



ICAO

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

1 to 3 December 2021  
Canary Islands, Spain

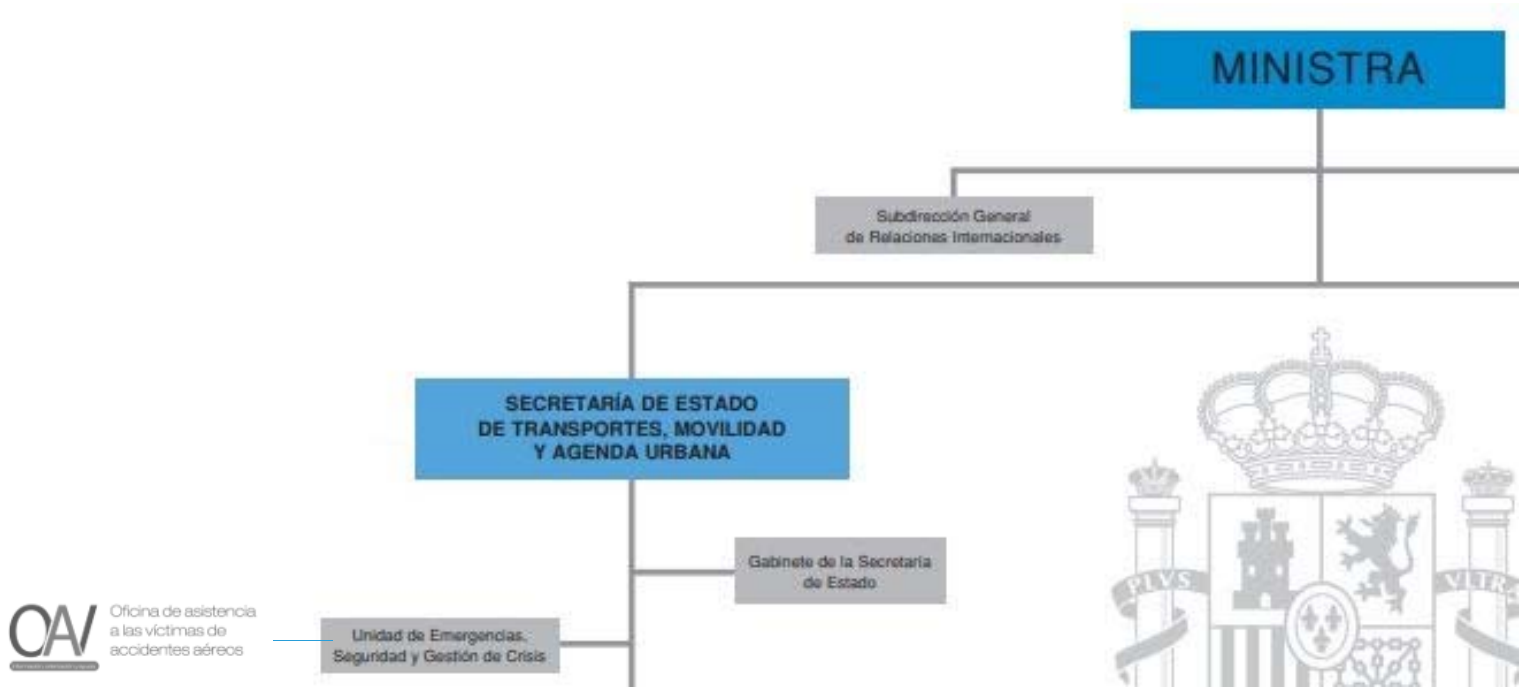
Hosted by



# Rubén Eladio López Martínez Fernando Moreno Mielgo

Emergency, Security and Crisis Management Unit  
Office for the Assistance to Victims of Civil Aviation  
Accidents





OAV is integrated in the Emergency, Security and Crisis Management Unit



# Emergency, Security and Crisis Management Unit

## Main duties (1)

- Definition of protocols and necessary measures for emergency situations in the sphere of competence of MITMA.
- Supervision and coordination of emergency and crisis situations, as well as counselling to the Minister and executive bodies
- Coordination of crisis situations as the focal point with other bodies, Ministries and regional administrations
- Coordination of the assistance to victims and relatives in accidents or catastrophes in all transport modes, according to applicable regulations and protocols
- Management of internal security and emergency issues in the Ministry and its bodies
- Management the NATO/EU/ESA reporting office in the sphere of competence of MITMA.

\*RD 495/2021 Organic structure of MITMA



# Emergency, Security and Crisis Management Unit

## Main duties (2)

- Coordination of the security departments of other entities in the MITMA group
- Coordination of the liaisons with the Ministry of Interior and Ministry of Defence



## Ministries active in a crisis



multimodal OAV project



**es.movilidad**

**Líneas de actuación y medidas por ejes**

**Eje 3 – Movilidad Segura**

**3.5** Mejora de la Gestión Operativa en Caso de Emergencias y Crisis

- 3.5.1** Elaboración de Protocolos de coordinación para la asistencia a víctimas de siniestros.
- 3.5.2** Mejora tecnológica de los sistemas de gestión de incidencias.
- 3.5.3** Implantación de un Plan General de Contingencias para el sistema de navegación aérea.

## **Mobility strategy 2030**

Axis 3 Secure mobility

Measure 3.5: Improving operative management in crisis

## multimodal OAV project



- A multimodal victims assistance office will be created to ensure assistance is provided in all transportation modes (aviation, maritime, land) with common management and procedures.
- A draft proposal was presented to the State Secretary in february 2021



## OAV's mission

- Permanent assistance to victims and relatives, once the emergency phase is over.
- In accidents abroad, collaboration with Embassies and Consulates in support of Spanish citizens.

(Art. 10 Coordination Protocol 2014)

## OAV's role

- During a crisis: a **facilitator** for victims and relatives
- Between crises: a **catalyst** for the assistance system



## Victims assistance in Spain

- Shared responsibility of public and private assistance providers
- Roles for State administration[State Support Committee], regional and local authorities
- Roles for air carriers, airport operators, victims associations
- Assistance integrated in Civil Protection Emergency Plans
- Contact person (team) in each region



# Key players and locations



# OAV tools and activities

Public website  
Leaflets

Resource Center

Family contacts  
application

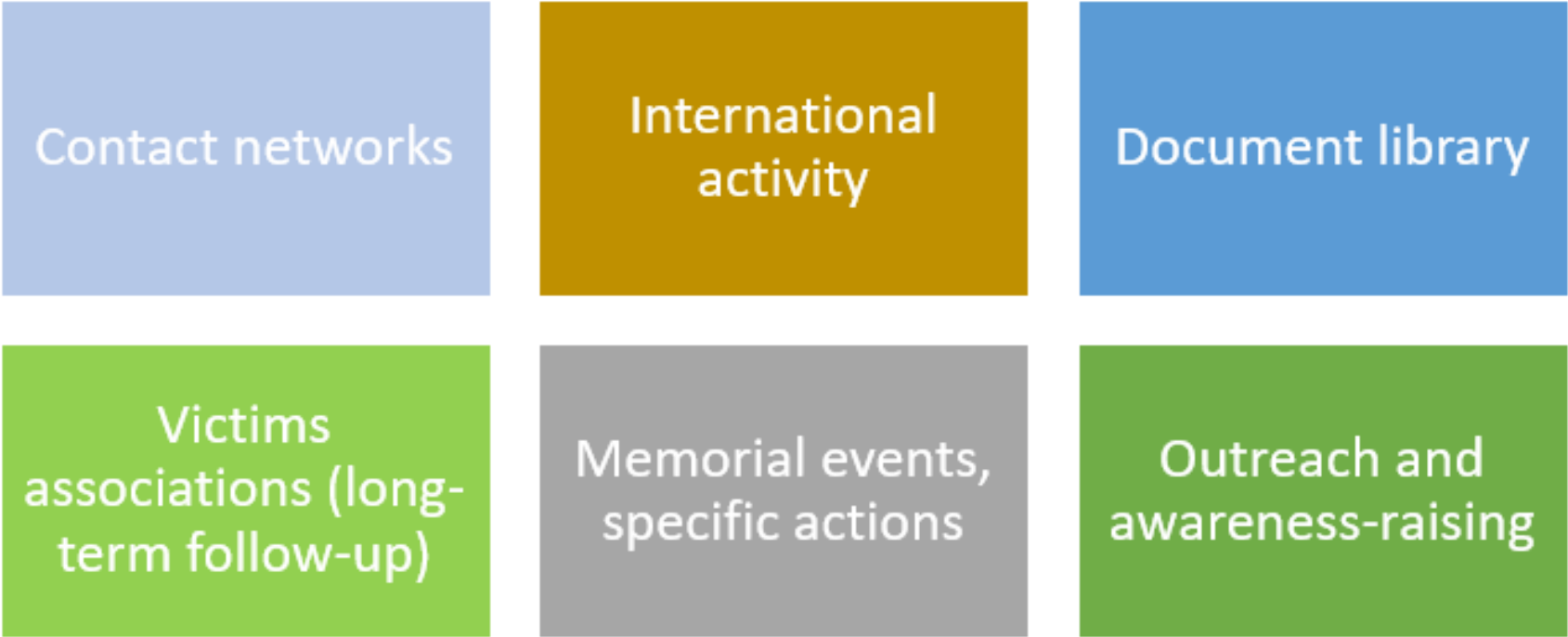
Training

Emergency drills

Volunteer  
programme



# OAV tools and activities



# Resource Center: Sample documents



Information leaflet

**SIMULACROS ACTIVACIÓN SALAS (SAS)- FEBRERO 2021**

SAS Aeropuerto	Fecha	Descripción	Activación simulada de salones existentes o temporales
Tenerife Norte	28/02/2021	Simulacro de Activación de Salas 2021	NO
		Tempo respuesta activación	
Reus	19/02/2021	Simulacro de Activación de Salas 2021	NO
Valencia	19/02/2021	Simulacro de Activación de Salas 2021	NO
Santiago	Abasco Aylazado	Simulacro de Activación de Salas 2021. Dentro de SGA.	SI
La Palma	Marzo	Simulacro de Activación de Salas 2021.	NO
Tenerife Norte	17/03/2021	Simulacro de Activación de Salas 2021. Comprobación equipos y señalización	NO
Gran Canaria	23/03/2021	Simulacro de Activación de Salas 2021	SI
Logroño - Agoncillo	05/04/2021	Simulacro de Activación de Salas 2021	NO
León	12/04/2021	Simulacro de Activación de Salas 2021	NO
Son Borret	19/04/2021	Simulacro de Activación de Salas 2021	NO
Palma de Maiorca	27/04/2021	Simulacro de Activación de Salas 2021. SC y activación sala familiares.	

Airport drill calendar

**FORMULARIO DE FAMILIARES / RELATIVES FORM**

**DATOS DE LA PERSONA ASISTIDA / INFORMATION OF THE PERSON ASSISTED**

Apellido / Surname: \_\_\_\_\_ Nombre / Name: \_\_\_\_\_ Edad / Age: \_\_\_\_\_ Sexo / Gender:  M  F

Activación con alta prioridad / Activation of the victim:  SI /  NO  Pregunta

Correo electrónico / e-mail: \_\_\_\_\_ Teléfono / Telephone: \_\_\_\_\_

Dirección permanente / Permanent address: \_\_\_\_\_ Teléfono / Telephone: \_\_\_\_\_

Dirección temporal / Temporary address: \_\_\_\_\_ Teléfono / Telephone: \_\_\_\_\_

Nacionalidad / Nationality: \_\_\_\_\_ ¿Parece familia? / Looks like?  Sí /  No /  No sé /  No sé

Nombre de persona familia / Name of family person: \_\_\_\_\_

**DATOS DE LA PERSONA POR LA QUE SE INTERESA / INFORMATION OF THE PERSON INTERESTED**

Apellido / Surname: \_\_\_\_\_ Nombre / Name: \_\_\_\_\_ Edad / Age: \_\_\_\_\_ Sexo / Gender:  M  F

Apellido de esposa / Maternal name: \_\_\_\_\_ Nacionalidad / Nationality: \_\_\_\_\_ Teléfono / Telephone: \_\_\_\_\_

Dirección permanente / Permanent address: \_\_\_\_\_ País / Country: \_\_\_\_\_

Origen / From: \_\_\_\_\_ Ciudad / To: \_\_\_\_\_ ¿Está acompañada? / Is being accompanied?  SI /  NO

Nombre de grupo / Name of group: \_\_\_\_\_

**(DATOS DE OTRAS PERSONAS POR LAS QUE SE INTERESA / INFORMATION OF OTHER PERSONS INTERESTED)**

Filiation form

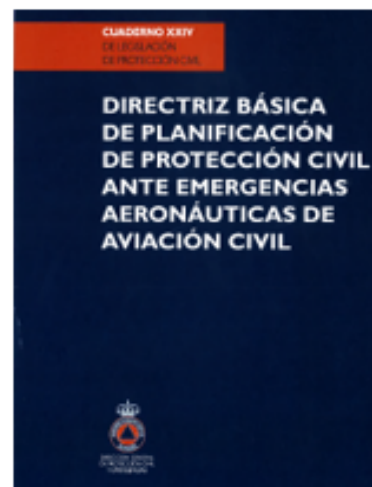
## Resource Center: Sample documents



Airport emergency plan



Air Carrier emergency plan



Regulation



Others


## Emergency drills at airports



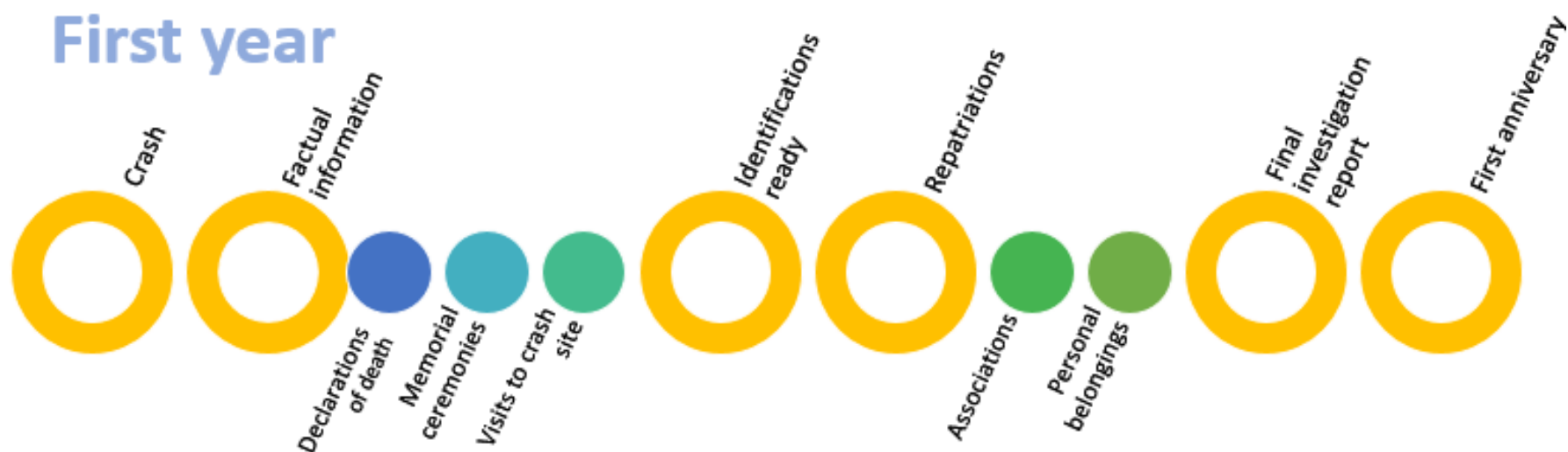
- Participation in drills:
  - Planning, coordination, execution and analysis phase
  - Meeting local emergency staff and assistance providers
  - Key elements of Protocol are put to the test
- Tracking other drills from the Ministry's emergency room
  - Testing communication protocols



## Recent scenarios

Carrier	Flight	Date	Place	Country	 Fatalities
Swiftair	AH5017	24/07/2014	Gossi	Mali	6 crew
Germanwings	4U9525	24/03/2015	Le Vernet	France	50 passengers
Fly Dubai	FZ981	19/03/2016	Rostov	Russia	2 crew
Ethiopian	ET302	10/03/2019	Adis-Ababa	Ethiopia	2 passengers

## Recent scenarios



The most serious accidents involving spanish citizens have taken place abroad, and OAV's intervention has included contacts with relatives, air carriers, local authorities, airports, embassies and consulates, and have involved victims' support from the first stages of the emergency, through the identification and repatriation process, to the briefings on safety investigation reports, memorial ceremonies and follow-up meetings.

# Thank you

[oav@mitma.es](mailto:oav@mitma.es)



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# Thank You

