



# **PROCEDURE FOR DECEASED PERSONNEL**

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**BP Procedure for Deceased Personnel  
for Operations in Azerbaijan and Georgia**

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## **INTRODUCTION**

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The intent of this procedure is to provide administrative guidelines for managing the death and remains of BP EXPLORATION (CASPIAN SEA) LTD (thereafter referred to as **BP**), employee (Azerbaijan and Georgian National employees and Expatriate employees /dependents.)

## SCOPE

This procedure has been developed to address as many known aspects as possible when an event of this nature occurs. The procedure format is divided into the following categories:

1. **Initial Action**
2. **Reporting Criteria according to Azerbaijan and Georgian Requirements**
3. **Guidelines for BP National Employees**
4. **Guidelines for BP Expatriate Employees/Dependents**

## 1. INITIAL ACTION

Under no circumstance will any person at the job site determine that an injured person is deceased. Regardless of the obvious disposition of the injured, until a qualified physician has confirmed official death, the term "INJURED PERSON" will be used. The following sequential action items are for both National and Expat personnel (to be taken by site manager, supervisor, i.e. the individual managing the process):

- a) Administer appropriate first aid and basic life support treatment to the injured person. This action should be continued until told to stop by medically trained personnel.
- b) Contact the BP Incident Commander as soon as conditions allow so that appropriate support can be arranged. Once known, the following information will need to be given to the Incident Commander:
  - (1) Person making report -- give name, location and phone number
  - (2) Name of injured person(s)
  - (3) Time injury occurred
  - (4) Cause of injury
  - (5) Location of injured
  - (6) Location of personal belongings
  - (7) Next of Kin -- Name, address and phone number (if available)
- c) If the injured person shows no vital life signs he/she should not be moved from the incident site. This initial determination of no vital life signs may need to be made by on site supervision. If an on site medic is present he/she can assist with this confirmation decision. Determination of death can only be made by a medical doctor and in most cases the ISOS staff doctor in Azerbaijan and MediClub staff doctor in Georgia will do this. For any non-natural death or unknown cause of death the Prosecutor's Office and/or local Police department must be informed and then only the forensic doctor can issue the death certificate.

- d) There are situations when the presumed deceased person may be moved from the incident site, when the body:
- (1) presents a danger to others
  - (2) could receive further damages because of existing physical conditions
  - (3) would be more appropriately and humanely stored elsewhere
- Only prosecutor or police can normally give permission to remove a body from a location. If International ISOS is given the task to transport, International SOS will always obtain permission before moving the body.
- e) After a qualified physician determines death, without moving the body a preliminary investigation should be conducted of the surrounding conditions where the accident occurred. Pictures at this time are of utmost importance for the detailed and more thorough investigation that will follow.
- f) Preparing the body appropriately for transport to staging area once permission received (**this action should be carried by suitable qualified medical professional and witnessed by site manager**):
- i) Remove personal possessions (rings, jewelry, watch, wallet, etc.) and secure in such a manner to protect from theft. These items will be part of other personal belongings that will be submitted to BP Human Resources.
  - ii) Attach an identification tag to the body stating the following:
    - a) BP
    - b) Deceased's name
    - c) Incident Commander's phone number (mob: 994 (0)50 250 30 30)
    - d) Any other pertinent information or contact phone numbersAppropriately attach the tag by either:
    - Pinning it to the deceased's clothing
    - Loosely hanging it around the deceased's neck using a string
    - Tape it to the deceased's body (chest is the best location)
  - iii) Place face up on blanket/sheet or other available material in which the body may be wrapped.
  - iv) Close eyes and fold arms over lower abdomen so that the left hand lies on top of the right hand.
  - v) Keep legs and knees as straight as possible.
  - vi) Wrap in such a manner that body parts will stay in tact during transportation.
  - vii) Place in body bag if available. Most work locations will have a supply of these bags.
  - viii) Store in cool location until transportation arrives to remove the body.
  - ix) When transportation arrives (most likely East/West Helicopter or medical provider's ambulance) have ample personnel available to assist in carefully and respectfully loading the body.
  - x) Before the body leaves the site ensure that all the deceased's personal belongings have been collected and accompany the body. If the personal belongings are elsewhere, (base camp, guest house, apartment, etc.) the deceased's department management, along with appropriate BP Security Department representatives, will have to go to this location to collect and itemize any other personal belongings. All personal belongings and the itemized account of the personal belongings will be submitted to BP,

Human Resources representative as soon as possible for securing and further handling.

**NOTE:** The most important personal belongings that should accompany the body are:

- (1) PASSPORT (Expat)
- (2) VISA (Expat)
- (3) ANY ENTRY/EXIT DOCUMENTS (Expat)
- (4) CUSTOMS DECLARATION FORM (Expat)
- (5) ANY OTHER OFFICIAL IDENTIFICATION DOCUMENTS (National)

- g)** Once the body has been staged in Azerbaijan and Georgia the BP Human Resources Department will take charge and become the single point of contact for all incoming and outgoing information concerning the deceased. Human Resources may require assistance from other BP departments and if this occurs prompt response and cooperation will be expected.

## **2. REPORTING CRITERIA ACCORDING TO AZERBAIJAN AND GEORGIAN REQUIREMENTS**

When there is a death in Azerbaijan and Georgia, generally the body is taken to the Central Morgue. An autopsy is performed on all deaths to determine the exact cause of death. Embalming is not a customary practice and that which is available is of very poor quality. Burial takes place within 72 hours maximum after death and in most cases the day after death in Azerbaijan. In Georgia, burial takes place within 5-6 days after death.

When an on the job fatality occurs there are several Azerbaijan and Georgian Governmental Agencies that must be immediately contacted, such as regional police department, Ministry of Emergency Situations in Azerbaijan, Center of Disaster and Emergency Medicine in Georgia.

The **IMT duty Liaison Officer** should contact the agencies as per **the Government Incident Notification Matrix**. The Government Incident Notification Matrix is located in Incident Management Plan, Appendix 1. Georgia Emergency coordinator is in charge for contacting the agencies as per Georgia Incident Notification Matrix.

The notification must be made to the appropriate embassy in case of death of the expat employee by IMT Liaison Officer. Contact details of Embassies in Azerbaijan and Georgia can be found on

[http://www.mfa.gov.az/eng/diplomatic\\_corps/embassies.shtml](http://www.mfa.gov.az/eng/diplomatic_corps/embassies.shtml)

[http://www.mfa.gov.ge/index.php?lang\\_id=ENG&sec\\_id=74](http://www.mfa.gov.ge/index.php?lang_id=ENG&sec_id=74)

### 3. GUIDELINES FOR BP NATIONAL EMPLOYEES

a) Take body to:

<u>In Azerbaijan</u>	<u>In Georgia</u>
<b>Central Emergency Medicine Clinic (former "Semashko")</b>	<b>State Medical University Central Clinic</b>
1 Mir-Kasimov St	29 Vazha Pshavela Avenue
Baku 370078, Azerbaijan	Tbilisi 380079, Georgia
Tel. (994 12) 495 28 86; 495-5350, 495-4920	Tel: (995 32) 395714

- b) BP Human Resources will provide a representative to make personal contact with the deceased's family and provide various types of assistance throughout the first few days following the death.
- c) The next of kin (NOK) must be informed of the situation immediately after positive identification and official confirmation of death has been established. This is of utmost importance, because once a body has been officially pronounced dead it is then transferred to the Central Morgue where an autopsy will be performed. In some situations an autopsy is not mandatory and the family can request an exemption. If the family doesn't want an autopsy performed family members are responsible for requesting any exemption. If an autopsy is not performed BP will assist the family by transporting the deceased to the family home. In the event an autopsy is required, BP will assist the family in transporting the body to the Central Morgue. Because of the expediency of autopsies in Baku, it is extremely important that ISOS and BP, Human Resources representatives are at the hospital when the body arrives to assist in the transfer process of the body to the Central Morgue for an autopsy. After the autopsy the body will be removed from the morgue by the family and transported to a location of their choice within country of residence.

In Azerbaijan

**Central Morgue**

**1 Mir-Kasimov St**

**Tel: 494-6343**

**Dr. F.H. Aliyev is the contact pathologist**

In Georgia

**State Medical University Central Clinic**

29 Vazha Pshavela Avenue

- d) The BP Human Resources representative will assist the deceased's family:
- in obtaining a signed doctor's certificate of death and autopsy report (if one was performed). These are issued by the Central Morgue pathologist.
  - in taking the Central Morgue's certificate of death to the Office of

Registration of Civil Acts (ZAGS). ZAGS provides the official Death Certificate.

- e) One Original of each of the above documents should be obtained (medical statement about the death, autopsy report, and ZAGS-issued death certificate). Current distribution will be:
- (1) 1 set Original - Next of Kin
  - (2) 1 set Copy- Ministry of Labor & Social Protection of the Population
  - (3) 1 set Copy - BP Human Resources (to be filed in deceased's personnel file)
  - (4) 1 set Copy - BP Health & Safety Department (to be filed with the accident/investigation report)
- f) Guideline sequence and methods of notifications:
- i) The Human Resources representative will coordinate with the deceased's Department Manager on how the initial family contact will be made. Face to face personal contact is best, however a phone call can be made if face-to-face contact is not possible and phone call is promptly followed up with face-to-face contact as soon as possible.
  - ii) HR will assist the deceased's Department Manager in preparing a letter (in duplicate) to the NOK regarding personal belongings, monies and valuables that were collected and inventoried at the time of death. This letter will accompany the personal belongings when delivered to the NOK. One copy will be signed by the NOK receiving the body and the personal belongings and returned to HR for filing.
- NOTE:** HR could also use this letter for distributing to the NOK any monies due to the deceased and as a result of the death.
- iii) Any official documentation, given to the NOK via BP, will be hand-delivered. Any other documents given to Azerbaijan and Georgian Government Agencies or other entities outside of BP will also be hand-delivered.

#### 4. GUIDELINES FOR BP EXPATRIATE EMPLOYEES

- a) Take body to:

<u>In Azerbaijan</u>	<u>In Georgia</u>
<b>Central Emergency Medicine Clinic (former "Semashko")</b>	<b>State Medical University Central Clinic</b>
1 Mir-Kasimov St	29 Vazha Pshavela Avenue
Baku 370078, Azerbaijan	Tbilisi 380079, Georgia
Tel. (994 12) 495 28 86; 495-5350, 495-4920	Tel: (995 32) 395714

- b) Ensure that the ISOS medical doctor has been informed of situation and updated as to the estimated time of arrival to the Central Emergency Hospital. The ISOS physician will be BP's key contact with the Central Clinical Hospital staff on the initial disposition of the body. Because of the expediency of



autopsies in Baku, it is extremely important that ISOS and BP, Human Resources representatives are at the hospital when the body arrives to assist in the transfer process of the body to the Central Morgue for an autopsy.

- c)** Upon positive identification and confirmation of death the Next of Kin (NOK) must immediately be notified and informed of the tragedy. If the deceased's NOK is residing in Azerbaijan or Georgia this notification must be made in person by the effected Department Manager. In the event if the deceased's family is not based in Azerbaijan or Georgia the Police of their Country of residence can make a personal call with trained councilors to the residence. HR will advise on notification of other people. Written notification should be hand delivered, faxed or e-mailed as soon as possible after initial notification. Also, during this first contact with the NOK, they must make a decision as to whether an autopsy should be performed or not. Should the family prefer that there not be an autopsy, BP must apply to the Central Morgue for an exemption. Where autopsy is not mandatory, appropriate channels will be advised.
- d)** Other important details that the next of kin need to be aware of as soon as possible are:

  - i) It can take up to 2 weeks before clearance is given to move the deceased out of Azerbaijan or Georgia.
  - ii) There are no funeral homes in Azerbaijan and Georgia and the local morgue's embalming facilities are very poor. BP Occupational health (through ISOS/MediClub) will make arrangements through a reputable embalming service to accommodate this need. In most cases the chosen embalming service company will handle all repatriation transportation of the deceased.
  - iii) The appropriate embassy will be notified by HR.
  - iv) The deceased's home country office will be notified to assist with any needs in home country. Provide local BP phone numbers and contacts that next of kin can call.
  - v) Regular contacts will be made to update and keep the NOK informed of all activities involving the deceased.
- e)** Information needed from the NOK as soon as possible:

  - i) If the NOK wishes the deceased to be cremated? If so, explain that crematoriums do not exist in Azerbaijan and Georgia, however there are facilities outside of Azerbaijan and Georgia that do provide this service. If the family wishes the deceased to be cremated, appropriate arrangements can be made for cremation and ashes forwarded to NOK.
  - ii) Need name of family funeral home or mortuary, to forward the remains..
  - iii) Are there any special requests that BP could help with, such as:
    - a) Is there any jewelry we need to look for?
    - b) Are there any important documents?
    - c) Are there other personal belongings of value that need to be identified?
    - d) Is there anything the NOK would like left in the coffin with the deceased?
- f)** The administrative protocol and document gathering exercise for preparing the body to exit Azerbaijan and Georgia is as follows:

  - i) Contact appropriate Embassy as soon as possible. The British Embassy

and American Embassy play a very important diplomatic role when an Expatriate death occurs. The American Embassy generally deals with American citizens, but will assist with other nationalities when necessary. The British Embassy will deal with all nationalities that fall under the British Commonwealth System.

- ii) If it is a criminal case, obtain a letter from Prosecutor's Office which permits to remove the body from Morgue
- iii) Obtain doctor's certificate of death. In most cases there will be two of these:
  - a) One from either the Central Clinical Hospital physician on duty or the Central Morgue pathologist. This document will be in Azeri, Georgian or Russian.
  - b) One from the ISOS doctor in Azerbaijan/MediClub in Georgia and it will be in English.
  - c) The cause of death portion on the certificate must be clearly stated in descriptive medical terminology.
- iv) Obtain from the Central Morgue:
  - a) Original autopsy report (if an autopsy was performed)
  - b) Necessary documentation stating that the body does not pose any health risks. This report is needed for airlines and in most cases home country entry.
- v) The doctor's certificate of death must then be taken to the Office of Registration of Civil Acts. The Office of Registration of Civil Acts (ZAGS) provides the official Death Certificate. A certificate of death from the International SOS is only acceptable when death occurs during an emergency call. Otherwise, a preliminary certificate is issued until the Office of Registration of Civil Acts provides the 'official' death certificate.
- vi) All documents not in English must be translated by BP translation service, notarized and then taken to the appropriate Embassy for authenticity certification. The Embassy Consulate will prepare a "Consular Report of Death Abroad". This embassy certification establishes genuineness of documents in settling legal obligations.
- vii) One Original of each of the above documents (plus two copies) should be pursued (medical statement about death, autopsy report, report of no health risks, official death certificate, and consular report of death abroad). Current distribution will be:
  - (1) 1 set Copy - For customs documentation necessary to expatriate the body to home country
  - (2) 1 set Original - Next of Kin
  - (3) 1 set Copy - For appropriate Embassy
  - (4) 1 set Copy- To parent company in home country (if applicable)
  - (5) 1 set Copy - Ministry of Labor & Social Protection of the Population
  - (6) 1 set Copy- BP Human Resources (to be filed in deceased's personnel file) (copy would be OK)
  - (7) 1 set Copy - BP Health & Safety Department (to be filed with the accident/investigation report) (copy would be OK)
- viii) Other documentation required:
  - a) HR will assist the deceased's Department Manager in preparing a letter



(in duplicate) to the NOK regarding personal belongings, money and valuables that were collected and inventoried at time of death. This letter will accompany the personal belongings when delivered to the NOK. One copy will be signed by the NOK recipient and returned to HR for filing.

**NOTE:** HR could also use this letter for distributing to the NOK any monies due to the deceased and as a result of death.

- b) Any official documentation, given to the NOK via BP, will be hand-delivered or sent by courier service. Any other documents given to Azerbaijan (or Georgian) Government Agencies or other entities outside of BP will also be sent with a transmittal letter.
- ix) Preparation of body for exiting Azerbaijan and Georgia. Cold storage is basically non-existent and embalming facilities and techniques at the central morgue are very poor but if it is necessary cold storage can be arranged with artificial ice.
- x) Airport Custom's Representatives must witness the process of coffin soldering. Upon completion of soldering, the Custom's representative shall issue a Certificate of Witness with the name of the deceased, DOB, airlines and flight # the remains to be transported outside Azerbaijan and Georgia. The copy of Custom's representative ID shall be attached to said Certificate.
- xi) Embalming:  
An International mortuary & funeral home has been identified in the U.K. that has an excellent reputation and can provide the required assistance:

<b>Rowland Brothers, 301-305 Whitehorse Road, London, West Croydon,</b>	<b>Kenyon International Funeral Home &amp; Mortuary, London</b>
<b>Tel: (44) 208684 2324</b>	<b>Tel: (44) 171 9353728</b>
<b>Fax:(44) 208684 8000</b>	<b>Fax: (44)171 9358714</b>

xii) Cremation:

In criminal case obtain a letter from General Prosecutor's office permitting to cremate the body. Such certificate is usually required by police and crematorium authorities in the country of cremation.

The closest crematorium is in Moscow:

**OAORitorg Service (Funeral Home)**  
**Street Marshala Timoshenko Building 5**  
**Tel: (+7495) 4140001, 4140547**  
**Moscow**  
<http://www.ritorg.ru>

xiii) Transportation to home country:

The following information must be provided to appropriate airlines for issue of Air Waybill prior the delivery of remains to the airport:

- Final destination
- Shipper details (name, address, telephone, fax, contact name and phone)

- Receiver's details (name, address, telephone, fax, contact name and phone)
- Date and flight of transportation.

If it impossible to store the remains at the airport it is recommended to deliver them at least 2-3 hours before departure. The custom clearance and airport security authorization are necessary for loading the remains on board.

BMI, Lufthansa and Turkish Airways, all remain possible airlines to be considered for the transportation of the body.

**Note:** For contact numbers refer to the Emergency Resources Booklet which is located in the Incident Management Center.

BP Human Resources will orchestrate this effort with assistance from:

- a) the deceased's BP Department Manager
- b) BP Health & Safety Department
- c) ISOS in Azerbaijan/MediClub in Georgia
- d) appropriate contractor management

### Revision/Review Log

Revision Date	Authority	Custodian	Revision Details
<<August, 26 <sup>th</sup> 2008>>	Sue Adlam-Hill, HR VP	Leyla Novruzova, HR manager	Initial Issue