



Notice of Proposed Rulemaking Form

Notice of Proposed Rulemaking (NPRM)

Notice No.	014-2026	Issuing Office: Regulatory Standards Development Division
Issue Date.	21 April 2026	
Publication Date.	01 June 2026	
Expiry Date.	08 May 2026	
Related Reg.	PCAR Part 9	
Status:	Amendment	

PROPOSED NEW/AMENDMENTS TO NATIONAL REGULATIONS/STANDARDS

The text of the new/amendments is arranged to show deleted text with a line through it and new text highlighted with grey shading, as shown below:

Text to be deleted is shown with a line through it.	text to be deleted
New text to be inserted is highlighted with grey shading.	new text to be inserted
Text to be deleted is shown with a line through it, followed by the replacement text which is highlighted with grey shading.	new text to replace existing text

EXPLANATORY NOTE:

This amendment requires aircraft operators to establish, maintain, and implement a Family Assistance Plan (FAP) appropriate to the size, nature, and complexity of their operations.

Operators may outsource parts of the FAP to third-party providers; however, they remain fully accountable for its effectiveness and compliance with regulatory requirements. The plan must be regularly tested through exercises (e.g., full-scale or tabletop) to evaluate readiness and identify areas for improvement, with results reported to the Authority.

The FAP must be integrated into the operator’s Emergency Response Plan (ERP) to ensure immediate activation during accidents or other applicable events. A designated and trained individual shall oversee the implementation, coordination, and continuous monitoring of the plan.



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The regulation also requires the collection and protection of passenger contact information for emergency use, ensuring confidentiality and prohibiting misuse for commercial purposes.

In the event of an accident, the FAP outlines specific actions such as establishing Family Assistance Centers, notifying families prior to public disclosure, providing psychological and financial support, ensuring privacy, facilitating travel and accommodation, and assisting with memorial, repatriation, and personal effects handling.

PHILIPPINE CIVIL AVIATION REGULATIONS PART 9

9.2.5 FAMILY ASSISTANCE PLAN

- (a) An operator shall establish, maintain, and implement a Family Assistance Plan (FAP) that is commensurate with the size, nature, and complexity of its operations. The plan shall be supported by adequate and qualified personnel and resources and shall be capable of providing timely, effective, and sustained assistance to aircraft accident victims and their families, including, but not limited to, family notification and all aspects of victim and family logistical support.
- (b) An operator may contract all or part of its Family Assistance Plan to a third-party service provider, provided that:
 - (1) the operator retains full responsibility and accountability for the effective implementation and performance of the Family Assistance Plan; and
 - (2) the operator grants the Authority unrestricted access to verify continued compliance with the intent and requirements of this subpart.
- (c) The Family Assistance Plan shall include provisions for periodic testing and evaluation, including full-scale and/or tabletop exercises, to assess the adequacy and effectiveness of the plan. The results of such exercises shall be reviewed and used to improve the effectiveness of the plan.
- (d) Acceptable means of demonstrating the effectiveness of the Family Assistance Plan may include, but are not limited to, annual full-scale training exercises and tabletop training exercises, supplemented by partial or targeted training exercises as necessary to ensure that deficiencies identified during previous exercises have been adequately addressed and corrected.
- (e) The operator shall notify the Authority in writing of the date and time of any planned Family Assistance Plan of training exercise at least thirty (30) working days in advance. Findings, observations, and corrective actions resulting from the evaluation of such exercises shall be submitted to the Authority within a timeframe acceptable to the Authority.
 - (1) Training provided to personnel involved in the Family Assistance Plan shall



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be commensurate with their assigned roles and responsibilities, and shall ensure that such personnel remain competent and ready for activation and implementation of the Plan.

- (f) The initial issue of, and any subsequent amendments to, the operator's Family Assistance Plan shall be acceptable to the Authority.
- (g) Where any element of the Family Assistance Plan is contracted to a third-party service provider, the operator shall submit to the Authority:
 - (1) A copy of the Family Assistance Plan; and
 - (2) A copy of the duly signed contract or agreement with the service provider.

9.2.5.1 INTEGRATION WITH THE EMERGENCY RESPONSE PLAN

- (a) The operator shall integrate the Family Assistance Plan into its Emergency Response Plan (ERP) required under the Safety Management System regulations.
- (b) The Emergency Response Plan shall ensure that the Family Assistance Plan is activated:
 - (1) Immediately upon direction of the Authority for an aircraft accident; and
 - (2) As determined by the operator for any other appropriate occurrence, or as otherwise required by the Authority.
- (c) The Authority shall be immediately notified when the Family Assistance Plan is activated by the operator without prior direction.

9.2.5.2 FAMILY ASSISTANCE PLAN MANAGEMENT

- (a) The operator shall appoint a trained and competent person to manage the Family Assistance Plan.
- (c) The appointed person shall be responsible for:
 - (1) Oversight and coordination of the Family Assistance Plan;
 - (2) Monitoring the effectiveness of the Plan; and
 - (3) Reporting to the operator's senior management as appropriate.

9.2.5.3 PASSENGER CONTACT INFORMATION

- (a) Prior to boarding, passengers shall be requested to provide the name and contact details of a person who may be contacted in the event of an emergency.



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- (b) A passenger who declines to provide such information may still be accepted for carriage, provided that:
 - (1) The refusal is clearly recorded; and
 - (2) A record of the request and non-provision is retained by the operator.
- (c) The person to be contacted should preferably be the passenger's next of kin and shall not be travelling on the same flight.

9.2.5.4 PROTECTION OF INFORMATION

- (a) Information collected for family assistance purposes shall:
 - (1) Not be disclosed to third parties other than those directly involved in the implementation of the Family Assistance Plan; and
 - (2) Not be used for commercial or promotional purposes.

9.2.5.6 ACTIVATION OF THE FAMILY ASSISTANCE PLAN FOLLOWING AN ACCIDENT

Upon notification that an aircraft accident has occurred, the operator shall activate the following elements of the Family Assistance Plan, as applicable:

- (a) Activation of the Operator's Crisis Management Center.
- (b) Establishment of secure and adequately resourced Family Assistance Centers at affected airports, in coordination with airport operators.
- (c) Coordination with appropriate authorities to ensure security of Family Assistance Centers and any Joint Family Support Operations Center.
- (d) Provision to the Authority, as soon as practicable, of the following information, where available:
 - (1) Accident location, number of passengers and crew, and number of known injuries and fatalities;
 - (2) Flight number, routing, and passenger demographics, if known;
 - (3) Names and contact details of persons responsible for family assistance coordination, passenger list reconciliation, and family notification; and
 - (4) Locations and contact details of designated Family Assistance Centers.



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- (e) Maintenance of confidentiality of passenger name lists until verification is complete and family members have been notified and consulted.
- (f) No release of information relating to the accident investigation to the public.
- (g) Establishment and publicizing of toll-free telephone numbers within one hour of the accident, with sufficient capacity to manage anticipated call volumes, and provision of international contact numbers as soon as practicable.
- (h) Timely notification to family members when a relative's name appears on a preliminary verified passenger list.
- (i) Notification of family members prior to any public release of passenger names.
- (j) Activation, within two hours of notification of the accident, of a dedicated website containing relevant information for victims and family members.
- (k) Provision of secure and private facilities for survivors and family members at departure, arrival, and intermediate airports.
- (l) Provision of secure accommodation and transportation for survivors and family members, including transport to the accident site where safety permits.
- (m) Provision of appropriate counseling and psychological support services through organizations recognized by the relevant government authority.
- (n) Appointment of an operator representative with sufficient authority to make decisions on behalf of the operator, or with immediate access to such authority.
- (o) Maintenance of appropriate privacy and security arrangements for survivors and family members at all times.
- (p) Provision of immediate financial assistance to the family of each victim, which shall be taken into account in the calculation of any final compensation.
- (q) Consultation with family members regarding memorial services and funeral arrangements, and facilitation thereof.
- (r) Assistance with entry, transportation, and accommodation for family members of victims.
- (s) Facilitation of the formation of a family association, where requested by family members.
- (t) Repatriation or disposition of human remains in accordance with the preferences of the family members.



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- (u) Secure storage and return of personal effects to family members, unless required for safety or criminal investigation. Unclaimed effects shall be retained for a minimum period of 24 months.

9.2.5.7 COORDINATION WITH AIRPORT OPERATORS

Operators shall make appropriate arrangements with airport operators to facilitate and coordinate the provision of family assistance services.

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INSTRUCTION



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- a. This form can be accomplished through handwritten or computerized.

ITEM	DESCRIPTION
Notice No.	Indicate the Notice No. starting with number 1 then followed by the year issued.
Issue Date.	Indicate the date of uploading in the CAAP official website.
Publication Date.	Indicate the date of the proposed publication date.
Expiry Date.	Indicate the deadline of submission of comments.
Related Re.	Indicate the related regulations/standards affected by the new/amendments.
Status	Indicate whether new issue or amendment to the regulations/standards.
Issuing Office	Indicate the name of the issuing office.
Text	Indicate the text of the new/amendments is arranged to show deleted text with a line through it and new text highlighted with grey shading.