

APPROVED.

AIRCRAFT ACCIDENT AND INCIDENT
INVESTIGATION BUREAU
DIRECTOR J. TSOLMON

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PROCEDURE FOR FAMILY LIAISON OFFICERS

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1. Objective

The objective of this procedure is to establish an official communication link between the families of victims and the investigation authority in the event of an accident.

2. Responsibilities of the Family Liaison Officer (FLO)

The Family Liaison Officer (FLO) shall:

- maintain regular contact with the families;
- provide information through official communication channels;
- respond to questions from the families;
- coordinate with relevant organizations.

3. Appointment of the FLO

The FLO shall be appointed:

- by decision of the head of the investigation authority;
- on a case-by-case basis.

4. Requirements for the FLO

The FLO shall possess:

- effective communication skills;
- the ability to maintain confidentiality;
- training for working in accident situations.

5. Provision of Information

The FLO may provide the following information:

- information on the progress of the investigation;
- official statements;
- information on the final report.

6. Communication Channels

- Mobile phone: +976-95953399
- Telephone: +976-71285040
- Fax: +976-700449974
- Email: aaib@aaib.gov.mn
- Web: www.aaib.gov.mn