



# BP Azerbaijan Warden System Manual

**AZSPU-HSSE-DOC-00116-2**

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**Scope:** Warden Manual of Civil Crisis  
Planning  
**Issue Date:** September 30, 2007  
**Revision Date** December 11, 2010  
**Next Review** May 30, 2011  
**Date:**

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**Document**  
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**Issuing Dept:** Security  
**Control Tier:** Tier 2

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## 1.0 Introduction

In BP Azerbaijan Warden System is structured to ensure a two-way flow of communications between the CCP Committee / IMT and BP Azerbaijan expatriates. The primary role is to inform expatriates and dependents of emergencies impacting (or likely to impact) BP AZERBAIJAN in-country and to communicate management decisions and specific instructions received from Incident Commander. The primary method of communication is telephone. If there is disruption in landline or mobile communication systems:

- The company radio system or Thuraya satellite phones should be used for communication among IMT and Wardens.
- Wardens will physically visit each resident to account for their respective community.
- Follow up will continue until each expatriate and dependent is located.

The purpose of this manual is to familiarize all wardens with:

- Chief Warden and Group Warden responsibilities
- Warden System general processes
- Warden System activation and notification flow
- Warden System communication process
- Serve as reference during Warden System activation.

## 2.0 Definitions

**Civil Crisis Plan** (BP Azerbaijan) - The plan details pre-planned responses to anticipated levels of emergencies; these responses range from slight deviations in routine activities to complete evacuation of CCP dependents.

**CCP Committee** - In case if CCP Committee is activated the AzSPU Business Support Team's (BST) Duty Call-out List will be used for mobilization.

**Safe Heaven** - In the event it is not possible to relocate immediately, it may be necessary to delay departure until an opportune moment. The Management Team should identify one or more safe havens. Providing that it is safe to do so all Assembly Points will be considered and used as Safe Heavens.

**Assembly Points** - There are Assembly Points throughout the city where the majority of BP expatriate staff reside.

## 3.0 Key Responsibilities

### WARDEN COORDINATOR

- Review and update this manual, as well as to assure its correct implementation.
- Assure that this manual is completely understood by all the ones involved.
- Program at least one warden tabletop exercise every six months or when it is considered necessary.
- Assure the compliance of this manual with the BP Crisis Management Framework.

### CHIEF WARDEN

*Fully applicable to the Alternative Chief Warden when the Chief Warden is out of country.*

#### Preparation role

- Liaise with Wardens and assist in recruiting new and Alternative Wardens as necessary.
- Pass emergency radio/satellite phone (batteries, charger etc) and the Manual to an Alternative Chief Warden when travelling (inside/outside) of Baku, Azerbaijan.

- Hold Warden Sessions with respective Wardens once a year, or more as appropriate.
- Have regular dialogue with Security on related matters.
- Send out periodically Warden communicate note to all Wardens.
- Maintain updated Chief Warden “hand – over” pack to pass to an Alternative Chief Wardens respectively in case of planned or ad hoc leave.

#### **Emergency / Exercise role**

- Communicate and initiate with each Warden details of an exercise or real emergency to determine and report the status and location of all expatriates/family.
- Report back findings to CCP Coordinator/Incident Commander, in case of a real emergency, and Warden Coordinator, in case of an exercise, of all un-accounted personnel and reasons.
- Maintain contact with Wardens and pass on IMT updates/instructions.
- Receive information, questions, requests, etc. from Wardens for transmission back to the Warden Coordinator (during exercise) or IMT (during real emergency).
- In the event of Evacuation liaise with Wardens assembly points and instructions.

### **GROUP WARDEN**

*Fully applicable to an Alternative Warden when the Group Warden is out of country.*

Wardens act as communication links and co-ordinators to families in their geographical area. Mutual support and the rapid dissemination of information during emergencies are vital.

#### **Preparation role**

- Address mistakes/omissions identified in the report to Warden Coordinator
- Collect and pass personal data change messages received at any point in time from Warden Group members to Warden Coordinator.
- Inform Alternative (Main) Warden(s) of the Group on upcoming travel plans to ensure Group coverage.
- Recruit proactively Alternative Wardens in proportion to Group size increase to ensure functionality and notify Warden Coordinator to provide Browser access etc.
- Do emergency hand held radio check with BP Reception Security on monthly basis. Please, refer to the “5.3 Use of Two - Way Radios & Radio Channels”, “Appendix 2” and “Appendix 3” of this document.
- Pass emergency radio/satellite phone (batteries, charger etc) and the Manual to an Alternative Chief Warden when travelling (inside/outside) of Baku, Azerbaijan.
- Hold Warden Sessions with respective Group members twice a year.
- Session Agenda:
  - Brief introduction of Group Warden and Alternative Wardens to current group members (All)
  - Refreshment on Warden-Group communication procedure during Emergency (Wardens)
- Send a courteous note to every new Warden Group member, outlining:
  - Contact details of Warden and Alternatives
  - Warden Group description, Security and Safety tips etc.

#### **Emergency / Exercise role**

- Determine and report the status and location of all expatriates/family members to the Chief Warden in case of real emergency or an exercise.
- Maintain contact with expatriates/dependents and pass on IMT updates/instructions.
- Receive information, questions, requests, etc. from expatriates/dependents for transmission back to the Chief Warden.

**BP EXPATRIATE EMPLOYEES**

BP Azerbaijan expatriate staff is responsible for:

- Being aware of the name, address and contact numbers for their warden and alternate.
- Notification to their Group Wardens:
  - The contact details in case these have been changed
  - The family information in case it has been changed.
  - Their trips outside of Baku for the periods exceeding 24 hours.
- Notification within 24 hours to the Group Warden and Security Team of their emergency trips outside of Baku for more than 24 hours.

**4.0 BP Azerbaijan Warden System Process****4.1 General Rules**

- To alert BP personnel in case of any catastrophic situation, risk or national emergency the Security Management maintains a process called Warden System. Through this procedure a controlled message can be spread to all levels of the organization.
- The Warden System consists in grouping expat employees of the BP utilised complexes/apartments in Azerbaijan, appointing a Group Warden and his/her Alternates for each of these groups, who are responsible, within the process, of communicating by phone to the assigned employees and retransmitting the original message.

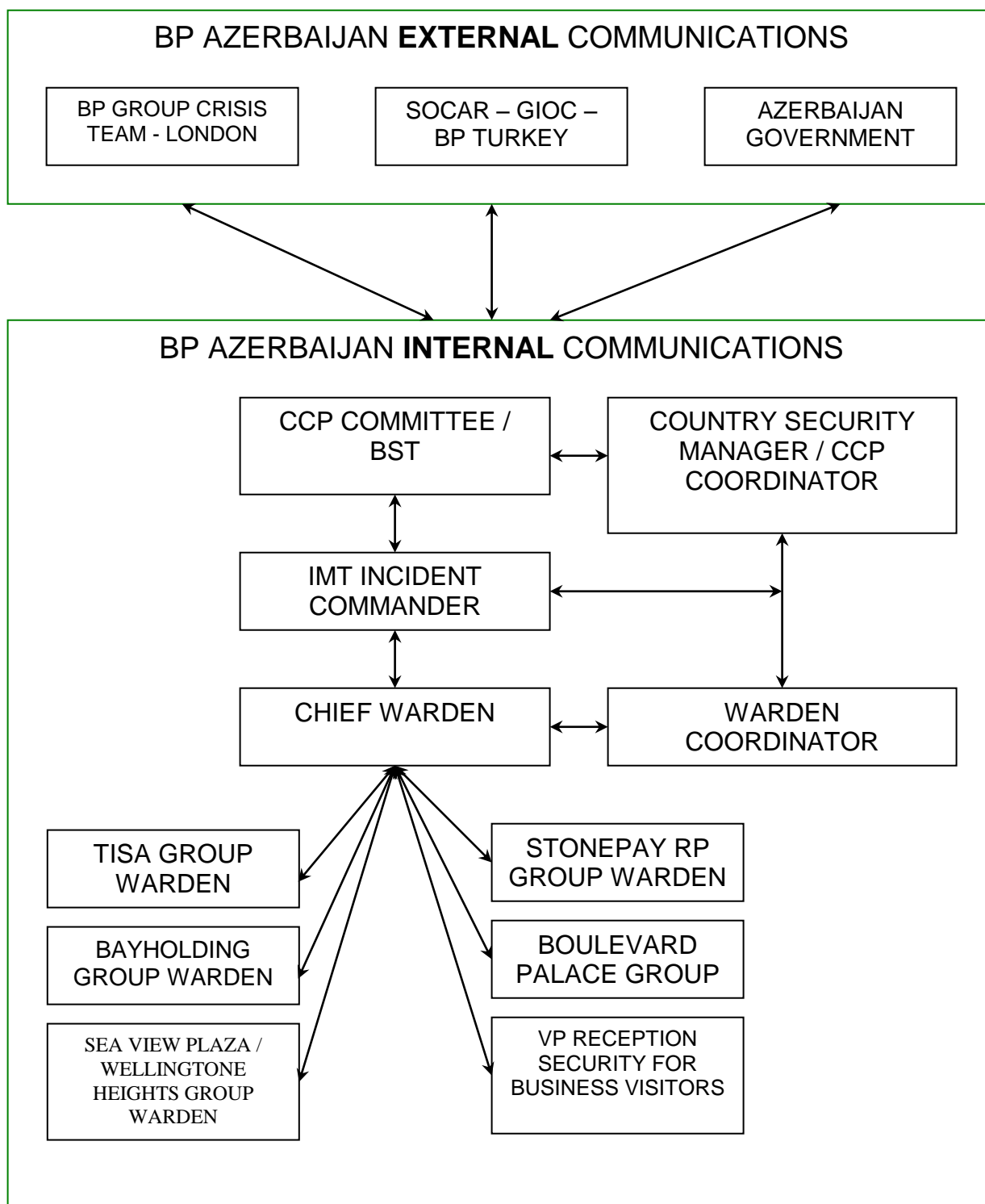
**4.2 Warden System Exercise**

- Security management will program at least one warden tabletop exercise every six months or when it is considered necessary.
- The drill will be announced to all BP Group Wardens prior to the exercise.
- The each Warden Group drill results must be reported to the Warden Coordinator, who will evaluate the results and propose the improvements to make this procedure more efficient.

*See also Warden System Activation & Notification Flow*

### 4.3 Warden System Activation & Notification Flow

- The activation of the Warden System must be authorized by:
  - Civil Crisis Plan Committee
  - Incident Management Team



**Note:** In case Group Warden and his/her Alternatives of any Warden Group are not available in the country Warden Coordinator can fulfill their responsibility.

- a. Once the text of the message to be sent is confirmed, each one of the group wardens will start the circulation of the message.
- b. The group wardens must transmit the message in the following manner:

- If it's a real situation:

**- "THIS IS A REAL EMERGENCY WARDEN MESSAGE..."**

'This is (Your name) Warden of (Residence name...) Group calling.

"Please locate and account for the members of your family, including dependents that are presently in Azerbaijan. Please phone me back at (Telephone no.....) as soon as you have fully accounted for your dependents.

**Example of the message:**

Tomorrow you must not come to the office and wait for further instructions"

- If it's a drill:

**THIS IS AN EXERCISE!!!**

'This is (Your name) Warden of (Residence name...) Group calling. We are conducting a routine exercise of the Civil Crisis Plan Warden System.

"Please locate and account for the members of your family, including dependents that are presently in Azerbaijan. Please phone me back at (Telephone no.....) as soon as you have fully accounted for your dependents."

Repeat – 'THIS IS A ROUTINE EXERCISE. We're checking the effectiveness of communications lines. No further actions are required after you account for and report about location of your dependents.'

Please also remind your group members about need to either inform CWT in case of travel outside Azerbaijan or Baku and/or fill in and submit the Out-of-Town/ Out of Country form (available on the BP Azerbaijan Security intranet).

- c. In any of the cases you must specify if it's a real message or a drill, then you must deliver the message word by word and end with the time in which the message is being delivered.
- d. The group wardens must retransmit the message to each one of the persons named in their respective Warden Group.
- e. Also, the group wardens must report to the Chief Warden the time in which the message has been retransmitted to the last member of his/her warden group and must specify which employee wasn't contacted.
- f. The group wardens to the extent possible, will keep track/locate "missing" expatriates/dependents and report to Incident Commander. In this last group the employees who received a voice message in their phones, must be included.
- g. In case Wardens and his/her Alternatives of any Warden Group are not available in the country Warden Coordinator can fulfil their responsibility.
- h. The group wardens must only transmit the message to the indicated people in their part of warden report. With the objective of assuring the reliability of the information, the message must not be retransmitted through third parties or outsiders to the company.
- i. The BP expatriate staff employees must make sure that they understand and receive the message as it is being transmitted. It is recommended to write down the message and ask the

person transmitting the message to repeat it as many times as necessary, until making sure it has been understood as it has been transmitted.

## 5.0 BP Azerbaijan Warden System Communication Protocol

One of the most important aspects of BP response to crisis / disaster incidents is communications. It is essential that the appropriate information be gathered and forwarded to the appropriate person or persons in an accurate and timely fashion, whether it is Incident Commander (IC) communicates with the On-scene Commander (OC), or employees and their families establishing contact through an available communications, or the AzSPU Leader communicating with the BP Group in London.

When civil crisis or natural disaster (an earthquake, flood, etc) occurs, employees may be apart, and their ability to communicate may be compromised by interruptions in telephone service. In this case Chief Warden or Alternative Chief Warden will activate the Warden System. When landline and mobile service are overloaded or interrupted, the communications network will consist of one or more of the following elements:

1. **Hand held radios**
2. **Satellite phones**

### 5.1 Use of Two - Way Radios & Radio Channels

There are seven warden groups and for all groups wardens are provided with hand held radios. If the group warden is out of country, he/she is responsible to pass the radio to the appropriate group alternate.

- Emergency radios are adapted for use during an emergency when no other mean of communication is available. Radios should be kept switched off on day-to-day basis.
- Turn on the radio when you phone, cell phone and other means are not operational.
- Keep the radio in the apartment until further notification from the Security Department or the Chief Warden.
- Radio holder must ensure the radio is always charged and operational.
- Hand-over the radio with accessories to the Alt Warden of the Group when going on leave.
- Three channels (5, 6, and 10) are currently programmed on the emergency radios.
- The main channel for communicating Emergency is Channel 10, if doesn't operate switch to channel 6, if doesn't operate proceed to Villa to contact Security.
- Channel 6 can be used for communication with Security during Emergency.
- Radio Channels Range
  - Channel 5 (limited range) approx. 5 km
  - Channel 6 (security, fleet dispatcher, drivers etc)., covers all Baku area
  - Channel 10 (emergency channel), covers all Baku area

**See Appendix 2 and Appendix 3 of this document**



## 5.2 Warden System Satellite Phones

To provide additional mean of communication during emergency Thuraya Satellite Phones have been provided to all BP utilised Residential Complexes. These Thuraya phone numbers are presented in the table below. **PLEASE NOTE THAT NUMBERS FOR STA PHONES HAVE BEEN CHANGED IN NOVEMBER 2010. THE TABLE BELOW REFLECTS NEW AND CORRECT NUMBERS.**

**THURAYA Satellite Phones**

N:	Assigned to Warden Group	Card Number	MSISDN - TO DIAL THIS SAT PHONE
1	CHIEF WARDEN	898820 527090 50833 191	<b>8821651077533</b>
2	WARDEN COORDINATOR	898820 527090 50833233	<b>8821651074957</b>
3	STONEPAY GROUP WARDEN	898820 527090 508 33217	<b>8821651074908</b>
4	BAYHOLDING GROUP WARDEN	898820 527090 508 33209	<b>8821651078791</b>
5	SEA VIEW GROUP WARDEN	898820 527090 508 33241	<b>8821651078763</b>
6	BOULVAR PALACE GROUP WARDEN	898820 527090 508 33225	<b>8821651077534</b>

**INMARSAT Satellite Phones**

Voice	Fax	Location of Inmarsat
761481852	761481854	IMC, ROOM # 187 (Villa Petrolea)

**Calling codes between GSM and SAT service providers**

For call from <b>Thuraya</b>	To <b>Baku</b> dial <b>+994 12</b> XXXXXXXX (City Number) To <b>Azercell</b> dial <b>+994 50</b> XXXXXXXX (Cell phone number) To <b>Azercell</b> dial <b>+994 51</b> XXXXXXXX (Cell phone number) To <b>Bakcell</b> dial <b>+994 55</b> XXXXXXXX (Cell phone number) To <b>NarMobile</b> dial <b>+994 70</b> XXXXXXXX (Cell phone number)
For call from <b>Thuraya</b>	To <b>Inmarsat</b> (in Azerbaijan) dial <b>+ 873</b> XXXXXX (Inmarsat) To <b>Thuraya</b> (in Azerbaijan) dial Thuraya MSISDN number shown
For call from <b>Inmarsat</b>	To <b>Inmarsat</b> (in Azerbaijan) dial <b>00 873</b> XXXXXX (Inmarsat) To <b>Thuraya</b> (in Azerbaijan) dial <b>00 88216</b> XXXXXX (Thuraya)
Dialling Instructions to call a <b>Thuraya</b> subscriber from other countries / networks: <ul style="list-style-type: none"> <li>International Access Code in the country you are calling from (e.g. 00, +)</li> <li>Thuraya Country Code (<b>88216</b>)</li> <li>Thuraya Subscriber Number</li> </ul> <b>Dial “+” or 00, ➔ country code, ➔ subscriber number</b> Example: To call a Thuraya customer whose number is 12345678 from Azercell, Dial + 88216 12345678	

## 6.0 Warden System Network Drive

Warden System Network Drive was created to have a single source folder for all Wardens to ensure that consistent and the most updated information is used for Warden System needs.

- Access to the drive is restricted to Group Wardens and their Alternates. Please contact Warden Coordinator on [alekpear@bp.com](mailto:alekpear@bp.com) for access to Warden Report.
- In case you encounter a problem to access to the drive for the first time please, e-mail to Warden Coordinator on [alekpear@bp.com](mailto:alekpear@bp.com)

### How to connect to shared network drive:

- Copy the link [\\bp1bakis001\Warden\\_System](\\bp1bakis001\Warden_System)

2. Right mouse click on "My Computer" icon on your desktop or in explorer window
3. Select "Map Network drive..."
4. Paste the link to "Folder" field and press browse  
*Make sure "Reconnect at logon" is checked for permanent access to the drive*
5. When drive is found press OK, then Finish

## APPENDIX 1 – Thuraya (SO-2510)

Your SO-2510 is a high performance mobile phone using satellites for communication.

The combination of Satellite (SAT) communications and GPS (Global Positioning System) technology allows phone communications without base stations.

SAT phone communications are similar to GSM and any GSM phone user can easily use it.

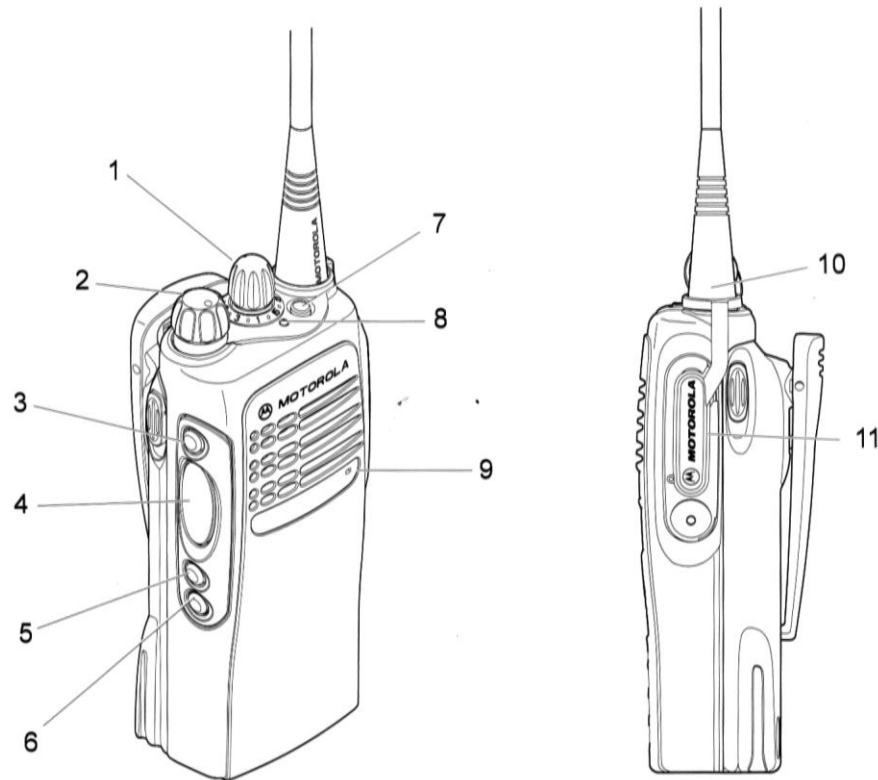
However, there are a few specific differences between GSM and SAT.

These are explained below.

- While idle with SAT or communicating with a good quality signal, the antenna need not be pulled out. However, the antenna should be pulled out to receive SAT calls or to start SAT.
- While watching the indicator for SAT signal strength, move around to achieve the best connection quality for the mobile phone. SAT communication requires clear space without obstructions. Avoid obstructions such as buildings, trees or mountains.
- Also, it is important to direct the antenna of the mobile phone towards satellites.



## APPENDIX 2 – Hand Held Radio Controls



1 Channel Selector Knob (16 Position)

2 On-Off / Volume Knob

*Used to turn the radio on or off, and to adjust the radio's volume*

3 Side button 1 (Will not be used)

4 Push to Talk Button (PTT)

*Press and hold down this button to talk, release it to listen*

5 Side button 2 (Will not be used)

6 Side button 3 (Will not be used)

7 Top button (programmable)

8 LED Indicator

Green: Successful power up.

Green Flashing: Radio scanning.

Red: Radio transmitting.

Red Flashing: Channel busy – when receiving.

Yellow: Radio called.

Yellow Flashing: Radio call reminder alert.

Red Flashing: Low battery – when transmitting.

9 Microphone

*Speak clearly into the microphone when sending a message.*

10 Antenna

11 Accessory Connector

## APPENDIX 3 - Radio Conversation

### • Important Note

Conversations over the radio can be very confusing if they are disordered. It is important that a uniform radio language is used so that people know who is calling whom and when a message or conversation is finished.

### • Call Sign

The first issue to resolve is how to identify callers over the radio net. In this case the best option is to use surnames rather than codes. It is simpler and more easily understood.

### • Sending a Message

1. Use the Channel Selector knob to change to the required channel.
2. Press the PTT button and speak clearly into the microphone.
3. Your mouth should be about 2.5 to 5 cm away from the microphone.
4. To call someone simply repeat their surname twice and then say "this is XXXX, over". For example, "Smith, Smith, this is Jones, over". (Over indicates that you have finished talking and are waiting for a reply)
5. Release the PTT button when you finish speaking.

### • Receiving a Message

1. Adjust the volume level.
2. If, at any time, a call is received, you will hear the call at the volume level you have set.
3. To inform the message sender that you are receiving them, simply say "XXXX send". For example "Jones, send".

### • Continuing the Conversation

You can then continue the conversation. Each time you have finished your sentence and expect a reply, simply say "Over". For example "Are you OK, over"

### • Ending a Conversation

To end a radio conversation, simply say "Over and out".

### • Conversation Example

A simple conversation could be as follows:

*Security: "BP Villa Petrolea Security to Jones"*

*Warden: "BP Villa Petrolea Security, this is Jones, over"*

*Security: "Jones, go to Assembly Point 5 immediately, over"*

*Warden: "BP Villa Petrolea Security, message received. Over and out"*

*Security: "BP Villa Petrolea Security to Smith....."*

**Note: (Only say "Over" if you understand the instructions completely. If you need further classification then ask using the normal conversation method.)**

### • Radio Check

You can check the radio through channel 6 (security) periodically and when receiving at the hand-over, keeping to the wording:

*Warden: "VP Security. Call Back"*

*Security: "Go ahead, over"*

*Warden: "Radio Check. Do you copy me? Over"*

*Security: "I copied you. Over"*

*Warden: "Over and out."*

**APPENDIX 4 – Warden Group Information Form**

**Note: This form is to be filled in by all BP Baku Residents**

<b>Your Name</b>	
<b>Work E-Mail address</b>	
<b>Mobile Phone Number</b>	
<b>Spouse/Partner Name</b> <i>(If accompanying in Azerbaijan)</i>	
<b>Spouse's Citizenship</b>	
<b>Spouse's Date of birth</b>	
<b>Spouse's mobile phone</b>	
<b>Children Name(s)</b> <i>(If accompanying in Azerbaijan)</i> <i>(Please indicate dates of birth next to names)</i>	
<b>Partner's Home Email Address</b>	
<b>Any additional relevant contact details.</b>	

**Please submit this form by e-mail to Abdulla Alakbarov in Security.**

## APPENDIX 5 - Warden Report Basic User Guide

PDMS (People Data Management System) is used for Warden Database:

- To have a single source database to ensure that consistent data is used for warden system
- To ensure efficient integration with existing HR, Travel and Housing data management systems used by SPU

*The information provided for Warden Report is only used in case of emergency.*

### 5.1 Access to Warden Report

Web Warden Report can be found on the following link.

<http://bp1bakap012/Reports/Pages/Report.aspx?ItemPath=%2fSecurity%2fWarden+List>

- Access to Warden Report is restricted to Group Wardens and their Alternates. Please contact Warden Coordinator on [alekpear@bp.com](mailto:alekpear@bp.com) for access to Warden Report.
- In case you encounter a problem to access to the Report for the first time please, e-mail to Warden Coordinator on [alekpear@bp.com](mailto:alekpear@bp.com)

### 5.2 How to Generate Warden Report

To generate Warden Report follow four steps:

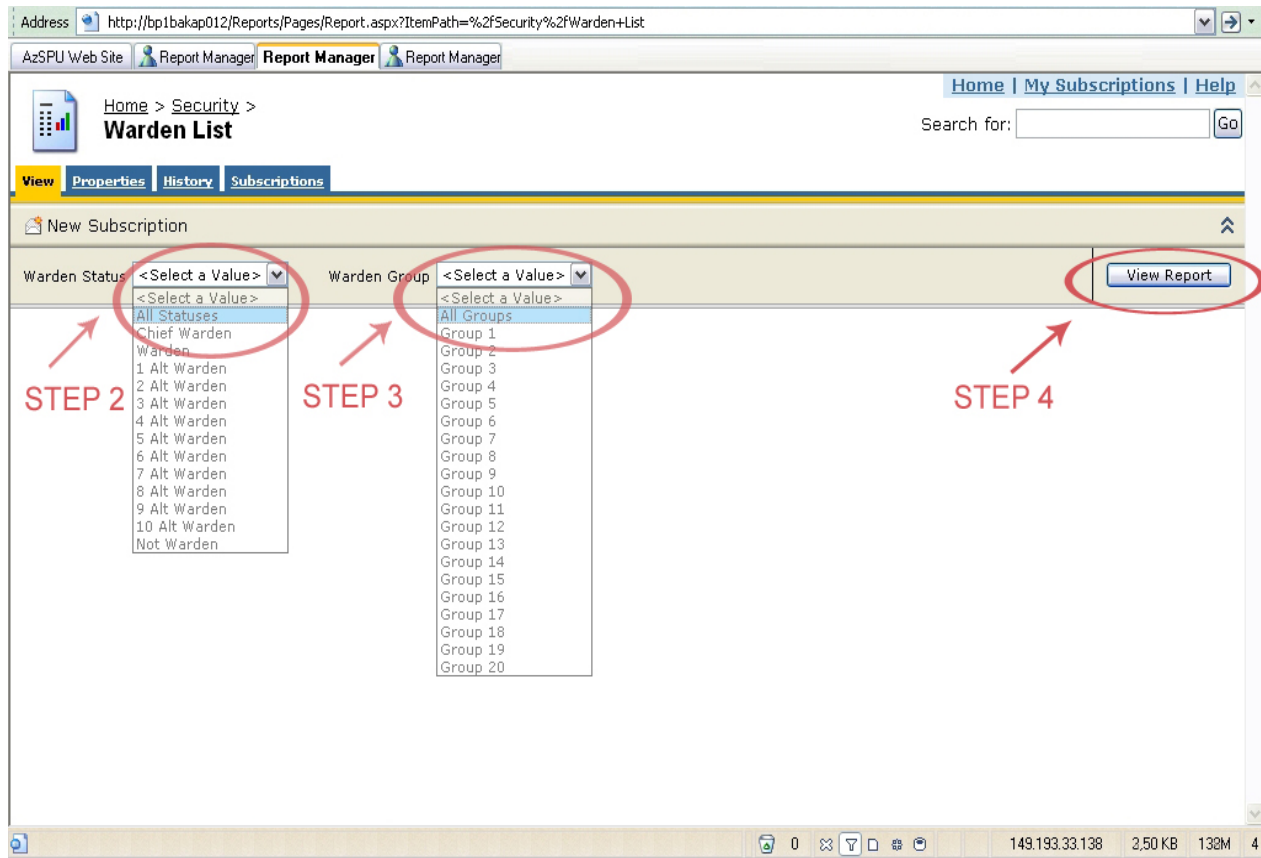
**STEP 1** Follow the link below

<http://bp1bakap012/Reports/Pages/Report.aspx?ItemPath=%2fSecurity%2fWarden+List>

**STEP 2** Select "All Statuses" in "Warden Status" field

**STEP 3** Select Your Respective Group Number in "Warden Group" field

**STEP 4** Press "View Report" button



### 5.3 Export of Warden Report to Excel Format \*

- STEP 1** Select Excel in "Select a Format" field  
**STEP 2** Press "Export" button and wait until you are offered to save the file on your computer.



Address: http://bp1bakap012/Reports/Pages/Report.aspx?ItemPath=%2fSecurity%2fWarden+List

AzSPU Web Site Report Manager Report Manager Report Manager

Home > Security > **Warden List**

Home | My Subscriptions | Help

Search for:  Go

View Properties History Subscriptions

New Subscription

Warden Status: All Statuses Warden Group: All Groups View Report

1 of 102 Page Width Find | Next Select a format Export

**WARDEN REPORT**

<i>Chief Warden</i>					
Sara Brinn-Johnson - Chief Warden	814472	050-225-0679			
Zarina Zeynalova - 1 Alt Warden	814989	050-225-2898			
Orhan Ibrahim-Zade - 2 Alt Warden	814929	050-221-9766	462-87-14	Azadlig 146/168, Apt 55	
<i>Plan Coordinator</i>					
Dmitriy Adamovich - CCP & Warden Coordinator	816416	050-225-83-58	498-11-01	Mayakovskiy 9, apt 5	
Murat Heydarov - CCP Coordinator	814969	050-220-5727	440-51-39	22, Rajabli str., Apt. 20	
Murad O. Abbasov - 1 Alt. CCP Coordinator	814680	050-220-3554	492-29-60	Tagizade str. 39/11 apt 7	
Abdulla Alakbarov - 2 Alt. CCP Coordinator	814898	050-225-0207	439-71-61	M. Rahim str. 20 apt. 4	

**Group 1**

**Warden**

149.193.33.138 5,00 KB 142M 4

#### 5.4 Subscription to Warden Report

There is possibility to subscribe on Warden Report with the aim to receive Warden Report automatically on your BP e-mail address. Contact Warden Coordinator on [alekpear@bp.com](mailto:alekpear@bp.com) to check for subscription options. \*\*

*\* Note: You can choose other formats nonetheless Excel is the most advisable since you'll be able easily format file for the best viewing and printing.*

*\*\* Note: Only Group Wardens and their Alternates are eligible to check for the subscription options*



## 5.5 My personal information in Warden Database

The link below should be included in a Welcome note for new residents.

It is important that Warden System has all of BP expatriate employee current contact details, such as mobile phone numbers, e-mail addresses, and contact numbers for family members or partners who are living in Azerbaijan. This information is critical for Group Wardens to contact Warden Members in an emergency. Each employee registered within warden System can check information accuracy following the link below.

<http://bp1bakap012/Reports/Pages/Report.aspx?ItemPath=%2fPublic+Reports%2fMy+personal+information+in+Warden+Database>

In case Warden Database needs to be updated send appropriate updates of your contact information to the respective Group Warden or Warden Coordinator at [alekpear@bp.com](mailto:alekpear@bp.com) Use the form in Appendix 4

## Key Documents

### Civil Crisis Plan:

<b>Name</b>	Abdulla Alakbarov	<b>Job title</b>	Warden Security Coordinator
Phone number	+994 55 4250207	<b>Summary</b>	
Alternative	Rauf Rustamov	The purpose of the BP Azerbaijan CCP is to provide agreed and practised procedures to meet an increasing threat and for the relocation of BP 'at risk' personnel and dependants to a safe location within the country or from the country itself if necessary. The Warden System is an integral part of the Civil Crisis Plan and is functioning within IMT. The CCP is administered by Azerbaijan Security Team.	
Phone number	+994 55 2250678		

## Review Log

Revision Date	Authority	Custodian	Revision Details
30 Sept 2007	Eldar Nurizade	Dmitry Adamovich	Initial issue
2 April 2009	Eldar Nurizade	Abdulla Alakbarov	<ol style="list-style-type: none"> <li>1. Change of reference names and email accounts from "Dmitry Adamovich" to "Abdulla Alakbarov" and from "adamd0" to "alekpear" respectively.</li> <li>2. Minor grammatical corrections.</li> </ol>
2 Nov 2009	Eldar Nurizada	Abdulla Alakbarov	<ol style="list-style-type: none"> <li>3. Update of Notification matrix under Section 4.3</li> <li>4. Update of mobile phones after switch to Bakcell.</li> </ol>
28 Apr 2010	Eldar Nurizada	Abdulla Alakbarov	<ol style="list-style-type: none"> <li>1. Update of Warden Communication matrix – page 6</li> <li>2. Update of Warden Sattelite phone list – page 9</li> <li>3. Calling codes between GSM and SAT service providers - Azercell "051" added – page 9</li> <li>4. Slight page formatting – whole document.</li> </ol>
11 Dec 2010	Eldar Nurizada	Abdulla Alakbarov	<ol style="list-style-type: none"> <li>1. Update of Satellite Thuraya New numbers table on page 8</li> <li>2. Some updates re dialing Satellite phones – page 8</li> <li>3. New version sent to for upload into dK.</li> </ol>