



Pilar Vera Palmés
Chairwoman ACVFFI
chair@aircrashvictims.com

ICAO FACILITATION
CONFERENCE
DOHA-QATAR
14-17 APRIL 2025



12 ACVFFI PROPOSALS AT THE 2nd ICAO SYMPOSIUM ON VICTIM ASSISTANCE IN HAARLEM (THE NETHERLANDS) NOVEMBER 2024.

1. AAVF-2024 REPORT: Evolution of the 30 AAVF-2021 Recommendations. Data on the implementation of Policy Doc 9998. Facilitation Working Groups.
2. STATES - AIRLINES - AIRPORTS / INSURANCE / MANUFACTURERS INDUSTRY / LAWYERS: Code of Ethics.
3. GUIDE TO BEST PRACTICE IN AIR ACCIDENT COMMUNICATION TO FAMILIES AND THE MEDIA .
4. HOME FOR ACVFFI ICAO SECRETARIAT.
5. ICAO-ACI-IATA-ALTA-ACVFFI AGREEMENTS.
6. ICAO REGIONAL WORKSHOPS ICAO OFFICES TO PROMOTE POLICY DOC 9998
7. FINAL ACCIDENT REPORT: TRANSLATED INTO PASSENGER-FAMILY LANGUAGE. COMMON INVESTIGATION AUTHORITY REQUIREMENTS.
8. MONTREAL CONVENTION 1999 - PROMOTE ITS RATIFICATION.
9. BEST INSURANCE PRACTICES: BALANCE PARTIES.
- 10.iPacks: Promotion of implementation (Doc. 9998) - 11 - INCLUDE ACVFFI ICAO EVENTS: INVOLVE THE STATES POLICY 9998.
- 11.4th SAFER SKIES FORUM: Urgent global agreement to avoid flying conflict zones.
- 12.OBJECTIVE:** To achieve unification of Victim and Family Assistance in all 193 Member States (Doc 9998 and Doc 9973).
- 13.TOOLS:** ICAO has them: Policy Doc 9998 - Guidance Doc 9973 - SARP 8.47 Annex 9 - Inclusion of USOAP.

MESSAGES FROM ACVFFI

- ACVFFI is not a symbol of loss.
- We are witnesses to avoidable failures and experts in turning loss into knowledge.
- ACVFFI does not exist to lament history, but to change its course.
- Call on States to implement Doc 9998, Standard 8.47 of Annex 9 as soon as possible.
- Recognise victim and family assistance as an essential pillar of aviation safety and facilitation in international civil aviation.
- Listen to the families of victims of aviation tragedies and ensure that their real needs are at the centre of the response.
- Avoid delays and omissions.
- WE CANNOT WAIT TO ACT LATER, but EARLY by anticipating emergency assistance.
- NOW IS THE TIME: This conference is an opportunity to face the reality of the victims and their families. Failure to do so will not absolve any of us of our responsibilities.

GRACIAS ARIGATÔ спасибо
THANK YOU XIÈXIÈ
MERCİ OBRIGADO
SHUKRAN
DANKE
KÖSZÖNÖM
DHANYAVĀD TACK
HVALA
TESEKKÜR
KİTOS