



**Joint ECAC-ICAO EUR/NAT
workshop on Supporting air accident victims and
their families through Family Assistance Plans
Madrid, 27 January 2026
(09:00-16:00)**

Provisional Programme

(08:15-09:00 Registration)

09:00-09:30 **Welcome and opening**

- **David Benito**, DGCA of Spain and ECAC Focal Point for Facilitation
- **Nicolas Rallo**, Regional Director of ICAO EURNAT Office
- **Patricia Reverdy**, Executive Secretary of ECAC

Session I: The heart of the matter: providing assistance to air accident victims and their families

This session will consider the first-hand experiences from different stakeholders who have provided assistance to air accident victims and their families during and after air accidents. Speakers and other workshop participants will share the lessons they learned from these experiences and consider how these can be applied in to develop approaches to the provision of assistance to air accident victims and their families and the development of related action plans.

09:30-09:45 **Introductory remarks**

- **Pilar Vera Palmés**, Air Crash Victims' Family Federation International (ACVFFI)

09:45-10:45 **Panel: panellist presentations and audience insights**

Moderator:

- **Hanan Achahboun**, ECAC Secretariat

Panellists:

- **Tolganay Abdullayeva**, JCS Air Astana
- **Kairat Zhumatayev**, JSC Almaty International Airport
- **Waleska Barbosa Fortini**, LATAM Airlines

10:45-11:20 **Coffee break**

11:20-12:30 **panel continued: Q&A discussion**

12:30-13:30 **Lunch**

Session II: Developing Family Assistance Plans that really work

This session will build on the first one, to discuss in detail the challenges that States face in developing their family assistance plans and establishing and enhancing approaches that really work in practice. Within this we will consider who is responsible for developing family assistance plans from a State's perspective, and how this fits into existing mechanisms in Facilitation and other areas in aviation. We will seek to identify what has worked well for developing family assistance plans so far, and what still remains to be addressed. Lastly, we will consider what types of capacity building opportunities exist for States and how they, with other stakeholders, can work together in future to develop and improve the current standard of assistance plans.

13:30-13:45 **Introductory remarks**

- **Janet Chemeli**, ICAO Secretariat

13:45-15:45 **Panel presentations and discussion (including Q&A)**

Moderator:

- **Janet Chemeli**, ICAO Secretariat

Panellists:

- **Diantha Raadgers**, Ministry of Infrastructure and Water management, Netherlands
- **Vsevolod Kim**, JSC Aviation administration of Kazakhstan
- **Fabiola Cardea**, Italian Civil Aviation Authority (ENAC), Italy
- **Erika Varga**, ICAO Legal Bureau

15:45-16:00 **Conclusions and forward look**

- **Patricia Reverdy**, Executive Secretary of ECAC
- **Nicolas Rallo**, Regional Director of ICAO/EURNAT Office