

# NEWSLETTER

January 2024



## EDITORIAL



Dear ESASI Members and Friends,

This is my last newsletter written as your ESASI President. The ESASI Constitution requires one-third of the committee to stand down and seek reelection every two years. This year we had three committee positions to fill. As there were only three candidates, the ESASI Committee, after reflecting on our Constitution and Terms of Reference, dispensed with the voting portion of the election and appointed the three candidates. Congratulations to Paula Dugdale on joining the ESASI Committee, and to Rob Carter and Matt Greaves on their reelection!

This fixed period of office, enshrined in our Constitution, provides us with a perfect compromise of having a stable group to ensure continuity of actions, while at the same time providing an opportunity to bring new ideas and energy into your committee. We have now reallocated responsibilities to committee members, to ensure that we meet the aims of ESASI in accordance with the Constitution. As I had announced after my reelection two years ago, I will step down from my role as President in the new year but will remain a part of the Committee. I wish my fellow Committee Member, Mr. Nuno Aghdassi, all the best in his term as ESASI President.

The ESASI legal status also mandates that ESASI must comply with both the UK Data Protection Act and the European General Data Protection Regulation (GDPR). Paula Dugdale has been appointed as the ESASI Data Protection Officer and with the support of the ESASI Committee will carefully review our practices to ensure that we comply with the relevant legislation. In the short term, we would like to ensure that you agree to be on the ESASI e-mailing list to receive newsletters and other relevant information. Other than ESASI, your details will not be shared with any other organization. Please let the committee know if you want to have your email removed from our distribution list.

I am pleased to inform you that the 19th issue of "The Investigator Magazine", (link: <https://www.gcaa.gov.ae/en/departments/airaccidentinvestigation/Pages/InvestigatorMagazinesView.aspx?min=4y1aKReQGw&type=mz>) contains an article entitled "The Annex 13 investigation Final Report" (see pages 6-11). This article highlights the importance of making the Annex 13 investigation Final Report as well as its safety recommendations publicly available to continuously enhance aviation safety. It also presents several recent actions undertaken by the International Civil Aviation Organization (ICAO) with respect to Final Reports, notably by the Panel on accident/incident investigations (the AIG Panel).

I reproduced below the last paragraph of its conclusion, which was truncated:

*"As a final word, it is key to restate that the sole objective of the investigation and its Final Report is ...the prevention of accidents and incidents, not to assign blame or liability. While investigations can become politicized, Annex 13 calls for States to have an independent investigative authority, structured to withstand political or other interference or pressure and functioning separately from any judicial or administrative proceedings, any regulators, and any other entities."*

I wish you a happy and prosperous new year!

*Olivier Ferrante*

**ESASI Committee:** Nuno Aghdassi, President (Portugal); Thorkell Agustsson, European Councillor (Iceland); Robert Carter (UK); Arben Dika (Kosovo); Paula Dugdale (UK); Olivier Ferrante, Secretary (France); Kate Fitzgerald (Ireland); Matt Greaves, Treasurer (UK); David King (UK); Brian McDermid (UK)

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## **Please check your ISASI renewal**

The ISASI membership year runs January to December – so now, if you are in any doubt, is the time to check that your ISASI membership has renewed. As a European member of course, this ISASI membership brings with it your full ESASI membership.

The easiest way for you and ISASI, is for you to enrol in automatic renewal. These renewals will have happened on 1/1/2024 and should have prompted an eMail to you from the electronic membership system ('Wild Apricot'). If you have not received such a message, please do check your membership. You can use these steps from Ann Schull, the ISASI Office manager:

'To renew your membership. You can go to the new ISASI Membership Management portal ([www.isasi.wildapricot.org](http://www.isasi.wildapricot.org)) and follow the steps below:

- Login with your email
- Click on your name (top right corner)
- Select to "View Profile"
- On this page you will see an option to renew or update any information.'

If you are uncertain, please feel free to contact the ever-helpful Ann ([erols@isasi.org](mailto:erols@isasi.org)). She can also help new applicants. If you are having difficulty accessing your details, you may also contact the current Membership Chair, Rob Carter, on [rob.carter@isasi.org](mailto:rob.carter@isasi.org).

It really helps your ESASI Committee if you can keep your membership up to date. Every year

some members need to be identified and reminded. This year your Committee needs to concentrate efforts on the Lisbon 2024 seminar.

## **ESASI New Members**

ESASI is glad to welcome the following new members to ISASI /ESASI:

- Mr. Anthony Lindois, France



Working for Air France's short-haul subsidiary Hop! as a pilot for almost 5 years, Anthony joined the Safety department as a safety officer a couple years ago. He previously held several positions within safety departments in addition to his pilot career. Among other responsibilities he had to implement a complete SMS from scratch. By the end of 2023 he also had the opportunity to be trained as a safety investigator by the BEA and acquired new skills he is keen to develop

- Ms. Paula Dugdale, United Kingdom



Paula has worked for Rolls-Royce plc for over 27 years, specialising in the investigation of gas turbine engines, and has been a Technical Advisor to many ICAO Annex 13 safety investigations (and military equivalents) in that time. She lived in France for a year for her MEng degree (studying in French) and has worked at the Rolls-Royce sites in Germany and America as well as within the UK. In addition to her work as an investigator, she teaches engineering investigation skills within Rolls-Royce, at Cranfield University and to Safety Investigation Authority personnel. She also has

experience of organising and managing large events, such as the successful ECAC ACC50 meeting and ESASI workshop, which was hosted at Rolls-Royce Derby in May 2019.

### ESASI New Corporate Members

ESASI also welcomes the Albanian AIB which is the latest corporate member to join ISASI/ESASI. Here is a brief note from our friends from Albania:



AKISA is the National Authority of Investigation for Safety of Operations in Civil Aviation

It was established in accordance with Article 100 of the Constitution and Articles 100, paragraph 2, and 101 of Law 96/2020, “*The Air Code of the Republic of Albania*” upon the proposal of the Minister of Infrastructure and Energy, by the Council of Ministers. Regulation (EU) No 996/2010 was transposed into the Albanian National Legal System by the Council of Ministers Decision (CMD) Number 739 of 3 December 2021.

The Investigation Authority’s mission is to improve aviation safety and prevent accidents and incidents through their investigation and determination of causes, in accordance with the applicable legislation. The investigation of serious accidents and incidents is carried out by AKISA, which is independent.

It is currently composed of a General Director, who was nominated by the Prime Minister of Albania, and of four Inspectors and two Administration personnel. It is expected to grow to six inspectors who will be trained at JAATO in the Netherlands.

### Remembering Frank Taylor – 18 January 1936 to 4 January 2024

It is with regret that we report the passing of A. Frank Taylor, a long-time Member, and then Fellow, of ISASI and ESASI. Many members will remember Frank from his long association with the Accident investigation courses at Cranfield University and presentations at the ISASI Annual Seminar.

Frank had a long and enthusiastic career in aviation. He studied Maths at university but quickly found his way into a Graduate apprenticeship with De Havilland (‘ah! De Havilland!’) at Hatfield, then moving into fuel system design. This was the period of the DH 121 Trident and the DH 125 business jet and Frank was instrumental in the incorporation of jet pumps into both designs.



Around 1966, Frank saw a Cranfield College of Aeronautics advertisement for a ‘Lecturer in Aircraft Systems’. He applied and got the job. He already had a keen interest in aircraft safety investigation so he was well placed when, in 1976, the ICAO office in Beirut was closed and the annual investigation course relocated. Between the UK Accidents Investigation Branch (AIB, as it was then) and Cranfield, relocation to Cranfield was successful and the first ‘long’ investigation course was held in 1977, with Frank as co-director. The course was successful and was developed (and shortened!) over the next twenty-five years by Frank, working with John Owen (AIB retiree) and with the irrepressible Eddie Trimble arranging the full-scale simulations that remain a distinctive part of Cranfield’s offerings. He also created what has become the ‘Cranfield Safety and Accident Investigation Centre’.

Frank retired from full-time work at Cranfield in 2001, having won ISASI’s highest honour - The Jerome F. Lederer Award, which is presented annually “...for outstanding lifetime contributions to technical excellence in furthering aviation accident investigation and achieving ISASI objectives, including enhancing aviation safety through the continuing development of investigation techniques.”



During his Cranfield time he had been engaged in several safety investigations, including the Itavia DC-9 near Ustica in June 1980 and, more prominently, follow-up work on the British Airtours Manchester accident in August 1985. An important aspect of this accident was the difficulties passengers had in evacuating the burning aircraft. As a result, the UK CAA commissioned a large-scale live evacuation study at Cranfield, using a Trident fuselage, different cabin layouts and motivated human subjects. These trials, conducted principally by Dr Helen Muir and Frank, were a landmark in innovative safety investigation.

After handing over to Dr Graham Braithwaite, Frank continued to teach at Cranfield until 2016 and remained engaged in several cases, including the TU-154 crash near Smolensk in 2010. He had become an ISASI Member in 1982, elected a Fellow in 1993 and regularly attended ISASI and ESASI. Above all, Frank was a tremendous enthusiast and a loyal friend and colleague. In a recent eMail Frank wrote *'I've had a great life, so no complaints'*. He will be well remembered.



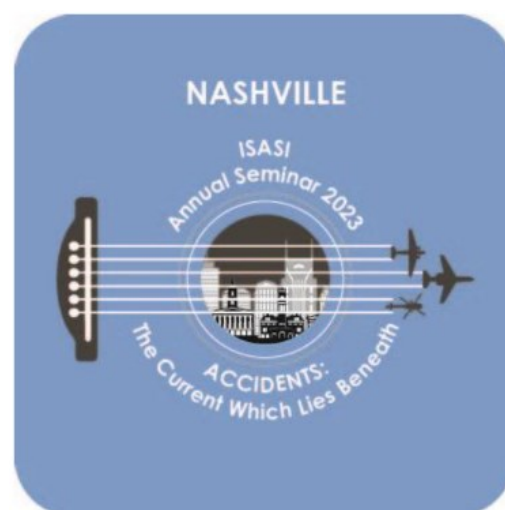
Last year Frank wrote an interesting memoir entitled, characteristically, *'Unreliable Reminiscences'*. A version of this will, we hope, be serialised in ISASI's Forum journal.

### Summary of ISASI 2023, Nashville, Tennessee

On August 21st this year the ISASI Southeast Chapter of the USA extended a warm welcome to the global accident investigation community when they hosted the annual ISASI seminar in Nashville Tennessee. The seminar was held over four days, beginning with a day of tutorials followed by a three-day conference programme. It was a great opportunity to meet with colleagues from all over the world, and the ESASI committee were delighted to see a strong representation from Europe.

The technical programme comprised a good mix of interesting case studies, new investigation techniques and developing

sectors in aviation. Each day the programme began with a keynote speech given by a senior figure in accident investigation; Honorable Jennifer Homendy, Chair of the National Transportation Safety Board (NTSB), Angus Mitchell, Chief Commissioner and Chief Executive Officer of the Australian Transport Safety Bureau (ATSB) and David Gerlach, Senior Air and Space Accident Investigator, Federal Aviation Administration (FAA). They all gave a fascinating insight into the work and the challenges of their respective organisations.



The seminar audience was also introduced to the Kapustin scholars for 2023. Sebastien Torres from the University of Southern California presented 'The Growing role of artificial intelligence in Aviation Safety and the necessity to create strong protocols in the context of current global conditions and with the advent of autonomous flight' and Niall Paul Miranda from Cranfield presented 'Employing artificial intelligence to mitigate professional bias in Air Safety Investigation'. These are two very interesting topics and very worthy of the scholarship. We wish the scholars well with their on-going research.



The Award of Excellence for Best Seminar Paper was given to Angus Mitchell, who presented a case study from the ATSB. The case was a Sydney Seaplanes DHC-2 which collided with water causing the loss of everyone on board. Angus's presentation covered both the meticulous investigative work that was carried out by the ATSB and the additional work that was required due to significant media interest in the case.



Of course, no seminar would be complete without some good social events and Nashville did not disappoint. The seminar was located downtown and in addition to two very well-organised (and very tasty) dinner events, a drinks reception and a visit to the Grand Old Opry, seminar attendees were able to take in some of the world-famous music scene in Nashville. The ESASI committee would like to pass on our congratulations to the southeast chapter for organising such a successful event, and we look forward to welcoming everyone to Lisbon next year for ISASI 2024!

### ISASI 2024, Call for Papers!

ISASI 2024 warmly welcomes expressions of interest to present a paper at the ISASI seminar which will be held in Lisbon, Portugal, from **Tuesday 1 October to Thursday 3 October, 2024**. It will be preceded by tutorials on 30 September 2024.



The theme of the seminar '***Safely Navigating Uncharted Waters***' is a reflection on the innovation and pioneering spirit of the Navigators of old, who spearheaded the exploration of new frontiers. In doing so they had to develop technology in order to navigate

and sail further, and more quickly, often in difficult conditions. In today's world, aerospace is also exploring new frontiers with the expansion of commercial space operations, increasing use of unmanned aerial vehicles, introduction of urban mobility, and alternative propulsion systems - often with organisations new to aerospace. The new and old orders have much to share and learn from each other to ensure that we not only maintain but improve the safety record in aviation.

The scope of the seminar is wide ranging. Papers are welcome from all aspects of safety investigation including operations, training, human factors, technology, family assistance, regulation and case studies. Papers should be supported by a 20-minute presentation with a further 5 minutes for questions. Expressions of interest and future communication should be by e-mail at [presentations@esasi.eu](mailto:presentations@esasi.eu).

Key dates are:

28 February	Expression of interest
30 March	Receipt of abstracts and bios
30 April	Notification to presenters
1 August	Receipt of final paper and PowerPoint presentation

### RAIO/ICM CP presentation

The RAIO/ICM CP, which stands for "Regional Accident/incident Investigation Organizations Investigation Cooperation Mechanisms Common Platform", aims to promote cooperation between accident/incident investigation authorities and to share good practices.

On 1 December 2023, the RAIO/ICM CP organized an online workshop called: The "Sharing Interregional Cooperation Experiences" Workshop. Thirty participants, from all over the world participated in the workshop.

Mr José Onidi, from ICAO, invited ESASI to present a view on regional cooperation at the workshop. Thorkell Agustsson and Olivier Ferrante presented a flashback from ISASI 2016 (Extending the Network) and discussed the Nordic experience.

## Regional Investigation Systems (examples shown in 2016)



The workshop concluded that Investigation Cooperation Mechanisms (ICMs) are a way forward to promote regional cooperation. The ESASI representatives took the opportunity to remind participants on the importance of societies and advertised the next 2024 ISASI International Seminar which will be held in Lisbon, Portugal.

Intending presenters are invited to submit name and position, a brief bio and an abstract of the presentation to [lou.child@caa.govt.nz](mailto:lou.child@caa.govt.nz) and [nzsasi.sec@gmail.com](mailto:nzsasi.sec@gmail.com) cc [alpha-bravo@xtra.co.nz](mailto:alpha-bravo@xtra.co.nz) by 28 February 2024 or as soon as possible thereafter, with a target date of 1 May 2024 for receipt of the full presentation.



## News from the Australian and New Zealand Societies of Air Safety Investigators (ANZSASI)

### Regional Air Safety Seminar Auckland, New Zealand

**Friday 7 June to Sunday 9 June 2024**

The New Zealand Society of Air Safety Investigators is the host for the 2024 seminar, to be held in Auckland. The seminar follows the usual format of the welcome reception on Friday night; the presentations on Saturday and Sunday, with the seminar dinner on Saturday night.

The ANZSASI are seeking papers on contemporary air safety issues, recent developments, and current or recently completed investigations. Attendees and presenters from industry or outside the region are particularly welcome.

## NEXT PAGE:

### Summary of the ESASI Webinar FocusOn...Communicating with families – 15 November 2023

Many thanks to Rob Carter for having prepared this summary!



## Appendix - FocusOn... Communicating with families

### Summary of the ESASI Webinar – FocusOn... Communicating with families – 15 November 2023

The webinar was opened and hosted by Geraint Herbert of the UK Air Accidents investigation Branch, acting as moderator and giving his background at the AAIB. There was a large and widespread audience (some 143 connections) signed in, including investigation professionals from government and industry, other agencies and representation from family advocacy groups.

Geraint laid out the basic 'house rules'. Questions were to be submitted on the webinar chat line and there would not be discussion of particular family concerns. He laid out the varied programme on this important topic and introduced the first presenter, Theresa Debosky of Delta Airlines.

### **Theresa Debosky, Manager, Emergency Planning and Operations, Delta Air Lines – Operator's actions immediately following an accident**

Theresa introduced herself and her aim to present on this airline's preparations for the aftermath of a serious event. This included the extensive 'Care Team' network of volunteers, both from Delta and its partner airlines, including Air France & KLM. These Care Team volunteers would connect directly with a specific family following an emergency event, help to manage an open telephone line to manage incoming inquiries and to provide 'meet and assist' services for travelling family members. Care Team volunteers receive annual training for these functions.

As a USA operator, Delta follows the principles of the 'Federal Family Assistance Plan for Aviation Disasters', where the Guidance on Roles and Responsibilities is published by the NTSB. These include a number of 'Air Carrier Assurances', such as having a ready-to-activate toll-free telephone number. There are also obligations to family members, including timely notification, logistical and travel support and secure facilities for families at a Family Assistance Center. These facilities are managed locally in the immediate aftermath of serious event.

Delta would then aim to continue to support family members, including providing family members with transport to any significant memorial events over time. Theresa gave as an example the support given to family members following a bomb event at Brussels airport in 2016, although this was not an aircraft accident.

Q – is this specifically for Delta or including other airlines?

A – as well as partner airlines, this assistance is also offered to other operators in the SkyTeam Partnership, in the USA and elsewhere.

Q – how widespread is this level of preparation?

A – it would certainly be very helpful if more States were able to follow the ICAO Family Assistance planning.

Q – how soon would assistance be offered?

A – the target is to have the toll-free line operating within an hour and the passenger manifest to the NTSB within an hour

Q – is this planning offered everywhere?

A – yes, with two dedicated Care Team members per family



### **Barbara Webster, Executive VP, GoCrisis – ‘Humanitarian Assistance following an accident’**

‘GoCrisis’ provides support to families members in crisis - Barbara commented that not many airlines have the resource to provide readily the level of response and support provided by a major operator such as Delta Airlines.

Barbara stressed the importance of having a plan for clear communications in a crisis, with emphasis on immediacy, training, briefings, a breadth of social media and the ability to propagate unified key communications. This is now referred to as a ‘Contact Center’ rather than a ‘Call Center’, due to the proliferation of means of communication beyond the telephone. Other facilities within GoCrisis include the use of a wide range of languages and ‘reconciliation services’ to establish family relationships of missing persons.

For ‘Humanitarian Assistance’, GoCrisis also involves a large number of volunteers around the world to establish and manage a Family Assistance Centre. A FAC can provide controlled access and humanitarian support functions such as co-ordination of briefings, interviews and mental health support. GoCrisis also has the ability to set up a dedicated and secure family website and this may also deal specifically with the logistics of personal effects. This is a wider than just aviation and Barbara gave a recent example.

Barbra also discussed support for injured persons, where issues of medical confidentiality can cause communication difficulties. For instance, medical confidentiality can complicate obtaining injury information and consent. She uses the question ‘If this was my family, what would they need?’ to advise clients on what to think of when developing assistance plans.

Q – Can an organisation like GoCrisis assist an investigation authority with getting ‘progress of investigation’ information to families?

A – Yes, this is the sort of thing that could be managed.

Q – Could this be extended to using a website to distribute information to families?

A - Yes, this is the sort of thing that could be managed on a website.

Q – How to deal with length of safety investigations?

A – Be ‘upfront’ from the start as to how long the investigation might take. So many TV dramas suggest this can be managed very quickly!

### **Sara Vernooij, former DSB Communications Co-ordinator - ‘MH17 crash – Communicating with relatives’**

Sara concentrated on the MH17 B777 loss over eastern Ukraine in 2014. She gave a factual background of the loss and the delegation of the Annex 13 investigation to the Dutch Safety Board of the Netherlands. There were a total of 298 occupants onboard, including 15 crew and 283 passengers, of 10 nationalities. Some bodies never found and there was some difficulty in identifying a final confirmed passenger list. There were eventually around 2,200 relatives to consider.

DSB adopted the principle of informing relatives as much and as soon as possible, before media and other parties. Personal contact was emphasised and visiting wreckage enabled where possible, although this was delayed due to the time taken to recover to the Netherlands the wreckage remains from rebel-controlled eastern Ukraine. Care was taken to allow good access to the wreckage for the families, including the 3-D reconstruction of the forward fuselage and Q&A sessions with the investigators.

With publication of the final report in October 2015, DSB provided a wide range of additional data, in a number of languages. This was in accordance with the principles of transparency and communication the Board had tried to maintain throughout the process. On the day of the final report, the relatives were informed and briefed privately first, at a separate venue so the press would not be present.



In wrapping up, Sara stressed that 'Investigation is not just for the industry, it is also for the relatives' and stated the importance for investigators to understand their responsibilities and to be aware of their impact. 'Investigation can contribute to coping'.

Sara's last slide showed the DSB's ten principles for communicating with survivors and victims' relatives. These are shown fully in the PowerPoint of Sara's presentation.

Q – Was it difficult to get information to families first?

A – It took a lot of planning, knowing when information would go out, including getting information to relatives through the Dutch police. Most press respected that.

Q – There was a separate book for relatives from the DSB?

A – This was issued to relatives only, never published by DSB

Q – Is the fuselage reconstruction still there?

A – Yes, still in place to the best of Sara's knowledge

Q – What were the principle languages of publication?

A – Dutch language was the leading language, most publications were in Dutch and English, some were in Ukrainian and Russian too

### **Albert Urdiroz – Air safety investigator, Airbus – 'A Manufacturer's Perspective'**

Albert opened by commenting that at Airbus, as a manufacturer of commercial aircraft, an objective has always been to co-operate fully with government investigation agencies, in accordance with ICAO Annexes. This principle is extended to all aspects of ICAO Standards and Recommended Practices in safety investigation.

Some opportunities do exist to deal directly with families in the wake of an accident, including explaining the contribution of the manufacturer to the investigation effort. Albert commented that these encounters are constructive and useful; they are welcomed by the manufacturer when they do occur and he would hope that these could be more regular. He considers that the interests of the manufacturer are indeed aligned with those of the families: to find out what happened, to learn lessons and to ensure prompt safety actions are to provide a safe travelling environment. He added that the staff in the manufacturers do care deeply and "wish to achieve serenity in the relationship with the families".

### **Aurelie Girault – Attorney, Courrégé Foreman – 'Legal perspectives on assistance and communication with families'**

Aurelie introduced herself as being based in Paris with a law firm specialising in litigation and aviation law and having a wide experience of aviation law over a number of cases. She opened with a description of the legal framework of the rules at the international level on family assistance. These are principally covered by ICAO Annex 9 'Facilitation' (Standards and Recommended Practices: Articles 8.41 to 8.48) and two ICAO Manuals dedicated to the development of family assistance plans (Doc 9998/AN/499 and Doc 9973/AN/486).

At the European level, this topic is covered by EU Regulation No 996/2010, which requires Member States to adopt an Emergency Plan but does not provide a harmonised framework; the exception is a specific requirement for airlines to produce a passenger and crew list within two hours after the accident. There are also obligations on the SIA (Safety Investigation Authority) to forward information

to victims or families before making it public and not to disclose names of passengers to the press or media before communication to families.

At the national level, in France, there is an official guide on 'Assistance to victims and families of victims of collective accidents'. This provides for the setting up of crisis units and the organisation of information meetings. Aurelie used the example of the loss of the TWA Flight 800 off Long Island in 1996, which had a number of French families onboard. In this case, an information meeting with families was organised in France, in co-ordination with the NTSB.

Key challenges for attorneys in the aftermath of an accident are to help families understand a very specific ecosystem, to resolve complex legal and administrative issues and to help families face economic emergencies. An important first step is to help families obtain 'first-aid compensation' from insurers, to relieve immediate financial needs – an example was the AF447 accident of 1 June 2009.

Longer term issues faced by families may be summarised in two main questions: 'What happened that day?' and 'Who is responsible and how might I obtain compensation?'

On the first question ('what happened that day?'), communication from the competent SIA is important, plus information from judicial authorities. Specific issues arise in accidents that occurred abroad, that may pose problems for the judiciary. An example of this was the EgyptAir MS804 accident of May 2016.

The second question ('who is responsible and how might I obtain compensation?') may be complex. Criminal and/or civil proceedings may be brought, and families have to choose between different legal forums. Importantly, types of damages now include 'moral damages' for fear suffered waiting for news after an accident – an example was the Yemenia airlines accident of June 2009.

In the concluding Q&A session, there was a brief discussion, in international law, on the timing of the waiver by families of their claims where early compensation has been paid in the aftermath of an accident.

### **Claudia Carrasco – President, Air Crash Victims' Families' Federation International (ACVFFI) – 'The View from families who have suffered loss'**

Claudia presented on behalf of ACVFFI, which is very much an 'umbrella' organisation to articulate the unique perspective from families who have suffered loss as a result of an aircraft accident. The ACVFFI is now recognised by ICAO. She gave as a good sample document for 'Immediate assistance' a brochure from the Spanish Ministry of Transportation. This highlighted the immediate needs of family members with questions: – 'Where do I go? How do I get there? Who is in charge? Was he/she on the plane? Where is my relative? What happens next?' This example of a brochure document, from the Spanish Ministry of Transportation, is downloadable on the ministry website.

On 'What families expect from an Air-crash Investigation', Claudia emphasised transparency from the investigating authority with reliable, fluent and clear communication and independence to conduct the investigation, with professionalism and accuracy, searching for the real underlying causes of the accident. The Final report should detect and describe the causes of the accident, to correct them and avoid new accidents due to the same or similar causes.

On the structure and history of ACVFFI, Claudia commented that the origins were in Spain after a particular accident. It now embraces a number of 'Member-Associations', representing family associations from separate accidents, as well as 'Member-Friends' from other accidents and people who cannot be members of family associations. The underlying rationale may be characterised as 'Victims helping victims'.

This gradual growth started in 2001, through to the establishment of ACVFFI in 2016. Steps along the way have included a Parallel Conference on Victims Assistance during the 2010 ICAO HLCS and the first 'International Conference of Air Crash Families' at the NTSB in Washington, DC in 2011. These led to

the establishment of ACVFFI in Madrid, in Spain, in 2015. ACVFFI continues to encourage ICAO to conduct parallel conferences of victims families.

Claudia closed with a description of future ACVFFI projects. These are listed in full in the copy of the ACVFFI presentation on the ESASI website. They include co-operation and co-ordination with a wide range of organisations, plans for funding and promotion of events. In particular, there is promotion of the 2nd International ICAO symposium on aircraft accidents victims and their families in 2024.

In thanking Claudia for her presentation, Geraint Herbert, moderator, commented that 'victims cannot be comforted but they do need information'. The Spanish authorities have taken a lead in Europe for which they are commended and the webinar has emphasised the difference in provision between different States worldwide.

Q – Has there been a difference in response since the recognition of ACVFFI by ICAO?

A – It has been steadily improving

Q – How much does ACVFFI have access to assist?

A – We do try to assist where invited to participate – 'trying to improve' so that all victims' families may be supported.

### **Concluding the event**

Geraint Herbert wrapped up the session, which had been very full, thanking the presenters for their time and efforts. He also thanked the other participants. The 'house rules' on interventions had been fully followed and there had been full discussion on the webinar's 'chat' function. The proceedings and presenter recordings will be accessible on the ESASI website.

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