



## Information Article

### FAMILY, RELATIVES & FRIENDS ENQUIRY CARD **FEC**

Flight No		Date of Flight		Flight Route	
Details of "the <b>Person</b> " (i.e. the person reporting / providing information here about a <b>possible Victim</b> )					
Full Name				Relationship to Victim	
etc.					

+

### (4 in 1) PASSENGER & CREW (**VICTIM**) RECORD CARD **VRC**

Flight No		Flight Date		Flight Route	
Details of the <b>Victim</b> i.e. the person who <b>this</b> VRC is about					
Last / Family Name			First / Other Names		
Known by any Other Names?					
etc.					

## Relevance

**Airline / Airport / GHA** (and similar / equivalents) **Emergency / Crisis Response Planning & Ops**

Information gathering from / about catastrophic aircraft accident victims and / or the latter's associated (**not** having been on board 'the' associated, accident flight) families, relatives and friends (FR)

Note 1 - **FEC** and **VRC** are our own 'generic' terms / concepts. However, they are similar to corresponding terms / concepts used by many real airlines, airports etc. around the world

Note 2 - The forms shown in **this** information article are **representative only of those typically used by airlines / airports / GHAs etc.** .....for information gathering (about air accident victims and their associated FR) following a related / relevant major crisis (e.g. catastrophic aircraft accident / aviation disaster- for the purposes used herein)





ABCX Airways - **FAMILY, RELATIVES & FRIENDS ENQUIRY CARD** **FEC**

Flight No		Date of Flight		Flight Route	
Details of "the <b>person</b> " (i.e. the <b>person</b> reporting / providing information here about a possible <b>Victim</b> )					
Full Name				Relationship to Victim	
Telephone Contacts (Country code + area code + No)					
Home Address / Equivalent					
What is ' <b>person's</b> ' preferred Language		Has ' <b>person</b> ' already had contact with the <b>victim</b> (e.g. by mobile phone, text, face to face etc.)			
Details of the possible ' <b>Victim</b> ' as provided by the ' <b>person reporting</b> '					
Last / Family Name			First / Other Names		
Known by any Other Names (Aliases)					
Male/Female/Child/Infant		Nationality		Religion	
Existing Medical problems (if any)					
Other information (e.g. skin / hair/ eye colour, marks / scars / tattoos) etc.					
Total Journey Details of <b>Victim</b> (all sectors) as known to ' <b>person reporting</b> '					
<b>Other persons</b> believed to be travelling with <b>this Victim</b> (as known to ' <b>person reporting</b> ')	Last / Family Name	First / Other Name(s)		Relationship to <b>this Victim</b>	
<b>Closest relative</b> of <b>this Victim</b> if known to ' <b>person reporting</b> '	Full Name		Full Contact Details & Address		Relationship
<b>Remarks / Notes:</b> (Continue on separate sheet if necessary and securely attach to this top sheet)					

Form completed by - Name / Contact:

Date/Time:

Note: If more space needed to enter information, use *separate sheet(s) of paper & attach securely to FEC*





## ABCX Airways - (4 in 1) PASSENGER & CREW (**VICTIM**) RECORD CARD **VRC**

Flight No		Flight Date		Flight Route	
Details of the ' <b>Victim</b> ' i.e. the person who this VRC is about					
Last / Family Name		First / Other Names			
Known by any Other Names?					
Type of <b>Victim</b> : (Flight Crew, Cabin Crew, Passenger, Positioning Crew / Staff, Ground Victim etc.)					
Male/Female/Child/Infant		Nationality		Religion	
Existing Medical Problems (if any)				Date of Birth	
<b>Total</b> Journey Details (all sectors)					
Home Address		Alternate Address			
Telephone Contacts - Country & area code + No		Preferred Language			
<b>Victim</b> Status - <input type="checkbox"/> Missing <input type="checkbox"/> Un-injured <input type="checkbox"/> Hospitalised (non-life threatening) <input type="checkbox"/> Hospitalised (life threatening) <input type="checkbox"/> Dead <input type="checkbox"/> Unknown					
<b>Victim's</b> Current Location					
<b>Victim's</b> Intentions: <input type="checkbox"/> Travel to local address <input type="checkbox"/> Continue Journey <input type="checkbox"/> Proceed to SRC (L) <input type="checkbox"/> Other (Provide Details)					
Passport #		Issue Date		Expiry Date	Issue place
<b>Other persons</b> believed to be travelling with <b>this Victim</b>	Last Name	First Name(s)		Relationship to <b>this Victim</b>	
<b>Known closest relative/Next of Kin of this Victim</b>	Full Name		Full Contact Details & Address		Relationship
<b>Meeter/Greeter</b> info (i.e. person(s) meeting <b>this Victim</b> )	Full Name		Full Contact Details & Address		Relationship
Remarks / Notes: (Continue on separate sheet if necessary and securely attach to this top sheet)					

Form completed by - Name / Contact

Date/Time:

Note: If more space needed for information, use separate sheet(s) of paper & securely attach to VRC





## Notes on **FEC** and **VRC** (Hardcopy Forms)

1. **FEC** and **VRC** template forms (see pages 2 and 3 above respectively - as required) have been designed to fit on one side of an A4 page. Unless stated otherwise herein, it can be assumed that both forms exist in **hard copy** format **only**

**VRCs** (when used 'for real') will definitely need (as more information on accident victims is progressively acquired) more than one page. Such additional information should be included in **continuity sheets** of e.g. A4 sized paper:

- **Each** continuity sheet should show (as a heading at the top) the associated flight number, planned and actual date of flight + planned and actual route of flight
- **Each** continuity sheet should show the associated victim's primary / main / usually used name (plus date of birth, gender and nationality - if known) at the top
- Each **entry** in a continuity sheet should have a title / subject heading and an appropriate date / time annotation of when said entry was made
- Continuity sheets should be **numbered** e.g. 'continuity sheet 1', 'continuity sheet 2' etc. and positioned in **chronological** order
- When completed, each continuity sheet should be **securely attached** (in the appropriate page number order) to the completed, **original** / **parent** (top cover / one page) **VRC**

An appropriate **folder** should be prepared into which each (one / single) **VRC** and its attached continuity sheets can be securely stored. The folder's front cover must be clearly annotated '**VRC**'; show the name (primary name, followed in brackets by any known aliases / nicknames etc.) gender, date of birth and nationality of the associated victim - together with the associated flight number, planned and actual date of said flight + planned and actual route of said flight etc.

The **current status** (e.g. **uninjured**, **injured** [critical], **injured** [non-critical], **dead**, **missing** / **not known**) and location (e.g. **accident site**, **airport**, **hotel**, **hospital**, **mortuary**, **travelling** / **in transit**, **home**, **other** [state where?], **not known** etc.) of the associated victim should **also** be shown (and updated as required) on the folder's front cover, if known

**FEC** - As with VRCs - use of continuity sheets, covering folders etc. for **FECs** should be similarly applied. The front cover of the **FEC** folder will obviously not require an entry for **status**, but location should be recorded / updated as appropriate (e.g. home, airport, travelling to / from accident location, at [or near to] accident site, humanitarian [family] assistance centre, other [explain where], not known etc.)

2. The title '**4 in 1**' (**VRC**) simply refers to a specially prepared (**hard copy**) **VRC** - whereby, if you write on the top sheet - you get 3 (different coloured paper) additional copies on the next 3 sheets attached below (said top / front page). Use of the latter limits the number of times **victims** need to be asked to provide the same information - and facilitates **limited** distribution of the **completed form** to **different** recipients - e.g. top copy for **accident airline**; other (3) copies e.g. one for police, one for immigration and the last for the **airport operator**. Any more than 3 copies will probably not be practicable as the writing on the top sheet may not adequately show through to the additional sheet(s) further beneath i.e. following the third copy

Note that there is typically no need to produce a '4 in 1' version (or similar) of the **FEC** form unless the airline etc. concerned has some valid reason for so doing?





3. An **SRC (L)** (**Uninjured** Survivor (**PASSENGER**) Reception Centre - **Landside**) is a 'landside' (typically off-airport) location where **uninjured passengers** may be temporarily 'cared for' (provided with humanitarian, information etc. type assistance - and also providing info e.g. about themselves; missing companions from the flight; their 'not directly involved' family, relatives & friends who might be enquiring about them etc.) by the accident airline / whoever - until such time as they (uninjured victims) might e.g. be ready to continue their journey or whatever else they might wish / be required to do thereafter. The **SRC (L)** is typically located in an appropriate hotel(s) - usually (but not always) close to the airport / accident location involved

Similar arrangements should be made for **uninjured CREW** - excepting that they will ideally be cared for in a **separate** (i.e. separate from the SRC [L]) facility hotel known as the **CRC (L)** [**Uninjured** Survivor (**CREW**) Reception Centre - **Landside**]

4. Use **airline** produced **FEC** & **VRC** forms unless the 'Authorities' (including airport authorities / operators) insist on using their own equivalent forms (as applicable - e.g. as in UK where the Police prohibit the use of any forms for victim and / or family, relatives & friends [FR] data gathering, other than their own [police / UK government specific] forms)
5. **Appropriately trained & exercised airline / similar staff** (including **ground handling agent** [GHA], police, **airport operator**, faith and volunteer personnel etc.) **should complete** (write) the VRC and **FEC on behalf of the person(s) providing the information** - be they **victims** (use **VRC** form) and / or **family, relatives and friends** (use **FEC** form). All written entries must be 100% legible (readable) - and in the **English language only**
6. **Complete one VRC only for each** accident victim. The VRC can be used for all types of accident victim i.e. passengers, crew and any ground casualties (ground victims)
7. When a **FR** etc. is providing information to complete an **FEC** - **separate FECs are to be completed for each and every** (different / potential) accident victim associated with the particular / specific **FR** person **providing the information** ..... and / or as associated with other appropriate **FR** persons present (i.e. as part of the **same FR party / group**) at the time
8. When a **party / group** of related or otherwise connected **FR** is jointly (at the same time) providing information to complete an **FEC** - **only one** (the most appropriate and / or nominated) **person** from that party / group should be named in the **FEC** as '**the person**' reporting / providing said information
9. **IMPORTANT** - When entering **any names on any forms** - **double check** where possible / practicable (with whoever is most appropriate) if the subject persons might (also / additionally) commonly be known by any other names (aliases / nicknames etc.). If so, provide said details in the appropriate box on the form **and / or** record details in the 'remarks / notes' box **and / or** record details on a continuity sheet attached securely to its parent form. This practice is particularly important when recording details relating to **victim** names
10. Work out 'beforehand' **an appropriate method / system of segregating or otherwise accounting** for those **victims** and / or **FR** who have already completed **VRCs** & **FECs** respectively, from those still needing so to do (BUT not yet having done so). This can be as simple as physical separation (e.g. using different rooms / separate parts of the same room etc.) - to the issue of coloured / labelled badges, coloured elastic wrist bands etc. ....for those so processed





11. If 'Authorities' etc. insist on using their own forms (e.g. as is the case in **UK** where **Police** use their own, specific forms - and expect 'others' to do likewise) do everything possible to ensure that the **accident airline** (**airport** etc.) **promptly** gets copies of **all** such completed forms
12. If 'Authorities' etc. insist on using their own forms, **document** (reproduce / include) them in the / your **local** (**airline**) station etc. emergency response plan for the appropriate **airport** (**s**) (*instead of the **FEC** & **VRC** versions as referred to herein*). Again, UK is an example of one such country
13. Procure and maintain sufficient stocks of \* locally produced / used **VRCs** & **FECs** (or equivalent local forms - e.g. as in UK) at **each** regular destination airport / airline station to which the airline operates

The number of forms required will typically depend on the densest seating configuration of the airline's largest aircraft, which operates to the particular **airport** (and hence airline station) in question - and also the numbers of potential enquiries (face to face; via **telephone** etc.) **anticipated** from **FR** e.g. for a \*\* 300 seat aircraft it is suggested to stock around **450 VRCs** and around **1200 FECs** at **each** such particular airport / station

The above figures assume that the airline involved is **not** directly operating its own **emergency** [telephone] **call centre** - **ECC**. (Note - where the word 'telephone' is mentioned just above, it is assumed that this relates to **ad hoc** calls (about the crisis) being received at airline / airline representative 'normal place of work' locations i.e. **not** at a **dedicated, associated call centre - emergency or otherwise**)

However, **if** such an **ECC** **is** being directly operated by the airline involved at that time, then a fillable / editable **electronic** version of both forms (VRC & FEC) should be available at each associated ECC workstation PC / laptop

Where the **involved airline is directly operating its own ECC** but is required (for whatever reason) to use **hard copy** forms **only** to record information, then the **FEC** figure given above for a 300 seat aircraft should be increased by around 100% i.e. around **450 VRCs** (no change) and **2400 FECs** (double the original number) need to be held at such ECC location (i.e. over and above the separate requirements for airports / stations - as mentioned a little further above in this para 13)

Where the involved airline is directly operating its own ECC - and is using **electronic** versions of both forms (VRC & FEC) to record data from callers, sufficient **hard copy** versions **must** still be readily available in case the ECC is unable (for whatever reason e.g. complete [electrical] power failure) to use said electronic version forms. The numbers required thus remain the same as for the last example in the para immediately above i.e. a total ECC stock of **450 VRCs** and **2400 FECs** (over and above the separate requirements for airports / stations)

\* For the sake of simplicity, the above para 13 is based on the assumption that **VRCs** & **FECs** are procured 'locally' i.e. in the same country / part of a country as where they are intended to be used

For the greater majority of airlines this will mean delegating such arrangements to the appropriate, local ground handling agent (**GHA**) - thus carrying the **significant risk** of the task 'not being carried out' (i.e. the forms might not be procured and stored in such an arrangement) - for a number of valid reasons, not gone into here. Consequently, the practical solution (which has worked well to date in reality) is for the airline to **centrally** procure the forms itself (**in its home country**), in the appropriate numbers, and then distribute the forms accordingly to all of its stations / regular destination airports

\*\* Pro rata the figures given above for aircraft seating capacities other than 300 - e.g. a 400 seater - might require **600 VRCs** and **1600 FECs**. Similar principle applies to all other figures given above





14. Provide English and local language versions of the forms, as required - but see para 19 further below. **If printed in any language other than English, the format (layout) of the forms must follow exactly that of the English language versions shown on pages 2 and 3. THIS IS IMPORTANT - so take care not to get it wrong!**
15. Store forms so that they are easily and quickly accessible (at or near where they might be needed for collection / use) at times of crisis
16. Retain form printer's details in local 'crisis contacts directory', for ready re-supply
17. Budget for the procurement / production of the forms
18. Train and exercise relevant staff / other potential users in management, completion, distribution etc. of the forms
19. Even though forms might be printed in English and perhaps another language (as required), **form completion itself is to be in clearly legible (readable) and easily understandable ENGLISH ONLY**
20. **IMPORTANT** - potentially large numbers (in the many hundreds - possibly thousands) of completed \* hard copy VRCs and FECs will need to be delivered / forwarded / transmitted etc. without delay to all who might need to access / process / use them at time of major crisis - e.g. the airline, local police, airport authority, immigration, emergency call centre(s), re-uniting centres, government services at all levels etc. - to name just some. Many intended recipients of such forms will not be located near (or even in the same country / part of the world) as where the completed forms originated

\* Many, many **airlines** around the world **have no VRC / FEC (or equivalent) capability whatsoever** i.e. the associated **system** and **forms** simply do not exist. Same goes for **airports** and **ground handlers etc.**

For those airlines which **are** VRC / FEC (or equivalent) capable - the **vast majority** still use **hard copy** versions of the forms. Same goes for airports, ground handlers etc. With the advent of 'smart' electronic devices which are (2024) widely available and relatively inexpensive, it is hoped that the above (hard copy only) situation will eventually change for the better (but don't hold your breath that this will happen anytime soon!)

If the completed forms are retained in their hard copy versions only, very significant problems of timely distribution of same will arise e.g. imagine the difficulties and time taken in scanning / faxing / emailing several thousand forms!

The solution lies in modern technology e.g. a downloadable, specifically designed 'app' or similar / equivalent (on a smartphone; tablet; PC etc.) - on which **FECs** & **VRCs** could be completed, stored and populated / transmitted electronically (to wherever) - must be the way ahead

Only problem here is that at time of writing, such an 'app' is \*\* not known (by the author of this information article) to exist - although the production of same is not envisaged to present any particular design & development difficulties







**\*\* Update** - ETIHAD (UAE airline) was believed to be developing (possibly has already developed) something similar - but for its own use only i.e. it will not be a 'universal app' which any airline would be able to procure (purchase) and use. It is also thought that a **very small** number of commercial software developers around the world may have also produced / be working on something similar

It is anticipated that any **airline** with the appropriate resources, ICT skills and budget could relatively easily produce such an app / web based equivalent **itself** - at a reasonably economical cost

Better still, what if the **scheduled airline** trade organisation (**IATA**) and / or **commercial airport** trade organisation (**ACI**) and / or **ground handlers** trade organisation (**ASA**) produced such an app etc. itself / themselves - and 'sold / leased' same at attractive prices to its members (and any others so interested)

**Imagine the possibilities i.e. just the one app / equivalent, containing standardised FECs and VRCs, for the whole aviation world to use! But don't hold your breath that this might happen anytime soon - if ever!**

In the interim, you might want to make an online search for hand-held, wireless (portable) scanners available commercially (to buy) at reasonable prices - typically less than USD \$50 per item



It is envisaged that each completed VRC and FEC could be scanned (using a hand held scanner as referred to above) locally, down-loaded (in batches) to a 'local' PC / laptop / tablet / smartphone / similar - and then electronically forwarded to all required recipients on a worldwide basis

Such devices can typically scan a single A4 page (size of a VRC and FEC top cover form) in less than 10 seconds and, depending on the capacity of the 'micro SD (memory) card' used + other 'selectable' factors (colour / mono; resolution; format etc.) - can store relatively large numbers (thousands) of scanned documents

It is suggested that each airline station (regular destination airport) be equipped with at least several such hand-held scanners - to be used for the purposes described above. Use of same is likely to considerably speed up the processing and global distribution of **VRCs** - and also **FECs** completed at or near to the accident airport (as appropriate for latter). For **FECs** completed elsewhere, associated processing and distribution potentially remains problematic







[www.aviationemergencyresponseplan.com](http://www.aviationemergencyresponseplan.com) (Parent Website)

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## Appendix A to 'Notes on FEC and VRC Forms'

### Data Protection / Personal Privacy

Both '**personal information / data**' and '**sensitive personal information / data**' will necessarily be provided / procured / collected, used, shared, retained etc. in the process of completing (filling out and utilising appropriately etc.) the FEC, VRC and equivalent / required forms etc. For example, said information / data will typically need to be shared with whosoever needs it (with good reason of course) - by transferring same to wherever (typically on a worldwide basis) it is so needed / required / used etc.

In many countries (but not all - particularly [but not exclusively] in '**developing**' and '**least developed**' nations) data protection / privacy and similar legislation exists in order to 'protect' such personal information / data - from unauthorised / illegal collection, storage, processing, sharing and transfer etc.

In countries which **do** have such data protection legislation etc. established, the great majority (as at 2024) can be **expected / anticipated** to '**unacceptably** [but **not** deliberately] **interfere**' - when set in the context of a major emergency / crisis response type operation (such as a catastrophic aircraft accident with mass fatalities and injuries) - in which it will be vital to quickly and relatively freely obtain, use, share retain etc. personal data of all types - including 'sensitive' personal data. Here we typically refer to situations where:

1. The overzealous / unthinking / inflexible / ignorant use of data protection / privacy type legislation (and similar) will **unacceptably hinder to a very significant extent** an associated emergency / crisis response operation

This factor can (and has in the past) effectively prevented the sharing, transfer etc. of collected 'vital interests personal data' type information amongst emergency responders (including airline, airport and GHA responders); accident victims; family, relatives and friends of the latter etc.

The associated 'knock-on' effects can (and have in the past) lead to a serious reduction in effective emergency response capabilities and 'deliverables' - together with associated, **adverse** operational, humanitarian, welfare, health and similar impacts on all involved - particularly the emergency / crisis impacted victims themselves and their associated family, relatives and friends

2. In contrast (but just as bad), ineffective control of data protection / privacy legislation (and / or *ineffective* or zero data protection / privacy legislation in the first place) has meant that **personal data** (including sensitive personal data) **has been disclosed in the past - in circumstances where it should not have been** e.g. by the 'authorities' placing / publishing an accident aircraft's passenger list into the public domain almost immediately after a catastrophic emergency / crisis occurrence has taken place (e.g. via hard copy lists on airport notice boards; soft copy on websites, via all other forms of media [TV, radio, print, website, social] etc.)





Real-life examples of where 1 and / or 2 above have occurred (to a greater or lesser degree) include:

- 2002 (October) - **Bali Bombings**
- 2004 (December) - **Tsunami** - Some coastal areas of SE Asia / Indian Ocean
- 2005 (August) - **Hurricane Katrina** - Gulf Coast Area USA - particularly New Orleans area
- 2005 (July) - **London (UK) Terrorist Bombings**
- \*2011 (February) - **Earthquake** - Christchurch, New Zealand
- 2014 (March) - **Loss of Malaysian Airlines Flight MH 370**
- 2014 (December) - **Loss of Air Asia (Indonesia) Flight QZ 8501**
- \*\*2015 (March) - **Loss of Germanwings Flight 9525**
- 2018 (October) - **Loss of Lionair (Indonesia) Flight 610**

\* The NZ Privacy Commissioner involved had (within around 48 hours of earthquake occurrence) 'amended' the existing NZ data protection / privacy legislation in force at the time, in order that same might better enhance the emergency response - **rather than hinder it** (the latter being the actual / real situation leading up to the reason for the change)

\*\* See: <http://www.ibtimes.co.uk/germanwings-disaster-europe-force-germany-change-privacy-laws-after-suicide-crash-1496004>

Furthermore, many (if not most) developing and least developed countries have absolutely no effective data protection / privacy measures in place whatsoever. Some other countries which may be classified as 'developed' also find themselves in the same situation. Examples of emergency / crisis related responses impacted by this factor include:

- 2005 (October) - **Pakistan Earthquake** (around 85,000 dead; 70,000 injured; 2.8 million displaced)
- 2010 (January) - **Haiti Earthquake** (around 150,000 dead; numbers injured / displaced unknown)
- 2015 (April) - **Nepal Earthquake** (9,000+ dead; 23,000+ injured)

All involved in planning for, responding to and managing a catastrophic (passenger) aircraft accident or similar type situation must adequately account for data protection / privacy matters - not the least of which concerns personal data collected, processed etc. via the **FEC**, **VRC** and similar

There are ways and means of doing this without (unduly) adversely impacting on the emergency / crisis response itself

For more detailed information on this matter see:

[www.aviationemergencyresponseplan.com/information](http://www.aviationemergencyresponseplan.com/information)

When the website opens, scroll down until you find the information article entitled:

**'Data Protection Aspects of Emergency / Crisis Response'**

Click on the document to open and read it

