



Introduction

The Foreign Air Carrier Family Support Act of 1997, as amended by the Wendell H. Ford Aviation Investment and Reform Act for the 21st Century and the Vision 100-Century of Aviation Reauthorization Act) (together, the "Act"), applies to most foreign air carriers holding economic authority from the U.S. Department of Transportation ("DOT" or "Department"). The Act requires that such a carrier file with the National Transportation Safety Board ("NTSB") and the Department a plan for addressing the needs of families of passengers involved in an aircraft accident that occurs within the United States, that involves an aircraft under its control, and that results in any loss of life (an "aircraft accident" or "accident"). The Act requires such plans to include certain assurances and information regarding the foreign air carriers' intended communications with families. Air Inuit ("Carrier") is submitting this updated plan as required by the Act and the Department. This Family Assistance Plan (the "Plan") is intended to promote: (1) the best interests of surviving passengers and families of passengers involved in an aircraft accident, (2) treating survivors and families with dignity, and (3) respect for the cultural and religious backgrounds of survivors and families.

The Act defines "passenger" as including employees of air carriers or foreign air carriers aboard an aircraft, as well as any other passenger aboard an aircraft, regardless of status. Accordingly, Carrier will apply this Plan to all persons aboard an aircraft operated by Carrier under its DOT authority to provide foreign air transportation (a "Carrier aircraft"). The terms "persons" and "passengers" are both used in this Plan as the context requires. There is no intention to make any distinction between the terms for purposes of this Plan.

Carrier also operates service in countries other than the United States. If it 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, Carrier will consult with the NTSB and the U.S. Department of State on the provision of such assistance.

Toll-Free Telephone Number

In the event of an aircraft accident involving a Carrier aircraft, Carrier will establish a reliable, toll-free telephone number and provide personnel to take calls to such number from the families of all persons aboard the aircraft. Carrier will publicize the toll-free number by providing it to the DOT, the NTSB, the organization designated for the accident by the NTSB under 49 U.S.C. § 1136(a)(2), and the news media. Carrier will provide the toll-free number to the foregoing as soon as practicable after Carrier confirms that one of its aircraft was involved in an accident and that the accident resulted in any loss of life. The toll-free number also will be provided to any other group or person requesting it. Carrier will provide suitably trained personnel to answer calls to the toll-free number, and it will use its emergency response procedures to provide the personnel required for this purpose. The emergency response personnel will be prepared to answer questions likely to be asked

by families of persons aboard the aircraft. Families calling the toll-free number will be updated on the accident as information becomes available.

Notification Process

Carrier will notify the immediate families of persons aboard a Carrier aircraft involved in an accident, before providing any public notice of the names of the passengers, by using the services of the American Red Cross or other organization designated for the accident by the NTSB under 49 U.S.C. § 1136(a)(2) if such reliance is practical. Otherwise, Carrier will use the services of suitably-trained Carrier personnel to provide this notification. Carrier recognizes the Act's preference for in-person notification to the extent practicable.

Carrier will provide notice to the immediate family of any person aboard the aircraft as soon as Carrier has verified that the person was aboard the aircraft, whether or not the names of all the persons aboard the aircraft have been verified. For purposes of this Plan, immediate family means a passenger's parent or legal guardian, spouse, child, brother or sister, or nearest living relative.

In most cases, the only persons aboard the aircraft will be Carrier employees. Thus, verification of the persons on board should be completed quickly. Carrier maintains personnel records that include the necessary contact information. In the case of passengers other than Carrier employees, contact information is collected at the time the passenger boards the aircraft, and Carrier will verify contact information for such passengers prior to providing notice to the immediate family of such passengers.

Notification of Family Support Services

Carrier will provide, immediately upon request, to the director of family support services designated for the accident under 49 U.S.C. § 1136(a)(1), and to the American Red Cross or other organization designated for the accident under 49 U.S.C. § 1136(a)(2), a list of the names of the persons aboard the aircraft based on the best information available at the time the list was requested, regardless of whether or not such names have been verified.

Family Assurances

The family of each passenger will be consulted about the disposition of all remains and personal effects of the passenger that are within the control of Carrier and, if requested by the family, any possession (regardless of its condition) of the passenger will be returned to the family unless it is required for the accident investigation or a criminal investigation. Normally, authorities should return identifiable personal effects to the passenger's family rather than having Carrier assume possession of them. Authorities should determine the disposition of unidentifiable personal effects. If Carrier obtains control of any unclaimed passenger possession, it will retain that possession for not less than 18 months after the date of the accident.

The local medical examiner or coroner is responsible for the positive identification of fatalities. If a passenger has died, the medical examiner or coroner will provide official notification of death to the passenger's family. The medical examiner or coroner is responsible for the disposition of both identifiable and unidentifiable human remains.

For injured passengers, the hospital to which they are admitted is responsible for status updates. However, to the extent Carrier has information on the condition of such passengers, it will share such information with their immediate families.

Monument Construction

Should Carrier decide to construct a monument in the United States to the passengers aboard a Carrier aircraft involved in an accident, it will consult the immediate family of each passenger regarding the construction and any inscription to be included on the monument. Carrier will honor a request from a passenger's immediate family to remove any reference to that passenger's name from the monument or to omit that passenger's name from any dedication speech for the monument.

Treatment of Immediate Family Members

Carrier will provide equal treatment under this Plan to the families of all passengers and any other victim of the accident, including any victim on the ground.

Assistance from Other Organizations

Carrier will work with the American Red Cross, or any other organization designated for the accident by the NTSB under 49 U.S.C. § 1136(a)(2), on an ongoing basis to ensure that family members of passengers receive an appropriate level of services and assistance following an accident.

Compensation for Services Provided by Designated Organization

Carrier will provide reasonable compensation to the American Red Cross or other organization designated for the accident under 49 U.S.C. § 1136(a)(2) for services and assistance provided by the organization on Carrier's behalf to the families of persons aboard a Carrier aircraft involved in an accident. Carrier will expect the designated organization to provide a detailed accounting of services and assistance for which compensation is to be provided.

Family Traveling to Accident Site

Carrier will assist the immediate families of persons aboard a Carrier aircraft involved in an accident in traveling to the location of the accident and provide for their physical care while they are staying at such location.

Notice Concerning Liability for Manmade Structures

Should an accident involving Carrier result in any damage to a manmade structure or other property on the ground that is not government-owned, Carrier 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. 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 Carrier representatives about

compensation by Carrier 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.

Simultaneous Electronic Transmission of NTSB Hearing

Carrier recognizes that the NTSB may conduct a public hearing or comparable proceeding concerning an accident involving Carrier. If that proceeding occurs at a location greater than 80 miles from the accident site, Carrier 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 the relevant flight.

Resources/Training Commitment

Carrier will commit sufficient resources to carry out this Plan. It will provide adequate training to Carrier employees and agents likely to be involved in family assistance functions so that Carrier can meet the needs of survivors and family members following an accident.

A handwritten signature in black ink, appearing to read "P. Aatami". The signature is fluid and cursive, with a large initial "P" and a long, sweeping underline.

Pita Aatami, Président
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