ICAO Facilitation Global Forum

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Hosted by: AERONÁUTICA CIVIĽ UNIDAD ADMINISTRATIVA ESPECIAL

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Business Continuity and Crisis Management GOL Linhas Aéreas

Assistance to Victims and their families

Social and Economic aspects

Accidents have effects that go beyond direct victims

Social aspects:

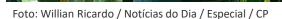
- Emotional impact families, community, and region ٠
- Feeling of insecurity (airline and industry) confidence in flying decrease ٠
- Collective psychological impact (trauma) victims, witness, neighbors
- Emotional costs for professionals with the aftermath
- Development of policies (resistance or distrust among travelers) ٠

Economic aspects:

- Costs for the Airline ٠
- **Compensation costs**
- Impact on reputation (Airline and industry)
- Effect on tourism

Proper preparation and response are essential to mitigate damage.

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Thank You

