



Mass Casualty Medical Management Plan

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1.0 Purpose/Scope

This section provides an overview of the purpose/scope of a procedure within a specific Health, Safety, Security and Environmental Management System (HSSE). This section also serves as a high level overview of the procedure and what it contains. Generally, this should be a couple of short paragraphs.

The purpose of this plan is to establish responsibilities and determine actions required to coordinate a multi-agency (BP, contractors, government) response to a mass-casualty incident (MCI) within AzSPU. Understanding that each MCI will vary in size and scope, flexibility of medical resources should be considered.

The Mass Casualty Incident Plan outlines the response policies and procedures for emergency medical services providers and agencies in Az SPU to be implemented in the event of a Mass Casualty Incident (MCI) when a city or counties capabilities are overwhelmed as determined by the hospital in the affected jurisdiction and the on scene medical sector coordinator. This controlled document applies to Azerbaijan SPU engaged in the exploration, drilling, production and transportation of oil, including all related construction activities.

The purpose of this document is to guide:

- every one who may be involved in managing a mass casualty incident within Az SPU
- emergency medical team members in managing a mass casualty incident in Az SPU systematically
- define minimum standards for medical contractors in the Az SPU region, whatever the functions, positions, actual resources and other main characteristics of the health facility.

The mass casualty plan (MCP) will reflect all goals and standards which will be used by all Az SPU facilities in mass casualty preparedness.

Mass Casualty Preparedness will include:

- Number of healthcare professionals, equipment,
- Review of all equipment, capabilities, and training.
- Review BP Medical Providers ERP (Azerbaijan & Georgia) – Main and Satellite
- Review Additional Medical Provision (local medical Providers)

Az SPU MCP will guide all Az SPU sites and performance units on the structure and implementation of site specific mass casualty preparedness procedures after consideration of all site specific risks and potential exposures.

Major Medical Incident & Mass Casualty Plan on different sites

The MCP should categorize potential incidents from 1 – 3 depending on the number of possible causes, health risks, equipment, facilities, staff capability, distance from medical centers, transportation

2.0 Definitions

This section provides detailed definitions for HSSE or operational terminology referenced in the procedure. Only definitions unique to this procedure are included here. General HSSE definitions are in a separate AzSPU Unified Controlled Document.

Mass casualty incident (MCI)

A major medical incident is one where the location, number, severity or type of live casualties requires extraordinary resources and overwhelms the normal resources in place. It may occur at anytime, anywhere and the medical service called upon to support and manage it must be skilled not only in advanced trauma life support in the pre-hospital setting but also in command and communications.

A mass casualty situation is one where the number and severity of casualties overwhelms the medical resources available for treatment whereas a multi casualty situation is one where the number of casualties is such that they can be managed by the ambulance and medical resources available for their treatment. MCI can be man made (terrorists' attacks, explosions, chemicals' spills) and natural causes (earthquake, flood, volcanic activity, epidemic etc)

Triage

Triage is the sorting of patients by the severity of injury or illness so that resources can be more efficiently utilized to do the most good for the most people.

Triage involves prioritizing the selection of disaster victims according to which of them require the administration of medical assistance most urgently and referring these victims for treatment.

The primary objective of triage is to protect and save as many disaster victims as possible.

Site Doctor

BP has placed contracts for the medical provision through Az SPU These contracts are presently ISOS and Medi Club. The providers have facilities in Baku and Ganja, sites belong export pipelines and are required to manage casualties, directing them to an appropriate facility and providing consultations. For a serious incident, the Duty Doctor may be called in to act as part of the Site Emergency Response Team

3.0 General Requirements

This section provides an overview of the requirements of the associated standard(s) or other compliance requirements.

For operational procedures, this section includes, as appropriate, more specific information related to the requirements associated with use of the procedure.

Az SPU has a lot of facilities in different geographical and topographical regions and these lead to the following concerns:

- a. Remote area sites, where access to adequate medical services is limited.
- b. A variety of potential mass casualty incidents eg land/water/air transportation accident, serious food poisoning, offshore drilling accident.
- c. High workforce numbers which increases the risk of a mass casualty incident (Major Project expands).

3.1 Preparation and Planning

The HSE manager, in association with the Health team will agree on the gap analysis process, action plans and on additional support requirements concerning health or occupational health issues.

Occupational health issues should be considered and include:

Medical support, both primary care and trauma response, is provided by Medical support contractor.

Tools, equipment, hierarchy of involvement, action plans should be different according to level of severity, stages, location and existing site capabilities and should be reflected in Site specific MCP.

3.2. Principles for Mass Casualty Planning

In planning for a mass casualty event the aim should be to deliver acceptable quality of care to preserve as many lives as possible.

The main principles are:

- Assessment of health risks of the project or operation
- Decision matrices to determine the appropriate level of personnel to mitigate those risks
- Recommended profiles and competence of medical professionals
- Medically accepted response times (these are regulatory in some locations)
- Facilities, equipment and medication
- Triage and evacuation procedures
- Guidance on tertiary (specialist) referral centers (cardiac, trauma, burns)
- Scope of medical contracts to facilitate the delivery system
- Key performance indicators and assurance processes
- A checklist to facilitate the process

Planning medical and an industrial hygiene response to a mass casualty event must be comprehensive, community based, and coordinated between Georgia and Azerbaijan. There must be an adequate legal framework for providing medical care and industrial hygiene in a mass casualty event.

The rights of individuals must be protected to the extent possible and reasonable under the circumstances.

Clear communication with the public is essential before, during, and after a mass casualty event.

All sites and contractors should have their own guideline based on this document and should be:

- compatible with or capable of being integrated into day-to-day operations.
- applicable to a broad spectrum of event types and severities.
- flexible, to permit graded responses based on changing circumstances.
- tested, to determine where gaps in the framework exist.

4.0 Procedure/Process

The content of the procedure

When using this template, identify if the document is a procedure or a process and select accordingly.

Site specific Medical Management of Mass Casualty –

All Az SPU Operational sites have the site specific Mass/Multi Casualty Plans. These plans describe site specific/on scene personnel medical provision, evacuation procedures and roles and responsibilities.

Site specific MC procedures were developed for all BP facilities that were the risks of Mass Casualty incidents were identified.

- [Shah Deniz Mass Casualty Plan](#)
- [Central Azeri Mass Casualty Plan](#)
- [West Azeri Mass Casualty Plan](#)
- [Chirag Mass Casualty Plan](#)
- [East Azeri Mass Casualty Plan](#)
- [DWG Mass Casualty Plan](#)
- [PSA 2 Multi Casualty Plan](#)
- [Sangachal Terminal Casualty Management Guidelines](#)

4.1 Mass Casualty Medical Management Activation Procedure

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

Any onshore or offshore evacuation of personnel will require a well co-ordinated response by the Incident Management Team (IMT). There are some members of

the Azerbaijan SPU Health 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.**

Upon notification by the IMT IC, the Medical Case manager on duty will mobilize a team consisting of a Health Team representative, Site Medical Unit Leader, Nominated Medical Provider and a required number of that will fulfill the roles as detailed in Section 4. The numbers of staff required will be dependant on the scale of the incident. The notification, organizational structure and information flow is shown at Figure 1 below.

The Medical Case Manager on duty will act as the Health coordination link between the IRP and the ERC.

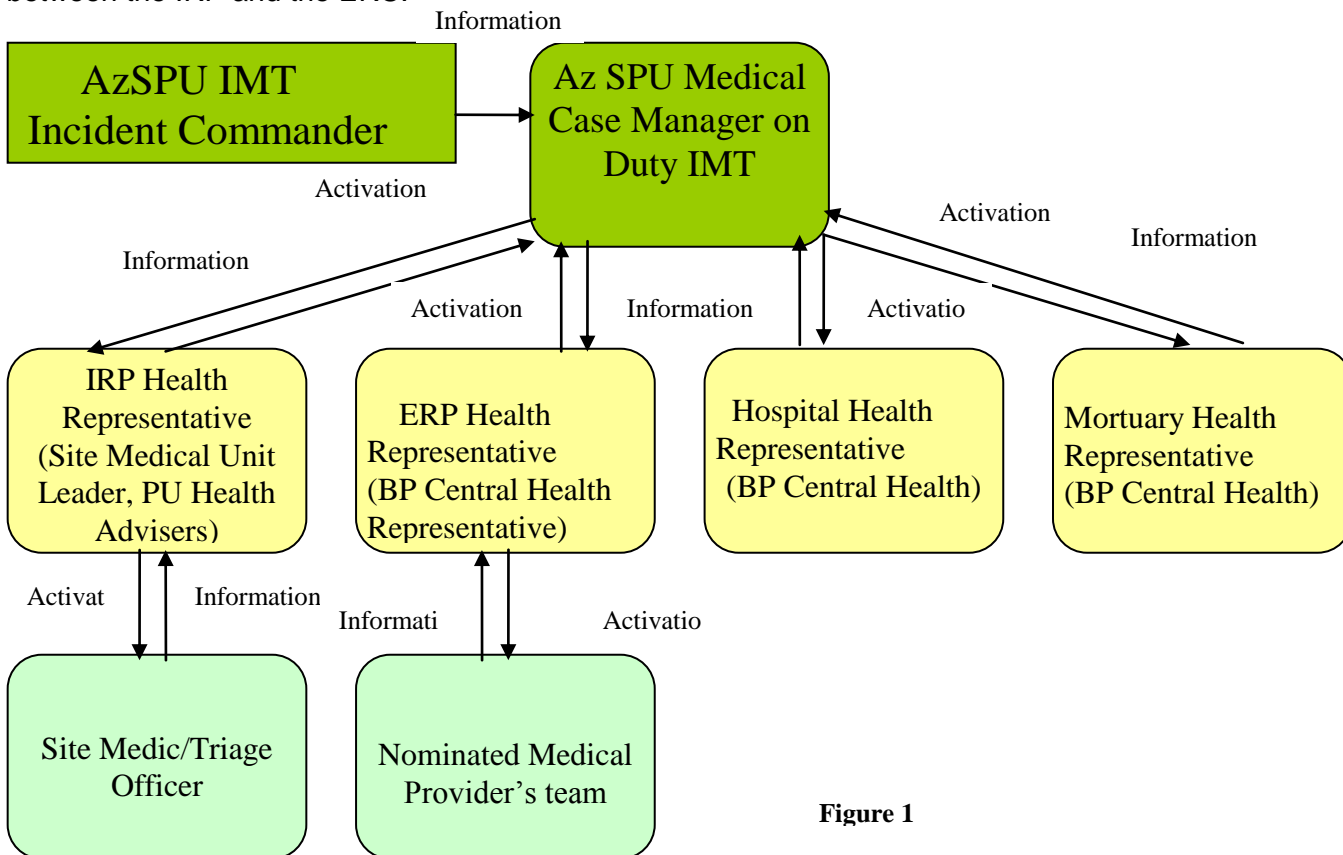


Figure 1

4.2 Key Responsibilities

Key groups/individuals involved in this procedure are listed here along with their appropriate responsibilities.

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

4.2.1 Incident commander

- Act as a leader of incident command team.
- Declare mass casualty based on info from on scene command.
- Appoint Operation section chief to supervise/ lead on scene command.
- Notify BP AzSPU MCM on Duty to activate Medical Providers at the IRP for triage purposes etc.

4.2.2 On scene commander

- Act as a leader of tactical response team which organizes all respond on the project area during mass casualty incident occurs.
- Report to Operation section chief
- On scene commander is Project leader or senior project management.
- Arrange a triage area at IRP

4.2.3 Medical Case Manager on Duty

Role

Responsible for managing all medical aspects of incident response operations, including coordination of communication between IMT the injured employee(s), site medical personnel, HR, nominated medical providers and others as appropriate

Responsibilities

- Activate appropriate medical evacuation procedure, mobilize appropriate medical provider and Health Team representative if required
- Advise on general emergency medical support requirements, e.g. first aid, medic, clinic ambulance, etc.
- Work with the Chief Medical Officer / Duty Doctor of medical provider in clinic to ensure provision of optimal quality care
- Monitor and oversee case management process at all stages as required
- Advise on potential health risks at incident site, e.g. chemicals, snakes, infectious diseases, etc
- Provide technical expertise for out of ordinary cases including second opinion
- Communicate with nominated medical providers and secondary care facilities regarding employee's injury/illness status, job description and other required information

- Provide a central point of communication regarding the case in medically confidential manner
- Liaise with relevant state health authorities and other government bodies as required
- Act as medical advisor for Logistic section and planning section
- Facilitate coordination among medical units in Az SPU when mass Casualty incident occur.

Refer to: [Offshore Emergency Medical Evacuation Procedure, Exports PU](#)
[Emergency Medical Evacuation Procedure; Evacuee Management Plan.](#)

4.2.4 Site medical unit leader/PU Health Advisers

- Provide info to the on scene command (or through Emergency response team leader) whether the mass casualty incident exist or not.
- Acts as the liaison between the scene of the emergency and the other health unit within Az SPU.
- Lead emergency medical team member, including:
- Ensures that trained personnel, equipment and facilities are ready for victim evacuation.
- Prepares replacement personnel if needed in case administering medical treatment exceeds 24 hours. Work with Industrial hygiene in managing the potential industrial health and hygiene problems at the disaster scene especially on how to control them to protect personnel.
- Specifies the need for Med evac equipment at the disaster site.
- Determines first aid requirements and prepares first aid at the disaster site.
- Co-ordination of medical treatment in the event of mass casualties.
- Ensuring that adequate medical treatment facilities/first aid stations are available at the site.
- Co-ordination of emergency medical responses with the local health authorities.
- Providing advice on topics of site-specific specialized health needs/requirements for response personnel.
- Report to On scene commander and Medical case manager on Duty within IMT.

4.2.5 Company Nominated Medical Providers shall

- Provide top side support to all BP operational facilities
- Activate their own Mass Casualty Management Plan ([ISOS Mass Casualty Management Plan](#) [MediClub Mass Casualty Management Plan](#))
- Consult site medical professionals as required
- Liaise with Company authorized personnel on medical evacuation both in and out of country
- Arrange medical evacuation by ground or air as needed
- Provide treatment at the clinic and refer patients to secondary care facilities if required

- Coordinate treatment at secondary care facilities including requests for completing patients medical reports
- Coordinate treatment of injured/ill personnel including follow up visits and rehabilitation process
- Advice on employee's fitness for task to return to duties following injury or illness
- Communicate with Medical Case Management Team at all stages if required

4.2.6 Site doctor

- Sets up Treatment Area and Treatment Units with anticipated medical personnel and their equipment.
- Has overall responsibility for the treatment of all victims.
- Assures all health service personnel, paramedics and other higher level medical skills personnel will be assigned to the treatment area on a priority basis.
- Allows access for Victim Evacuation Team moving casualties from the triage to treatment area.
- Works with the Triage Officer or designee to ensure casualties are decontaminated prior to being moved into the treatment area
- Co-ordinate/provide on-site medical care to affected personnel when such services are required.
- Notify appropriate agencies of all medical/health related accidents. Incidents or problems.
- Assist Human Resources with personnel and psychological support services for incident victims and emergency responders.
- Provide on-site Hazardous material handling advice and respirator medical clearance, if needed.
- Reports to the Medical Unit Leader.
- Assess the situation: (Number of casualties, Condition of casualties, assistance required).
- Advise the site incident management of requirements: (First Aiders required assisting the Medic, Status of the casualty clearing area to accommodate casualties, recorder to log information, medical assistance required)
- Seek advice from the Medical Case manager on Duty/site medical unit leader.
- Assign duties to First Aiders and the Recorder.
- Establish the number of casualties for evacuation.
- Treat the casualties in order of priority.
- Determine the order of evacuation of casualties.
- Ensure that the Recorder has documented casualty information as fully as practicable.
- When the incident is concluded, write a report and submit it to the OIM or site manager and Health.

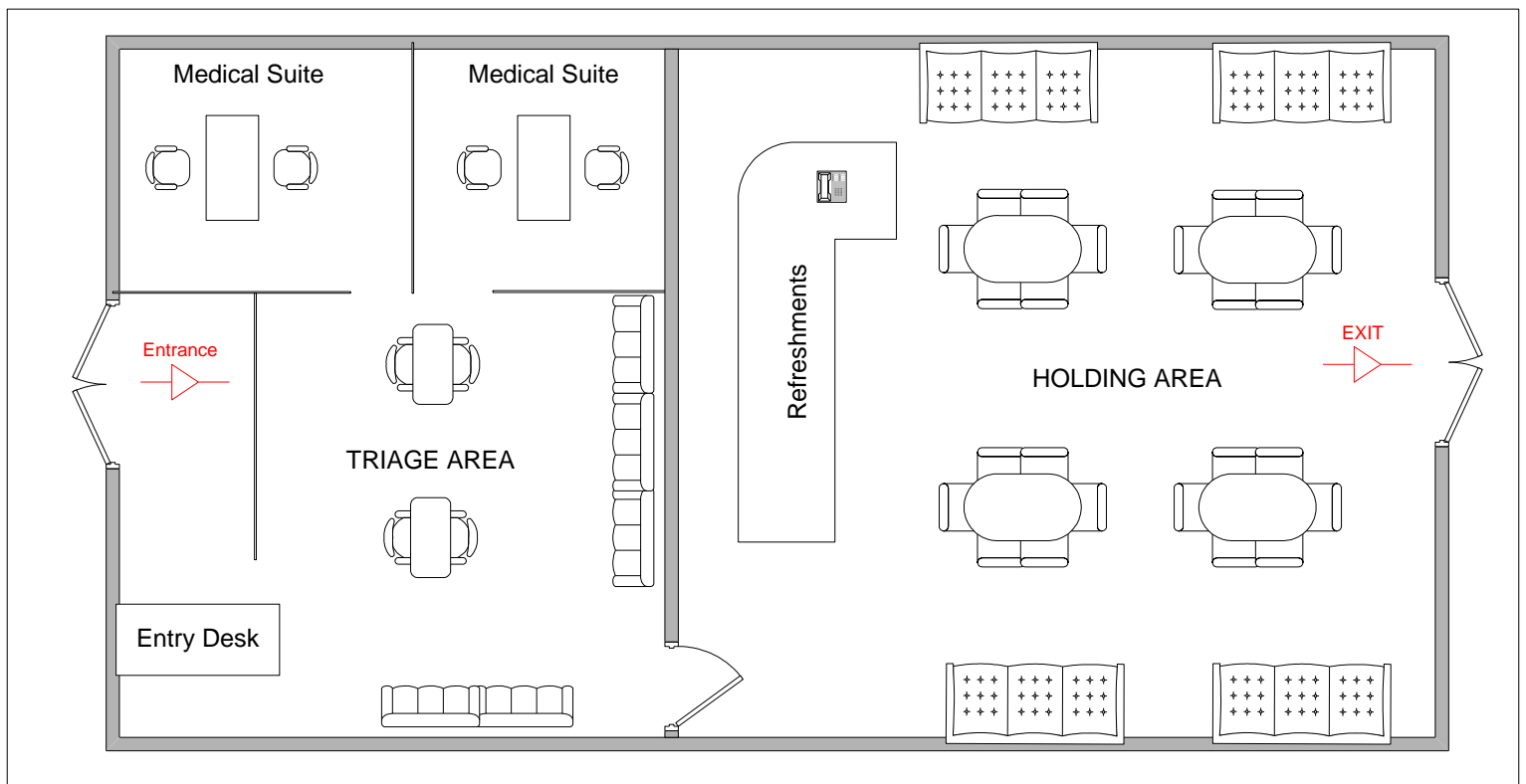
Medics, to cover the management of multiple casualty incidents offshore Installations are equipped with Incident Management Packs. Medics and First Aiders use the Triage Sieve and Triage Sort processes (refer to addenda for further information) to manage multiple casualties.

Further details of the process are part of the specialist course for Medics. The process of Triage Sieve may be taught to First Aiders routinely.

4.2.7 Triage Officer or designee

- Designates triage area (usually is located where victims are found or hazardous, the next safest, closest place where triage can begin)
- Classify all victim based on Triage system (using Simple-Triage-And-Rapid-Tagging)
- Coordinates movements of casualties to the Treatment Area
- Acquires/coordinates medical supplies for use on triage area
- Reports to the site Medical Unit Leader/site medic.
- Triage officer can be First Aiders or medic.

STAGE 1: INITIAL RECEPTION POINT (IRP)



4.2.8 Logistic Officer

- Is responsible for loading and transporting all victims
- Cooperates with the Treatment Officer to decide the arrangement of transportation.
- For Mass Casualty response activity, the Transportation Officer reports to the Medical Unit Leader.
- Responsible for other logistic supplies.

4.2.9 Staging Officer

- Selects an area for transportation area which allows easy access from medical staging and treatment.
- Controls the flow of all ambulances (air & ground) so that a bottle neck does not occur.
- Coordinates all incoming ambulances, medical staffs and supplies.
- For Mass Casualty response activity, the Staging Officer reports to the Medical Unit Leader.

4.2.10 Industrial hygiene

- Report to Medical unit leader
- Provide advice on hazard identification
- Provide advice on hazard control and monitoring.
- Specify appropriate personal protective equipment to be used by all response team members and contractors (respiratory, hearing, eye protection, suits, gloves, hats, etc.)
- Develop and implement a monitoring plan for measuring worker exposure. Include types of monitoring equipment, frequency of samples, sampling methods, analysis methods, etc.
- Review the incident site Health & Safety Plan to ensure it adequately protects workers and meets all local regulations.
- Identify need and secure contractors who can provide monitoring/analysis of air quality.
- Ensure that all personnel on site are advised of the existence of health and safety hazards in the operations area and provide training if necessary.
- In areas impacted by blast or fire damage, assist the Safety Team in determining health risks associated with contamination (e.g. asbestos, PCBs, radio nuclides, chemicals).

4.2.11 Site Safety Officer

- Identifies the disaster site characteristics
- Establishes a hazard control zone
- Determines the types of PPE
- Makes schedule and hold safety briefings
- Prepares first aid and decontamination approaches

- Prepares emergency response procedures
- Work with EMT / Medical unit leader
- Report to Emergency response team

4.2.12 Security officer

Background

During emergency incidents, there is a need for enhanced security at existing offices, shore bases, offshore sites, and at remote incident locations.

Heightened public and media interest, involvement and/or proximity to BP and any Partner activities during such times requires that additional precautions may be required. Some incidents may be security driven and the operational response will focus on this.

Security team is nominated First aiders in all Az SPU offices and residential areas and relevant FA responsibilities fall on them

Separate security procedures will be prepared to deal with this and will be implemented as part of the Incident Management Team activity. Initially the HSE representative will cover this role calling specialist **security** support as appropriate.

Major Responsibilities

- Protection of physical and non-physical assets as necessary at incident sites and at a Company and any Partner offices.

Activities

- Liaise with relevant national or international government police, military or security agencies from host or allied countries.
- Provide additional security information and assessments from external sources.
- Assess the need for, and implement as necessary, additional security at existing offices and sites and accommodation.
- Arrange temporary security services as necessary at remote incident sites. Considerations will include need to control physical access, vehicle access, goods access, parking, and the reporting and investigation of site security incidents.
- Maintain direct contact with Company regional security adviser on interpreting political events and their future likely impacts.
- Liaise with, Company and regional security advisers on the impacts of political and civil security risks.
- ***Advise the Incident commander and External Affairs representatives on the need for special security arrangements at site meetings, press briefings etc. Arrange as necessary***

4.2.13 Legal officer

Background

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The Legal Unit provides guidance on all legal and claims matters relating to an incident. The type of incident will influence the degree that a legal input will be required. For major incidents additional guidance and support will be required by the Incident Management Team and the Business Support Team, if formed.

Major Responsibilities

When an incident occurs, the Legal Representative determines the responsibility and liability for the accident and advises the Incident commander on the steps necessary to minimize any liabilities arising from local or national law. The Legal representative will also assess the necessity to review press releases, resolve contract disputes and help negotiate with the authorities.

Not all the resources will be available from within the Company and any Partner in country, so the Representative must ensure that local Company consultants are fully aware of our requirements and will have staff available to support the response in the event of a call-out.

Activities

- Contact the Incident Manager, External Affairs and Claims advisers.
- Liaise closely in all matters with Company and any Partner legal departments.
- Propose a liability position and advise the Incident Manager.
- Advise on the liabilities of sending response team members.
- Advise the Incident commander and Insurance and Claims Unit on the claims/payment position.
- Advise the Incident commander on any product liability issues.
- Advise Human Resources on liabilities regarding employees, contractors, and civilians.
- Advise External Affairs on any sensitive media relations issues.
- Research contractual arrangements with affected customers, distributors, and carriers, and advise the Incident commander on a recommended position.
- Are there any internal legal issues to consider from bringing people, equipment, or supplies into the country?
- Develop "Terms of Reference" for providing assistance and for any investigation team.

4.2.14 HR Officer

The Duty HR Officer provides a 24 hour "on call" service and will be part of the IMT Command Staff that is mobilized 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 mobilizing 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:

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- 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).

- Call out sufficient EROs to staff the IRP/ERC using current company call-out procedures.
- If required, identify at an early stage EROs to attend the relevant hospitals and mortuaries with Health team representative.
- Make contact with the relevant IRP/ERC 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 ERC Manager is in place.
- Co-ordination of the POB/POS will remain the responsibility of the HR IMT Officer throughout the whole process.

Once all the relevant support is activated, the responsibility of coordinating 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.

IMT Medical Case Manager on duty		Azerbaijan SPU Mass Casualty Medical Management Checklists
Function	Srl.	Objectives
Actions	A	Obtain briefing from HR-ESG Manager/ERC Manager (Ensure this includes info on location of ERC and the Point of Contact at ERC.).
	B	Ensure that relevant Medical Providers have been notified and that sufficient teams are responding to the ERC as per the nature of the incident and number of casualties.
	C	Arrange for any medical equipment to be taken to ERC.
	D	Always wear your ID Badge.
	E	Liaise with Company ERC Manager/Site Coordinator for ongoing briefings.
	F	Advice Incident commander on all Health Related Issues
	G	Co-ordinate medical provision (including counseling service).

ERC –Health team Representative		Azerbaijan SPU Mass Casualty Medical Management Checklists
Function	Srl.	Objectives
Initial Reception Point	A	Obtain briefing from Medical Case manager on Duty.
	B	Ensure that relevant Medical Providers have been notified and that sufficient teams are responding to the ERC as per the nature of the incident and number of casualties.
	C	Arrange for any medical equipment to be taken to ERC.
At Evacuation Reception Centre	D	Always wear your ID Badge.
	E	Liaise with Company ERC Manager/Site Coordinator for ongoing briefings.
	F	Familiarize yourself with the ERC layout and identify the Medical Room.
	G	Co-ordinate medical provision (including counseling service) at site.

HOSPITAL –Health Team representative		Azerbaijan SPU Evacuee Management Check Lists
Function		Objectives
Actions	A	Obtain briefing from Medical Case Manager on Duty (Ensure this includes info on location of which hospital casualties are being taken to).
	B	Obtain copies of POB list.
	C	Ascertain the means of communication between yourself and the ERC/Medical Case Manager on Duty
	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	Regularly update Medical Case Manager on Duty .
	G	Brief HR Representative on a regular basis.
	H	Liaise with hospital authorities/medical staff, ascertain when casualties are medically examined and can be visited by relatives.
	I	Assist Human Resources with personnel and psychological support services for incident victims and emergency responders.
	J	Coordinate treatment at secondary care facilities including requests for completing patients medical reports
	K	Liaise with Company authorized personnel on medical evacuation both in and out of country

MORTUARY – HR and Health Representative		Azerbaijan SPU Evacuee Management Check Lists
Function	Srl.	Objectives
Actions	A	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: <ul style="list-style-type: none"> You are uncomfortable in undertaking the role of Mortuary Rep. If you believe that you know the deceased person and/or their family and are concerned about how this would affect you.
	B	Refer to and follow the Deceased Personnel Procedure Plan.
	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 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.

6.0 Key Documents/Tools/References

This section should include, as applicable, references to other documents/tools that interface with this procedure.

The references can be modified administratively by the Custodian without creating a new revision to the document.

6.1. AzSPU Emergency medical response procedures.

6.2. AZSPU Baku Office Building Emergency Evacuation Plan.

6.2. BP AzSPU Incident management Plan (IMP)

6.4 AzSPU First Aid Management Program

6.5 AzSPU Medical Case management program.

6.6 AzSPU Procedure for Deceased Personnel

6.7 [BP GRP 4.6 -0002 Response to Medical Emergencies](#)

6.8 HSE Office manual

6.9 AzSPU Evacuee Management Plan

7.0 APPENDICES

Revision/Review Log

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<<3 October 2008>>	<< Az SPU Health Manager / Almaz Agazada >>	<< Adviser OH / Shahla Seyidova >>	Initial Issue
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