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U.S. Department of Transportation
Dockets Facility
1200 New Jersey Avenue, S.E.
Washington, DC 20590

RE: AVIOR AIRLINES, C.A. - FAMILY ASSISTANCE PLAN
DOCKET No. DOT-OST-1998-3304

Dear Sir or Madam:

Please find enclosed Avior Airlines, C.A.'s Family Assistance Plan, which has been filed in Docket DOT-OST-1998-3304.

Should you have any questions, please do not hesitate to contact us.

Respectfully,

/s/Evelyn D. Sahr

Evelyn D. Sahr
Drew M. Derco
Andrew P. Orr
Counsel for Avior Airlines, C.A.

Enclosure



AVIOR AIRLINES, C.A.

FAMILY ASSISTANCE PLAN

A Family Assistance Plan for Avior Airlines, C.A.. (“Avior”) has been established to comply with the Aviation Disaster Family Assistance Act, 49 U.S.C. § 1136 and the Foreign Air Carrier Family Support Act, 49 U.S.C. § 41313 (1997) (“The Act”) which is applicable to foreign air carriers having authority to operate to the United States.

The Avior Family Assistance Plan will be implemented, according to its terms, in the event of an accident in the United States involving a flight operated by Avior and under the control of Avior in which there is any loss of life (“Covered Accident”). § 1136(a).

Where the Avior Plan is required to be implemented because of a Covered Accident, Avior shall perform the following activities:

1. Survivors and families of surviving and deceased passengers (and any other victim of the accident, including any victim on the ground) shall be treated with sensitivity. The families of non-revenue passengers, including airline cockpit, cabin crew, ground victims, and any other victim of the accident, will be accorded the same treatment and receive the same family assistance services as the families of revenue passengers. § 41313(c)(9).

2. Avior has allocated funds and other resources sufficient to carry out the provisions of this Plan. § 41313(c)(13). A senior official will be designated by Avior to supervise family assistance services, and to lead family assistance teams dispatched to the place of the accident. The senior Avior official shall immediately meet with and coordinate Avior’s activities with the government agencies responsible for family assistance such as

the National Transportation Safety Board (NTSB) and designated independent organizations such as the Red Cross.

3. Avior will establish a toll-free number in the United States and in Canada to receive calls from families of passengers. This telephone number will be publicized in the event of an accident. This telephone number will be staffed by a trained Avior employee or a qualified contractor engaged by Avior and each telephone number shall have sufficient capacity. To persons calling, Avior will provide information authorized for release by Avior's Information Center and by the NTSB. When calls are received, Avior's staff will only seek to obtain contact and family information in respect to passengers from all callers for the purpose of compiling a list of close family members and contact numbers. § 41313(c)(1).

4. Avior will compile a preliminary passenger list through review of flight ticket coupons or through a computerized printout of boarding information.

Upon request, Avior will provide the list of names of passengers, whether or not verified, to the NTSB Director of Family Support Services and the organization designated for the accident under § 1136(a)(2). All lists will be stamped "PRELIMINARY AND UNCONFIRMED" with date, time, and list number. Lists will be based on the best available information at the time of the request and shall be updated as information becomes available. § 41313(c)(4).

5. Avior will not release to the media a passenger's name until Avior has verified that the passenger was aboard and has notified a close family member that the passenger was aboard the flight. All personnel involved with handling of the manifest will be briefed as to the confidential/sensitive nature of this information.

6. Avior will establish a procedure by which families of passengers involved in the accident shall be notified. A team will also be established to locate families who do not call in from information available to Avior. A team of local Avior employees will arrange a private room at the destination airport and at any connecting points for families waiting for the flight and obtain contact information from such persons and for families who do not call in, from information available to Avior. Avior staff will provide such persons with information authorized by Avior and the NTSB.

When Avior has verified that the passenger was aboard the accident flight, and has identified a bona fide close family member of the passenger, Avior's staff or its qualified contractor will notify such close family member that the passenger was aboard the flight and, if the information is available, Avior's staff shall advise the close family member that the passenger has survived, has suffered injury, or has died in the accident. Such notification shall be given in person to the extent practicable. § 41313(c)(2). Such notice shall be given as soon as practicable after Avior has verified the identity of the passenger on the aircraft, whether or not the names of all the passengers have been verified. § 41313(c)(3).

7. Avior will provide accommodation at a hotel near the place of the accident and meals for family members coming to the place of the accident. § 41313(c)(12). Avior will assist the family of any passenger in traveling to the location of the accident. If the NTSB coordinates a visit to the crash site, Avior will provide assistance upon request. § 41313(c)(12).

Avior will set up a facility at the hotel at the place of the accident for families to meet and receive briefings which will be protected from intrusions by the media or the general public.

8. The NTSB has primary responsibility for facilitating the recovery and identification of fatally-injured passengers. § 1136(b). Local medical examiners or coroners or Federal Disaster Mortician Team members are responsible for the recovery and identification of deceased passengers, the notification of families when remains have been identified, and releasing the identified remains to the next of kin. Avior will, however, provide, on request the names of family members and their contact numbers to the Government officials notifying families about the identification of remains.

When notification to families has been made regarding the identification of remains, Avior will consult with such family members as to arrangements for the transportation of identified remains. § 41313(c)(5).

9. To the extent that any personal effects or possessions of passengers are within Avior's control or come into Avior's control and can be identified as belonging to a specific passenger, Avior or its contractor will return such personal effects or possessions of the passenger to the family of the passenger, regardless of condition, if the family of the passenger requests (unless the item or items are needed for accident or criminal investigation). § 41313(c)(5)(6).

Avior or its contractor will create an inventory of any unclaimed personal effects or possessions within its control, and store such property for a period of not less than 18 months following the date of the accident. § 41313(c)(7).

10. Avior will consult with the family of each passenger concerning construction of any monument to the passengers built in the United States, including any inscription on the monument. The suggestions and preferences of each family will be considered. § 41313(c)(8).

11. Avior shall designate, with alternates: A Avior official in charge of Family Assistance Activities at the site; a Avior official in charge of compiling and delivering a passenger manifest; and a Avior official in charge of family notification. Avior will notify the NTSB of the names of these Avior officials, immediately after being notified of an accident, along with other pertinent information required by the NTSB.

If Avior does not contract for family assistance services with an outside contractor, Avior will organize teams and provide adequate training to its employees and agents to perform the family assistance services required by the Act. § 41313(c)(15).

12. Avior will work with any organization designated under § 1136(a)(2), on an ongoing basis, to ensure that families receive an appropriate level of services and assistance. Avior shall assist such organizations and provide family assistance services in addition to services to be provided by Avior under this Plan, only at the request of the designated organization, and only if appropriate and reasonable. § 41313(c)(10).

Avior will pay reasonable compensation to any organization designated by the NTSB pursuant to §1136(a)(2) of the Act for any services and assistance provided by the organization in accordance with the Act.

Avior will require the organization to provide it with a plan of tasks to be performed by the organization and anticipated expenses. Avior will also require that it be consulted

about costs, as they are incurred, and receive an itemized list of services rendered, expenses incurred, and supporting documentation, before payment is made. §41313(c)(11).

13. Avior will consult with the NTSB and the U.S. Department of State on the provision of assistance to U.S. citizens within the United States with respect to an aircraft accident outside the United States involving any loss of life. § 41313(c)(16).

14. Avior has provided under separate cover a list of 24 hour emergency telephone contacts at the Headquarters of Avior where information about the affected flight can be provided. Avior also has provided, under separate cover, the names and telephone numbers of key management personnel who will coordinate family assistance activities at the accident site, compile the passenger list and supervise the notification of families.

15. In the case of an accident that results in any damage to a man-made structure or other property on the ground that is not government-owned, Avior 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.

Avior will provide a written notice advising the property 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 Avior representatives about compensation by Avior 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. § 41313(c)(17).

16. In the case of an accident in which the NTSB will conduct a hearing or comparable proceeding at a location greater than 80 miles from the accident site, Avior shall ensure that the proceeding is made available simultaneously by electronic means at a

location open to the public at both the origin city and destination city of Avior's flight if that city is located in the United States. § 41313(c)(18).

17. If Avior acts as a wet lessor, and is in operational control of the flight, it will coordinate its efforts with the efforts of the aircraft lessee, and will remain responsible for the implementation of this Plan.

A handwritten signature in black ink, appearing to read 'Juan Bracamonte', written over a horizontal line.

Juan Bracamonte / ERP Corporate Responsible
Barcelona, Venezuela, June 2022