

APPROVED

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**POLICY ON THE PROVISION OF SUPPORT TO
THE FAMILIES OF ACCIDENT VICTIMS**

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Note:

Amendments and revisions to this procedure shall be made in accordance with the organisation's Procedure for Document Amendment and Revision.

POLICY ON THE PROVISION OF SUPPORT TO THE FAMILIES OF ACCIDENT VICTIMS

1. Objective

The objective of this policy is to establish arrangements for providing information and support to the families of passengers, crew members and other victims of an aircraft accident, as well as to survivors.

2. Scope

This policy shall apply in the following circumstances:

- aircraft accidents;
- serious incidents;
- occurrences involving serious injury or loss of life.

3. Principles

The following principles shall apply:

- respect and transparency in dealing with the families of victims;
- timely provision of information;
- protection of confidentiality;
- non-interference with the investigation process.

4. Responsibilities

The investigation authority shall:

- coordinate the provision of information;
- provide information to the families of victims;
- cooperate with relevant organizations.

Other organisations may include:

- medical services;
- emergency services;
- air operators.

5. Provision of Information

The following information shall be provided to the families of victims:

- general information on the accident;
- information on the progress of the investigation;
- information on the final report.