



Information Article



What Happens Now?

..... essential information for
surviving 'accident victims' & their
(non-flying) 'family, relatives &
friends' - following a **mass fatality**
aircraft accident



- Before
- Just After
- Near Future
- Medium-term Future
- Longer-term Future
- Onwards





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(FR = Associated [Non-Involved] Families, Relatives & Friends - for more on this see pages 3 & 5)

Recommendation:

Airlines and / or **airports** and / or **ground handling agents** etc. (as appropriate) might wish to use the information (provided herein) as a guideline to preparing their **own specific** plans etc. - regarding the subject matter contained herein..... i.e. by using their own particular circumstances / situation to come up with / produce (now / today / in advance / before an associated catastrophic accident occurs etc.) an appropriate, equivalent document (to the one you are reading right now), capable of being rapidly distributed to 'appropriate recipients' (surviving accident victims; family, relatives & friends of all such accident victims etc.) following a catastrophic aircraft accident type situation





Relevance and Context

Airline Crisis Response - Assistance to Aircraft Accident Victims + their Families, Relatives & Friends

This info article provides **guidance** to specific categories of persons adversely affected (actually and / or potentially) as a result of a **catastrophic aircraft accident** (aircraft / aviation disaster)

It has been specifically prepared for surviving accident **victims** (sometimes [possibly confusingly] known as * **'persons directly affected'**) - and additionally for those ** **"associated, non-involved families, relatives and friends (FR)"** of **all** victims of such accidents - regardless of whether the latter survived (or not) or if they were on board (or not) the accident flight

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** This term, as used herein, typically refers to families, relatives and friends (**FR**) - who were **not directly** involved in the associated accident i.e. they were **not** on board the accident flight - **nor** were they (can they be classified as) ground victims. (*Ground victims being persons [if any] on the ground - killed, injured and / or traumatised as a direct result of the impact of the accident aircraft with the ground - or equivalent event*)

This guidance relates to what **surviving** accident victims and their associated, non-involved FR can **typically** expect to happen in the shorter (immediate and near future), medium and longer terms - following a catastrophic aircraft accident - with particular regard to:

- What they might personally feel (experience) e.g. emotions; stress reactions; symptoms etc.
- What others might be able to do to help them (particularly the accident airline)
- How they might be able to help themselves
- The typical legal, regulatory and similar processes to expect / be aware of etc.
- What they can expect from dealings with the 'media'; with lawyers etc.

Guidance is similarly provided re **deceased** accident victims, as appropriate - as is limited guidance re how air travellers might take some basic / common-sense **pre**-preparatory precautions **before** commencing a flight and also **during** flight - which **might** potentially be of significant benefit to all concerned during / following an associated major air accident - and similar

The information provided herein is 'generic' i.e. 'general' in contrast with 'specific'. However, it **is** specific to the extent that it **only** deals with the **catastrophic aircraft accident** type situation. Nonetheless, there is no reason why its principles should not be used to assist victims and their associated, non-involved FR, in other types of traumatic (mass disaster / similar) type events

Lastly, this information article will also be of significant interest to appropriate (potential) emergency responders - particularly as provided by airlines, airports and ground handling agents. Accordingly, 'extra' information (aimed at such responders and thus necessarily of a more 'technical / specialist' nature) has also been included (where appropriate) herein. It is for the user / reader to decide what he / she might wish to read and what might be ignored





Preamble - it is recommended that the below notes are studied before proceeding further

Note 1 - Fictitious (scheduled) **passenger** airline 'ABCX Airways' has been used to provide some 'context' in this information article. ABCX Airways is assumed to be a medium to large sized airline - operating (medium to long-haul) international, scheduled (passenger) flights - including to USA destinations (accordingly, ABCX Airways is **not** a US airline)

Note 2 - Fictitious **civil airport** 'XYZ International Airport (XIA)' has also been used to provide 'context' in this information document. The authority ('Airport Operator') responsible for managing & operating XIA is known herein as the 'XYZ Airports Company'. XIA is located in a country named XXX. XIA is nationally regulated by the 'XXX Civil Aviation Authority'. XIA is not located in the USA

Note 3 - Most aviation and aviation emergency response related **terms and abbreviations** used in this information article are **generic** i.e. **not specific** to any particular airline, airport etc. Whilst many will be the same or very similar to the 'real' terms in actual airline, airport etc. use around the world, the 'generic' use and nature of such terms and abbreviations in this document should be accounted for accordingly - where appropriate

Note 4 - Before reading further, please have a look **now** at the 'assumptions' (page **8** - **last** 5 bullet points) upon which this information document is basedand then return here to carry on reading (whilst keeping in mind the content, context etc. of said bullet points)

In reality, however, many **airlines**, **airports** and **airport based ground handling companies** around the world currently have absolutely **no / nil / zero / zilch** viable emergency response and associated (e.g. humanitarian / welfare / similar) related plans, resources, facilities, capabilities etc. in place - despite the various legal, quasi-legal, regulatory and best practice requirements / recommendations which mandate and / or recommend that they should

Similar situations can (more rarely) even apply, in general, to **whole countries**, including all levels of government, emergency service provision etc.

This means that large gaps exist all over the world (especially [but **NOT** exclusively] in developing & least developed countries) **in capabilities for providing effective and efficient emergency response and humanitarian / welfare / similar type services to the victims of catastrophic air accidents - together with related services to the associated (non-flying) families, relatives and friends, of all such victims**

Whilst such situation is unacceptable - it is the reality - and will be so for many years to come!

ALWAYS keep the above in mind when reading this info article

Note 5 - For further explanation of certain terminology used herein - see next page:





DEFINITION - Next of Kin / Closest Relative / Equivalent Person

For the purposes of this info article, **'Next of Kin' / 'Closest Relative' / 'Equivalent Person' / 'Emergency Contact'** etc. - typically refers to the closest **related** / equivalent person (**not** being an accident victim) as associated (in some **valid** way) with a specific aircraft accident victim. Note that the words 'related' and 'valid' as used here can and do have many different interpretations around the world - i.e. legal, quasi-legal, best practice, custom / culture / tradition, religious, informal etc.

This entire subject is, in general, complex and suffers (especially in the context of a catastrophic aircraft accident and similar scenarios) from a distinct lack of clear, explanatory guidance material - mainly because there isn't (in reality) much **'clear'** guidance to refer to

However, an attempt at an explanation **is** provided but, as it runs to more than 20 pages, is not included in the document which you are now reading

Interested readers will find further details of the above (in a **separate** 'information article') at:

<http://www.aviationemergencyresponseplan.com/information/>

When you get to the webpage at the end of the above link, scroll down until you find the 'information article' entitled (then click on it to open the article):

* **Info Article** - Major Air Accident - **'Next of Kin' / 'Closest Relative' / 'Emergency Contact Person'**

DEFINITION - Family, Relatives & Friends - FR

A collective, generic term denoting the various categories of persons (**NOT** having been on board the accident flight) having some form of valid relationship or otherwise (personal) link with associated air accident **victims** (including any **ground** victims). The term typically includes (as related or otherwise 'known' to victims):

- * Next of Kin (closest relative / equivalent person)
- * Other family members, relatives and similar - world wide
- * Friends
- * Business colleagues / similar
- * Meeters and Greeters (*of all categories*) waiting to meet victims at the emergency flight's **destination** airport and / or FR who have gathered at the **departure** airport (or airports) of the emergency flight - after it departs (i.e. after it is 'off-blocks') and subsequently experiences a crisis
- * Any other person(s) having a reasonably valid relationship with the victim(s)

Unless stated otherwise, the term **'associated, non-involved FR'** should be interpreted as FR who are associated in some 'valid' way with air accident victim(s) - **BUT** who were **NOT** actually on board the accident flight itself





DEFINITION - Victim

(Sometimes [perhaps confusingly] known as '*Person Directly Affected - PDA*' and other, equivalent terms)

For aircraft accident purposes, 'victim' is a term used herein, referring collectively to **all** on board the aircraft (**air victims**) - together with any **other** persons **directly** involved as a result of the accident i.e. the latter referring specifically herein to '**ground victims**' - being those killed, injured and / or traumatised **as a direct result of the accident aircraft hitting the ground or similar / equivalent event**

(Note that the term '**victim**' does not refer to the dead alone nor is it a term which should be associated with others who might be termed herein as **indirectly** involved (no matter how closely) by the emergency e.g. family, relatives & friends (FR) of victims - where such FR had **not** been travelling on board the accident flight - and who also **cannot** be classified as ground victims)

Note 6 - This document has been deliberately classified as an 'information article' in order to retain a degree of 'naming' standardisation with the many other documents in the same series. In reality, however, this document is a 'work of reference' - and is, accordingly rather 'large'. As with any reference document, the reader can choose to read only the parts of particular interest to him / her

Note 7 - Any person / entity having reasonable cause to believe that his / her / its copyright has been infringed in this information article - is requested to please contact (email) the author soonest, so that the issue can be mutually & satisfactorily resolved, without undue delay - info@aviation-erp.com

Note 8 - Despite reasonable care being taken in the preparation of this information article, it will inevitably contain errors, omissions & oversights, incorrect facts and assumptions, electronic links which no longer work etc. Users identifying same are respectfully requested to please notify (email) the author accordingly (with details) at - info@aviation-erp.com

Note 9 - The information contained in this article is provided on an 'as is' basis only, without warranty of any kind. Whilst reasonable care has been taken in the article's preparation, the author / owner of same shall have no liability whatsoever (financial or otherwise), to any person and / or entity - with respect to any loss, damage, claim, injury, death etc. caused (actual or allegedly / mental or physical / directly or indirectly etc.), of whatever type.....by use of such information, particularly that shown on pages **14** to **18**

Preamble ends here





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1. Introduction

Assumptions used Herein:

- A **catastrophic aircraft accident** occurs to an international, scheduled flight
- The accident occurs '**on airport**' - or very close (within a kilometre) to such airport
- The airport referred to immediately above was the accident flight's destination
- The accident aircraft has 300 passenger seats - and was full at the time of the accident
- Passengers were roughly an equal mix of single travellers and family / similar groupings
- There were numerous different nationalities on board the accident flight (25 +)
- 14 crew (2 pilots & 12 cabin-crew [various nationalities]) were operating the flight
- Emergency Services arrived at accident location within 2 minutes of the occurrence
- 100 passengers killed, 100 critically injured and 100 uninjured (**air victims**)
- 50% of crew killed, including one pilot. The remainder are critically injured (**air victims**)
- The accident killed or injured around 10 persons 'on the ground' (**ground victims**)
- A large number (500 +) of families, relatives & friends (FR) and others - were waiting at the destination airport to **meet & greet** those passengers travelling on the accident flight
- Accident **airline** has a reasonably good emergency response plan + adequate, associated resources and facilities + adequate training and exercising regularly accomplished etc.
- Accident **airport** has a reasonably good emergency response plan + adequate, associated resources and facilities + adequate training and exercising regularly accomplished etc.
- The accident **airport** is located close to a medium sized **city** in a well-developed **country**
- The **country** has a reasonably sophisticated system (plans, resources & facilities) for dealing with the consequences of mass disaster events (including deployment of emergency services; medical, health & social care services; military resources; voluntary resources etc.)
- The **country** requires 'advance passenger information (API/APIS)' (a security related requirement in many countries) to be made available to it for (before arrival of) all international, passenger flights - which intend to land at any airport in the **country**

Reminders - in this document the term '**air victim**' refers to those persons (killed, injured or uninjured) who were (had been) travelling **on board** the accident flight

'**Ground victim**' refers to those killed, injured or traumatised as a direct result of the accident aircraft's impact with the ground or similar i.e. ground victims did **not** (would not have been) travel (ling) on the accident flight

An alternative term for 'victim' (sometimes used) in aviation emergency response is 'person directly affected - PDA'. However, **only** the term (air / ground) **victim** will be used in **this** information article

Note - throughout this document the reader should always keep in mind those circumstances which do **not** fit any / all / some of the above assumptions(which also includes the **scenario** detailed on the next page) e.g. what happens if an accident occurs in a country / region having very limited (if any) disaster response capabilities and resources? What if the accident occurs at a remote location - such as the middle of a large ocean, in very mountainous terrain, in a very large rain forest area, in the Arctic / Antarctic - etc





Initial Scenario used for this Information Article

Note - All (on board the accident aircraft) directional / orientation references used in this scenario are as related to a '**looking forward**' (**towards the front** of the aircraft) viewpoint - from **within** the aircraft

Whilst on final approach to land at XYZ International Airport (3 letter code for this airport = XIA) - ABCX Airways flight ABC 999 experienced a sudden loss of power on both of its engines whilst descending through a height of 90 metres (300 feet) above the ground - about 2 km (6,600 feet) short of the near end of the landing runway. The aircraft just managed to cross the airfield boundary fence whilst still in the air but impacted the ground around 300 metres (1,000 feet) short of (before) the near edge (threshold) of the landing runway

Upon impact the left undercarriage (left side main wheels) collapsed and parts of this system subsequently punctured the left wing plus its integral fuel tank. Almost simultaneously the left engine exploded with many internal parts (most being extremely hot) penetrating the left wing and left hand side of the aircraft fuselage (aircraft's cabin area)

An immediate and intense fire broke out in the left wing area of the aircraft - which spread extremely rapidly to the left part of the fuselage and, in fairly quick time, the rest of the aircraft

The aircraft continued moving at some speed, veering off the runway area to the left, until it collided with a satellite (secondary) airport fire station - (which also rapidly caught on fire) - and then came to a stop. At this point the aircraft was evacuated using the right hand side doors and evacuation slides

Many passengers who were seated on the centre right and right hand side of the aircraft escaped this way - many without injury or with minor injuries only

Most passengers sitting on the centre left and left hand side of the aircraft perished or were critically injured by 'shrapnel', burns and / or lung damage caused by smoke / other toxic fumes

Some persons on the ground at the satellite airport fire station also perished or sustained critical injuries, as a result of the collision and associated ground fire

Airport emergency services arrived at the accident location within 2 minutes of the accident aircraft coming to rest. The aircraft and building fires were both largely extinguished within about 30 minutes. Within this time, 'off-airport' emergency services (Fire & Rescue; Medical [including air and ground ambulances]; Off-airport Police etc.) had also arrived on-scene and been deployed to their designated, emergency response duties





2. PRE-PREPARATION - some suggested considerations - before taking a flight

A Word of Reassurance

The chances (probability) of an air traveller being killed / critically injured etc. as a result of an accident to an established, scheduled (commercial) passenger airline - having a reasonable and current safety reputation (medium to lower levels of accident rates) in place- are phenomenally low (and the word '*phenomenally*' means just that). Take a look at the website (Statistics: Causes of Fatal Accidents by Decade - 1950 to 2019) linked to immediately below:

<https://planecrashinfo.com/cause.htm>

Note - for comparison purposes, similar data is also provided for airlines with poorer safety reputations (i.e. relatively higher levels of accident rates)

If the data provided in the above website is correct (and it appears to be based on reliable sources) - then, if it was possible for 1 person to take 1 commercial airline flight *per day* for thousands of years (pretend for a moment that this is possible!), the table below indicates the *very* approximate odds (+ the equivalent number of years which would need to pass) before said person would *statistically* be involved in a fatal aircraft accident situation:

<i>Chances of a fatal aircraft accident occurring per each single, commercial airline flight</i>
<p>Top 39 passenger airlines i.e. with lowest accident rates:</p> <p>Odds = 1 in about 19.8 million (1993 - 2012 statistics)</p> <p>i.e. at least 1 fatal aircraft accident occurs (statistically) after approximately 54,000 years of the single traveller <i>flying daily</i></p>
<p>Bottom 39 passenger airlines i.e. with the highest accident rates:</p> <p>Odds = 1 in about 2.0 million (1993 - 2012 statistics)</p> <p>i.e. at least 1 fatal aircraft accident occurs (statistically) after approximately 5,500 years of the single traveller <i>flying daily</i></p>
<p>Average of 78 major world airlines rates:</p> <p>Odds = 1 in 12.9 million (real 1993 - 2012 statistics)</p> <p>i.e. at least 1 fatal aircraft accident occurs (statistically) after approximately 36,000 years of the single traveller <i>flying daily</i></p>

So, does this mean that you can stop reading now and forget about what this info article is all about? *Statistically* the answer is 'yes.' *Objectively* the answer might also be 'yes'. However, as *subjective* human beings the answer could well be 'no' - and if the reader agrees with this - do please read on!

Note - as at late 2024 airlines (in general) were *even safer* than the 'odds' indicated above





Some Suggested Considerations before Flying

Before Leaving Home / Wherever - for the Departure Airport

It is important (where possible / practicable / personal circumstances permitting etc.) that the potential air traveller(s) considers communicating with e.g. his / her appropriate (non-flying) **Family, Relatives and Friends** (FR) etc. to decide on / nominate appropriate primary + secondary persons who can and are willing to take on the role of **'emergency contact person'** re the particular air traveller(s) concerned / involved

When done, said air traveller should ensure that all of his / her **other** relevant FR (i.e. those whom the **air traveller** deems appropriate) is/are **also** made aware of said decision / nominations

Ideally, he / she (air traveller) should record and sign / date same in writing and ensure that copies are provided to all nominated emergency contact persons and also to the family member(s) (*if* not one of said emergency contact persons) legally or otherwise commonly regarded as his / her **'next of kin' / 'closest relative'** etc. (see definitions pages 6 and 7) of said air traveller

Why is the above important?two reasons:

- **Firstly**, many countries now have fairly strict legal / similar requirements re 'data protection', 'personal privacy' / equivalent matters - which (e.g. after an associated, catastrophic aircraft accident) might (almost certainly will) **'seriously get in the way'** of essential comms between e.g. the accident airline / appropriate 'authorities' involved etc. on the one hand - and the associated, **not directly involved** FR of any such accident victims (and similar)on the other

This is particularly so where an accident victim is killed or missing - or is otherwise unable to speak for him / herself, for whatever reason e.g. due to being critically injured

If the air traveller has **already** put in place the arrangements (as per the three paras at the **top of this** page) **before** any such accident etc. occurrence, then communications problems as described in this bullet point should be significantly obviated (removed / avoided / reduced - which is a very good thing [in the circumstances] of course!)

- **Secondly**, it benefits all concerned if communications (from accident airline; involved authorities etc.) with FR etc. (as associated with any **particular** accident victim) are channelled through **just one or two nominated persons** representing **ALL** such FR of that **particular** victim - **ideally being a person(s) who had been previously decided / nominated by the particular accident victim him / herself - i.e. prior to accident occurrence** (i.e. as per what has already been documented further above)

Passengers having a Significant Disability / Disabilities (i.e. re an Aircraft Evacuation etc. context)

Potential air passengers disabled (physically and / or mentally) to the extent that they might experience significant difficulty in quickly evacuating an aircraft (as required and for whatever reason), **even assuming that assistance in so doing might be provided 'on the day' by others having no such difficulty** - are advised to objectively consider / have considered the risk(s) involved - in deciding whether or not to fly at all





Where such potential air passengers might be unable (for whatever reason) to adequately consider and act on such risk(s) themselves - then those legally etc. responsible for their care and / or safety etc. (e.g. FR, professional specialists / carers, the carrying airline[s] etc.), should consider said risks on behalf of said potential passenger - and act accordingly where / if possible, legal, ethical etc.

Similar considerations as per above might also apply to other category 'groups' of people e.g.

- Adults travelling with an **infant(s)**
- **Unaccompanied minor** [child] air travel - particularly with regard to **younger** children etc.

After Boarding the Aircraft - but before starting to Taxi for Departure

Before flight it is suggested that air travellers take all **reasonable measures** to increase their chances of surviving a potential air accident involving such flight

As air accidents are unpredictable, such measures (if taken) should obviously be considered, planned and acted upon **before** flight (i.e. before the aircraft starts taxiing for departure - or even earlier where possible [e.g. during on-line seat selection, as / if available])

It seems that there is some broad agreement on what these measures might be - (for more on this take a critical look at the relevant information, found in the various links shown just below):

1. <https://www.wikihow.com/Survive-a-Plane-Crash>
2. https://www.huffingtonpost.co.uk/entry/safest-seat-on-plane_n_58f7dbd8e4b091e58f382505
3. <https://www.theflightexpert.com/how-to-survive-a-plane-crash/>
4. <https://kcthepilot.com/how-to-survive-a-plane-crash/>
5. <https://wheelchairtravel.org/emergency-airplane-evacuations-wheelchair-user/>
6. <https://www.bbc.co.uk/news/world-45030345>

Concerning **where** is the safest (statistically most survivable etc.) passenger place (**seat**) on a typical, modern (passenger) aircraft of a significant size, the limited information available indicates:

- That an **aisle** seat situated **nearest** to a suitable **emergency exit** might be best. (Particularly a **main** emergency exit (e.g. main door) - rather than a **secondary** exit (e.g. over-wing exit)
- That **aisle** seats on the **next nearest** 4 seat rows (in front of **and / or** behind the seat row nearest to a suitable emergency exit - as applicable / in place) being the next best options (i.e. sequentially - with nearest row of the four = relatively best option..... and furthest = relatively least best option, respectively)

Furthermore, **there are no firm conclusions** re whether the safest, general **area** to sit is at or near the front, middle or the rear of the aircraft - although some statistics / best guesses etc. favour the **rear** of an aircraft over the front and middle. (Note: Not all aircraft crashes occur 'nose-first!')

If an aircraft has just one main passenger door, sitting as near as possible to same should be seriously considered (if possible). With front and back doors available, the same consideration applies - but with more choice





With large aircraft having up to 5 doors each side, sitting as near as possible to either the very front or very rear doors may make some sense as, if you sit anywhere else, will you go forwards or backwards on evacuation and, in so doing, risk a 2 way traffic flow / jam of persons???

Conversely, if you e.g. sit right at the front of the aircraft nearest the front entrance door - and that door does not work / is blocked / there is a major fire outside of it / the aircraft crashes 'nose-first' etc. - you will have probably lost the 'where's best to sit' gamble!

Lastly, how about those large aircraft also having two decks - upstairs and downstairs!!

Note - the circumstances of aircraft accidents are so variable that the afore-written is provided on an 'information' basis **only**. No firm recommendations are made or intimated here

It is for flying travellers to research their own information on the subject (if so desired) and make their own decisions / draw their own conclusions (if any) accordingly

Note 1 - As at late 2024 the current 'advice' seemed to (**overall**) still favour sitting as near to the **rear** aircraft exits as possible / available etc. **BUT** now seems to have changed somewhat to favour **non-aisle seats** on the inside rows - if the aircraft type and seating arrangement / configuration so permits, of course

It is not clear why the latter might now be so - but there are reasonable, common sense scenarios which support this viewpoint e.g. the outer seat rows are (common-sensically) more likely to sustain any catastrophic damage (associated with any major accident) than the inner seat rows

Regardless, if you are sitting at the front of the aircraft and it crashes 'nose first' (which is considerably more likely than 'tail first') at high speed - it probably does not matter where you are sitting (left to right across the aircraft) re your survival prospects! However (but considerably more rarely) aircraft do sometimes 'go in' tail first - or otherwise 'crash' in some manner which causes most damage to the rear area of the aircraft

If an aircraft has just one main passenger door, sitting as near as possible to same might (repeat: 'might') be a good consideration. With just one front and one back door available, the same considerations as documented further above should be considered

With large aircraft having up to 5 doors each side, sitting as near as possible to either the very front or very rear doors may make some sense as, if you sit anywhere else, will you go forwards or backwards on evacuation and, in so doing, risk a 2 way traffic flow / jam of persons; confusion etc.?

Conversely, if you e.g. sit right at the front of the aircraft nearest the front entrance door - and that door does not work / is blocked / there is a major fire outside of it / you crash 'nose-first' - you will have probably and similarly lost the 'where's best to sit' gamble!

Lastly, how about those aircraft having two decks - upstairs and downstairs - with 4 to 5 doors each side - per each deck!!!

Note 2 -The circumstances of aircraft accidents vary so much that the afore-written is provided on an 'information' basis **only**. No firm recommendations are made / intimated. It is for 'interested' air travellers to research their own information on the subject (as desired) so as to make their own decisions accordingly





Comment from author / owner of this Information Article (i.e. the one you are reading right now)

Generally speaking, no accurate / uniform / reliable / objective global (information) reference sources currently (as at late 2024) exist (re 'relative [commercial passenger] airline **safety** standards' etc.) - which provide (**safety** etc. related) information which airline **passengers** might **RELIABLY** consider - when choosing (from safety viewpoints **only**) which particular airline they might wish to travel with (if such choice is available in the first place of course - e.g. many factors 'on the day' will mitigate against this in reality)

However, from some of the * **very few sources which DO try to provide such information** (in some way, shape or form - but **not** e.g. from legal or regulatory viewpoints etc.) the following list might be considered to be a limited, 'educated guess' **sample** (in the sole but informed opinion of the author / owner of the info article which you are now reading) of just **some** of the airlines (considered by said sources) to be amongst the 'most' safe - during the **year ending** December 2023

* See also similar / related information provided on the **next** page

Below airlines are listed alphabetically i.e. not in any order of relative merit re safety etc.

- **Air Canada**
- **Air New Zealand**
- **Alaska Airlines**
- **All Nippon Airways - ANA**
- **Cathay Pacific**
- **COPA**
- **Emirates**
- **Etihad**
- **Finnair**
- **Hawaiian**
- **JAL**
- **KLM**
- **Lufthansa**
- **QANTAS**
- **QATAR**
- **Singapore Airlines**
- **TAP Air Portugal**
- **United Airlines**
- **VUELING**
- **Virgin Australia and** (separately)
- **Virgin Atlantic UK**





Note that the previous page list refers to '**main line / scheduled**' passenger air carrier airlines

Other 'types' of **passenger** air carriers / airlines exist of course - including **some** having levels of 'safety' equivalent to those referred to just above. For example, low cost airlines; short / shorter haul operators; tour-operator / holiday / charter type airlines etc.

Representative * examples of the latter (not in any order of merit and for year ending 2023) include:

* Source: [airlinerratings.com](https://www.airlinerratings.com):

- **Air Arabia**
- **Air Asia Group**
- **Cebu Pacific**
- **Easyjet**
- **Eurowings**
- **Fly Dubai**
- **Frontier**
- **Jetblue**
- **Jetstar**
- **Indigo**
- **Norwegian**
- **Ryanair**
- **Southwest**
- **Spirit**
- **Sun Country**
- **Vueling**
- **Vietjet**
- **Volaris**
- **Westjet**
- **Wizz Air**

Note that one of said information sources (referred to on the previous page) uses a 'star' system to rate what it considers might be the safest airlines and vice versa..... i.e. a 7 star (maximum score / most safe) rating equates to 'being safer' than a 6 star score etc. The list finishes at those airlines graded as 1 star ('least safe')

Further to the para just above, the associated list of airlines awarded 1 or 2 stars is shown on the next page - valid as at end of 2023

As always herein, it is for the 'interested' reader / traveller / passenger etc. to draw his / her own conclusions accordingly. However, do note that a very small number of such airlines operate in some of the harshest flying environments on the planet

It might be that **any** airline could / would face the same extreme, safety challenges - and thus the potential consequences, when operating in such environments





Airlines Scoring 2 stars out of 7

Air Algerie (Algeria)
Airblue (Pakistan)
Air India Express (India)
Asiana Airlines (S Korea)
Blue Wing (Suriname)
China Eastern (China)
Egyptair (Egypt)
Ethiopian Airlines (Ethiopia)
Iran Air (Iran) (Includes 'Iran Air Tour')
Iran Aseman Airlines (Iran)
Lionair (Indonesia)
Scat (Kazakhstan)
Sriwijaya Air (Indonesia)

Airlines Scoring 1 star out of 7

Aeroflot (Russia)
Airlink (South Africa)
Air Peace (Nigeria)
AVIANCA (Colombia)
Batik Air (Indonesia)
Breeze Airways (USA)
Capital Airlines (**China or USA**)?
LATAM (**which one**)??
Montenegro Airlines (Montenegro)
PIA (Pakistan)
Pegasus (Turkey)
POBEDA (Russia)
Precision Air (Tanzania)
ROSSIYA (Russia)
SATA AIR Acores (Azores [Portugal])
Thai Lion Air (Thailand)
URAL Airlines (Russia)
US-Bangla Airlines (Bangladesh)
UTair (Russia)
Wings Air (Indonesia)





Airlines Banned (or subject to specific restrictions) ***from European Union Airspace***

All countries of the European Union (EU) communally ban certain airlines from entering their airspace. Other airlines have operating restrictions placed upon them if they wish to enter such airspace. The primary reason for the above is related in one way or another with associated problems concerning safety matters

https://en.wikipedia.org/wiki/List_of_air_carriers_banned_in_the_European_Union

Countries (more particularly their airlines) ***Banned from Operating in USA Airspace***


https://www.1001crash.com/index-page-liste_noire-lg-2.html

Note: **EU** banned airlines (as per separate boxed information just above) are (again / also) included in **this** (directly above) specific list. However, the separate EU list just above will typically be more current





Safety + Excellent Customer Service

If you want to (potentially) fly safely (at least, in accordance with the information already referred to further above) AND **also** (potentially) get **great customer service** (according to selected  Skytrax and other ratings for year ending 2024), potential passengers might wish to consider choosing any of the airlines listed below (if they fly the route any such passenger wishes to take of course!)

List is in **alphabetical** order (i.e. **not** in any order of merit) - and is representative only:

ANA Japan
Air Canada
Air New Zealand
Cathay Pacific
Emirates
Etihad
Finnair
Japan Airlines
KLM
Lufthansa
QANTAS
QATAR
Singapore Airlines
United USA
Virgin Atlantic UK

As mentioned previously, there must be other airlines which are probably as 'safe' (or almost so) as those listed above. Equally, many will also offer comparable (or almost so) levels of customer service

About the (Skytrax) World Airline Awards

The World Airline Awards are most coveted 'quality accolades' for the passenger airline industry, often referred to as "the Oscars of same - and are considered to be a global benchmark of airline excellence.

Travellers across the globe take part each year in the world's largest airline **passenger satisfaction survey** to decide the winners

Skytrax Survey and Awards Methodology are fully transparent, and the processes remain 100% independent, with no payment by any airline or other outside organisation for any aspect of the customer survey or Awards presentation event

Important Reminder - The information shown above and here (pages 10-18) is provided on an 'as is' basis only, without warranty of any kind. Whilst reasonable care has been taken in its preparation, the author / owner of same shall have no liability whatsoever (financial or otherwise), to any person and / or entity - with respect to any loss, damage, claim, injury, death etc. caused (actual or allegedly / mental or physical / directly or indirectly etc.), of whatever type.....by use of such information





Statistical Summary of Commercial Jet Aircraft Accidents

Worldwide Ops from 1959 - 2022

https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&ved=2ahUKEwiRopz_rcvuAhUzpHEKHVb6DvUQFjAAegQIBxAC&url=https%3A%2F%2Fwww.boeing.com%2Fresources%2Fboeingdotcom%2Fcompany%2Fabout_bca%2Fpdf%2Fstatsum.pdf&usg=AOvVaw1hFzcSBWtVyC6e2pKEyRMc





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Catastrophic Air Accident - the Immediate Aftermath

Use of the words 'immediate aftermath', 'short term', 'medium term', 'long term' and similar (as used in this information article) should be interpreted by the reader in a relatively flexible manner where so required i.e. such wording should not be regarded as absolute / definitive in meaning

Such flexibility is necessary due to the differing 'actual' circumstances in play 'on the day' - which is a common thread for all types of disaster, including those which are aviation related

IMPORTANT NOTE

At this point it is important for the reader to be made aware of the concept and operations (at time of major crisis) of the airline '**Humanitarian Assistance Team**'. Firstly, follow the link below:

<https://www.aviationemergencyresponseplan.com/information/>

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

'.....* **Information Article - The Humanitarian Assistance Team** (HAT).....'

Click on the article to open and read it





3. Air Victims - the Immediate Aftermath - i.e. at or near to the accident site itself

Reminder - we are typically basing this section on the page 8 assumptions & page 9 scenario

Background Information (Immediate Aftermath [Just After Accident Occurrence])

It is typically expected that **airport based** fire & rescue services will rapidly arrive at the accident location - with primary duties of extinguishing any fire and rescuing air and ground victims (as applicable for latter). The airport fire and rescue services will usually be closely followed by:

- **Airport** Police (and / or possibly **airport** security if available) and / or equivalent
- **Airport** Medical Centre / Services - typically a doctor(s), paramedic(s) and ambulance(s) (if available)
- A representative(s) of the **airport** operator
- A representative(s) of the accident **airline** and / or its local rep (ground handling agent[s])
- Other **airport** and similar provided manpower and equipment as appropriate e.g. stretcher bearers, buses / drivers, ground servicing equipment (e.g. aircraft steps, portable lighting, ground [electrical] power etc.) and operators.....and so on

Off-airport emergency services will probably be next to arrive, typically including professional / specialist medical trauma team(s) together with ambulances - often including **air** ambulances. The off-airport medical team typically takes over (e.g. from airport medical centre staff - if latter were originally available) and thereafter manages the entire 'on-scene' medical response effort - including co-ordination and recording of **which injured** are sent to **which hospitals etc.**

The difficulty of the latter task (correctly co-ordinating and recording which injured are sent to which hospitals) should not be underestimated. It should be anticipated that, more often than not, this task will **not** be well managed and, fairly commonly - not managed at all. FR of injured accident victims should be particularly aware of this (potential) serious limitation and thus be better prepared for the associated difficulties and frustrations (in finding out which particular, injured victim is in which particular hospital [or wherever] etc.)

Other off-airport resources typically deploying to the accident airport include police (federal, state / regional, local etc.); fire and rescue services / civil defence; military resources (e.g. possibly in the role of 'stretcher bearers') etc.

Whilst each responding unit above (the list is not exhaustive) generally has its own 'strategic', 'tactical' and 'operational' command & control structures - **all** should ultimately report to just one person **whilst they are at the accident location**, and as good a title as any (and also often used in reality) for such person might be the '**on-scene commander**' - typically being the senior airport (or sometimes off-airport) **fire & rescue** officer present (or sometimes [instead] the senior airport or off-airport **police** officer present)





Generically, the command and control system used at the accident location itself is often known as '*operational*' command. In UK, Ireland, UAE and Oman etc. - it is alternatively known as '*bronze*' command

In turn, the on-scene commander might report to e.g. a senior airport, police or similar manager - typically known as the '*overall commander*' - the latter and supporting (multi-agency) elements team usually operating from a fixed base on-airport / near-airport facility (typically located remotely from the accident site), often known as the (name of airport) *Emergency Operations Centre* - or similar term. Generically, the command and control system used here is often known as '*tactical*' command. In UK, Ireland, UAE and Oman etc. - it is alternatively known as '*silver*' command

Lastly, (and again in turn) the overall commander might report to an overarching strategic commander and supporting (multi-agency) team(s). Such *strategic* command and control structure typically operates from an (off-airport) national, regional or similar HQ location - such as the main police HQ in the nearest city / large town to the airport. In UK, Ireland, UAE and Oman etc. - '*strategic* command & control etc.' is alternatively known as '*gold*' command

Note - most police forces / law enforcement agencies will initially regard any aircraft accident as potentially being caused by a criminal act (including terrorism and unlawful interference [hijack]). Thus the aircraft and accident site will almost certainly be regarded as a 'scene of crime' - and *all* on board (at least initially) as potential criminals *and* / *or* potential crime scene witnesses

Whilst the dead cannot 'run away' - all others (the injured and the uninjured) can generally expect to be '*confined*' in some way, until any criminal act is confirmed or otherwise. By the nature of things most of the injured can be considered to be confined in a hospital(s) - whilst the uninjured can expect to be confined to an appropriate holding area located in the '*airside*' (and thus restricted access & exit) part of the accident airport

Most (*but not all*) police and / or security forces are very well aware of the need to release the uninjured from such confinement location(s) as soon as possible - however, do note that 'due process' must be followed in most circumstances - and the period of confinement might thus need to be 'considerable' - in extremis

The word 'confined' as used above should *not* be typically interpreted as imprisonment or detention. Rather, the uninjured will usually be transported to and held in the most comfortable circumstances possible / practicable - until cleared for release. The timescale for the latter may be very quick - but, as mentioned, might also take some time, depending on the progress and findings of any initial criminal investigation and / or the competence of the investigating authority

As mentioned, the *seriously* injured can be expected to be taken to hospitals - and it is assumed that their injury circumstances will, in general, keep them (confined) there. For the *non-seriously* injured located at hospitals, some form of 'gentle and civilised' confinement should be anticipated - with a timescale similar to the one already mentioned further above for the uninjured. Similar applies to any uninjured *air victims* who might have accompanied (associated) injured air victims to hospitals

FR travelling to appropriate hospitals in order to be with / enquire about associated, injured accident victims should anticipate the possibility of not being able to see (be with) such injured victims (if at the particular hospital) without police / similar permission, so to do





The Dead (Immediate Aftermath [Just After Accident Occurrence])

International & Government (State / Regional / Local etc.) level **air accident investigation** procedures typically require that the dead remain where they are (i.e. are not moved) following an accessible fatal air accident. The rationale for this is that the position and state of bodies (or body parts [human remains] as appropriate) might eventually provide evidence as to the cause of the accident and (in some jurisdictions) might also be used in judicial (legal) proceedings - particularly with regard to ascertaining 'blame'

However, the 'rules' also state that an exception to the above can generally be made in order to prevent further damage to a body (or bodies / body parts) - typically in order to 'preserve evidence' - but also for humanitarian reasons

Sticking to such a procedure (as per the top paragraph above) will be difficult if not impossible in certain circumstances e.g. accident situation permitting, responding fire and rescue crews will generally remove **all** persons from the accident aircraft - including those apparently dead or unconscious (at this point of the rescue operation there will be no time to check for 'signs of life')

It is then 'standard procedure' for fire and rescue crews (& similar) to move all air victims (alive, injured, uninjured, apparently unconscious / 'potentially' dead) an appropriate safe distance (usually several hundred metres or so) **upwind** of the accident location (to prevent injury or further injury e.g. from fire; smoke, explosion etc.)

Having then (eventually) differentiated unconscious victims from **dead** victims - the latter are typically placed together in a nearby area, generally known as a **temporary body holding area** (or *equivalent term*). The latter should be at some distance (say 25 to 50 metres or so) from the **separate** area (*casualty clearance station / medical treatment area [or equivalent term]*) set up to provide **on-site immediate** (otherwise ASAP) triage and medical treatment to the **injured**, prior to their eventual removal to hospital(s)

In turn, the **uninjured** should be gathered at a third, **separate** location (**uninjured holding area** [or *equivalent term*]) at some distance (say 25 to 50 metres or so) from the casualty clearance station / medical treatment area - ideally in the opposite direction from the latter, to that used for the temporary body holding area

Fire & Rescue, Airport Police, Airport Security, Airport Medical Centre staff (& similar) etc. are typically expected to initially define, mark out, secure and control all of the above areas - under the direction of the 'on-scene commander'

There is of course, purpose to all of the above - in that the uninjured, injured and dead are physically separated, in order to try to ensure a degree of control and management re the situation and also to avoid panic, aggression, non-cooperation etc. - in what will be a very chaotic situation

Note 1 - the uninjured (and also the injured if so capable) will eventually be 're-united' with deceased travelling companion victims where circumstances are appropriate / so permit - although this might take some time, possibly running into days, weeks or even longer in extremis





This time factor will generally be controlled by the air accident investigation and (separately) the associated 'disaster victim identification - DVI' process. The latter relates to the recovery and identification of the dead / of human remains (where possible / practicable) - and are typically overseen by a coroner / medical examiner / equivalent person

See also the part of Section 4 (page 42) entitled 'Early Matching (Reconciliation) and Re-uniting'

Note 2 - the assumption has been made so far that bodies will generally be intact / complete. This will not necessarily be so

In a 'worst case' scenario it is possible that the largest parts of deceased victims recovered (known as 'human remains' - if typically unable to be classified as a whole body) might not be initially recognisable as belonging to a human being

Note 3 - in some parts of the world, it is not unheard of for the dead and injured to have had their personal possessions stolen (including gold teeth and body jewellery) by local, third parties. This can occur even after the arrival 'on-scene' of an official presence - such as the local police

Anecdotally, (but probably realistically in some parts of the world) it is also told that survivors of air accidents (including the uninjured) have been assaulted (including murder) by local, third parties - in order to steal their possessions





The Injured (Immediate Aftermath [Just After Accident Occurrence])

On arrival at the location (usually somewhere in the vicinity of the accident site itself) chosen as the 'casualty clearance station' / 'immediate medical treatment area' - the injured are typically (initially) 'categorised' according to the severity of their injuries, together with the associated, assigned priority for receiving medical 'stabilisation' treatment and / or transportation to hospital - a process known as '**triage**'

The **airport** based medical centre / services team (if any) will usually initiate the triage process - assisted / substituted where appropriate by any 'spare and appropriately trained' fire and rescue staff, police / airport security officers etc. - as might be available. (Remember that at this very early stage of the crisis - specialist *off-airport* medical trauma teams will probably not yet have arrived 'on scene')

Note - all airport fire & rescue personnel should typically be trained first aiders - and some should be additionally trained to a higher (e.g. 'paramedic') level

*** Upon completion of the triage task** - immediate medical treatment / stabilisation operations for the injured begins - according to the assigned triage priorities and depending on the numbers and skills of qualified persons available to provide such treatment

Initial medical treatment (administered with the overriding purpose of stabilising the critically injured until they are able to receive hospital / similar specialist treatment) is expected to primarily be a mix of first aid together with a limited application of more advanced life-saving and medical treatment e.g. typically (for the latter) as applied by airport medical centre staff and paramedic equivalent trained airport fire & rescue personnel

***** Exceptionally (typically in circumstances where appropriate [in terms of qualifications, experience and numbers] manpower resources are available) - medical treatment might be commenced **before** the triage process is completed

As specialist *off-airport* medical personnel start arriving at the accident location - the application of more advanced on-site medical treatment will become possible - again, primarily aimed at stabilising the medical condition of critically injured casualties until they can receive hospital treatment

Where air ambulances are available, they will typically be reserved for the transportation to hospital(s) of those with the ****** most severe injuries of all (as per assigned triage category). Others with less severe injuries will typically be transported using ground ambulances

****** Triage principles typically require that those assessed as being so critically injured as to not be expected to survive in the **very** short term - be assigned the same triage category (i.e. **BLACK**) as the dead

The most senior 'off-airport medical specialist' present (after eventual arrival) typically assumes / takes over the overall responsibility for managing the effective, efficient and co-ordinated operation of the entire on-site triage, immediate medical treatment / care and casualty evacuation programme - with the priorities of maintaining life, prevention of further injury and rapid removal of casualties to better medical care





It is also important that he / she ensures that careful (documented) tracking is maintained of **which** casualties have gone **where, when**, in **what** state / condition and **how** / in **what** form of **identifiable** transport. Proper use of the triage tag facilitates this (there is space in the 'tear-off' top corners of each tag [front and back] to briefly record the appropriate details required to facilitate such 'tracking')

Note 1 - for an explanation of the triage process (including a description of the triage tag and how to use it) - please follow the below link:

<https://www.aviationemergencyresponseplan.com/information/>

When you get there, scroll down the list of information articles displayed until you find the one entitled:

- **Information Article - Triage**

Click on this title to open and read the article

Note 2 - some airports are equipped with specialist 'facilities' which can be deployed to / near to an accident location, in order to provide 'protection from the elements' for surviving accident victims i.e. for both the injured (and perhaps separately) - the uninjured

Such facility at its simplest might be an airport bus / buses or similar vehicle(s). At the other (more rare) extreme - large, rapidly inflatable rubber tents might be available, often complete with 'portable services' such as electrical power, lighting, heating and air conditioning, medical treatment facilities etc. Where such facilities are used as part of the triage and medical stabilisation process - it is possible that they (the facilities [tents]) may be coloured according to triage principles

Note 3 - see also the part of Section 4 (page 42) entitled '**Early Matching (Reconciliation) and Re-uniting**'

Note 4 - in some countries / at some airports etc. - none or very little of what has been described above will be provided / available - mainly due to a lack of associated skills, resources (including money), facilities, will, ignorance etc. This includes procurement, storage and use of the inexpensive and simple triage tag. In particular, medical services (including local hospitals) may be totally 'unfit for purpose' in accordance with 'normal' universal standards for same

Note 5 - where an aircraft accident occurs **in circumstances where no airport and / or other assistance can be anticipated in the shorter term** (and possibly even in the longer term) - it is probable (but not necessarily certain) that surviving, uninjured crew (if any) will need to take the lead on actions required - together with appropriate prioritisation of such actions - until such time as appropriate, external assistance is available

Able-bodied, uninjured (and slightly injured) passengers should be used to assist in such circumstances - especially those with appropriate skills e.g. medical; psychosocial; outdoors / survival; sailing; military; handyman etc. This information / concept applies throughout this information article - where circumstances 'on the day' so dictate





The Uninjured (Immediate Aftermath [Just After Accident Occurrence])

Uninjured - At / Near to the Accident Site

Uninjured victims can expect to be gathered together in the same general areas (but ideally separate from [those]) used for:

- Casualty clearance / medical treatment..... and
- Temporary body storage (i.e. the dead)

There is good reason for such separation - typically as related to the effective, efficient, safe and secure management of the on-site response by the emergency services and similar

It is possible (but not necessarily so) that uninjured victims might be able to board airport provided buses (or some other form of comfort and protection from the elements - together with a degree of privacy e.g. by use of inflatable or standard tents) until such time as they are cleared by the appropriate authority to leave the accident location. The latter clearance will be given as soon as possible - but might take same time (typically up to an hour or two, possibly longer) - depending on circumstances 'on the day'

Note 1 - whilst every effort will typically be made by the appropriate 'authorities' to eventually reunite uninjured victims with deceased and injured travelling companions - there will generally be an established process to follow before this can be accomplished. Reasonably early reuniting (typically taking anywhere from several hours to several days) with injured travelling companions might be anticipated - but the same may not apply with the deceased (typically [but not always] taking days to weeks - or possibly even longer)

Subject to a number of factors 'on the day' it might (*exceptionally*) be possible for uninjured victims to accompany associated injured victims to hospital(s). However, note carefully use of the word 'exceptionally' here and the need to closely follow the instructions given by those managing the situation 'on the day'. Of course, it never hurts to ask!

Note 2 - see also the part of Section 4 (page 42) entitled '*Early Matching (Reconciliation) and Re-uniting*'

Uninjured - At the appropriate Airport (Airside) Reception Centre

When so cleared, uninjured victims can typically expect to be transported from the accident site to a specially prepared and manned (typically *airside*) facility at the *airport* for:

- Processing (form filling / completion [information gathering] etc.)
- Medical assistance (if necessary - remember that ostensibly they are 'uninjured')
- Receiving humanitarian / welfare / information & similar assistance
- Containment / confinement - until such time as the appropriate law enforcement / equivalent authority permits release





Note - an **airside** location must typically be used - as the term 'airside' usually refers to a secure and restricted access part of any airport. This is because **at this point**, all who were on board the accident flight will typically be regarded by the 'authorities' as potential criminals and / or potential witnesses to a crime

It is typically an **airport** authority / operator responsibility to set up and manage / operate this (airside) uninjured victim facility (often known [title] in reality as something like the '**Uninjured Victim Reception Centre - Airside**' - but many other equivalent titles are in use around the world)

Such a facility does not usually exist during time of **normal** airport operations i.e. it typically needs to be vacated, secured, set up, equipped and manned - as part of the **airport's** overall response to a major crisis. Typical locations for such a facility include:

- Vacated airport (airside) departure gate(s)
- Vacated airside lounge(s) (as normally used for first & business class travellers)
- Vacated airside restaurant(s) etc.

Ideally (*but, in many circumstances - rarely*) this uninjured victim facility will have adequate space; privacy; security; environmental heating and / or cooling; seating; toilet access; provision of food & beverage; provision for young children and infants; basic medical treatment capability; provision of emergency clothing / foot-ware; access to telephones / internet / similar; provision of humanitarian assistance, welfare and information etc.

This facility is typically manned by a variety of (hopefully [but not necessarily] trained and exercised) emergency responders and similar - typically including any / all of (list is not exhaustive):

- Airport operator staff in general
- Airline staff in general
- Airport based Ground Handling Agent staff
- Airport Police staff
- Airport Security staff
- Airport (and / or other) Medical Centre staff
- Airport based Customs and Immigration staff
- Other airport based tenant and franchisee personnel (e.g. retailers such as 'duty free')
- * Non-government (off-airport) organisations such as the Red Cross and Red Crescent
- * Appropriate volunteer and faith / religious (off-airport) groups etc.

* Provided that an appropriate procedure is in place for such responders to gain rapid **airside** access

'Processing' generally involves uninjured victims providing / being asked for the appropriate information necessary to assist with:

- Identifying and establishing a valid relationship with (other) associated air victims from the accident flight (who had been travelling with the **uninjured** person providing the information) - in circumstances where such (other) persons are not already present at the same facility (e.g. because they might be dead, injured, missing, not yet arrived etc.)





- Starting to facilitate the **eventual** identification, reconciliation (matching) and reuniting process between themselves (uninjured victims) and:
 - Their **associated FR** (if any) - who might have been waiting to **meet & greet** them at the arrival airport (reminder - there are 500 such 'meeters & greeters' in the crisis situation 'assumptions' shown on page 8)
 - Associated **injured** victims (if any) in hospital(s) or wherever
 - Associated **dead** victims (if any) in mortuaries, temporary mortuaries or wherever
 - Associated **missing** victims (if any and [for re-uniting purposes] when / if found)
- Starting to facilitate matching, notification (and possibly **eventual** reuniting) with **associated FR from anywhere else** (worldwide) i.e. where such FR are / were **not** 'meeters and greeters'
- Providing the details necessary to ensure that appropriate, responding / supporting agencies can continue to provide on-going humanitarian, welfare, information and other assistance / support (to such uninjured victims) - **after such uninjured victims have been cleared to leave the airside holding facility** (especially if any decline [after leaving the airport] to go to a separate, off-airport holding and service / information centre facility [typically operated and paid for by the accident **airline** and usually being located in an **hotel**]). The latter is known herein as an '**Uninjured Victim Reception Centre - Landside**' - or some such similar title)

Note - reuniting need not be 'face to face' e.g. it can be accomplished by telephone and similar methods of modern, electronic communication e.g. via 'Skype'. See also the part of Section 4 (page 42) entitled '**Early Matching (Reconciliation) and Re-uniting**'

The information collected might also be used e.g. by Immigration authorities (& sometimes Customs also [typically in conjunction with baggage services]) - to clear uninjured victims and their baggage (if available for latter) to 'enter or re-enter' the country once released from the airport's airside holding facility, as it is expected that many will have left their passports / travel documents etc. on board the accident aircraft, when evacuating / expelled / rescued from same

If uninjured victims have access to a communication device e.g. telephone; email; FAX etc. - either their own or as provided by emergency responders / carers - it is recommended that they try to make contact with appropriate (i.e. not present at that location) FR without delay (if not already done) - whether they be fellow travellers, meeters and greeters or other FR anywhere in the world. However, it is vital that if / when this has been done, facility / centre staff manage the situation such that **they** (facility / centre staff) **are advised as soon as possible** (for **each** such call / email / text message etc. made / received) about information relating to e.g.

- Who was contacted by whom (full names, relationships etc.)
- What were the contact details used (e.g. telephone number[s] etc. used to make contact[s])
- When was contact made (date / times)
- What information was provided (sent) and / or received





That the processing requirements documented above are adequately achieved must be managed accordingly 'on the day' by the appropriate facility / centre managers and supervisors. This is vital so that future responders can *continue to provide* a 'joined up' humanitarian, welfare, information etc. service to all involved

A typical (example) airline / airport *form* used for *processing* air accident *victims* can be found at:

<https://www.aviationemergencyresponseplan.com/information/>

When you get to this webpage, scroll down until you find the information article entitled:

'Information Article / Form - Victim Record Card & Family, Relatives and Friends Enquiry Card'

Click on this article to view the required form - entitled '**Victim Record Card**'

Note that the '*Victim Record Card*' is used to record details of **all victims** i.e. it is *not* used just for *uninjured* victims - but also (eventually) to record details of injured, dead and missing victims

Where a victim is unable (e.g. because they are dead, seriously injured or missing) to provide information him / herself for completion of the '*Victim Record Card*' - it *might* be alternatively available / provided to a greater or lesser extent, from / by '* other victims' (travelling companions), '* associated, non-involved FR' - and even from the accident airline's own records - particularly (for the latter) if loyalty (frequent flyer), APIS (Advance Passenger Information System - used for aviation security purposes) and similar type corroborating information is available (to the accident airline) and is relevant

* Where such '*other victims*' and / or '*associated, non-involved FR*' provide information for completion (whole or in part) of a '**Victim Record Card(s)**' - it is (typically) *initially* collected and documented in a *separate* form entitled '**Family, Relatives and Friends Enquiry Card**'. The information provided in the latter form is then used, sooner or later, to initiate or update the appropriate, *associated* '*Victim Record Card*'

For an example of a '**Family, Relatives and Friends Enquiry Card**' - see boxed information shown on page 39

Information found on the dead and seriously injured themselves (e.g. passport, ID card, driving licence, credit cards etc.) can also be used, *with appropriate caution and safeguards*, to *provisionally* initiate or update an associated 'Victim Record Card'

Lastly, it would be useful if an 'information card' could be provided to all uninjured victims present in the '*Uninjured Victim Reception Centre - Airside*' - preferably distributed as they arrive at the facility.

The purpose of the information card is to provide essential, short-term information on '*what is expected to happen next*'. A typical *example* of such an information card is shown on the next page:





Uninjured Victim Reception Centre - **Airside** at Airport - VRC (A)

'.....This Centre has been set up to support you. The Centre comprises (describe here the layout of the Centre, including location of toilets, details of public phones and other forms of communication, catering facilities to be provided etc. - as appropriate). Airline & other personnel (describe here who else comprises "other" personnel e.g. Airport based staff, Police, Welfare and Religious Volunteers, etc.) will staff this Centre. They will be responsible for your welfare and for making other arrangements to look after you whilst you are here, as best as they can in the circumstances

All staff in this Centre come under the authority of the (insert here details e.g. Police, Airport Operator, Security Services etc.) who have certain legal and other obligations to carry out. This might lead to some delay in you being cleared to leave this Centre. Your patience, tolerance and understanding are most respectfully requested, as there is no alternative to this process. However, please be assured that all concerned are aware of the urgency of moving you to more comfortable surroundings as soon as possible

*Arrangements will also be made to try to **notify** your family, relatives and friends of your circumstances as quickly as possible - including those that you might have been travelling with*

A Centre staff member will soon assist you to complete a form known as a (insert details here e.g. 'Victim Record Card' or other 'local' equivalent form - as applicable). It might also be necessary for you to complete additional forms. Again, please be as patient and tolerant as possible as all (you and the Centre staff) will be subject to extremely stressful circumstances. Anger and frustration, whilst understandable, will only delay matters

Please try to contact your family, relatives and / or friends as soon as you can to advise them of your circumstances, e.g. by using personal or public telephones, SMS text, email etc. - if possible.

***If you have already done this**, please advise Centre staff when completing the above form with them. **If not** - it is important that you advise staff when / if you **have** done this - (as appropriate)*

*If necessary, airline and other staff will try to arrange for you to be **re-united** with any family, relatives and friends as soon as is practicably feasible - including any that you might have been travelling with but have now become separated from*

If you wish to speak with an appropriate religious / faith representative, please advise Centre staff

*Once you leave this Centre, airline staff and others will try, to the best of their ability, to assist you further e.g. you might be offered the opportunities to either proceed to your home address (either in country or elsewhere); or to carry on with your original journey (if applicable); or be transported to a nearby, special facility - provided by the **airline** - where further support to you can be provided over the next few hours or days - or even longer if you so wish*

*Before leaving this Centre, please ensure that you provide staff with details of where you intend to proceed to, together with relevant & **reliable** contact information (address, telephone numbers, email etc.) where appropriate. We also remind you that your interests are paramount to us at this time. Please do not hesitate to ask for clarification of any of the above if necessary.....'*





Uninjured - When cleared to leave the appropriate Airport (Airside) Reception Centre

Once uninjured victims have been cleared to leave the holding, airport airside facility (confinement) - the next actions taken by emergency responders and similar personnel might typically involve:

- **Re-uniting uninjured** accident victims with associated FR (if any) who had been waiting (or subsequently arrive) at the airport to **meet / greet** (or otherwise enquire about) such persons from the accident flight

This 'immediate / early' re-uniting is usually accomplished at the **airport** itself (e.g. at an appropriate airport **landside** location[s]), typically under the management / control of the **airport authority / operator** - assisted e.g. by the aircraft operator (airline) concerned, ground handling staff, local police, non-government and voluntary organisations etc.

- Making / facilitating arrangements (if possible / practicable so to do at this early stage) for uninjured accident victims and associated FR (typically meeters and greeters) present - to be reunited with associated **injured** accident victims - usually done at the hospital(s) where injured victims have been taken
- Where possible, practicable and permitted - making arrangements for uninjured accident victims and associated FR (typically meeters and greeters) present - to be ***** reunited with associated **deceased** victims

See also Section 4 (page 42) - part entitled '**Early Matching (Reconciliation) and Re-uniting**'

***** Note - in **more developed countries**, it will typically be **exceptional** for reuniting with the dead to be possible, at this very early point in time post-accident. Even where this **is** possible (e.g. purely in order to attempt 'identification of the deceased'), it is likely to be **strictly controlled** - but also accomplished in the most dignified manner practicable, given the circumstances 'on the day'

Conversely, in some situations / countries - there will be absolutely no 'official' control of this matter whatsoever e.g. **at best** the dead might be simply laid out (on the ground at or near to the accident site, in hospitals, in mortuaries [if such exist]) - and uninjured accident victims, associated, non-involved FR etc. will need to visit each such location, in turn, until (if) an identification is made

There is often no associated control and / or dignity and / or assistance provided by the 'authorities' or the public in the circumstances described in the paragraph immediately above e.g. it has been known for putrefying body **parts** only to be 'on display' e.g. it is possible that personal effects might have already been stolen from the dead etc. e.g. associated transport, escort, security, humanitarian assistance, compassion etc. will not be available / provided whatsoever etc.

- Checking what uninjured accident victims want to '**do next**' and facilitating this insofar as is possible / practicable - some of which might typically include:
 - Going home (wherever 'home' might be)
 - Staying locally with associated, non-involved FR / similar - until ready to travel again
 - Carrying on with the original journey if appropriate (if not to home)





- Returning to original journey departure point if appropriate (if not to home)
- Going to a * facility (usually a relatively nearby hotel(s) provided by the accident *airline* and / or [rarely] the 'authorities') in order e.g. to recover from the trauma of the accident (insofar as is possible / feasible) before deciding 'what to do next'

* As already mentioned, this facility is known herein as the '*Uninjured Victim Reception Centre - Landside*' - or some such similar title - and is likely to be located in a nearby hotel[s]

This facility can also be used whilst uninjured accident victims deal with the various local consequences / responsibilities / duties etc. related to their associated FR *travelling companions* - who might have been injured, killed or are still missing - or where their circumstances remain otherwise unknown

Re-uniting with other (non-flying) associated, *non-involved* FR (including 'meeter / greeter' type FR) might also be accomplished at this facility - *if not already done at the accident airport / elsewhere*

It is usual (best practice) for the accident airline to offer *free* 24H accommodation & associated hotel type services to uninjured accident victims - whilst they are at this facility

Note 1 - up to the point that 'uninjured accident victims' and their 'meeting & greeting FR' leave the accident airport - the *airport* authority / operator typically (*but not always*) retains *prime* responsibility for all aspects of humanitarian assistance / care / welfare, security etc. provided to same. Once these two groups leave the airport's jurisdiction and thereafter (for a reasonable duration - possibly lasting several months and, exceptionally, longer) - this responsibility typically transfers (*but not always*) to the accident *airline*

In a small number of countries e.g. UK and USA, national and local *government authorities* (and similar) are legally required to assume responsibility for uninjured victims and their associated FR. This responsibility can be shared with the accident airline and others (as is the legal requirement in the USA) or assumed solely by the authorities and designated non-government entities (as in UK) - although in the latter situation the offer of any 'assistance' from the accident airline itself is likely to be accepted

Note 2 - names / titles of facilities, forms etc. referred to in *this* information article are 'generically representative' only i.e. they may be known by different (but typically similar / with same meaning) names / titles - depending on the airline, airport, government agencies etc. involved

Also be aware / remember that many airlines, airports, government agencies etc. around the world have **no** such facilities, forms etc. available whatsoever

Note 3 - in a 'worst case' (but nevertheless fairly realistic scenario in many parts of the world), none or very little of what is described in this Section 3 will be available / will take place..... OR - if available / taking place, might be handled in a totally ineffective, inefficient and non-humanitarian manner





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4. Associated, non-involved Families, Relatives & Friends (FR) - [being 'Meeters & Greeters']

Note - this section 4 relates primarily to associated, non-involved FR who *had been waiting* at the accident flight's destination airport - to '*meet and greet*' passengers and / or crew from the accident flight

Reminder - we are basing this section on the page 8 assumptions & page 9 scenario

Reminder - see again the definition of 'FR' - page 5

Immediate Aftermath [Just After the Accident]

The Family, Relatives & Friends Reception Centre

As with uninjured air victims - the *airport* authority / operator is typically responsible for providing initial information and assisting with humanitarian assistance, welfare and related matters for any families, relatives, friends, business colleagues etc. (FR) - waiting (or who might subsequently arrive in the shorter term) at the accident *airport* to meet / greet (or otherwise enquire about) associated passengers (victims) **from the accident flight**. (This responsibility usually finishes when such associated, non-involved [meeting and greeting] FR eventually leave the airport - at which point they then typically fall under the 'responsibility' of the accident *airline*)

Such associated, non-involved (meeting and greeting) FR can expect to be positively identified and separated from other (*non-accident flight* associated) meeter & greeter FR (also present at the airport) - and then escorted / directed to a specially prepared and manned facility (typically [but not exclusively] known as something like a '*Family, Relatives & Friends Reception Centre - FRRC*' - usually located in or close to the *landside* part of the *airport*) for:

- Processing (primarily providing information about associated accident victims at this stage)
- Receiving humanitarian assistance / welfare & similar
- Receiving information if available

Note that such FR cannot be forced to attend this facility - but it will usually be in their best interests to do so

Such a facility does not typically exist during time of *normal* airport operations i.e. it has to be vacated, secured, set-up, equipped and manned - as part of the airport's overall response to the crisis. Usual locations for such a facility include:

- Vacated (*landside*) airport restaurant(s)
- Vacated (*landside*) airport meeting rooms / training rooms / offices etc.
- A vacated, segregated and secured portion of an airport arrivals hall; concourse etc.
- Meeting / conference room(s) at very nearby (airport) hotel(s) / similar facility etc.





Ideally (*but, in many circumstances, rarely*) the facility will have adequate space; privacy; security; environment (heating and cooling); seating; toilet access; provision of food & beverage; provision for younger children and infants; access to telephones / internet / similar; provision of humanitarian assistance and welfare; provision for of basic medical treatment etc.

It will typically be manned by a variety of (hopefully [but not necessarily] trained and exercised) emergency responders / humanitarian assistance providers - including any / all of:

- Airport operator staff in general
- Airline staff in general
- Airport Ground Handling Agent staff
- Airport Police staff
- Airport Security staff
- Airport (and / or other) Medical staff
- Airport based tenant and franchisee personnel (e.g. staff from 'duty-free' shops)
- Non-government (off-airport) organisations such as the Red Cross and Red Crescent
- Volunteer and Religious / Faith (off-airport) Groups etc.

'Processing' generally involves the 'meeting and greeting' FR:

- Providing the appropriate information necessary to assist with:
 - Identifying their associated air victims from the accident flight
 - Establishing a valid 'meeter and greeter' type FR relationship with such air victims
 - Facilitating the eventual reconciliation (*matching*) and reuniting process between uninjured air victims located at the airport and their associated 'meeter & greeter' FR
 - Facilitating the eventual reconciliation (*matching*) and reuniting process between injured air victims in hospital(s) / wherever - and their associated 'meeter and greeter' FR
 - Facilitating the eventual reconciliation (*matching*) and reuniting process between deceased air victims in mortuaries / wherever - and their associated 'meeter and greeter' FR
 - Providing information (*where known*) regarding the identification, relationship and contact details of *other*, appropriate (air victim associated) non-involved FR - on a worldwide basis i.e. where the latter FR were **not** associated, non-involved '*meeting and greeting*' type FR located at the accident flight's arrival airport





- If an associated, non-involved (meeter and greeter type) FR has access to a communication device e.g. telephone; email; FAX etc. - either their own or as provided by emergency responders / similar - they should be requested to try to make contact with those (associated air victims) that they were waiting to meet - without delay (if not already done so). However, **it is vital** that if / when this has been successfully done (or vice versa), facility / centre staff be advised as soon as possible (for each call made / received) regarding:
 - Who was contacted by whom (full names, relationships etc.)
 - What were the contact details used (e.g. telephone number[s] etc. used to make contact[s])
 - When was contact made (date / times)
 - What information was provided (sent) and / or received
- Providing the appropriate details necessary to ensure that responding / supporting agencies can continue to provide on-going humanitarian, welfare, information and other support (to such meeting & greeting FR) - after they eventually leave the airport facility (especially if they decline [**after** leaving the airport] to go to a **separate**, off-airport holding and service / information centre facility [usually provided by the accident **airline** and typically being located in a local hotel{s}]. Such facility is almost universally known by the term '**Humanitarian** [or 'Family'] **Assistance Centre - HAC** [FAC])

That the processing requirements documented above are adequately achieved must be managed accordingly 'on the day' by facility /centre managers and supervisors. This is necessary so that responders can continue to provide an adequate and 'joined up' humanitarian, welfare, information etc. service to all involved

A typical (example) airline / airport form used for processing associated, non-involved **FR** (whether 'meeters and greeters' or otherwise) can be found at:

<https://www.aviationemergencyresponseplan.com/information/>

When you get to this webpage, scroll down until you find the information article entitled:

'Information Article / Form - Victim Record Card & Family, Relatives and Friends Enquiry Card'

Click on this article to view the form entitled '**Family, Relatives & Friends Enquiry Card**'

Note that the '**Family, Relatives & Friends Enquiry Card - FEC**' is used to record details of (and information provided by) **all types** of associated, non-involved FR (i.e. it is **not** just for use by '**meeter and greeter**' type FR **only**)





Where accident *victims* are unable (e.g. because they are dead, seriously injured or missing) to provide information him / her / themselves for completion of the '*Victim Record Card*' - it (such information) *might* alternatively be available / provided (to a greater or lesser extent), from / by * 'other victims' (travelling companions) and / or * 'associated, non-involved FR'

* **Note** - where such 'other victims' and / or 'associated, non-involved FR' provide information for completion (whole or in part) of a '*Victim Record Card(s)*' - it is (typically) *initially documented* in the *separate* '*Family, Relatives and Friends Enquiry Card*'. The information provided in the latter form is then used, sooner or later, to initiate or update the appropriate, associated '*Victim Record Card*'

Reminder - an example of a '*Family, Relatives and Friends Enquiry Card*' can be found at the source referred to in the boxed information on the *previous* page. An example of a '*Victim Record Card*' can be found at the source referred to in the boxed information on page 32

Lastly, it would be useful if an 'information card' could be provided to all FR present in the '*Family, Relatives & Friends Reception Centre(s)*' - preferably distributed as they enter this facility. The purpose of the information card is to provide essential, short-term information on '*what is expected to happen next*'. A typical example is shown on the next page:





Family, Relatives & Friends Reception Centre (FRRC) - **Landside** - at or near Airport Location

‘.....This Centre has been set up to support you

The Centre comprises (describe here the layout of the Centre, including location of toilets, public phones and other forms of communication, catering facilities etc. - as appropriate). Airline and other personnel (describe here who else comprises “other” personnel e.g. Airport based staff, Police, Welfare and Religious Volunteers, etc.) will staff this Centre. They will be responsible for your welfare and for making other arrangements to look after you whilst you are here, as best as they can in the circumstances

*All in this Centre come under the responsibility of the (insert here details e.g. Police, Airport Operator, Security Services etc.) who have certain legal and / or other obligations to perform. They are also responsible for ensuring that only those with a genuine relationship to those on board the incident flight use this Centre. If this latter does not apply to you, please leave the Centre now. If you are aware of others who should **not** be in this Centre, please advise Centre staff immediately*

A staff member will soon complete with you a form known as a (insert details here e.g. ‘Family, Relatives & Friends Enquiry Card’ or other equivalent local form, as applicable). The form will enable Centre staff to pass on your information to other response centres, where it can be used to assist in positive identification of those on board the incident flight - and to also assist in the eventual re-uniting process (if possible) between yourself and the person(s) you are enquiring about. This might take some time, so your understanding, patience and tolerance are requested. Anger and frustration, whilst understandable, will only delay matters

If not already done, please try to contact your associated relatives and / or friends from the incident flight - for example by using personal or public phones, SMS text, email etc.

If you have already done this please advise Centre staff immediately. ***If not*** - advise staff as soon as you ***have*** done this (as applicable and if possible)

If you wish to speak with a religious or faith representative, please advise Centre staff

Once you leave this Centre, airline staff and others will try, to the best of their ability, to assist you further. For example, you might choose to either proceed to your home address if it is in country - or proceed to a special facility (typically provided by the airline involved & known as a ‘Humanitarian or Family Assistance Centre’) where further support can be provided over the next few hours, days etc.

*You may leave this Centre (the one where you are now) at any time. However, if you do leave - please ensure that you tell staff where you are going and how you might be **reliably** contacted (address, telephone numbers, text, email etc.). Also remember that your interests are paramount to us at this time*

Please do not hesitate to ask for clarification of any of the above if necessary.....’





Early Matching (Reconciliation) and Re-uniting

When (if) sufficient information has been provided by uninjured air victims and (separately) by their associated, non-involved (meeter and greeter) FR - to the extent that a successful match (reconciliation) can be made (by responding staff) between them - the reuniting process between the appropriate parties is then generally managed / accomplished at the **airport** itself. (Note that this 'initial' **matching / reconciliation** process may take many hours [possibly longer] to accomplish. Also note that the **reuniting** process itself can only be typically initiated once uninjured air victims have been released from the airport's airside 'confinement' facility)

If (**exceptionally** at this 'very early point in time' of the crisis) sufficient information is available from the hospital(s) to which the injured have been taken (i.e. as required to make successful reconciliations / matches between injured [hospitalised] air victims and their associated **uninjured** victims [e.g. travelling companions] and / or associated, non-involved [meeter and greeter type] FR) then this part of the reuniting process between the appropriate parties (where permitted by the 'authorities') is typically accomplished, in due course, at the appropriate **hospital(s)** / similar facilities

* If (**very exceptionally** at this 'early point in time' of the crisis) sufficient information is available from the mortuary / mortuaries / wherever (to which dead air victims have been placed / taken) - to make successful reconciliations / matches between the latter and associated uninjured victims and / or associated injured victims and / or associated, non-involved (meeter and greeter type) FR - then this part of the reuniting process between the appropriate parties (where permitted by the 'authorities') is usually accomplished at the **mortuary** / mortuaries / wherever (assuming injured victim[s] are 'well enough' to be able to leave hospital etc. for this purpose - of course)

* There is, however, a remote possibility at this very early point in time that any of the 'living' persons mentioned immediately above - might be requested to view the dead (if capable of so doing), with the aim of attempting both 'identification' and 'reconciliation / matching'

As always, keep in mind that in a 'worst case scenario' there might be little or no effective control of any aspect of this phase of the post-air accident situation i.e. it is possible that the injured (if ambulatory), uninjured, FR, emergency responders, general public, animals etc. - might all have completely unrestricted / uncontrolled access to the accident site itself - regardless of whether or not the latter be in an 'on' airport or 'off' airport location - and also regardless of the presence of the dead / human remains (see image page 40)

Leaving the Airport

After an appropriate period - (and assuming that some / any / all **airport** located FR have **not** yet been reunited with all associated air victims that they were waiting to meet / greet) - the **airport** authority / operator will typically wish to 'move on' (remove) such FR from the airport itself, and pass them on - into the responsibility and care of the accident **airline**

When this occurs the accident airline should check with the airport operator (the latter might have already obtained the required information) and / or such FR and / or whoever, what they (the FR) want to 'do next' - and facilitate such requirements insofar as is possible / practicable - some of which might include:





- Go home (it is assumed herein that FR who were waiting at the airport to 'meet / greet' associated passengers - live reasonably near the airport)
- Go to a facility (usually a local hotel / hotels provided by the accident **airline** and / or [rarely] the 'authorities') in order to be regularly briefed (by the airline and / or the authorities) re the on-going response and updates as to the whereabouts and status (dead, injured, uninjured, missing etc.) of the person(s) that they were waiting to meet / greet. Humanitarian and welfare support to such FR will also continue to be provided at this facility

This facility can also be used for the same purposes by inviting those FR who had decided to return to their local homes - to attend the facility when so notified, in order to attend the regular incident related briefings (usually conducted several times daily by any / all of the accident airline; civil aviation authority; air accident investigation agency; police; other government type agencies etc.)

This facility can also be used to accommodate associated, non-involved FR - eventually being transported in (by the accident airline) from **non-local** locations (worldwide)

It is usual (best practice) for the accident airline to offer free 24H accommodation and services to all such associated, non-involved FR whilst they are at this facility

Reminder - such facility is commonly known as a '**Humanitarian** (or 'Family') **Assistance Centre** (**HAC** / **FAC**)

Reminder - FR are generally free to leave any of the above facilities (**FRRC** and / or **HAC** [**FAC**]) at any time

Note 1 - in addition to setting up and operating an **FRRC** and (separately and eventually) a **HAC** (**FAC**) at / near to the **destination** airport - it is almost certain that similar facilities will need to be established and operated at / near to the accident flight's **departure** airport(s). This is because there will almost certainly be associated, non-involved (non-meeter & greeter type) FR living near and / or in the region of such **departure** airport(s) - who will travel to the **latter** in order to try to obtain information regarding their associated air victims

Where a multi-sector flight (airport A to airport B to airport C etc.) is involved, **every departure** airport prior to the final destination airport (as associated with that specific, multi-sector flight) will also need to similarly establish and operate an **FRRC** (and, eventually) a **HAC** (**FAC**)

Note 2 - names / titles of facilities, forms etc. referred to in this Section 4 are 'generically representative' only i.e. they may be known by different (but typically similar / with same meaning) names / titles - depending on the airline, airport, government agencies etc. involved. Keep in mind that many airlines, airports, government agencies etc. around the world **have no such facilities, forms etc. available whatsoever**

Note 3 - in a 'worst case' (but nevertheless fairly realistic scenario in many parts of the world), none or very little of what has been described in this Section 4 might be available / will take place..... **OR** - if available / in place, might be handled in a totally ineffective, inefficient, non-humanitarian etc. manner





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5. Associated Families, Relatives & Friends (FR) - world-wide [i.e. not being 'meeters & greeters']

Note - this section 5 relates primarily to associated, non-involved FR located world-wide - who had **not** been waiting at the accident flight's destination airport - to '**meet and greet**' passengers and / or crew from the accident flight

Reminder - we are basing this section on the page 8 assumptions & page 9 scenario

Reminder - see again the definition of 'FR' - page 5

Immediate Aftermath [Just After the Accident]

Introduction

It is going to take a '**varying amount of time**' for * associated, **non-involved** FR around the world (**not including** those who were already at the accident flight's arrival airport as 'meeters & greeters') to become aware of an aircraft accident in which their associated 'air victim' FR(s) has / have been involved

* **Note** - unless stated otherwise in the remainder of this **Section 5 only**, the term '**associated, non-involved FR**' does **not** refer to associated FR who **had** been waiting at the accident flight's arrival airport as 'meeters & greeters'

Not too many years ago this '**varying amount of time**' could typically be measured in 'hours to days' for most such FR involved. Today we can reasonably look at 'minutes' instead - due the significant prevalence of instant news, social media and similar e.g. in is not uncommon today for airlines to learn directly from the 'news' (all forms of media), their own passengers, the general public (particularly via social media), the 'authorities' etc. (i.e. from anyone **except** their own, internal sources) - that one of their aircraft has experienced a major (catastrophic) accident

As an example of the above, take a look at the 'youtube' clip below. The video was shot and transmitted live from a 'news' helicopter paralleling (i.e. actually in-flight) the incident aircraft as it approached the runway and landed

Millions of people around the globe were watching in 'real time' (which must have included a considerable number of associated, non-involved FR [including any meeters & greeters] of crew and passengers on board this flight), as the incident aircraft had already been in the air for some hours (burning off fuel prior to the landing attempt) and had thus **already** become worldwide 'breaking news'

JetBlue Airways Incident - Flight 292 - 21 September 2005 - Airbus A320-200

<https://www.youtube.com/watch?v=epKrA8KjYvg>





It is believed that similar video footage is available on the internet, taken by a passenger actually *on-board* the above incident flight itself during the approach and landing, and transmitted (presumably) via social media / similar in almost near real time. A section of that video shows the accompanying news helicopter being filmed as it, in turn, was filming the incident aircraft!

Another good example of almost 'instant media' is referred to in the newspaper article found at the following link (refers to the 'ditching on the Hudson' of US Airways Flight 1459 in January 2009):

<http://www.telegraph.co.uk/technology/twitter/4269765/New-York-plane-crash-Twitter-breaks-the-news-again.html>

What all of the above means in practical terms (in the immediate aftermath of a catastrophic aircraft accident) is that associated, non-involved FR *might* need to wait for what appears to be (and sometimes will be) a frustratingly long time - before anyone at the accident flight's parent **airline** might be in a position to respond and communicate to / with them in a meaningful way

This is because even the very best of airlines, having the very best of emergency response plans and the very best emergency response teams (all of which have been trained and re-trained + exercised [tested] and re-exercised etc.) - are going to take a finite amount of time to '*transition / activate*' from 'normal operations' to 'emergency response operations' modes

This means that, in many incident situations, it will be impossible for such airlines to keep up with the media coverage and the communications (including communications with all types of FR) requirements - at least in the shorter term. And remember, we are talking about the very best airlines in the world (from an emergency response viewpoint) here!

In reality (and again for the best airlines etc.) this 'transition / activate' time-scale (from normal to emergency response mode) typically ranges from about 30 minutes at best - to several hours (say 2 to 3 - possibly a little longer) at worst. Concerning the latter, the reader might well ask '*.....why so long.....?*' and the answer may typically be '*..... what else do you expect at just before midnight on New Year's Eve? (31 December) etc.....*'

In other words, there will be certain times of the year / day / night etc. (in all countries, religions and cultures) where as many airline staff as possible will **not** be at work - and thus the activation of an associated emergency response will consequently be significantly slower than might otherwise be the case. This is applicable to all airlines (and airline representative staff also) worldwide, to a greater or lesser degree. Even airlines which operate 24 / 7 / 365 will be on 'minimum manning' at such times

Note - we have used the example of 'new year's eve' above - but we could have equally referred to 'Christmas Eve'; 'Eid-al-Fitr'; 'Rosh Hashanah'; 'Diwali'; 'Chinese New Year' etc.

But how about the many hundreds (probably more) of airlines in the world at the other end of the scale i.e. those having no emergency response plans at all - and also those having such plans - but where some are not viable in any way, shape or form?



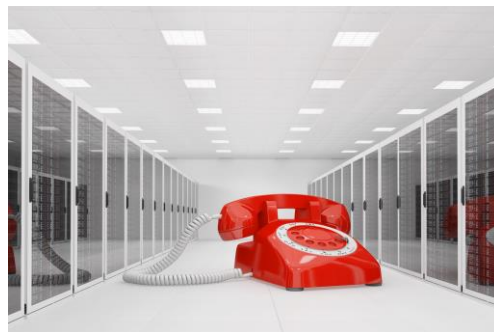


Such airlines will typically **not** be capable of providing any meaningful response and communications to / with all types of FR (or anyone else for that matter - including the media) following a catastrophic accident to one of their aircraft. This will almost certainly be so in the short term - and probably also so in the medium term

And lastly, somewhere in the middle we have the many, many airlines which have 'average' emergency response plans etc. Accordingly, response and communications (following a catastrophic accident to one of their aircraft) to / with all types of FR will probably also be 'average', meaning not too bad - but not too good either

The above situation is now the reality - and is not expected to significantly improve anytime soon i.e. whilst a 'good' airline (from an emergency response context) should at least not make things worse than they already are for all types of FR - the opposite can be realistically expected from 'poor' airlines - with the 'average' airline being somewhere in the middle

The Accident Airline's 'Emergency Call / Contact / Information Centre' - 'Telephone'



A further factor to now consider for the 'good' airline (i.e. 'good' from the emergency response viewpoint) is how long might it take from the time that its emergency response 'command and control' team becomes active - until such time as the latter can, in turn, activate and 'make operational' its (separate) 'emergency response call / contact / information centre' facility and operating team (emergency call centre - ECC)?

Use of the latter is just about the only way (in the accident's immediate aftermath [and probably the shorter term thereafter also]) that the general public (including associated, non-involved FR) will be able to directly communicate by voice (via telephone) with the accident airline

At the very quickest, the good airline can typically have its emergency response command and control centre up and running - within around 30 minutes of the airline first being notified of the accident. In turn - and assuming that the airline runs its own emergency call centre (i.e. the facility, its manning, its systems etc.) - the latter can typically be ready (on a limited manning basis) to take its first 'live' telephone calls a further 30 to 60 minutes later i.e. around 60 to 90 minutes in total after the airline first receives notification of the accident





Note, however, that within this timescale only a *limited* call *taking* capacity will typically be available (meaning that some callers might initially need to be placed on hold [in an answering queue] for some considerable time)

However, as more emergency call centre workstations are manned with passing time, the latter will eventually reach its maximum call taking / making capacity. To reach this point might typically take *some 2 to 3 hours from the first notification of the accident to the airline*

A reminder here that we are considering the '*good*' airline here and also (not yet mentioned) assuming that all of the above takes place during the accident airline's normal working hours - i.e. where full, normal workday manning is available. Where this latter assumption is *not* valid (e.g. during non-working hours; public / religious holidays; football world cup final day etc.) several hours might typically be added to the timings given above

The equivalent timings for the '*average*' airline (as related to the information already provided above for the '*good*' airline) will be commensurately longer. Anywhere (an educated guess) up to doubling of the good airline times can be anticipated - and possibly longer

For '*poor*' airlines (again, from an emergency response viewpoint) absolutely none of the above will happen / be available at all - *unless* the emergency call centre capability has possibly been outsourced to a specialist, third party (commercial) supplier - capable of providing such emergency call centre services on behalf of the airline. More on this latter subject a little further below

Emergency (Telephone) Call Centre - Call Taking / Making Capacity (or how long am I likely to wait for my call to be answered?)

Scenario 1 - A catastrophic accident involving a very large passenger aircraft (e.g. Boeing 747 / Airbus A 380 etc.) operating for a major international airline on a worldwide schedule - can today realistically generate *100,000 + calls* (inbound to the airline's emergency call centre [if it has one]) in the first 24 hours following the time of such occurrence

Very, very few airline operated emergency call centres in the world have anywhere near the capacity to deal with such a call load - meaning that callers can typically expect busy lines, holding messages and long delays in getting a 'real person' to speak to

Furthermore, few, if any, of the third party (commercial) emergency call centre service providers (which many airlines use instead of 'doing it themselves') can (as at 2019) even reach 30 to 40 % of the required capacity (i.e. 100,000 + calls per 24H) referred to above

To provide some idea of the 'human' logistics required to cope with 100,000 *inbound* telephone calls per 24 hours - and to answer (*take*) all such calls with nil or very short delays only, an airline would typically require around *350* emergency call centre '*inbound call*' telephone operators working concurrently (i.e. on the *same* shift - with the call centre typically working 2 such shifts per 24 hour period)





We must additionally consider that this emergency call centre will also need a concurrent, **outbound** telephone call **making** capacity - independent of the **inbound, call taking** requirements. In this Scenario 1 - a fairly realistic figure for the number of **outbound** operatives required per **each** call centre shift might be around **100**

On top of (additional to) both of the above manning requirements must now be added managers, supervisors, data entry operators, messengers / runners etc. - say another 50 persons. Giving a grand total of around **500** persons per **each** emergency call centre shift

Working on a (realistic) back to back 12 hour shift basis operation for the first 24 hour period, following a catastrophic aircraft accident as referred to above, would thus require **1000** persons in total - all of whom should already (before the crisis) be adequately trained and exercised in their emergency call centre duties

Furthermore, appropriate hardware, software (ICT) and working facilities must also be provided

In particular, production (including design and development - or otherwise external procurement) of the specialist software necessary to adequately, effectively and efficiently run such an emergency telephone call centre specifically - is a major and very expensive undertaking for any airline - which is why only a tiny number of airlines have ever successfully done so

The reader might now better understand why very, very few airlines in the world have such capability. But there **are** some - and furthermore, they can do all of this whilst **concurrently** operating a '**normal business**' call / contact / information centre - possibly with a reduced (but still workable) capacity!

Scenario 2 - In contrast, and at the other end of the scale, a catastrophic accident to a 50 seat commuter aircraft (flying **domestic** [non-international] routes only) is likely to generate (very approximately) up to around 5,000 inbound calls in the first 24 hours, depending on circumstances

However, as such airlines are typically minimally manned as a matter of normal business - there will usually be insufficient spare manpower capacity to operate an emergency call centre internally (i.e. from its own resources), whilst **concurrently** continuing with its normal call centre operations. Such an airline will, accordingly, be a typical customer / client of the outsourced, third party (commercial) emergency call centre service provider - the latter typically having a maximum inbound call centre capacity of around 30,000 calls per 24 hours. There are probably 5 or less such commercial (third party) emergency call centre service providers in the world - * some of which may be airlines themselves

* It was believed (2019) that one or two major, international airlines may still actually be commercially 'leasing' their **own** emergency call centre services to a limited number of other airlines

Last point re either scenario above and anything in between - i.e. a significant reduction in **inbound** calls is typically to be expected during the **second** 24 hour period of any airline emergency call centre operation - **possibly by as much as 90 to 95%** - and, by the third or fourth such 24 hour period, inbound calls (per 24 hour period) might be measured in just the hundreds or even less





As always, the many 'poor' airlines around the world will most likely have absolutely ***** no emergency telephone call centre capability whatsoever i.e. they will be virtually non-contactable by telephone for the vital periods concerned when all types of FR are desperate to learn the potential fate of a 'loved one' - who might have been involved in a catastrophic accident to one of such airlines' aircraft

***** Again, unless engaging the services of a commercial, third-party (outsourced) ECC supplier as already described further above. However, such third party will also find (in such circumstances) that it will be extremely difficult to operate effectively and efficiently - typically due to the lack of direction, information, co-operation and other essential requirements to be provided by the 'poor' accident airline itself

As is to be expected, the '**average**' airline will slot in (from an emergency telephone call centre viewpoint) somewhere in between the two extremes described above

Note 1 - a very, very small number of commercial (third party) ECC suppliers might be able to provide **software** which is **adaptable** (with associated limitations) for use with an airline's **own** (internal) emergency telephone call centre function. Some airlines choose to procure and use such software (rather than develop their own). In such circumstances, however, do remember that such airlines still need to provide the other, appropriate resources required i.e. manpower, facilities, hardware etc.

Note 2 - as mentioned, a similarly small number of outsourced, third party (commercial) emergency call centre service providers can operate such an emergency call centre on behalf of a customer airline. It will be recalled that their concurrent call taking / making capacities might be limited. Furthermore, the software used might not have been designed and developed specifically for **airline** requirements - also with consequent limitations

Note 3 - most airline (and / or airline contracted) emergency telephone call centres should arrange for:

- **Toll-free** call **making** capability for callers from the country in which the accident occurred +
- **Toll-free** call **making** capabilities for callers from countries from which / to which large numbers of accident victims had been travelling - if different to the country referred to immediately above +
- **Toll-free** call **making** capabilities from as many other countries (worldwide) as possible +
- **Toll-paid** call **taking** capability from all countries (worldwide) +
- Appropriate interpretation / translation services +
- Appropriate ***** travel arrangement services (at least, in the shorter term until a more appropriate entity might be appointed to assume same)

***** For legal and / or regulatory and / or 'best practice' etc. purposes, there is typically a requirement for the accident airline to (relatively quickly) transport a limited number of all types of FR (who wish to be so transported) to (or as near as is possible / practicable to) the aircraft accident location - where relevant. For large, scheduled (international) passenger airlines this can feasibly involve the transportation (usually by air) of several thousand persons from all parts of the world! During the period spent at such destination / location, free lodging, transport, cash / credit allowances, security, accident site visit(s) and more (for the FR) is typically expected to be provided by (or on behalf of) the accident airline. No matter which, the accident airline itself is 'expected' to ultimately pay for all of this! **(Reminder - it is a thus good idea to insure the main risks [especially financial risk] associated with potential, airline related emergency response ops)**





More Detailed Information

For more detailed information on (airline) emergency / crisis related use of the **emergency (telephone) call centre** - please see the information article found at the end of the below link:

<https://www.aviationemergencyresponseplan.com/information/>

When you get there, scroll down until you find the information article entitled:

* **Information Article** - the airline **Emergency Call Centre** (ECC)

Click on the article to open and read it

The Accident Airline's 'Emergency Information Centre' - Airline Website(s) - Darksite



The 'Dark Site' has been an essential * crisis communications (see boxed definition below) 'tool' for many years now. It is basically a dormant (waiting to be activated at time of crisis) website, pre-prepared beforehand, able to handle large amounts of data (adequate bandwidth connections + server capacity) - and for such data (information) to be capable of being updated quickly, easily and even (in certain circumstances) remotely, by 'non-ITC experts'

The art, science, technique, preparation, implementation and distribution.....of effective, efficient, expedient, accurate, consistent, co-ordinated and honest communications - by an air carrier / aircraft operator, with appropriate stakeholders (internal & external) - as related to a * catastrophic aircraft accident type situation - involving one or more of said carrier / operator's aircraft or equivalent event

* Crisis Communications relate to all types of crises of course. However, in this guideline / template, the subject is typically referred to in the '**catastrophic aircraft accident**' context only

Crisis communications should be delivered with care and compassion where appropriate - particularly when communicating with / about accident victims and associated family, relatives and friends of such victims





Let's simplify this a little

Take an airline's main website home page address (URL) e.g. www.abcxairways.com. Following a catastrophic aircraft accident to this airline and before the airline's emergency (telephone) call centre has a chance to become operational - it is to this website (home page of airline's main website initially) that the whole world will probably turn (including all types of associated, non-involved FR) for information. There are two fundamental problems here:

- The initial (during early phases of the crisis) number of 'hits' on the website may make it slow up so much - to the degree that it becomes unusable - regardless of whether someone is e.g. looking for information re the crisis, wishes to cancel a flight booking or might just be 'rubbernecking'. This is a common problem as many airlines (probably the greater majority) **do not** plan for / establish sufficient, associated website bandwidth and server capacity to concurrently support use of the dark site + normal operational use of the website!
- Even if the accident airline's website has sufficient bandwidth access and server capacity to deal with the extra load put upon it by a major crisis - users will often still be seeing the 'normal' home page complete with its branding, advertising, details of awards (e.g. what if viewers saw something like '.....voted safest airline in the world for 201x') [This actually happened for real]). Somewhere amongst all of this distracting 'mess' might (hopefully) be found the accident related information!

Many airlines plan (mainly due to ignorance) on doing exactly what has been written immediately above, despite same being widely acknowledged in the crisis communications context as 'bad practice / poor taste'. One reason for the latter is that it portrays what might be considered 'disrespect' for both victims and all types of FR alike. Another is that it might make rapid finding of crisis related information more difficult for those trying to find it

The above problems can be avoided by typically:

- Providing a dormant (separate) server which, when activated, will receive **all** hits addressed to www.abcxairways.com (latter being the home page of the accident airline's website)
- Providing the server with 'fit for anticipated purpose' capacity and bandwidth access
- Ensuring that the home page displayed upon accessing this server is devoid of major branding, advertising etc. - and is usually set against a plain, dark, neutral background (hence the name 'dark site')
- Having a prominent button etc. (link) on the dark site page which should take the user to the 'normal business' home page (full branding, advertising, reservations, [normal] customer service, use of colour etc.) if clicked on or otherwise **activated** (remember that many persons will probably be cancelling their flights with ABCX Airways in the wake of the accident!)

Note that it is usual for the 'normal' home page to be hosted on the (separate) 'normal business' server i.e. **not** on the dark site server





- Ensuring that the dark site web pages only contain information relevant to the crisis and, in particular, of interest to all types of FR - e.g. when the emergency (telephone) call centre eventually activates - its contact details should appear on the airline's dark site (together with appropriate / relevant information - on an on-going basis - possibly provided and updated for several months or more following the crisis occurrence date)

Again, the reader is reminded that many airlines, believing that they have a true 'dark site' capacity, are fooling themselves, as what they actually have is probably one and / or other of what is described in the two bullet points shown in the top half of page 52

(As always, there are many hundreds [if not more] of airlines out there with absolutely no capability at all of using their website(s) in the manner described here)

A diagrammatic, basic example of a fictional, dark site webpage is shown on the next page

A *real* example of an airline's *normal* home page (adapted to show crisis related information related to an *actual* catastrophic accident to one of its aircraft [thus *not* a true dark site]) is shown on page 55. (By clicking on the button entitled 'Updates on AirAsia flight QZ8501' the reader [in reality] was taken to a separate webpage [which approximated fairly closely to a true Darksite page] - which provided accident related information - see pages 56 and 57 for more detail)





A typical dark site 'home' webpage may look something like:

ABCX Airways - Information related to the accident / incident to Flight ABC 1234 from AAA to BBB on date / time (latter referring to scheduled time of departure of Flight ABC 1234 from AAA)

Press Release # 1

Press Release # 2 etc.

Fast Facts:

FAQs:

Further Information for Families, Relatives & Friends (including airline contact details):

Further Information for Media (including airline contact details):

..... and so on

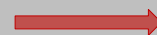
The Media are respectfully requested to respect the privacy of all families, relatives & friends associated with those on board the accident / incident flight. In particular, the media are asked **not** to call the ABCX Airways Emergency Call / Contact Centre set up specifically for use by such families, relatives & friends

ABCX Airways has provided a specific contact centre **for the media**. Details are provided below:

.....



Click on **Button** to go to **main** ABCX Airways Website Homepage





Information Article - What Happens Now?

A screenshot of the AirAsia website interface. The browser address bar shows www.airasia.com/ot/en/home.page?cid=1. The website header includes the AirAsia logo and navigation links: Web Check-In, Travel information, Business / Government, and a BIG Shot login button. The main content area features a flight search form with tabs for Flight, Hotel, Flight + Hotel, and Car. The Flight tab is active, showing options for Return, One way, and Multi-city. The search form includes fields for Origin, Destination, Depart date, Return date, Number of passengers (1 Adult), and Currency. A red Search button is at the bottom right of the form. To the right of the search form is a large grey box with the text "Updates on AirAsia flight QZ8501". Below the search form, there is a section for social media links (Facebook, Twitter) and a "Have a question?" section with an "Ask" button. The footer of the browser window shows the taskbar with icons for Internet Explorer, Google Chrome, and Microsoft Word, along with the system clock showing 11:51 on 28/12/2014.





The screenshot shows a web browser window with the address bar displaying "crisis.airasia.com/index.html". The browser's taskbar at the bottom includes icons for Internet Explorer, Google Chrome, and Microsoft Word. The page content features the AirAsia.com logo at the top, followed by a breadcrumb trail "Home > AirAsia Indonesia Flight QZ8501". The main heading is "AirAsia Indonesia Flight QZ8501". The text on the page states: "AirAsia Indonesia regrets to confirm that flight QZ8501 from Surabaya to Singapore has lost contact with air traffic control at 07:24 (Surabaya LT) this morning. The flight took off from Juanda International Airport in Surabaya at 0535hours." It further details the aircraft as an Airbus A320-200 with registration PK-AXC, carrying two pilots, four flight attendants, and one engineer. The captain has 6,100 flying hours, and the first officer has 2,275. There were 155 passengers (138 adults, 16 children, 1 infant) and 5 cabin crew. Nationalities listed are 1 Singapore, 1 Malaysia, 3 South Korea, 1 France, and 156 Indonesia. The page concludes by stating that search and rescue operations are being conducted under the guidance of the Indonesian Civil Aviation Authority (CAA) and that the aircraft was on its submitted flight plan route before losing communication.

Home > AirAsia Indonesia Flight QZ8501

AirAsia Indonesia Flight QZ8501

AirAsia Indonesia regrets to confirm that **flight QZ8501 from Surabaya to Singapore** has lost contact with air traffic control at 07:24 (Surabaya LT) this morning. The flight took off from Juanda International Airport in Surabaya at 0535hours.

The aircraft was an Airbus A320-200 with the registration number PK-AXC. There were two pilots, four flight attendants and one engineer on board.

The captain in command had a total of 6,100 flying hours and the first officer a total of 2,275 flying hours

There were 155 passengers on board, with 138 adults, 16 children and 1 infant. Also on board were 2 pilots and 5 cabin crew.

Nationalities of passengers and crew onboard are as below:

- 1 Singapore
- 1 Malaysia
- 3 South Korea
- 1 France
- 156 Indonesia

At this time, search and rescue operations are being conducted under the guidance of The Indonesia of Civil Aviation Authority (CAA). AirAsia Indonesia is cooperating fully and assisting the investigation in every possible way.

The aircraft was on the submitted flight plan route and was requesting deviation due to enroute weather before communication with the aircraft was lost while it was still under the control of the Indonesian Air Traffic Control (ATC).





Information Article - What Happens Now?

AirAsia Indonesia Flight Q x

crisis.airasia.com/index.html

Apps SkyDemon Plan Doc... NATS | AIS - Home Fly On Track https://www.gov.uk... How to Make Ginge... AOL Mail: Simple, Fr... Google

engineer on board.

The captain in command had a total of 6,100 flying hours and the first officer a total of 2,275 flying hours

There were 155 passengers on board, with 138 adults, 16 children and 1 infant. Also on board were 2 pilots and 5 cabin crew.

Nationalities of passengers and crew onboard are as below:

- 1 Singapore
- 1 Malaysia
- 3 South Korea
- 1 France
- 156 Indonesia

At this time, search and rescue operations are being conducted under the guidance of The Indonesia of Civil Aviation Authority (CAA). AirAsia Indonesia is cooperating fully and assisting the investigation in every possible way.

The aircraft was on the submitted flight plan route and was requesting deviation due to enroute weather before communication with the aircraft was lost while it was still under the control of the Indonesian Air Traffic Control (ATC).

The aircraft had undergone its last scheduled maintenance on 16 November 2014.

AirAsia has established an **Emergency Call Centre** that is available for family or friends of those who may have been on board the aircraft. The number is: **+622129850801**.

AirAsia will release further information as soon as it becomes available. Updated information will also be posted on the AirAsia website, www.airasia.com.

Note to Editors: We ask that members of the news media do not call the AirAsia Emergency Call Centre, as this line is reserved for family members seeking information about those who may have been on board.

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11:54
28/12/2014





The Accident Airline's 'Emergency Contact / Information Centre' - 'Social Media'



The '**good**' airline uses its social media capabilities (Facebook; Twitter; Youtube etc.) to supplement the crisis related information provided by its website / dark site and, eventually, by its emergency (telephone) call centre - when the latter becomes active. In such circumstances social media typically becomes active at around the same time as the dark site i.e. typically well **before** the emergency (telephone) call centre is ready to take crisis related calls

The crisis related information delivered via social media will typically need to be much more concise than that provided via the dark site e.g. 'Twitter' messages (Tweets) are limited to 160 characters (including spaces) only. Nevertheless, if used effectively, social media is an excellent, additional (and certainly now 'essential') method of 'getting the information out'

One major consideration for the airline to pre-plan for here is whether or not to use social media **interactively** i.e. enter into **2-way** social media 'conversations' - targeted at all types of FR (but, inevitably, many others who are **not** FR will **also** try to get themselves involved for one reason or another). The considerable (main) problems associated with this 2-way option are:

- The considerable human resources required for this may not (probably will not) be available in the circumstances - especially if the airline is also concurrently running its own emergency (telephone) call centre; is small; has insufficient social media expertise and / or capability; is still conducting airline operations concurrent with the crisis response operation etc.
- It is not only all types of FR who will use such inter-active capability i.e. it is, in reality, open to the whole world - and might (probably will) thus very quickly become completely unmanageable by anyone (including the airline) - which will thus adversely impact the airline's reputation even further than it probably already is in the circumstances i.e. the last thing that any airline needs





On balance, it would probably be wiser for most airlines to use social media as a one way (outbound / push / **non**-interactive) flow of crisis related information - especially when considering that the emergency (telephone) call centre is, by its very nature, inter-active

However, if an airline considers (with good reason of course) that its social media capability + other associated **resources and expertise** are 'adequate enough' - then use of **interactive** (2-way) social media might be yet a further, valuable dimension to the task of 'communicating during a crisis'

The '**average**' airline may or may not have a social media capability for its 'normal business' use. Even if it does, it may or may not have put the appropriate process in place for use / adaptation of such capability in support of a major incident such as a catastrophic air accident. Even if it has, it may or may not have sufficient resources and expertise (particularly [appropriately trained and exercised] manpower) to adequately operate such capability

For '**poor**' airlines (again, from the emergency response viewpoint) none of the above (from the social media viewpoint) can be expected to happen / be available

Reminder - the term '**poor**' as used immediately above and elsewhere (in this information article) **in the same context** - does **not** refer specifically to the 'financial' interpretation of the word (although this might actually also be so). Rather, it relates to associated interpretations of capabilities and behaviour - such as 'ineffective, inefficient, inept, careless, neglectful, non-humanitarian, corrupt, criminal etc.'

For more detailed information on (airline) emergency / crisis related use of the **dark site** and **social media** - see the information article found at the end of the below link:

<https://www.aviationemergencyresponseplan.com/information/>

When you get there, scroll down until you find the information article entitled:

* **Information Article** - Crisis Communications Strategies - use of **Dark Site & Social Media**

Click on the article to open and read it





Deliberately Blank





6. Reception Centres - Information Card Distribution + Form Filling

Immediate Aftermath [Just After the Accident]

Use of Information Cards

When people eventually start to arrive at the emergency reception centres opened for them, as described elsewhere in this article (i.e. the '*Uninjured Victim Reception Centre - Airside - VRC (A)*' [for uninjured victims] and the '*Family, Relatives and Friends Reception Centre - FRRC*' [for FR - typically at involved destination, departure and [where appropriate] en-route airports) - they will need to be (amongst many other things):

- Provided with the appropriate information regarding what is to happen to them next - and
- Be (or start to be) 'processed'

To save a lot of time, effort and potential confusion 'on the day', it is recommended that adequate numbers of appropriately worded '*information cards*' be *pre-prepared and stocked* (ready for near immediate use at the reception centres) - the purpose of same being to provide the 'required information' to those so needing it. The 'required information' should typically include:

- What the emergency reception centres are called / known as / named
- What (very briefly) is their purpose
- If the ability exists to leave a facility without 'authorisation' (e.g. *VRC (A) = NO*; *FRRC = YES*)
- Brief, generic details of 'staffing / manning' of the reception centres
- Details of reception centre layout / facilities (e.g. a facility plan; seating; toilets; communications; catering [including for infants]; emergency clothing & similar etc.)
- Details of humanitarian assistance / welfare etc. expected to be provided
- Form filling procedure ('*Victim Record Card*' OR '*Family, Relatives & Friends Enquiry Card*') - including differentiating (however done) those already processed from those still waiting
- Details of (and how to use) provided communications equipment (if any) e.g. telephone; text; email; social media etc.
- Details of the expected re-uniting processes with associated 'loved ones' etc.
- What can be expected to happen next / in the near futureand so on

Generic examples of some such information cards have already been provided on pages 33 and 41

The *numbers* of cards to be pre-printed & stored (ready for immediate use) typically depends upon:

- For the *VRC (A)* - enough cards - as based on densest seating configuration of the largest aircraft regularly serving the airport concerned
- For the *FRRC* - enough cards to cater for *1.25 x the largest number* of 'meeters and greeters' which can historically (statistically) be anticipated to be present at the airport concerned





Responsibility for managing all aspects of 'information card' matters logically rests with the airport operator. However, **many** (if not most) airports in the world probably do **not** yet procure, store and use equivalent cards. Accordingly, **'good' airlines** produce such cards **themselves** (to make up for the anticipated shortfall by airports) and distribute them for use by each of the destination airports to which they regularly operate

Unfortunately, **'average'** and **'poor'** airlines greatly outnumber the **good** airlines - which is another way of saying that the general availability and use of information cards around the world - typically falls far, far short of what is desired

Additional use of Information Cards + VRCs & FECs (Short Term)

This subject will be referred to again in the 'shorter term' aftermath section of this information article (starts page 70)

However, and very briefly for now, appropriately worded 'information cards' should **also** be used at other *reception centres (i.e. other than the **VRC (A)** and the **FRRC**) which might additionally be set up and operated after direct **airport** involvement has terminated i.e. after uninjured victims and FR (typically meet and greet type FR for the latter at this early stage) have left the accident **airport** and now (generally but not always) become the responsibility of the accident **airline**

* **Uninjured Victim Reception Centre (Landside)** - for uninjured accident victims - and the (separate) **Humanitarian (Family) Assistance Centre**, primarily for FR. Both are typically located in local (but different) hotels

Note that **VRCs** and **FECs** should **also** be used / continue to be used at these reception centres - as required

Forms Completion / Uninjured Victims at the Airport [Airside] VRC (A) - (Initial Processing)

Reminder - when reading the various 'forms completion' information provided in this **Section 6** - always keep in mind the timescale you will be working to here i.e. the **immediate aftermath**. Obviously, the 'form completion' requirements will **also** need to continue to be addressed during later phases post-accident occurrence e.g. during emergency call centre operations; at the **off-airport** reception centres etc.

Uninjured victims will typically be assisted by (VRC [A]) facility staff to complete a (typically hard copy) form having a title something like ** **'Victim Record Card - VRC'**. (Note that many other similar titles for equivalent forms are in use around the world - some of which might be somewhat misleading - e.g. the UK Police equivalent is entitled **'Survivor / Evacuee Form'**!)

** For an example of what a **VRC** looks like - see the boxed information on page 32. Note that this VRC has **deliberately** been kept to just **one** page (which is the ideal - at least in this phase of the emergency response)

Note also that some airlines produce 'quadruplicate' (4 in 1) type VRCs i.e. complete the top page and thereby also produce three additional copies - which can then be distributed to those needing them most e.g. accident airline; accident airport; local police; local immigration etc. This also avoids the need to ask victims the same questions several times over - thus saving aggravation, time and effort





Lastly, VRCs must exist in **both** hard and soft copy versions. Hard copy versions are particularly useful in 'reception centres' such as the VRC (A), in hospitals, in mortuaries etc. Soft copy versions are of particular use in emergency call centre operations, airline HQ and similar - which almost exclusively use 'electronic' systems to assist the human operators in their tasks

As an absolute, minimum requirement - **hard copy** versions of the VRC must **always** be readily available to those that need them

The primary purpose for using the **VRC** form is to formally identify and record details of **uninjured accident victims themselves** (present in the VRC [A]), together with details (if possible / feasible) of their associated **family, relatives and friends (FR)** - including FR that uninjured victims might have been travelling with (but who might not be present in the VRC (A) at that time) - and also other appropriate FR who had **not** been travelling on the accident flight e.g. 'meeter and greeter' type FR; those FR not currently at the airport i.e. located anywhere else world-wide etc.

Once completed, VRC copies will typically be passed on to:

- Those **local** emergency responders and similar agencies trying to facilitate **matching** of uninjured accident victims with their associated (typically meeter & greeter type) FR, with a view to **immediate** to **shorter term re-uniting** - latter usually accomplished at or in the vicinity of the destination airport itself
- Those emergency responders and similar agencies manning positions to which FR (**other than** those FR already at or in the vicinity of the destination airport [i.e. the latter being predominately 'meeter & greeter type FR]) are most likely to make enquiries (about potential, associated victims) - e.g. at:
 - Enquiry centres (including any Emergency [Telephone] Call Centre[s]) set up e.g. by the accident airline; by the destination airport; by the appropriate 'authorities' etc.
 - Enquiry centres operating elsewhere e.g. at the accident flight's departure and (if appropriate) en route airport(s)
 - The accident airline's HQ & other appropriate offices worldwide (as appropriate)
 - Appropriate government departments / facilities (national / regional / local)
 - Embassies, consulates and similar
 - Involved Travel Agents / Tour Operators etc.

Again, the intent here is to facilitate re-uniting of uninjured accident victims with associated FR - with the 're-uniting' timescales now running from **short to medium to long term** - depending on accident associated circumstances 'on the day'. Re-uniting **locations** will be similarly variable for the same reason

Forms Completion / Injured Victims at Hospital(s) and Similar - (Initial Processing)

Injured victims will (if their injuries so permit) follow a similar process to that already described above for **uninjured** victims i.e. provide appropriate information necessary to complete the '**Victim Record Card - VRC**'





Where so permitted (e.g. by hospital 'rules'; by data protection / personal privacy type restrictions; by 'authorities' such as the local Police following their own procedures etc.) accident airline and / or the latter's representative staff will typically attend the appropriate hospital(s) for this purpose

Where such airline / airline representative staff attendance is *not* permitted (for whatever reason), the required information will typically be gathered by e.g. local police, hospital staff etc. In such circumstances it is absolutely essential that copies of all completed *VRCs* / equivalent forms are obtained by the accident airline without delay. This is because the latter will (at least initially) be perceived as (and actually will be in most circumstances) the primary 'point of contact' related to obtaining information about those on board the accident flight. Note that it might well be the 'case on the day' that the airline will have extreme difficulty in obtaining such completed forms

For hospitalised, injured victims *unable to communicate* for themselves, for whatever reason (typically due to their injuries e.g. unconscious) - the locally available *personal effects* of such persons (if any) might be used to at least begin *VRC* completion e.g. information from passport; ID card; driving licence; travel ticket(s) / itinerary; credit cards etc.

Similarly, *airline* related records (e.g. booking and check-in info; PNR; APIS; Frequent Flier record) containing personal data (if any) of all such injured persons can also be used for partial *VRC* completion (and this is also another important reason why airline staff should always be permitted access to hospitals in such circumstances)

Where *uninjured* accident victims have accompanied their associated (e.g. travelling companion[s]) *injured* victims *directly* to the hospital(s) - such uninjured victims might also be able to provide all / some of the information necessary to complete the associated (and separate), injured person's *VRC*.

Of course, all such uninjured victims should also provide the information required in order that *VRCs* for *themselves* can be additionally completed - if not already done elsewhere. (A similar procedure might be followed where required - when uninjured victims are released from the airport *VRC* (A) and are subsequently re-united with their injured FR travelling companions [from the accident flight] at the hospital[s])

Where associated, non-involved '*Family, Relatives and Friends - FR*' are present at the hospital(s) (typically [at this early stage] these will be 'meeter & greeter' type FR who might have travelled from the accident airport and / or otherwise those who might live locally etc.), they might similarly be able to provide appropriate information in order that *VRC* completion can be initiated for their associated, injured victims (again, in circumstances where the latter are *unable* to communicate themselves). Of course, all such *FR* should also provide the information required so that '*Family, Relatives & Friends Enquiry Cards - FEC*' for *themselves* can be additionally completed - if not already done elsewhere

Forms Completion / Deceased Victims at Hospital(s), Mortuaries and Similar - (Initial Processing)

When completing *VRCs* for the deceased, similar processes might be followed to those already described above for '*injured accident victims who are unable to communicate for themselves*'





Forms Completion / Family, Relatives & Friends (mainly refers to 'Meeter & Greeter' type FR)

When associated, non-involved FR provide information about themselves and also about their associated accident victims, they typically do so by completing (either themselves and / or as assisted by emergency responder and similar staff) something like the '**Family, Relatives & Friends Enquiry Card - FEC**'. (Note that similar titles for equivalent forms are in use around the world - some of which might be somewhat misleading e.g. the UK Police equivalent is entitled '**MISPER Form**'!)

The * **FEC** is typically used to:

- Record details as they relate to the **FR** (i.e. both to the FR **providing the information** and possibly to ** **other, appropriate FR also** who [whether physically present or not], because of the nature of their relationship to the associated accident victim(s), also need to be accounted for in the FEC being completed)
- Record details as they might potentially relate to an associated accident **victim(s)**
- Update existing, associated **VRCs** with new and / or corrected information - as required
- Originate new, associated **VRCs** where appropriate

* For an example of what an **FEC** might look like - see the boxed information on page 39. Note that the FEC has been deliberately kept to one page

FECs should exist in **both** hard and soft copy versions. Hard copy versions are particularly useful in 'reception centres' such as the FRRC, in hospitals (where associated FR might be present), in mortuaries (where associated FR might be present) etc.

Soft copy FECs can be pre-loaded on to every PC and similar electronic device (where there is also a telephone nearby) operated by the accident airline. This means that valid (accident related) calls to most airline telephone numbers (other than to the airline's dedicated emergency [telephone] call centre itself) from e.g. associated, non-involved FR - can be answered and 'managed' by almost all airline staff

Of course, the airline person answering (as per above) should firstly always try to persuade such caller to be transferred (or to redial if 'transferring' is problematic) to the airline's emergency (telephone) call centre

However, if the caller refuses or is otherwise unable to do this (for whatever reason) the airline person taking the call can open the 'blank' electronic FEC template on any nearby airline PC / similar device - and then complete it (the FEC) with the caller - promising at the end of the call that someone will call back from the airline as soon as appropriate, associated information becomes available

All that is then needed is to end the call, save the completed FEC and forward it to the emergency (telephone) call centre - where it will be dealt with accordingly. Naturally, training and exercising in the above procedure would be required for the vast majority of airline staff

As an absolute, minimum requirement - **hard copy** versions of the FEC must **always** be available

** As known to the person providing such information





Note 1 - names / titles of facilities, forms, cards etc. referred to in this Section 6 are 'generically representative' only i.e. they may be known by different (but typically similar / with same meaning) names / titles - depending on the airline / airport / government agencies etc. involved

Note 2 - in a 'worst case' (but nevertheless fairly realistic scenario in many parts of the world), none or very little of what has been described in this Section 6 might be available / will take place..... **OR** - if available / in place, might be handled in a totally ineffective, inefficient, non-humanitarian etc. manner





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7. Flight Crew & Cabin Crew from Accident Flight

Reminder - we are basing this section on the page 8 assumptions & page 9 scenario

Immediate Aftermath [Just After the Accident]

Up to this point we have used the term 'victims' in a context which refers to *everyone* who had been on board the accident aircraft i.e. both passengers *and* crew (the reader will recall that the term 'ground victims' does *not* mean exactly the same thing as 'victims')

It is today best practice for *uninjured crew* victims to be (and thereafter remain) *segregated* from *uninjured* passenger victims, once transported away from the accident location itself. The primary reason for this is the potential risk of such passengers possibly perceiving the crew as responsible, in some way, for causing the accident - and reacting accordingly

Uninjured crew will typically still be required to follow the same procedures as uninjured passengers - including being initially held at an airside, airport 'confinement' type facility until released.

However, all such *crew* holding and reception facilities (whether 'on-airport' or [eventually] 'off-airport') should be separate from those provided for uninjured *passengers* - including use of different landside hotels (or equivalent accommodation) once all uninjured victims (passengers and crew) eventually leave the accident *airport* - assuming that use of such hotels is required / necessary / available

Furthermore, landside hotel (or equivalent) accommodation used to accommodate * associated, non-involved FR will also typically be different from equivalent accommodation used by uninjured crew

* The exception here being for associated, non-involved FR of *crew* - such FR typically being accommodated together with (same hotel as used for) uninjured crew victims

Lastly, and to 'set the scene' for the next part of this information article (entitled 'The Shorter Term' - starting on page 70) - the reader is reminded / advised that *separate* hotels (or equivalent accommodation) should ideally be available (with good reason [discussed later in this information article]) for:

- Uninjured crew (and their associated, non-involved FR if present) e.g. **Hotel A** (Typical title = 'Uninjured Crew [Victim] Reception Centre - Landside')
- Uninjured Passengers e.g. **Hotel B** (Typical title = 'Uninjured Passenger [Victim] Reception Centre - Landside')
- All associated, non-involved FR e.g. **Hotel C** (Typical title = 'Humanitarian [or "Family"] Assistance Centre')





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Short Term

Catastrophic Air Accident - the Shorter Term

Use of the words 'immediate aftermath', 'short term', 'medium term', 'long term' and similar - as used in this information article - should be interpreted by the reader in a relatively flexible manner where so required i.e. such use should not be regarded as absolute / definitive

Such 'flexibility' is required depending on the actual 'incident' circumstances in play 'on the day'

IMPORTANT NOTE

A reminder is provided here that the reader should be aware of the concept and operations (at time of major crisis) of the airline '**Humanitarian Assistance Team**'. Firstly, follow the link below:

<https://www.aviationemergencyresponseplan.com/information/>

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

'.....* **Information Article - The Humanitarian Assistance Team** (HAT).....'

Click on the article to open and read it





8. Air Victims - Shorter Term

Reminder - we are basing this section on the page 8 assumptions & page 9 scenario

Reminder - see again the definition of 'FR' - page 5

The Dead (Shorter Term [Near Future])

In due course the air accident investigation authority (in conjunction with the appropriate police force [federal, regional, local etc.] - and possibly a government official typically known as a coroner / medical examiner / equivalent person) will give permission for bodies / body parts to be * moved from the accident location to mortuaries (USA term = 'morgue') - typically in hospitals, government provided facilities, undertaker (funeral director) facilities etc.

* If not already done during the 'immediate aftermath' phase

However, a mass fatality incident can easily result in many more bodies (possibly in the many hundreds) than the capacities of locally available mortuary facilities - in which case 'temporary' mortuaries are expected to be additionally sourced, set up and operated

Government, regional and local authorities (+ airlines and airports also) should have accounted for such a possibility in their contingency plans. However, whilst the latter is easy to write about here, it is very much harder to find that this has been done in reality

Temporary mortuaries should ideally have temperature controlled facilities such that decomposition of bodies is arrested or delayed. However, this concept and the associated facilities will **not** be viable / available in much of the world

Typical types of **temporary** mortuary might include:

- Cold store warehouses and similar - including supermarket and similar chiller facilities
- Mobile (container) freezer or chiller facilities
- Ice-houses
- Ice skating rinks / Indoor ski slopes etc.
- Large buildings such as non-chilled aircraft hangars, warehouses and similar
- Anything else appropriate

In extremis a temporary mortuary can be set up outdoors e.g. ideally in climates where nature will ensure that body decomposition will be arrested / delayed; in other climates by surrounding bodies with blocks of dry ice etc.

In warm / hot natural climates where the availability of dry ice in sufficient quantities might be problematic / non-existent, bodies will **very rapidly** decompose if not chilled in some way. However, there might well be no choice in the matter





Outdoor mortuaries for mass fatalities (where nothing more suitable is available) are ideally located in facilities such as sports stadiums. Needless to say, privacy and security should be paramount considerations where possible / feasible / practicable - but this might be difficult / impossible to achieve 'on the day'

In a 'well controlled / managed' situation where resources and circumstances 'on the day' so permit / are feasible, the only family, relatives and friends who might (*repeat.....might*) be permitted to view the dead at this time are likely to be selected, associated travelling companions (i.e. the uninjured and walking injured - if any) from the accident flight

Additionally, (and where local resources and circumstances 'on the day' so permit / are feasible), selected, associated and non-involved (non-flying) family, relatives and friends who are already locally 'available' (e.g. mainly 'meeters & greeters' from the arrival airport [if any]) may also be permitted to view the dead

In both cases above, the purpose of such viewings at this point, will typically be to attempt / augment early identification of the deceased

The decision to permit such viewings will typically be taken by the most senior local commander at the airport / accident site (overall commander) or equivalent person - in conjunction with any / all of the air accident investigation authority, the responsible police commander and the responsible coroner / medical examiner / equivalent person

Actual circumstances 'on the day' might dictate that such viewings cannot be considered / are not recommended - typically due to body damage caused by the accident

All appropriate and available methods of providing humanitarian / psychological support to viewing FR should be provided at the time and subsequently - where circumstances and resources so permit

The reader should clearly understand that, *in some (if not many) parts of the world*, none of the above will be provided / available - at least in the * immediate to shorter term. This may typically be due to the accident location itself (e.g. remote) and / or lack (for whatever reason) of the appropriate skills / disciplines / commitment and resources required

* Note that many (but not all) airlines are capable of reasonably rapidly deploying something typically known as a 'GO Team' or 'Field Team' to the accident location. Persons comprising such teams usually (between them) have a wide range of skills - possibly including those relating to 'disaster victim identification (*DVI*)' and '*recovery and identification / reconciliation of personal effects*'

When a GO Team arrives at an accident location, it is possible that its team members might be the first to be able to address 'management of deceased' type operations in a meaningful way. The problem with this is that if the accident occurs on the other side of the world from where the airline 'generates' its GO Team (a reasonable likelihood in international, long-haul airline ops) - it can take up to 48 hours for said team to arrive 'on site'





DVI and personal effects recovery and identification services are typically provided to the airline by third party (commercial) expert providers of such services

As such the third party personnel are considered to be a 'notional' part of the accident airline's response e.g. they may deploy as an integral part of the GO Team or, where more convenient / effective / efficient / quicker etc. - may deploy independently - until such time as they arrive at the accident location, whereupon they are 'absorbed' as an integral part of the airline GO Team

Such third party DVI etc. services (deployed on behalf of the accident airline) can only be implemented if the appropriate national (or equivalent) authority / authorities (in the country / countries concerned) so requests and / or gives permission

Furthermore, in relatively rare circumstances, it is possible for the dead to be treated in any / all of a degrading, disrespectful, criminal, desecrated, incompetent etc. manner - including:

- Stealing of personal effects, including 'body jewellery'
- Removal of gold teeth
- Interference with evidence (remember, the accident site should always be initially considered to be a potential crime scene)
- Non-effective securing / safeguarding of bodies (dogs have been known to remove and eat body parts at mass fatality locations - even with emergency authorities present)
- and so on!

Lastly, there may be no dead to deal with as they are all (or almost all) ** missing and, eventually, may be presumed to be irrecoverable. Malaysian Airlines Flight MH 370 (227 passengers and 12 crew - ['disappeared' without trace in March 2014]) is an example of this - as is Air France Flight AF 447 (216 passengers and 12 crew - [crashed in a deep and remote part of the mid-Atlantic Ocean in June 2010 - 50 bodies recovered within around 2 weeks of accident occurrence; another 104 bodies recovered almost 2 years later; remaining 74 bodies never recovered])

** A situation could also arise where victims are perhaps not pedantically 'missing' - but where all human remains are so small that only e.g. DNA testing will eventually establish their identities. Click on below link to read about an example of such a situation:

<http://www.bbc.co.uk/news/world-europe-32799471>





The Injured (Shorter Term [Near Future])

The injured will typically be provided with more comprehensive medical treatment and care than might have been available during the 'immediate aftermath' phase. In the vast majority of situations this will be provided in a hospital (or equivalent medical facility) setting

Where air ambulance (rotary and / or fixed wing) resources are available, priority for use of such air resources is typically reserved for the most critically injured

For 'remote' accidents, such advanced medical treatment and care will almost certainly be delayed until the injured arrive at an appropriate medical facility

Note 1 - Standards of hospitals and equivalent facilities (usually combined with standards of associated medical treatment / care) vary hugely around the world - even within the same country

The reader is reminded again of the 'assumptions' made and 'scenario' used as related to *this* information article - and in conjunction with that, it might reasonably be expected that the injured will receive the highest of medical treatment / care standards - combined with use of advanced medical facilities

In contrast and in reality, many countries in the world still have only the most basic (primitive) of hospital and other medical facilities - typically combined with low levels of medical treatment and care standards + minimal medical resources of all types

It is in the nature of international air transport (particularly 'long-haul' flights) for air accidents to potentially occur absolutely anywhere in the world, including in countries as described in the paragraph immediately above

Of course airlines know where they are flying to and, as part of their emergency response planning effort, should identify associated * **destinations** where poor medical standards / facilities are expected to apply. Having done this, appropriate **solutions** should be found, if available / possible

* The **overflight** of countries required to get to (& from) such destination airports cannot be similarly considered (in terms of finding solutions to poor medical standards / conditions in such overflown countries) - as the effort and costs involved would typically be prohibitive to any airline - and also not be commensurate with the associated risk

However, should an airline accident actually occur in some such 'overflown' country - the airline's GO Team (including airline contracted [external / commercial] medical & mental health assistance organisations such as 'International SOS' and 'Centre for Crisis Psychology' respectively - see further below) would almost always be deployed to same accordingly - situation 'on the day' so permitting

Practically speaking, such **solutions** (as mentioned a little further above) might typically relate to:

- Identifying and pre-arranging for use of 'local' **private** hospitals if available - provided (as is usually the case) that they can offer better medical treatment, care and facilities than the equivalent 'public' hospital(s). There is obviously going to be a significant 'financial' consideration here for the airline





- Entering into an on-going contract with an appropriate (external / commercial) emergency medical response entity which can rapidly deploy worldwide in medical type support of an aircraft accident e.g. 'International SOS' - <https://www.internationalsos.com/>
- Entering into an on-going contract with an appropriate (external / commercial) air ambulance (casualty / medical evacuation [CASEVAC / MEDEVAC]) entity. Again, 'International SOS' is an example
- Entering into an on-going contract with an appropriate (external / commercial) emergency psychosocial entity which can deploy worldwide in psychological / psychiatric type support of an aircraft accident e.g. 'Centre for Crisis Psychology CCP' - <http://www.ccpsupport.co.uk/>
- Trying to engage international and parent government(s) interventions

Despite the above regarding poor / inadequate medical treatment and facilities at specified airline destinations - many airlines operating to such destinations have absolutely no plan and / or engagement of associated, external medical and psychosocial type resources for dealing with such situation

Note 2 - Government and similar legislation / regulation on **data protection** and **personal privacy** type matters now exists in many countries - particularly in those classified as 'more' and 'most' developed. It has been practically demonstrated that 'pedantic' application of such legislation etc. has sometimes adversely 'got in the way' of the most effective and efficient emergency response activities related to a major disaster (including mass fatality situations)

Some (just a few e.g. Australia and New Zealand) **responsible governments / authorities** (but there are, unfortunately, still not many others in this category [insofar as data protection etc. is concerned] around the world) have now recognised this and included appropriate safeguards designed to ensure that this should not happen again. However, a very real danger still exists that such safeguards might not necessarily be 'known' to those at the lower, working levels of disaster / emergency response

Such 'adverse impacts' can particularly relate to the situation of **hospitalised**, injured victims from e.g. a catastrophic air accident - in that there is a real risk that airline emergency responders (particularly those trained and exercised in providing 'humanitarian assistance, welfare and information services' + also those outsourced medical specialists mentioned a little further above) **will be denied access to hospitals etc. where such injured victims are located**

The situation can even extend adversely to associated and genuine (non-involved) families, relatives and friends of such accident victims e.g. in some countries, access to hospitalised injured victims might be denied - with the exception of a **nominated** contact person / closest relative / next of kin only. (Where the latter is 'enforced' - just think of the associated problems where the injured victim is not able to communicate [e.g. unconscious / sedated etc.] and the hospital etc. has not been provided / not been able to ascertain who the nominated contact person etc. might be! The UK is an example of a typical country where this might apply)

If the reader wishes to 'take a look' at how one country (Australia) has attempted to address the issues of **'emergency responders versus data protection law'** in a positive way - please follow the below link

<https://www.comlaw.gov.au/Details/C2006A00148>





The Uninjured (Shorter Term [Near Future])

Note - the reader will recall from Section 7 (page 68) that it is best practice to *separate* uninjured passenger victims from uninjured crew victims - after these groups have been removed from the accident site location itself - and thereafter such separation would typically continue to be applied

Whilst *some* (repeatsome) *airlines* (as at 2019) were starting to manage their part of this segregation task reasonably effectively - the same could not yet, unfortunately, be said of most *airports*

What this means in practice is that it is more likely than not that uninjured crew and uninjured passengers will still be initially contained *together* in the same airport, airside facility (remember that we called this the 'Uninjured Victim Reception Centre - Airside VRC [A]'). In such circumstances, it is only after leaving the VRC (A) (i.e. passing from *airport* to *airline* responsibility) that segregation *might* then be implemented by the airline itself e.g. separate landside hotels for uninjured crew victims and uninjured passenger victims

Accordingly, *and for the sake of simplicity only*, this sub-section has been written assuming that such segregation is **not** yet available / practised by the accident airline **or** the accident airport. **The same assumption also applies to this entire information article unless stated otherwise**

Leaving the Accident Airport

In the shorter term timeframe it is now assumed that all *uninjured* accident victims will have been:

- Processed accordingly at the 'Uninjured Victim Reception Centre - *Airside*'
- Cleared by the 'authorities' to leave the Uninjured Victim Reception Centre - Airside
- 'Requested' by the *airport operator*, albeit politely / diplomatically, to * leave the airport without delay (as the airport will wish to resume 'normal operations' as soon as possible)

* Assumes here that **a)** appropriate immigration and similar clearances to enter / re-enter the country will be granted - **and b)** that uninjured victims will be re-united with their 'meeter and greeter' FR (if any) **at the airport and c)** that uninjured victims are not intending to resume travel (from that airport / wherever - and for whatever reason) **in the shorter term**

Due to accident circumstances, it may be that all / many such uninjured victims no longer have travel documents (tickets, passports, vaccination certificates etc.) and / or luggage and / or access to finances and / or access to ready communications (e.g. mobile phones) etc.

In such circumstances, the 'authorities' are typically ** required to at least *facilitate* (make easy / easier) the associated *administrative and other* requirements for leaving the airport e.g. typically:

- Immigration clearance to enter (e.g. due crash on arrival) or re-enter (e.g. due crash on departure) the country - where appropriate





- Customs clearance & baggage reclaim (where possible for latter)
- Health clearances etc.
- Security clearances (if required) etc.

**** International civil aviation law** (ICAO [International Civil Aviation Organisation] Annex 9 Chapter 8) **lays down** what is actually required here in the way of 'facilitation'. This 'law' is generally applicable in almost all countries worldwide

However, there is a potential problem here in that the appropriate persons at 'customer facing' level (Airport based Customs, Immigration, Security officers etc.) **required to provide / implement such facilitation in practice can** (in many, many such countries) **be expected to have never heard of** (will not know of) **this international, legal requirement**. In other words, problems might be reasonably anticipated on many such **facilitation related matters**

Generally speaking, once uninjured victims leave the accident airport they become the responsibility (from humanitarian, welfare, information supply, financial assistance etc. viewpoints) of the accident ***** airline** and / or the latter's **appointed local representative(s)**

******* In a very small number of countries such responsibilities are assumed by appropriate government (national / regional / local) authorities. The latter may assume this responsibility completely (as in the UK) or share same with the accident airline and others (as in the USA)

The following information (taken from pages 34 and 35 of this information article) is now repeated below, in *blue italicised font*, for the convenience of the reader:

*'.....Once **uninjured** victims have been cleared to leave the holding, airside (airport) facility (confinement) - the next actions taken by emergency and similar responders might typically involve:*

- ***Reuniting uninjured** accident victims with **associated FR** (if any) who had been waiting (or subsequently arrive in the **shorter term**) at the airport to **meet / greet** (or otherwise enquire about) persons from the accident flight*

*This 'immediate / early' re-uniting is usually accomplished at the **airport** itself (at an appropriate airport **landside** location[s]), under the management / control of the **airport operator** - typically assisted by the aircraft operator concerned, ground handling staff, local police, NGO, voluntary and religious / faith organisations etc.*

- *Making arrangements (if so possible / practicable at this early stage) for **uninjured** accident victims & **associated FR** (typically meeters / greeters) present at or near the airport - to be reunited with associated **injured** victims - such reuniting usually being accomplished at hospital(s) where injured victims have been taken*
- *Where possible, practicable and permitted - making arrangements for **uninjured** accident victims and **associated FR** (typically meeters and greeters) present at or near the airport - to be ******** reunited with associated **deceased** victims*





**** Note that in the more developed countries, it will typically be **exceptional** for reuniting with the dead to be possible, at this early point in time post-accident. Even where this is possible [e.g. for 'identification of the deceased' purposes], it is likely to be strictly controlled - but also accomplished in the most dignified manner practicable, given the circumstances 'on the day'

Conversely, in some situations / countries - there will be absolutely no 'official' control of this matter whatsoever e.g. **at best** the dead might be simply laid out [on the ground at or near to the accident site, in hospitals, in mortuaries {if such exist}] - and uninjured victims, associated FR etc. will need to visit each, in turn, until [if] an identification is made

There is often no associated control and / or dignity and / or assistance provided by the 'authorities' (including the involved airport and airline) in circumstances such as those outlined in the paragraph immediately above e.g. it has been known for decaying body **parts** only to be 'on display' e.g. it is possible that personal effects might have already been stolen from the dead etc. e.g. appropriate transport, escort, security, information, humanitarian assistance etc. is not provided / available etc.

- Checking what **uninjured** accident victims might want to 'do next' and facilitating this insofar as is possible / practicable - some of which might typically include (as applicable):
 - Going home (wherever 'home' might be)
 - Staying locally with FR / similar - until ready to travel again
 - Carrying on with the original journey if appropriate (if not to home)
 - Returning to original journey departure point if appropriate (if not to home)
 - Going to a **** facility (usually a relatively nearby **hotel** provided by the accident **airline** and / or [more rarely] the 'authorities') in order e.g. to recover from the trauma of the accident before deciding 'what to do next'

***** As already mentioned, this facility is known in an airline context as the '**Uninjured Victim Reception Centre - Landside**' - or some such similar (same meaning) title

This facility can also be used whilst uninjured accident victims deal with the various local consequences / responsibilities related to associated FR **travelling companions** - who might have been injured, killed or are missing - or where their circumstances remain unknown

Re-uniting with other (non-flying) associated FR (including **meeters / greeter type FR**) might also be accomplished here - if not already done at the accident airport

It is usual (best practice) for the accident airline to offer free 24H accommodation, security, available hotel type services and local financial support to uninjured victims - whilst they remain at this facility

Reminder - up to the point that uninjured accident victims and their 'meeting & greeting' FR leave the accident airport - the **airport** authority / operator typically (but not always) retains prime responsibility for all aspects of assistance, care and welfare, security etc. provided to same. Once these two groups leave the airport's jurisdiction and thereafter (for a reasonable duration) - this responsibility typically transfers (but not always) to the accident **airline**





In a small number of countries e.g. UK and USA, national and local government authorities (and similar) are legally required to assume responsibility for uninjured victims and their associated FR. This responsibility can be shared with the accident airline and others (as is the case in the USA [where accident airline participation is mandatory]) or assumed solely by the authorities and similar (as in UK) - although in the latter situation the offer of any 'assistance' from the accident airline is likely to be accepted

*Note - in a 'worst case' but fairly realistic scenario, none or very little of what has been described anywhere above (concerning **uninjured** accident victims) will be available / will take place i.e. expect the worst!*

Continuing with Travel (to 'wherever')

Some uninjured victims may choose to resume travel where appropriate, as soon as this can possibly be arranged. Destinations can vary according to the wishes of travellers. The main destination options (expressed generically) have been documented under the **last**, **main** bullet point on the **previous** page

The accident airline (and / or its representative[s]) will typically make (and pay for) the appropriate travel arrangements. The following considerations (and more) may need to be accounted for here:

- Loss of essential travel documents
- Loss of other, essential personal effects (including money, credit cards, mobile phones etc.)
- Accident airport may be closed (e.g. as a result of the accident i.e. use another airport)
- Traveller(s) might need to use several combinations of transport type to get to where they are going e.g. air, road, rail, ship / boat etc.
- *Traveller(s) might not wish to make the journey using any form of **air** transport
- Reliable (onward) contact information to be provided **by** traveller(s)
- Reliable airline contact information (as related to accident) provided **to** traveller(s)
- Continuity of provision of humanitarian, welfare, information, financial and other, appropriate assistance etc. - where possible / practicable / available

* The traveller will need to be realistic here e.g. the journey from Australia to UK **can** be made using surface transport - but the latter is typically far from desirable for all concerned

Where possible / practicable so to do - 'meet and greet' type services may be provided for such travellers + (if flying) access to First Class / Business Class airport lounges + the ** **possibility** of seating upgrades on flight(s) etc.

** The accident airline will have little or no control of this if it does not operate such flights itself





At the Uninjured Victim Reception Centre - Landside

For uninjured victims *not* living locally *and / or* electing *not* to stay with local (associated, non-involved) FR as appropriate *and / or not* (or not yet) wishing to resume travel - the accident airline typically offers the services of its 'Uninjured Victim Reception Centre - *Landside - VRC (L)*'

As already mentioned, the *VRC (L)* will ideally be situated in a suitable and relatively nearby (with regard to the accident airport) hotel / hotels. However, do note that local circumstances 'on the day' might dictate that such hotel(s) may be neither suitable nor nearby - or even available at all

Indeed, such a facility can and has been (in the past) set up in schools, gymnasiums / sports centres, religious / faith related facilities - and even in individual homes offered by the local population. To put this into some context, remember that an air accident can occur absolutely anywhere in the world, at any time and in any season

However, we shall now continue as per our page 8 assumptions and page 9 scenario - and concentrate on what can be expected to happen to uninjured victims at the *VRC (L)*

The accident airline (and / or its local airline representative) will have typically arranged transportation and escort of uninjured victims from the airport to the *VRC (L)* hotel or * hotels

* Note that a single hotel may have insufficient capacity (vacant rooms) where large numbers of uninjured victims are involved. Consequently, several different hotels might 'collectively' form the *VRC (L)* - any of which might or might not be near to each other. Room sharing might be required where necessary. A reminder here that no such hotel might be available at all

'Good' airlines will already have 'chosen' and documented such potential *VRC (L)* hotel(s) for their route network - as part of their 'station / destination airport' emergency response *pre-planning* preparations. Ideally (not always possible) an associated and appropriate 'memorandum of understanding' should have been agreed and signed by the airline and the appropriate hotel(s)

However, it will generally not be possible for such hotels to ever be able to *guarantee* room availability for such contingencies i.e. the provision of rooms and hotel services will typically be on a 'best effort / space available / on the day' basis only

Also ideally (but rare in practice) - staff from such hotels should be (reasonably) regularly trained and exercised by and with the appropriate airline, in what might be required of them (hotel staff) 'on the day'

The hotel(s) involved might reasonably ask for some form of payment in consideration of agreeing to the above - typically either in the form of an annual retainer - and / or a pre-agreed premium over and above normal hotel rates, for the period during which uninjured victims might be accommodated in said hotel(s)





Before arrival of uninjured victims at the **VRC (L)** the accident airline and / or local airline representative should pre-notify the hotel of the number of persons (and *ideally*, their names, genders and ages) due to arrive - and at what time. The hotel should then *ideally* pre-allocate rooms *prior* to arrival - together with production of an associated 'guest list'. Where room availability is limited and no other viable options exist, room sharing must be anticipated, accepted and managed accordingly (i.e. sensitively, culturally, diplomatically etc.)

Where possible, a dedicated and relatively 'private' hotel check-in area and service team should be provided for the 'uninjured victims' only

Also where possible, the accident airline etc. should pre-arrange for the hotel / whoever to provide *additional* security measures for uninjured victims, supporting staff etc. whilst they are at the hotel - particularly with regard to unsolicited / unwanted 'media', unsolicited / unwanted lawyers, security related and similar intrusions etc.

It is 'usual' for all normal hotel services (*within reason and as available*) to be provided to uninjured victims during their stay. (Note - the accident airline will typically pay for all of this and more [the 'good' airline having *pre-insured* this risk and thus be able to claim back such expenditure in due course]. Such expenditure can, depending on actual circumstances 'on the day', be *very* significant)

Again, the 'good' airline will have *pre-planned* for direct manpower support to be made available to uninjured victims staying in the **VRC (L)**. Such manpower might typically be provided by:

- The accident airline itself (*locally* based staff) and / or staff from its local airline representative (Ground Handling Agent)
- Specifically assigned (and preferably trained in crisis duties) hotel staff
- Voluntary, faith (religious) and other non-government type organisations (e.g. the Red Cross / Red Crescent etc.)
- The accident airline's 'GO Team' (particularly the 'humanitarian assistance' element) upon arrival. (Note - for '*long-haul*' airlines, the airline GO Team might not arrive for some time - e.g. *up to* 48 hours in extremis - after initial accident notification to the airline)
- In some countries / jurisdictions (e.g. UK and USA), one or other degree (national / regional / local) of government & similar support / involvement will also be provided
- Others TBA

Where it had not been possible to match and re-unite any / some uninjured victims with their associated, non-involved (typically 'meeter & greeter' type) FR *at the airport* - the shorter term matching process will have typically continued (e.g. as managed by the accident airport, accident airline, local police, whoever etc.)

Where (if) 'matches' are *subsequently* made, arrangements will typically be made for the 'matched' associated, non-involved (** typically 'meeter & greeter' type) FR to be transported (from wherever) to the **VRC (L)** - for the purposes of *re-uniting* with the appropriate, uninjured victim(s)

**** Remember that we are still in the 'shorter term' post-accident timeframe here - meaning that it is unlikely that '*non-local*' FR will have yet been identified - yet alone been able to travel to / near to the accident location - in order to be 're-united' with an associated accident victim(s) - whether uninjured, injured or dead**





Where matches are made with associated, involved victims (being **injured** and / or **deceased** travelling companions from the accident flight) - appropriate re-uniting arrangements (for the associated **uninjured** victims) will be made / attempted accordingly (by whoever) - subject to actual circumstances 'on the day'

Elsewhere

Other locations where uninjured victims **might** typically be found after leaving airport 'confinement' include:

- Still at the airport (or some other appropriate airport if available - assuming that the accident airport has been closed) for the purpose of *** continuing travel
- *** Although unlikely, it is possible that such uninjured victims have already departed on their 'continuing travel' journey
- At the local hospital(s) (e.g. with or attempting to find / identify injured [travelling companion] victims)
- At the local mortuary / mortuaries / wherever (e.g. with or attempting to find / identify deceased [travelling companion] victims)
- At the accident site itself (e.g. where so permitted; where site security is non-existent etc.)
- Staying with locally living (associated, non-involved [and possibly meet & greet]) FR
- Anything else arranged independently by the uninjured victim(s) / whoever

In all such cases the accident airline should already have taken appropriate measures to always know the location(s) and contact information of / for all such uninjured victims in such circumstances - primarily in order to continue with the provision of humanitarian, welfare, information, financial and other, appropriate assistance etc. - where possible / practicable / available. However, it must be recognised that this will not always happen e.g. in the shorter term where uninjured victims have **directly accompanied** associated injured victims from the **accident site** to hospital; the dead to mortuaries etc.

Reminder - in reality, many (but not all) airlines today are able to plan on providing separate landside accommodation for uninjured **crew** victims (i.e. separate from the landside accommodation allocated to uninjured, **passenger** victims). Where this has been possible, associated **FR** of such **crew** members will typically be accommodated in the **same** facility (as the uninjured crew), where appropriate and possible so to do

Note 1 - names / titles of facilities etc. referred to in this Section 8 are 'generically representative' only i.e. they may be known by different (but typically similar / with same meaning) names / titles - depending on the airline / airport / government agencies etc. involved

Note 2 - in a 'worst case' (but nevertheless fairly realistic scenario in many parts of the world), none or very little of what has been described in this Section 8 might be available / will take place..... **OR** - if available / in place, might be handled in a totally ineffective, inefficient, incompetent, non-humanitarian / compassionate etc. manner





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9. Associated, non-involved Families, Relatives & Friends (FR) - being 'Meeters & Greeters' & Similar

Note - this section 9 relates primarily to associated, non-involved FR who **had been waiting** at the accident flight's destination airport - to **'meet and greet'** passengers and / or crew from the accident flight

Reminder - we are basing this section on the page 8 assumptions & page 9 scenario

Reminder - see again the definition of 'FR' - page 5

Shorter Term [Near Future]

Appropriate information (taken from Section 4 - starting at bottom of page 42) is repeated below (blue font) in order to 'set the scene' for what is to come in this Section 9

..... Leaving the Airport

After an appropriate period - (and assuming that some / any / all **airport** located FR have **not yet** been reunited with all associated air victims that they were waiting to meet / greet) - the **airport** authority / operator will typically wish to 'move on' (remove) such FR from the airport itself, and pass them on - into the responsibility and care of the accident **airline**

When this occurs the accident airline should check with the airport operator and / or such FR / and /or whoever what they (the FR) want to 'do next' - and facilitate such requirements insofar as is possible / practicable - some of which might include:

- Go home (it is assumed herein that FR who were waiting at the airport to 'meet / greet' associated passengers - live reasonably near the airport)
- Go to (**be accommodated at**) a facility (usually a local hotel / hotels provided by the accident **airline** and / or [rarely] the 'authorities') in order to be regularly briefed (by the airline and / or the authorities) re the on-going incident response operation and updates as to the whereabouts and status (dead, injured, uninjured, missing, not known etc.) of the person(s) that they were waiting to meet / greet. Humanitarian, welfare and other appropriate support to such FR will typically continue to be provided at this facility

This facility can also be used for the same purposes by inviting those FR **who had decided to return to their local homes** - to attend the facility when so notified, in order to be present at the regular incident related briefings (usually held several times daily by the accident airline and / or similar authority)

This facility can also be used to accommodate associated, non-involved FR - who might **eventually** be transported in (by the accident airline) from **non-local** locations worldwide





It is usual (best practice) for the accident airline to offer free 24H accommodation, services & support to all such associated, non-involved FR - whilst they are accommodated at this facility

Such facility is commonly known as a '**Humanitarian (or 'Family') Assistance Centre (HAC / FAC)**

Reminder - FR are generally free to leave the above facility (HAC [FAC]) at any time.....'

At the Humanitarian (Family) Assistance Centre

For (*) locally living) associated, non-involved FR (typically but not always being 'meeters & greeters') **not** electing to return to their local homes after leaving the accident airport - the accident airline will typically offer them the services of its '**Humanitarian Assistance Centre - HAC**'

* Whilst beyond the scope of this Section 9, the reader should note for now that the HAC will also **eventually** be used to accommodate other (limited in number) associated, non-involved FR (**not** living locally to the accident location i.e. travelling in from anywhere else in the world) who might accept the accident airline's eventual 'invitation' to travel to / near / as near as possible to the accident location. Note that such 'invitation' is best practice amongst many (but not all) airlines. It is also legislated for and / or best practice in certain jurisdictions e.g. the USA; Australia; Brazil etc. See Section 10 for further details

As previously mentioned, the **HAC** will ideally be situated in a suitable and relatively nearby (with regard to the accident airport) hotel / hotels. However, do note that local circumstances 'on the day' might dictate that such hotel(s) may be neither suitable nor nearby - or even available at all

Indeed, such a facility can and often has been (in the past) set up in schools, gymnasiums / sports centres, religious / faith related facilities - and even (for 'non-local' FR travelling in to / near to the accident site) in ** individual homes offered by the 'local' population. To put this into some context, remember that an air accident can occur absolutely anywhere in the world, at any time and in any season. At some such locations the establishment of a 'local area' HAC will simply not be possible

* As was the case with the Swissair Flight SR 111 accident in Nova Scotia (Canada) coastal waters - Sep 1998

However, we shall now continue as per our assumptions and scenario shown on pages 8 and 9 respectively - and shall concentrate on what can be expected to happen to FR at the HAC

The accident airline (and / or the local airline representative) will have typically arranged transportation and escort of local FR (if they so wish it) from the accident airport to the HAC *** hotel(s)

*** Note that a single hotel may have insufficient capacity (vacant rooms) where large numbers of FR are involved. Consequently, several different hotels might '**collectively**' be required to form the HAC - any of which might or might not be near to each other. Room sharing might be required where necessary. A reminder here again that no such hotel (or equivalent accommodation) might be available at all





‘Good’ airlines will already have ‘chosen’ & documented such potential HAC hotel(s) / equivalent(s) for their route network - as part of their emergency response *pre-planning* preparations. Ideally (not always possible) an associated and appropriate ‘memorandum of understanding’ should have been agreed and signed by the airline and the appropriate hotel(s). However, it will generally not be possible for such hotels to ever be able to guarantee room availability for such contingencies i.e. the provision of rooms and hotel services will typically be on a ‘best effort / space available / on the day’ basis only

Also ideally (but unfortunately rare in practice) - staff from such hotels should be (reasonably) regularly trained / exercised by and with the airline, in what might be required of them ‘on the day’

The hotel(s) involved might reasonably ask for some form of payment in consideration of agreeing to the above - typically either in the form of an annual retainer and / or a pre-agreed premium over and above normal hotel rates, for the period during which FR victims are accommodated in the hotel(s)

Before arrival of FR at the HAC the accident airline / local airline representative should pre-notify the hotel of the number of persons (and their names, genders and ages if possible) due to arrive - and at what time. The hotel should then ideally pre-allocate rooms *prior* to FR arrival - together with production of an associated ‘guest list’. Where room availability is limited and no other viable options exist, room sharing must be anticipated, accepted and managed accordingly (i.e. sensitively, culturally, diplomatically etc.)

Where possible, a dedicated and relatively ‘private’ hotel check-in area and specific service team should be provided for ‘FR only’ upon arrival

Where possible, the accident airline should pre-arrange for the hotel / whoever to provide *additional* security measures for FR, supporting staff etc. whilst they are at the hotel - particularly with regard to unsolicited / unwanted ‘media’, unsolicited / unwanted lawyers, security related and similar intrusions etc.

It is ‘usual’ for all normal hotel services (*within reason and as available*) to be made available to FR during their stay. (Note - the accident airline will typically pay for all of this and more [the ‘good’ airline having pre-insured this risk and thus be able to claim back such expenditure in due course]. Such expenditure can, depending on actual circumstances ‘on the day’, be very significant e.g. in extremis, millions of USD \$ might be involved)

Again, the ‘good’ airline will have *pre-planned* for direct manpower support to be made available to FR staying in the HAC. Such manpower might typically be provided by:

- The accident airline itself (*locally* based staff) and / or staff from its local airline representative(s)
- Specifically assigned (and preferably trained in crisis duties) hotel staff
- Voluntary, faith (religious) and other non-government type organisations (e.g. the Red Cross / Red Crescent etc.)





- The accident airline's 'GO Team' (particularly the 'humanitarian assistance' element) upon arrival. (Note - for 'long-haul' airlines, the GO Team might not arrive for some time - e.g. **up to** 48 hours in extremis - after initial accident notification to the airline)
- In some countries / jurisdictions (e.g. UK and USA), one or other degree (national / regional / local) of government support / involvement will also be provided
- Others TBA

Where it had **not** been possible to match and re-unite any / some FR with their associated, uninjured accident victims **at the accident airport** - the shorter term matching process will have typically continued (e.g. as managed by the accident airport, accident airline, local police, whoever etc.)

Where 'matches' are **subsequently** made, arrangements will typically be put in place for the appropriate * FR (now located at the HAC; at **local** homes etc.) to be transported to:

- The **VRC (L)** for re-uniting with the appropriate, uninjured victim(s)
- The appropriate **hospital** for re-uniting with the appropriate, injured victim(s)
- The appropriate **mortuary** / equivalent for re-uniting with the appropriate, deceased victim(s) - where circumstances so permit / are advisable (e.g. whilst a 'match' might have been made, re-uniting is only possible where the deceased is 'identifiable' in some way. In certain circumstances such identification might take many months to achieve - if at all)

* Remember that we are still in the 'shorter term' post-accident timeframe here - meaning that it is **unlikely** that '**non-local**' FR will have yet been identified - yet alone been able to travel to / near to the accident location - in order to be 're-united' with an associated accident victim(s) - whether uninjured, injured or dead

Elsewhere

Other locations where FR might typically be found after leaving the accident airport (if not already at local homes and / or the HAC) include:

- At local hospital(s) (e.g. with or attempting to find / identify associated, injured victims)
- At the local mortuary / mortuaries / wherever (e.g. with or attempting to find / identify deceased victims)
- At an appropriate airport in circumstances where associated, uninjured victims have elected to carry on with their air travel arrangements 'as soon as possible'. (Note that the 'appropriate' airport may not necessarily be the accident airport)
- Anything else arranged independently by / for the FR
- At the accident site itself (e.g. where so permitted; where site security is non-existent etc.)

In all such cases the accident airline should have taken appropriate measures to always know the continuing location(s) and contact information of such FR in such circumstances - primarily in order to continue with the provision of humanitarian, welfare, information, financial and other, appropriate assistance etc. - where possible / practicable / available

However, it must be recognised that this will not always have been possible / practicable / available - depending on actual circumstances 'prevailing on the day'





Note 1 - the **HAC** facility is reserved exclusively for the use of FR - and there is good reason for this

For example, take an accident involving a mix of deaths, injuries and non-injuries to victims. If a match is subsequently made between a FR located at the **HAC** - and an uninjured victim located at the **VRC (L)** - then the subsequent re-union should take place at the latter and **not** at the former

If the above protocol was not followed one would soon find the **HAC** full of people - some celebrating, some mourning and some still unaware of what has happened to their 'loved ones'. Such a situation is obviously to be avoided - and can probably be best managed as described further above

Where government authorities / equivalent (in contrast to airlines) provide **HACs** (as a small number do e.g. UK) - they typically do **not** typically follow the requirements of the last three paragraphs above i.e. **everyone** may be bundled in together in the same location - which is not a good idea - for the reason documented above!

Reminder - in reality, many (but not all) airlines today are able to plan on providing separate **landside** accommodation for uninjured **crew** victims (i.e. **separate** from the landside accommodation used by uninjured **passenger** victims). Where this has been possible, associated **FR of such crew members only** should **also** be accommodated in this same facility (i.e. **not** in the **HAC**), where appropriate and possible

Note 2 - names / titles of facilities etc. referred to in this Section 9 are 'generically representative' only i.e. they may be known by different (but typically similar / with same meaning) names / titles - depending on the airline / airport / government agencies etc. involved

Note 3 - in a 'worst case' (but nevertheless fairly realistic scenario in many parts of the world), **none or very little** of what has been described in this Section 9 might be available / will take place..... **OR** - if available / in place, might be handled in a totally ineffective, inefficient and non-humanitarian manner





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10. Associated Families, Relatives & Friends (FR) - located anywhere else in the world

Note - this section 10 relates primarily to associated, non-involved FR anywhere in the world - who had **not** been waiting at the accident flight's destination airport - to 'meet and greet' passengers and / or crew from the accident flight (and similar)

Reminder - we are basing this section on the page 8 assumptions & page 9 scenario

Reminder - see again the definition of 'FR' - page 5

See Section 9 if you are looking for information on 'meeter and greeter' type FR. The information provided in Section 9 **also** applies to associated, non-involved FR who (whilst possibly not having been 'meeters and greeters') **live locally to the accident airport** and wish to avail themselves of the services described in that Section 9

Accordingly, this Section 10 applies to **all other** (i.e. other than those FR described in the paragraph immediately above) associated non-involved FR located anywhere else (on a world-wide basis)

Where felt appropriate, the reader might wish to review again the information provided in Section 5 - before reading further

This Section 10 should be read in conjunction with Section 11

Shorter Term [Near Future]

Assumption

At this point it is **assumed** herein that:

- The accident airline has fully activated its emergency (telephone) call centre (ECC), dark-site and social media capabilities - as appropriate
- Such capabilities are reasonably 'fit for purpose' in that:
 - The ECC has an average **inbound** call taking 'capacity' of 50,000 calls per 24 hours
 - The ECC has a concurrent and reasonably adequate **outbound** call making capability
 - The initial, required 'toll-free' and 'toll-paid' ECC telephone numbers are 'live' and have been / are still being actively and widely publicised using all forms of media





- All websites (normal and dark-site) are up and running - and can adequately 'cope' with the numbers of expected hits
- A comprehensive social media capability is up and running on Twitter, Facebook, Youtube etc. This capability is 'push' only i.e. social media information provided by the airline is deliberately not inter-active (cannot be directly 'replied to' by recipients / readers / users)

Who will be calling the ECC?

When publicising (by all available methods) details of its ECC, an airline should always include (with such publicising) a 'request' similar to the following:

'.....This emergency call centre is for use by potential family, relatives and friends of persons believed to have been travelling on ABCX Airways flight 'ABC 999' - the latter having been involved in a major incident whilst landing at XYZ International Airport at (insert accident time) on (insert accident date)

Flight ABC 999 was scheduled to depart (insert details of departure airport) at (insert **scheduled** date / time) - and to arrive at XYZ International Airport at (insert **scheduled** date / time)

If you do **not** have good reason to believe that you are such a potential family member, relative or friend - please **do not** try to contact this emergency call centre - as you will only cause delay in genuine family, relatives and friend getting through to us

If you wish to see our latest press releases and other associated information concerning this incident, please see our website (insert details)

If you are a bona fide **media representative** please see our website at (insert details). All press releases and similar information will be available here. If you have an urgent (repeat - 'urgent') need to contact us by telephone - we have set up a dedicated 'media' telephone number for this purpose (insert number here). Please do not try to contact the emergency call centre number which is operated primarily for family, relatives and friends use only.....'

Despite the above and other similar messages, thousands of calls will still come in from persons who **do not** need to call at all. Whilst some of the latter will have genuine (but mistaken e.g. they are enquiring about a different flight number; a different flight schedule etc.) reasons for calling, **most will not** - including e.g. calls from the media; from 'rubberneckers' / 'timewasters' etc.

ECC (inbound) call takers are typically trained to ask appropriate questions of all ECC inbound callers in order to '**filter out**' as many as possible of those mentioned in the paragraph immediately above.

ECCs might also be equipped with an 'interactive voice response - IVR' or equivalent system, which will try to automatically filter out most unnecessary calls - before they get to the human call taker





Typical 'filter' type questions used by ECC human 'call taking' operators relate to:

- Airline being enquired about
- Flight number being enquired about
- Flight schedule (route and dates) being enquired about
- Name(s) being enquired about
- Relationship (of caller) to name(s) being enquired about etc.

If a caller gets 'filtered out' the call is ended without delay by the IVR and / or the call taker - thus freeing up that particular telephone line

So, the answer to the title question (on the previous page) is that any 'category' of person may be calling the ECC. However, the accident airline should be making every effort (as described above) to ensure that genuine FR always get through to a 'real' person capable of assisting them - whereas all others get 'deflected' elsewhere (however that might be accomplished)

What will most genuine 'FR' type callers (to an airline ECC) typically want to know from the start?

1. **Was the person(s)** being enquired about **on board the** accident / incident **flight**
2. **If on board** - what is their 'status [condition]' now **i.e. and in very general terms** '.....is / are - he / she / they alive or dead; missing; information not yet known etc.....'
3. **If alive**, are injuries involved - and if so, what is the type and degree of such injuries
4. **If dead** - when and how did they die and 'in what state / condition is the body'
5. **Where** is / are - he / she / they located now (regardless of whether alive or dead)
6. **What** is expected to happen to him / her / them next, after that - and so on
7. **What** is being done to obtain more information (in circumstances where this question is relevant e.g. accident aircraft not found; persons still missing; situation 'not known')
8. **What do I / we do now**

Note 1 - the above list is obviously not exhaustive

Note 2 - the ECC will **not** be able to answer **all** such questions during the first call from a FR type caller

Note 3 - Death notifications require special handling (covered later in this info article)

How will an airline ECC typically respond to the above questions?

Laws, regulations, ethics, customs, cultures, undesirable / incorrect processes, incompetence etc. - can (and have) seriously and unnecessarily 'got in the way' of airlines providing / sharing essential information (with those that need to know it) relating to mass fatality incidents. This applies particularly to prompt, honest and meaningful answers to questions (e.g. as per those listed above) posed to an airline (particularly to its ECC) by associated, non-involved FR type callers

Whilst we are specifically discussing an airline ECC context here - the problems above are typically far more widespread in terms of scope e.g. in one 'infamous' terrorist attack killing and injuring many victims in a major European capital city - the information exchange and liaison between the differing emergency and other responding services / agencies involved was **seriously hampered** by that country's 'data protection' and similarly restrictive 'privacy' type laws





The other problem here is the 'fear' of being sued etc. - based on illegally/similarly (e.g. irresponsibly [culpably / negligently etc.]) providing answers to such questions. The bigger the chance of being sued (also accounting for the potential amounts of 'damages' involved) the bigger the fear

The USA is a prime example of a country where very large compensatory / punitive damages (probably amongst the highest in the world) might be awarded - and this is why some **commercial** US legal entities (law companies) actively try to find reason (if such does not already exist) to 'file suit' on behalf of their * clients in the USA courts rather than in any other jurisdiction

* Typically (in our scenario) being surviving accident victims themselves + their associated, non-involved FR Lawyers 'chasing' victims and FR in order to 'sell' their (unsolicited) services can be a major problem for accident victims and their FR. One jurisdiction (the USA) legally bars such contact for a defined period of time (no contact before 45 days [reader should check for updates]) following an 'incident'. Of course, victims and FR themselves can correspond with and engage legal services at any time - **at their own discretion**

It is one thing for the 'accident airline' as an entity to be sued - but today all levels of airline employees can also be held personally liable for same - if the circumstances so warrant

So, let's now take again those 8 questions (listed on the previous page) and look at some of the options that ECCs (and other airline responders in certain circumstances) **might** possibly need to consider when responding. It can be here assumed that the filtering process has been adequately applied - meaning that callers may accordingly be regarded as ** 'genuine' FR

** However, a potential problem even exists here (i.e. even where the caller **is** a **genuine** family member, relative or friend) as, **in some jurisdictions**, sensitive type personal information regarding victims can **only** be provided to the **single** person regarded as the 'next of kin / closest relative' etc. (See definitions pages 5 & 6)

Furthermore, in some jurisdictions **data protection / privacy; human rights** and similar laws can potentially prevent such information being shared with **anyone** - without (in theory) the permission of the associated accident victim him / herself, provided that he / she remains alive and 'compos mentis - i.e. of sound mind' (Note: in most [but not all] jurisdictions - data protection rights [in general] do not apply to the dead)

The possible good news here is that current 'interpretation' of same seems (at least in some jurisdictions) to be erring on the side of common sense i.e. where the consequences of **not** sharing data are outweighed by so sharing - and this particularly applies during e.g. a catastrophic aircraft accident response and similar. Lastly, remember that such laws will not exist and / or will not be effective in many, many parts of the world

Always keep the information (provided in the 2 paragraphs immediately) in mind with regard to 1 to 8 below

1. Was the person(s) being enquired about actually on board the accident / incident flight?

It should generally be OK for this information to be provided, if available. However, for the definitive answer one would need to be guided by the associated and appropriate law, regulation, custom, culture etc. (if any) - and even then, in many jurisdictions, a clear, satisfactory outcome might not be forthcoming. (Data protection and equivalent 'privacy' type restrictions [if such exist] are the most likely problem areas to be accounted for here). See also Section 11 of this information article for further explanation





2. *If on board - what is their 'status / condition now?' i.e. and in very general terms '.....is / are - he / she / they alive or dead; missing; information not yet known.....'*

Other than 'death', it should be generally OK for this information to be provided, if available

Suggested terminology which might be used (in context) includes *'uninjured'; 'injured / non-life threatening'; 'injured / life threatening'; 'missing'; 'not known'*

However, for the definitive answer one would again need to be guided by the associated and appropriate law, regulation, custom, culture etc. (if any) - and even then, in many jurisdictions, a clear outcome might not be forthcoming. (Data protection and equivalent 'privacy' type restrictions [if such exist] are the most likely problem areas to be accounted for here)

Great care must always be taken regarding death notifications - so as to try, insofar as is possible / practicable / expedient / advisable (considering actual 'circumstances on the day' etc.) - to comply with associated and appropriate law, regulation, custom, culture, due process etc. (if any)

Obviously, the best time for an airline to conduct research on the subject of 'death notification' in general is **in advance**. The first sources of such research are likely to be embassies, consulates, the airline's local regional / country / station managers, the internet - and similar. The relative complexity and considerable amount of time and effort required in such task should not be under-estimated

For more detailed information on **'religion, culture & custom** considerations - see the information article found at the end of the below link:

<https://www.aviationemergencyresponseplan.com/information/>

Scroll down the displayed webpage until you come to the information article entitled:

* **Information Article - 'Religion, Culture & Custom considerations.....etc.**

Click on the article to open and read it

Note A - When referring to 'death' status in this information article we are typically referring to something known as **'de facto' death / 'extinction of life'**, or some such similar term - **unless** stated / documented otherwise. 'De facto' death / 'extinction of life' describes a situation where a complete cessation of life has occurred (e.g. as typically confirmed in writing [or other acceptable method] by an appropriately qualified medical person - with such confirmation ideally being witnessed in writing [or other acceptable method] by e.g. a police officer / equivalent 'authority' person)

If the identity of such a deceased person can **also / additionally** be established **beyond reasonable doubt**, a **'de facto' death** notification can then be made to the appropriate, associated FR / nominated person (as and when he / she / they become known **to whoever is responsible for making such notification**)

In such circumstances, the associated **legal** formalities of 'death' (whatever they might be) **still need** to be additionally addressed. Some examples of the latter might include carrying out post-mortems / autopsies; issuing death certificates etc. It may take considerable time (possibly months or even longer) for such legal formalities to be accomplished





When done, '**legal death**' will typically be declared (e.g. by a coroner / medical examiner / equivalent person), the body / remains released to the appropriate FR (if not already done) and other issues such as body disposal (repatriation / burial / cremation etc.) and wills / probate etc. now addressed

Note B - There seems to be very little guidance (whether legal, quasi-legal or otherwise) related to the subject of death notifications made by airlines. What guidance does exist can sometimes seriously and unnecessarily 'get in the way' of the accident airline providing the most humanitarian and expedient response possible 'in the circumstances' - particularly with regard to the potential confusion regarding '**de-facto**' (in contrast with '**legal**') death notifications to appropriate person(s)

There also seems to be no (or at least minimal) associated, international standardisation on this matter e.g. in some countries related laws and similar exist. In other countries there is absolutely nothing. In countries having such laws and similar - they can vary markedly in scope, intent and effectiveness. For example, in country '**X**' (this is a real country) the 'next of kin / closest relative' **only must** be the **first** person to be advised of the death of an associated victim

The above situation (i.e. in country X) will apply equally to **each** dead person on the accident flight being citizens of said country. Such situation will be a 'nightmare' for the accident airline (including its ECC operation) to handle when trying to quickly provide the best information, humanitarian assistance and welfare services possible - to those that most need it. The knock-on effect will, in turn, potentially cause a nightmare situation for **all FR so impacted**

A 'scenario' might better explain why what is written in the two paragraphs immediately above can cause such problems:

- * 10 close relatives (a mix of siblings, children, parents etc.) of an accident victim separately call the accident airline's ECC (over a shortish period of time) enquiring about that accident victim
 - * It is acknowledged that the above example (10 close relatives calling separately) is rather unlikely. However, it admirably serves the purpose of describing what the problem is here
- The airline and its ECC already knows 100% (at the time of these calls) that this particular victim has already been declared 'de facto' dead
- None of the above callers can be classified (in country X) as the 'next of kin / closest relative' of the deceased (because e.g. the ECC has already been reliably informed that this person [the next of kin] is actually the wife of the deceased - but so far she has not been contactable (i.e. has not called the ECC; is not contactable by the ECC) - either directly or via the other close relatives mentioned above etc.
- Consequently, none of these 10 callers can theoretically be notified of the death **until** the next of kin / closest relative is so notified. In extremis, it is also possible that the next of kin / closest relative can even 'dictate' which other FR can or cannot also be so notified





Taking another real example at the opposite extreme, in country 'Y' (again, this is a *real* country) - as soon as the accident airline provides the accident flight's passenger and crew list to the 'authorities' - *it is released immediately into the public domain* e.g. via national and international TV and radio, in the national / international press, on websites / social media, on airport notice boards etc. Such release is made regardless of the victims' status i.e. uninjured, injured, dead, missing and not known

Whilst such a system (country Y) might be seen by some to be callous - others might prefer it to country X's system where, in addition to what has already been described further above (for country X), a further 'restriction' might apply - which effectively prohibits publication of the crew and passenger lists in full, until appropriate 'family members / 'relatives' have firstly given permission for *each* associated victim on the list

This potential lack of ability for an accident airline to be able to publish the crew and passenger lists in full at a reasonably early time following the accident (e.g. *within one week maximum*) - can seriously hinder the timely identification of **all** victims on board, whilst causing increased distress to those potential FR 'still waiting for information.' See Section 11 for further amplification on this matter

Reminder - in some countries / jurisdictions, *absolutely none* of what has been described above (concerning death notification [and any other notifications for that matter]) **will exist at all**

3. If alive, are injuries involved - and if so, what are those injuries?

See information provided further above re death notifications - and be guided accordingly

Note - subject to any data protection / personal privacy etc. type issues applicable - the ECC can provide more specific information here if details are known e.g. 'serious internal injuries' as an example of a life threatening injury; a 'broken finger' as an example of a non-life threatening injury

4. If dead - when and how did they die and 'in what state (condition) is the body?'

See information provided further above re death notifications - and be guided accordingly

Note A - it may or may not take some considerable time before the information referred to in this question 4 becomes available to the accident airline - and thus be able to be passed on to 'loved ones' (assuming that death notification itself has already been made in accordance with the prevailing requirements of the appropriate jurisdiction(s) [if any])

In certain circumstances it will not be 'appropriate' to describe (at least, not in graphic detail) the physical state of a body e.g. where severe injuries have been inflicted or where only human remains (parts of a body - large, small or both) remain. However, this is typically not an airline decision. Rather, it might be cross-referred to the appropriate DVI (Disaster Victim Identification) professionals / experts / officials involved. Where such descriptions *are* provided in such circumstances, it might be best for these professionals / experts to convey the information directly to 'loved ones' - but always keeping the accident airline 'in the loop' re what information was provided, when and to whom

Note B - as an example of where this specific question was able to be addressed very quickly indeed, take the '[germanwings](#)' airline 'crash' in the southern French Alps on 24 March 2015





Here the First Officer (one of the pilots flying the aircraft) locked the Captain (the other pilot) out of the flight deck and then, over the next 8 minutes or so, descended the aircraft at high speed into the mountains in order to commit suicide (he killed himself and all other 149 persons on board)

How and when everyone on board were presumed to have died was known and in the public domain within an hour or two of the crash (i.e. very high speed impact with the ground). That everyone (150 persons in total) on board was killed immediately upon impact was evident (again in the public domain) within 24 hours of the crash - if not sooner

Lastly, within approximately 48 to 72 hours of the crash it was public knowledge that no human remains larger than the size of a briefcase were expected to be found at the crash site

Comment - most if not all of this information **probably** passed into the **public** domain via French sources (e.g. Ministry of Justice). Whether or not any effort had been made by the French to advise 'germanwings' of this information in advance - in order that the airline might, in turn, have the chance to pass it on **firstly** to FR (i.e. before being passed into the public domain by the French 'authorities') is not known - but is probably unlikely given the early media coverage and degree of detail. See also Section 11 for more on this particular matter

5. Where is / are - he / she / they located now? (whether alive or dead)

For 'living' victims it should generally be OK for this information to be provided, if available

However, for the definitive answer one would need to be guided by the associated and appropriate law, regulation, custom, culture etc. (if any) - and even then, in many jurisdictions, a clear, satisfactory outcome might not be forthcoming. (Data protection and equivalent 'privacy' type restrictions [if such exist] are the most likely problem areas to be accounted for here)

For dead victims, see the appropriate information on this matter - as already provided further above - and be guided accordingly

6. What will (is expected to) happen to him / her / them next?

For 'living' victims it should generally be OK for this information to be provided if available / when it becomes known

However, for the definitive answer one would need to be guided by the associated and appropriate law, regulation, custom, culture etc. (if any) - and even then, in many jurisdictions, a clear, satisfactory outcome might not be forthcoming. (Data protection and equivalent 'privacy' type restrictions [if such exist] are the most likely problem areas to be accounted for here)

For dead victims, see the appropriate information on this matter - as already provided further above - and be guided accordingly





7. What is being done to obtain more information? (asked in appropriate circumstances e.g. accident aircraft not found; victims still missing; situation 'not known')

Provide the appropriate answers if known. If not known, provide the appropriate answers as soon as possible after such information becomes available. **Regular** updates on the situation should also be provided - even if to advise 'no change' since the last update

8. What do I (we) do now?

The answer to this question very much depends on the accident circumstances and the caller's circumstances - also remembering that we are still in the shorter term (near future) timescale following accident occurrence. Options / actions proposed to the caller by the ECC at this time **might** typically include (the list is not exhaustive and is in no particular order):

- Remain contactable (including providing the ECC with reliable contact information - not just for the caller but for at least one or two back-up contact persons also)
- If caller is not 'next of kin / closest relative' of victim being enquired about - provide this information to the ECC (as known; as might reasonably be found out etc.)
- Advise all other, appropriate FR of the accident details as soon as possible
- Seek direct emotional support if required and as available - especially from other FR and similar persons (e.g. faith representatives; appropriate voluntary organisations etc. Airline to provide contact details for latter where appropriate and available)
- Start thinking of the possibility of travelling to (or as near as possible / practicable to) the accident location, if such an offer is made to you by the accident airline. The latter will typically pay for everything involved - including transport, lodging and 'pocket money'
- If you decline a 'travel to accident site' offer (if made), can the accident airline provide / arrange for various forms of 'humanitarian assistance' to be made available to you locally (e.g. at home)
- Advise the airline if you expect to experience financial difficulties (including [very briefly] how / why - and when e.g. immediate; near future; medium term future etc.) as a consequence of the accident
- Be prepared to obtain and / or provide information which might assist in the identification of associated accident victims e.g. photographs; physical description; identifying marks (tattoos, scars etc.); medical / dental records (particularly X-rays and details of joint / bone replacements); DNA (from hairbrush, toothbrush etc.); DNA (from medical / criminal / other records); fingerprints (from military / criminal / other records) etc.





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11. Who was actually on board the accident aircraft?

Reminder - we are basing this section on the page 8 assumptions & page 9 scenario

Reminder - see again the definition of 'FR' - page 5

Shorter Term [Near Future]

Pre-note

Before we start on Section 11 the reader may recall (from information provided in Section 10) that in certain countries / jurisdictions it is possible for legislation and similar (typically dealing with data protection, privacy, common law, human rights etc.) to adversely 'get in the way' of the accident airline (and other genuine parties which also 'need to know' - including involved 'government type' agencies) quickly and easily finding out and / or sharing etc. (e.g. with associated, non-involved FR) who was on board an aircraft involved in a catastrophic aircraft accident type situation (assuming that such information is available in the first place of course)

In fact, and speaking very generally, such legislation / similar can potentially have seriously adverse impacts upon the effectiveness and efficiency of an *entire* emergency response and its aftermath - not just for the airline involved but for everyone - including victims and their FR

However, there is probably an effective, simple and virtually no cost remedy available to airlines to avoid this problem - i.e. include appropriately worded clauses in an associated (alternative use) 'Privacy Policy'

For more on this please see:

www.aviationemergencyresponseplan.com/information

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

'Data Protection Aspects of Emergency / Crisis Response'

Click on the article to open it

Appropriate, expert legal advice must be taken and followed of course - re the concept, impact, consequences etc. of including such clauses in an airline's 'privacy / data protection etc. policy' - and also as to the actual wording used

Unfortunately, *very* few airlines (if any - as at 2019) had considered this simple & potentially effective solution to the 'data protection / personal privacy' problems described above and herein





Introduction

'Who was on board the accident aircraft'

..... is obviously the most important of all questions to be asked (and reliably, accurately and quickly answered if possible) relating to the humanitarian and humanitarian assistance type aspects of the response to a catastrophic aircraft accident type situation - as everything else follows on from the answer. Unfortunately, the answers can and do vary widely depending on circumstances 'on the day' - and sometimes (too often) there are no answers

The 'Good' Airline

Considering our assumptions on page 8, it is likely, in most circumstances, for the 'good' airline to have immediate (or near immediate) access to the accident flight's crew & passenger lists

The crew list will generally be near 100% accurate. The passenger list will also typically be quite accurate (e.g. 98 - 99% +) in relative terms. However, mistakes do happen (the vast majority of which are human related) - both on the customer (passenger) side and on the airline (and airline representatives) side

Good airlines assume that such mistakes occur and, therefore, take **additional** precautions **immediately post-accident** in an attempt to make the resulting crew and passenger lists as accurate as is humanly possible. These additional precautions commonly come under generic headings e.g.

- Crew list verification / reconciliation / confirmation procedure
- Passenger list (* manifest) verification / reconciliation / confirmation procedure

* A 'passenger manifest' may be considered to be the same thing as a 'passenger list'

Why is this done? Because the airline needs to be as near 100% certain as possible of its facts before e.g. it contacts and / or responds to FR (possibly giving notification of deaths, serious injuries etc.) e.g. before releasing the crew & passenger lists into the public domain etc.

How crew & passenger lists are 'verified / reconciled / confirmed' is beyond the scope of this info article. **Crew** list verification is quick & easy and is an airline responsibility. For more information re **passenger** list verification procedure - please click on below link / follow instructions:

<https://www.aviationemergencyresponseplan.com/information/>

When you get there, scroll down the information articles displayed until you find the one entitled:

* **Information Article - Passenger Manifest Verification**

Click on the article title to open it for reading





The 'Poor (Inadequate)' Airline

Most (but not all) passenger airlines around the world produce passenger lists (in some way, shape or form) for their flights. The associated requirements may be legal, regulatory, commercial or 'something else'. This means that even poor airlines will generally (*but not always*) produce passenger lists for their flights. However, for poor airlines the quality (accuracy and 'completeness') of same can be very dubious

The problem here relates mainly to the 'quality' (or even existence) of such lists - and also to how they are '*managed / used*' operationally and administratively. If the reader assumes that the 'quality and management / use' parameters are virtually ineffective - this will nicely (if loosely) sum up the poor airline situation. A couple of *real-life* example might serve to illustrate this:

Example '.....Scheduled, passenger airline 'A' (West African owned, based and operated) was carrying passengers on a flight from West Africa to the Middle East. The aircraft crashed en-route and all on board were killed

The **only** passenger list known to exist for this flight *was being carried on board the flight itself* and was destroyed in the crash. Furthermore, no one at the departure or destination airports could assist in identifying those on board (the local station manager [airline representative] at the departure airport 'disappeared' when news of the accident broke locally; no corroborating ticket coupons were available at the departure airport [no etickets in those days - at least, not in W Africa etc.]).....'

Example '.....Thousands of European fans had flown into certain Eastern European airports to watch a major football (soccer) tournament. Passenger lists would typically have been produced for each such *outbound* flight

For some of the *return* flights, it is anecdotally told that the passengers were simply loaded onto the appropriate aircraft as if onto trains or buses i.e. first come / first to board - sit anywhere - no passenger lists provided etc.....'

The 'Average' Airline

As always, the '*average*' airline fits in somewhere between what has been described above for the 'good' and 'poor' airlines

Extenuating Circumstances (i.e. those typically beyond airline control / influence)

Some *real-life* examples might once again be the best way to illustrate what is meant here (starts next page):





Example 1 - *extenuating circumstances*

Germanwings Flight '4U 9525' ([germanwings](http://www.germanwings.com))

(Follow link in above title for more details of this incident)

The above flight was planned to operate from Spain (Barcelona) to Germany (Dusseldorf) on 24 March 2015. Both countries are European Union (EU) members - and also signatories to the Schengen Agreement

* http://en.wikipedia.org/wiki/Schengen_Area

For flights within the Schengen Area (either between Schengen member states or wholly within a Schengen member state), law enforcement agencies, airport operators and air carriers are typically only permitted to carry out **security** checks on passengers and may not carry out **border** (e.g. immigration) checks. Such security checks are typically conducted by simply visually verifying the passenger against a valid passport, national identity card or other acceptable form of photo ID

Such a practice must only be used to verify the passenger's identity (for commercial or transport security reasons) and not his or her immigration status. For this reason, law enforcement agencies, airport operators and air carriers typically cannot require air passengers flying **within** the Schengen Area (who are third-country nationals) to prove the legality of their stay, by showing a valid visa, residence permit etc.

In addition, according to European Commission guidelines, identity checks on air passengers flying within the Schengen Area should take place only either at check-in **OR** upon entry to the secured zone of the airport **OR** at the boarding gate - i.e. passengers should not be required to undergo a verification of their identity on more than one occasion before their flight

However, certain flights between Schengen countries are considered as non-Schengen flights. For example, travellers flying on LAN Chile (airline) between Madrid-Barajas Airport and Frankfurt Airport are required to go through Schengen exit border checks upon departure in Madrid and Schengen entry border checks upon arrival in Frankfurt - because the route originates from Santiago (Chile) and the German authorities would have no way of differentiating between arriving passengers who boarded in Santiago and those who joined in Madrid

Shortly after take-off from Barcelona the aircraft was deliberately dived into the ground by the First Officer (co-pilot) - after having locking the Captain out of the flight deck. The high speed impact into the southern French Alps killed all 150 persons on board instantly

Please now see the 'print screen' shots on the next 6 pages and then continue reading (this 'example 1') on page 110:





Information Article - What Happens Now?

Book flights - Germanwings

https://www.germanwings.com/skysales/Passenger.aspx

Corporate customers | Help | Contact | Schedule of charges | Newsletter [Log in](#)

germanwings | Eurowings

1. Select a flight > 2. More services > 3. Passenger data > 4. Extras > 5. Payment

Home - Booking: Book flights - Book flights

Passenger information

Example 1 -
NB: Only fictitious information used

Log in now and use your data for quick and easy completion:

With user name and password:

Email address/user name Password

[Forgot password?](#) [Login](#)

Passenger 1 – Adult

Mr ✓

john ✓

01/01/1990 ✓

Note:
Later name changes will incur a fee.

doe ✓

Your flight

Palma de Mallorca (PMI) → Munich (MUC)
via Dortmund (DTM)

✈ Outgoing flight:
Palma de Mallorca (PMI) → Dortmund (DTM)
Tue., 14/04/2015 8:25 AM - 10:50 AM
4U4595

Dortmund (DTM) → Munich (MUC)
Tue., 14/04/2015 3:45 PM - 4:50 PM
4U4066

Munich (MUC) → Palma de Mallorca (PMI)
via Dortmund (DTM)

✈ Return flight:
Munich (MUC) → Dortmund (DTM)
Tue., 21/04/2015 8:05 AM - 9:15 AM
4U4065

Dortmund (DTM) → Palma de Mallorca (PMI)
Tue., 21/04/2015 11:25 AM - 1:40 PM
4U4594





Information Article - What Happens Now?

Book flights - Germanwings

https://www.germanwings.com/skysales/Passenger.aspx

01/01/1990 ✓

Example 1 -
NB: Only fictitious information used

Do you collect miles?

Bonus programme ▼ Frequent flyer programme number

Is your company part of the PartnerPlusBenefit programme?
Please enter your Contract Number and collect BenefitPoints.

PartnerPlusBenefit contract number

Back Continue to step 4

Sitemap General Conditions of Carriage Privacy policy Imprint Terms of use

Dortmund (DTM) → Palma de Mallorca (PMI)
Tue., 21/04/2015 11:25 AM - 1:40 PM
4U4594

Passengers
1 Adult

Summary of services ▼
✓ Outgoing flight: SMART fare
✓ Return flight: BASIC fare

Baggage ▼
✓ Outgoing flight: 1 item of luggage
✓ Return flight: Baggage has not been chosen.

Total €391.98

Windows taskbar: 16:48 10/04/2015





Information Article - What Happens Now?

Book flights - Germanwings

https://www.germanwings.com/skysales/Payment.aspx

Corporate customers | Help | Contact | Schedule of charges | Newsletter

Log in

germanwings | Eurowings

1. Select a flight > 2. More services > 3. Passenger data > 4. Extras > 5. Payment

Home - Booking: Book flights - Book flights

Payment

Example 1 -
NB: Only fictitious information used

Your invoicing address

Company (optional)	Mr
john	doe
15 calle de majorca	jz41 es 33
jiminez	Spain
d.doe@aol.com	<input type="checkbox"/> Fax my booking confirmation
01234567890	

Change invoice recipient

Your flight

Palma de Mallorca (PMI) → Munich (MUC)
via Dortmund (DTM)

✈ Outgoing flight:
Palma de Mallorca (PMI) → Dortmund (DTM)
Tue., 14/04/2015 8:25 AM - 10:50 AM
4U4595

Dortmund (DTM) → Munich (MUC)
Tue., 14/04/2015 3:45 PM - 4:50 PM
4U4066

Munich (MUC) → Palma de Mallorca (PMI)
via Dortmund (DTM)

✈ Return flight:
Munich (MUC) → Dortmund (DTM)
Tue., 21/04/2015 8:05 AM - 9:15 AM
4U4065

Dortmund (DTM) → Palma de Mallorca (PMI)
Tue., 21/04/2015 11:25 AM - 1:40 PM
4U4594

Please enter at least one mobile number so that we can reach you at your travel destination in urgent situations, for example if a flight schedule changes.

Add a landline number.





Information Article - What Happens Now?

Book flights - Germanwings

https://www.germanwings.com/skysales/Payment.aspx

Please enter at least one mobile number so that we can reach you at your travel destination in urgent situations, for example if a flight schedule changes.

☐ Add a landline number.

Don't want to bother completing it?


☐ Save my data for future bookings.

☐ Yes, I would like to subscribe to the newsletter with offers from Germanwings and Eurowings.


Your payment method ⓘ


There is a difference of **€391.98** outstanding. A transaction fee may also be due depending on the means of payment.

There are various ways you can pay for your flight. Please choose one of the options below.

 **Invoice** ⓘ

Payment by invoice is only possible up to seven days before the departure date and is not available for all currencies. Moreover, this payment method can only be used for amounts of €2,000 or less. This payment option cannot be used for booking Lufthansa flights.

☐  **PayPal (€9.90)** ⓘ

☐  **Germanwings credit card (€7.84)** ⓘ
250 extra miles per flight booking included!

Summary of services ∨

- ✓ Outgoing flight: SMART fare
- ✗ Return flight: BASIC fare

Baggage ∨

- ✓ Outgoing flight: 1 item of luggage
- ✗ Return flight: Baggage has not been chosen.

Total **€391.98**

Example 1 -
NB: Only fictitious information used





Information Article - What Happens Now?

Book flights - Germanwings

https://www.germanwings.com/skysales/Payment.aspx

Payment by direct debit is only possible up to seven days before the departure date and is not available for all currencies. Moreover, this payment method can only be used for amounts of €2,000 or less. This payment option cannot be used for booking Lufthansa flights.

<input checked="" type="radio"/>		PayPal (€9.90)	
<input type="radio"/>		Germanwings credit card (€7.84) 250 extra miles per flight booking included!	
<input type="radio"/>		Credit/debit card (€7.84)	
<input type="radio"/>		Direct debit	

Payment by direct debit is only possible up to five days before the departure date and is not available for all currencies.

<input type="radio"/>		Redeem voucher (no charge)	
-----------------------	--	----------------------------	--

GCC and review

Please go to your shopping cart to the right and review your information and travel services carefully. Click on "Make a firm booking now" to complete your booking.

☒ I have reviewed the [GCC](#) of Germanwings and agree to comply with them.

[Back](#)

Make a firm booking now!





Information Article - What Happens Now?

Pay with a PayPal account x

PayPal, Inc. [US] https://www.paypal.com/cgi-bin/webscr?cmd=_express-checkout&token=EC-2XA83145FC3724807

Apps SkyDemon Plan Doc... NATS | AIS - Home Fly On Track [https://www.gov.uk/...](https://www.gov.uk/) How to Make Ginge... AOL Mail: Simple, Fr... How to Disable Dire... Boiler cover: you co...

Germanwings GmbH

Your order summary

Descriptions	Amount
Item description: germanwings.com	€401.88
Item price: €401.88	
Quantity: 1	
Item total	€401.88
	Total €401.88 EUR

Choose a way to pay

Pay with my PayPal account

Log in to your account to complete the purchase

Email

PayPal password

☐ This is a private computer. [What's this?](#)

[Log In](#)

[Forgotten your email address or password?](#)

Create a PayPal account

And pay with your debit or credit card

[Cancel and return to Germanwings GmbH.](#)

[Site Feedback](#) #

PayPal. Safer. Simpler. Smarter.

For more information, see our [Privacy Policy](#), [User Agreement](#) and [Key Payment and Service Information](#).

17:17
10/04/2015





The screen shots above (pages 104-109) were taken from a *fictitious* booking - which was made (up to and including the payment page) in mid-April 2015 - on the *real* Germanwings booking website

Note carefully the total *personal* information required of the fictitious traveller (John Doe) when booking this flight between Schengen countries Spain and Germany i.e.

Passenger Details

- Passenger Name
- Passenger date of birth (*optional*)

Payment Details

- Invoicing Address + a contact email + a mobile phone contact (or a landline telephone contact if no mobile phone contact available)
- Method of payment (PayPal chosen for this fictitious booking)
- PayPal login page (for payment to be made)

All that would then be required in order for 'John Doe' to board this flight for departure in Spain would be one visual security check (of John Doe himself) against some form of current and acceptable photo ID (not necessarily a passport e.g. a national ID card or a driving licence will usually suffice). **Note that no information whatsoever is actually recorded from such photo ID presented**

In such circumstances, the final passenger list for the flight (typically known as the 'boarded' list after boarding has completed - and the 'flown' list once the aircraft has moved 'off-blocks') can only ever be compiled from the records obtained / existing at the **time of booking** - i.e. as per the bullet points shown a little further above

What this means in reality for this particular flight (and any other flights operating under the same / similar circumstances) is that it will be **VIRTUALLY IMPOSSIBLE** to conduct a * *timely* (rapid / quick) passenger list verification / reconciliation / confirmation following a catastrophic accident (mass fatality incident) - for two main reasons:

1. There will be little if any *corroborating* information (as to who was actually on board the flight) held in the accident airline's (or anyone else's) own systems / records
2. Consequently, corroborating information will need to come from other sources - with much of it being provided (in time [possibly *considerable* time]) by associated, non-involved FR - e.g. meeters & greeter type FR; FR calling the airline ECC etc.

* Many reputable (good) airlines flying *international* routes (where the latter are not subject to agreements such as Schengen etc.) are capable of producing passenger lists (for specified flights) within minutes (if not seconds)

They also typically have sufficient 'corroborating' information already contained in their own reservations (CRS), check-in (DCS), security (APIS etc.), frequent flier etc. systems / records etc. - to **verify / reconcile / confirm** such passenger list - typically within an hour or so of starting the task





As mentioned above, the accident airline probably needed to identify and contact (and / or wait to be contacted by) appropriate FR in order to verify / reconcile / confirm the accident flight's passenger list. However, because of the 'lack of information' provided by the booking system under Schengen rules, this probably meant a considerable amount of associated 'investigative' work - which probably took (overall i.e. for all passengers) some considerable (**unacceptable**) time

Now add to this already 'undesirable' situation the requirements of **EU regulation 996 / 2010 - Article 20 / Clause 4** (see 'note' just below for more details) - and it is perhaps understandable that on **13 April 2015** (**20 days after the real** Germanwings crash) the airline had still failed to publish a full passenger list into the public domain

Note - There is a further consideration here i.e. it is likely that 'germanwings' had a reasonably effective and efficient emergency response plan in place pre-incident (including an 'emergency call centre - ECC' capability [which is, in fact, a reality] and a 'passenger manifest verification' process)

However, the airline does **not** appear to have formally acknowledged the deaths of all persons on board (via its website) until **28 March** - whereas the media (including social media) had been reporting 'all killed / no survivors' as early as **25 March** (accident occurred on **24 March**). Government authorities, embassies, consulates, a school and no doubt some FR themselves must have been contributors to this media output

Furthermore, the airline does **not** appear to have **ever** published a full passenger list

Does this then mean that some of the victims' family, relatives and friends learned of their loved ones deaths (and subsequent information as already described in Section **10**) from TV; newspapers; the internet; social media etc. - rather than from the airline? (See also [follow] the links shown at the bottom of this page for more comment on this matter)

The answer to the above question is not known. However, reproduced on the **next** page is an extract from **European Union Regulation (996/2010)**, which is binding on all EU countries - including **France and Germany**

Releasing the names of persons on board an accident flight (into the public domain) before associated, non-involved FR had been advised (of such names - where appropriate) would be in contravention of this EU regulation - as would be the same if, after FR had been so notified, their permission (non-objection) to release the names into the public domain, is not given. It is possible that Germanwings abided by this EU regulation (hence the lack of a passenger list in the public domain?) It also looks like it was ignored by just about everyone else that it applied to - which, in the circumstances of this particular incident, might have arguably been the correct thing to do - specifically in the interests of the FR?

<https://www.ibtimes.com/germanwings-passenger-list-frustration-brews-people-await-names-crash-victims-1858530>

<http://www.telegraph.co.uk/news/worldnews/europe/eu/11494411/French-Alps-crash-We-still-not-know-who-was-on-board-Germanwings-9525.html>

<http://edition.cnn.com/2015/04/03/europe/france-germanwings-plane-crash-main/>

<http://www.buzzfeed.com/stephaniemcneal/here-are-some-of-the-victims-from-the-germanwings-plane-crash#.gbzJpPIMG>





REGULATION (EU) No 996/2010 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 20 October 2010 on the investigation and prevention of accidents and incidents in civil aviation and repealing Directive 94/56/EC (Text with EEA relevance)

.....Article 20

Information on Persons and Dangerous Goods on Board

.....4 - The name of a person on board **shall not** be made publicly available before the **relatives** of that person have been informed by the relevant authorities

The list referred to in paragraph 1(a) [passenger and crew list] **shall** be kept confidential in accordance with the legal acts of the Union and national law and the name of each person appearing in that list **shall**, subject thereto, only be made publicly available *insofar as the relatives of the respective persons on board have not objected*

<http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2010:295:0035:0050:EN:PDF>

For information and further comparison purposes only, the paragraph immediately **below** is the direct equivalent **United States** legal requirement of the EU regulation 996/2010 - Article 20 - as shown immediately above

‘.....Provide notification to **family members prior** to releasing passenger names to the public

Give **family members** adequate time to notify other **family members and friends** prior to public release of a victim’s name.....’

<http://www.nts.gov/tda/TDADocuments/Federal-Family-Plan-Aviation-Disasters-rev-12-2008.pdf>





Furthermore and also for information and context purposes only, the reader should note that a very small number of countries around the world have introduced legislation / similar requiring that their airlines (and the countries themselves in some cases - e.g. as in the EU) have plans for:

‘Assistance to Air Accident Victims and their (associated, non-involved) FR’

As at 2019 the only countries believed to have done so were:

- Australia (Code of Conduct [i.e. not a legal requirement])
- Brazil (Law)
- China (Law) (Includes Hong Kong and Macau)
- European Union Countries (Regulation / Law)
- Japan (Law?)
- South Korea (Law?)
- United States (Law)
- United Arab Emirates (Regulation / Law)

The scope, planning, implementation, resources allocation, effectiveness, efficiency etc. of such countries measures is believed to vary widely e.g. the United States can almost certainly be considered to have a very robust system in place. This may or may not be so for some of the other countries listed e.g. the mandatory European Union regulation (already referred to further above) became effective at the end of December 2010 - BUT, as at 2019, only 3 of the 28 EU countries they apply to (Spain 2013, Italy 2014 and Netherlands 2016) had implemented same (what are the other 25 countries [including France and Germany - vis a vis the ‘germanwings’ crash] waiting for one wonders?)

At the **international** level the ‘International Civil Aviation Organisation’ (ICAO - a body of the United Nations) has been dragging its heels for many years on the subject of ‘Assistance to Air Accident Victims and their (associated, non-involved) **Families** (FR)’

It had produced an (arguably) *ineffective* document in 2001 (ICAO **Circular 285**) which many airlines never knew even existed. It was replaced with an official ‘policy’ document in 2013 (ICAO **Doc 9998**) and an associated implementation manual (ICAO **Doc 9973**). The latter has not made hugely significant changes to the intent or content of Circular 285 - other than the very important addition of **airports** finally being ‘required’ to also provide ‘assistance to air accident victims and their families’. Incredibly, this is the first time that ICAO has ever addressed the subject of such **airport** involvement on this matter, in a meaningful way

Initially it seemed that both of these latter documents might remain as relatively obscure as the previous Circular 285. However, and to ICAO’s credit (and probably as ‘pressured’ somewhat by various ‘family groups’ representing the victims and families of air accidents around the world) it has transformed the ICAO Doc 9998 Policy into a more impacting and attention getting ‘ICAO **Recommended Practice**’ - which went ‘live’ in February 2016. The latter now means that there will be a **limited** degree of pressure on almost all countries of the world to adopt this recommended practice

From a different viewpoint however - ICAO may be seen to have ‘missed an opportunity’ here by not having gone straight for the ‘gold standard’ i.e. by replacing the Doc 9998 Policy with an equivalent ‘ICAO **Standard**’ - which would have effectively imposed (mandated / made compulsory) the associated requirements on just about every country in the world





Example 2 - *extenuating circumstances*

Domestic Flights

In some countries domestic (internal) passenger flights are almost like catching a domestic train or bus i.e. no immigration, no customs, minimal security, possibly no passenger manifest in certain situations etc.

The reader will note that this is a similar situation to air travel within Schengen countries as already referred to in example 1 further above - and it should thus be no surprise that the same problems might arise (for domestic flights) as to verifying / reconciling / confirming the passenger lists (if available in the first place?) following a mass fatality air accident





Example 3 - *extenuating circumstances*

Corruption / Dishonesty / Fraud - and similar

The author of this information article has personal knowledge of high placed government officials (in a 'certain' country) simply turning up (no booking; no ticket) at a departure airport in that country and * displacing genuine passengers (with valid bookings and tickets) from a departing (international) flight which was already fully booked (all seats taken). The original passenger manifest (list) was **not** subsequently updated

* In the context used here 'displacing' means the use of 'coercion' to remove genuine passengers in order that the government officials could take their seats / places on the flight. This author of this information article is aware that this was not a 'one-off' occurrence

The regime in that country at the time was such that no one (airline [which was the country's flag carrier], airport [which was the country's main international airport], displaced passengers, customs / immigration / police / security etc.) **felt safe** in challenging this situation

Another example concerns the missing Malaysian Airlines flight MH 370

Two Iranian nationals had ** fraudulently / dishonestly boarded this flight on 08 March 2014 using stolen passports (one Austrian - the other Italian) which they had 'purchased' in Thailand. These passports had been stolen in Thailand from their rightful owners around two years earlier

<http://www.theguardian.com/world/2014/mar/11/passengers-malaysian-plane-mh370-iranian-forged-passports>

Malaysian Airlines produced the **full** passenger list only 16 hours after MH 370 first lost contact with ATC. Imagine the surprise of the Austrian and Italian men (original and rightful owners of the stolen passports) and their families to eventually see their names and nationalities on this passenger list

** Whilst an 'illegal' act, the eventual investigation ascertained (insofar as was possible so to do given the circumstances of MH 370's disappearance) that terrorism / hijack / sabotage etc. was not involved here

The international police organisation (Interpol) publishes lists of such stolen passports in order that associated crime can be avoided. Incredible as it may seem, many airlines ignore such lists - as was the case with the two Iranians boarding MH 370. It was not until the original and legal owners of the stolen passports made themselves known (in the first few days following the aircraft's disappearance) that the crime was discovered





Example 4 - *extenuating circumstances*

Human Error

The author of this information article worked (for some years) for a major, international passenger airline. His duties required fairly frequent 'staff / business' air travel around that airline's route network. When doing so he was ticketed to travel in the passenger cabin (just like any other passenger) but, in case the flight was full, was also authorised to travel on the flight deck instead

On several occasions he was assigned a passenger seat on check-in but, due e.g. to late sales of seats / go-shows etc. - all seats were subsequently assigned to fare paying passengers, necessitating him to be moved to the flight deck at short notice - which was done

On two of such occasions the airline's ground (check-in and similar) staff had removed his name from the passenger list - but omitted (due human error) to transfer his name to the crew list instead

Accordingly, his name (and other pertinent information) did **not** appear on the passenger list or the crew list for the flight. This also happened to some of his colleagues in similar circumstances - so, whilst relatively uncommon, does happen from time to time

In this example the airline concerned can be classified as 'very good' from an emergency planning and response viewpoint. This effectively means that in the event of a serious accident occurring to either of the two flights referred to above, a passenger and crew list verification / reconciliation / confirmation would have been swiftly carried out by the airline

This would have almost certainly lead (after some time and probably initial confusion) to information proving (beyond reasonable doubt) that the author was on board the accident flight e.g. his line manager and other department staff knew he was taking the flights in question - as did his wife - as did airline staff who would have been 'meeting & greeting' him on arrival at final destination etc.

Furthermore, he would also have been listed for the flights on a *reservations* document known as a 'PNR'. Also, in certain situations, his personal details would have been recorded on a *security* related database known as 'APIS' and so on





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Catastrophic Air Accident - the Medium Term

Use of the words 'immediate aftermath', 'short term', 'medium term', 'long term' and similar - as used in this information article - should be interpreted by the reader in a relatively flexible manner where so required i.e. such use should not be regarded as absolute / definitive

Such 'flexibility' is required - depending on the actual 'incident' circumstances in play 'on the day'

IMPORTANT NOTE

A reminder is provided here that the reader should be aware of the concept and operations (at time of major crisis) of the airline '**Humanitarian Assistance Team**'. Firstly, follow the link below:

<https://www.aviationemergencyresponseplan.com/information/>

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

'.....* **Information Article - The Humanitarian Assistance Team** (HAT).....'

Click on the article to open and read it





Note 1 from Author of this Information Article

Airline Humanitarian Assistance Team

If you look at page 118 (previous page of the document you are reading now) you will note a boxed cross-referral to a separate *information article* in this series entitled 'The [Airline] Humanitarian Assistance Team - (HAT)'. The article runs to 31 pages and **very briefly summarises** what an airline HAT is all about

However, it is strongly recommended that the more serious reader (particularly those involved directly in airline and airline related emergency response operations - and possibly potential and surviving air accident victims and their associated, non-involved FR also, if the interest is there?) should acquire a significantly more in-depth and broader knowledge of the airline HAT (and related matters) than is contained in that information article alone

This latter can be achieved by reading the separate document (**HAT Guideline / Template** - 194 pages) cross-referred / linked to immediately below:

<https://www.aviationemergencyresponseplan.com/guideline-template/>

When the webpage opens, scroll down until you see the section entitled:

'1. Emergency Response Plan for Aircraft Operators'

..... then scroll down further until you find the sub-section entitled:

'Airline - Catastrophic Aircraft Accident - Emergency Response Plan - ERP'

Look down the list of ERP component documents found here until you locate the one below:

*** CRPM Part 1 (ERP) / Volume 3 - Humanitarian Assistance Operations**

When found, click on the article to open and read it





Note 2 from Author of this Information Article

As already mentioned, interpretation of the words 'Medium Term' as used herein should be flexibly made within the context of the *actual / real* circumstances of the specific aircraft accident situation being considered 'on the day'

For example, in one set of circumstances 'medium term' might be considered to commence within a matter of just a few weeks after accident occurrence. In other circumstances this time period (i.e. before 'medium term' is considered to commence) may run into several months

Furthermore, there will never, in reality, be a clear division between the 'shorter term' and the 'medium term'. Consequently, it is important for the reader to clearly understand that some matters discussed in this information article under the heading 'Shorter Term' will run into / merge (or even be entirely contained) within issues covered by the 'Medium Term' heading - and vice versa

A couple of examples might best serve to illustrate the above:

Example 1: In some jurisdictions around the world the 'accident airline' is legally required to make a form of payment (known as 'advance payment') to surviving aircraft accident victims and / or an appropriately entitled person(s) from the associated, non-involved FR group. Where this requirement is not 'legally' imposed, many (but not all) airlines will make such payments anyway

Such 'advance payments' are typically made for the purpose of providing for personal 'immediate economic needs' which arise as a consequence of an aircraft accident i.e. if an 'immediate economic need' qualifying requirement by a potential recipient is **not** met (e.g. because the potential recipient may be a multi-millionaire) such payment is not, in theory, made. In practice, however, many airlines will make the payment anyway

Whilst such payments should typically / ideally be paid within a matter of two weeks or so (i.e. in the shorter term) following an accident - this period can, in practice, run into months (i.e. into the **medium** term) or even longer (**several years** in extremis), often for reasons outside of the accident airline's control e.g. not being able to adequately identify who should receive (is entitled to) such payments

Note also that such payment really is of an 'advance' nature i.e. it will be deducted from any associated personal claims eventually awarded - the latter typically occurring in the **longer** term

Note - for information purposes only, appropriate extracts from the actual / real '**Notice of Liability Limitations**' for **British Airways (BA)** are shown, starting on the **next** page. This information was current as at **February 2016** and may possibly have changed since that time (particularly the exchange rates between the SDR and the GBP, EUR and USD + also any changes to associated data protection law / regulation). This 'notice' (as it applies to BA) is governed by the Montreal Convention, the appropriate **EU** Regulation and the appropriate national (UK) regulation (if any for the latter)

Different liability requirements will apply to BA where application of same is required **outside of the EU** e.g. for the USA; for countries not having ratified the Montreal Convention; for countries still using (one version or another of) the Warsaw Convention etc. Such requirements should be (and are) explained by BA to passengers - typically via a document entitled 'Conditions of Carriage' - or equivalent

Similar to all of the above (for BA) applies to almost all other air carriers, in one form or another





EXAMPLE ONLY

BRITISH AIRWAYS



British Airways - Notice of Liability Limitations

Disclaimer:

British Airways is required to make this notice in accordance with European Community Regulation (EC) No. 889/2002. This notice cannot be used as a basis for a claim for compensation, nor to interpret the provisions of said Regulation or the **Montreal Convention** - and it does not form part of the contract between the carrier(s) and you. No representation is made by the carrier(s) as to the accuracy of the contents of this notice

When reading the notice please bear in mind the following i.e. *it (the EC No. 889 / 2002 regulation wording) is incorrect / inaccurate* in stating that for damages up to 113,100 SDRs, the air carrier cannot contest claims for compensation

Under the Regulation and the Montreal Convention the correct / accurate position is as follows:

- For damages up to 113,100 SDRs in respect of death or bodily injury caused by an accident on board the aircraft or during embarking or disembarking, the carrier cannot exclude or limit its liability except where there is contributory negligence
- Also the limit of the air carrier's liability for baggage delays, destruction, loss or damage to baggage is 1,131 SDRs in total
- The statement that '.....if the name or code of an air carrier is indicated on the ticket, that carrier is the contracting carrier.....' - does not apply in all cases

Air Carrier Liability for Passengers and their Baggage

This information notice summarises the liability rules applied by Community (European Union) air carriers as required by Community legislation and the Montreal Convention

Compensation in the Case of Death or Injury

There are no financial limits to the liability for passenger injury or death. For damages up to 113,100 SDRs (approximately GBP 109,500 or EUR 140,000 or USD 158,000 [as at February 2016]) *the air carrier cannot contest claims for compensation*. Above that amount, the air carrier can defend itself against a claim by proving that it was not negligent or otherwise at fault





Advance Payments

If a passenger is killed or injured, the air carrier must make an **advanced payment**, to cover **immediate economic needs**, within 15 days from the identification of the person entitled to compensation. In the event of death, this advance payment shall not be less than 16,000 SDRs (approximately GBP 15,500 or EUR 20,000 or USD 22,500 [as at February 2016])

Liability of Actual and Contracting Carriers

If the air carrier actually performing the flight is not the same as the contracting air carrier, the passenger has the right to address a complaint or to make a claim for damages against either. If the name or code of an air carrier is indicated on the ticket, that air carrier is the contracting air carrier

Time Limit for Action

Any action in court to claim damages must be brought within two years from the date of arrival of the aircraft, or from the date on which the aircraft ought to have arrived

Basis for Above Information

The basis for the rules described above is the Montreal Convention of 28 May 1999, which is implemented in the (European Union - EU) Community by Regulation (EC) No. 2027/97 (as amended by Regulation (EC) No. 889/2002) and the appropriate national legislation of EU Member States

Note - Concerning 'advance payments for the purposes of immediate economic needs' in general, it is not uncommon for the 'accident airline' to pay out significantly more than the minimum specified amount (latter [as we have seen above] typically being around 16,000 SDRs

Note also that the Montreal Convention itself does **not** specify a specific figure / amount for such advance payments e.g. whilst BA complies with the EU requirement of 16,000SDR - Emirates airline works on a slightly lesser amount [15,000 SDR] - [info correct as at February 2016])

Take a look at some typical 'real life' issues concerning 'advance payments' by following the below link:

<http://www.nbcnews.com/storyline/german-plane-crash/germanwings-crash-airline-pledges-54-450-victims-families-n331811>

Example 2: In aircraft accident type situations it is typically (but not always) relatively easy and quick to identify the 'status' of those who had been on board the accident flight i.e. 'dead, injured, uninjured, missing / not known'. Where this is so, those involved are able to move on relatively quickly (e.g. possibly in the **medium** term) to start to address associated matters such as reclaiming / repatriating the deceased, legal liability and compensation matters etc.

However, In the case of the disappearance of Malaysian Airlines flight MH 370 in March 2014, it took (for various reasons - most being valid) until January 2015 for the airline to be able to 'officially' declare that an accident had occurred & everyone on board presumed to be dead i.e. this 10 month period might be considered to be in the '**longer** term' for the purposes of this information article





Note 3 from Author of this Information Article

Aircraft Accident with Deaths and / or Injuries - Air Carrier Liability

If the reader wishes to be 'more knowledgeable' with regard to some of the matters referred to in the 'Medium' and 'Longer' Term sections of this information article, he / she should have at least a degree of prior knowledge regarding '**air carrier liability**' type matters, following an air accident involving death, injury, wounding, mental trauma etc.

This can be achieved by reading the separate document (**Information Article - Air Carrier Liability** [12 pages]) cross-referred / linked to immediately below:

<https://www.aviationemergencyresponseplan.com/information/>

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

- **Information Article** - Air Carrier (Airline) **Liability for Passenger Death / Injury / Wounding**

When found, click on the article to open and read it





Note 4 from Author of this Information Article

Assistance to Aircraft Accident Victims + [the latters'] Associated, Non-involved, FR

Apart from the 'usual' Government (national, regional and local) type accountabilities re providing emergency / civil defence type services (e.g. Police; Fire & Rescue; Health / Medical including Hospital and Ambulance; Social / Welfare etc.) to the 'public' in general, very little *other* types of assistance has historically been made 'officially' available, specifically re **aircraft accident victims** and / or their associated, non-involved **FR** (Family, Relatives and Friends)

Notable exceptions to this are what we have referred to herein as the 'good' airlines (unfortunately [and to reiterate] there were still not too many of them around as at 2023) which have been voluntarily providing such assistance (and more) for around the last 20 to 30 years + and also those very few states (countries) which have legislated (or similar e.g. by introducing a 'strong' code of conduct) for same to be applied. Same goes for an *extremely* small number of commercial **airports** around the world, voluntarily providing such assistance, as at 2023

However, some 'light at the end of the tunnel' appeared, beginning 25 February 2016 - when ICAO (International Civil Aviation Organisation - the United Nations organisation accountable for international civil aviation matters worldwide) - 'semi-imposed' its '**recommended practice**' on the world, re the subject of providing such 'assistance'

However, ICAO 'missed a trick (opportunity)' here as it could just as easily have imposed a '**standard**' instead of the '**recommended practice**' (in general a 'standard' **must** be followed whereas a 'recommended practice' **might** be followed). However, this move was, at least a step in the right direction. Furthermore, ICAO had also **formally** included (for the very first time **EVER**) **airports** in the list of those required to consider providing such assistance

For more detailed information on this subject (if so desired) - take a look at the separate documents cross-referred / linked to in the 'box' just below:

UPDATE: In mid-2022 ICAO upgraded the above recommended practice to a mandatory **Standard**

<https://www.aviationemergencyresponseplan.com/information/>

When the webpage opens, scroll down until you find the information articles entitled:

* **Information Article** - ICAO Annex 9, Facilitation, Ch 8, (8.42 to 8.48) - '**Assistance to Aircraft Accident Victims & their Families**'

* **Information Article** - Guidance on Assistance to Aircraft Accident Victims & their Families

(ICAO Docs 9973 [1] and 9998 [2])

* **Information Article** - Humanitarian (Family) Assistance - Statutory and Best Practice Requirements - **Australia; Brazil; China; EU; Indonesia; Italy; Netherlands; S Korea; Spain; UAE; USA**

When found, click on individual articles to open and read





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12. Air Victims - Medium Term

Reminder - we are basing this section on the page 8 assumptions & page 9 scenario

Reminder - see again the definition of 'FR' - page 5

The Dead (Medium Term)

In the shorter to medium term period post-accident it is likely that 'Disaster Victim Identification' and similar tasks (e.g. post mortem; victims' personal effects recovery and identification operations; repatriation of bodies / body parts / human remains; commencement / continuation of associated legal requirements; possible release of bodies / body parts / human remains / personal effects to 'entitled' FR etc.) will continue to be conducted by the 'appropriate' authorities

The reader is reminded that in much of the world the 'appropriate authorities' will **not** have the knowledge, skills, experience and resources to conduct same themselves - at least, not in the effective, efficient and expedient manner expected / anticipated

A separate information article in this series (of Information Articles) has been produced which covers the above subjects in reasonable detail. It can be found at:

<https://www.aviationemergencyresponseplan.com/information/>

When you get to the webpage at the end of the above link, scroll down until you find the information article entitled (click on it to open and read):

* Info Article - **Disaster Victim Identification** (DVI) + Personal Effects (PEs) Recovery Operations

Note - airlines will rarely (if ever) become **directly** involved with specific DVI and related operations. However, they will almost certainly become **indirectly** involved in one way or another - particularly with regard to associated, non-involved FR e.g. transporting selected FR to (or as near as possible to) the accident location; working with FR to provide ante-mortem information; assisting FR with the 'formalities' associated with unexpected death; providing humanitarian, financial and other assistance to FR etc.

Many airlines contract (commercial) third party, specialist entities to deal with the **airline** aspects of DVI, personal effects operations etc. - on behalf of said airlines. Same are referred to elsewhere in this information article e.g. AVIEM, Blake Emergency Services, FEI, Kenyon International Emergency Services etc.

As airlines and / or airline representatives might incur considerable expense with regard to DVI and related operations, they will be well advised to ascertain and **pre-insure** all appropriate risks associated with same





The Dead (Memorials)

It is also in the medium term period post-accident that some form of memorial (to deceased victims of a particular aircraft accident) might typically be erected - usually at or as near as possible / practicable to the actual accident location. The accident airline will typically arrange & pay for same

In some jurisdictions (e.g. USA) it is a legal requirement that associated FR be consulted at all stages of planning for, and erection of, such memorial. Elsewhere, such consultation should be a matter of *'best practice'* by the accident airline

However, for many parts of the world, surviving victims and FR of all victims can expect no such memorial whatsoever to be erected, unless they pay for and do it themselves

Note: Religious / faith / other appropriate services / commemorations / gatherings etc. might have (already) been held in the shorter term period. They might typically recur in the medium and longer terms also

Where appropriate, it is usual for the accident airline to be represented (and to possibly contribute in some way e.g. financially & logistically) at such services etc. - at least for the first few years post-accident

Some examples of real memorials follow below:



Swissair Flight SR 111 Memorial (Crashed 2 Sep 1998) - Near Peggy's Cove, Nova Scotia, Canada

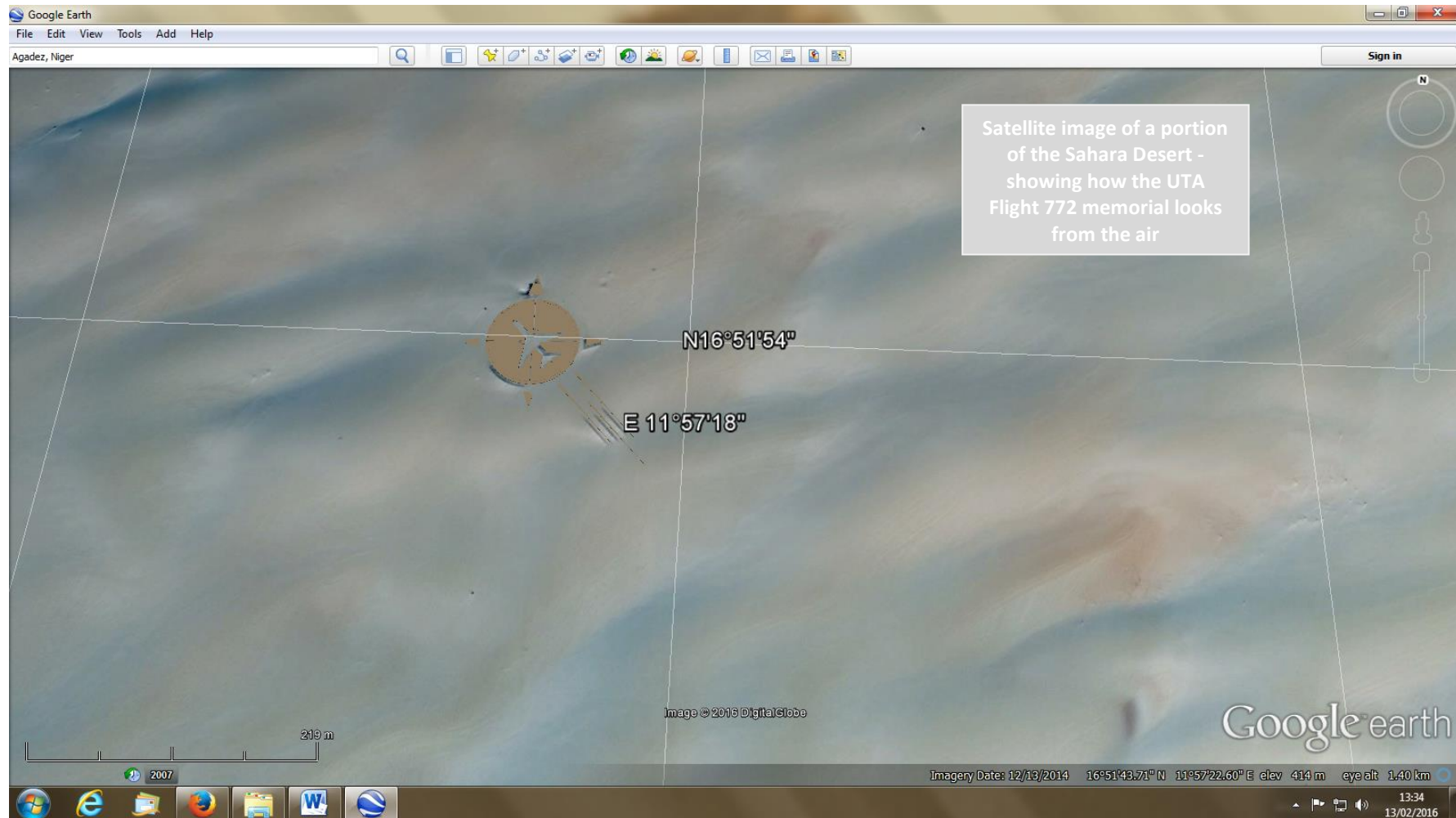
Note - SR 111 crashed into the Atlantic Ocean, about 6 miles south west of the fishing village of Peggy's Cove - near Halifax, Nova Scotia, Canada





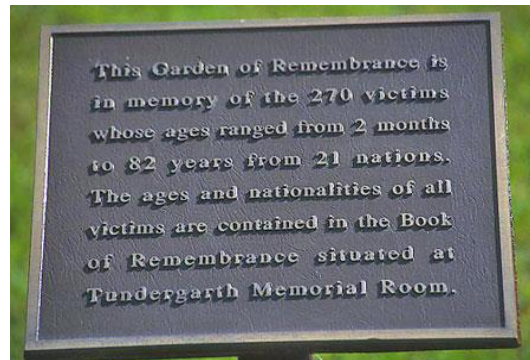


Information Article - What Happens Now?



Memorial to UTA Flight 772 (Bombed Sep 19th 1989) - Sahara Desert, Niger, Africa (last 4 images)





Memorial to PanAm Flight 103 (Bombed Sep 21st 1988) - Lockerbie, Scotland, UK (above 3 images)





The Injured (Medium Term)

The Good Airline

The 'good' airline's primary consideration is to *initially* provide (arrange / pay for etc.) the best ongoing medical treatment and care available in the prevailing circumstances - and to do whatever is necessary to achieve this. Typical options include:

- Where all aspects of medical treatment and / care are considered to be **adequate* at the *initial* hospital(s) / equivalent medical facility/ies to which an injured victim(s) (patient) had / have been moved - then it is likely that the patient(s) will remain in situ until such time as he / she might be eventually released / discharged - or transferred (for whatever reason) to some other hospital / medical / equivalent facility

** In some situations it will be obvious as to whether a hospital etc. is 'adequate' e.g. this will almost certainly **not** be the case in 'least developed' countries and in many 'developing' countries also. For one reason or another, even *some* hospitals in *some* 'developed' countries might not be considered to be adequate. The airline should consult on this matter with the appropriate specialist(s) and again, 'International SOS' is a good example here of the latter*

Note also that even 'good' hospitals might be considered inadequate because e.g. they are unable to provide the very specific treatments and care required by some patients e.g. specialist burns unit; specialist plastic surgery unit; specialist intensive care unit etc.

- Where patients *are* moved to a different hospital / medical facility etc. - this will typically be because:
 - The original facility is unable to provide the required / desired level of treatment etc.
 - A specialist facility has completed the required treatment etc. - and the patient can thus be transferred to an appropriate, non-specialist facility
 - The patient (where so able) and / or the associated FR has / have reasonably requested the transfer
- Until such time as a patient can be moved from what might be considered to be (for whatever reason) an 'inadequate' or 'unsuitable' hospital etc. - airlines engaging the services of organisations such as 'International SOS' will typically deploy the latter to such (inadequate / unsuitable) hospital(s) in order to provide on-site specialist / expert medical advice, support, assistance and resources on behalf of the airline - if so required. This can obviously be a delicate matter and it would not be unusual for associated negotiations to be conducted at one or other level of government. However, it is paramount that 'time be considered to be of the essence' in all such matters

As mentioned earlier, International SOS might deploy directly as part of an airline's GO Team and / or to deploy independently. (Whatever the circumstances, International SOS [and similar organisations] will usually be providing on-site representation / oversight for the accident airline - with regard to medical, health and associated matters)





- Also as mentioned elsewhere, the more seriously injured needing to be moved to better / more specialist facilities may (where associated circumstances so permit / require) be so moved by a specialist CASEVAC / MEDEVAC organisation - such as International SOS

Whilst all methods of transport might be used, many CASEVAC / MEDEVAC organisations specialise in aircraft and / or helicopter evacuations i.e. the latter two might be regarded as a significantly upgraded (in terms of personnel, facilities and resources) form of air ambulance. In some circumstances, it may be possible for a very small number of associated FR to accompany a relocating CASEVAC patient

- For patients having less serious / non-serious (minor) injuries it is possible that they will remain in the original hospital etc. until either discharged or deemed fit enough to travel

For the latter, the accident airline (remember, we are still only considering the 'good' airline here) will typically arrange for all forms of onward transport and associated services - possibly including the provision of an escort / special assistance. Specialist CASEVAC transport might still be used where circumstances 'on the day' so require

- It is possible that the accident airline (via its appropriate representatives and others) might continue to contribute to the * medical well-being of injured victims until fully recovered. Likewise (at least for some specified time [but typically not permanently]) where full recovery is *not* possible / anticipated

* Whilst the word 'medical' has typically been used in context in appropriate parts of this information article - the terms 'psychological', 'psychiatric' and 'psychosocial' are equally relevant / applicable e.g. many airlines consider the treatment of psychological trauma (such as post-traumatic stress disorder - PTSD) after an aircraft accident as a top priority. Examples of those susceptible to experiencing psychological trauma include accident victims themselves; associated FR; primary and secondary emergency responders (including airline and representative staff) etc.

- No airline can reasonably be expected to provide medical and associated care (as described above) 'ad infinitum' - (possibly with the exception of where any insurance taken out by an airline includes such possibility). Accordingly, it is around this time (during the 'medium term') that the accident airline will be looking ahead for a suitable 'exit strategy' from most if not all aspects of what were initially its primary emergency response accountabilities - (including those which might be medical / health related) in the immediate and shorter term periods post-accident

Air passengers themselves always have the option of taking out appropriate personal travel insurance - and whilst some will choose not so to do, the final decision is theirs of course. However, when considering the medium to longer term medical treatment aspects (amongst other matters) of the consequences of an aircraft accident - the decision of a passenger to not insure such risk, might potentially have significant, adverse consequences - both for themselves and their FR

Similarly, it might be very unwise for an air passenger to assume that an airline's legal liabilities, eventual litigation action for compensation, damages etc. - will adequately cover the expenses of longer term medical treatment





Average and **Poor** Airlines

The 'poor' airline is most unlikely to have planned for and resourced **any** of what has been referred to in this Section 12 - with the 'average' airline probably coming somewhere in between the two extremes

Insurance

As considerable expense will almost certainly be incurred with regard to medical, care and related operations as described herein - airlines will be very well advised to pre-insure all appropriate risks associated with same (amongst all other related risks which should also be similarly accounted for)





The Uninjured (Medium Term)

The Good Airline

Health Related Matters

The 'good' airline might typically continue to take 'reasonable measures' in order that it might (without undue delay) become aware of (apparently) **physically uninjured victims** - who might nevertheless have (or who subsequently develop) some form of **physical** trauma / injury / illness, as a consequence of the accident

Furthermore, it might similarly take 'reasonable measures' to become aware of those **victims** (uninjured or otherwise) - who might already have (but where this situation is not yet known / apparent) or who are still at significant risk of suffering / developing one or other form of '**mental trauma / illness**' - as a consequence of the accident

'Reasonable measures' might include (amongst others) the airline using its own resources where available / * possible e.g. the airline's 'humanitarian (AKA family / special) assistance team' (HAT) - if it has one (the good airline almost certainly will) and sub-contracted (external / commercial) specialists such as International SOS; Centre for Crisis Psychology and similar. Where available, the use of government (all levels) type services might also be enlisted in this task

Where such physical and / or mental trauma / illness etc. develops / becomes evident, the airline might typically try, to the best of its abilities, to arrange for appropriate care and treatment to be provided (if not already being provided / available) - possibly including facilitation and payment for same, where circumstances so require and permit

* **Reminder** - In some countries / jurisdictions (particularly in some of the more developed countries) the accident airline (and its specialist representatives) may not be permitted (by the appropriate 'authorities' [hospitals; police etc.]) to become involved in most if not all aspects of anything related to the **care, treatment and welfare** of (accident flight related) medical and / or mental patients. The main reason for this typically relates to personal **data protection and privacy type** matters. However, in many (but not all) such countries / jurisdictions the accident airline may still be typically expected to pay (directly and / or indirectly) for any such services provided / delivered

Important Note - we emphasise that whilst attention is drawn here (i.e. in the 'Medium Term' section of this article) to airline resourced entities such as the HAT, International SOS (and its equivalents) and the Centre for Crisis Psychology (and its equivalents) etc. - the **good** airline will have **already** activated and deployed such teams **from the very outset of the crisis** i.e. not just commencing in this medium term. In most situations these teams should be regarded as an integral part of the airline's response to the accident





Welfare Related Matters

The information already shown herein (see pages 76 to 82) describes what is expected to happen to **uninjured victims** in the **shorter-term** post-accident

In this **medium-term** section we assume that the **uninjured** have returned to their 'normal' lives and locations - wherever / whatever such might be. There are, of course, exceptions to this e.g.

- Depending on actual accident and post-accident circumstances, the term 'normal' as used in the previous paragraph might never apply again (at least to some surviving victims) in the generally accepted sense of the word
- Where **injured** victims remain in the relatively local area of the accident location (e.g. in hospital), it is reasonable to expect that some associated, **uninjured** victims will wish to * remain in situ with them (and / or subsequently **return** to said location for the same reason)

In such circumstances it is typical for the accident airline to **continue** to provide the appropriate, associated welfare e.g. accommodation, sustenance (food etc.), transport, emotional support, possibly financial support etc.

* A reminder here that some associated, non-involved **FR** are **also** likely to remain in situ - either because they already live in that general location and / or because the accident airline has transported them to this location, as described earlier in this info article

At this point there are typically three possible **primary** sources of ongoing **welfare** support for **uninjured** victims:

1. The Accident Airline and / or its Representatives

The latter will typically continue to provide a degree of welfare type support to uninjured victims in the medium term, using resources already described earlier. However, the airline should by now have typically formulated an ** 'exit strategy' for withdrawal of such support - and this can be expected to be implemented gradually during this period

** See also information included under the last bullet point on page 133 (similar applies to airline provision of **welfare** and associated matters)

Note 1 - The reader is reminded that an airline is a commercial organisation which aims to generate profits for its owners, shareholders and other stakeholders. Like the vast majority of other commercial organisations an airline does not typically expect, **in commercial and general terms**, to have to provide **welfare** for its air accident victims (unless mandated otherwise e.g. associated law, regulation etc.)

However, (and in **humanitarian** terms) it (the airline) **should at the very least** insure such risk in order that a minimum degree of **welfare** might be provided by 'someone'. Similarly, airline passengers might reasonably be expected to take out personal insurance to also cover such risk (in reality, many do not do so of course)





That said, we are discussing the 'good' airline here - and we have already seen that such airlines typically have comprehensive, 'fit for purpose' post-accident welfare systems in place - usually provided 'voluntarily' - and / or in conjunction with (airline) representatives / agents

Note 2 - In a small number of jurisdictions around the world (e.g. USA, European Union [at least in theory!!!], Brazil, Australia and a very few more) legislation and similar (e.g. a code of conduct for Australia) requires airlines operating in / to / from / over same to have a viable welfare plan in place for the post-catastrophic air accident type eventuality

Confusingly, most of these jurisdictions refer to such welfare as 'family assistance plans' - whereas the more correct term should be 'humanitarian assistance' (as they do not just apply to 'families' [associated, non-involved FR] of course - but also to accident victims [air and / or ground] themselves)

Furthermore, it is likely that international aviation law (as issued by the United Nations body known as the 'International Civil Aviation Organisation - ICAO') will gradually take effect (over the coming years), requiring states (countries) and their airlines and airports etc. - to have a viable humanitarian assistance plan for the post-catastrophic air accident type situation. Work on this started (as at 25 Feb 2016) - but don't hold your breath with regard to rapid 'real world' results / progress anytime soon! (Remembering all the time, however, that the 'good' airlines already typically provide for same)

Note 3 - We are not yet (in general) discussing legal liability type issues here. That is a whole, different subject which will be covered briefly later in this info article. An anomaly to this might occur, however, when an airline is legally required to make 'advance economic payments' to air accident victims and / or certain of their associated, non-involved FR. Whilst this is typically a legal type issue, it tends to also merge somewhat into the welfare side of things. To the non- expert, the difference may not be evident - or even relevant

Reminder: The reader will recall that an air-accident related / involved airport will typically cease to have any humanitarian / welfare / financial involvement with air accident victims and their associated, non-involved FR (MGFR) once such victims / FR have left said airport. This is not unreasonable in the circumstances

2. Government (all levels) [Also see again 'Note 2' where necessary - this page further above]

National, regional & local governments typically have some form of legal and moral obligation to assist victims of disaster - particularly those associated with mass fatality incidents, including the catastrophic air accident type scenario we are working to in this info article. Such assistance might typically include (the list is not exhaustive):

- Local area Fire-fighting and / or Search & Rescue Operations
- Medical / Health / Ambulance and similar Operations
- Wider area Search and Rescue Operations
- Safety, Security and similar Operations
- Welfare / Rehabilitation and similar Operations
- Information Services
- (More rarely) - Some form of Financial Assistance / Compensation Scheme etc.





Effectiveness, efficiency and expediency of all of the above depend on the actual government agencies involved. As with airlines and airports, the latter might be classified as lying anywhere between 'excellent' and 'non-existent'

Whether you are an injured or uninjured victim of an aviation disaster, it will be your 'lucky day' if both the airline **and** government etc. agencies involved are committed, competent, experienced and adequately resourced. If one or other is not so capable, there will be some deficiencies in the responses - and 'services to victims' will suffer to a greater or lesser degree. If neither is so capable, expect the very worst!

Note - a study of the appropriate parts of the **separate** document linked to on page 119 of this Info Article provides more information re the typical government type '**humanitarian assistance**' response to a catastrophic air accident type situation (see pages 49 to 89 of **that** [separate] document)

3. Appropriate Non-government Organisations (NGOs), Charities, Faith Representatives etc.

Depending on many factors (e.g. location of aircraft accident site; infrastructure / culture / customs / resources etc. of responders involved; training and experience of responders involved etc.) any / all of those shown in the title immediately above and more (e.g. voluntary groups) might be involved, to a greater or lesser degree, in all phases of humanitarian assistance, welfare etc. regarding aircraft accident victims. In some (rare) circumstances, such capability might be deployable on a world-wide basis

Such assistance / welfare may be provided formally, informally or via a mix of the two

Average and **Poor** Airlines

The '**poor**' airline is most unlikely to have planned for and resourced **any** of what has been referred to above - with the '**average**' airline probably coming somewhere in between the two extremes

Insurance

As considerable expense will almost certainly be incurred with regard to welfare and related operations as described herein - airlines will be very well advised to pre-insure all appropriate risks associated with same (amongst all other related risks which should also be similarly accounted for)





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13. Associated, non-involved Families, Relatives & Friends (FR) - being 'Meeters & Greeters' & Similar

Reminder - we are basing this section on the page 8 assumptions & page 9 scenario

Reminder - see again the definition of 'FR' - page 5

From this '**Medium Term**' section (of this information article) onwards, such '**meeter & greeter**' type FR will **no longer** be covered / considered separately from other (i.e. '**non**-meeter & greeter') types of FR - because the 'meeter and greeter' phase is obviously by now (i.e. the medium term) in the past and is thus no longer relevant. Accordingly, please proceed directly to **Section 14**





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14. Associated Families, Relatives & Friends (FR) - wherever located

Reminder - we are basing this section on the page 8 assumptions & page 9 scenario

Reminder - see again the definition of 'FR' - page 5

Reminder - where felt necessary, the reader might wish to review again Section 9 (see page 84) and Section 10 (see page 90) of this Info Article

Reminder - where felt necessary, the reader might wish to review again 'Medium Term Notes' 1 to 4 (see pages 119 to 124)

Medium Term

This Section 14 relates (in the **medium term** timescale) to **all** associated non-involved FR (*as might be known to the accident airline*) - including any who might have *originally* been classified as 'meeter & greeter' type FR





The Good Airline

FR - Health Related Matters

The 'good' airline might typically continue to take 'reasonable measures' to become aware of those FR - who might already have (but where this situation is not yet known / apparent to the airline) or who are still at significant risk of suffering / developing one or other form of 'mental' trauma / illness' - as a consequence of their association with the accident. More rarely, this may also apply to associated physical illness

'Reasonable measures' might include (amongst others) the airline using its own resources where available / * possible e.g. the airline's 'humanitarian (AKA family / special) assistance team' (HAT) - if it has one (the good airline almost certainly will) and sub-contracted (external / commercial) specialists such as International SOS; Centre for Crisis Psychology and similar. Where available / possible, the use of government (all levels) type services might also be enlisted / requested in this task

Where such illness etc. becomes evident, the airline might typically try, to the best of its abilities, to arrange for appropriate care and treatment to be provided (if not already being provided / available) - possibly including facilitation and payment for same, where circumstances so require

* **Reminder** - In some countries / jurisdictions (particularly in some of the more developed countries) the accident airline (and its specialist representatives) may not be permitted (by the appropriate 'authorities' [hospitals; police etc.]) to become involved in most if not all aspects of anything related to the care, treatment and welfare of (accident flight related) medical and / or mental patients. The main reason for this typically relates to personal data protection and privacy type matters. However, in many (but not all) such countries / jurisdictions the accident airline may still be typically expected to pay (directly and / or indirectly) for any such services provided / delivered

Important Note - we emphasise that whilst attention is drawn here (i.e. in the 'Medium Term' section of this article) to airline resourced entities such as the HAT, International SOS (and its equivalents) and the Centre for Crisis Psychology (and its equivalents) etc. - the good airline will have already activated and deployed such teams from the very outset of the crisis i.e. not just commencing in this medium term. In most situations these teams should be regarded as an integral part of the airline's response to the accident





FR - Welfare Related Matters

Information already provided earlier in this info article (See Sections 9 and 10) describes what is expected to happen to FR in the **shorter-term** post-accident

In this **medium-term** section we assume (unless stated otherwise) that FR have returned to their 'normal' lives, locations etc. - wherever / whatever such might be. There are, of course, exceptions to this e.g.

- Depending on actual accident and post-accident circumstances, the term '**normal**' as used in the previous paragraph might never apply again (at least to some FR) in the generally accepted sense of the word
 - Where **injured** victims remain in the relatively local area of the accident location (e.g. in hospital), it is reasonable to expect that some FR will wish to * remain in situ with them (and / or subsequently travel to / return to said location for the same reason)
 - Where **disaster victim identification** operations (at or near to the accident location) might (rarely) continue into the medium term, it is possible that some FR will wish to * remain in situ (and / or subsequently travel to / return to said location)
- * Either because they already live in that general location and / or because the accident airline had offered to transport / re-transport them to this location, as described earlier in this info article

At this point there are typically three possible **primary** sources of ongoing **welfare** support for **FR**:

1. The Accident Airline and / or its Representatives

The latter will typically continue to provide a degree of welfare type support to FR in the medium term, using resources already described earlier. However, the airline should by now have typically formulated an ** 'exit strategy' for withdrawal of such support - and this can be expected to be implemented gradually during this period

** See also information included under the last bullet point on page 133 (similar applies to airline provision of **welfare** and associated matters)

Note 1 - The reader is reminded that an airline is a commercial organisation which aims to generate profits for its owners, shareholders and other stakeholders. Like the vast majority of other commercial organisations an airline does not typically expect, **in commercial and general terms**, to have to provide **welfare** for its air accident victims and their FR (unless mandated otherwise e.g. associated law, regulation etc.)

However, (and in **humanitarian** terms) it (the airline) **should at the very least** insure such risk in order that a minimum degree of **welfare** might be provided by 'someone'. Similarly, airline passengers might reasonably be expected to take out personal insurance to also cover such risk (in reality, many do not do so of course)





That said, we are discussing the 'good' airline here - and we have already seen that such airlines typically have comprehensive, 'fit for purpose' post-accident welfare systems in place - usually provided 'voluntarily' - and / or in conjunction with (airline) representatives / agents

Note 2 - In a small number of jurisdictions around the world (e.g. USA, European Union [at least in theory!!!], Brazil, Australia and a very few more) legislation and similar (e.g. a code of conduct for Australia) requires airlines operating in / to / from / over same to have a viable welfare plan in place for the post-catastrophic air accident type eventuality

Confusingly, most of these jurisdictions refer to such welfare as 'family assistance plans' - whereas the more correct term should be 'humanitarian assistance' (as they do not just apply to 'families' [associated, non-involved FR] of course - but also to accident victims [air and / or ground] themselves)

Furthermore, it is likely that international aviation law (as issued by the United Nations body known as the 'International Civil Aviation Organisation - ICAO') will gradually take effect (over the coming years), requiring states (countries) and their airlines and airports etc. - to have a viable humanitarian assistance plan for the post-catastrophic air accident type situation. Work on this started (as at 25 Feb 2016) - but don't hold your breath with regard to rapid 'real world' results / progress anytime soon! (Remembering all the time, however, that the 'good' airlines already typically provide for same)

Note 3 - We are not yet (in general) discussing legal liability type issues here. That is a whole, different subject which will be covered briefly later in this info article. An anomaly to this might occur, however, when an airline is legally required to make 'advance economic payments' to air accident victims and / or certain of their associated, non-involved FR. Whilst this is typically a legal type issue, it tends to also merge somewhat into the welfare side of things. To the non- expert, the difference may not be evident - or even relevant

Reminder: The reader will recall that an air-accident related / involved airport will typically cease to have any humanitarian / welfare / financial involvement with air accident victims and their associated, non-involved FR (MGFR) once such victims / FR have left said airport. This is not unreasonable in the circumstances

1. Government (all levels) [Also see again 'Note 2' - further above]

As already mentioned - national, regional & local governments might typically have some type of legal and moral obligation to assist victims of disaster - particularly those associated with mass fatality incidents, including the catastrophic air accident type scenario we are working to in this info article. More rarely, elements of such assistance might also be extended to associated, non-involved FR of such incident victims. Such assistance might typically include (the list is not exhaustive and in no particular order):

- Safety, Security and similar Operations
- Welfare / Rehabilitation and similar Operations (Social Services)
- Information Services
- (More rarely) - Some form of Financial Assistance / Compensation Scheme etc





Effectiveness, efficiency and expediency of all of the above depend on the actual government agencies involved. As with airlines and airports, the latter might be classified as lying anywhere between 'excellent' and 'non-existent'

It will be your 'lucky day' if both the airline **and** government agencies involved are so committed, competent, experienced and adequately resourced. If one or other is not so capable, there will be some deficiencies in the responses - and 'services to FR' will suffer to a greater or lesser degree. If neither is so capable, expect the worst!

Note - a study of the appropriate parts of the **separate** document linked to on page 119 of this Info Article provides more information re the typical government type '**humanitarian assistance**' response to a catastrophic air accident type situation (see pages 49 to 89 of **that** [separate] document

2. Appropriate Non-government Organisations (NGOs), Charities, Faith Representatives etc.

Depending on many factors (e.g. location of aircraft accident site; infrastructure / culture / customs / resources of responders involved; training and experience of responders involved etc.) any / all of those shown in the title immediately above and more (e.g. voluntary groups) might be involved, to a greater or lesser degree, in all phases of humanitarian assistance, welfare etc. regarding aircraft accident victims and their associated, non-involved FR

In (relatively rare) circumstances, such capability may be deployable on a world-wide basis

Such assistance / welfare may be provided formally, informally or via a mix of the two

Average and **Poor** Airlines

The '**poor**' airline is most unlikely to have planned for and resourced **any** of what has been referred to above - with the '**average**' airline probably coming somewhere in between the two extremes

Insurance

As considerable expense will almost certainly be incurred with regard to welfare and related operations as described herein - airlines will be very well advised to pre-insure all appropriate risks associated with same (amongst all other related risks which should also be similarly accounted for)





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15. Lawyers (RE: Liability; Compensation, Court Action [Suing] etc.)

Reminder 1 - we are basing this section on the page 8 assumptions & page 9 scenario

Reminder 2 - see again the definition of 'FR' - page 5

Medium Term

Where felt necessary, the reader should refer again to notes 2 and 3 found on pages 120 and 123 (of Section 14 of this information article) respectively - as these subjects will *not* be directly covered *again* in *this* Section 15





Background

Inevitably, surviving air accident victims - and / or associated, non-involved FR of all such victims (alive or dead for latter), will eventually require independent (i.e. independent of the accident airline and 'others' who might have 'vested interests') professional / expert *legal* advice, with regard to such (air accident related) matters as liability, compensation, legal action in law courts (suing) etc.

The above will typically commence during the medium-term (but might start earlier in certain circumstances) and will most likely continue into the longer term (possibly measured in years in some cases)

Note that such legal advice will typically be expensive to obtain, but the cost might well be worth it - if the chances of successful legal action and recompense etc. are reasonable. Note also that it is not uncommon for appropriate representative groups (e.g. FR) to sue together on a particular issue (* something known as a 'class action'). In such action the risks (costs of the legal action) are shared - but so are the potential rewards

* A 'class action' is a type of lawsuit in which one or several persons sue on behalf of a larger group of persons, the latter being referred to as the "class"

Because of the above situation (as per first 3 paras above), it is strongly recommended that air travellers **always** take out appropriate travel insurance, including cover for potential legal costs and expenses!

Whilst the accident airline is typically required (usually [but not always] under various, binding conventions and agreements) to make certain payments with regard to air accident related liability (for death; injury etc.) - most surviving victims, FR etc. are expected to eventually take legal action through the courts (and thus via lawyers), in order to try to further increase (maximise) the amounts of such payments

Note that it is not only possible to sue the 'accident airline' itself, but individual's working for same can also be sued (e.g. for 'corporate manslaughter'). Originally, this concept was expected to apply to the senior airline manager + possibly the senior management team only - but can now be applicable to just about any employee, if the accident circumstances would appear to so justify. Follow the below link for more information on this subject:

<https://www.flightglobal.com/news/articles/in-focus-the-criminalisation-of-air-accidents-threatens-safety-management-philosophy-373858/>

And it just doesn't stop with the accident airline and its staff. Other entities (and persons from such entities) which / who might also be sued include (depending on accident circumstances 'on the day' - [and also note that the list is *far* from exhaustive]):

- Other airlines (e.g. alliance and codeshare partners)
- Airline representatives (e.g. ground handling operators)
- Airframe manufacturers
- Aircraft engine manufacturers
- Aircraft avionics, systems etc. manufacturers





- Airports
- Air Navigation Service Providers (e.g. air traffic control)
- Civil Aviation Authorities.....and so on

As an example of the extremes regarding who might possibly be sued - please follow the below link:

<http://www.itv.com/news/calendar/2016-03-24/families-of-germanwings-crash-victims-take-legal-action-against-us-flight-school/>

Furthermore, it may be possible, in certain circumstances / under certain conditions, to take legal action in a certain country / jurisdiction, which will potentially provide the highest possible amount in damages / compensation etc. - should such legal action be successful

For example, if it can be proved that an air accident was caused by an aircraft engine problem, and that problem was due to the negligence of that engine's manufacturer / its staff etc. - then the latter can be sued in its 'home' country e.g. USA in the case of General Electric; Pratt & Whitney etc. e.g. UK in the case of Rolls Royce. Similar applies to airframe manufacturers.....and so on

The USA is typically the first choice (if possible / feasible) of legal jurisdiction in which to take such legal actions, as any 'pay-outs etc.' are likely to be amongst the highest in the world

Lawyers - Good & Bad

As in all 'walks of life' there are good lawyers and bad lawyers - with the words 'good' and 'bad' as used here applying in both the professional / expert and ethical senses

Whilst good lawyers will typically try their utmost to provide what is expected of them by their clients - bad lawyers might be unethical, inept etc. at best, and 'crooks' at worst - the degree of 'crookedness' being the variable here

As an example of a country which has provided for legal action against potentially unethical lawyers in the 'transport disaster' type scenario, the USA uses legislation to prevent lawyers (presumably subject to US jurisdiction) trying to solicit business from transport disaster victims, FR of the latter etc. - until a period of 45 days has passed since the disaster occurred. This legislation does not obviously prevent such victims, FR etc. researching and engaging such services of their own accord

Follow the link below to see an example of how the USA has applied this legislation

<http://www.nbcbayarea.com/news/local/217916391.html>

However, a word of caution is necessary here i.e. in the past some unethical lawyers / law firms have been known to put up dedicated websites very quickly (e.g. within a few days) following catastrophic air accidents

These websites used images and text to the effect that the website looked convincingly 'official' e.g. as if it was from the accident airline itself; e.g. as if it was from and / or endorsed by the local civil aviation authority; e.g. as if it was from and / or endorsed by an 'appropriate' government department; e.g. as if it was ethically 'recommended' in some way etc.





Victims and FR should be aware of the above, take extra care when looking to engage legal services via the internet - and act accordingly if suspicions are aroused

Note: Re the GOL Airline Flight 1907 mid-air collision with a 'business jet' over the Amazon, Brazil - 29 Sep 2006- the author of this info article (the document you are reading right now) clearly remembers looking at a website at the time which, to all intents and purposes, appeared to be officially coming from GOL Airlines

Part of this website was offering accident related 'legal services' to surviving victims and associated, non-involved FR of same

On closer inspection this website was a 'scam' i.e. had no connection whatsoever with the airline and its only purpose was to find 'customers' for its 'legal' services

For readers so interested, the information found by following the below links gives some insight into how family and relatives (of **Malaysian Airlines Flight MH 370** victims [aircraft disappeared with all on board in March 2014]) were still (as at early 2017) struggling on the matter of being able to 'sue' Malaysia Airlines in the courts - with regard to compensation, damages etc.

<https://america.cgtn.com/2016/03/08/mh370-families-sue-malaysia-airlines-before-deadline>

<https://www.reuters.com/article/us-malaysia-airlines-court-idUSKCNOW60YA>

<https://www.theguardian.com/world/2017/jan/18/compensation-battle-stalls-for-families-of-mh370-victims>

Note the section of the above Reuters article which reads '.....MAS transferred all its assets and operations to MAB last year (September 2015) as part of a restructuring exercise. **Families now fear that they will not be able to receive any damages or compensation from MAS.....**'

Legally and commercially speaking, 'MAB (Malaysia Airline Berhad) is a new and totally different entity from MAS (the Malaysia Airlines that had the accident with MH 370 [and also with MH 17 some 3 months later]). Practically speaking, however, it (MAB) is still owned by the same arm of the Malaysian Government which owned MAS - and it also employs the greater majority of what were previously MAS staff / employees

Some other, appropriate links which might be of interest (in general) follow below:

'Airline Crash Compensation for Victims' Families Can Vary Wildly'

<http://www.marketwatch.com/story/airline-crash-compensation-for-victims-families-can-vary-wildly-2015-03-26>

<http://www.telegraph.co.uk/news/worldnews/asia/indonesia/11341271/AirAsia-families-offered-half-the-compensation-given-to-MH370-relatives.html>

'Three Charts showing how Airlines put a Price on Crash Victims Lives'

<http://time.com/3763541/germanwings-plane-crash-settlement/?xid=fbshare>





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Catastrophic Air Accident - the Longer Term (& Onwards)

Use of the words 'immediate aftermath', 'short term', 'medium term', 'long term' and similar - as used in this information article - should be interpreted by the reader in a relatively flexible manner where so required i.e. such use should not be regarded as absolute / definitive

Such 'flexibility' is required depending on the actual 'incident' circumstances in play 'on the day'

IMPORTANT NOTE

A reminder is provided here that the reader should be aware of the concept and operations (at time of major crisis) of the airline '**Humanitarian Assistance Team**'. Firstly, follow the link below:

<https://www.aviationemergencyresponseplan.com/information/>

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

'.....* **Information Article - The Humanitarian Assistance Team** (HAT).....'

Click on the article to open and read it





16. Longer Term & Onwards

Reminder - we are basing this section on the page 8 assumptions & page 9 scenario

Reminder - see again the definition of 'FR' - page 5

There is really not much more to say here that is simply not some form of continuation / repetition, in one way or another, of what has already been written in this information article

That said, special circumstances can and do rarely apply - one such example being the disappearance with 12 crew and 227 passengers on board, of *Malaysian Airlines Flight MH370*, on 8 March 2014:

https://en.wikipedia.org/wiki/Malaysia_Airlines_Flight_370

As at early 2017 several smaller pieces of the MH370 aircraft had been found (on several separate occasions between around July 2015 and March 2016) several thousand miles away from the 'best guess' general area (of the Southern Indian Ocean) of where the aircraft is thought to have crashed (accidentally or deliberately?) into the sea. This (finding of wreckage) is generally in keeping with the elapsed time period since the disappearance of MH370 and the current flows in the ocean area concerned

Whilst it is almost certain to say that all on board MH 370 perished - either immediately upon impact with the sea (if not already dead - which is a distinct possibility [possibly with the exception of one or other pilot]) and / or (highly unlikely) post impact, the victims' **FR** do not know - and possibly will never know - what actually happened to their loved ones

Accordingly, many such FR will be unlikely to ever achieve the desired degree of 'closure' - which is typically regarded as a significant milestone for many in the general grieving and recovery process

The reader might also wish to take a look at the second part (entitled 'Malaysia Airlines Flight MAS370 and Painful Questions') of the March 2016 article linked to below, in order to gain some further insight into additional factors which are also major hindrances to the **FR** of MH370 victims achieving closure (A quote from this article is shown on the next page [nsnbc international's copyright of the article is acknowledged here])

<https://www.mondialisation.ca/geopolitical-chess-games-about-malaysia-airlines-flight-mh17-and-mh370-families-demand-answers-and-justice/5511717>





Quote.....

Malaysia Airlines Flight MAS370 and Painful Questions



On Sunday, March 6, 2016 - 2 years after the disappearance of Flight MH370, Voice370 (latter are advocates for families etc. of all MH 370 victims), the bereft and those sympathetic with their demands for answers and for justice, gather in Kuala Lumpur to stress that they demand answers to painful questions. In a press release issued by Voice370, the organizers of the event stress that:

".....The families and friends of passengers on board MH370 have endured a long wait of two years for reliable news on the whereabouts of MH370 and the fate of our loved ones on board. Every step to envisage life without a loved one who was on board the flight has been agonising and the festering wounds of loss and 'not knowing' have made the task of initiating even the first steps towards 'moving on' practically impossible for family members....."

The families also stress that the lack of a more intense search for MH370 and the lack of transparency plus answers has led to numerous theories and speculations about the whereabouts and the fate of those on board MH370. They stress the need for answers in order to find closure, stressing that:

".....with no word from anyone about the investigation over the last year, we wonder if the authorities hope that (if they stop updating us) we will eventually stop asking and this will then lead to an uneventful end to any serious, ongoing inquiry

Public memory they say is short. It's been two years but to the press and to the general public the counting of the years is not a noteworthy milestone

But for the MH370 families this 2nd year is just as painful, if not more painful than the first year and this absence of our loved ones is a daily reminder that we still do not have a clue to their fate....."

Unquote.....





Another exception to the 'norm' of catastrophic air accident aftermaths for victims and FR was **Air France Flight AF447** - which crashed into the Atlantic Ocean during the very early hours of 01 June 2009 - killing all 228 persons on board:

https://en.wikipedia.org/wiki/Air_France_Flight_447

Whilst there were some very early similarities with the (2014) MH370 accident, the eventual circumstances and outcomes insofar as the **FR** of AF447 victims were concerned, were essentially quite different

- The initial sequence of events was (see infographic by following below link):

<http://abcnews.go.com/Nightline/fullpage/air-france-flight-447-crash-timeline-infographic-16507636>

- On 2nd June 2009 an aircraft searching in the general area of where AF447 'disappeared' found a small amount of debris (including an aircraft seat) floating on the ocean
- On 6th June the first bodies (2 in total) were found + further debris which, because of its nature, could have only come from AF447
- By 16th June a total of 50 bodies (including that of the aircraft commander) had been recovered - all of which were eventually identified and confirmed to have come from AF447
- Despite an intense search effort continuing until 20th August, the aircraft wreckage could not be located and no further bodies found
- Search recommenced in April 2010 and lasted around 7 weeks - still nothing found
- Search recommenced in April 2011 and between 5th May and 3rd of June a further 104 bodies were found and recovered. The aircraft's 'black box' etc. was also found during this search. The remaining 74 bodies have never been recovered

From the **FR** viewpoints the differences between MH370 and AF447 are significant in that (for the latter) it was probably possible for many FR to attain closure, to one degree or another, because they *eventually* came to know what happened, how and where. Furthermore, the air accident investigation process is complete (and findings published) - and memorial services at national level have been held and monuments erected (one in Paris and the other in Rio - see images next page)

Even for the FR of the 74 victims whose bodies have never been recovered, they at least know the 'what, where, when, why and how' of what happened on that tragic night

* Furthermore, it is more likely than not that Air France 'looked after' the FR in a more competent and compassionate manner than would seem to have been the overall case with MH370

* Note - this is 'educated guess' type speculation on the part of the author of this information article. That said, the author hopes that he might be regarded as an acknowledged authority on all aspects of aviation related emergency response - and the chances are that his speculation here is more likely than not to be reasonably correct





Paris
Monument -
AF 447



Rio de
Janeiro
Monument -
AF 447



By way of comparison, MH370 is different from AF 447 i.e. no plane, no bodies, no investigation, no explanation, no anything!

Furthermore, after what was arguably not too bad an effort to look after / care for the FR of MH370 victims' during around the first 6 to 12 months or so following the disappearance of the aircraft, the airline (Malaysian Airlines) and the Malaysian Government's subsequent actions appeared to have gradually changed - in that they became perceived by some (if not most) FR as no longer 'caring' in meaningful ways - for example:

- Restructuring the airline (September 2015) in a '**new**' form BUT using the vast majority of all types of resources from the '**old**' airline so to do

The '**new**' airline cannot be sued by the FR of MH370 victims (the Malaysian Government department responsible for the restructuring task produced the associated legal wording etc. - so that this would be the case)

The '**old**' airline could have been sued (at least up until a 2 year deadline running from March 2014 i.e. it expired in March 2016). However, after the September 2015 restructuring it effectively had little or no viable assets (as they had been 'gobbled-up' by the new airline)

- No official memorial service (for the second anniversary of the disappearance of MH370) was held / arranged by the Malaysian Government - other than in the Malaysian Parliament itself - thus cutting out FR completely from this 'official' process of remembrance
- As at early 2017 the author of this information article (the document that you are reading now) is not aware of any **official** monuments erected to the memory of MH370 victims (but follow link below for a 2018 update):

<http://www.bbc.co.uk/news/world-australia-42867742>





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17. Conclusion

This information article has hopefully been of some use to all those interested (in one way or another) in the humanitarian / caring / compassionate aspects of preparing for and dealing with the consequences of a mass fatality air accident type scenario

Some hopefully useful 'other reading' has been included in the Appendices

Please contact the author / owner of this article if you might have any ideas / suggestions / proposals etc. as to how it (the article) might be improved:

info@aviation-erp.com

Thank you for your time!





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Appendix A to Information Article 'What Happens Now'

Disaster Action

A United Kingdom organisation named 'Disaster Action' already provides valuable guidance and other services related to *'.....an independent advocacy and advisory service which represents the interests of those directly affected by disaster.....'*

To quote from Disaster Action's website:

'..... Disaster Action is a charity, founded in 1991, by survivors and bereaved persons associated with UK and overseas disasters. Living all around the UK, its members have personal experience of 27 disasters, including rail, air and maritime - as well as natural disasters and terrorist attacks in the UK and overseas

The members came together to help create a health and safety culture in which disasters are less likely to occur, to offer guidance and support to others who find themselves similarly affected and to raise awareness of the needs of survivors and the bereaved

Disaster Action is concerned with the general principles and issues relevant to any disaster, whatever its origin. We use our experience to offer support and information for bereaved and survivors from disasters.....'

As 'Disaster Action' has also covered many of the subject areas contained in this information article (i.e. the document you are now reading) - it was felt that an appropriate course of action might be to refer the interested reader to the 'Disaster Action' website in order for him / her to have the opportunity to gain a different perspective regarding some of the material which has been covered in this (information) article

In order to facilitate this, appropriate links to different parts of the 'Disaster Action' website are provided (next page). Note that there is a certain degree of overlap (repeat information) between the text shown on the webpages found at the end of these links - and also note that quite a few of the internal links contained in the provided information (when clicked) show *'404 - File or Directory not found'*

Provided that these minor shortcomings are adequately allowed for by the reader - it should hopefully not distract from the ultimate, beneficial 'intent' of the 'Disaster Action' website

Note - whilst the Disaster Action information generally relates to any types of disaster and is typically set against a United Kingdom context / background - this information article (the document you are now reading) relates only to aircraft accident type disasters as set in an international context. Please always consider this when referring to / using the Disaster Action information





Follow the link below to view the 'Disaster Action' home page

<http://www.disasteraction.org.uk/>

Following the below link will lead to a series of articles providing information and guidance for 'responders' and similar (e.g. airline, health services, voluntary groups & others)

http://www.disasteraction.org.uk/guidance_for_responders/

Following the below link will lead to a series of articles providing information and guidance for disaster survivors and their families, relatives and friends (including the bereaved)

http://www.disasteraction.org.uk/when_disaster_strikes/

Following the below link will lead to a series of articles providing information and guidance for dealings with the media (Note - the information found at the end of this link strays in places from 'dealings with the media' e.g. DVI operations - but is nonetheless of interest

http://www.disasteraction.org.uk/guidance_for_the_media/

The Future for Disaster Action ('Disaster Action' News Release - dated October 2015)

We announce that our Executive Director, Pam Dix, has decided to step down from her role at the end of October 2015 after over a decade in this position. Our members are survivors and bereaved people who volunteer their time for the charity. Without their commitment DA could not have achieved what it has since our foundation in 1991

*A new Director is **not** going to be appointed. However, the **Disaster Action website will stay in place for some years to come** so that the unique resources on it will still be free to download and distribute*

For one year an admin email address will be available on the site. Email requests for presenters and for participants in consultations, for example, will be forwarded to individuals still interested in carrying out this work, which will be done on their own behalf rather than as representing the charity

*At the end of October 2016 - Disaster Action's 25th year - the email address was taken out of service - **but the website remains active***





Appendix B to Information Article 'What Happens Now'

Other (hopefully) Useful Links

This information article (the document being read now) has (with regard to catastrophic aircraft accident and similar type scenarios) been designed to try to adequately provide much of the typical information required by both surviving victimsand associated, non-involved FR of all victims (regardless of whether or not the latter survived the accident)

The information has been provided with regard to the various, approximate timescales post-accident i.e. 'immediate'; 'short-term'; 'medium term' and longer term

There is also a considerable amount of related information on this matter, mainly to be found on the internet. In particular, the following links might be found useful with regard to the broadly similar subject already described in appendix A above (see page 163) i.e. what we might refer to as disaster related 'Family Associations' and similar matters:

Note: The information found at the end of the below links varies considerably in 'quality', 'completeness' etc. - and thus in the degree of 'usefulness' to the reader

Disaster Action (UK)

<http://www.disasteraction.org.uk/>

Italian CAA - Circular Describing Italian Family Assistance Plan

http://www.enac.gov.it/repository/ContentManagement/information/P1370277885/GEN_05_EN.pdf

Voice370 - Families Association MH 370 (International)

[The wait continues for next-of-kin — Voice370 | Malay Mail](https://twitter.com/cryfortruth)

<https://twitter.com/cryfortruth>

<https://www.facebook.com/MH370Families/>

National Air Disaster Alliance / Foundation (USA)

<http://www.planesafe.org/>

Air Crash Victims Families' Federation International - ACVFFI (International)

<http://aircrashvictims.com/>

[Mass Fatality Incident Family Assistance Operations. Recommended Strategies for Local and State Agencies | Technical Resources | ASPR TRACIE \(hhs.gov\)](#)

Victims' Families of Previous Major Plane Crash Reflect on MH17 and MH370

<https://www.ibtimes.com/victims-families-previous-major-plane-crash-reflect-mh17-mh370-1646304>

Survivors Network Air Medical Community

<http://www.survivorsnetwork-airmedical.org>





ICAO Doc 9973

https://www.icao.int/SAM/Documents/2016-AIG-RECORDSPRO/Doc%209973.Family%20Assistance_en.pdf

ICAO Doc 9998

https://www.icao.int/Meetings/a38/Documents/DOC9998_en.pdf

Coping with Death Abroad (UK Government - September 2011)

<https://www.gov.uk/government/publications/coping-with-death-abroad>

Airline Emergency - Are Airlines telling Passengers what they need to know?

<https://www.cbc.ca/news/canada/airline-emergencies-brace-position-1.3433853>

ACCESS (AirCraft Casualty Emotional Support Services)

<http://accesshelp.org/>

Similar information to the above can also be found by following the instructions found in the box a little further below

Information is also provided therein with regard to how surviving victims of a particular air accident + associated FR (of **all** victims of that accident) might be periodically briefed and updated by those 'officials' tasked with carrying out the associated **air accident investigation** process. Such 'officials' will also decide if visits (to the accident location [if accessible]) by surviving victims and associated FR might be permitted and, if so, under what circumstances. (Note - This info was prepared for use by EU countries - but will also be broadly applicable elsewhere)

Click on the below link

<https://www.aviationemergencyresponseplan.com/information/>

When the associated webpage opens look down the list of information articles until you find the one entitled:

* **Information Article** - Air Accident Investigation Process - **Briefing Victims & their Families** etc.

Click on this article to open and read it





Note from Author of this Information Article

The following is a transcript of a speech given (by Pilar Vera Palmés) to the ICAO Safety Conference - held (Montreal) in February 2015

ACVFG (Air Crash Victims Family Group)

Provisional Chairman Speech: Pilar Vera Palmés HLSC, 5 February 2015

Mr. President, Ladies and Gentlemen,

The ICAO Air Crash Victims Family Group is composed of victims and associations of Spain, Italy, Pakistan, Germany, the United States, Brazil, France, Poland and other countries. The Victims Association of Spain is currently chairing the group

We have been deeply affected by the latest air disaster in Taiwan, and we would like to extend our message of solidarity and support to the victims and their families. We are grateful to the (ICAO) delegations for their words of remembrance

In making this speech, it is a very heavy responsibility to express the feelings of, and to speak for air accident victims and their families who come from such different countries and cultures. But it is also an honour to address you on behalf of all of them

I thank ICAO for marking this day to remember the victims

I will be focusing on three main issues:

1. The shared experiences of victims
2. Progress achieved in victim assistance
3. Proposals for the future

1. The Shared Experiences of Victims

The various stages of an air disaster aftermath are similar. When the event is no longer news in the country of occurrence, those affected face seemingly endless solitude

The official and judicial investigation begins and, depending on how and when closure is achieved, another destabilizing phase begins involving the airlines and their insurers, manufacturers and the governments, etc.

The reports of official investigations do not help make commercial aviation safer, in light of the uneasy relationship with the judicial investigations despite the constant appeal for a “just culture” by all concerned. **Where is the balance?**





The objectives of each are different. The judiciary does not have the professional qualifications to assess the technical causes, only negligent or criminal behaviour, whereas the official investigation does not allocate blame for lack of legal qualifications. The result is that the chain of errors remains a latent threat and the death and suffering of the victims do not improve air safety as expected

A “just culture” would be possible if the paths of these two investigations DID NOT cross. Signalling professional missteps should not entail a foregone conviction. It seems that aviation is the only sector where the blame lies with the deceased

The problems shared by victims in any country of the world can be summed up thus:

- Inefficient administrations
- Foot-dragging by the airlines
- Indifference on the part of industry..... and
- Rapacious insurance companies, lawyers etc.

2. Progress Achieved in Victim Assistance

On 20 August 2008, a Spanair MD-82 crashed on runway 36L of Madrid Barajas Airport killing 154 and permanently injuring 18. Two months later the ‘Association of JK5022’ Victims was born

The official report found that the dead pilots were to blame. The criminal investigation was shelved with no outcome. Six years on, Spanair no longer exists, and the families are battling the insurance company in court. My name is Pilar Vera Palmés, and I am President of the ‘ Association of JK5022 Victims’. My young niece Ana was on that flight

In late 2009, I met Hans Ephraimson, President of the [Group of American Victims Associations](#), who passed away a few days after attending the 38th Assembly of ICAO. His name has gone down in American commercial aviation history and will always be in the hearts of those who had the privilege of knowing him

I later met Paolo Pettinaroli, President of the Italian association of victims of the 2001 Linate accident, who fought tirelessly for remembrance and air safety. He was unable to make the journey here, but he is close to our hearts on this historic day. It was not hard for us to agree to join our efforts in pursuit of the goals to defend victims

In 2001, the ICAO ‘Task Force 285’ was created, marking a turning point in the treatment of victims.

Another task force was created in 2011 under the chairmanship of the Representative of Spain to the Council of ICAO for the purpose of developing a Policy on Assistance to Aircraft Victims and their Families, with the participation of a good number of States and victims’ groups

In less than 12 months, ICAO Document 9998 was presented and approved by the (ICAO) Council in March 2013, then endorsed by the 38th Assembly of ICAO in September of that year





Our thanks go to the countries that supported us at the time, and especially the people who made it happen: Victor Aguado who led the task force, Ms. Hersman and Mr. Paul, the former President and Director of Assistance at the NTSB, the Spanish Minister of Transport Ms. Pastor and Nancy Graham the Director of Air Navigation of ICAO, whose support proved decisive. Nor can we forget Marcus Costa and all of the professionals of the ICAO Secretariat

The 2010 European Union Regulation required member countries to have an (air disaster) victim assistance plan. Spain was one of the first countries to pass legislation to this effect with the Royal Decree of 1 August 2013 which introduced a Civil Protection Resources Coordination Plan - and expressed appreciation to the 'Association of JK5022 Victims' for its help in the drafting processes

In 2012, five European countries created 'SOS Catastrophes - European Network of Disaster Victims' - bringing together groups with shared goals and the determination to influence European decision-makers

But reality outpaced the regulations. The year 2014 was a tragic one for global commercial aviation, revealing failings in the treatment of victims. It is incomprehensible that events such as the downing of KAL007 in 1983 should recur, as happened when flight MH17 was shot down over Ukraine; that Malaysia Airlines flight MH370 should still be missing and that Air Asia Indonesia should leave more than half of the passengers of its doomed flight at the bottom of the sea. These disasters shook the world and should prompt the air transport industry to immediately address these unacceptable gaps, although ICAO is taking measures as we see from the outcomes of this Conference

I listened carefully to the interventions last Monday, but I did not hear any proposals for ICAO to develop 'mandatory' standards for victim assistance in spite of the no doubt harsh experiences in its dealings with families. It is hard for us to understand why some countries are spending enormous amounts of money looking for wreckage but not giving equal attention to assistance for the families of victims

After suffering its worst air tragedy in 36 years, Spain did what had not yet been done. Spanish airlines were required to create a victim assistance plan and adopt an air disaster protocol. Do the countries that suffered the tragedies of last year have such legislation and protocols? Will those States promote general support for Document 9998 on assistance to victims as well as a standard and recommendations for Annex 9, to be covered by the USOAP Safety Audit Protocol?

3. Proposals for the Future

Victims helping victims is a considerable motivation for States to have our associations serving on their crisis management committees. Our experience facilitates communication and eases the pain. The wrenching images of people suffering the profound loss of their loved ones are unacceptable

The world has changed radically since the 1944 Chicago Convention, but the aviation sector has not changed its treatment of the victims. Protection of victims' rights should be compatible with the sustainable development of aviation and with the moral imperative that has thus far been absent from the discussions among air transport stakeholders

Economic progress is all well and good, but we must not forget that planes carry persons, human beings





I assure you that we can make a decisive contribution by refusing to stand silently as guests in the world of commercial aviation, receiving attention only when an accident has occurred and we are weeping for our personal loss. With the moral force that comes from having suffered tragedy, the Group of Victims and their Families takes on the responsibility of responding to accidents and keeping watch over the air transport system, of which safety is the cornerstone. But to achieve this, it must first make itself heard

We are pleased that this Conference has considered improvements in the location of the 'black boxes', global flight tracking and information sharing with regard to conflict zones. Our natural calling is the promotion of safety, because we are fighting to prevent what we have endured
What remains to be done in the future?

- Reinforce the **INDEPENDENCE** of air accident investigation agencies - and ensure they have adequate resources and experts
- At the national and international levels, coordinate and standardize official accident investigations so as to correct the chain of errors that cause accidents
- **Introduce standards & recommend practices (SARPs) into (ICAO) Annex 9 of the 1944 Chicago Convention, based on the provisions of ICAO Document 9998 - Policy - Assistance to Aircraft Accident Victims and their Families. The SARPs should be included in the Safety Audit Protocol. There should be disclosure of which countries comply and which do not**
- Encourage all States (countries) that have not yet done so to ratify the 1999 Montreal Convention, with the objective of fully standardizing mandatory rules for international air transport
- Encourage airlines, their alliance members and their INSURERS to standardize, coordinate and simulate their crisis management procedures and to publish that information on the websites where passengers purchase their tickets
- Request ICAO to promote **standards** that balance the interests of the INSURERS, airlines and victims - and which will facilitate participation by all parties
- Continue working with governments and national and international institutions to improve the safety of global air transport
- **For the 'Victims Group', our priority will be for ICAO to accept the 'Federation of Victims Associations' as an organization that may be invited to attend all of its (appropriate) international meetings and events where we can offer a different vision and experience with the clear objective of improving the safety of air transport. Our relationship with ICAO has developed and matured since its start in 1983, and has been shown to be essential in light of the disasters occurring in recent years. Our commitment to aviation safety is on the table for the consideration of the international community represented in ICAO. Now - over to you!**

Thank you very much on behalf of the victims and families of our Group, but also on behalf of all those who have, sadly, been affected by air disasters anywhere in the world. They may not know it, but we are also working for them and their families who, like ours, are:

.....somewhere.....forever in our hearts





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