



London Luton Airport, Bedfordshire, LU2 9ND, England

Telephone: (44) 1582 424 155 Fax: (44) 1582 428 594 Telex: 82239

Fax Message

From: Peter G Naz - Telephone Direct Dial: (44) 1582 428 236
Fax Direct Dial: (44) 1582 428 157 or 1582 428 286
SITA: LTNFSBY
AFTN: EGGWBALO

TO Docket Section
Docket OST 98-3304" 20
U S Department of Transportation
Room C55 PL401
400 7th Street SW
Washington
DC20590
U. S. A.

DEPARTMENT OF TRANSPORTATION
98 JUN -3 PM 4:33
DOCKET SECTION

Fax: 0012023667638

Date: June 3, 1998

Dear Sirs,

FOREIGN AIR CARRIER FAMILY SUPPORT ACT - 49 U.S. CODE SECTION 41113
BRITANNIA AIRWAYS PLAN

The Britannia Airways Plan has been mailed today. As a precaution against any untoward delay with the mail, a copy of the plan is herewith sent by fax to ensure compliance with the June 15, suspense date.

Yours faithfully,

PETER G NAZ
FLIGHT SAFETY OFFICER
BRITANNIA AIRWAYS

End:

5 PAGES TOTAL



BAL/FSO/INPS

3 June 1998

Docket Section
Docket OST 98-3304
U S Department of Transportation
Room C55 PL401
400 7th Street SW
Washington
DC20590
u. s. A.

Office of Public Affairs
National Transportation Safety Board
496 L'Enfant Plaza E., SW
Washington
DC 20594
U. S. A.

Dear Sirs,

FOREIGN AIR CARRIER FAMILY SUPPORT ACT - 49 U.S. CODE SECTION 41113
BRITANNIA AIRWAYS PLAN

Pursuant to the requirements of 49 U.S. Code Section 41113(a) and (b), Britannia Airways Ltd ("Britannia") submits the following plan for addressing the needs of the families of passengers involved in aircraft accidents in the United States resulting in major loss of life. A summary of the procedures to meet the Passenger Manifest Requirements under 14 CFR Part 243 is included at paragraph 7 below.

Calls from **Passengers'** Families

1. Collect calls to (44) 1582 428 260 from families enquiring about U.S. citizen passengers will be accepted at any time by the Britannia duty Customer Services Officer at London Luton Airport. Britannia also has well-established contractual arrangements for the Emergency Procedures Information Centre (EPIC) at London Heathrow Airport to handle enquiries from families in the event of any aviation disaster involving a Britannia aircraft. The telephone number for such enquiries from the United States is (44) 181 897 6333 and from within the UK is 0181 897 6333. For technical reasons, neither toll free nor collect calls can be made to the EPIC numbers.

2. In addition to the notice provided by this letter to your agencies and, through your agencies, to the **Designated Organization** (see paragraph 3 below) Britannia will immediately inform representatives of the American print, radio and television media in the United Kingdom of the availability of these telephone numbers if the need should arise.

Notification of Families

3. Britannia will use the services of the organization designated under section 1136(a)(Z) for notifying, in person, to the extent practicable, the families of passengers involved in a **US accident** to an aircraft under the control of Britannia, such notice to be provided before providing public notice of the names of passengers.

4. The notice described in paragraph 4 above will be provided to the family of a passenger as soon as Britannia has verified that the passenger was aboard the aircraft (whether or not the names of all the passengers have been verified) and, to the extent practicable, in person.

List of Passengers

5. Britannia will provide to the director of family support services designated under section 1136 (a) (I), and to the organization designated for the accident under section 1136(a)(2), immediately upon request, a list (which is based on the best available information at the time of the request) of the names of the passengers aboard the aircraft (whether or not such names have been verified), and will periodically update that list

Passenger Manifest Information - 14 CFR Part 243

6. Britannia will adopt the following procedure with effect from October 1, 1998:

(a) Britannia will inform the Managing Director of Overseas Citizen Services, Bureau of Consular Affairs, U.S. Department of State immediately upon Jeaming of -an aviation disaster involving a covered flight segment operated by Britannia.

(b) Each passenger offering a United States passport at check-in for a covered flight segment will be identified as a U.S. citizen. The information required under section 243.7 (a)(I), and additional voluntary information under section 243.7(a)(2) if given, will be recorded on a separate form for each U.S. citizen passenger. Any passenger who refuses to provide the required information will be denied boarding. Completed forms will be retained, confidentially, until confirmation is received that all passengers have disembarked from the covered flight segment,

(c) Britannia will transmit, by telephone or telefax as appropriate, a complete and accurate compilation of the information collected to the U.S. Department of State as quickly as possible, but not later than 3 hours, after learning of an aviation disaster involving a covered flight segment operated by Britannia.

(d) Upon request, Britannia will transmit a complete and accurate compilation of the information collected pursuant to Sec 243.7 to the Director, Family Support Services, National Transportation Safety Board.

(e) The Britannia point of contact, available at any time, for consultation concerning information gathered pursuant to Sec 243.7 is the Operations Control Superintendent at Britannia Airways Ltd, London Luton Airport, Bedfordshire, LU2 9ND, England; telephone: (44) 1582 428 1481428 01 1/428 012; telefax (44) 1582 428 261.

Disposition of Remains and Effects

7. The family of each passenger will be consulted about the disposition of all remains and personal effects of the passenger within the control of Britannia.

8. If requested by the family of a passenger, any possession of the passenger within the control of Britannia (regardless of its condition) will be returned to the family unless the possession is needed for the accident investigation or any criminal investigation.

9. Britannia will retain any unclaimed possession of a passenger in the control of Britannia for at least 18 months.

Monuments

10. Britannia will consult the family of each passenger about construction by Britannia of any monument to the passengers, including any inscription on the monument

Equal Treatment of Passengers

11. The treatment of the families of nonrevenue passengers (and any other victim of the accident) will be the same as the treatment of the families of revenue passengers.

Services and Assistance to Families of Passengers

12. Britannia undertakes to work with any organization designated under section 1136(a)(2) on an ongoing basis to ensure that families of passengers receive an appropriate level of services and assistance following each accident.

13. Britannia undertakes to provide reasonable compensation to any organisation designated under section 1136 (a) (2) for services provided by the organization.

Family Travel and Care

14. Britannia undertakes to assist the family of any passenger in travelling to the location of the accident and provide for the physical care of the family while the family is staying at such location.

Resources

15. Britannia undertakes to commit sufficient resources to carry out this plan and has adequate insurance cover to meet costs incurred by its implementation.

Yours faithfully,

AD Bunker

Roger Burnell
Managing Director
Britannia Airways Ltd