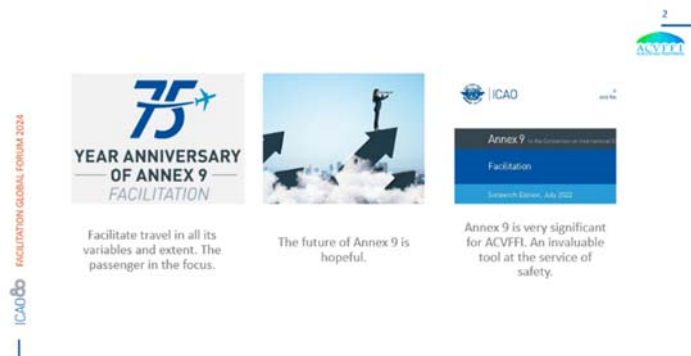


# SPEECH – WITH POWER POINT –

## SLIDE 1 Presentation



## SLIDE 2



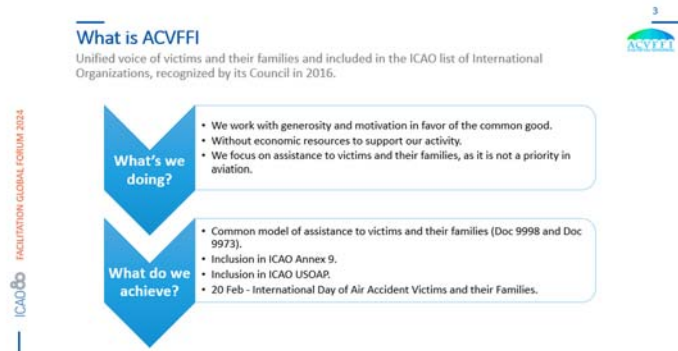
Congratulations on 75 years of Facilitation, Annex 9 of the International Civil Aviation Convention, and to all the individuals who have contributed to its improvement and maintenance over the years.

Facilitate travel in all its forms and variations. The traveler is at the forefront of civil aviation, except when they become a victim who 'ceased' to exist until the Victims arrived at ICAO in 2010.

The future of Annex 9 is bright and promising; it will adapt to changes and continue to guide the aviation industry as it has done so far, bolstered by the drive and experience that 75 years of existence provide.

For ACVFFI, this Annex 9 is highly significant, and we are confident that it will remain an invaluable tool for the service and safety of international civil aviation.

## SLIDE 3



**What is ACVFFI**  
Unified voice of victims and their families and included in the ICAO list of International Organizations, recognized by its Council in 2016.

**What's we doing?**

- We work with generosity and motivation in favor of the common good.
- Without economic resources to support our activity.
- We focus on assistance to victims and their families, as it is not a priority in aviation.

**What do we achieve?**

- Common model of assistance to victims and their families (Doc 9998 and Doc 9973).
- Inclusion in ICAO Annex 9.
- Inclusion in ICAO USOAP.
- 20 Feb - International Day of Air Accident Victims and their Families.

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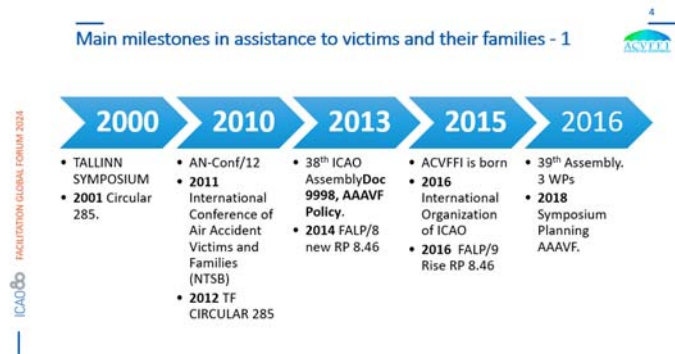
**WHAT IT IS:** ACVFFI is the Air Crash Victims' Families' Federation International. Recognized by ICAO and invited to its events, it serves as the unified voice of victims and families. It was founded in Madrid by my initiative as President of AVJK5022 of Spain, in collaboration with the HIOP-AF447, German Associations, and ACAA-ED202 of Pakistan.

**WHAT DO WE DO?** ACVFFI works with generosity and motivation for the common good, despite lacking economic resources to support its activities. Assistance to victims and their families is not a priority in aviation, except when an air disaster occurs and briefly makes the news.

**WHAT DO WE ACHIEVE?** Internationally, ACVFFI has accomplished several milestones:

1. Developed a common model for all Member States for Assistance to Victims and their Families, such as Policy Doc 9998 and Guide Doc 9973.
2. Secured inclusion in Annex 9, first as a Recommended Practices and then as a Standard.
3. Introduced the concept into the ICAO USOAP.
4. Established February 20 as the International Day of the Victims of Air Accidents and their Families. This day was first commemorated on February 20, 2022, recognizing the importance of remembering victims and their families, unlike other professions, entities, and activities.

## SLIDE 4 – MAIN MILESTONES IN ASSISTANCE TO VICTIMS AND THEIR FAMILIES -1-



Year 2000 – Tallinn Symposium – Estonia – It is agreed to develop a Circular on Victim Assistance at ICAO.

Year 2001 - Publication of Circular 285 by the Secretary General of ICAO.

Year 2010 – 12th ICAO High-Level Air Navigation Conference

Year 2011 – International Conference of Air Accident Victims and Families, organized by the NTSB.

Year 2012 – Task-Force Circular 285

Year 2013 – March 1, 2013 Approval of Policy Doc 9998 in the ICAO Council and ratification in the 38<sup>th</sup> Assembly.

Year 2014 – Meeting of the FAL Panel – Annex 9 to promote the elevation to Standard of Recommended Practice 8.46 – Policy.

2015 – ACVFFI was born in Madrid, formed by three founding associations: AVJK5022, ACAA-ED202 and HIOP-AF447.

2016 – ICAO includes ACVFFI in the list of International Organizations invited to its events. 39<sup>th</sup> General Assembly: ACVFFI presents three Working Papers which were approved.

2017 – FAL Panel – Elevating Recommended Practice 8.46 to a Standard

2018 – The first Symposium on Assistance to Aviation Accident Victims and their Families is included in the official ICAO calendar of events.

## SLIDE 5 – MAIN MILESTONES IN ASSISTANCE TO VICTIMS AND THEIR FAMILIES -2-



2019 – 40<sup>th</sup> ICAO General Assembly: ACVFFI submits four Working Papers which were approved.

2020 – COVID-19 brought the world to a standstill, but we kept moving forward.

2021 – May 10, 2021 was the first informal meeting of ACVFFI and ICAO Council – review of the nine Working Papers submitted

10/29/2021 – The ICAO Council approved to dedicate February 20 each year to commemorate the International Day of the Victims of Air Accidents and their Families.

01/12/2021 – First International Symposium on Assistance to Victims of Air Accidents and their Families, in Gran Canaria (Spain).

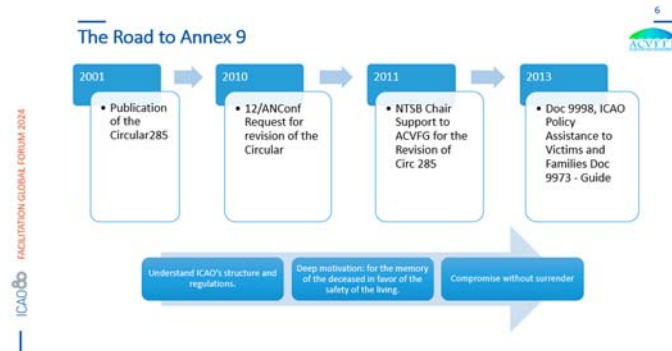
22/10/2022 – 41<sup>st</sup> ICAO General Assembly: ICAO Council Working Paper 21 is presented with the 30 recommendations of the first Symposium plus three ACVFFI Working Papers about:

1. Training courses on ICAO Policy.
2. Section dedicated to victim assistance within the ICAO General Secretariat.
3. Inclusion of victim assistance in IATA and ACI emergency plans.

11/29/2022 – Standard 8.47 of Annex 9 entered into force.

2023 – Two years after the AAAVF-2021, Facilitation creates a Working Group that is divided into two other subgroups to study the 30 Recommendations approved in the aforementioned Council Working Paper 21.

## SLIDE 6 – THE ROAD TO ANNEX 9

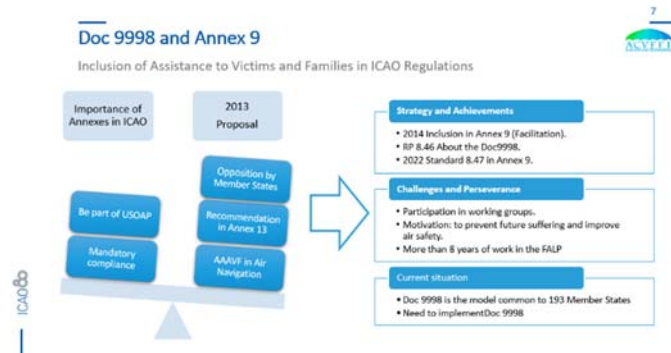


1. Circular 285 issued by the ICAO Secretary General in 2001.
2. During the 2010 High-Level Air Navigation Conference, we requested an update, but the States were not interested, as they believed ICAO regulations applied only to live passengers, not to deceased ones.
3. With the support of the NTSB Chairwoman, we continued our efforts for the update. I don't have time to detail the journey from 2011 to 2013, but I want to highlight how it concluded. On March 1, 2013, the ICAO Council approved Doc 9998, ICAO Policy on Assistance to Air Accident Victims and their Families. For the first time in history, I attended this Council as a representative of the victims and their families. Subsequently, the 38<sup>th</sup> ICAO General Assembly of that year ratified Doc 9998.

When I thought we had reached the end of the road and that the objective which led me to ICAO had been fulfilled with this Policy, it turned out to be the beginning of another, increasingly challenging path. It is necessary to specialize in the procedures ICAO uses to prepare its documents, among other similarly complex issues.

But our motivation comes from the depths of our hearts. Working for the memory of our deceased and for the safety of the living, for all of us who use airplanes as a means of transportation, is a commitment that does not allow for fatigue or surrender.

## SLIDE 7 – DOC 9998 AND ANNEX 9



An ICAO document gains significance when it is included in an Annex, as it then becomes mandatory. Additionally, its inclusion in the USOAP ensures compliance, or so I thought.

In 2013, we proposed that Annex 13 include a Recommended Practice regarding Assistance to Aircraft Accident Victims and their Families, as it was within the Air Navigation Bureau of ICAO. Unfortunately, it remained just a proposal because the States opposed it strongly.

Annex 9 was the option, and thus it was included in Facilitation through Recommended Practice 8.46, becoming part of the Air Transport Bureau in 2014.

Never had any ICAO Annex specifically addressed assistance to victims and families like Doc 9998 and Doc 9973.

Having people without resources or financial support as part of an ICAO working group is audacious. This is how ACVFFI operates: our members do not have funds to support. Those who suffer an air disaster in the future will not know that our work is to prevent them from experiencing what we did.

Despite our attendance at all possible forums, general assemblies, petitions to States, and various proposals to ICAO, Policy Doc 9998 remained largely unknown. In fact, only Spain has managed to pass the ICAO Audit in 2022.

## SLIDE 8 – LEARNED LESSONS



8

Learned lessons

-  The **INFORMATION** of the accident: truthful, professional and rigorous to both families and society.
-  **ATTENTION** to people must be empathetic, dignified and respectful.
-  Professional, independent and transparent **INVESTIGATIONS** are the basis for safer civil aviation. They are used to correct the causes of accidents.
-  The **RIGHTS OF DECEASED PASSENGERS** and their families must be attended to by insurance companies without discrimination and without humiliation.

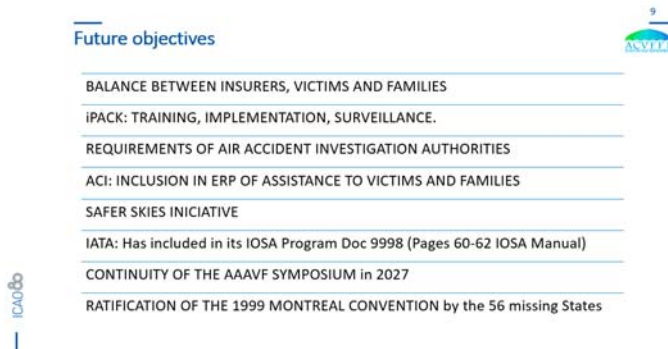
ICAO

There are four main areas that are consistently relevant in any aviation accident: information, care, investigations, and rights:

1. **Information:** The information about the accident provided to the public and families must be truthful, professional, and thorough. It often is not.
2. **Care:** The care given to individuals during the emergency following the accident should be empathetic, dignified, and respectful. It often is not.
3. **Investigations:** Investigations must be professional, independent, and transparent, with a final commitment to addressing the causes of the accidents. They often are not.
4. **Rights:** The rights of passengers who die in accidents should extend beyond their death. Their families should be treated with respect and without haggling by the airlines' insurers. This often does not happen.

These lessons learned drive ACVFFI to work diligently to ensure that responses are provided as quickly as possible, always through ICAO. This is the only viable way to achieve a common model acceptable to all its members.

## SLIDE 9 – FUTURE OBJECTIVES



Future objectives

BALANCE BETWEEN INSURERS, VICTIMS AND FAMILIES
IPACK: TRAINING, IMPLEMENTATION, SURVEILLANCE.
REQUIREMENTS OF AIR ACCIDENT INVESTIGATION AUTHORITIES
ACI: INCLUSION IN ERP OF ASSISTANCE TO VICTIMS AND FAMILIES
SAFER SKIES INICIATIVE
IATA: Has included in its IOSA Program Doc 9998 (Pages 60-62 IOSA Manual)
CONTINUITY OF THE AAVF SYMPOSIUM in 2027
RATIFICATION OF THE 1999 MONTREAL CONVENTION by the 56 missing States

### Balance Between Insurers, Victims, and Families

An aviation accident should never become a business opportunity at the expense of the affected families' pain. It is imperative to move towards better practices among insurers.

#### iPaks

Training, implementation, supervision. This program should be definitive in helping States adhere to Policy Doc 9998.

#### Air Accident Investigation Authorities

We have repeatedly requested the creation of a manual outlining the minimum requirements for Investigation Authorities in Member States, emphasizing **independence, professionalism, and transparency**.

#### ACI / Airports

Inclusion of victim and family assistance in their emergency plans, in line with Policy Doc 9998. Some steps have been taken, but further progress is needed.

#### Safer Skies Initiative

Support this initiative, which we hope will lead to new actions to ensure the safety of passengers and crew by avoiding flights over conflict zones.

#### IATA

IATA has included the model of Policy Doc 9998 in its IOSA audits (pages 60 to 62) within their Emergency Plans. This has been a significant **step forward**.

#### Continuity of AAVF

It was a monumental effort to have ICAO include it in their Triennial Event Calendar for 2019-2021. It must continue and be **held every three years**. Next November it will take place in the Netherlands.

#### Promote the Ratification of the 1999 Montreal Convention

Encourage ratification by Member States that have not yet done so.



## SLIDE 10 – CONCLUSIONS



I have come to Bogotá to bring the message of hope promoted by ACVFFI, advocating for harmony on an issue that is deeply painful for everyone, negotiable for some, and of little interest to most.

Our commitment is rooted in our refusal to continue mourning every time we see the consequences of an air accident in the media—horrific images, shattered bodies, disintegrated planes, fire, smoke, etc. Something had to be done, and we have done it and continue to do so on an endless path.

Airplanes connect people; they have brought those of us from afar to this Forum to discuss safer and more efficient aviation. Air transport is so essential in today's world that it should make us reflect on the suffering of victims and families when a flight does not reach its destination and on how to do everything possible to alleviate it.

The safety chain begins and ends with human beings. VICTIMS EXIST; they are the tragic face of accidents. We contribute our experience and propose solutions born from pain, but with an objective and achievable focus.

The world has many languages, which are not barriers when speaking from the heart, the heart that unites and commits because it does not understand reasons. ACVFFI needs help for States to implement Policy Doc 9998 and to overcome the USOAP. This would be a way to compensate for so much effort, fulfilling the shared goal of alleviating the suffering of victims.

Please contact me; I will assist you with the experience of what has been done in Spain, also driven by the Spanish victims' association that I preside over.

## SLIDE 11 – THANK YOU

For all those who died in air accidents: WHO ARE ALWAYS  
IN OUR HEARTS



*Gracias*

chair@aircrashvictims.com

acvffl.org

0034 644 570 815

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ICAO/FAA

Thank you, on behalf of all those who have died in plane crashes that are somewhere... always in our hearts.