



# **BP Azerbaijan Operations**

## **Azerbaijan Evacuee Management Plan**

### **AZSPU-HSSE-DOC-00149-2**

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<b>Issue Date:</b>	July 1, 2008	<b>Issuing Dept:</b>	Central HSSE, Crisis and Emergency Response
<b>Revision Date:</b>	September 1, 2010	<b>Control Tier:</b>	2
<b>Next Review Date:</b>	July 1, 2011		

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14	IMT, Baku	Incident Management Center		X
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**LIST OF ABBREVIATIONS**

C & EA	Communications and External Affairs
ERP	Evacuation Reception Point
ERO	Evacuation Reception Officers
ETA	Estimated Time of Arrival
FOC	Foreign Oil Companies
HR-ESG	HR – Emergency Support Group
IMC	Incident Management Center
IMS	Incident Management System
IMT	Incident Management Team
IRP	Initial Reception Point
NOK	Next of Kin
PAX	Passenger List
POB	Persons on Board
POS	Persons on Site
SPU	Strategic Performance Unit
SRT	Site Response Team
SSPS	Special Security Protection Services

## Section 1

### Introduction

#### 1.1 Purpose of the Evacuee Management Plan

The purpose of the Evacuee Management Plan is to ensure that employees involved in an incident are cared for compassionately and professionally. The following plan details the organisation and predetermined actions that will need to be put in place in order to respond effectively to the emergency evacuation of personnel from both offshore and onshore assets. It will effectively cover the evacuation process from the moment an evacuee arrives at an airport or quayside or when an evacuee arrives at a designated Initial Reception Point (IRP) from an onshore asset. It will apply to all those who work for (or are contracted to) BP as per the definitions in 3 below.

The plan should be activated in conjunction with the Incident Management System (IMS) that is directed to all activities conducted by BP in the Azerbaijan Strategic Performance Unit (SPU). IMS is an overall organisational umbrella that conforms to BP's worldwide Incident Command System style and structure.

IMS provides the basis for effective management support and response to emergency situations occurring in any of the BP Azerbaijan and Georgia operating centers and the structure of this plan has been designed to meet the needs of evacuee management as required by the IMS manual.

#### 1.2 Scope of the Evacuee Management Plan

This Plan applies whether the evacuee has been injured or not and it should be recognised that all persons who have been evacuated will have experienced some form of trauma. The trauma can manifest itself in different ways in different people for a long time after the event.

Any onshore or offshore evacuation of personnel will require a well co-ordinated response by the Incident Management Team (IMT). There will be numerous locations where the reception, processing and welfare of the evacuees, and their friends and relatives, will require the physical presence of a company representative. For the purpose of this plan, these representatives will be known as Evacuation Reception Officers (EROs). There are some members of the Azerbaijan SPU HR Department, together with selected members of the IMT, regardless of their primary role, are trained as EROs, a role they should be prepared to adopt when they are not formally on-call. **All those nominated as EROs must speak English, Azeri and Russian.**

The ERO will act as part of the HR team under the direction of the HR Emergency Support Group (HR ESG) Manager who will report directly to the HR Officer located within the Command Staff of the IMT.

The scope of this plan deals with the response to an incident occurring within Azerbaijan. A pictorial overview of the elements of the plan is shown at Figure 1.

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### 1.3 Definitions

**BP Employees:** Any person employed by BP, i.e. Azerbaijan staff and expatriates.

**Contractors:** Any employee of a company working under contract to BP. This category will also include sub-contractors and agency staff.

**FOC Secondees:** Anyone seconded or visiting from one of the shareholder Foreign Oil Companies (FOC).

**Level 1 Response:** Incident involving a controlled down-manning of personnel (i.e. down-manning of non-essential personnel as a precaution etc.) and may require medical support at the ERP.

**Level 2 Response:** Incident involving 5+ casualties/fatalities and/or full abandonment of platform/Asset (Requires medical support at IRP and ERP).

### 1.4 Plan Ownership, Maintenance and Training

This plan is under the ownership of the Azerbaijan SPU Human Resources Team. The maintenance of this plan is the responsibility of the Crisis Management and Emergency Response team.

System Maintenance	Monthly	Half Yearly	Once Yearly	As Relevant
Contact List Amendments				X
Procedure Review			X	
Resource Review			X	
Plan Review			X	
Plan change due to operations/structure				X
Notification Exercise			X	
Tabletop Exercise			X	
Limited Exercise				X
ERO Training Exercise				X

In order to achieve and maintain competency in this role, dedicated HR team and identified IMT personnel who will staff an IRP or Evacuation Reception Point (ERP) will need to read and understand this plan and attend the ERO course. Thereafter, they should familiarise themselves with the locations they may be required to attend. A list of these locations, their addresses and contact numbers are shown in table form in the relevant Sections and at Appendix 8. Finally they should ensure that copies of the checklists, contained within the plan, are readily available at all times.

## Section 2

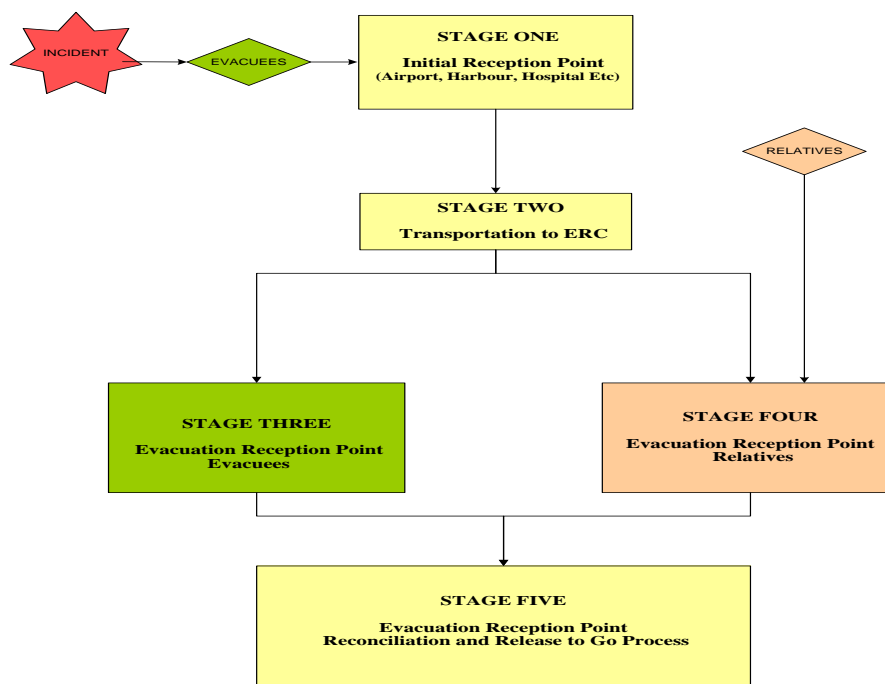
### Evacuee Management Plan Activation Procedure

This section covers the activation procedure for the Evacuee Management Plan and details the roles and responsibilities for the support team that will coordinate the process.

#### 2.1 Overview

The main responsibility for co-ordinating evacuation reception for BP falls to the IMT HR Officer who will mobilise and delegate authority to a HR-ESG Manager who will then take on the co-ordination of the reception teams. The Evacuee Management Plan will only be activated following liaison between the IMT HR Officer and the Incident Commander. The level of response will be dictated by the incident itself and should be guided by the levels defined in Section 1 – Para 3 above. However, it is important to follow the current BP philosophy of over-reaction.

There are five stages to the evacuee process (see Figure 2 below), all these stages need to be implemented and co-ordinated by the HR-ESG Manager and staffed by the EROs. Evacuees will be brought from the incident site to IRPs such as Zabrak Airport, SPS Yard Quayside and other designated facilities (e.g. Sangachal Terminal Training Center). In the event of a pipeline incident then the IRP should be set up at a location as advised by the Staging Area Manager of the Site Response Team (SRT). At the IRP they will be given support, guidance and if a Level 2 Response, triage by a medical team. They will then be taken to either the ERP (Primary Location for Air evacuation: Holiday Inn Hotel, Primary Location for Sea evacuation: Crescent Beach Hotel Complex or a designated Hospital (Please see list at Appendix 1).



**Figure 2. Five Stages of The Evacuee Management Process**

If at all possible, the personnel who have been evacuated should be allowed to remain as a group until their situation is under control and they can return to work and/or are released. All evacuees should be encouraged to stay with BP representatives and to go through the full Evacuee management process. However, if they are determined to leave, whilst at the IRP, during the transport stage or at the ERP itself, before the full process is completed, then they should be asked to sign a legal disclaimer form (please see Appendix 12).

In the event of a major incident it is likely that Next of Kin (NOK) and other relatives will be arriving at a variety of locations and times (In the event that they arrive at Villa Petrolea then the canteen area could be used as a temporary holding area). These should be supported wherever possible and should be directed to the ERP where they can be provided with both information and counselling as required.

Although predominantly an IMT Logistics Section Chief responsibility, there is a requirement for HR IMT Officer to provide advice with regard to transport, security, equipment, food, water and clothing where necessary. There will also be a requirement for support to be provided by Communications and External Affairs (C & EA) as it is anticipated that there will be a great deal of media interest in the event of a major incident occurring. Consideration should also be given to using press statements to direct next of kin and friends to the ERP to assist with the reconciliation process.

The work carried out in the ERP has a significant impact in supporting the emergency phase of any incident where people are evacuated. The IMT will be dependent on receiving accurate, up to date information on the status of evacuees in order to provide confirmed data to management, supporting agencies and the media. It must be remembered that, if the people involved are not treated properly and the supporting agencies and media cannot obtain timely information, then **the health of individual team members and the integrity of the company is at risk.**

## 2.2 Activation

Upon notification by the IMT HR Officer, the HR-ESG Manager will mobilise a team consisting of an ERP Manager, a Site Coordinator and a required number of EROs that will fulfill the roles as detailed in Sections 3 and 4. The numbers of staff required will be dependant on the scale of the incident. In addition, representatives from Health, C & EA, Security, Transport, Administration and OPM&S will be required to assist with staffing roles within the Evacuee management process. The notification, organisational structure and information flow is shown at Figure 3 below.

**If an ERO is contacted during normal working hours they will be briefed by the HR-ESG Manager or nominated ERP Manager.**

**If an ERO is contacted outside normal working hours they will be briefed as above or by telephone and may be asked to go direct to the ERP or designated IRP.**

Before setting off, they should refer to the relevant check-lists (see Sections 3 & 4) and complete as many of the initial actions as they can. It is the responsibility of the HR-ESG Manager to notify ERP facilities managers about the activation of the centres, but any problems with clearance or access through security cordons etc. should be referred back to the IMT HR Officer.

The HR-ESG Manager will act as the link between the IRP and the ERP. If mobilising to a satellite point e.g. Pipeline incident, the team will arrange suitable transport through the Logistics Section Chief in the Incident Management Center (IMC).

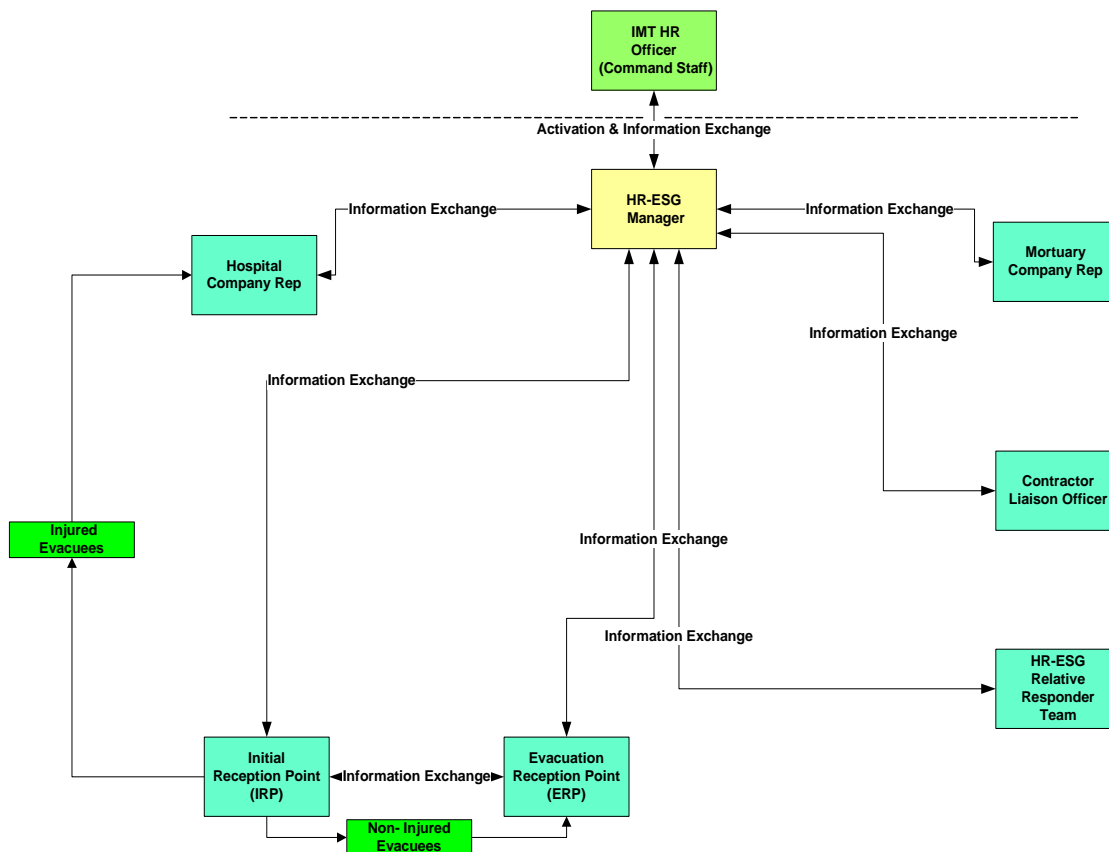


Figure 3. Notification, Organisational Structure and Information Flow

## 2.3 Roles and Responsibilities of IMT HR Officer and HR-ESG

The following roles and responsibilities detail the actions that need to be taken by the staff that will activate, support and coordinate the Evacuee management process.

### 2.3.1 IMT HR Officer (Command Staff)

The Duty HR Officer provides a 24 hour “on call” service and will be part of the IMT Command Staff that is mobilised in the event of an incident. He/she will liaise with the Incident Commander and if it is required will activate the Evacuee Management Plan by mobilising the HR Emergency Support Group (HR-ESG Manager). The HR Officer will aim to account for all personnel directly involved in the incident by obtaining the POB/POS and supply this information to the HR-ESG Manager. The HR Officer will also liaise with the Logistics Section Chief to confirm the following:

- Where the Evacuees will be going to (Heliport/Sea Port etc).
- Ensure that sufficient vehicles are available for the land transportation of the evacuees and that the relevant equipment is available (especially food, water and clothing packs etc).

- Ensure that medical providers are notified to ensure they are able to provide medical teams at the IRPs for triage purposes etc.

Once all the relevant support is activated, the responsibility of co-ordinating the response will be delegated to the HR-ESG Manager. The IMT HR Officer will then update the Incident Commander on the progress of HR support to the incident. They will also ensure that the HR-ESG Manager has activated the HR-ESG Relative Responders Team and that they are supplied with the relevant information to enable them to effectively carry out their role.

### **2.3.2 HR Emergency Support Group (HR-ESG) Manager**

The HR-ESG Manager will be mobilised by the HR Officer, they will then have a threefold responsibility of ensuring that the Evacuee Management Plan is activated, that the Relative Responder Team is established and that a Contractor Liaison Officer is identified. In addition they will:

- Call out sufficient EROs to staff the IRP/ERP using current company call-out procedures.
- If required, identify at an early stage EROs to attend the relevant hospitals and mortuaries.
- Make contact with the relevant IRP/ERP locations and notify them that rooms will be required to assist with the Evacuation Process.
- Assume the co-ordination of the transport, security and logistical support until the ERP Manager is in place.

Co-ordination of the POB/POS will remain the responsibility of the HR IMT Officer throughout the whole process.

### **2.3.3 HR-ESG Administrative Support Officer - HR**

The ERO team member trained to carry out this role should have a sound understanding of the Evacuee Management Plan and Vantage system. They will be required to assist the HR-ESG Manager with the Evacuee management process, which includes knowledge of how the information is co-ordinated and where it is filed or sent to. Knowledge of the ERP system and its linkage to the Company Relative Response Team is necessary to maintain a steady flow of information to the relatives and friends who are contacting the company, thereby speeding the process of reconciliation of evacuees with relatives/friends.

Checklists relevant to the above roles are shown below.

IMT HR Officer (Command Staff)			SECTION 2 – 3.1	
Azerbaijan SPU Evacuee Management Checklists				
Function	Srl.	Objectives	☑	Time
Initial Actions	A	On mobilisation contact and obtain briefing from Incident Commander.		
	B	If mobilising HR-ESG, contact HR-ESG Manager via Switchboard or contacting directly the HR ESG Manager.		
	C	Arrange for POB/NOK information and PAX if helicopter involved.		
Actions	D	Obtain current situation report, Establish if it is a level 1 or level 2 response, liaise with Incident Commander, activate Evacuee Management Plan and mobilise appropriate resources as required.		
	E	If required, liaise with the Logistics Section Chief to:		
	1	<ul style="list-style-type: none"><li>Ensure that transport for evacuees is available to move them from IRP to ERP.</li></ul>		
	2	<ul style="list-style-type: none"><li>Arrange for catering facilities (food &amp; water etc) if required.</li></ul>		
	3	<ul style="list-style-type: none"><li>Arrange for initial 20 packs of Evacuee Clothing packs, blankets and plastic bags to be made available.</li></ul>		
	4	<ul style="list-style-type: none"><li>Arrange for additional clothing packs to be made available, if required.</li></ul>		
	F	Liaise with Incident Commander and Finance Representative to assess amount of money to be given to evacuees if they require it.		
	G	Liaise with Security Department to ensure that sufficient staff is available to provide security for the IRPs and ERP.		
	H	If required, liaise with Health and Safety Officer to:		
	1	<ul style="list-style-type: none"><li>Contact Medical Contractor and ensure that Medical Teams are mobilised to IRP to provide triage if required</li></ul>		
	2	<ul style="list-style-type: none"><li>Contact Nominated Hospitals</li></ul>		
	I	If required, notify the following external support services:		
	1	<ul style="list-style-type: none"><li>Initial Reception Points = Zabrat Airport/ SPS Yard Quayside/ Sangachal Terminal Training Center/ Other locations as appropriate</li></ul>		
	2	<ul style="list-style-type: none"><li>Evacuation Reception Point = Holiday Inn Hotel (Air Evac); Crescent Beach Hotel or Park Inn Hotel (Sea Evac); TISA – fall back location)</li></ul>		
	J	Ensure Holding Statement has been issued to HR-ESG and check on status of press statement.		
	K	Ensure regular liaison with HR-ESG Manager and brief Incident Commander with regard to updates.		
	L	Log/Record all actions and submit log sheets and completed check list to Situation Unit (Recorder) as necessary.		

HR-ESG Manager		Azerbaijan SPU Evacuee Management Checklists		SECTION 2 – 3.2	
Function	Srl.	Objectives	<input type="checkbox"/>	Time	
Actions	A	On notification obtain briefing from IMT HR Officer.			
	B	Mobilise to HR-ESG room in Villa Petrolea.			
	C	Organise prompt mobilisation of Relative Responders (as per company call out procedures).Brief Relative Response Team.			
	D	If required, organise prompt mobilisation of Evacuation Reception Officers (EROs) – as per company call out procedures. If required, identify representatives to go to the hospitals and mortuary. Please note that the following issues should be considered when appointing a Mortuary Representative: <ul style="list-style-type: none"><li>Assess gender and religious implications with regard to the family of the deceased.</li><li>Assess if the deceased person and/or their family are known to the member of staff appointed as Mortuary Representative.</li><li>Confirm that person appointed as the Mortuary Representative is comfortable in undertaking the role.</li></ul>			
	E	Ensure availability of Holding Statement for HR-ESG/ERP from the IMT.			
	F	Ensure availability of first Press Statement for HR-ESG/ERP from the IMT.			
	G	Maintain a log of events to record all incident specifics and updates.			
	H	Notify Contact Persons at IRPs and ERP if not already done so by IMT HR Officer.			
	I	Ensure that the Grab Bag containing all the documents and communications for the IRP/ERP teams is available.			
	J	Liaise with Logistics with regard to transport, food and water and other equipment requirements.			
	K	Ensure that all EROs are fully briefed prior to setting up IRP/ERP.			
	L	Ensure IRP Team obtain Emergency Clothing Packs (see section 3.2 for the details) and take them to IRP.			
	M	Ensure that all information received from IRP/ERP/Relative Responders is verified before release to other sources.			
	N	Ensure that master copy of POB/POS is updated (though IMT HR Officer) and that all evacuees are tracked.			
	O	Ensure that HR Officer (IMT) is briefed at regular intervals.			
	P	Ensure that ERP and Relative Responders activities/information flow is co-ordinated.			
Q	Submit logs and completed checklist to Situation Unit (Recorder) as necessary.				

HR-ESG Recorder		Azerbaijan SPU Evacuee Management Checklists	SECTION 2 – 3.3	
Function	Srl.	Objectives	<input checked="" type="checkbox"/>	Time
Actions	A	<b>On notification attend at Villa Petrolea and report to HR-ESG Manager.</b>		
	B	Obtain EXTENDED VERSION (PERSON PER PAGE) of POB from IMT HR Officer and put into folders.		
	C	Obtain SHORT FORM POB list.		
	D	RECORD and LOG as appropriate.		
	E	Ensure ALL INFORMATION VERIFIED/APPROVED for release.		
	F	Log CASUALTY DETAILS on individual log sheets.		
	G	Contact Contractor Companies and obtain details of their representatives attending at different external locations.		
	H	Ensure CALLBACK LOG SHEETS are maintained and actioned, using the appropriate Pro-forma.		
	I	Ensure that master POB/POS list is updated re personnel movements throughout Evacuee management process.		
	J	Act as “RUNNER” as required.		
	K	SUPPORT Team Leader as necessary.		
	L	RETAIN logs and completed checklists from members of the Relative Responders/EROs as appropriate.		



## SECTION 3

### INITIAL RECEPTION POINT (IRP)

In the event of an offshore incident an IRP may be required at Zabrak Airport, or SPS Yard Quayside (or bearing in mind the time a sea evacuation will take - both). In certain circumstances it could also include a hospital and indeed an offshore platform if the decision has been made to down-man personnel to that location. If it is a large scale incident, then all four may be required. If the incident is at, or near to, Sangachal Terminal then the training center at this location can be used for the purposes of an IRP.

#### 3.1 IRP- Process and Layout

On arrival at the IRP the evacuees will be briefed (using the prepared briefing guidelines at Appendix 2) and given advice on how to respond to the press. They will also be kept informed as regards Next of Kin (NOK) and given facilities to make contact where possible. Once identities have been established and their medical condition, evacuees will be issued with dry clothing (if required) and transported to the Evacuation Reception Point. EROs required here are the IRP Company Representative and Admin Support (if available).

Ideally at least three rooms will be required for the IRP process; an initial Documentation room (Confirmation of names on PAX list), a briefing room/holding area, a room that can be used for triage and, if at all possible, a room that can be used by IRP staff. Room allocations for the envisaged IRPs are contained in the table below:

Initial Reception Point (IRP)		
Location	Point of Contact	Telephone Numbers
Zabrak Airport	Please see Appendix 8	Please see Appendix 8
Suggested Room Allocation		
Initial Documentation Room	'Safety Briefing' Room	
Waiting/Briefing Area	Departure Lounge	
Triage Room	Medical Room	
Location	Point of Contact	Telephone Numbers
SPS Yard Quayside	Please see Appendix 8	Please see Appendix 8
Suggested Room Allocation		
Initial Documentation Room	Will need further visit once building is completed.	
Waiting/Briefing Area	Will need further visit once building is completed.	
Triage Room	Will need further visit once building is completed.	
Location	Point of Contact	Telephone Numbers
Sangachal Terminal	Please see Appendix 8	Please see Appendix 8
Suggested Room Allocation		
Initial Documentation Room	Teaching Classroom G29	
Waiting/Briefing Area	Teaching Classroom G30	
Triage Room	Teaching Classroom G34	
Location	Point of Contact	Telephone Numbers
Baku Sea Port (fall back location)	Please see Appendix 8	Please see Appendix 8
Suggested Room Allocation		
Initial Documentation Room	Second floor, area adjacent to the Big Conference Hall	
Waiting/Briefing Area	Second floor, Big Conference Hall	
Triage Room	Second floor, Big Conference Hall (area will be isolated by partitions)	

### 3.2 IRP - Equipment

Prior to departure, the team that is designated as the IRP team will take with them the IRP Grab Bag and also the Evacuee Emergency Clothing Packs. Full details of equipment and storage are detailed in the table below.

<b>IRP EQUIPMENT</b>	
<b>IRP Grab-bag</b>	
<b>Where Stored:</b>	Room 187 (IMC), Villa Petrolea Building
<b>Contents:</b>	<div> <div>Papers, pens, name badges etc.</div> <div>Portable Fax Machine (1) Notice Board (or Flip charts with stand)</div> <div>Mobile phones (including Satellite phone) Radio No entry, This way, Arrow signs</div> </div>
<b>Notes:</b>	In the event that there may be a requirement for at least two IRPs, one additional Grab Bag is available in Rm. 187, VP
<b>Medical Equipment</b>	
<b>Where Stored:</b>	Medical Room - Zabrat Airport
<b>Contents:</b>	Appropriately equipped medical triage packs as advised by Dr Almaz Agazade - SPU Health Manager
<b>Notes:</b>	
<b>Evacuee Emergency Clothing Packs</b>	
<b>Where Stored:</b>	BP Consolidated Warehouse
<b>Contents:</b>	25 Packs/Grab-bags each of which contain the following: 1 x set of Outdoor Sportswear 1 x pair of shoes 1 x set of T-Shirt 1 x pair of socks * There should be a variety of clothing/shoe sizes
<b>Notes:</b>	In addition to the 20 Emergency Clothing Packs the following additional supplies are held in the Warehouse: 250 Outdoor Sportswear of various sizes. 250 pairs of shoes 250 pairs of socks 250 t-shirts

### 3.3 Evacuation Reception Officers (EROs)

Following the establishment of the IRP the EROs will fulfil the roles and responsibilities as detailed below and will complete the relevant checklists as shown at the end of this section.

### **3.4 Medical Providers**

In the event of a Level 2 response, a medical team (consisting of a Doctor, Paramedic/ Driver Paramedic) will be mobilised to the relevant IRP to complete triage on all the evacuees (In the event that at IRP is established at the SPS Yard then the MediClub clinic staff can be approached for assistance). Mobilisation and co-ordination of these teams is the responsibility of the IMT Medical Case Manager. Medical teams will also be mobilised to the ERP to monitor the evacuees and provide medical advice if required. (In the event of a Level 1 response, a medical team may only be required at the ERP). The numbers of medical teams mobilised will depend on the size of the incident. A quantity of triage equipment is stored in the medical room at Zabrat Airport.

### **3.5 Security**

In the event of the establishment of an IRP, there will be a requirement for a high level of security to be maintained at the site. The provision of security will be provided by BP's Security Department who will liaise with the Facility Security Teams at the location. To enable this process to take place, guidelines have been developed (See Appendix 3).

### **3.6 Transportation**

BP vehicles will be used at all times for the transportation of evacuees (except for casualties being taken to hospital, whereby ambulances should be used). Transport will be used predominantly to transfer the evacuees from the IRP to the ERP. At all times evacuees being transported must be accompanied by a person nominated as the IRP Transport Escort Representative. BP transport can also be used to move IRP/ERP staff to their given locations. All transport co-ordination will be conducted by fleet dispatch, under the supervision of the IMT Logistics Section Chief.

### **3.7 IRP - Roles and Responsibilities**

All personnel who are involved with the Evacuee management process will be generically called Evacuation Reception Officers (EROs). There are, however, a variety of roles that exist within the Evacuee management process, including Company Representative at the IRP etc. A brief overview of responsibilities associated with the staffing of an IRP is listed below. It should be noted, however, that knowledge of and competence in more than one role will be advantageous in ensuring team flexibility in the event of an Evacuee Management Plan activation.

#### **3.7.1 Company Representative - Operations**

The Company Representative at the IRP will ensure the following:

- That the non injured evacuees from the incident site are transported to the ERP as quickly and smoothly as possible.

- All evacuees must first be accounted for against the relevant POB/POS listings and properly briefed as to what processes are to take place both at the IRP and the ERP.
- Considerable liaison will be undertaken with the management at the IRP and the security department in planning security, welfare and privacy issues on behalf of evacuees.
- Further liaison may be required in respect of Media attention at the IRP by providing authorised press statements and preventing unnecessary intrusion.

In the event of an onshore incident (e.g. Sangachal Terminal) then an IRP may well be located at the nearest suitable premises, in the case of Sangachal Terminal it could be either the Training Center or the SPS Yard. Wherever the IRP is located the same processes will need to be followed as detailed above.

Prior to going to the IRP, the company representatives must ensure that they take the IRP Grab Bag which holds the relevant documentation and communications equipment. In addition they should ensure that they take 20 Evacuee Clothing Packs, blankets and plastic bags. A full list of equipment held in the Grab Bag is shown in the table above.

### **3.7.2 IRP Transport Escort Representative – Non Specific Department**

This representative will be responsible for escorting the evacuees who will be transported from the IRP to the ERP, they should be prepared to advise on the Evacuee management process including the requirements for medical examination (if not already conducted at the IRP), documentation process and onward travel arrangements. This role could be fulfilled by the IRP Company Representative if the numbers of evacuees can be transported on one bus or coach.

### **3.7.3 Hospital Company Representative – HR and HSSE**

In the event of an incident which involves casualties, the injured personnel will be taken to nominated hospitals within Azerbaijan. These hospitals should be treated as an IRP especially as it is possible that these casualties may well be taken direct to the hospital without being accounted for against the relevant POB/POS listings. It is therefore important to have HR and Health representatives at each hospital where it is known that casualties are being taken to. Once the identity of the casualty is established the information must be passed to the **HR-ESG Manager** as soon as possible. Other responsibilities of the Hospital Company Representative are to ensure that the privacy of the casualties is not intruded upon by members of the media. In addition to the security, welfare and privacy issues the role at a hospital IRP includes responsibility towards relatives and friends of those evacuees taken there for medical attention. Ongoing liaison with hospital management will be necessary in order to ensure suitable arrangements are in place to cater for the needs of relatives and friends.

### **3.7.4 Mortuary Company Representative – HR and HSSE**

In the unfortunate event of an incident which involves fatalities, the deceased personnel will be taken to nominated mortuaries within Azerbaijan. It is possible that the bodies will be taken direct to the mortuary without being accounted for against the relevant POB/POS listings. It is therefore important to have company representatives (both HR and Health) at each mortuary where it is known that a body

or bodies will be taken to. Once the identity of the casualty is established the information must be passed to the **HR-ESG Manager** as soon as possible. Other responsibilities of the Mortuary Company Representative are to ensure that the relatives and friends of those that have died are looked after and all their immediate needs met. At all times the procedure for “DECEASED PERSONNEL” must be followed.

Checklists relevant to the above roles are shown at the end of this section.

IRP Company Representative (Operations)		Azerbaijan SPU Evacuee Management Checklists	SECTION 3 – 3.7.1	
Function	Srl.	Objectives	☑	Time
<b>Initial Actions</b>	A	<b>Obtain Briefing from HR-ESG Manager.</b>		
	B	Obtain copies of approved Press Statements and liaise with HR-ESG re Media representation at (IRP).		
	C	Take Mobile Phone/Satellite Phone/IRP Grab Bag/ Clothing packs, blankets and plastic bags to IRP.		
	D	Obtain copies of POB/NOK lists.		
	E	<b>Ascertain Estimated Time of Arrival (ETA) of evacuees.</b>		
	F	Ensure transportation available between IRP and Main ERP.		
<b>At Initial Reception Point</b>	G	Always wear ID badge.		
	H	Liaise with Airport/SPS Yard Quayside/ Facility Representatives.		
	I	Liaise with other Company Representatives. Especially BP Security Department.		
	J	Meet Evacuees on arrival and introduce yourself.		
	K	Carry out personnel check to ensure all accounted for – use PAX list (Create one using blank PAX list in Grab-bag if necessary).		
	L	Brief (using pre-prepared brief in the IRP Grab bag) all Evacuees and explain the arrangements for: <ul style="list-style-type: none"> <li>• Medical examination.</li> <li>• Documentation Process.</li> <li>• Transportation to Evacuation Reception Area.</li> </ul>		
	M	Brief regularly thereafter.		
	N	Ensure all Evacuees made comfortable as quickly as possible. (Refreshments- water, chocolate etc.).		
	O	Update HR-ESG Manager regularly and confirm who has attended the IRP.		
	P	Be prepared to accompany Evacuees by coach to ERP if no Transport Escort Rep. is available (complete checklist below).		
	Q	Log all actions.		
	R	Submit logs and completed checklist to Situation Unit (Recorder) as necessary.		

IRP Transport Escort Representative		Azerbaijan SPU Evacuee Management Check Lists	SECTION 3 – 3.7.2	
Function	Srl.	Objectives	<input checked="" type="checkbox"/>	Time
<b>Actions</b>	A	<b>Obtain briefing from HR-ESG Manager or IRP Company Representative if sent straight to IRP.</b>		
	B	Ensure that copies of POB/NOK are available at IRP.		
	C	Confirm details as regards the number of Evacuees and names of those who will be transported from IRP to the ERP.		
	D	Compile PAX list of those being transported to ERP to include numbers, names and fleet number of vehicle.		
	E	<b>Provide Estimated Time of Arrival (ETA) of evacuees to ERP Administration Unit.</b>		
	F	Liaise with Vehicle Driver and ensure he is briefed.		
	G	Always wear ID badge.		
	H	Liaise with BP Security Department and ensure security measures are in place to allow vehicle to leave IRP easily.		
	I	Be prepared to brief all evacuees on the Evacuation Reception Point if asked.		
	J	All evacuees should be encouraged to attend the ERP, however, if an evacuee wishes to leave the bus his details should be noted and he/she should sign the legal disclaimer form (located in the IRP Grab Bag).		
	K	Liaise with BP Security Department at ERP and allow passengers to disembark into ERP only if security is in place.		
	L	Log all actions.		
	M	Submit logs and completed checklist to ERP Administration Unit as necessary.		

HOSPITAL – COMPANY REP		Azerbaijan SPU Evacuee Management Check Lists		SECTION 3 – 3.7.3	
Function	Srl.	Objectives	<input checked="" type="checkbox"/>	Time	
<b>Actions</b>	A	<b>Obtain briefing from HR-ESG Manager (Ensure this includes info on location of which hospital casualties are being taken to – see Appendix 1 for list of nominated hospitals).</b>			
	B	Obtain copies of POB list.			
	C	Ascertain the means of communication between yourself and the ERP/HR-ESG.			
	D	Always wear your ID Badge.			
	E	Confirm identities of casualties where possible and pass information back to HR-ESG.			
		Liaise with Hospital Authorities and see if you can arrange a room for all the relatives.			
	F	Meet relatives and introduce yourself.			
	G	Brief all relatives on a regular basis.			
	H	Liaise with BP Health Representative/hospital authorities/medical staff, ascertain when casualties are medically examined and can be visited by relatives.			
	I	Assist in protecting relatives from undue media attention.			
	J	Regularly update HR-ESG Manager.			
	K	Log all actions and submit logs and completed checklist to IMT Situation Unit (Recorder) as necessary.			



MORTUARY – COMPANY REP		Azerbaijan SPU Evacuee Management Check Lists	SECTION 3 – 3.7.4	
Function	Srl.	Objectives	<input checked="" type="checkbox"/>	Time
Actions	A	<b>Obtain briefing from HR-ESG Manager (Ensure this includes info on location of which mortuary the deceased are being taken to) – see Appendix 1 for list of nominated hospitals. Please note that you should inform the HR-ESG Manager if:</b> <ul style="list-style-type: none"> <li>You are uncomfortable in undertaking the role of Mortuary Rep.</li> <li>If you believe that you know the deceased person and/or their family and are concerned about how this would affect you.</li> </ul>		
	B	<b>Refer to and follow the Deceased Personnel Procedure Plan.</b>		
	C	Obtain copies of POB list.		
	D	Ascertain the means of communication between yourself and the HR-ESG.		
	E	Always wear your ID Badge.		
	F	Confirm identities of fatalities where possible and pass information back to HR-ESG.		
	G	Liaise with BP Health Representative/Mortuary Authorities and see if you can arrange a room for all the relatives.		
	H	Meet relatives and introduce yourself.		
	I	Assist in protecting relatives from undue media attention.		
	J	Regularly update HR-ESG Manager.		
	K	Log all actions and submit logs and completed checklist to IMT Situation Unit (Recorder) as necessary.		

## SECTION 4

### EVACUATION RECEPTION POINT (ERP)

The addresses, contact details and suggested room allocation for the envisaged Evacuation Reception Point are detailed in the table below. The location of the ERP will be determined by the point of entry to onshore. i.e. either via Zabrak Airport, or the SPS Yard Quayside. Relevant floor plans are contained within the ERP Grab-bag.

<b>Evacuation Reception Point (ERP)</b>		
<b>ERP Location for Zabrak Airport</b>	<b>Point of Contact</b>	<b>Telephone Numbers</b>
Holiday Inn (Int. Airport)	Please see Appendix 8	Please see Appendix 8
<b>Suggested Room Allocation</b>		
Evacuee Entry Desk	Cinar Room 1/Cinar Room 2 combined – Areas to be divided by desks	
Evacuee Briefing Suite		
Evacuee Documentation Suite		
Evacuee Welfare Suite	Cinar Room 3	
Evacuee Medical Suite	Sam Room	
Relative Reception Suite	In the unlikely event that relatives attend this location, then the Gilas, Nar and Alma rooms can be used for this function.	
Relative Documentation Suite		
Relative Welfare Suite		
Reconciliation Area		
Release to go Process Suite	Palid Room	
ERP Administration Suite	Business Center Office	

<b>ERP Location for SPS Yard Quayside</b>	<b>Point of Contact</b>	<b>Telephone Numbers</b>
Crescent Beach Hotel	Duty Manager	Please see Appendix 8
<b>Suggested Room Allocation</b>		
Evacuee Entry Desk	Talish Room/Lenkoran Room combined – Areas to be divided by desks	
Evacuee Briefing Suite		
Evacuee Documentation Suite		
Evacuee Welfare Suite	Chirag Room	
Evacuee Medical Suite	Billiar Room	
Relative Reception Suite	Neftchilar Room	
Relative Documentation Suite		
Relative Welfare Suite	Shah Deniz Room	
Reconciliation Area	Office adjacent to Business Center on ground floor	
Release to go Process Suite	Sales & Marketing Office	
ERP Administration Suite	Business Center Office	

<b>ERP Location for Baku Sea Port</b>	<b>Point of Contact</b>	<b>Telephone Numbers</b>
Park Inn Hotel	Please see Appendix 8	Please see Appendix 8
<b>Suggested Room Allocation</b>		
Evacuee Entry Desk	Big Hall on the second floor	
Evacuee Briefing Suite	Dan Ulduzu Room. Areas to be divided by desks and partitions	
Evacuee Documentation Suite		
Evacuee Welfare Suite		
Evacuee Medical Suite	Area adjusted to the Dan Ulduzu Room	
Relative Reception Suite	Nasimi Room	
Relative Documentation Suite		
Relative Welfare Suite	Fizuli Room	
Reconciliation Area	Babek Room	
Release to go Process Suite	Nizami Room	
ERP Administration Suite	Business Center Office	

<b>Evacuation Reception Point (ERP)</b>		
<b>Fallback Location</b>	<b>Point of Contact</b>	<b>Telephone Numbers</b>
TISA	Please see Appendix 8	Please see Appendix 8
<b>Suggested Room Allocation</b>		
Evacuee Entry Desk	Assembly Room (use external door for access)	
Evacuee Briefing Suite	Assembly Room (Areas to be divided by use of desks)	
Evacuee Documentation Suite	Assembly Room	
Evacuee Welfare Suite	Classroom 201 & 202	
Evacuee Medical Suite	Classroom 203	
Relative Reception Suite	Drama Hall (room 310)	
Relative Documentation Suite	Drama Hall (Room 310)	
Relative Welfare Suite	Room 309	
Reconciliation Area	Room 205	
Release to go Process Suite (with NOK)	Room 206	
Release to go Process Suite (without NOK)	Room 208	
ERP Administration Suite	School Library (room 209?)	

#### 4.1 ERP - Process and Layout

On arrival at the ERP the evacuees will be registered, personal information will be obtained and they will receive an identity bracelet or similar at a reception desk before being passed to the Evacuee Administration Representative. Relevant information will be relayed to the HR-ESG who will pass it to the Relative Responder Team and Contractor Liaison Officer and will also use it to brief the IMT HR Officer in the Incident Management Center (IMC) where appropriate. Next of Kin and relatives may be received at the ERP to permit speedy re-uniting and reconciliation.

The process is divided into two areas and is described as follows:

**Area One (See Figure 4 below) caters for Evacuee Reception and contains the following:**

#### 4.1.1 Evacuee Briefing Suite

The evacuees are briefed on the current status of the incident and are made aware of the evacuee administration process. The context of the administrative processes is explained in full using the prepared briefing guidelines document (See Appendix 4). They will be handed the Down Manned Personnel Guidance (See Appendix 5), refreshments are provided and evacuees are given access to telephones. EROs involved here are the **ERP Manager** and **ERP Evacuee Representative**.

The evacuees will then be moved to the:

#### 4.1.2 Evacuee Documentation Suite

The evacuee's details are recorded at this time, along with any needs or requests. Evacuee Tracking Forms (Appendix 6) are completed at this time. The carbon-copy part of the form is submitted to the ERP Evacuee Administration Representative as a link back to the Relatives area and the HR-ESG. The evacuee keeps the rest of form until they have left the ERP (See Appendix 7 for form tracking process). Consideration at this point should be given to the evacuee's onward travel requirements and the potential need for replacement passports etc. and there may well be a requirement to have Consular representation at this stage. All relevant Consular numbers are contained in Appendix 8. EROs involved at this stage are the **ERP Evacuee Documentation Representatives**. It should be noted that if the police require to speak to any person in connection with the incident, it should be done at this stage. All requests to speak to BP employees should first be cleared by the ERP Manager after consultation with the Legal Department via the IMT.

If necessary the Evacuees will be given the opportunity to attend the:-

#### 4.1.3 Evacuee Medical Suite

This suite aims to triage those evacuees that have not already gone through a medical check at the IRP. All evacuees will be monitored to identify potential or psychological problems. At any stage throughout the Evacuation Point process evacuees can be taken to the medical suite if needed or necessary, bypassing the briefing and documentation suites. If this occurs, care must be taken to collect the required information as soon as practically possible and to pass the details onto the ERP Evacuee Administration Representative and onto the Relatives/Reconciliation Representative. Staff required for this suite is the **ERP Medical Representative** and a Medical Team supplied by the Medical providers.

The evacuees will then be moved to the:-

#### 4.1.4 Evacuee Welfare Suite

This suite caters for the welfare of the evacuees until such time as they are reconciled with relatives/friends, wish to leave or are provided temporary accommodation. The function of the suite is to ensure that the evacuees have a relatively comfortable environment in which to wait for release. It should aim to provide additional requested support such as the use of a telephone, money or travel and accommodation arrangements (See Appendix 9). Staff required for this suite is the **Evacuee Welfare Representative** and the **Travel and Accommodation Representative**. If there are relatives waiting for the evacuees they will then be moved to the Reconciliation Area (see 1.8 below).

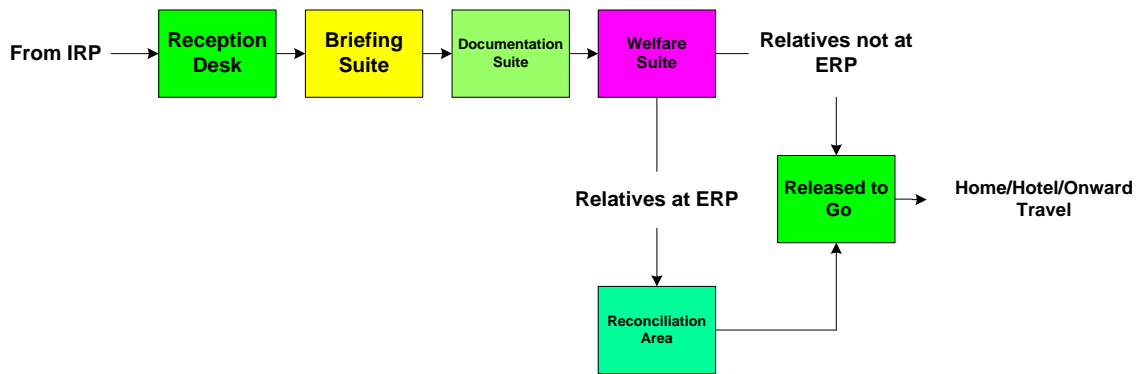


Figure 4 ERC Evacuee Movement Flow

**Area Two (See Figure 5 below) caters for Relative Reception and contains the following:**

#### 4.1.5 Relative Reception Suite

Following a registration and screening process (confirmation is required to ensure that they are genuine) the arriving relatives and/or friends are brought to the reception suite where they should be briefed on the incident and told the process of the Evacuation Reception Point using the pre-prepared briefing guidelines at Appendix 10. Discreet screening should take place to ascertain and identify relationships. Staff required for this suite is the **Relative Representative**.

The relatives will then be moved to the:-

#### 4.1.6 Relative Documentation Suite

The relative's details are recorded at this time along with any needs or requests. Relative Tracking Forms (See Appendix 11) are completed at this time (See Appendix 7 for form tracking process). The completed forms are submitted to the ERP Evacuee Administration Representative as a link back to the Evacuees area and the HR-ESG. Consideration at this point should be given to the relatives' onward travel requirements. EROs involved at this stage is the **ERP Relative Documentation Representative**.

The relatives will then be moved to the:

#### 4.1.7 Relative Welfare Suite

Relatives/friends are brought to the Welfare Suite and given refreshments and looked after until such time as they are given information regarding their evacuee. The suite provides a comfortable place to wait, and has provisions for refreshments and additional support such as telephones. EROs involved at this stage is the **ERP Relative Welfare Representative**. If there is a match with an evacuee in the ERP then the relatives will then be moved to the **Reconciliation Area**.

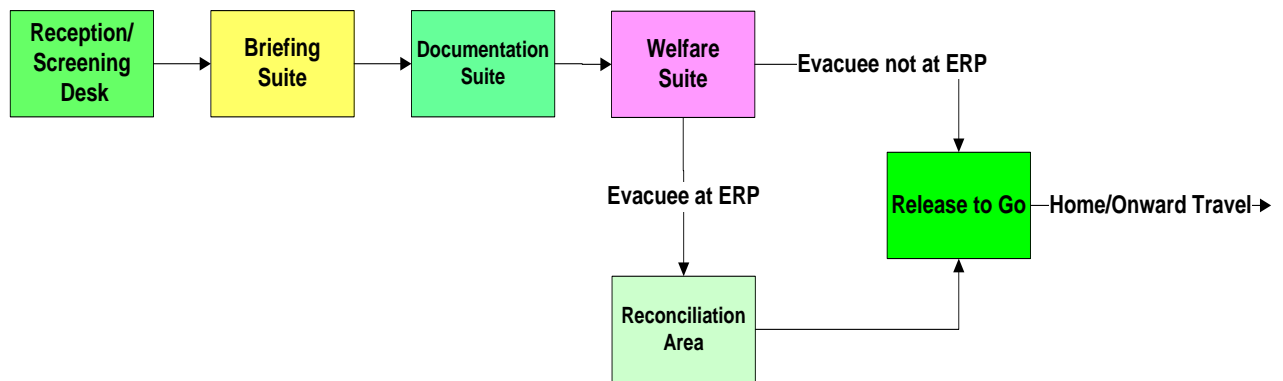


Figure 5. ERC Relatives Movement Flow

#### 4.1.8 Reconciliation Area

Once evacuees and relatives have gone through the briefing and documentation procedure, their details are passed to the company administration suite to identify possible matches. Providing a match has been made, the corresponding evacuee and relative are individually taken to a private and comfortable area which permits reconciliation to take place. Where no matches have been made, evacuees and relatives can proceed directly to the final welfare suite where the release to go process must take place. In the event that the evacuee is not met by relatives at the centre, then consideration should be given to allowing them a second phone call to their Next of Kin (Telephone reconciliation). Staff required for this suite is the **Reconciliation Representative**.

#### 4.1.9 Release to Go Process

Prior to the evacuee and/or relative leaving the ERP, the final section of the Evacuee/Relative Tracking forms must be completed and signed by the **Final Welfare/Exit Representative** before they can be released to go. This ensures that there is accurate tracking of personnel movement. They should be given extra support in terms of ongoing travel and accommodation arrangements, and also helped to leave the area without undue attention from press or public. Staff required for this suite is the **Final Welfare/Exit Representative**.

#### 4.1.10 Company Administration Suite

There is a requirement for an area to be set aside for the use of the company administration functions, including processing all relevant documentation from both evacuees and relatives to attempt reconciliation. Staff required for this suite is the Site Coordinator, Evacuee Administration Representative and Media Representative. The ERP Manager will also use this room as his/her office and this is where the communications link with the HR-ESG and IRP will be located. Consideration should be given to providing additional personnel as administration support/runners to assist where necessary. These personnel need not be specifically trained; however, they must be company personnel who are sensitive to the needs and requirements of the Point.

## 4.2 Equipment

The following table details the required equipment to facilitate the ERP and the storage locations.

ERP EQUIPMENT		
ERP Grab-bag		
<b>Where Stored:</b>	Room 187 (IMC) Villa Petrolea Building	
<b>Contents:</b>	Papers, pens, name badges etc. 2 x Portable Fax Machine (To allow incoming and outgoing faxes) Information/display boards (or Flip charts with stands)* Process Forms/Log Sheets Wristband identity tags or similar	Mobile phones (including Satellite phone) Radio  No entry, This way, Arrow signs Facility floor plans
<b>Notes:</b>	*The information boards should be used to provide updated information to both the evacuees and relatives.	

## 4.3 Evacuation Reception Officers (EROs)

Following the establishment of the ERP the EROs will fulfil their roles and responsibilities as follows and will complete the relevant checklists at the end of this section.

## 4.4 Medical Providers

Medical teams will be mobilised to the ERP to conduct triage, monitor the evacuees and provide medical advice if required. The numbers of medical teams mobilised will depend on the size of the incident. Guidance should be sought from the Azerbaijan SPU Medical Advisor.

## 4.5 Security

In the event of the establishment of an ERP, there will be a requirement for a high level of security to be maintained at the site. The provision of security will be provided by BP's Security Department who will liaise with the Facility Security Teams at the location. To enable this process to take place, guidelines (See Appendix 3), have been developed.

## 4.6 Communications and External Affairs (C&EA)

In the event of a large scale incident, it is likely that there will be a high level of media interest. Some of this interest could be directed at ERP and/or the IRP, if this occurs there will be a need for a representative of C & EA to be present at the ERP **and possibly the IRP** to handle any media enquiries (Information should only be released after authorisation from IMT).



## **4.7 ERP – Roles and Responsibilities**

All personnel who are involved with the Evacuee management process will be generically called Evacuation Reception Officers (EROs). There are, however, a variety of roles that exist within the Evacuee management process, including Company Representative (Manager) at the ERP as well as Site Coordinator and Evacuee, Relatives/Friends and Reconciliation Representatives. A brief overview of responsibilities associated with the staffing of an ERP is listed below. It should be noted, however, that knowledge of and competence in more than one role will be advantageous in ensuring team flexibility in the event of an Evacuee Management Plan activation.

### **4.7.1 ERP Manager - Operations**

Overall management of the evacuation and reconciliation process is the primary role of the Company Representative who is designated as Manager at the ERP. The ERO representing the company in this role will carry out a variety of functions and act as the primary link to the HR-ESG Manager. The role also requires considerable liaison with the BP Security Department, the Company Site Coordinator, Evacuees and the Police if they become involved. Principal duties include:

- Ensuring the facilities is set out in accordance with procedures and the agreed template.
- Ensuring that the staff are briefed as to the nature of the incident and numbers of evacuees expected.
- Liaising with BP Security Department and Facility (Hotel/School) staff regarding security and arrangements for reception of evacuees and relatives/friends.
- Briefing evacuees on arrival with regard to process and ensuring initial welfare needs are catered for.
- Regularly updating the HR-ESG Manager and logging all significant actions and decisions.

The ERO fulfilling the role of Company Representative at the ERP need not be a specialist in the HR field.

### **4.7.2 ERP – Site Coordinator - HR**

The Site Coordinator is responsible for the clear flow of communications throughout the ERP, including dissemination of the Managers decisions and priorities. The role is best served by a HR specialist, who has a firm understanding of HR Emergency Procedures and ERP processes. As the title suggests the role is one of activity co-ordination within the ERP, liaising with the leaders of other sections to, ensure documentation procedures are followed and administrative collation is effective in reconciling evacuees with relatives/friends as quickly as possible. At all times the ERP Manager should be kept updated of all developments. The Site Coordinator will also ensure that the working environment and welfare of EROs is taken into consideration along with that of the evacuees, relatives and friends.



#### 4.7.3 ERP – First Arrival

This position can be taken by anyone of the EROs identified within this section. If you are the first person to arrive at the ERP, you should make contact with the Facility Reception (Hotel/School) and inform them that you have arrived; you should then obtain the telephone contact numbers for the ERP and pass them to the **HR-ESG Manager**. The First Arrival will then assume the role of **ERP Manager** until the arrival of the appointed person.

#### 4.7.4 ERP – Evacuee Representative – Non Specific Department

The Evacuee Representative oversees the reception and documentation of evacuees immediately following their briefing and initial welfare requirements being met. This ERO should ensure that evacuees are given the Down Manned Personnel Guidance form (see Appendix 5), are escorted to the documentation suite, have the necessary details recorded and subsequently taken to the Welfare and/or Medical suites depending on individual needs. In addition there is a need to ensure that all completed documentation is checked and forwarded to the Administration Unit. Liaison with the **Site Coordinator** is vital in ensuring updated information regarding evacuees is passed on as quickly as possible. This will principally relate to numbers of evacuees processed and specific welfare needs.

#### 4.7.5 ERP – Evacuee Documentation Representative – Non Specific Department

The ERO or EROs fulfilling this role liaises with and take direction from the **Evacuee Representative**. The number of EROs carrying out the role of Evacuee Documentation Representative will vary depending on the number of evacuees to be processed but will generally be between one and three. The role requires this person to interview the evacuees in a sympathetic manner to ensure that the required information is obtained to allow the evacuee to be processed quickly and efficiently. The documentation representative will be required to note personal details of the evacuee along with other information relating to next of kin, onward transport arrangements and financial needs. Particular skills are required to carry out such interviews and the interviewer should consider their approach beforehand. This approach should include briefing the evacuee about what to expect, assessing the disposition of the evacuee and being able to answer any questions about the overall procedure.

#### 4.7.6 ERP – Evacuee Welfare Representative – Non Specific Department

The ERO assigned to this role must be aware that the provision of advice and assistance may be required at any stage of the evacuation reception process. The role requires a person with a wide ranging skill base in understanding people, their individual characteristics and emotions and being able to direct them towards proper support processes. Being able to listen, deal with emotional upset and take an appropriate course of support action are qualities that the Welfare ERO should be capable of. Other more generic aspects of this role include providing evacuees with replacement clothing (if not already provided at IRP), organising onward transport and issuing interim financial support.

#### 4.7.7 ERP – Evacuee Administration Unit – Non Specific Department

The ERO team member trained to carry out this role should have a sound understanding of the contents and purpose of each company ERP form, how the information is co-ordinated and where it is filed or sent to. Knowledge of the ERP system and its linkage to the **HR-ESG Relative Responder Team** is necessary to maintain a steady flow of

information and thereby speed the process of reconciliation of evacuees with relatives/friends. Liaison with the **Site Coordinator** should be frequent in providing updates.

#### **4.7.8 ERP - Relatives Representative - HR**

This representative is responsible for meeting and briefing relatives and friends arriving at the ERP in search of a particular evacuee or seeking information as to the whereabouts of an employee involved in the incident. This role requires considerable tact and empathy in determining relationships between enquirers and evacuees, giving adequate briefings in relation to the procedure and obtaining the necessary documentation details. There is also a need to forward completed documentation to the Administration Unit as soon as possible for matching with evacuee details. The Relatives Representative also oversees the reconciliation process between evacuees and their relatives/friends following confirmation being received from the Administration Unit. The representative must also ensure that any reconciliation is carried out in privacy. It will also be particularly important for consultation to take place with the **Site Coordinator** when a need is identified for a specific post of **Reconciliation Representative** to be established.

#### **4.7.9 ERP – Relatives Welfare Representative – Non Specific Department**

The ERO assigned to this role must be aware that the provision of advice and assistance may be required at any stage of the Evacuation Reception process. The role requires a person with a wide ranging skill base in understanding people, their individual characteristics and emotions and being able to direct them towards proper support processes.

#### **4.7.10 ERP – Relatives Documentation Representative – Non Specific Department**

The ERO or EROs fulfilling this role liaise with and take direction from the **Relatives Representative**. The number of EROs carrying out the role of Relatives Documentation Representative will vary depending on the number of relatives to be processed but will generally be between one and three. The role requires this person to interview the relatives in a sympathetic manner to ensure that the required information is obtained to allow the relative to be reconciled with the relevant evacuee quickly and efficiently. The documentation representative will require to note personal details of the relative along with other information relating to evacuee. Particular skills are required to carry out such interviews and the interviewer should consider their approach beforehand. This approach should include briefing the relative about what to expect, assessing the disposition of the relative and being able to answer any questions about the overall procedure.

#### **4.7.11 ERP – Reconciliation Representative - HR**

The Reconciliation Representative will coordinate the arrangements for confirmed reconciliation's to take place, and ensure the process runs smoothly. They will liaise with the administration suite to identify possible matches, brief corresponding evacuees and relatives, and take them separately to a place of reconciliation which is private and comfortable. Completes Reconciliation Form (Appendix 13).

#### **4.7.12 ERP – Medical Representative - HSSE**

The Medical Representative within the ERP will be available to deal with any minor or initial injury treatment to an evacuee or provide support in cases of an emotional or traumatic nature that are beyond the ability or expertise of the Welfare Representative. In all cases the nature of any support provided will be confidential. Direct liaison should be with the **ERP Manager** or **Site Coordinator** only.

#### **4.7.13 ERP – Travel / Accommodation Representative – Business Services**

The Travel / Accommodation Representative within the ERP will be available to arrange accommodation and onward travel for those evacuees who do not live in the close proximity of the ERP and are unable to return home. This Representative will normally be a member of the Business Services/Travel department. Direct liaison should be with the **ERP Manager** or **Site Coordinator** only.

#### **4.7.14 ERP – Final Welfare/Exit Representative - Non Specific Department**

Guides the evacuees / relatives through the release to go process, ensuring that the relevant documentation is completed, and the evacuees / relatives are kept briefed and comfortable. Also confirms that any ongoing arrangements have been catered for.

#### **4.7.15 ERP – Media Management Representative – C&EA**

A Company Media Representative from the C & EA Department will be required to be available in the ERP to deal with any press that may attend the location. However any information released by the Company should be authorised by the IMT Public Information Officer. Within the ERP, close liaison should be maintained by the Media Representative with the **ERP Manager** or **Site Coordinator**.

Checklists relevant to the above roles are shown at the end of the section.

**If an ERO is contacted during normal working hours they will be briefed by the HR-ESG Manager or nominated ERP Manager.**

**If an ERO is contacted outside normal working hours they will be briefed as above or by telephone and may be asked to go direct to the ERP or designated IRP. (Remember if you are first at the ERP you must complete the first arrival actions as shown at the Section 4 – 7.3 checklist below.)**

ERP – Manager (Operations)		Azerbaijan SPU Evacuee Management Checklists	SECTION 4 – 4.7.1	
Function	Srl.	Objectives	<input checked="" type="checkbox"/>	Time
<b>Initial Actions</b>	A	<b>Obtain briefing from HR-ESG Manager (Ensure this includes info on location of ERP and the Point of Contact at ERP)</b>		
	B	Obtain copies of approved Press Statements and liaise with HR-ESG Manager re Media representation at ERP.		
	C	Obtain copies of POB/NOK lists.		
	D	Confirm details as regards the number of Evacuees and names of those attending the Reception Centre.		
	E	<b>Ascertain Estimated Time of Arrival (ETA) of Evacuees at IRP and subsequently the ERP.</b>		
<b>At Evacuation Reception Centre</b>	F	Always wear ID badge.		
	G	Liaise with Facility Security and BP Security Department and ensure security measures are in place.		
	H	Nominate and brief the following responsibilities: [Roles depend on numbers of evacuees] <ul style="list-style-type: none"> <li>• Site Coordinator.</li> <li>• Evacuee Representative</li> <li>• Evacuee Welfare Representative</li> <li>• Evacuee Administration Unit Representative</li> <li>• Evacuee Documentation Representative</li> <li>• Relatives Representative</li> <li>• Relatives Welfare Representative</li> <li>• Reconciliation Representative/ Final Welfare-Exit Representative</li> </ul>		
	I	Ensure Site Coordinator has a base to operate with two telephones and two fax machines (In order to separate outgoing and incoming calls/faxes).		
	J	Notify HR-ESG Manager on your arrival.		

<b>At Evacuation Reception Point</b>	K	Pass contact telephone numbers for ERP to IRP and HR-ESG Manager.		
	L	Confirm rooms and facilities are suitable. (Heated/ventilated etc).		
	M	Confirm with facility/BP security department the arrangements for meeting evacuees and relatives.		
	N	Ensure refreshments available.		
	O	Liaise with Company Reps at all IRPs.		
	P	BRIEF all Evacuees on arrival at ERP (Use Evacuee Guidance Brief located in ERP Grab - Bag). Remember to arrange briefing to be translated into relevant language as required.		
	Q	Liaise with Media Representative at ERP.		
	R	Ensure updated press releases are circulated within ERP as appropriate.		
	S	Liaise with Contractors representatives if they attend ERP.		
	T	Conduct update briefings with Facility staff, Senior Security Representative, Police (if required) and ERP Site Coordinator.		
	U	Along with ERP Coordinator consider ERP staff welfare issues.		
	V	Consider the need for replacement staff if incident is likely to be prolonged.		
	W	Update HR-ESG Manager regularly.		
	X	Log all actions and submit to ERP Company Administration Unit.		

ERP – Site Coordinator		Azerbaijan SPU Evacuee Management Checklists	SECTION 4 – 4.7.2	
Function	Srl.	Objectives	<input checked="" type="checkbox"/>	Time
Initial Actions	A	Obtain briefing from HR-ESG Manager/ERP Manager (Ensure this includes info on location of ERP and the Point of Contact at ERP.).		
	B	Take ERP Grab Bag to ERP or nominate someone to take it. (Ensure it includes relevant documentation/equipment for ERP purposes).		
At Evacuation Reception Point	C	Always wear ID Badge.		
	D	Liaise with Facility Duty Manager/ERP Manager/BP Security Department regarding Facilities/Security.		
	E	Ensure ERP is set up according to pre defined plan using site facility plans as appropriate.		
	F	Ensure sufficient communications are in place (Telephone/Faxes etc) including two phones for Company Administration Suite.		
	G	Liaise with HR-ESG Manager.		
	H	Request adequate support at the ERP – taking into account Friends/Relatives, Media attention and various functions to be conducted.		
	I	Brief team members at ERP regarding individual roles and responsibilities, with particular reference to system of evacuee processing and administration flow.		
	J	Liaise with Media Representative at ERP.		
	K	Liaise with IRP Company Representatives.		
	L	Obtain POB/NOK lists for company use.		
	M	Ensure all details regarding Evacuees and NOK are sent to HR-ESG.		
	N	Liaise with Travel/Accommodation Representative regarding provision of support, onward transport and/or accommodation for Evacuees and Friends and Relatives.		
	O	Update ERP Manager as necessary.		

ERP First Arrival		Azerbaijan SPU Evacuee Management Checklists	SECTION 4 - 4.7.3	
Function	Srl.	Objectives	<input checked="" type="checkbox"/>	Time
Actions	A	Always wear ID badge.		
	B	Report your arrival to the ERP reception (Hotel/School).		
	C	Obtain Telephone numbers for ERP/IRP (if known) and pass to HR-ESG Manager.		
	D	Assume the role of <b>ERP Manager</b> until the arrival of the appointed person.		
	E	Liaise with Duty Manager of Facility and with BP Security Department regarding the location and security of the ERP.		
	F	Identify rooms required for the ERP using the site facility plans held in the ERP Grab Bags		
	G	Set up the rooms, using the equipment stored in the ERP Grab bags.		
	H	When either ERP Manager or Site Coordinator arrives at ERP, brief them on set-up and handover facility to them.		

ERP – Evacuee Representative		Azerbaijan SPU Evacuee Management Checklists	SECTION 4 – 4.7.4	
Function	Srl.	Objectives	<input checked="" type="checkbox"/>	Time
Initial Actions	A	Obtain briefing from ERP Manager/Site Coordinator.		
	B	Ensure you are in possession of copies of POB/NOK lists.		
At Evacuation Reception Point	C	Always wear ID badge.		
	D	Ensure Evacuee documentation area is set up.		
	E	Brief Documentation Representatives and encourage them to wear ‘first name’ badges.		
	F	Brief Evacuees on documentation process and hand them the Down Manned Personnel Guidance (Copies in ERP Grab-Bag).		
	G	Ensure that Evacuees are given identity wristbands and are encouraged to wear them.		
	H	Encourage and arrange for Evacuees to contact family. Re-empathise what can or cannot be said and request that call be kept short.		
	I	Confirm any notifications by Evacuees to family /friends.		
	J	Assess need for medical/welfare attention and refer as necessary.		
	K	Confirm any Evacuee needs for accommodation and onward travel.		
	L	Ensure refreshments available.		
	M	Ensure Evacuees are not left unattended.		
	N	Provide update information to ERP Manager/Site Coordinator as appropriate.		
	O	Provide update information to Evacuees.		
	P	Assess the needs of Documentation Officers and provide support where necessary.		
	Q	Log all actions and submit to ERP Administration Unit.		



ERP – Evacuee Documentation Rep		Azerbaijan SPU Evacuee Management Checklists	SECTION 4 – 4.7.5	
Function	Srl.	Objectives	<input checked="" type="checkbox"/>	Time
Initial Actions	A	Obtain briefing from ERP Manager/Site Coordinator.		
At Evacuation Reception Point	B	Always wear your ID Badge.		
	C	Liaise with Company ERP Manager/Site Coordinator for role briefing.		
	D	Familiarise yourself with the ERP layout.		
	E	Familiarise yourself with the details you require to complete the Personnel Tracking Forms.		
	F	Be mindful of the range of emotions you may encounter from Evacuees.		
	G	Obtain all the basic details that are required on first name terms – Display a ‘first name’ badge and introduce yourself properly.		
	H	Engage Evacuees in meaningful conversation – Demonstrating empathy and understanding with their views or concerns.		
	I	DO NOT simply fill in the details of the form and move onto the next person. Ensure Evacuee keeps main form and that carbonated copy is given to ERP Administration Unit.		
	J	Consider the need to refer Evacuees to the Medical or Welfare Suite if referral has not already occurred.		
	K	Notify the Evacuee Representative of any issues requiring urgent attention.		
	L	Submit all completed documentation to the ERP Administration Unit as soon as possible in order to support the reconciliation process.		
	M	Log all actions being mindful of the need to exercise confidentiality where required and submit to ERP Company Administration Unit.		

ERP – Evacuee Welfare Rep.		Azerbaijan SPU Evacuee Management Checklists	SECTION 4 – 4.7.6	
Function	Srl.	Objectives	<input checked="" type="checkbox"/>	Time
Initial Actions	A	Obtain briefing from ERP Manager/Site Coordinator.		
At Evacuation Reception Point	B	Always wear ID badge.		
	C	Familiarise yourself with the ERP Layout.		
	D	Meet Evacuees following briefing and prepare for documentation interview.		
	E	Encourage Evacuees to telephone relatives/friends.		
	F	Explain what facilities you can offer, e.g. clothing, accommodation, transport, money etc.		
	G	Be mindful of the range of emotions you may encounter from Evacuees and demonstrate empathy and understanding where appropriate.		
	H	Consider the need to refer Evacuees for longer term assistance/counselling.		
	I	Notify the ERP Manager/Site Coordinator of any issues requiring urgent attention.		
	J	Log all actions being mindful of the need to exercise confidentiality where required and submit to ERP Administration Unit.		
	K	Submit all completed documentation as soon as possible in order to support the reconciliation process.		

ERP – Evacuee Admin Unit Rep		Azerbaijan SPU Evacuee Management Checklists	SECTION 4 – 4.7.7	
Function		Objectives	<input checked="" type="checkbox"/>	Time
Initial Actions	A	Obtain briefing from ERP Manager/Site Coordinator.		
At Evacuation Reception Point	B	Always wear ID badge.		
	C	Familiarise yourself with the ERP Layout – Set up ERP Administration Unit.		
	D	Liaise with Site Coordinator and understand how information will be shared and transferred where necessary (See Form Tracking Process – copies in Grab-Bag).		
	E	Establish telephone contact with ERP Manager/Site Coordinator (If in separate room).		
	F	Establish telephone/facsimile contact with HR-ESG Manager (two fax machines required one in one out).		
	G	Obtain EXTENDED VERSION (PERSON PER PAGE) of POB, ensure necessary administrative files are available and create one folder per Evacuee.		
	H	Log recorded details of Evacuees and send to HR-ESG Manager.		
	I	Log Recorded details of Friends/Relatives at ERP and send to HR-ESG Manager.		
	J	Confirm Evacuee details against POB lists for accuracy of recording.		
	K	Check details of Evacuees and reports from Friends and Relatives for possible reconciliations.		
	L	Notify confirmed reconciliation's to HR-ESG Manager and ERP Site Coordinators.		
	M	Notify the ERP Site Coordinator of any other issues requiring urgent attention.		
	N	Collate all Action Logs at the end of the incident and submit to IMT Situation Unit (Recorder) as necessary.		

ERP – Relative Representative		Azerbaijan SPU Evacuee Management Checklists	SECTION 4 - 4.7.8	
Function	Srl.	Objectives	<input checked="" type="checkbox"/>	Time
Initial Actions	A	Obtain briefing from ERP Manager/Site Coordinator.		
At Evacuation Reception Point	B	Always wear ID badge.		
	C	Liaise with Security regarding access of relatives/friends and discrete checking process.		
	D	Verify NOK details on arrival of relatives.		
	E	Check POB listings for verification of NOK issues.		
	F	Maintain a log of NOK names/time of arrival.		
	G	Brief relatives/friends of procedures/arrangements (Use Relatives Briefing Guidance located in Grab-Bag).		
	H	If possible confirm location of person they are enquiring about.		
	I	Assess need for medical/welfare support.		
	J	Provide updated information as available.		
	K	Maintain liaison with ERP Manager/Site Coordinator.		
	L	Liaise with contractors' representatives (if they attend ERP).		
	M	Ensure that refreshments are available.		
	N	Assess the need to make accommodation and ongoing travel arrangements.		
	O	Log all actions and submit to ERP Administration Unit.		

ERP – Relative Documentation Rep		Azerbaijan SPU Evacuee Management Checklists	SECTION 4 – 4.7.9	
Function	Srl.	Objectives	<input checked="" type="checkbox"/>	Time
Initial Actions	A	Obtain briefing from ERP Manager/Site Coordinator		
At Evacuation Reception Point	B	Always wear your ID Badge.		
	C	Liaise with Company ERP Manager/Site Coordinator for ongoing briefings.		
	D	Familiarise yourself with the ERP layout.		
	E	Meet Relatives following briefing and complete details on the Next of Kin Tracking Form.		
	F	Be mindful of the range of emotions you may encounter from Relatives.		
	G	Carry out further discreet identity/NOK checks if required for confirmation purposes.		
	H	Explain what facilities you can offer, e.g. accommodation, transport, etc.		
	I	Consider the need to refer Relatives to the Medical or Welfare Suite if referral has not already occurred.		
	J	Notify the Relative Representative of any issues requiring urgent attention.		
	K	Submit all completed documentation to the ERP Administration Unit as soon as possible in order to support the reconciliation process.		
	L	Log all actions being mindful of the need to exercise confidentiality where required and submit to ERP Administration Unit.		

ERP – Relatives Welfare Rep.		Azerbaijan SPU Evacuee Management Checklists	SECTION 4 – 4.7.10	
Function	Srl.	Objectives	<input checked="" type="checkbox"/>	Time
Initial Actions	A	Obtain briefing from ERP Manager/Site Coordinator.		
At Evacuation Reception Point	B	Always wear your ID Badge.		
	C	Liaise with Company ERP Manager/Site Coordinator for ongoing briefings.		
	D	Familiarise yourself with the ERP layout.		
	E	Meet relatives after they have completed the NOK documentation.		
	F	Introduce and encourage relatives/friends to provide mutual support.		
	G	Be mindful of the range of emotions you may encounter from Relatives or Friends and demonstrate empathy and understanding where appropriate.		
	H	Consider need to refer to medical suite if necessary.		
	I	Liaise with and notify the Relative Representative of any issues requiring urgent attention.		
	J	Log all actions being mindful of the need to exERPise confidentiality where required and submit to ERP Administration Unit.		
	K	Submit all completed documentation as soon as possible in order to support the reconciliation process.		

ERP – Reconciliation Representative		Azerbaijan SPU Evacuee Management Checklists	SECTION 4 – 4.7.11	
Function	Srl.	Objectives	<input checked="" type="checkbox"/>	Time
Initial Actions	A	Obtain briefing from ERP Manager/Site Coordinator.		
	B	Always wear your ID Badge.		
At Evacuation Reception Point	C	Liaise with Company ERP Manager/Site Coordinator for ongoing briefings.		
	D	Liaise with Facility (Hotel/School) Management and familiarise yourself with the general ERP layout, taking particular note of rooms to be used for reconciliation purposes.		
	E	Liaise with Evacuee, Relatives and Administration Representatives regarding reconciliation processes.		
	F	Brief Evacuees and Relatives separately, prior to reconciliation.		
	G	Complete Reconciliation Form (Located in ERP Grab-Bag).		
	H	Escort separately to reconciliation suite.		
	I	Maintain liaison with ERP Manager/Site Coordinator.		
	J	Liaise with contractor's representatives (if at ERP), to inform them that their employee has been reunited with their relatives.		
	K	Assist to departure area following reconciliation.		
	L	Log all actions being mindful of the need to exercise confidentiality where required and submit to ERP Administration Unit.		

ERP – Medical Representative		Azerbaijan SPU Evacuee Management Checklists	SECTION 4 – 4.7.12	
Function	Srl.	Objectives	<input checked="" type="checkbox"/>	Time
Initial Actions	A	Obtain briefing from HR-ESG Manager/ERP Manager (Ensure this includes info on location of ERP and the Point of Contact at ERP.).		
	B	Ensure that relevant Medical Providers have been notified and that sufficient teams are responding to the ERP as per the nature of the incident and number of casualties.		
	C	Arrange for any medical equipment to be taken to ERP.		
At Evacuation Reception Point	D	Always wear your ID Badge.		
	E	Liaise with Company ERP Manager/Site Coordinator for ongoing briefings.		
	F	Familiarise yourself with the ERP layout and identify the Medical Room.		
	G	Co-ordinate medical provision (including counselling service) at site.		



ERP – Travel/Accommodation Rep		Azerbaijan SPU Evacuee Management Checklists	SECTION 4 – 4.7.13	
Function	Srl.	Objectives	<input checked="" type="checkbox"/>	Time
Initial Actions	A	Obtain briefing from ERP Manager/Site Coordinator.		
At Evacuation Reception Point	B	Always wear your ID Badge.		
	C	Liaise with Company ERP Manager/Site Coordinator for ongoing briefings.		
	D	When required arrange onward travel/accommodation for both Evacuees and Relatives.		
	E	Complete Travel/Accommodation Form.		
	F	All travel/accommodation to be arranged as per current company procedures.		
	G	Log all actions and submit to ERP Administration Unit.		

ERP – Final Welfare/Exit Rep		Azerbaijan SPU Evacuee Management Checklists	SECTION 4 – 4.7.14	
Function	Srl.	Objectives	<input checked="" type="checkbox"/>	Time
Initial Actions	A	Obtain briefing from ERP Manager/Site Coordinator.		
	B	Always wear your ID Badge.		
At Evacuation Reception Point	C	Liaise with Company ERP Manager/Site Coordinator for ongoing briefings.		
	D	Be prepared to receive for departure:- <ul style="list-style-type: none"> <li>• Evacuees who have been documented but not reconciled with relatives</li> <li>• Relatives who have been documented but not reconciled with evacuees</li> <li>• Evacuees and Relatives who have been reconciled</li> </ul>		
	E	Prior to departure ensure all relevant documentation has been cleared / stamped or signed. Retain all copies of the completed paperwork.		
	F	Ensure any further welfare/financial issues are dealt with.		
	G	Check accommodation/transport needs are in place.		
	H	Maintain liaison with contractors, evacuee, relatives and reconciliation representatives.		
	I	Regularly update ERP Manager/Site Coordinator regarding departures.		
	J	Log all actions and submit all paperwork to the ERP Administration Unit.		

ERP – Media Representative		Azerbaijan SPU Evacuee Management Checklists	SECTION 4 - 4.7.15	
Function	Srl.	Objectives	<input checked="" type="checkbox"/>	Time
Initial Actions	A	Obtain briefing from HR-ESG Manager/Public Information Officer IMT (Command Staff) (Ensure this includes info on location of ERP and the Point of Contact at ERP.).		
At Evacuation Reception Point	B	Always wear your ID Badge.		
	C	Obtain briefing from ERP Manager.		
	D	Set up Media office (With Site Coordinator).		
	E	Maintain contact with Public Information Officer IMT (Command Staff).		
	F	Ensure all new press releases are forwarded to ERP Manager for distribution to team members, briefing of evacuees and relatives and display on notice boards.		
	G	Maintain liaison with contractor representatives (if present).		
	H	Be prepared to take media queries at ERP.		
	I	Regularly update ERP Manager/Site Coordinator.		
	J	Log all actions and submit to ERP Administration Unit.		

## Appendixes

### Appendix 1 – Hospital Location List



Hospital Location List  
(eng)



Hospital Location List  
(aze)



Hospital Location List  
(ru)

### Appendix 2 – Initial Reception Point Evacuees Briefing Guidance



IRP Ev Briefing  
Guidance (eng)



IRP Ev Briefing  
Guidance (aze)



IRP Ev Briefing  
Guidance (ru)

### Appendix 3 – Joint Security Guidelines



Joint Security  
Guidelines (eng)



Joint Security  
Guidelines (aze)



Joint Security  
Guidelines (ru)

### Appendix 4 – Evacuation Reception Point Evacuee Briefing Guidance



ERC Ev Briefing  
Guidance (eng)



ERC Ev Briefing  
Guidance (aze)



ERC Ev Briefing  
Guidance (ru)

**Appendix 5 - Down Manned Personnel Guidance**

Down Manned Pers  
Guidance (eng)



Down Manned Pers  
Guidance (aze)



Down Manned Pers  
Guidance (ru)

**Appendix 6 – Personnel Tracking Form**

Personnel Tracking  
Form (eng)



Personnel Tracking  
Form (aze)



Personnel Tracking  
Form (ru)

**Appendix 7 – Forms Tracking Process and Guidance**

Form Tracking Proces  
and Guid (eng)



Form Tracking Proces  
and Guid (aze)



Form Tracking Proces  
and Guid (ru)

**Appendix 8 – Relevant Contact Numbers**

Relevant Contact  
Numbers (eng)



Relevant Contact  
Numbers (aze)



Relevant Contact  
Numbers (ru)

**Appendix 9 – Travel and Accommodation Booking Form**

Travel Booking Form  
(eng)



Travel Booking Form  
(aze)



Travel Booking Form  
(ru)

**Appendix 10 – Evacuation Reception Point Relatives Briefing Guidance Notes**ERC Rel Briefing  
Guidance (eng)ERC Rel Briefing  
Guidance (az).docERC Rel Briefing  
Guidance (ru)**Appendix 11 – Next of Kin Tracking Record**NOK Tracking Record  
(eng)NOK Tracking Record  
(aze)NOK Tracking Record  
(ru)**Appendix 12 – Disclaimer Form**

Disclaimer (eng)



Disclaimer (az)



Disclaimer (ru)

**Appendix 13 – Evacuee Management Plan Aide Memoir**

Aide Memoir (eng)



Aide Memoir (aze)



Aide Memoir (ru)

**Appendix 14 – Evacuee Management Plan For Midstream PU**EMP for Midstream  
PU



**Revision/Review Log**

<b>Revision Date</b>	<b>Authority</b>	<b>Custodian</b>	<b>Revision Details</b>
July 1, 2008	Sue Adlam-Hill HR Vice-President	Narmina Sadikhova Business Continuity Planning Advisor	Initial Issue July 1, 2008
October 30, 2009	Sue Adlam-Hill HR Vice-President	Narmina Nabiyeve / HR Manager Finance & C&EA	<ul style="list-style-type: none"><li>- Contact numbers have been updated in the procedure</li><li>- Minor formatting made</li></ul>
September 01, 2010	Sue Adlam-Hill HR Vice-President	Vugar Ibrahimov/ HR ER Manager	<ul style="list-style-type: none"><li>- Certain Titles changed</li><li>- Minor formatting made</li><li>- Expansion of procedure</li></ul>