angel-Luis Arias

ICAO Council Representative of Spain



Session 4

Focus of Discussion



1

Exchange of best practices States, airport and aircrafts operators;

2

Experience with implementation of aircraft accident assistance plans for victims and their families;

3

Collaboration between State authorities, airport and aircraft operators, and third parties;



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Expected Outcomes



1

Identification of best practices from States, airports and airlines for the implementation of victims' and families' assistance plans;

2

Recommendations to assist States and industry in the implementation of such plans;

3

Recommendations to ICAO to further strengthen current Annex 9 provisions and update of Assembly Resolution A41-14, and other initiatives;



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Speakers



Mr. Richard DRENNAN (Absent)

Manager of Business Continuity & Emergency Response at FlyDubai. United Arab Emirates (UAE)



Mr. Elias J. KONTANIS

Chief Transportation Disaster Assistance Division, National Transportation Safety Board (NTSB). USA



Ms. Annette VAN LOENEN

Crisis Manager, Amsterdam Airport Schiphol. Netherlands



Ms. Monica MACCAFERRI

Crisis and Family Assistance expert. Bologna Airport. Italy.



Mr. Munnekazu TACHIBANA

Senior VP, Corporate Safety and Security, Family Assistance and Support, Japan Airlines (JAL)