

ZIPAIR

ZIPAIR Tokyo Inc.

FAMILY ASSISTANCE PLAN

March 20, 2020

ZIPAIR Family Assistance Plan

OVERVIEW

This Family Assistance Plan describes the methods by which ZIPAIR Tokyo Inc. (“ZIPAIR”), in cooperation with the National Transportation Safety Board and other governmental entities, will provide family assistance after an aviation accident involving a flight operated by ZIPAIR. The purpose of this plan is to ensure that ZIPAIR’s efforts are made in the best interests of survivors and families and to respect the cultural and religious backgrounds of survivors and families.

ZIPAIR will provide family assistance with respect to all persons aboard its flights and any other victim of the accident, including any victim on the ground. Some of the family assistance undertaken by ZIPAIR may be performed by a specialized emergency services firm under contract to ZIPAIR. ZIPAIR’s plan exceeds the minimum provisions of the Foreign Air Carrier Family Support Act (FACFSA) of 1997, as amended.

PRINCIPLES OF FAMILY ASSISTANCE

ZIPAIR subscribes to the following principles regarding family assistance:

- Survivors and families shall be treated with dignity and respect.
- The cultural, religious, and ethnic diversity of those involved shall be respected, and accommodated wherever possible.
- Information shall be provided as promptly as possible.
- ZIPAIR will provide adequate training to its employees and agents to meet the needs of survivors following an accident.
- Wherever possible and appropriate, the wishes of survivors and families shall be the basis for ZIPAIR’s actions in all matters associated with the passenger.

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- ZIPAIR commits to work on an ongoing basis with any organization designated under 49 U.S.C. 1136(a)(2) to ensure that families of passengers receive an appropriate level of services and assistance following an accident.
- ZIPAIR will at all times commit sufficient resources to carry out this plan in the event of an accident that occurs in the United States involving an aircraft under the control of ZIPAIR and which requires implementation of the plan.

COMPENSATION TO SERVICE ORGANIZATIONS

ZIPAIR will provide reasonable compensation to any organization designated under 49 U.S.C. 1136(a)(2) for services and assistance provided by the organization.

ASSISTANCE ABROAD

In the event that ZIPAIR volunteers assistance to United States citizens within the United States with respect to an aircraft accident outside the United States involving any loss of life, ZIPAIR will consult with the National Transportation Safety Board and the Department of State on the provision of the assistance.

FAMILY INQUIRIES

ZIPAIR will publicize, through media outlets and otherwise, a toll-free number within 1 hour of our Operations Support & Action Team receiving information indicating that an aircraft operated by ZIPAIR has been involved in an accident and that there are serious injuries and/or fatalities. The number will be staffed by persons specially trained to handle calls from families of passengers involved in an accident.

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NOTIFICATION TO PASSENGER FAMILIES

Compilation of a preliminary passenger list will be accomplished by comparing ticket coupons and other verifying data at the departure airport to the list of those individuals holding reservations or desiring standby space aboard the flight. Once this initial process is complete, ZIPAIR will distribute the preliminary list internally to the appropriate departments so the notification process can proceed while the list is further verified.

During the short period before the verified passenger name list becomes available, callers will be asked for information so that they can be contacted once the list is available. All calls which may involve the affected flight will be returned by ZIPAIR.

Once the verified passenger name list is available, callers who inquire about a name appearing on the list will be connected to trained personnel to provide information about the incident and to establish a dialogue between the family and ZIPAIR.

ENSURING PROMPT NOTIFICATION

ZIPAIR is committed to providing the most timely notification to passengers' next-of-kin and to complete that process as soon as is logically possible. A standard of methodical policies and procedures has been established to ensure that identification and notification of next-of-kin is completed as soon as information is available, whether or not the names of all passengers have been confirmed.

RELEASING PASSENGER NAMES

ZIPAIR will not release a passenger's name to the public until after verification that the next-of-kin have been notified. If the next-of-kin requests that the passenger's name not be made public, ZIPAIR will, so far as possible, honor the request. ZIPAIR shall provide updated information through periodic press releases when information is made available.

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PROVISION OF THE PASSENGER LIST

ZIPAIR will provide, upon the request of the NTSB and/or the designated organization, a name list of passengers onboard the aircraft (based on the best information available at the time of the request). ZIPAIR will send this information (i) to the NTSB director of family support services designated for the accident in accordance with 49 U.S.C. 1136(a)(1) and (ii) to the organization designated for the accident in accordance with 49 U.S.C. 1136(a)(2).

FAMILY TRAVEL TO LOCATION OF ACCIDENT

ZIPAIR will provide for the families' reasonable physical care, accommodations and transportation for those who desire travel to the accident site. Upon request, ZIPAIR will work with the organization designated for the accident under 49 U.S.C. 1136(a)(2) to arrange family visits to the accident site; however, it is possible that access to the site may be limited by terrain, biohazard and/or hazardous materials concerns, security measures, or other unforeseen conditions.

ZIPAIR will also maintain contact with families who elect not to travel to the accident site and will assist those families as long as deemed appropriate.

FAMILY ASSISTANCE AT LOCATION OF ACCIDENT

ZIPAIR, to the extent possible, will secure suitable facilities at or near the accident site, as well as at the departure, arrival and/or connecting airports, to isolate families from intrusions by the media and by unwelcome solicitors and will coordinate family access to briefings held by government agencies. In addition, ZIPAIR will make provisions for a joint support operations center to include space, communications, and logistical support of families as well as for any assisting federal staff.

ZIPAIR will assist family members as they depart the accident site and maintain contact until no longer appropriate.

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DISPOSITION OF REMAINS AND PERSONAL EFFECTS

Recovery, identification, and disposition of identifiable and unidentifiable remains are the responsibility of the local medical examiner, coroner, or other designated authority. ZIPAIR will comply with decisions made by the responsible authority. It will consult with the family of each passenger and, to the extent possible, honor the next-of-kin wishes as to arrangements desired for remains and personal effects identified as those of the passenger that are within the control of ZIPAIR.

Unclaimed personal effects that remain within ZIPAIR's control will be retained for a period of at least 18 months either by ZIPAIR or by the contracted vendor. If requested by the family of a passenger, ZIPAIR will return to the family any possession of the passenger that is within ZIPAIR's control (regardless of the possession's condition) unless the possession is needed for the accident investigation or for a criminal investigation.

MONUMENTS

ZIPAIR will work in conjunction with an authorized agency, and with the family of each passenger, about construction by ZIPAIR of any monument to the passengers, including any inscription that may be included on the monument.

Should a monument be constructed, ZIPAIR will consult with and consider all feedback from families, along with the statutory and/or regulatory requirements or considerations of the place of construction. While it is preferable to have every family agree with the specific design, it may not be possible to obtain full consensus. To avoid lengthy delays, ZIPAIR will establish a plan agreeable to the majority of the families.

The option of including or not including passenger names will also be given to each family should inscriptions be planned for the agreed design. Once construction is completed, an invitation to visit the monument will be extended to each family.

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NOTICE TO PROPERTY OWNERS ON THE GROUND RE LIABILITY

In the event of an accident that results in any damage to a manmade structure or other property on the ground that is not government-owned, ZIPAIR will promptly provide notice, in writing, 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.

Such notice will advise the owner (i) to contact the insurer of the property as the authoritative source for information about coverage and compensation; (ii) to not rely on unofficial information offered by ZIPAIR representatives about compensation by ZIPAIR for accident-site property damage; and (iii) 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.

LIVE TRANSMISSION OF NTSB HEARINGS

If the National Transportation Safety Board conducts a public hearing or comparable proceeding concerning an accident at a location greater than 80 miles from the accident site, ZIPAIR will ensure that the proceeding is made available simultaneously by electronic means at a location open to the public at the origin city and/or destination city of the accident flight, if the city is located in the United States.