



PROGRAMME

PHIL Concert Hall
Lange Begijnestraat 11
2011 HH Haarlem
The Netherlands

Monday 25 November 2024	
TIME	
14:00–17:00	ON-SITE REGISTRATION

Tuesday 26 November 2024	
TIME	
09:00–10:00	ARRIVAL OF DELEGATES AND ON-SITE REGISTRATION
10:00–11:00	<p>OPENING CEREMONY</p> <p>Master of Ceremonies: Richard OSSENDORP, NL Representative to ICAO</p> <ul style="list-style-type: none"> → Cultural performance → Keynote address Salvatore SCIACCHITANO, President of the ICAO Council → High-level statements from Member States <ul style="list-style-type: none"> - David BENITO, Director General of Civil Aviation, Spain - Nicholas ROBINSON, Associate Assistant Deputy Minister, Safety and Security, Transport Canada → Welcome speech Barry MADLENER, Minister of Infrastructure and Water Management, Netherlands
11:00–12:45	<p>TESTIMONIALS – VOICE OF THE VICTIMS</p> <p><i>This session will serve as an important platform for speakers representing aircraft accident victims and their families to share their experiences, highlighting the importance of emergency assistance as well as addressing the long-term needs of victims and their families.</i></p> <p>Moderator: Valdis ADALSTEINSDOTTIR, ICAO Council Representative Iceland</p> <p>ROUND TABLE DISCUSSION</p> <ul style="list-style-type: none"> • Claudia CARRASCO, President Asociación Chilena de Víctimas de Accidentes de Aviación, Secretary General Air Crash Victims’ Families’ Federation International (ACVFFI) • Samira EISSA, Ethiopian Airlines ET302 Families Foundation, Ethiopia • Bernd GANS, President HIOP-AF447 Association • Junaid HAMID, President AirBlue Crash Affectees Association (ACAA), Pakistan • Kuniko MIYAJIMA, Chair Bereaved Families of Mt. Osutaka Airline Disaster, Japan • Paul NJOROGE, Ethiopian Airlines ET302 Families Foundation, Ethiopia • Serena PESAPANE, Comitato 8 Ottobre 2001, Italy • Thomas SCHANSMAN, Flight MH17 Air Disaster, Netherlands • Alborz SADEGHI, President Association of Families of Flight PS752 Victims, Canada • Pilar VERA PALMES, President AVJK5022 Accident Victims Association, Chair Air Crash Victims’ Families’ Federation International (ACVFFI), Spain
PLENARY SESSION 1	
PLENARY SESSION 2	

12:45–14:00	LUNCH – INCLUDING GROUP PHOTO
14:00–14:30 PLENARY SESSION 3	<p>SETTING THE SCENE</p> <p><i>This session will start with a reflection on the recommendations of the first ICAO symposium on assistance to aircraft accident victims and their families, held in Spain (Gran Canaria) in December 2021, and will address key elements of the 2022 ICAO Assembly Resolution on this topic (A41-14). It will consider progress achieved and explore the challenges that remain.</i></p> <p>Sylvain LEFOYER, ICAO Deputy Director Aviation Security and Facilitation</p>
14:30–15:45 PLENARY SESSION 4	<p>ACCIDENT ASSISTANCE – PUTTING PLANS INTO PRACTICE</p> <p><i>This session will focus on best practices from States, airports and airlines, presenting updates and sharing experiences. The session will focus on national aircraft accident family assistance plans implemented by States as comprehensive frameworks designed to provide crucial support and resources to the families of individuals affected by aviation incidents. It will also emphasize the importance of collaboration between airports and aircraft operators to ensure a coordinated and effective response, fostering solidarity and care within the aviation community.</i></p> <p>Moderator: Ángel Luis ARIAS SERRANO, ICAO Council Representative Spain</p> <p>ROUND TABLE DISCUSSION // Q&As</p> <ul style="list-style-type: none"> • Richard DRENNAN, Manager of Business Continuity & Emergency Response, FlyDubai • Elias KONTANIS, Chief Transportation Disaster Assistance Division, National Transportation Safety Board (NTSB), United States • Annette van LOENEN, Crisis Manager Amsterdam Airport Schiphol • Monica MACCAFERRI, Crisis and Family Assistance expert Bologna Airport • Munekazu TACHIBANA, Senior VP Corporate Safety and Security, Family Assistance and Support, Japan Airlines (JAL)
15:45–16:15	COFFEE/TEA BREAK
16:15–17:30 PLENARY SESSION 5	<p>ASSISTANCE TO ACCIDENT VICTIMS – GLOBAL PATHWAYS</p> <p><i>This session will focus on means to ensure adequate assistance to aircraft accident victims and their families will be provided in all parts of the world. What cross-border or intermodal arrangements could perhaps help to secure the availability of such assistance? Putting in place and maintaining appropriate emergency support systems requires commitment, vision and determination. It relies on strategic decisions taken by both States and industry, in terms of time and money. States and industry are called to invest even though the probability of experiencing an aircraft accident and having to deal with the consequences is statistically low. How to weigh up the costs and benefits of such support systems and how ensure that the necessary steps are taken to develop and maintain an adequate level of expertise and availability of resources in all regions?</i></p> <p>Moderator: Michel ARSLANIAN, ICAO Council Representative Brazil</p> <p>ROUND TABLE DISCUSSION / Q&As</p> <ul style="list-style-type: none"> • Susheel GUPTA, Royal Canadian Mounted Police (RCMP) • Elmarie MARAIS, Chief Executive Officer, GoCrisis • Abigail POLLARD, Blake Emergency Services • Patricia REVERDY, Executive Secretary European Civil Aviation Conference (ECAC) • Gill SPARROW, Manager Emergency Response Planning Emirates, Chair IATA Emergency Response Planning Task Force (ERP-TF)

17:30–17:40	WRAP-UP DAY 1 Henri van FAASSEN , Director of Civil Aviation, DGCA Netherlands
17:40–19:30	WELCOME RECEPTION Hosted by the Netherlands
19:30	END OF DAY 1

Wednesday 27 November 2024	
TIME	
08:30–09:00	ARRIVAL OF DELEGATES
09:00–10:00 PLENARY SESSION 6	<p>REVIEW OF ICAO RULES AND GUIDANCE MATERIAL</p> <p><i>This session will provide an in-depth review of existing ICAO materials: Annex 9 provisions, Assembly Resolution A41-14 on assistance to victims, implementation of ICAO Documents 9973 and 9998, examples of implementation of the requirements in States and recent ICAO audits within the USOAP framework. In addition, implementation experience of ICAO's requirements in States will be discussed from different perspectives: victims' associations, oversight authorities, airport operators, airlines and victim's assistance coordination bodies. Specific attention will be paid to the importance of training, including the development of ICAO iPacks.</i></p> <p>Moderator: Jorge VARGAS, ICAO Director Capacity Development and Implementation</p> <p>Introduction by Janet CHEMELI, ICAO Air Transport Bureau (ATB) and Thor THORMODSSON, ICAO Air Navigation Bureau (ANB)</p> <p>PANEL DISCUSSION // Q&As</p> <ul style="list-style-type: none"> • Gail DUNHAM, National Air Disaster Alliance Foundation, United States • Olivier FERRANTE, Chair ICAO Accident Investigation Panel (AIG) • Gail ROWNTREE, Buckinghamshire New University
10:00–11:00 PLENARY SESSION 7	<p>INSURANCE AND COMPENSATION – MONTREAL AND BEYOND</p> <p><i>This session will analyze existing international liability and insurance regimes that cover air carrier liability for passenger death and bodily injury in the event of an accident. It will also highlight the importance of ensuring fair compensation for victims while maintaining the stability of the air transport sector and consider funding options. In addition, there will be a global exchange of perspectives and best practices among the various stakeholders. The next steps in the legal field will build upon the recommendations of the AAAVF first symposium and promote the ratification of the Montreal Convention.</i></p> <p>Moderator: Steven TRUXAL, Director of the International Institute of Air and Space Law, Leiden University, Netherlands</p> <p>Introduction by Yaw NYAMPONG, ICAO Legal Affairs and External Relations Bureau (LEB)</p> <p>PANEL DISCUSSION // Q&As</p> <ul style="list-style-type: none"> • Solenn LE TUTOUR, Letutour Avocats, France • Veeru MEWA, VictimFirst Advocaten law firm, Netherlands • Sarah STEWART, Partner at Stewarts law firm, United Kingdom

11:00–11:30	COFFEE / TEA BREAK
11:30–12:45 PLENARY SESSION 8	<p>IMPLEMENTATION OVERSIGHT</p> <p><i>The session will discuss the necessary steps for oversight on Annex 9 requirements, in particular standard 8.47, and Annex 13 requirements of providing assistance to accident victims and their families. The implementation experience with ICAO requirements will be discussed from the perspective of implementing States, oversight authorities, airport operators, airlines and the ICAO audit programmes. Bearing in mind that ICAO has no enforcement means, how can we best ensure the standards are implemented and what amendments should be made to the oversight mechanisms in this regard? This session includes an EFOD/USOAP update and overview of USOAP audit outcomes relating to AAVF.</i></p> <p>Moderator: Nicolas RALLO, Regional Director, ICAO EUR/NAT Office</p> <p>Introduction by Thor THORMODSSON, ICAO Air Navigation Bureau (ANB)</p> <p>PANEL DISCUSSION // Q&As</p> <ul style="list-style-type: none"> • Fahad ALQAHTANI, Director of Security and Facilitation Department, Civil Aviation Authority Qatar • Elias KONTANIS, Chief Transportation Disaster Assistance Division, National Transportation Safety Board (NTSB), United States • Lorenzo MANTEGAZZA, Milan Bergamo Airport, Italy • Diana SIMÓN POLO, Aviation Safety and Security Agency (AESA-SENSA), Spain • Matthew VAUGHAN, IATA Director of Aviation Security
12:45–14:00	LUNCH
14:00–15:15 PLENARY SESSION 9	<p>ACCIDENT INVESTIGATIONS – INFORMATION SHARING</p> <p><i>This session will discuss the lessons learned from aircraft accident investigations and include an in-depth exploration of Recommendation No.17. It will explore the issue of Disaster Victim identification (DVI) and the sharing of best practices and real-world experiences. These lessons include how to protect and communicate information properly, maintain the integrity of the accident investigation process, ensure its independence, maintain confidence as well as providing appropriate assist victims and their families to balance the treatment of sensitive information with the right to access information, safeguard the privacy of victims and their families, and ensure the safety of the investigation.</i></p> <p>Moderator: Graham BRAITHWAITE, Director of Aerospace and Aviation, Safety and Accident Investigation Centre, Cranfield University, United Kingdom</p> <p>PANEL DISCUSSION // Q&As</p> <ul style="list-style-type: none"> • Aysha AL HAMILI, Assistant Director General, Air Accident Investigations Sector, United Arab Emirates (UAE) • Crispin ORR, Chief Inspector of Air Accidents, Air Accident Investigation Branch (AAIB), United Kingdom • Albert URDIROZ, Deputy Head of Accident Investigations & Prevention, Airbus Commercial Aircraft • Sara VERNOOIJ, Ministry of the Interior, Netherlands
15:15–15:30	<p>WRAP-UP PLENARY PROGRAMME DAY 2</p> <p>Sylvain LEFOYER, ICAO Deputy Director Aviation Security and Facilitation</p>
15:30–16:00	COFFEE / TEA BREAK

<p>16:00–17:30</p> <p>BREAK-OUT SESSIONS</p>	<p>FROM AAASF2021 TO AAASF2024 – PRIORITISING ACTION</p> <p><i>In three parallel break-out sessions symposium participants will take a holistic approach and explore the challenges relating to assistance to aircraft accident victims and their families from different perspectives: aviation safety policy, legal aspects and facilitation provisions. Building on the recommendations from AAASF2021, progress achieved so far will be considered and remaining challenges will be discussed. Interactive session led by members of the FALP WG on AAASF.</i></p> <p>Discussion led by members of the ICAO Facilitation Panel (FAL-P) Working Group on Assistance to Aircraft Accident Victims and their Families (WG-AAASF)</p> <p>Teresa ANTUNES (Portugal), Olivier FERRANTE (France), Lorenzo MANTEGAZZA (ACI), Diantha RAADGERS (Netherlands), Erica RAMALDO DE OLIVEIRA (Brazil), Andrew REGNERUS (Canada), Matthew VAUGHAN (IATA)</p>
<p>17:30</p>	<p>END OF DAY 2</p>

Thursday 28 November 2024	
TIME	
<p>08:30–09:00</p>	<p>ARRIVAL OF DELEGATES</p>
<p>09:00–10:45</p>	<p>AAASF TALKS</p> <p>A series of presentations on topics that are related to and of particular relevance in the context of the main conference theme.</p> <p>1. ADVOCACY – REPRESENTING SHARED INTERESTS (09:15-09:45) Speakers: Pilar VERA PALMES (President) and Claudia CARRASCO (Secretary General), Air Crash Victims’ Families’ Federation International (ACVFFI)</p> <p><i>This talk will highlight the important work done by the Air Crash Victims’ Families’ Federation International (ACVFFI). ACVFFI is an independent non-profit organization. It aims to be an umbrella organization that supports victims and their families who may suffer from any kind of aircraft accident in any part of the world.</i></p> <p>2. NAVIGATING CONFLICT ZONES – IMPROVING FLIGHT SAFETY (09:45-10:15) Speakers: Katia CANCIANI (Transport Canada) and Kas BEUMKES (Directorate General of Civil Aviation Netherlands)</p> <p><i>This talk will address the challenges in managing the risks involved in aircraft operations over or near conflict zones. It will explore lessons learnt from the Flight MH17 disaster (NL case study) and report on progress achieved so far in the Safer Skies Initiative launched by Canada in 2020 following the Flight PS752 disaster.</i></p> <p>3. VICTIM SUPPORT – CRISIS MANAGEMENT AND PSYCHOLOGICAL CARE (10:15-10:45) Speaker: Jos de KEIJSER, University of Groningen, Victim Support Fund Netherlands</p> <p><i>This talk will highlight the importance monitoring victims and/or their families and offering professional care. It will consider the need to facilitate easy access to mental health care and the benefits of actively engaging in crisis management and aftercare, drawing of evidence-based practice and 10 years of MH17 research.</i></p>
<p>10:45–11:15</p>	<p>COFFEE / TEA BREAK</p>

<p>11:15–12:45</p> <p>PLENARY SESSION 10</p>	<p>NEXT STEPS – KEY TAKE-AWAYS AAAFV2024</p> <p><i>Wrap-up session. The main outcomes of the three break-out sessions will be presented in plenary session, followed by a discussion. The aim is to identify appropriate pathways for future action and draw conclusions. The outcome of AAAFV2024 will be reported to the ICAO Council, whilst offering essential input towards an updated Resolution at the next ICAO Assembly in 2025.</i></p> <p>Moderator: Richard OSSENDORP, NL Representative to ICAO</p> <p>PRESENTATION AND ROUND TABLE DISCUSSION</p> <p>Participants: discussion leaders and rapporteurs from the break-out sessions</p>
<p>12:45–13:15</p>	<p>CLOSING CEREMONY</p> <p><i>Final remarks by ICAO and the host state</i></p> <p>Speakers: Sylvain LEFOYER, ICAO Deputy Director Aviation Security and Facilitation, and Brigit GIJSBERS, Deputy Director General of Civil Aviation and Maritime Affairs</p> <p>Cultural performance</p>
<p>13:15–14:30</p>	<p>LUNCH</p>
<p>14:30</p>	<p>DEPARTURE OF DELEGATES</p>