



## REGULATION

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### **DRAWING UP AND MANAGING THE POLICY ON ASSISTANCE TO VICTIMS OF AIRCRAFT AND THEIR RELATIVES**

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## INDEX

1. Purpose and subject .....	4
2. Scope of application .....	4
3. Definitions .....	5
4. Roles and competences.....	6
4.1 ENAC .....	6
4.2 Air carrier.....	7
4.2.1 Minimum content of assistance policy formulated by the air carrier.....	7
4.2.2 Activities by the air carrier in case of air accident .....	8
4.3 Airport management body .....	9
4.3.1 Minimum content on assistance policy formulated by the airport management body .....	9
4.3.2 Implementation of the assistance policy formulated by the airport management body .....	10
4.4 Airport contact team .....	11
4.5 Law enforcement .....	11
4.6 Third parties .....	11
5. Training.....	11
6. Drills .....	12
7. Sanctions .....	12
8. Effective date.....	12

## **Article 1**

### **Purpose and subject**

An airplane accident, involving individuals (victims), necessitates an intervention addressing immediate rescue efforts for those affected and the recovery of the deceased. Following these activities, management of the subsequent phase, which focuses on establishing appropriate and specialized assistance for those involved in the incident and their relatives, is of utmost importance.

In this context, both ICAO and the European Union mandate that each State formulate a National Policy concerning aid for victims of air accidents and their families. According to the guidelines set in Annex 9 of ICAO - "Facilitation", and Article 21 of Regulation (EU) No. 996/2010, Member States are obligated to enact laws, regulations, and policies supporting assistance for victims of air accidents and their families. Additionally, Amendment 29 to Annex 9 of ICAO and Article 21.2 of Regulation (EU) No. 996/2010, relating to air carriers, suggest and recommend to Member States that air carriers and airport management bodies develop these plans.

This Regulation precisely outlines the requirements and procedures for the creation and implementation of the "Policy on Assistance to Victims of Aircraft Accidents and their Relatives" for air carriers holding an operating license issued by ENAC and for airport management bodies.

The policy addressing assistance to victims of aircraft and their relatives, devised by airport management bodies, is a necessary part of the Airport Emergency Plan for Air Accidents, specifically in a section named "Policy on Assistance to Victims of Aircraft Accidents and their Relatives." For air carriers holding an operating license issued in Italy, this policy is incorporated into the Emergency Response Plan (ERP) following the same procedures.

ENAC collaborates with associations of relatives of air crash victims, utilizing the contributions provided by these groups to consistently enhance the assistance provided to the victims of air crashes and their relatives.

## **Article 2**

### **Scope of application**

The aim of this Regulation is to lay out the procedures required for effectively managing accidents within the national territory or involving an air carrier registered in Italy. Additionally, it covers assistance to family members in situations where Italian passengers are on board an aircraft involved in an accident with a destination or origin in Italy.

If an accident falls within the Airport Emergency Plan for Air Accidents, the "Policy on Assistance to Victims of Aircraft Accidents and their Family Members" shall be activated as needed.

In accordance with the current national regulatory framework for operational coordination of emergencies, in particular with regard to the assistance of those affected, ENAC and the airport operator maintain contact with the locally relevant entities in order to ensure assistance even in air crash scenarios not covered by the aforementioned plan.

In such cases, ENAC and the Airport Management Body, together with other relevant parties, assess the need to call for the COE Operational Centre for Emergency.

Since an air accident can occur outside the scope of the Airport Emergency Plan for Air Accidents, the managers of the departure and arrival airports should ensure assistance to those involved in coordination with the appropriate authorities.

### Article 3

#### Definitions

**Best practices:** Those steps, gathered from practical experience, that major global authorities and airlines should take, following an airplane accident, regarding the expectations of those affected, both immediately and in the long term.

**EOC:** Also known as the Operational Centre for Emergency, is led by the Airport Director or their delegate. This centre brings together the heads of all authorities and entities responsible for emergency management, with the authority to conduct ongoing operations. The COE convenes whenever a plane crash occurs within the airport premises. While waiting for ENAC's intervention, the airport management body aligns with the Emergency Plan's guidelines to ensure the smooth coordination of activities among all public and private entities on the airport grounds, essential for the effective execution of functions designated by the Plan.

**Victim's Relative:** A victim's spouse, and / or a direct ascendant or descendant, by blood or law, and / or a closest relative and / or another person closely linked (biologically, legally, or emotionally) to a victim of an accident.

**Aircraft accident:** An incident linked to the operation of an aircraft. It encompasses the period from when a person/s board/s on a piloted aircraft with the intention of flying, until everyone has landed. In the case of an aircraft with remote piloting, it spans from the moment the aircraft is ready to move and take off until it comes to a stop at the end of the flight, and the main propulsion system is switched off. This includes situations where:

- a) A person sustains serious or fatal injuries due to:
  - Being inside the aircraft,
  - Coming into direct contact with any part of the aircraft, including parts broken off,
  - Being directly exposed to the jet of reactors,
  - Except in cases of injuries from natural causes, self-inflicted harm, harm caused by others, or injuries carried by stowaways hidden outside accessible areas for passengers and crew.
- b) The aircraft has disappeared or is completely inaccessible.

**Toll-free number:** this is a free phone number promptly activated by the airline to provide information to family members and gather data crucial for verifying the passenger list.

**ENAC crisis room:** this facility, located at ENAC headquarters in Rome, is available for use by ENAC management during major events or emergencies impacting the air transportation sector.

**SAT:** Special Assistance Team (or Go Team), comprising personnel handpicked by the air carrier, this team swings into action following a plane crash. Its role is to bridge communication between the passengers involved in the accident and/or their relatives and the airline. The SAT also offers psychosocial assistance and support.

**Survivor:** this term refers to a victim who has not suffered fatal injuries as a result of a plane crash.

**Airport Contact Team:** as identified in the "Policy on Assistance to Victims of Aircraft and their Family Members," a section of the Airport Emergency Plan for Air Accidents. The team's function is to ensure proper information dissemination to victims and their relatives regarding the event and assistance for those involved. At the minimum, it is comprised of representatives from ENAC and the airport management body, all equipped with specific training.

**Victim (or person involved):** any individual inside or outside the aircraft affected in an airplane accident.

## **Article 4**

### **Roles and competences**

#### **4.1 ENAC**

ENAC, the Italian Authority for Civil Aviation, in line with the stipulations of art. 21.1 of Reg. (EU) 996/2010, and according to the existing international and national regulatory framework for air accident management, specifically regarding assistance for those affected, commits to the following:

1. Ensure that all air carriers holding a license in Italy possess a comprehensive policy for assisting victims and their relatives, and approved as per art. 21.2 of Regulation (EU) 996/2010;
2. Encourage third-country air carriers operating in the European Union to adopt similar policies for assisting victims of air accidents and their relatives, as outlined in art. 21.2 of Regulation (EU) 996/2010;
3. Oversee the approval of content to ensure that airport management bodies develop assistance policies for air crash victims and their relatives, in line with Recommended Practice 8.48 of Annex 9 ICAO - Facilitation, to be integrated as a dedicated section of the Airport Emergency Plan for Air Crashes;
4. Monitor and verify that all entities involved in the assistance process comply with the procedures outlined in their respective plans, in line with the essential contents detailed in this Regulation;
5. Participate, on a territorial basis, in the Airport Contact Team, contributing representatives with specific training in accordance with art. 5 of this Regulation;
6. Periodically prepare and update the Information Booklet, anticipating the rights of victims and their relatives in case of an air accident, along with other necessary information;
7. Implement the sanctions regimen outlined in art. 7 of this Regulation;
8. Draft and update this Regulation, its annexes, and guidelines containing best practices for standardizing assistance policies;
9. Chair the EOC in cases where the event falls within the territorial application of the Airport Emergency Plan for Air Accidents. Be in contact with its Crisis Room, Prefectures, and the Ministry of Foreign Affairs and International Cooperation, especially in cases involving non-Italian passengers;

10. Operate in situations where the event occurs outside the territorial scope of the Airport Emergency Plan for Air Accidents, following the provisions of the current national regulatory framework for operational coordination of emergencies;
11. Activate and maintain contacts with the Ministry of Foreign Affairs and International Cooperation to provide adequate assistance and information to victims and their relatives in the event of an air accident occurring outside Italian borders, involving passengers with Italian nationality however not concerning an air carrier registered in Italy;
12. Manage institutional information activities and maintain relations with the press, within the scope of its responsibility.

## **4.2 Air carrier**

The Italian-registered air carrier commits to fulfilling the requirements outlined in paragraph 2 of art. 21 of Regulation (EU) 996/2010. This involves the development, implementation, and regular updates of its assistance policy for victims of air accidents and their relatives. The carrier proactively establishes pre-defined procedures for use in the event of an air accident, whether involving its own flight or another operated under commercial agreements. These procedures include explicit details, assignments, and responsibilities for the involved personnel.

To ensure the effective execution of the tasks outlined in the assistance policy, the air carrier is responsible for identifying its personnel and/or third-party personnel providing assistance. This identification process emphasizes appropriate training, numerical sufficiency, and the necessary professional skills and personal characteristics, all in accordance with the stipulations of this Regulation.

The carrier's assistance policy must undergo scrutiny by ENAC for approval, including any subsequent amendments to the policy.

### **4.2.1 Essential minimum content of the policy on assistance formulated by the air carrier**

The air carrier's assistance policy requires the following key components:

1. Setting up and Activating SAT (Special Assistance Team): guidelines on the establishment and activation of the Special Assistance Team;
2. Establishing a Toll-Free Number for Family Members to provide and receive immediate and timely information. The employed staff must have the qualifications and fulfil the training requirements to be part of the staff which provides information, including language proficiency (Italian in agreements with foreign companies). The operator who is in contact with the family member must be sure of the person with whom he is speaking is indeed a family member of a victim involved. The toll-free number on the carrier's website must be clearly visible, along with a dedicated page for accident-related information (dark website). A representative of the air carrier shall be in close coordination with the EOC if the event requires the activation of the Airport Emergency Plan for Air Accidents;

3. Protection, processing, and returning of personal belongings of those involved;
4. Psychological support provision, also through partnerships with third parties;
5. Immediate financial assistance;
6. Assisting foreign passengers in returning to their home countries or continuing their journey;
7. Logistical support - Arrangements for suitable accommodations (e.g., reserved hotel rooms) for survivors and relatives of both victims and crew members. Consideration for appropriate separation between the victims and crew family members;
8. Contact list to be constantly updated;
9. Ensuring confidentiality and security/safety of those involved;
10. Respect for cultural and religious customs;
11. Legal and insurance consultation;
12. Visits to the accident site - coordination for possible visits to the accident site, in agreement with the Italian Civil Aviation Safety Investigation Authority (ANSV) and with third-party support;
13. Organizational participation and support to family members for Commemorative Ceremonies;
14. Information on the training plan aimed at the correct application and continuous improvement of the policy, in compliance with the provisions of art. 6 of this Regulation.

#### **4.2.2 Activities within the air carrier in case of air accident**

In the event of an air accident involving a flight operated by an air carrier registered in Italy, the involved air carrier – whether operating or commercial – is obliged, as part of activating its assistance plan, to:

1. Ensure the prompt release of verified information to relevant authorities. If the incident requires the activation of the Airport Emergency Plan for Air Accidents, this information should be shared with the COE through the designated air carrier's representative or delegate;
2. Provide the passenger list, including provisional versions, to competent entities, updating it as more information becomes available. If the incident necessitates the activation of the Airport Emergency Plan for Air Accidents, the passenger list must be transmitted to the COE;
3. Activate a toll-free telephone number, including a dedicated line for calls from outside the national territory;
4. Deploy specialized personnel for psychological assistance to family members and survivors. The carrier shall activate and dispatch its trained personnel (SAT) or third-party personnel identified in its plan for this purpose;



5. Offer logistical assistance, such as booking hotels, air tickets, and arranging transportation services for family members wishing to reach the accident site;
6. Ensure timely provision, without delay, of advance payments as stipulated in art. 28 of the 1999 Montreal Convention for the unification of certain rules of international air transportation and art. 5 of Regulation (EC) 2027/97 of 9 October 1997 concerning the liability of the air carrier in the event of an air accident.

### **4.3 Airport managing body**

The airport management entity is responsible for formulating the assistance policy for victims of air crashes and their relatives. This policy serves as a dedicated segment within the broader framework of the Airport Emergency Plan for Air Crashes. In this capacity, the airport management body identifies and allocates organizational resources, personnel, and logistics essential for executing its tasks under the assistance plan.

As part of the efforts related to the development and administration of the Assistance Policy, the airport manager actively engages in a dialogue with air carriers permanently operating within its premises. The aim is to establish cooperation that guarantees continuous, cohesive, and effective assistance to victims and their relatives. This collaboration includes the sharing of relevant sections from the carriers' own assistance plans to enhance overall preparedness and coordination.

#### **4.3.1 Essential minimum content of the policy on assistance formulated by the airport management body**

The airport management body policy on assistance must encompass at least the following key elements:

1. Designation and logistical arrangements for assistance and receiving rooms, including their setup during activation. These rooms, considering the airport's size, may be established while maintaining normal functionality or positioned as close as possible to the airport. The rooms are defined as follows:
  - a. Passenger assistance room;
  - b. Relatives' receiving room;
  - c. Crew Member Assistance Room;
  - d. Crew members relatives Room;
  - e. Reunification area
2. Means of access and first reception, and possibly transportation in the rooms of the individuals involved, whether these are passengers or surviving crew members, family members, third parties involved in the plane crash;
3. Guidelines for registering individuals mentioned in point 2, primarily focusing on reconciling and reuniting them with their family members;
4. Assistance and provision of basic necessities, and comfort to the individuals from point 2. Collaboration with catering services sub-concessionaires through framework agreements is recommended, aligning with established best practices during prolonged airport disruptions;
5. Psychosocial assistance, also through the use of personnel of third parties specifically identified and trained in accordance with art. 5 of this Regulation. The plan must also provide for alerting employees;

6. Identification and training of airport staff according to art. 5 of this Regulation, which is intended to ensure that the rooms are adequately staffed for initial reception, handling, registration, and assistance to individuals from point 2. The plan shall also lay down the procedures for staff alerts;
7. Formation of the Airport Contact Team according to art.4.4 of this Regulation, including the representatives from public and private entities. The plan shall also outline procedures for alerting employees;
8. Communication systems within the airport including messaging for airport's Flight Information Display Systems (FIDS);
9. Protection of the privacy of individuals from point 2, potentially involving airport security staff, in coordination with the Police, to prevent unauthorised access to receiving rooms and assistance areas.

#### **4.3.2 Implementation of the policy on assistance formulated by the airport management body**

To ensure the effective implementation and management of the assistance plan devised by the Airport Management Body during activation, the following steps shall be taken:

1. Develop and execute a specific program, in collaboration with all responsible airport stakeholders, whether public or private, aimed at realizing the essential contents outlined in the assistance plan;
2. Identify and train representatives at the COE and the Airport Contact Team, following the procedures outlined in art. 5 of this Regulation. Additionally, provide clear instructions for relevant alert procedures;
3. Facilitate a dialogue, in coordination with the ENAC Directorate responsible for the territory and the air carriers represented at the airport, with local third parties to establish psychosocial support (provision);
4. Integrate scenarios dedicated to practicing the assistance policy for victims and their relatives into the periodic training plan of the Airport Emergency Plan for Air Accidents, as specified in art. 6 of this Regulation.

#### **4.4 Airport contact team**

The airport contact team operates as follows:

1. It is identified within the dedicated "assistance plan" section of the Airport Emergency Plan for Air Crashes and functions in close coordination with the COE;
2. It is comprised of two or more individuals, including at least one representative from ENAC and one representative from the airport management body. Additional individuals outlined in the "assistance plan" may also be included;
3. It ensures proper information dissemination to victims and their relatives regarding event management. It reports pertinent details for the management of assistance to the COE;

4. It is activated by the COE, even in cases where ENAC staff is not immediately available.

#### **4.5 Law Enforcement**

Law Enforcement, within its jurisdiction and in alignment with the provisions outlined in this Regulation, undertakes the following responsibilities:

1. It informs family members of the victims involved in the plane crash and any fatality of a relative. This process may involve specialized staff trained in emotional and psychological support;
2. It collaborates with airport security personnel to control access to receiving and assistance rooms and manages public order effectively.

#### **4.6 Third parties**

Associations of victim relatives, Civil Protection Voluntary Organizations, Third Sector Entities, and National and International Societies, possessing demonstrated expertise in supporting families affected by catastrophic events, can be incorporated into the assistance plans outlined in this Regulation. They may serve as responsible entities for providing assistance and support, or function as integral members of the Airport Contact Team. The personnel engaged in these activities should be clearly identified and undergo training in accordance with Article 5 of these Regulations.

### **Article 5**

#### **Training**

Personnel tasked with assisting victims of air accidents and their relatives require comprehensive training, aligning with continuous vocational development principles. This entails both initial training sessions and recurrent training at regular intervals, specifically at least every two years.

Tailored to their respective roles and required interventions, each designated staff member (e.g., SAT member, toll-free operator, reception room attendant with associated psychosocial activities, psychological support staff) must undergo specialized training courses encompassing the following areas:

- Psychology of Emergency
- Emergency management and intervention
- Peer support (e.g., CISM protocol)
- Conflict and stress management
- Teamwork and team coordination
- Communication and assertiveness

Training sessions should incorporate various teaching tools, including audio-visual materials (e.g., testimonies of relatives, victims, rescuers, journalistic material, documentaries) and dedicated role plays. This approach ensures the acquisition of internationally recognized best practices in assisting victims and their relatives, considering the social, cultural, linguistic, and religious differences of both learners and those being assisted.

The methodology prioritizes experiential learning to ensure authentic skill development, moving beyond theoretical knowledge. Active participation in periodic air accident simulations,

as outlined in Article 6, is crucial for practical application. The conclusion of training involves a non-evaluative verification of learning through focus groups, follow-up sessions, or dedicated debriefings.

Additionally, personnel identified in the Policy on Assistance to Air Crash Victims and their Relatives must receive specific training on the local Airport Emergency Plan for Air Crash.

## **Article 6**

### **Drills**

The drills for the Policy on Assistance for Air Crash Victims and their Relatives must be integrated into the full-scale simulation scenario of the Airport Emergency Aircraft Accident Plan. Similarly, the Air Carrier is required to practice its Assistance Plan within the context of the full-scale simulation of its Emergency Response Plan.

Additionally, both the Air Carrier and the Airport Managing Body are expected to conduct further drills on a partial or "tabletop" scale for the Assistance Plan within their respective contingency plan exercise programs.

## **Article 7**

### **Sanctions**

The violation of the provisions of this Regulation implies the application of art. 1174, paragraph 1, of the Navigation Code, according to the procedures referred to in the Law 24 November 1981, no. 689, and subsequent amendments.

## **Article 8**

### **Effective date**

This Regulation will come into effect six months from the date of its publication on the Italian Civil Aviation Authority's website.