

## 6 RECOMMENDATIONS

The Board's investigation has brought several points to light with regard to improving and accelerating the process of informing relatives. To this end, the Board finds the following matters to be important:

- keeping records on nationality;
- improving the process of collecting, distributing and verifying passenger information and improving the provision of information to victims' relatives, and
- simplifying the Dutch crisis organisation.

### **Keeping records on nationality**

In the Board's opinion, in future the nationalities of the passengers should be available on the passenger list that is drawn up by the airline. This relatively simple procedure would make it easier to register victims of aircraft accidents and to trace and inform their relatives. The Board considers it excessive to require all airlines to, for example, register the passport numbers of passengers and the details of contact persons at home, as the benefits - given the small chance of an accident - do not outweigh the extra effort that this would require. In the opinion of the Board, a passenger list that includes the nationalities of all passengers and a smoothly functioning crisis organisation, would provide sufficient guidance after an aircraft accident to retrieve information about victims and their families more quickly. The Board therefore recommends the following:

#### **To the Minister of Infrastructure and the Environment:**

1. Take initiatives at international level to incorporate the registration of the nationality of airline passengers in international regulations. In the meantime, encourage airlines to record the nationality of each passenger travelling to or from a Dutch airport before departure, in the systems that provide passenger information in case of an accident.

### **Improving the process of collecting, distributing and verifying passenger information and improving the provision of information to relatives.**

In the opinion of the Board, the NCTV should have managed the overall process in order to improve its efficiency. The Board feels that a clear management role is required to ensure that the activities of individual parties are coordinated, and that information is shared as well as collected and managed in one place. Nonetheless, other parties involved, such as the Ministry of Foreign Affairs, have a specific task within that process and need to contribute, in the context of that task, to the coordination of the process. Taking that into consideration, the Board makes the following recommendation:

**To the Minister of Security and Justice:**

2. Establish that in case of accidents (including aircraft accidents) abroad involving a large number of Dutch victims, the NCTV controls the overall process of collecting and verifying passenger information. Make sure that it is clear to other relevant public and private organisations that the NCTV is in charge, including what this means for the process and for everyone's duties, responsibilities and authorities within that process.

**Simplifying the Dutch crisis organisation**

One of the aims of the progress letter on the National Security Strategy that was established in the Council of Ministers on 1 May 2015 is to improve crisis management. The progress letter states that the need exists for a maximally flexible crisis organisation, that can act quickly and decisively on both the administrative and the operational level in all situations. It also states that clear responsibilities and authorities, and having as few layers as possible, will help speed things up. To this end, the aim is to simplify the crisis organisation and increase its flexibility. In line with this development, the Dutch Safety Board is of the opinion that the Dutch crisis organisation, which in the view of the Board is too complex, should be reviewed to see what it is needed to make it function more effectively in major crisis situations. People can and should learn intensively from other crises and assessments thereof. To this end, the Board recommends:

**To the Minister of Security and Justice:**

3. Include the lessons learned from this investigation and previous investigations into the functioning of the Dutch crisis organisation in the announced improvement, simplification and flexibilisation of crisis management. Make sure that unambiguous control and overruling power form part thereof.