



| 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



Session 4

key messages

1

Trying best to understand and be close to the victims and their families' feelings are most crucial.

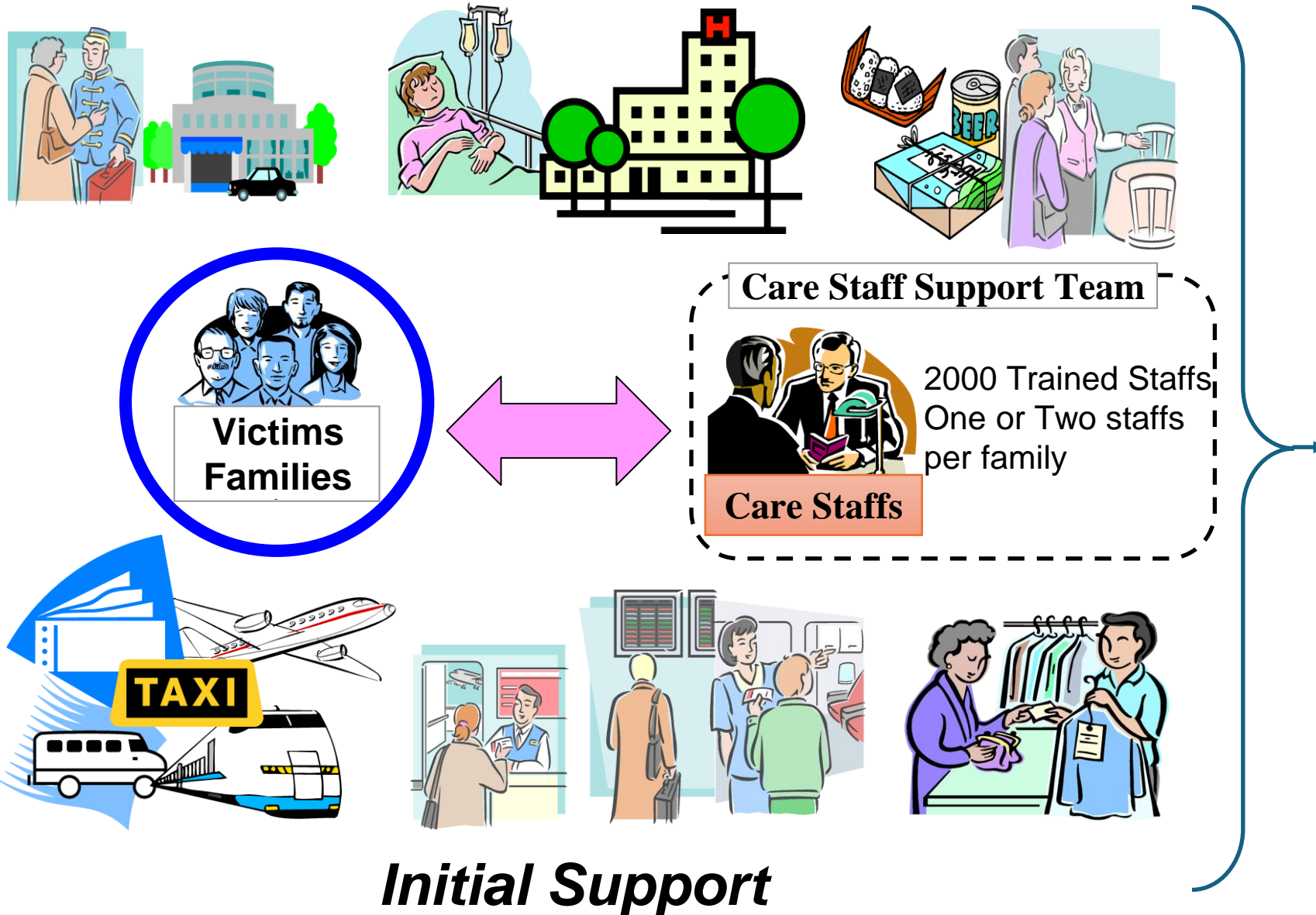
2

2000 employees are trained as "Care Staffs", ready to respond to emergency situations.

3

Lack of 'experience' and 'Knowledge of use cases' may be what we are lacking.

Overview of Accident Victims and Family Assistance





Session 4

key messages

4

It is difficult for the operator to maintain the adequate distance between the victims / families.
Their emotions are diverse.

5

The support for our employees is also crucial.
Care Staffs will need help in carrying out their duties.

6

Permanent support for the victims and their families are never ending mission.
Safer sky is the paramount objective for everyone.

Speaker: ...

State/Organisation: Japan Airlines