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**FEDERATIVE REPUBLIC OF BRAZIL  
AERONAUTICS COMMAND  
CIVIL AVIATION DEPARTMENT  
SUBDEPARTMENT OF AIR SERVICES  
INSPECTION DIVISION**

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**CIVIL AVIATION INSTRUCTION**

**IAC 200-1001**

**ASSISTANCE PLAN FOR AERONAUTICAL  
ACCIDENT VICTIMS AND SUPPORT TO  
THEIR FAMILIES**

**2005**

MINISTRY OF DEFENSE  
AERONAUTICS COMMAND  
CIVIL AVIATION DEPARTMENT

GOVERNMENTAL DECREE No. 706/DGAC, OF JULY 22<sup>SD</sup>, 2005.

Approves the Civil Aviation  
Instruction – IAC that deals with  
Assistance to Aeronautical Accident  
Victims and Support to their Families

**THE DIRECTOR-GENERAL OF THE CIVIL AVIATION DEPARTMENT**, based on Decree No. 65.144, of September 12<sup>th</sup>, 1969, which institutes the Civil Aviation System of the Ministry of Aeronautics, and in view of what is provided in Governmental Decree No. 453/GM-5, of August 2<sup>sd</sup>, 1991, which reformulates the Civil Aviation's Flight Safety System, determines:

Art. 1 That the IAC discriminated below may be put into effect:  
IAC 200-1001.

Title: Assistance Plan for Aeronautical Accident Victims and Support to their Families.

Art. 2 That this Governmental Decree takes into effect on the date of its publication in the Diário Oficial da União (Federal Register).

Art. 3 That the Governmental Decrees no. 18/DGAC, published in the DOU no. 40, of February 25<sup>th</sup>, 2000 and Governmental Decree no. 19/DGAC, published in the DOU no. 52, of March 16<sup>th</sup>, 2000 are revoked.

**AF Brig Maj JORGE GODINHO BARRETO NERY**  
**General - Director-**

PUBLISHED IN THE DIÁRIO OFICIAL DA UNIÃO (FEDERAL REGISTER) No.  
150, OF AUGUST 5<sup>th</sup>, 2005

## **INTRODUCTION**

The occurrence of an aeronautical accident may provoke a tragedy of great proportions, wherein the need of assistance to the victims and Support to their families is recognized. This document establishes the basic actions under the responsibility of the national and foreign Airline Companies that use public air transport of passengers in Brazil, to provide such assistance and manage the services that must become immediately available to the victims and the support measures to their families.

In the face of the misfortunes caused by the aeronautical accident, the important task of informing about the passengers and the flight crew, responding to inquiries from their families, seeking to meet their immediate needs falls on the Airline Company for public aerial transport.

The Plan of action, to be elaborated by the Airline Companies, should be guided by the basic ideas contained in this CAI, which was formulated based on the orientations of the OACI Circular no. 285-AN/166, aiming at standardizing the procedures to be adopted in the case of aeronautical accident.

# **1 PRELIMINARY PROVISIONS**

## **1.1. PURPOSE**

To establish the guidelines for the elaboration of the Assistance Plan for Aeronautical Accident Victims and Support to their Families.

## **1.2. BASIS**

**Decree no. 65.144, of 09/12/69, which institutes the Civil Aviation System of the Ministry of Aeronautics and Governmental Decree no. 453/M5, of 08/02/91, which reformulates the Flight Safety System.**

## **1.3. APPROVAL**

**Approved by Governmental Decree no. 706 /DGAC, of July 22, 2005.**

## **1.4. AVAILABILITY**

**D – SR – IA – IF – SA – TD - INTERNET**

## **1.5. CORRELATIONS**

OACI CIRCULAR 285-AN/166.

## **1.6. CANCELLATION**

Governmental Decree no. 706/DGAC, of July 22, 2005, which approves this IAC 200-1001, revokes Governmental Decrees no. 18/DGAC, of February 25, 2000 and Governmental Decree no. 19/DGAC, of March 16, 2000.

## **2 GLOSSARY**

The definitions of the technical terms used in this IAC are available for consultation in MMA 58-1 Civil Aviation Glossary of Technical Terms, of Sept. 20, 1989.

## **3 INFORMATION OF PASSENGERS ON BOARD**

### **3.1 AIRLINE COMPANIES**

The national and foreign Airline Companies that use public air transport in Brazil should request from each passenger on board, in domestic as well as in international flights, from and to Brazilian territory, his full complete name and in correct order and the name of a person, who is not on board, with telephone number for contact in case of emergency, preferably a next of kin.

3.1.1 This information could be obtained from the time when the passenger makes his reservation until his boarding, which must be kept until the completion of the last part of the flight itinerary.

3.1.2 The adoption of the appropriate process or document for the capture of this information, where the record may be done electronically remains at the criteria of each Airline Company.

3.1.3 In case the passenger refuses to provide the information of the name and telephone number of the contact person in case of emergency, the refusal should be reported in a written document.

3.1.4 This information is confidential, which must be used by the Airline Company not only in case of aeronautical accident, but also in benefit of the passenger in case of personal emergency, where its use for any other purposes is prohibited.

After the Airline Company has taken note of an aeronautical accident, involving one of its aircrafts, it should prepare a reconciled list of passengers and flight crew of the damaged aircraft, within a period of three hours, for its own use and for the Aeronautical Authority, in case this requests it.

### **3.2. AIRPORT ADMINISTRATIONS**

Airport Administrations must make use of all possible means to support the Airline Companies in the collection of the passengers' emergency contact information, according to item 3.1 of this Instruction.

## **4 ASSISTANCE PLAN FOR AERONAUTICAL ACCIDENT VICTIMS AND SUPPORT TO THEIR FAMILIES**

4.1 National and foreign Airline Companies that use public air transport in Brazil should elaborate their respective Corporate Assistance Plans for Aeronautical Accident Victims and Support to their Families where the actions under their responsibility for providing assistance, services and information to victims and the support measures to their families will be established.

4.2 Each base operated by the Airline Company should have its Local Assistance Plan for Aeronautical Accident Victims and Support to their Families, which contains specific information and resources concerning the locality where it is established. The Local Plan content should be based on the guidelines established in the Airline Company's Corporate Family Assistance Plan, where in it must be reported, at least:

4.2.1 Contact name and telephone number of the base's emergency response team; and

4.2.2 List with name, address and telephone number:

- a) Airport administrative authorities;
- b) Local hospitals;
- c) Reference hotels in the locality;
- d) Religious representatives;
- e) Transportation companies;
- f) Civil and Military Police and Firemen;
- g) Civil Defense and assistance agencies;
- h) Federal Police and customs authorities (Federal Revenue Service and Sanitary Surveillance);
- i) Physicians;
- j) Psychologists;
- k) Consulates;
- l) DAC (Civil Aeronautics Department), SERAC (Regional Services of Civil Aviation) and Civil Aviation Section, if in national territory; and
- m) Funeral agencies.

### **4.3 PROCEDURES TO BE IMPLEMENTED BY THE AIRLINE COMPANIES**

- a) Conservation of the list of passengers on board, in confidential, until the dissemination to the public. The list of passengers on board could only be disseminated after the notification to the families, where it remains at the criteria of the Airline Company to make the partial dissemination, through notification process;
- b) Putting its Crisis Management Center in action;
- c) Putting its Special Assistance Center in action;

- d) Putting its Telephone Assistance Center in action, making available at least, an exclusive telephone number for free toll calls from families for the purpose of complementing the notification process;
- e) Establishment of its Family Assistance Center in the city of the accident, or the closest to it;
- f) Notification to the accident victims' families, by trained team, if possible personally;
- g) Making feasible the work of the teams involved with assistance, by providing communication, transportation, accommodation and food;
- h) Operationalization, in the affected airports, of reserved areas for the reception of survivors and families, by providing basic needs like: food, communication, seats and toilette;
- i) Assistance to victims and support to their families in the immigration and customs procedures;
- j) Connection with diplomatic and consular agents in case there may be foreign victim;
- k) Round-trip displacement of families up to the city, or closest area to the place of the accident;
- l) Provision of transportation for the survivors and families, according to the need, in the locality of the aeronautical accident, or to the area closest to this;
- m) Provision of accommodation, food, security, medical, psychological and religious assistance to the victims' families and survivors while in the Family Assistance Center;
- n) Receipt, identification and devolution to the one responsible for the recovered personal belongings;
- o) Organization of the visit to the place of the accident, in case requested by the families and as long as possible, maintaining the safety of the interested parties and through coordination with the local authority;
- p) Availability of updated information on the aeronautical accident to the victims and their families, in the activated centers;
- q) Provision of information regarding assistance actions to the victims and the families;
- r) Follow-up of the identification process and aid in the legal clearance of the bodies along with the competent authorities; and
- s) Transfer of the bodies for burial in the city of origin, or as requested by the family, if feasible.

#### 4.4 PROCEDURES TO BE IMPLEMENTED BY AIRPORT ADMINISTRATIONS

- a) Availability of the Family Reception Center at the affected airports;
- b) Availability of the Survivor Reception Center at the airport of the aeronautical accident or serious incident;
- c) Availability of the Press Center at the affected airports;
- d) Sending and reception of survivors and families to the respective centers, if requested by the Airline Company, until it has conditions of assuming their operation; and

- e) Provision of security and access control in the activated centers.

4.5 The Local Assistance Plan for Aeronautical Accident Victims and Support to their Families should be available in the respective bases and in easy to access area, where there is the need of preparation of, at least, a printed copy, which should be of the knowledge of all its employees.

4.6 This Plan should be updated whenever there is any alteration, indicating the date of this review.

## **5 FINAL PROVISIONS**

5.1 The Airline Companies should provide training of the present Plan to the staffs of their bases, according to what is provided in their procedure manuals, even with the execution of simulations.

5.2 The Airline Companies must coordinate, along with the support agencies and companies, their participations in the Local Assistance Plans for Aeronautical Accident Victims and Support to their Families.

5.3 The application of assistances provided in this IAC will be closed after the execution of all assistance procedures for victims, fatal or not, of support to their families and the carrying out of funeral ceremonies;

5.4 The Assistance Plan for Aeronautical Accident Victims and Support to their Families could form part of the Airline Companies' Corporate Emergency Response Plan.

5.5 Airline Companies that operate flights with shared code should know their plans mutually and coordinate joint actions in case of aeronautical accident.

5.6 Airlines Companies should present to the DAC their Corporate Assistance Plan for Aeronautical Accident Victims and Support to their Families, in the example of the present CAI, up to 180 (one hundred and eighty) days counting from the publication date of the present Instruction.

5.7 The cases not provided in this IAC will be submitted for the appraisal of the SSA Chief.