

APPROVED

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**PROCEDURE FOR PROVIDING INFORMATION TO  
VICTIMS' FAMILIES AND SURVIVORS**

Document reference	<b>AAIIB - 25 - 25</b>		
Date of approval:	year-	month-	day-
Reviewed by:	Name and Position	Date	Signature
Prepared by:	Name and Position	Date	Signature

### Version history

Version	Date	Summary of changes	Prepared by	Approved

### Distribution list

No	Recipient/Position	Format (hard copy/electronic)	Remarks

**Note:**

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

## **PROCEDURE FOR PROVIDING INFORMATION TO VICTIMS' FAMILIES AND SURVIVORS**

### **1. Purpose**

The purpose of this Procedure is to ensure that relevant information on the progress of the investigation of accidents and serious incidents is provided in a timely manner to the families of accident victims and survivors.

### **2. Responsibilities**

Investigator-in-Charge (IIC):

- shall determine the information authorized for release;
- shall arrange the provision of information to family members.

Investigation Authority:

- shall ensure the official dissemination of information;
- shall ensure the protection of confidentiality.

### **3. Means of Providing Information**

Information shall be provided to the families of accident victims and survivors through the following means:

- official meetings;
- written communication;
- electronic means;
- press releases.

### **4. Content of Information**

The following information may be provided:

- the progress of the investigation;
- general information on the occurrence;
- safety recommendations.

The following information shall not be disclosed:

- confidential information;
- cockpit voice recorder (CVR) recordings;
- information that may interfere with the investigation.

### **5. Frequency of Information**

Information shall be provided:

- in the initial phase following the occurrence;
- as necessary during the investigation;
- upon the issuance of the investigation report.

RECORD OF INFORMATION PROVIDED  
TO THE FAMILIES OF ACCIDENT VICTIMS AND SURVIVORS

**General Information**

Investigation reference number: \_\_\_\_\_

Date of occurrence: \_\_\_\_\_

Aircraft type: \_\_\_\_\_

**Recipient Details**

Name: \_\_\_\_\_

Relationship: \_\_\_\_\_

Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

**Information Provided**

Type of information:

- Progress of the investigation
- General information
- Safety recommendations
- Other: \_\_\_\_\_

**Means of Communication**

- Meeting
- Telephone
- Email
- Official correspondence

**Date of Information Provided**

**Confirmation**

Investigator: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_