



Information Article

ENAC Circular GEN - 05B / 12 October 2018

Plan for Assistance to Air Accident Victims - & their Associated Families



Relevance:

Italian Civil Aviation Authority (ENAC) Regulatory Requirement - enacted 8 October 2014

Note 1 - This info article is based on Italian Civil Aviation Authority (ENAC) Circular 'GEN-05' of 2014

Note 2 - 'GEN-05B' version issued in October 2018 - click on below link for a summary:

[https://www.icao.int/Meetings/anconf13/Documents/Presentations/family-assistance-side-meeting/Family%20Assistance Presentation 07.pdf](https://www.icao.int/Meetings/anconf13/Documents/Presentations/family-assistance-side-meeting/Family%20Assistance%20Presentation%2007.pdf)

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SECTION 1



Press Release no. 110/2014

ENAC PUBLISHES (via a Circular) A PLAN FOR ASSISTANCE TO AIRCRAFT ACCIDENT VICTIMS AND THEIR FAMILIES - TOGETHER WITH A 2 PAGE LEAFLET PROVIDING PRACTICAL INFORMATION FOR PERSONS INVOLVED. THE PLAN AND BOOKLET WERE PRESENTED TO THE INTERNATIONAL CONFERENCE ON SECURITY IN MILAN - WHICH TOOK PLACE ON 21-22 OCTOBER 2014

‘.....The National Civil Aviation Authority of Italy announced that it has signed on October 8, 2014 (the 13th anniversary of the tragic aircraft accident at Linate of 2001) a circular entitled "GEN-05 - **Plan for Assistance to the Victims of Air Accidents and their Families**". This circular is published on the ENAC website

The Circular, on the basis of which the Civil Aviation Authority will approve the Crisis Manuals of national carriers (by verifying the contents with regard to the planned provision of the appropriate assistance) - in line with the regulatory provisions of international and European references (and in particular with the '[Article 21 of the EU Regulation. 996/2010](#)') i.e. with the purpose of implementing the requirements for provision of assistance to persons involved in a plane crash

In the early stages of the preparation of the circular there has been a strong and fruitful collaboration with the 'October 8 2001 Foundation' families group (Linate accident) and also with representatives of Italian national airlines and airport operators

An associated (two page) information leaflet (easily accessible and searchable) has also been developed by ENAC (as an appendix of the Circular itself) on the rights of victims and their families. It is written in Italian and English. ENAC is one of the first authorities in the industry to provide such an overview so that victims of air accidents and their families are aware of their rights in such circumstances

The leaflet will be distributed by the airport management companies and ENAC at individual airports - in case of aircraft accidents involving victims and their families

The topics contained in the leaflet are essentially practical e.g. they cover 'information on air carrier liability in the event of a plane crash', 'advance payments by airlines involved to cover immediate economic needs', 'the right to receive counselling and psychological support by qualified professionals' etc.





Also shown in the leaflet are useful references such as the ENAC telephone contacts to use at time of crisis (toll-free calls from Italy) and also the numbers to call from abroad (toll-payment for calls will be required) - together with the appropriate email address (all as related to the ENAC Crisis Response Centre)

The ENAC Director in an associated speech highlights: "A plane crash is a sudden and unexpected event, regardless of its nature and, in addition to attracting media attention, captures the emotional interests of public opinion and perhaps invokes empathy more than any other form of crisis. ENAC intends to make a linear approach to the protection and rights that are clearly reserved for all involved. Even the image of two hands and the logo chosen for the leaflet represents the intention to support the victims and their associated families at an extremely difficult time"

Rome - 22/10/2014





SECTION 2

ENAC Circular GEN-05A

Plan for Assistance to the Victims of Air Accidents and their Families

https://www.enac.gov.it/sites/default/files/allegati/2018-Ott/Circolare_GEN-05_181012.pdf

Reminder - the above is the original version in Italian. For an English language translation please see appendix [A](#) to this information article





SECTION 3

Appendix to ENAC Circular GEN-05A

Plan for Assistance to the Victims of Air Accidents and their Families

Leaflet / Brochure - Rights of Accident Victims & their Families

https://www.enac.gov.it/ContentManagement/information/P846478274/Opuscolo_informativo_ottobre_2014.pdf

Note to reader - this leaflet / brochure has been usefully produced by the Italian authorities in a 'twin' language format i.e. Italian and English





Appendix A

English Translation of ENAC Circular G-05A

Assistance to Air Accident Victims and their Families

12 October 2018

Please follow below link for English language translation:

https://www.enac.gov.it/sites/default/files/allegati/2019-Nov/GEN-05%20ENGLISH_181012.pdf





ICAO - Family Assistance Website

Around late 2018 ICAO introduced a webpage dedicated to 'Assistance to Aircraft Accident Victims and their Families'

The information found via this webpage is really good (particularly some of the 'family assistance' presentations) and well worth reading by all those having an interest here. (One comes from Italy)

You can find it at:

<https://www.icao.int/Security/FAL/ANNEX9/Pages/AssistancetoAircraftAccidentVictimsFamilies.aspx>

