

# ICAO Facilitation Global Forum

21 to 23 October 2024  
Bogotá, Colombia



Hosted by:



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Business Continuity and Crisis Management  
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# Assistance to Victims and their families

Social and Economic aspects

## Accidents have effects that go beyond direct victims

### Social aspects:

- Emotional impact – families, community, and region
- Feeling of insecurity (airline and industry) – confidence in flying decrease
- Collective psychological impact (trauma) – victims, witness, neighbors
- Emotional costs for professionals with the aftermath
- Development of policies (resistance or distrust among travelers)

### Economic aspects:

- Costs for the Airline
- Compensation costs
- Impact on reputation (Airline and industry)
- Effect on tourism



<https://pt.vecteezy.com/png-gratis/pessoa-triste>



Foto: Willian Ricardo / Notícias do Dia / Especial / CP

**Proper preparation and response are essential to mitigate damage.**



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# Thank You



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