

MONTREAL, 5TH FEBRUARY 2015

Mr. Chairman, distinguished Delegates,

Good afternoon and thank you for giving me this opportunity to present the current initiatives taken in Italy to assist the accident victims and their families.

First of all I would like to greet Paolo Pettinaroli, President of the Foundation of Eight October 2001.

Paolo unfortunately is not here right now because he is fighting a hard battle for his life, but Paolo is with us and I am with him.

ENAC, the Italian civil Aviation Authority Advisory Circular GEN-05, called "Policy on assistance to aircraft accident victims and their Families" was signed by our Director General on 8th October 2014, in the occasion of the 13th anniversary of Linate Airport's tragedy. This document identifies and indicates the role of each entity involved in the assistance of the victims of an aircraft accident.

The goal that ENAC would like to achieve through the publication of the Advisory Circular GEN-05 is to guarantee an adequate response to the victims of an accident and their families, ensuring not only the coordination between every entity involved, but also to give direct, timely information regarding the event and to give psychological assistance to the people involved.

The Advisory Circular, prepared by ENAC in cooperation with the Italian Foundation 8th October, is in line with international and national regulations, including the EU Regulation 996/2010, ICAO Doc 9973 and 9998, Annex 9 and 19 and National Italian Emergency Response Agency Directive number 01/27/2012.

Italian CAA, according to art. 21 of the EU Regulation 996/2010, has the duty of assessing and approving plans for each national air operator.

In the same time, as appendix to the Advisory Circular, ENAC published "*The Aircraft Accident Victims and their Families Rights Flyer*" that describes the rights provided for air accident victims and their families and all the relevant information needed to face immediate difficulties.

The Advisory Circular GEN-05 in Italian and English version and the Flyer are available on the institutional web site of Italian CAA (www.enac.gov.it), in the section dedicated to the Passengers' Rights, to ensure a simple and usable consultation.

One of the main innovations introduced by the Advisory Circular is represented by the Local "Care Team", made up of a group of ad hoc trained people, including representatives of Italian CAA, of the air Operator and of the airport Operator with the support of psychologists of the local health Authority and/or third parties.

The Care Team is the solely entity authorized, into the airport and during the first phases of the event, to release to the families official information on the accident.

Finally, the Italian CAA is currently working to establish a "Headquarter Go Team", an internal group of ENAC officer especially trained to this end, with the task to reach, as soon as possible, the site of the event and join the local Care Team in giving support for the assistance to the victims and their families.

In conclusion we know that the provision regarding the Policy on assistance to victims and their families will be included in Annex 9. Italy strongly believes in this initiative for moral and ethical reasons in order to avoid in the future tragic experience like the Linate aircraft accident and other similar tragedies.

Thank you