ICAO Facilitation Global Forum

21 to 23 October 2024 Bogotá, Colombia





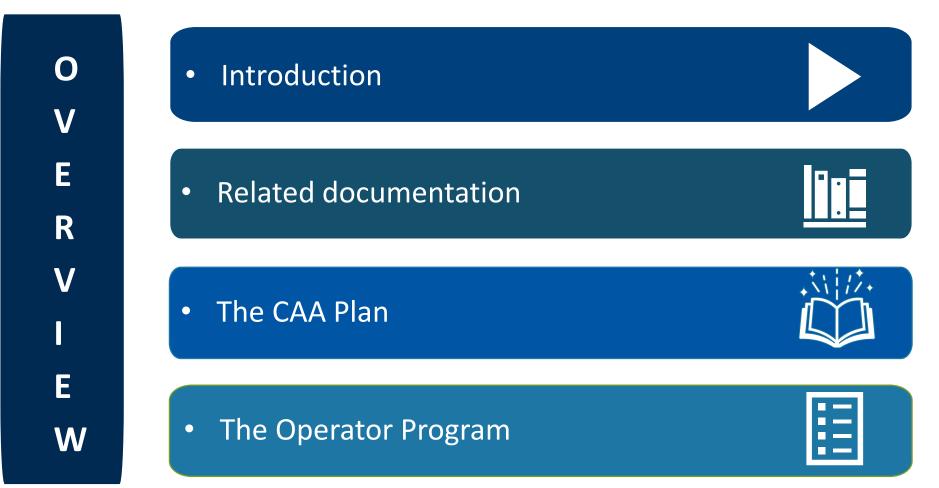
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ASSISTANCE TO AIRCRAFT ACCIDENT VICTIMS AND THEIR FAMILIES A practical perspective from an implementing State



INTRODUCTION

Humanitarian aspect of accidents

Regulated and a priority for ICAO

Potentially applicable in all events

RELATED DOCUMENTATION

ICAO

Document 9973

Manual on Assistance to Aircraft Accident Victims and their Families.

Document 9998

ICAO Policy on Assistance to Aircraft Accident Victims and their Families.

CAA - UAEAC

Guidance Plan for aircraft and airport operators, and the Aeronautical Authority, on Assistance to Aircraft Accident Victims and their Families.

Guide to the development of the Operator Assistance Program.

Certification and surveillance processes.

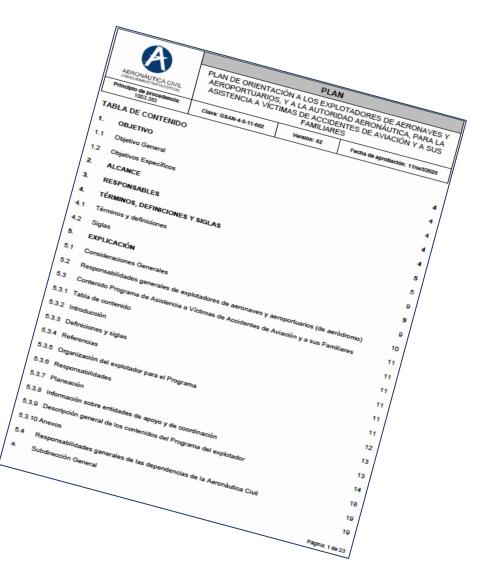
Operators

Assistance Program for Aircraft Accident Victims and Their Families.

Guidance Plan

for aircraft and airport operators, and Civil Aviation Authority, on Assistance to Aircraft Accident Victims and their Families.

- Objective
- General considerations
- Responsibilities
 - Aircraft and airport operators
 - Civil Aviation Authority
- Content of the Operator Program



The Plan applies, in the event of fatal or serious injury to persons because of accidents occurring to:

- An aircraft in Colombian territory.
- An aircraft registered in Colombia in the territory of another State.
- An aircraft operated by a Colombian operator in the territory of another State.
- An aircraft in which Colombian nationals are present and which occurs in the territory of another State.

> The Operator Assistance Program for Aircraft Accident Victims and Their Families. (Aircraft or aerodrome operator).

- General matters.
- Organization and planning.
- Support entities.
- Description of activities:
 - Activation, notification, preservation and custody of passenger list.
 - Notification and information to family members.
 - Activation of the CAF and call center, Immediate attention.
 - Visits to the scene of the accident, Legal advice, Subsequent activities.



Thank You

