

FONDAZIONE 8 OTTOBRE 2001

Arturo Radini

*Technical Task Force Director,
October 8, 2001 Foundation*

Presentazione della Circolare ENAC inerente la predisposizione di un piano per l'assistenza alle vittime di incidente aereo e dei loro familiari redatta in cooperazione con la Fondazione 8 Ottobre 2001

Presentation of ENAC (Italian CAA) Advisory Circular on Family Assistance Plan in case of air accident, drawn up in cooperation with October 8th Foundation

I primi passi: il ruolo delle associazioni dei familiari delle vittime

First steps: the role of Family Victims Associations



**Hans Ephraimson,
ACFVG**



I primi passi: il ruolo delle associazioni dei familiari delle vittime

First steps: the role of Family Victims Associations

INTERNATIONAL CIVIL AVIATION ORGANIZATION
ASSEMBLY - 38TH SESSION
24 SEPTEMBER - 4 OCTOBER 2013



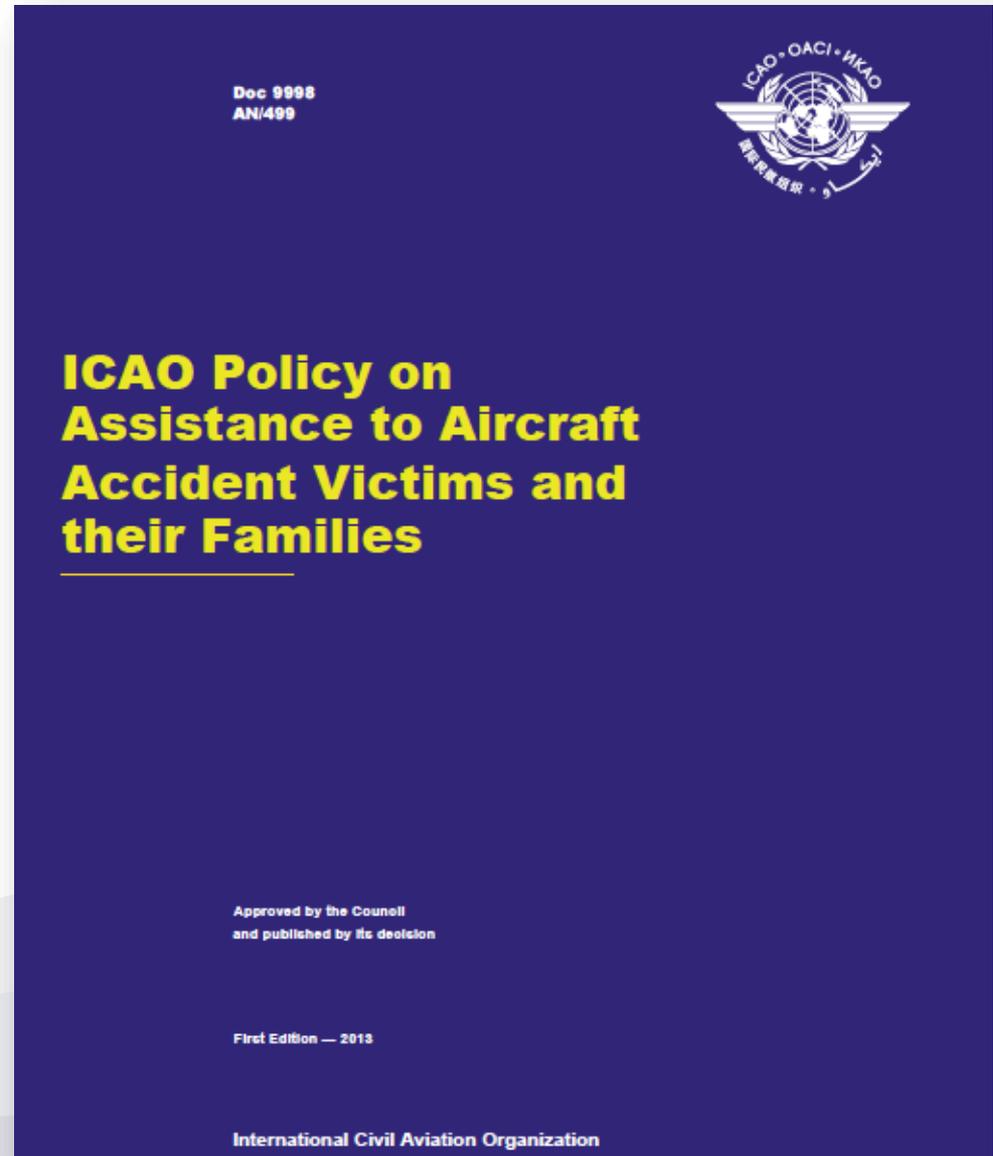
ICAD POLICY ON ASSISTANCE TO AIRCRAFT ACCIDENT VICTIMS AND THEIR FAMILIES

Top row, L-R: Nancy Graham; Paolo Pettinaroli; Junaid Hamid; Roberto Robeh González; Elmar Giemulla; Victor Aguada; Marcus Costa

Bottom row, L-R: M. Pilar Vera Palmés; Hans Ephraïmson-Abt; Elaine Boavistas; Deborah A.P. Hersman

ICAO Assembly - 38th Session

ICAO Doc 9998



EU Parliament 2010

Article 21 of Regulation (UE) 996/2010

Each Member States shall establish a civil aviation accident emergency plan. These plans shall also cover assistance to the victims of civil aviation accident and their relatives

ENAC e Fondazione 8 Ottobre



Circolare ENAC - Predisposizione di un piano di assistenza alle vittime di incidente aereo e dei loro familiari

ENAC Advisory Circular – Building up Victims and their families assistance plan

FONDAZIONE 8 OTTOBRE 2001

Advisory Circular

"Assistance to Aircraft Accident Victims and their Families"

Ing. Daniele Giuseppe Carrabba

Head of Airports Coordination Directorate
Head of Crisis Management Team



Milano, 22 ottobre 2014

The Advisory Circular made possible thanks to the active collaboration of the Foundation "8 October 2001", whose experience and expertise on assistance to victims of air accidents and their families helped us have a broader, more specific and more informed view on the matter.

HIGHLIGHTS

- **To give a proper reaction and adequate assistance to the victims and their families**
- **To endorse national and international regulations and guidelines**
(Reg. EU 996/2010, Reg. CE 889/2002, ICAO doc 9973-AN/486-2013, Civil Protection Directive 01/27/2012)
- **To provide guidance to the airlines to update their Emergency Response Plan**

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CIRCOLARE

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PIANO ASSISTENZA ALLE VITTIME DI INCIDENTI AEREI
E AI LORO FAMILIARI

Le Circolari contengono interpretazioni e metodi accettabili di conformità a norme regolamentari. Esse sono contraddistinte da un numero progressivo, seguito da una lettera che evidenzia le successive revisioni.

MAIN ENTITIES INVOLVED IN ASSISTANCE PROCESS

- **ENAC**
- **AIR OPERATOR**
- **AIRPORT OPERATOR**
- **CARE TEAM**
- **THIRD-PARTIES**
(Families Associations, Aid agencies, Authorized commercial companies, etc..)

ROLES OF MAIN ENTITIES

ENAC

- Responsible for the implementation of legislation, regulations and policies that require all national air operators and airport operators have family assistance plans
- Focal Point between the COE and the Care Team.

AIRPORT OPERATOR

- Supplies all the necessary facilities to gather the families, the survivors, crew and media, guaranteeing privacy and safety.
- Provides essential goods to survivors and their families.
- Makes the rights flyer available to survivors and families victims.
- Takes part in the Care Team.

ROLES OF MAIN ENTITIES

AIR OPERATOR

- Family assistance plan available.
- Activates a toll-free number.
- Supplies transportation for the families victims and the survivors to safe and secure location.
- Provides counseling and psychological aid with professional qualified personnel.
- Gives immediate financial aids.
- Provides impartial and free of charge legal assistance.
- Takes part in the Care Team.

ROLES OF MAIN ENTITIES

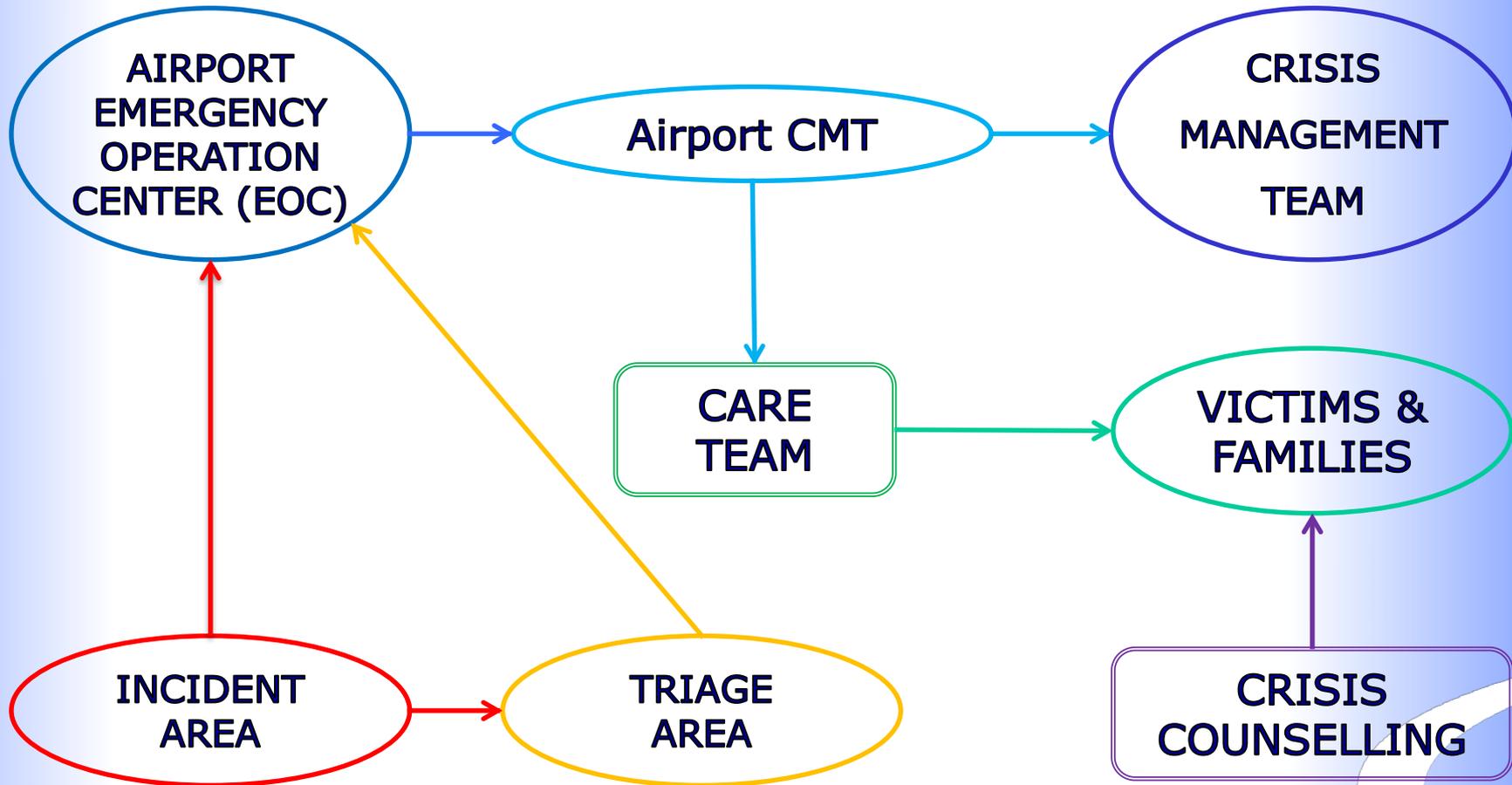
CARE TEAM

- Includes: ENAC, Air Operator, Airport Operator and health organization representatives.
- Focal point between COE, survivors and families
- The only authorized entity to release official informations about the accident.

THIRD PARTIES

- Provides any kind of assistance through business dealing with air operators.
- Provides childcare.
- Provides spiritual and religious care services.
- Organizes memorials.
- Provides long term assistance.

ASSISTANCE PROCESS

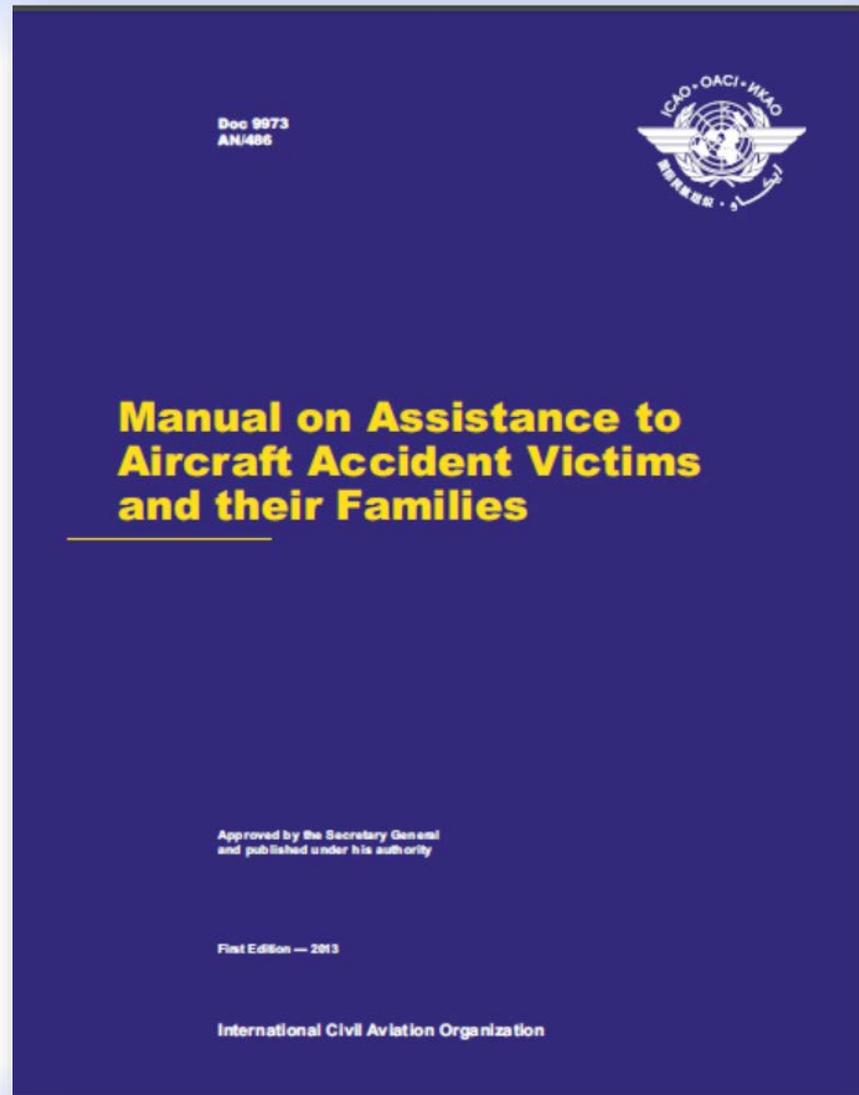


GUIDELINES FOR MANAGING AIR OPERATORS PLAN

- **Determine the types of accident**
- **Determine the types of assistance to be provided**
- **Determine the agencies that will provide the assistance**
- **Draft the Plan**
- **Review the Plan**
- **Implement the Plan**
- **Exercise the Plan periodically**

ICAO

ICAO Doc 9973





FUTURE DEVELOPMENTS,

NEXT STEPS ?

THANK YOU



www.enac.gov.it