

AIRLINE FAMILY ASSISTANCE PLAN

1.0 Overview

1.1 The purpose of the Caribbean Airlines Family Assistance Plan, is in the event of an accident involving a Caribbean Airlines flight, to provide company personnel with the guidelines, procedures and training that will enable them to act in the best interest of survivors and victims' families; to treat survivors and families with dignity; and to respect the cultural and religious backgrounds of survivors and families.

1.2 This document is a part of a larger effort, which includes the National Transportation Safety Board (NTSB), other government entities and appointed independent non-profit organizations, to assist survivors and families in the event of an aviation disaster.

1.3 In this plan,

'passenger' is defined as any person on board the aircraft occupying a passenger seat with the intention of flight including an employee of Caribbean Airlines or another carrier; and any other person aboard the aircraft without regard to whether the person paid for the transportation, occupied a seat, or held a reservation for the flight.

"accident" is defined as any occurrence which takes place during a Caribbean Airlines flight where there is a major loss of life.

2.0 Pre-response Planning

2.1 In accordance with the Foreign Air Carrier Family Assistance Act of 1997. Caribbean Airlines will publish the Caribbean Airlines Family Assistance Plan and insert this plan into all appropriate Caribbean Airlines Manuals.

2.2 The treatment of families of non-revenue passengers (and any other victim of the accident) will be the same as the treatment of the families of revenue passengers.

2.3 The Caribbean Airlines Emergency Response Teams will be utilized to respond to likely needs of survivors and families.

2.4 Caribbean Airlines will provide adequate training to its employees and agents to meet the needs of the survivors and family members following an accident. Caribbean Airlines is currently expanding its Emergency Response Program to enhance logistical support of Caribbean Airlines Family Assistance Team Members.

2.5 Training of Family Assistance Personnel will be conducted in conjunction with Caribbean Airlines Special Assistance Team training recognizing that :

2.5.1 A list of trained Family Assistance Personnel will be maintained in the Caribbean

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Airlines Emergency Response Plan.

- 2.5.2 Personnel who are in public contact position need to know how to respond to inquiries and facilitate responses to them.
 - 2.5.3 Families may seek assistance from the Airline Offices at airports that are neither the origin nor the destination of the flight.
 - 2.5.4 Simulations of the Plan will be held annually in addition to participation in local disaster drills.
 - 2.5.5 Caribbean Airlines will coordinate its plan as appropriate with other Airlines as necessary.
 - 2.5.6 After an aviation disaster involving a Caribbean Airlines aircraft or service, a toll-free 800 number will be published for the use by families to inquire about passengers.
 - 2.5.7 It is the Policy of Caribbean Airlines that manifest information will only be released to the proper NTSB Authorities by the designated Caribbean Airlines Coordinator to the NTSB, the Caribbean Airlines NTSB Family Assistance Coordinator, the Chief Executive Officer, the Vice President Operations, and the Manager Air Safety. Any other release of manifest information is considered unauthorized and prohibited.
 - 2.5.8 Caribbean Airlines will inform members (or family friends or clergy who are with the family) at an appropriate time, but as early as possible after being notified, that it is critical that they contact their family dentist to obtain the dental records and dental x-rays of their loved one. Caribbean Airlines will ask the family to have the records and x-rays to be sent by courier to the address of the hotel where the joint family support operations center will be located. Packages should be addressed to the Director, Family Support Services, NTSB. If the family is coming to the site the next day, the family may arrange to hand carry these documents. If the family is already at the accident site or arrives without making these arrangements, the Disaster Mortuary Team personnel will coordinate with the family's dentist to obtain dental records and dental x-rays.
 - 2.5.9 Ensure, in the event the airline volunteer assistance to United States citizens within the United States with respect to an aircraft accident outside the United States involving major loss of life, that the airline will consult with the National Transportation Safety Board and the Department of State on the provision of the assistance.
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3.0 Passenger Manifest, ticket reconciliation and notification

3.1 In order to determine which passengers actually boarded the flight, Caribbean Airlines personnel immediately after the accident will begin a review of the following:

- 3.1.1 On Board Passenger Manifest.
- 3.1.2 Standby passengers.
- 3.1.3 Non-revenue passengers.
- 3.1.4 Rerouted passengers.
- 3.1.5 Passengers who cancelled their reservation.
- 3.1.6 Jump seat riders.

Persons travelling under different names could delay this process.

3.2 Caribbean Airlines will release, upon request, to the NTSB Family Support Services Director a passenger list that reflects the best available information at the time of the request.

- 3.2.1 All personnel involved with handling of manifest will be briefed as to the confidential / sensitive nature of this information.
- 3.2.2 All appropriate manifest lists, will be stamped "PRELIMINARY and UNCONFIRMED" with date, time and list number.
- 3.2.3 Caribbean Airlines will update the list periodically.
- 3.2.4 Upon request, Caribbean Airlines will provide to the Department of State information in its possession about foreign passengers.
- 3.2.5 Caribbean Airlines will coordinate as necessary with the Department of Justice for family meetings to explain DOJ services.

3.3 Notification Procedures:

- 3.3.1 As soon as information becomes available on each passenger, that passenger's family will be notified:
 - Notification to family members will be made prior to release of the passenger's name to the public and, to the extent practical, in person.

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3.3.2 Caribbean Airlines personnel making the notification will be suitably trained as noted in Paragraph 2.4 and 2.5 of this document.

3.3.3 Caribbean Airlines will secure a facility for family members that will ensure privacy from solicitors and the media.

3.3.4 After coordination with the NTSB, Caribbean Airlines will provide a joint support operations center to provide logistical support to the federal staff.

3.3.5 As appropriate, Caribbean Airlines will continually update the public on the progress of family notification.

3.4 Confidential / Sensitive Information:

As stated in 2.5.7 of this document, any unauthorized release of manifest information is prohibited.

4.0 Passenger Identification

4.1 Medical Examiner / Coroner:

The medial examiner or coroner is responsible for the positive identification of fatalities.

4.1.1 If the victim has died, the medial examiner will coordinate with the Disaster Mortuary Team Commander to provide official notification of death to the victim's family.

4.1.2 For injured passengers, the hospital is responsible for status updates and either the hospital or Caribbean Airlines will advise the families.

5.0 Family access to the accident site

5.1 The NTSB has accident-site jurisdiction.

5.2 Within limits that authorities established, Caribbean Airlines will respond to family requests for access to the accident scene.

5.3 Caribbean Airlines will assist the family of a passenger in travelling to the location of the accident and provide for the physical care of the family while the family is staying as such location.

NOTE 1 : Family means immediate family as defined under Air Traffic General Rules D:01

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“IMMEDIATE FAMILY.”

NOTE 2 : Physical care is defined as :

- a. Transportation to and from accident city.
- b. Transportation to and from accident site.
- c. Hotel accommodations at accident city for a reasonable time period.
- d. Meal vouchers during hotel stay and day of travel to and from the accident city.

6.0 Human remains and personal effects

- 6.1 The medial examiner is responsible for the disposition of identifiable and unidentifiable human remains.
- 6.2 Authorities should return identifiable personal effects to victim’s family rather than having Caribbean Airlines become a custodian of them. Authorities should determine disposition of unidentifiable personnel effects.
- 6.3 Personnel effects that come into the control of Caribbean Airlines will be handled in the following manner after release from the NTSB:
 - 6.3.1 Caribbean Airlines will consult with the family about the disposition of personal effects that are in Caribbean Airlines control.
 - 6.3.2 Caribbean Airlines will return to the family, if requested, any passenger’s possession that is under the control of Caribbean Airlines.
 - 6.3.3 Caribbean Airlines will retain for eighteen (18) months any unclaimed property of a passenger that is under this control.
 - 6.3.4 Caribbean Airlines will consult with the families about the construction by Caribbean Airlines of any planned monument, including the inscription on it.

7.0 Relationship with designated independent organization

- 7.1 Caribbean Airlines will work with the independent non-profit organization that is designated
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under 49 U.S.C. Section 1136 (a) (2) to provide mental health and counselling services to families.

7.1.1 Mental health services can be coordinated on a local basis through the non-profit organization or these services can be brought in from another city where the airline may have a Mental Health Professional on retainer.

7.1.2 Should long term counselling be required Caribbean Airlines will coordinate with the non-profit organization appointed by the NTSB, the family and the company providing the service.

7.2 Caribbean Airlines will develop a procedure to pay reasonable compensation to the NTSB-designated independent non-profit organization as required by 49 U.S.C. Section 41113(b)(11).

7.3 Caribbean Airlines will coordinate with family members as to their need for American Red Cross assistance.

7.4 Caribbean Airlines will participate in the daily coordination meetings to review daily activities, resolve problem areas, and to synchronize future family support operations and activities.

8.0 Notice concerning liability for man made structures

8.1 Should an accident involving Caribbean Airlines result in significant damage to a man made structure or other properties on the ground that is not government – owned, Caribbean Airlines will promptly provide written notice, to the extent practicable, directly to the owner of the structure or other property about liability for any property damage and means for obtaining compensation.

8.2 Among other things, this written notice will advise the owner: (a) to contact the insurer of the property as the authoritative source for information about coverage and compensation. (b) to not rely on unofficial information offered by Caribbean Airlines representatives about compensation by Caribbean Airlines for accident – site property damage and (c) to obtain photographic or other detailed evidence of property damage as soon as possible after the accident, consistent with restrictions on access to the accident site.

9.0 Simultaneous electronic transmission of NTSB hearing

9.1 Caribbean Airlines recognizes that the NTSB may conduct a public hearing or comparable proceeding concerning an accident involving Caribbean Airlines. If that proceeding occurs at a

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location greater than 80 miles from the accident site, Caribbean Airlines will ensure that the proceeding is made available, simultaneously, by electronic means, and at locations open to the public, at the U.S origin and / or destination points for Caribbean Airlines flight.

10.0 Filing of this Document with National Transport Safety Board (NTSB) and Department of Transportation (DOT)

- 10.1 Pursuant with the Aviation Disaster Family Assistance Act of 1996, 49 U.S.C. Section 41113 (b), this document will be filed with the National Transport Safety Board (NTSB) and the Department of Transport (DOT).
 - 10.2 Caribbean Airlines twenty-four (24) hours operations contact number has been provided to the NTSB under separate letter and is not for public disclosure.
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