



Department of Fisheries
Ministry of Fisheries and Livestock

Emergency Response Plan

for Government Shrimp Estate Chakaria, Cox's Bazar;
BFDC; BMC and Canals

Annex B



May 2025

CEGIS

Center for Environmental and
Geographic Information Services

Emergency Response Plan
for Government Shrimp Estate Chakaria, Cox's Bazar;
BFDC; BMC and Canal

Annex B

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Abbreviations and Acronyms

BFDC	Bangladesh Fisheries Development Corporation
BMC	Brood Management Center
CSE	Chakaria Shrimp Estate
DoF	Department of Fisheries
DMB	Disaster Management Bureau
EPC	Engineering, Procurement, and Construction
ESMP	Environmental and Social Management Plan
ERC	Emergency Response Center/ Emergency coordination center
ERG	Emergency Response Group
ERP	Emergency Response Plan
ETP	Effluent Treatment Plant
HSE	Health, Safety and Environment
HR	Human Resources
HRTSC	Human Resources & Travel Services Co-Ordinator
IMT	Incident Management Team
IRT	Incident Response Team
IT	Information Technology
OHSE	Occupational Health, Safety and Environment
PA	Public Affairs
WTP	Water Treatment Plant

1. Introduction

1.1 Importance of ERP

An Emergency Response Plan (ERP) is to provide a systematic approach to the protection of employees, assets and the environment from the impacts of serious incidents. It can be defined as a plan that encompasses organizing, coordinating and implementing a range of procedures to prevent, mitigate, respond to and recover from the consequences of an emergency event. The concept is designed to be applied to all incidents, regardless of nature, severity, or location. Although it is flexible in nature, acceptance and application of the concept should be viewed as a critical factor in our ability to organize and manage incident response

A well-constructed ERP will prevent a minor incident from becoming a disaster, save lives, prevent injuries and minimize damage to property and the environment. It facilitates a rapid and effective emergency response and recovery; aids emergency and security services; implements an effective evacuation plan if required and communicates vital information to all relevant persons involved in the transport emergency (both internal personnel and external agencies) with a minimum of delay. It outlines the necessary resources, personnel, and logistics, which allow for a prompt, coordinated, and rational approach to a transport accident. The plan will contain sufficient detail to enable those involved in the response to effectively carry out their duties.

The goals of the ERP are to:

- Provide for clear lines of authority and communication during incident and crisis events;
- Provide a means by which trained people and resources are available to those managing the incident or crisis event.
- Possible emergency events that have been identified for this project are; Immediate medical evacuation due to personnel injury, traffic accidents (road/waterways), leakage of hazardous materials fuel from boat and other vessels etc.), civil disturbance/riot, terrorist events/threats.

1.2 Scope of this ERP

The scope of this ERP is to manage emergency events during the construction of civil structures for the Chakaria Shrimp Estate, Brood Management Centre (BMC), Bangladesh Fisheries Development Corporation (BFDC) substation, distribution lines, fish processing units, chiller and administration buildings, rehabilitation of the canals through re-excavation in Chakaria Shrimp Estate (CSE); and the canals for cluster farming under Satkhira, Khulna and Bagerhat Districts. This is a preliminary Emergency Response Plan (ERP) developed to establish general guidelines and response procedures for the management of emergency events. This ERP also establishes an emergency management command structure and mechanisms for a comprehensive review, oversight and accountability.

1.3 Emergency Response Organization

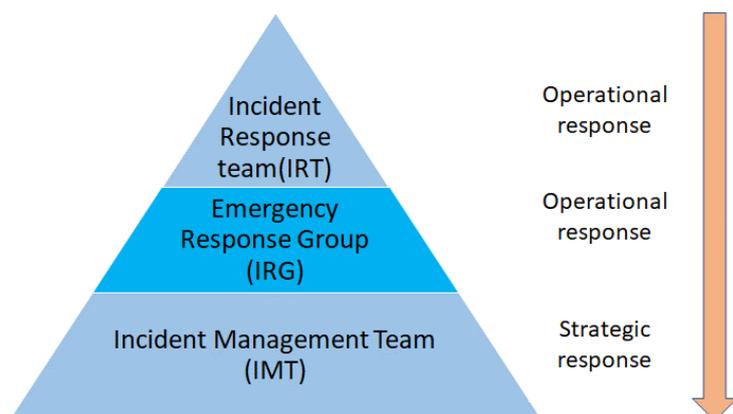


Figure 1.1: Emergency Response Organization

1.3.1 The Incident Response Team (IRT)

The Incident Response Team (IRT), based at the BFDC area, is trained and responsible for dealing with all envisaged incidents and emergencies situations which may occur at the location. Where additional support in the way of resources and advice may be required by the IRT at a remote location this will be requested through and provided by the Emergency Response Group (ERG), department of Fisheries (DoF), Dhaka Office. On all occasions that a remote location IRT is mobilised due to an incident or emergency situation the ERG Manager must be notified immediately.

The IRT is chaired by the Manager and includes senior staff from Human Resources (HR), Occupational Health, Safety and Environment (OHSE) and Logistics Department and the IRT is responsible for monitoring the safety of the BFDC area as well as coordinating and responding to all emergency events during the construction of the BFDC substation, distribution lines, fish processing units, chiller and administration buildings and directly report to ERG Leader. On the other hand, the remote location IRT will also be mobilized during the accidental events and rehabilitation of canals in CSE, Khulna, Satkhira and Bagerhat area as well as BMC and Chakaria Shrimp state area for any emergency event.

1.3.2 The Emergency Response Group (ERG)

The Emergency Response Group (ERG) is based in the DoF Head Office in Dhaka, and is responsible for providing tactical response, support, assistance and advice to all incident and emergency situations at site/location and for providing operational response to any emergency situation which may occur in the or affecting Head Office. This plan describes how ERG should handle both the "technical" crises e.g. fire, explosion, oil spill and leakage as well as in any "social" crisis e.g., illness, injury, kidnap, civil unrest. On all occasions that the ERG is mobilised due to an incident or emergency situation the Incident Management Team Leader must be notified immediately.

The function of the ERG is to coordinate and oversee arrangements to ensure that the IRT meets its emergency management obligations. The Project director will be the Chair of the ERG and will nominate an Emergency Response Coordinator to coordinate with representatives from various agencies and also senior staff from HR, Finance, Health, Safety and Environment (HSE), Logistic, Security, Information Technology (IT) and public affairs department within the DoF.

1.3.3 The Incident Management Team (IMT)

The Incident Management Team (IMT) is the corporate body located in the DoF main Office, Dhaka, with the responsibility to define and control strategy for major incidents. A strategic response is defined as a situation arising from single or multiple incidents or emergencies that escalate to a point beyond which significant damage could result, including commercial and reputation damage,

significant financial loss, shareholder loss of confidence and damages resulting from litigation. When a potential strategic situation appears likely the IMT will be mobilised to manage issues pertaining to the reputation and the continued commercial wellbeing of the Corporation. The IMT may however also be called upon to address some of the tactical roles that would normally be the responsibility of the ERG, for example, if the Dhaka Office were out of action or in the event of an evacuation from a country, which may equally limit the ERG's capability.

The IMT is chaired by the Director General of DoF and includes high level representation from the Ministry of Fisheries and Livestock, Bangladesh Army, Police Department, Fire Department, District Commissioner's Office and the Disaster Management Bureau (DMB).

1.4 Emergency Response Reporting Requirement

The Emergency Response Reporting Protocol, as shown below, represents the overall reporting protocol for an incident occurring at the Project site. The diagram (**Figure 1.2**) outlines who should inform whom, when an incident occurs on the sites.

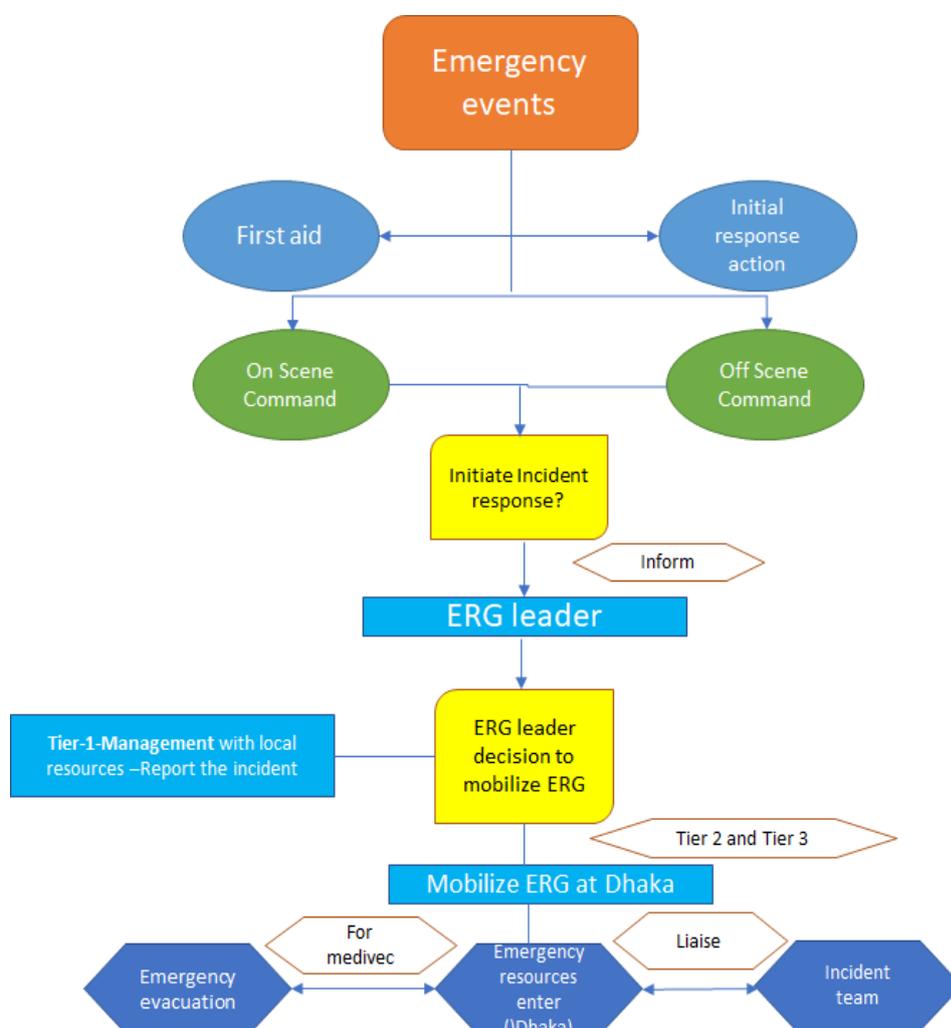


Figure 1.2: Incident Command Structure

Operational Site IRT

- Operational site-based incident management team personnel headed by a manager
- Activated to implement the Emergency Response Plan for a Tier 1 incident

Dhaka based ERG

- Dhaka based incident management team personnel (ERG) headed by Project Director
- Activated to respond to a Tier 2 incident

Dhaka based IMT

- Dhaka based led by Director General of DoF
- Activated to respond to a Tier 3 incident.

1.5 Emergency Response Interface and Escalation Protocol

The relationship between the IMT, the ERG and Remote Location IRT and a classification of emergencies is illustrated as a matrix in **Table 1.1** “Emergency Response Escalation Protocol”. The matrix gives a guideline to the required emergency response.

Table 1.1: Emergency Response Escalation Protocol

Impact/ Consequence	Health & Safety	Natural Environment	Reputation Government Community Media	Financial \$	Civil Unrest Hartals	Definition	Country Threat Level	Escalation				Site specific IRT Members
								----->				
Tier 1	Minor injury – First Aid treatment.	Negligible impact on fauna/flora, habitat, aquatic ecosystem or water resources. Incident reporting according to routine protocols.	Minimal impact to reputation.	Financial loss <\$50,000	Situation generally stable with some protests / Hartals against government	Incidents that are containable by the Operations' Site Incident Response Team (IRT)	Insignificant Low	Operation Sites	Site Manager	IRT	ERG Leader	Manager other IRT members ERG - as required
Tier 2	Moderate injury- Medical Treatment, Lost Time injury	Impact on fauna, flora and/or habitat but no negative effects on ecosystem, may require immediate regulator notification.	Moderate to small impact on business reputation.	Financial loss >\$50,000	Security unrest appears to escalate to regular outburst - but authorities appear to be capable of maintaining control	Incidents that require Dhaka based ERG, governmental and regulatory support	Medium High	ERG	ERG Leader	Project Director, activates Dhaka ERG	Inform Program management unit	ERG Leader – Project Director other ERG members ERG - activated for EHS / Security issues
Tier 3	Injury requiring ISOS activation. Permanent disabling injury and or long term off work and fatality.	Long term impact of regional significance on sensitive environmental features, likely to result in regulatory intervention/action	Significant impact on business reputation/ or international media exposure.	Financial loss greater than \$100,000.	Confirmed direct threat to foreign business interest or against expatriates Situation certain to escalate further beyond Government control	Incidents when there are multiple injuries or fatalities requiring IMT support and also international support, regulatory and public relations assistance.	High Extreme	IMT	IMT Leader activates IMT	Program management unit	Project Director, DoF IMT	IMT other IMT members IMT - activated

2. Management Strategy

This ERP is intended to provide information, strategies and procedures relating to all aspects of emergency management which comprise:

- **Prevention** of emergencies,
- **Preparation** for emergencies.
- **Response** to an emergency. and
- **Recovery** following an emergency.

It includes emergency management procedures and administrative structures to be established and nominates functional roles and responsibilities for the management of emergencies across the infrastructure developed.

Prevention is one of the most important elements of the plan. Averting an emergency event from ever taking place is always the top priority. Effective prevention techniques such as preventative maintenance of high-voltage in substation greatly reduce the risk of explosion and other hazards.

Preparedness is ensuring that personnel are adequately trained and equipment is properly functioning for an effective response and recovery to an emergency event. For unexpected and unpreventable events like a terrorist attack, preparedness can be the deciding factor that prevents an isolated incident from becoming a major disaster.

Response is actions taken to minimize the effects of an emergency. An effective and quick response is important in all cases of emergency events in order to minimize casualties and injuries.

Recovery is defined as measures which are taken after an emergency event. Recovery measures include but are not limited to; support of affected individuals, damage assessment, containment, clean-up and investigation.

3. Prevention

3.1 Introduction

Prevention and mitigation activate work toward eliminating or reducing the impact of an event and increasing the resilience of an affected community to recover from the consequences of an emergency event.

Typical prevention and mitigation actions will include:

- Setting, coordinating and reviewing the emergency management policy and programs for the project assets;
- Management and monitoring of project asset conditions;
- Liaise between different response agencies and emergency managers (through the ERG);
- Review and update the risk register, taking into account any new or emerging risks to project assets;
- Seeking government funding support to mitigate the identified risks.

3.2 Emergency Risk Management

Emergency planning requires an identification and assessment of the hazards likely to cause an emergency. Emergency risk management should be carried out in accordance with regional laws and guidelines to identify and set priorities to be addressed within an emergency management program.

Emergency Risk Management focuses on reducing risk by modifying aspects of the source of the risk, the community or the environment- because it is impossible to completely prevent emergency situations from occurring.

The main benefits of emergency risk management process are:

- The process focuses on the causes of risk instead of emergencies that may result from the risk;
- The process uses tools and approaches that are common to other risk management and planning approaches, enabling appropriate prioritization of treatments for action (e.g, such as capital works or maintenance); and,
- Provides a proper basis to access funding/grants, monitor insurance costs, and minimize opportunity for litigation and legal action.

3.3 Prevention through Mitigation Measures

Project risks are prevented through implementation of risk mitigation measures to address events such as; explosion, traffic accidents, structural failure and other minor structural issues (e.g, pavement). The potential risks and measures to reduce each type of risk are given in the table below.

Table 3.1: Risk and Mitigation Measures

Risk	Preventative Mitigation Measure
Flooding	<ul style="list-style-type: none">• Regular checking and maintenance of River Training Works.
Traffic Accidents (Road & Rail)	<ul style="list-style-type: none">• Traffic Control devices (road signs and markings, speed signs, stop signs, speed bumps and safety barriers)• Infrastructure maintenance and improvements (including upgrades of road surfaces, rail lines, rail crossings, bridges and drainage)

Risk	Preventative Mitigation Measure
	<ul style="list-style-type: none"> • Closing of bridge during extreme wind.
Spill/leak of Hazardous Materials in Land and Water	<ul style="list-style-type: none"> • Fire Department personnel in the ERC will possess sufficient Hazmat training and have access to an appropriate number of Hazmat suits
Terrorist Events/Threats	<ul style="list-style-type: none"> • Regular contact and updates from National intelligence agencies regarding threats. • Random security checks at the bridge ends during threats. • Bangladesh Army and Police personnel will be appropriately resourced and trained to quickly respond to terrorist emergency events.

3.4 Review of Risks

The ERG will review the risk/hazard register on bi-annually following an incident. The review will:

- Take account of any new or emerging risks that relate to emergency management and project assets. This may include consideration of:
 - a. Any new developments;
 - b. Changes in land use;
 - c. Hazard mapping studies; and
 - d. Resource availability.
- Identifying opportunities and mechanisms to treat and mitigate risks;
- Take account of new or changed risk controls; and
- Identifying the resources required to control risks, and identify the means to attain those resources.

3.5 Review of Other ERP's

All Environmental and Social Management Plan (ESMP)s developed by the Engineering, Procurement, and Construction (EPC) Contractor for the construction phase of the project will be monitored, reviewed and approved by the ERG in coordination with the IRT.

4. Preparedness

4.1 Resource Setup- Fire Detection and Protection Facilities

4.1.1 General

Among the Sub-Projects, the BFDC Sub-Project may have a modern and efficient fire-fighting system, which needs to design, manufacture, deliver to the site, install, test and commission and fire detection equipment to protect the construction associated equipment. In particular, the following shall be included:

- CO₂ Gas fire protection system.
- Water hydrant system including motor and diesel engine driven pumps, jockey pump, water main, hydrant stands, hoses etc.
- Portable fire-fighting equipment

4.1.2 Design Requirements

- The general design of the fire protection facilities shall consider that the basic operating policy for the Project site will have the minimum of personnel supervision for the critical structures.
- Where automatic systems are provided, alternative manual initiation facilities shall also be provided.
- All fire protection installations shall comply with the requirements of the codes of practice of the Department of Fire Service and Civil Defense, Bangladesh.

4.1.3 Portable Equipment

A tentative number of the following portable fire-fighting equipment or equivalent may be installed to safeguard the accidental fire events may be generated from substation, fish processing plant, Water Treatment Plant (WTP) and Effluent Treatment Plant (ETP) are: (1) Fifteen 5 kg CO₂ extinguishers (2) Three 20 kg CO₂ extinguishers with trolley (3) Ten 5 kg Dry chemical extinguishers (4) Three 10 kg Dry chemical extinguishers. The portable equipment offered shall be of a type for which replacement cartridges and dry powder refills shall be readily available locally.

The total tentative cost for the installation of fire protection and detection system for entire project activities would be approx. \$ 136,350.00 and the breakdown cost is as below:

Table 4.1: Cost of Fire Protection and Detection System

Item	Quantity	Unit Cost (US\$)	Cost (US\$)
<i>Fire detection and protection facilities (required as mentioned above section)</i>	LS	100,000	100,000
Medical Equipment:			
• Ambulance	1	30,000	30,000
• Examination Table	4	250	1,000
• Medical Trolleys	2	100	200
• Stretcher	2	300	600
• Defibrillator	1	3,500	3,500
• Portable Respirator	2	150	300

Item	Quantity	Unit Cost (US\$)	Cost (US\$)
• First Aid Supplies	5	150	750
Total Cost			136,350

4.2 Training

A professional training needs to be given to the designated fire team.

The ERG will review staff and contractor competency and identify training needs for IRT and ERG committee members, staff and/or contractors including:

- Courses and workshops- by professional ERP expertise/consultant
- Emergency event case studies;
- In-house training;
- Debriefs and shared learning with or from other emergency response organizations.

4.3 Preparedness Activities

Preparedness ensures that arrangements and resources are maintained in a state of readiness to be mobilized and deployed for response and recovery to an emergency event.

The ERG will oversee the adequacy of preparedness in case of an emergency event and will undertake the following preparedness activities:

- Review and update the EMP, any sub-plans and Response Procedures;
- Ensure all officers are aware of, and hold sufficient competency to perform their emergency management roles and responsibilities;
- Arrange training and education programs for staff, contractors and community leaders;
- Conduct exercises to test specific aspects of the EMP, and its sub-plans or procedures;
- Establishing processes for lessons learned including conducting debriefs and reviews of other emergency events or exercises that are relevant to the project;
- Maintain working relationships for emergency management and refreshing any specific response and recovery support arrangements with Councils and other agencies;
- Have supporting systems in place for response and recovery e.g., cost capture and documents and records management;
- Ensure the Emergency Response Centre is adequate, accessible and properly resourced to meet needs during an emergency; and,
- Continual review, evaluation and auditing of emergency management arrangements, identifying and promoting opportunities for improvement.

4.4 Exercises

The ERG will prepare sub-plans and procedures for the IRT on conducting test (mock) runs/exercises. The ERG will also determine the effectiveness and efficiency of emergency management arrangements and identify opportunities for improvement. Sample exercises will cover:

- Field exercises– where the scenario is created (e.g., a fire explosion or severe people injury that required immediate medivac) and emergency responders approach the scenario as though it were a real situation;

- Desktop exercise – Where the scenario is described and participants discuss their roles and can examine various aspects and alternatives. This can include testing a procedure or process.

The ERG will develop and execute an Exercise schedule. In determining what aspect of the emergency management process will be exercised, consideration will be given to:

- Any new or emerging risks;
- Those sections of the ERP that hasn't recently been tested (whether in operations or an exercise);
- Where there have been specific changes in the emergency management roles or the personnel;

If a field exercise is being planned independently of other emergency response agencies, it is especially important to advise the local emergency services of the exercise details, so the exercise does not disrupt their response to genuine emergency calls. The ERG shall conduct debriefs following the exercise to identify what worked well, and what are the opportunities for improvement.

A nominated administrative staff member at the IRT will be responsible for updating the ERP (including contact telephone numbers) and informing all plan holders of any changes. A record of plan amendments will be maintained; the plan will be updated at least annually.

Records will be maintained of all exercises and drills and will include but not limited to the following information-

- (i) Response times
- (ii) Adequacy of responding personnel,
- (iii) Adequacy of equipment; and
- (iv) Improvements needed.

4.5 Updating the Emergency Contact List

The emergency contact information will be reviewed and updated on a regular basis. Both an electronic and hard copy of the Emergency Contact List will be maintained and readily available within the IRT and ERG. Records will be kept indicating the date each time the Emergency Contact list is updated and the electronic file location should also be kept available.

4.6 Location of Emergency Response and Support Personnel

When the ERG and Support Personnel are mobilised, they will proceed immediately to the Emergency Response Centre (ERC) in order to carry out the tasks and actions required.

4.7 Meetings

The ERG will hold monthly meetings to update, coordinate and discuss emergency response procedures.

5. Response

5.1 Introduction

Response means effectively coordinating a response to an emergency event, limiting threat to life, property, and the environment. Response Covers:

- On-Site Management of the situation;
- Initial assessment and reporting of the event and location;
- Identification of communication methods;
- Coordination of resources (off-site coordination) to support the on-site management;
- Providing advice and reports of the situation to Officers higher in the chain of command;
- Ending Response actions when the situation is resolved.

The following is the procedure to be followed by the ERG Leader, when the Incident Response Leader, as a result of an incident in Remote Location, has contacted him and the ERG Leader decides that the incident requires the activation of the ERG:

5.2 Notification and Activation of the ERG

In the event of a remote location activating the Incident Response Team (IRT), the Incident Response Controller will contact the duty ERG Leader and inform him/her of the situation. The ERG Leader must be informed within 30 minutes of the activation of an IRT.

The ERG Leader is the central point of contact for the initial incident notification. Once the ERG Leader has contacted the Incident Response Controller and has details of the incident, he/she will decide whether there is a requirement for the ERG to be activated, and what the initial composition of the ERG is to be. The ERG Leader is responsible for initiating the activation and call out of the duty ERG.

5.3 Emergency Response Group

The Project Director is the designated ERG Leader and advice to all incident and emergencies and will activate and direct the emergency response group members as appropriate to the emergency. The ERG Leader will notify and liaise with the Director- Production and Research.

The primary responsibilities of the ERG are:

- To manage all emergency situations;
- To provide emergency support, advice and assistance to all the remote locations, assets and operations;
- To manage any emergency situation that may occur in or affect the Dhaka Office;
- To notify the Incident Management Team Leader about the Emergency Response Group being mobilized and to keep them informed of the situation;
- Ensure liaison with Government, key stakeholders and local authorities in accordance with legal and legislative requirements through Country Incident Management Team Leader;
- To prepare and release media holding statement in consultation with corporate legal;
- To inform the Incident Management Team of the names and conditions of all persons involved at the emergency location;

- To communicate with all national Companies, with employees or equipment at the emergency location and notify them of the names and condition of their employees; and
- To arrange the reception and treatment for all personnel evacuated from the emergency site.

In addition, the ERG will attend to the following duties:

- Ensure appropriate representation in the IRT;
- Regular meetings of the ERG and meetings with IRT personnel;
- Regularly review and update the Emergency Risk Register;
- Initiate programs, procedures and activities to mitigate the risk to life and property within the project jurisdiction, including increasing public awareness;
- Arrange for and manage testing and exercising of the emergency plan particularly specific plans and emergency procedures;
- Seek funding support for emergency management related projects and programs;
- Ensure operational debriefs are undertaken after all major emergency events, and that a report is prepared and distributed. If refinements to the procedures are identified, they are issued and the ERP subsequently amended at review;
- Ensure that IRT members are appropriately trained and are competent in specific emergency management;
- Review the ERP on a regular basis as necessary;
- Monitor the development of and approve all subsequent ESMPs developed by the EPC contractors for the operation and maintenance phase;
- Review the effectiveness of the IRT; and
- Ensure that all staff that has responsibilities within the ERG and all members of the ERG & IRT have access to ERP documentation.

The actions of the ERG will vary depending on the nature of the emergency and it is the ERG Leader's responsibility to determine the extent of the response required. The ERG may call on additional staff to assist them in responding to any emergency or incident situation.

All ERG members are required to read and familiarise themselves with this document, in particular their own respective functions, for which checklists are provided on the following sections. ERG members should ensure that they have access to this document at all times.

Table 5.1: Roles and Responsibilities Checklist

Position / Role	Responsible Person (Position)	Designated Alternate (Position)
Emergency Response Group Leader		
Ops / technical Coordinator		
EHS Coordinator		
HR & Service Coordinator		
Logistics Coordinator		
Public Affairs Coordinator		
Security		
IT		

5.4 ERG and Support Team Individual Roles and Responsibilities

The primary roles and responsibilities of the Emergency Response Group members are outlined below:

Table 5.2: Primary Roles and Responsibilities of the ERG Members

Role	Responsibility
Emergency Response Group Leader	<ul style="list-style-type: none"> • Responsible for managing and coordinating the overall response of the ERG to the emergency situation. Reports to the IMT Leader. • Responsible for mobilizing the ERG and support personnel. • Responsible for informing and updating the IMT Leader. • Responsible for compliance with the actions and procedures laid down in this document for dealing with emergency situations. • Responsible for obtaining authority from the IMT Leader for the release of information to Government, key Stakeholders and Media.
Operations & Technical Co-coordinator	<ul style="list-style-type: none"> • Reports to the ERG Leader and responsible to him/her for providing operational and technical information. • Responsible for providing operational and technical advice, including production, drilling and subsurface, to the emergency site • Responsible for all communications with the IRT Leader at the emergency site. • Responsible for maintaining the information on the status boards.
Logistics and procurement Co-coordinator	<ul style="list-style-type: none"> • Reports to the ERG Leader and responsible for providing and managing logistics support. • Responsible for providing and coordinating air, marine and road transport requirements. • Responsible for establishing contracts for logistic support. • Provides access to contractor information on business or technology (non-HR) issues. • Responsible for procuring and transporting equipment, supplies and service as required by the emergency site.
Health, Safety and Environment (HSE) Co-Ordinator	<ul style="list-style-type: none"> • Reports to the ERG Leader and responsible for providing risk, health, safety and environmental information. • Responsible for compliance with legislation and obtaining authority from ERG Leader to inform and liaise with National Government and Regulatory authorities. • Responsible for providing OHSE advice & support and information to the ERG and the IRT at the emergency site. • Responsible for coordinating office security. • Responsible for advising and maintaining the emergency responses in line with the Corporation emergency response procedures.
Human Resources & Travel Services Co-Ordinator (HRTSC)	<ul style="list-style-type: none"> • Reports to the ERG Leader and responsible for providing information and managing all human resources matters pertaining to the emergency situation. • Responsible for arranging medical and hospital requirements including arranging meeting and transportation of casualties and medical cases to hospital. • Responsible for liaising with emergency site through the Operations & Technical Coordinator and arranging and coordinating evacuation.

Role	Responsibility
	<ul style="list-style-type: none"> • Responsible for providing welfare support and advice to employees and their families. • Responsible for arranging temporary accommodation, transportation and assistance for personnel being evacuated from emergency site. • Responsible for coordinating with the Logistics Coordinator onward travel for personnel being evacuated. • Responsible for communication with and notifying the next of kin. • Responsible for providing information about all personnel at the emergency site to the IMT HR Coordinator. • Responsible for providing information to Contractor Companies about their personnel at the emergency site. • Responsible for coordinating the arrangements for the disposal of fatalities.
Public Affairs (PA) Coordinator	<ul style="list-style-type: none"> • Reports to the ERG Leader and responsible to him/her for gathering and preparing information and managing all communications with the Public and Media in line with Corporation policy. • Responsible for preparing the Media Holding Statement and obtaining authority from ERG Leader / IMT Leader for release. • Responsible for gathering information and preparing media statements to the National Media for the approval of the ERG Leader. Prepares Corporate and agrees the content of Country statements to the media. • Responsible for providing information to the Corporate PA Coordinator to prepare International Media releases. • Responsible for arranging and coordinating media conferences. May be instructed by ERG Leader to issue statements.
Reception	Reports to the OHSE Coordinator and responsible for managing the reception of all personnel arriving and leaving the office.

5.5 Contact Details

The OHSE Coordinator maintains and updates the emergency contact directory and distribute to the ERG members. The duty ERG and Support Personnel are on 24-hour on call. It is essential that people on duty fully understand their responsibilities and can be contacted 24 hours per day, on at least one of their listed numbers, during the whole period they are on call.

ERG members are responsible for maintaining a list of contact details of the personnel they would call out to support them in the event of the ERG requiring assistance. It is their responsibility to activate, inform, and direct any support personnel they consider necessary to provide them with the appropriate level of assistance. The respective ERG members are also responsible for briefing activated support personnel about the incident and giving them direction.

5.6 Call Out and Delegation of Authority

It is the responsibility of individual members of the ERG to ensure that their emergency response function is delegated to another from the same nominated group, when they are unavailable (i.e., unable to reach the EPC within 60 minutes). They must ensure their alternate is appropriately briefed and the alternate remains within contact. The duty ERG member is responsible for advising of this change to the OHSE Coordinator, who will update and reissue the duty ERG call out list.

The OHSE Coordinator will keep a record of the duty person and produce a weekly listing that will be sent to all ERG members and to the IMT Leaders overseas.

At the end of the duty period, the ERG member must handover their duty in person thus ensuring the next on duty has acknowledged the responsibility.

5.7 Emergency Response Centre (ERC) Initial Actions

On the activation of the ERG, all the team members should immediately proceed to the Emergency Response Centre (ERC). The first to arrive must assume the role and duties of the ERG Leader until the duty Leader arrives. The First to Arrive Procedure is given in the **Appendix 5**. A copy of this manual is to be available in the Emergency Response Centre.

The most important early action for the first persons to arrive in the Emergency Response Centre is to ensure that:

- Telephones are set up to establish and establish communications with the affected emergency location and the IRT.
- Set up PC Access
- They identify the facts of the incident and ensure that they are written up on the status boards.

These actions see **Appendix 6**. The ERC equipment list for using during the management of an emergency situation is shown in **Appendix 8** and the telephone call record information is shown in **Appendix 9**.

5.8 Formal Updates of Information to ERG

The ERG Leader should conduct updates to the whole ERG Group at frequent intervals throughout the duration of an incident, at least every hour in the early stages of the incident.

All available ERG members should attend updates. The individual ERG members should report and update any relevant information to Support personnel as soon, as is practicable.

A checklist for holding a Formal Update of Information is contained in **Appendix 1**.

5.9 Government, Key Stakeholders & Media Response

The Public Affair Coordinator, in consultation with ERG Leader is responsible for the preparation and early release of the Media Holding Statement see **Appendix 3**.

The ERG Leader must approve all further information for release to national and international media groups at the Corporate Office. The IMT Leader is responsible for organising the release of information to international media groups. The ERG Leader will seek this approval from IMT leader before release.

Once approval for release of information to the national Media is received, the PA Coordinator, in consultation with the ERG Leader, is responsible for arranging for the release of such information.

Prior to their release, the ERG Leader must authorise the national media statements.

The ERG Leader will, in consultation with the ERG Leader, nominate a spokesperson for interviews and conferences, which will be co-ordinated by the ERG Public Affairs Coordinator.

All personnel must be instructed to direct external telephone calls requesting media comment on any incident to the nominated ERG spokesperson.

5.10 External Notifications

There may be a requirement during an incident to notify and liaise with a number of national companies, authorities and agencies. It is important that the ERG maintains a record of all these external communications and liaises effectively to ensure overall co-ordination and to ensure they speak with one voice.

The OHSE Co-ordinator is responsible for advising the ERG Leader of the requirement for making the relevant contact and or notify to national Government and Regulatory authorities. The OHSE Coordinator is not authorized to release statements.

The HR Co-ordinator is responsible for making contact with the next of kin of all staff including contractors. The Public Affairs Coordinator is responsible for notifying the appropriate national authority regarding any fatalities.

In general, existing business channels of communication should be retained during an incident, but the ERG must retain overall responsibility and control for this communication. The range of contacts will inevitably vary greatly depending on the location of the affected site.

5.11 Public Relations and Media

In the event of an emergency, the ERG will release all media information, warning information and updates. Information to be provided may include, but not necessarily be limited to:

- Nature of the emergency event,
- Likely duration,
- Alternative routes,
- Alternative transport options, and
- Advice to delay or cancellation of planned journeys.

6. Recovery

6.1 Recovery Management

Recovery is defined as measures which support emergency affected individuals and communities in the reconstruction of physical infrastructure and restoration of emotional, economic and physical well-being.

The ERG will typically manage the following operations:

- Damage assessment and categorization;
- Provision of temporary services;
- Reinstatement of traffic signals and road signs.
- Reinstatement of environmental and workplace standards.

6.2 Cleanup

In the event of any explosion or hazardous material spill (chemicals from Fish Processing Plant, ETP and WTP at BFDC Sub-Project site) appropriate clean-up of the affected area will be conducted once the emergency has been mitigated. Appropriate measures will be taken to ensure the safety of the clean-up workers in the case of hazardous material spills.

6.3 Investigative Follow-Up

In the case of emergency events such as serious transportation accidents, explosion, hazardous material spills and terrorist events, a thorough investigative follow-up will be conducted by the IRT and a report of the findings will be sent to the ERG.

The report may include, but is not limited to the following sections:

- Cause of emergency;
- Evaluation of response time;
- Evaluation of emergency response procedures;
- Recommendations to mitigate future such emergencies.

7. Emergency Scenarios

7.1 Kidnap and/or Extortion

While the basic ERG procedures remain much the same, kidnap and/or extortion require some different methods to address them. In some cases, the information may need to be retained by a very small core team and the negotiations may take place over a protracted period of time.

The ERG is to gather and records the information available regarding the kidnap/extortion situation in line with checklist see **Appendix 2**.

Due to the extreme sensitive nature of a kidnap and/or extortion negotiation it is imperative that the ERG Leader, in consultation with ERG Leader, makes immediate contact with the IMT Leader. The IMT Leader will either take over the responsibility for the negotiations or will provide guidance to the ERG Leader.

7.2 Civil Unrest or War Threat

If civil unrest or war threat occurs or appears likely either in operating area or close to an area where operations are in progress the ERG will be required to consider and discuss the threat with the ERG Leader and the IMT leader. Refer to Emergency Response Escalation Protocol (**Table 1.1**).

The primary objective must be to safeguard and evacuate all personnel from the danger area. A plan will be drawn up identifying actions to be taken in order to safeguard personnel, their families and Corporation assets if the situation continues to deteriorate.

The plan of action should state what the Corporation considers to be the trigger points which, when reached, will require actions to commence. Once the action plan has been developed it should be clearly communicated to those who are required to know. The following procedures provide guidelines for ERG to assess State of Alert and preparation for country evacuation.

7.3 Bomb Threat

Bomb threats have become increasingly commonplace in recent years and used by various groups that want to cause disruption of business. Although 99% of the bomb threats are hoaxes, all should be treated seriously. In all circumstances the first thing that must be done is to determine the nature of the threats to the organisation. The ERG is to gather and record the information available regarding the Bomb Threat in line with checklist see **Appendix 13 (A)**. The ERG is to assess the credibility of the threat and possible consequences and devise an evacuation plan of the premises. See **Appendix 13**.

7.4 Pandemic

DoF is strongly committed to ensure that its essential operations are maintained during local flu as well as the COVID-19 pandemic declaration by Health ministry, Bangladesh.

DoF objectives during an International and Nationally declared pandemic are the following:

- Raise awareness amongst the DoF and BFDC personnel and subcontractors about potential threat of pandemic;
- Producing action plans that are specific to each of DoF and BFDC operations location, taking into account local healthcare provision and regulatory systems
- Enhanced protection for high-risk and vulnerable employees
- Minimize social disruptions and the economic impact of a pandemic to DoF and BFDC operations

It is therefore appropriate that a business continuity plan be developed for the benefit of the health and welfare of DoF and BFDC employees, sub-contractors and their families.

7.5 Installation Loss or Significant Business Loss

A situation may occur, for example a loss of key equipment, which could result in a significant delay in bringing a field into operation, or the shutdown of a field or installation as the result of an incident. Such a situation will inevitably result in a significant loss of business and therefore loss of revenue to the Corporation unless it is addressed immediately.

Such a situation will require the ERG to consider what actions have to be taken immediately, and by whom, in order to avoid or minimise loss to the Corporation (Refer to Emergency Response Escalation Protocol, **Table 1.1**).

7.6 Pollution Incident

A pollution incident can refer to a number of different types of pollution. They can be broadly categorised as:

- Oil spill into the river or onto the land;
- Chemical spill into the river and onto the land; and
- Smoke or fumes into the atmosphere.

It is the responsibility of the ERG to ensure that:

- The source of the pollution is quickly identified and stopped;
- That specialist cleans up contractors is mobilized as quickly as possible; and
- That the appropriate authorities and agencies are notified.

The ERG has to also consider that any pollution type wherever it may occur can result in significant media and environmental group interest. The ERG Leader must be prepared to consider and address the issues that the media or environmental groups may raise with the Corporation. Failure to take this seriously can result in public concern, loss of shareholder confidence and possible disruption to business and the associated loss of revenue.

7.7 Extended Emergencies

Some emergencies may extend over a long period of time. When this is the case the relief of ERG members and Support personnel should be considered in order to avoid fatigue.

In the event that the ERG is likely to be required to sit for longer than 8 - 12 hours the following procedures should be observed:

- Alert alternates for each group member, giving them the time that they will be required to start their take-over;
- Change over times of individual team members should be spread out over a reasonable period of time;
- The hand over is to include a complete brief on the incident. The departing team member must sit with the alternate until he/she is satisfied that the alternate is fully conversant with the situation and his/ her duties; and
- Relieved group members must ensure they get adequate rest and sustenance; in case they are required further.

Responsibility for managing the arrangements for alternates to ensure group efficiency lies with ERG Leader.

7.8 Supporting Information

OHSE Coordinator maintains generic information over and above that contained within the ERC, which may be required by the ERG to respond to an incident.

Individual ERG members must ensure that information that they may be required to support their specific function is readily available.

Appendices

Appendix 1: Incident Situation Update Procedure Checklist

The ERG Leader should conduct formal updates on at regular intervals to all members of the ERG and Support personnel.

Updates should normally be held once an hour. The ideal duration of an update should be no more than 10 minutes.

Procedure

- ERG Leader gives a 10-minute notice.
- All ERG and Support personnel to attend.
- All telephones in the Emergency Response Centre (except the ERG telephone line) are diverted to the Switchboard and instruction given to hold all calls until Update is over.
- Inform IRT of the update meeting.
- Commence update with operations brief on the latest state of incident.
- Follow with short statements from all the ERG members giving the latest situation update and actions from their own area of responsibility.
- Clarification of points of fact, if required, following each statement.
- Update completed. Individual ERG members revert to carrying out their actions.
- Telephone lines diverted back to Emergency Response Centre.
- Recorder to make a summary of the update / prepare and issue with copies to all ERG members. One copy to be retained on the central incident log.

Appendix 2: Kidnap and Extortion Checklist

This checklist supplements the normal ERG checklists where Kidnap or other extortion is occurring or is possible.

Kidnap And Extortion Checklist	
	Responsibility
1. Call-out Emergency Response Team <ul style="list-style-type: none"> - ERG Leader - OHSE Coordinator - Human Resources Coordinator - Public Affairs Coordinator - Gove Relation Coordinator - Logistics Coordinator - Operations & Technical Coordinator - IT& C Coordinator - Recorder 	ERG Leader
2. Establish secure communications link with IRT	OHSE Coordinator
3. Ensure secure meeting room for ERG.	OHSE Coordinator
4. Maintain effective logs	Recorder
5. Establish: <ul style="list-style-type: none"> - The current situation - The political and operational background - If any contacts or demands have been made by the instigators. - Who is aware of the incident <ul style="list-style-type: none"> • Government • Security Forces/Police of country • Local employees • Relatives - What the country's policy is concerning negotiation with kidnapers etc.	ERG Leader
6. Notify IMT Leader and pass on details	ERG Leader
7. Consult with professional advisor/security consultants. ERG Leader to make final decision upon confirmation.	ERG Leader
8. Consider the need to bring in other internal and external expertise, or reduce the team. In general, confine knowledge to minimum team.	IMT
9. Evaluate the situation <ul style="list-style-type: none"> - Is there positive evidence of kidnap? - How reliable is the available information? - Are the instigators known to be criminals, psychopaths or terrorists? - What are the likely future actions of the instigators? - What is the risk? <ul style="list-style-type: none"> • What threats have been made? Likely to be carried out? • Is there a threat to life - hostage or others? 	IMT/ERG

Kidnap And Extortion Checklist	
	Responsibility
<ul style="list-style-type: none"> • Are other employees/families at risk? • What is the business risk? • What is the local Government likely to do if you negotiate? 	
<p>10.</p> <ul style="list-style-type: none"> - Need for containment of information - is containment of information possible, likely to last and appropriate? - What time scale may the Corporation have to work to? - What is likelihood rescue? - What attitude is local Government likely to take? - What are the immediate implications on operations? 	IMT/ERG
<p>11. Confirm Corporation objectives</p> <ul style="list-style-type: none"> - Remove threat to life - Display Corporation's determinations to show firm resolves and remain a responsible corporate citizen. 	IMT
<p>12. Advise ERG on local laws and potential liabilities relating to communication and negotiation with kidnappers etc. and other liabilities.</p>	Legal
<p>13. Consider basic Corporation policies/strategies</p> <ul style="list-style-type: none"> a. Response b. Control/secrecy c. Risk 	IMT
<p>14. Confirm roles, powers and delegated authority of both the ERG and the IRT.</p> <ul style="list-style-type: none"> - Who is to be the ultimate Decision Maker? - Who is to conduct any negotiations? - Who will make up the Negotiating team locally? - Is additional support required in Country? 	IMT
<p>15. Decide basic policies and initial way ahead. How much is to be pro-active, and how much sit-and-wait?</p>	IMT

Appendix 3: Government, Key Stakeholder & Media Holding Statement

Date:

Press Release No 1

Time:

DoF regrets to confirm that an incident - (describe in broadest terms) - occurred at - (site/location) -

at - (time) -

today/yesterday - (date)-.

DoF have mobilised its Emergency Response Teams, and is working closely with the Local Emergency Services and has / is contacted / -ing the relevant authorities

Details of the incident are not yet confirmed, but every action is being taken to safeguard lives and the environment.

A further statement will be issued as soon as more information becomes available.

Direct enquiry lines have been established as follows:

Media ****

Relatives ****

Notes for Editors:

Appendix 4: Initial Statement to Staff

Note: To be sent by electronic mail to all within the Country office, and to all DoF locations and offices

From Project Director

Date

Time

Incident Report

All staff should be aware that an incident has occurred at (place) at (time)

Today/yesterday.

(Briefest description of incident, e.g. The Installation is on fire following an explosion).

The local Incident Response Team and the Emergency Response Group in (location name) are taking necessary action.

More information will be made communicated, as it becomes available. In the meantime, any staff member approached for information by outside sources should refer them to the ERG Media Information Group in (location tel. No. xxxxx)

Director, (name of location)

Appendix 5: First to Arrive Procedure

The steps described in this procedure are to be used by the first person arriving in the Emergency Response Centre (ERC). A package of equipment and documents are ready and available for the first to arrive in the ERC.

- First person to arrive in the ERC is to assume the roles and duties of the ERG Leader. The 2nd person to arrive is to assume the role of OHSE Coordinator (unless this person is the designated ERG Leader).
- Set-up the first telephones in the dedicated slots of the ERC table, set-up the Status Boards from the storage room and display the stationary items see **Appendix 10**.
- Establish contact the IRT Leader at the emergency site and confirm latest details on the emergency and support requested.
- Fax the unlisted ERG telephone numbers to the affected IRT only.
- Make preparations for initial statement to all office staff.
- Make preparations for holding statements to Government, key stakeholders and Media as appropriate.
- Make personal notes of all calls and actions.

This procedure and further guidance on the use of the Emergency Control facility and equipment are available in the ERC.

Appendix 6: Security and Reception Standing Instruction

- Office Building Security staff to ascertain the identity of all personnel walking in/out of the office premises.
- Restrict all access to card / pass / permission holders.
- Always ensure tight security in all entry/exit points.
- Ensure availability of keys for all the areas.
- Update and maintain the keyboard status.
- Exercise extra caution during emergency situations.
- Always ensure corporation assets / personal property and valuables are secured and protected.
- Confidential things should be kept in a secured place.
- Visitors should be received at the reception.
- The reception on duty should inform to concern department to receive the visitor and inform the visitor to wait in the reception till a responsible person arrives.
- Reception to ensure that not to leave the visitors to wander on their own.
- The security / responsible person escort visitors.
- All the material in / out should be controlled through authorized gate passes.
- Identify strangers and report to Manager Administration
- No media representatives to be admitted to any site.

Appendix 7: Emergency Response Centre

Appendix 8: Emergency Response Centre Equipment List

Item	Quantity	Description
1.	5	Dedicated direct dial telephone lines (4 PABX immediate prioritise call numbers)
2.	1	Dedicated speaker-phone – direct inside line from emergency site
3.	2	Dedicated fax machines; 1 x incoming, 1 x outgoing (minimum of 1 at least)
4.	1	Emergency power back-up
5.	1	Satellite / GMS Mobile (Thuraya base Station) phone battery chargers (To be procured)
6.	2	Location time clock (Local time)
7.	1	Network computer with e-mail capability, infra-red remote keyboard
8.	2	White board(s)
9.	1	Multi media player DVD, Video recorder, television and AM/FM radio (or immediate vicinity access)
10.	1	Photocopy machine (immediate vicinity access)
11.	1	LCD projector and screen
12.	1	Video Conferencing Facility
13.	1	Voice / Call monitoring system
14.	2	Printer (immediate vicinity access to B&W and Colour)
15.	1	Large location wall maps and blow-up photographs of all assets / sites
16.	1	Site environmental wall map
17.	1	Large organisational wall chart identifying site emergency response, ERG response incumbent roles
18.	1	incident management plan
19.	1	Emergency Response Plan
20.	1	Health, Safety and Environmental Policies
21.	1	Medical Emergency Response Plan
22.	1	Field Safe Operating Procedures / Drawings
23.	1	Relevant EHS Legislation and Incident notification matrix
24.	1 ea (min)	MAPs [laminated] <ul style="list-style-type: none"> • Chattogram, Cox's Bazar, Khulna, Satkhira, and Bagerhat Guide Map/ • Cyclone Map Wall Chart <ul style="list-style-type: none"> • External Contacts Checklist • Incident Checklist – Status Board • Evacuation Checklist • Kidnap Checklist • Bomb Threat Checklist • Bomb Threat Response Actins • Well Status Record • ERG Weekly Duty Rota • Blank Wall Chart

Item	Quantity	Description
25.	1	Bangladesh Yellow Pages (2015)
26.	10	Post-It Pads large
27.	3	White Board Duster
28.	3+3	Marker (Red & Black)
29.	1+1	Scotch Tape holder + Roll Tape
30.	15	File clip
31.	1+1	Stapler + Staples
32.	20	Note Book
33.	30	Telephone Call Record
34.	30	General Notification
35.	30	Media Holding Statement
36.	30	Emergency Response Log
37.	20	Oil Spill Notification
38.	20	Initial Statement to Staff
39.	5	Emergency Contact Directory
40.	60	Blank white papers

Appendix 9: Telephone Call Record

(Use one page per call)

Call Taken By:		Extension No:		Date:		Time:	
-----------------------	--	---------------	--	-------	--	-------	--

Call Source:	Government: <input type="checkbox"/>	Media: <input type="checkbox"/>	Employee: <input type="checkbox"/>	Employee Family: <input type="checkbox"/>	Public: <input type="checkbox"/>
Assistance Offer: <input type="checkbox"/>		Other: <input style="width: 100%;" type="text"/>			

Caller details:					
Name:					
Title/Relationship:					
Organization/Department:					
Phone Number:		Fax Number:			
Message For:		Return Call By:			
Message/Information Request					
Action Required:	Call Back <input type="checkbox"/>	Send Fax <input type="checkbox"/>	Wants To See You <input type="checkbox"/>	Will Call You <input type="checkbox"/>	
Action By:			Date:	Time:	

Appendix 10: General Notification

NOTIFY	(Circle either Notifying of, or Updating Emergency Information)	UPDATE
---------------	---	---------------

Location				No:				Date:				Time:			
Priority		Urgent <input type="checkbox"/>		Immediate <input type="checkbox"/>		Standard <input type="checkbox"/>									
Emergency		Medical <input type="checkbox"/>		Fatality <input type="checkbox"/>		Environment <input type="checkbox"/>		Natural Disaster <input type="checkbox"/>							
Oil Spill <input type="checkbox"/>		Marine <input type="checkbox"/>		Explosion <input type="checkbox"/>		Fire <input type="checkbox"/>		Aviation <input type="checkbox"/>		Extortion <input type="checkbox"/>					
Other:															
Injuries		No. Of Fatalities				No. Of Serious Injuries				No. Of Minor Injuries					
DO NOT LIST NAMES ON THIS FORM - Report names verbally to EC/ERG Leader															
Injuries This Report:															
Updated Weather		Dry <input type="checkbox"/>		Wet <input type="checkbox"/>		Windy <input type="checkbox"/>		Wind Direction				Wind Speed			
Forecast:		Other:													
Impact on Immediate Operations:															
External Assistance		Govt. <input type="checkbox"/>		Mutual Aid <input type="checkbox"/>		External Agency <input type="checkbox"/>		Medical <input type="checkbox"/>		Police <input type="checkbox"/>		Fire <input type="checkbox"/>			
Mobilised:		Other:													
Forward Response Plan:															
Next 30 Mins:															
Next 6 Hrs:															
Next 12 Hrs:															
Last External Contact:															

Agency	Time	By	Agency	Time	By	Agency	Time	By
Aviation			Govt.					
Medical								
Police								
Response Room Incumbents: (Role and Person)								

Prepared by:		Approved by:	
Distribution:	ERG <input type="checkbox"/>		

Appendix 11: Government Emergency Notification

1. (a) Name of Location:				Date:		Time:					
(b) Name of Manufacturer:			Ph:			Fax:					
Address:											
(c) (i) Registration Number:											
(ii) Licence Number: (as applicable)											
(d) Nature of Site Activity: (products manufactured)											
Emergency	Medical	<input type="checkbox"/>	Fatality	<input type="checkbox"/>	Environment	<input type="checkbox"/>	Natural Disaster	<input type="checkbox"/>			
Oil Spill	<input type="checkbox"/>	Marine	<input type="checkbox"/>	Explosion	<input type="checkbox"/>	Fire	<input type="checkbox"/>	Aviation	<input type="checkbox"/>	Extortion	<input type="checkbox"/>
Other:											
3. Description of the Incident:											
(a) Date			Shift			Time					
(b) Department			Section			Location					
(c) Department Process											
(d) Incident Circumstances											
4. Emergency Measures Taken:											
5. Causes of Incident:											
- Known (specify)											
- Not Known											
- Information to be Supplied ASAP											
6. Nature and Extent of Damage:											
(a) Within the Location		No. Of Fatalities		No. Of Injuries		No. Of Illness					
Persons Exposed to Incident											
Material Damage		<input type="checkbox"/>	Danger Still Present		<input type="checkbox"/>	Danger No Longer Exists		<input type="checkbox"/>			
(b) Offsite		No. Of Fatalities		No. Of Injuries		No. Of Illness					
Persons Exposed to Incident				<input type="checkbox"/>	Damage to the Environment		<input type="checkbox"/>				
Material Damage		<input type="checkbox"/>	Danger Still Present		<input type="checkbox"/>	Danger No Longer Exists		<input type="checkbox"/>			
7. Data Available for Assessing Effects of the Incident on Persons and Environment:											
8. Steps Already Taken or Envisaged:											
(a) To Alleviate Medium or Long-term Effects											
(b) To Prevent a Recurrence											
(c) Any Other Relevant Information											

Appendix 12: Emergency Response Log

Page Number:		Date:	
Name:		Position:	
Contact Number:		Signature:	
Time	Activity Completed		

Appendix 13: Bomb Threat Response Actions

Response Actions

The ERG Leader is responsible for directing the action to be taken in response to any bomb threat. Responsibilities include the following:

- Producing a risk assessment.
- Devising and maintaining a search plan of the office.
- Devising and maintaining an evacuation plan.
- Liaising with the responsible authorities.
- Arranging staff awareness and bomb threat practices.

Bomb Threat

The person receiving the call will:

- Activate recording equipment if fitted and the threat is received by telephone. This could be mobile phone and have telephone on speaker phone
- Adopt helpful attitude and be conciliatory.
- Make written notes using guidelines issued for that purpose
- Report immediately to Security Focal Point.

The ERG Leader should inform management who must assess the credibility of the threat and possible consequences and consider whether to:

- Do nothing, evacuate or stay and search.
- Notify law enforcement agencies/emergency services.
- Alert neighboring business/residents.
- Implement emergency shutdown procedures.

Search (Only if search is not a Police Responsibility)

Searches may be undertaken in response to a specific warning. Attention points:

- Know the police policy and role on search and evacuation.
- Prepare search plans in advance to ensure that premises are checked as quickly and effectively as possible.
- Divide the area into manageable-sized sectors.
- Form search teams familiar with the area.
- Define search priorities.
- Search in a logical and thorough manner so that no part of the sector is left unchecked.

"Do not touch or move any suspicious object"

Suspicious Object

If a suspicious object is found:

- If possible, leave a marker near the device.
- Inform the Security Focal Point.
- Stay out of sight of the object at a safe distance (normally at least 25 metres) and report every possible detail to the Security Focal Point.

Evacuation

The decision to evacuate will be taken by management on the advice of the ERG Leader. The police will be consulted for advice:

- Evacuate as quickly and efficiently as possible using all available exits.
- Provide alternative routes to avoid the danger of passing close to any suspicious device.
- Consult neighboring premises and emergency services.
- Gather all people in pre-designated "Assembly Areas" taking personal belongings with them.
- Do not use the car park as an assembly area.
- Check that everyone has left the premises

Appendix 13 (A): Bomb Threat Checklist

- Switch on tape recorder (if connected)
- Tell the caller which town/district you are answering from
- Record the exact wording of the threat
- Ask these questions
 - Where is the bomb right now?.....
 - When is it going to explode?.....
 - What does it look like?.....
 - What kind of bomb is it?.....
 - What will cause it to explode?.....
 - Did you place the bomb?.....
 - Why?.....
 - What is your name?.....
 - What is your address?.....
 - What is your telephone number?.....
- Record time call completed.....
- Keep telephone line open
- Where automatic number reveal equipment is available record number
- Inform the security focal point

Time informed.....

This part should be completed once the caller has hung up and the security focal point has been informed

Time and date of call.....

Length of call.....

Number at which call is received (Your extension number).....

- About the Caller

Sex of caller?..... Male Female

Nationality?..... Age?

- Threat Language

Well Spoken Irrational Taped

Foul Incoherent

Message read by threat-maker

- Caller's Voice

Calm Crying Clearing throat

Angry Nasal Slurred

Excited Stutter Disguised

Slow Lisp Accent

Rapid Deep Familiar

Laughter Hoarse

If the voice sounded familiar, who did it sound like?

.....

- Background Sounds

Street noises	<input type="checkbox"/>	House noises	<input type="checkbox"/>		
Animal noises	<input type="checkbox"/>	Crockery	<input type="checkbox"/>	Motor	<input type="checkbox"/>
Clear	<input type="checkbox"/>	Voices	<input type="checkbox"/>	Static	<input type="checkbox"/>
PA system	<input type="checkbox"/>	Booth	<input type="checkbox"/>	Music	<input type="checkbox"/>
Factory machinery	<input type="checkbox"/>	Office machinery	<input type="checkbox"/>		
Other (specify).....					

- Remarks

.....

Signature.....Date.....

This appendix may be freely photocopied

Letter and Parcel Bomb Recognition Points

- Foreign mail, air mail and special delivery
- Restrictive markings such as confidential, personal etc.
- Excessive postage
- Hand-written or poorly typed address
- Incorrect titles
- Titles but no names
- Mis-spellings of common words
- Oily stains or dis-colourations
- No return addresses
- Excessive weight
- Rigid envelope
- Lopsided or uneven envelope
- Protruding wires or tinfoil
- Excessive securing material such as making tape, string etc.
- Visual distractions

Appendix 14: Format for Urgent Facsimile Message

To	DoF, Dhaka
Attention	ERG Leader
From	
Location	
Telephone	
Fax	
Subject	MEDIRESUCUE/MEDIVAC (Delete as applicable)
Date/Time:	
Name of Casualty:	
Nationality:	
Occupation:	
Employer:	
Diagnosis:	
Present Clinical State	
Transportation Requirements:	Escorted by Doctor/Medic/First Aider Conscious/Unconscious Stretcher/Walking Destination Ambulance/Car to Meet On Arrival Estimated Time of Arrival (if known)
Medical Support Service Contacted by Medic	

Appendix 15: Terrorist Threat or Action Against Corporation Personnel or Facilities

Upon receipt of terrorist threat or action against corporation personnel or facilities, the senior corporation official shall notify the Member- Generation Incident Manager who intern will notify police/rab/army for necessary actions. The following information can be used as a guide when reporting:

- a. Nature and circumstances of threat or incident including date, time, location, injuries and damages sustained.
- b. Fill data concerning affected employees including names and addresses of next of kin and whether they or other interested parties should be notified.
- c. Reports on contacts and assistance offers to next of kin, if made, if the next of kin is residing or located in the immediate area.
- d. If kidnapping/taking of hostages occurs, provide:
 - i. Location, number, and identity of victims
 - ii. Number and identity of terrorists involved, organizations, weapons used, other descriptive information.
 - iii. Terrorist demands or claims.
 - iv. The local assessment of the situation, including effect on business operations.
 - v. Initial actions taken by host government to respond to terrorist threat/incident. If corporation personnel, dependents, and facilities are threatened or subjects of a terrorist attack describe efforts in arranging enhanced security, medical assistance with host country officials (police, foreign minister, etc.).
- e. Precautionary measures taken for other employees at the location of the incident and elsewhere in the host country.
- f. Name of person sending message along with complete address, telephone number, and telex number for future contacts.
- g. Terrorist Incidents & Kidnappings

Immediate Action

In the event of an actual or threatened terrorist incident or kidnapping, the Bangladesh Leadership Team shall be notified immediately. A sequence of events will occur at all locations; therefore, prompt detailed information is essential. The information above outlines what is needed in notification of this type of incident.

Checklists

Ransom Demand Telephone Checklist

Time of call: _____ Date: _____

Make every attempt to gain as much information from the caller as will furnish, but do not give the caller the impression you are reading questions from a checklist or that you are trying to keep him on the line so the call can be traced. Write down the responses of the caller word for word.

If a Demand:

Would you please repeat your statement?

Who is making this demand?

Why have you done this?

If a Kidnap:

What is he/she wearing?

Is he/she unharmed?

Could you explain what you want?

(Attempt to establish a time and date for next contact. Furnish a specific phone number.)

IF THE CALLER GETS INTO SPECIFICS ON PAYMENT, ASK:

What do you want?

If money: What currency and how do you want it?

Where and when should the ransom be delivered?

How should the payment be made?

End the call on a positive note by assuring the caller his demand will be communicated to the proper person in the corporation, as soon as possible. Leave the caller with the impression that his call has been understood and action will be taken. Make note of the following information.

Time call ended: _____

Background noises: _____

Sex of caller: _____

Approximate age: _____

Any accent: _____

Any voice peculiarity such as lisp or stutter?

What was the caller's attitude?

Was the caller sober?

Did the caller sound educate?

What did you notice about the call that you find unusual?

If the caller seemed familiar with the building or operation, indicate how:

Name of Person Receiving Call

Date

IMPORTANT: Pass this form to your supervisor immediately after completing call details.



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<http://www.cegisbd.com>



DOF00501202404