

Comments to Sjømannskirken's Emergency Response and Crisis Support Agreement

Sjømannskirken has long experience and extensive knowledge in following up people after Accidents and disasters abroad. An agreement with us will include:

24-hours emergency response telephone (+47 951 19 181).

- Our emergency response telephone is answered by an experienced senior member of staff, from our head office, who can give advice and support in follow up after an incident.
- Quick response. Our duty officer is available unless the line is engaged at the moment. In that case, leave a message, and we will call you back as soon as possible.
- Our duty officer uses the entire international network of Sjømannskirken. An emergency situation will always be given priority.

Sjømannskirken can, if this is agreed through the emergency response telephone, give assistance and follow up to the company.

- Sjømannskirken will usually send one or more personnel from the nearest church or other available chaplains.
- Sjømannskirken can use our local contacts in following up staff with different cultural or religious backgrounds.
- Sjømannskirken has an agreement with the Norwegian Foreign Office in mutual coordination of resources.
- The specific follow up is agreed with our emergency duty officer.

Emergency app for smart phones

- The app shows available emergency number in the country you are.
- Can be downloaded free of charge, and is available for iPhone, Android and Windows.
- The app contains information about insurance, location, the nearest Norwegian Church, the nearest Norwegian Embassy or Consulate, facilities to block credit cards, contact details to the Norwegian Foreign Office emergency centre and other useful contacts.
- A version in English is available if the language of the smart phone is other than Norwegian.

Support for the company's emergency staff in follow up, care and support of individuals

- Sjømannskirken is a professional resource in follow up to be used by the company's HQ.

- The agreement has its emphasis on international emergencies, but we can also give advice following incidents in Norway, for instance memorial services or evaluation within the company after an incident.

Care and support and help in handling the crisis for individuals, colleagues or next of kin

- This is provided in close collaboration with the local leader of the company or the ship.
- We can offer an opportunity to talk through the incident with individuals or in groups.
- We can meet and accompany next of kin to the place of the accident, and support them through presence and an offer to talk.

Hospital visits

- When we are informed about a hospitalization, one of our staff can make a hospital visit.
- Sjømannskirken can keep in touch with the local hospital, and provide practical help and translations if needed.

Advise and/or preside at memorial service

- Suitable rituals can provide help in follow up after an incident.
- Organize a memorial service where those involved in the incident and colleagues can come together.

A resource in connection with centres for the next of kin or call centres for the next of kin

- Give advice when a centre/call centre for the next of kin is established.
- Be present at such a centre when agreed.
- Provide special support for staff at the centre.

Give advice when emergency response plans are made

- Sjømannskirken can be used as advisors when plans for follow up of next of kin and crisis support are made.

Sjømannskirken provide training courses in emergency response and crisis support.

- An agreement with Sjømannskirken also includes our annual training courses which are organized in different places in Norway.
- The courses provide opportunity for networking with companies within sectors with a similar emergency response focus.

Sjømannskirken's emergency response is available for all staff, irrespective of faith, cultural background.

- Sjømannskirken has extensive know how in regards to religion and culture, essential components in a globalised world.
- All staff are part of the follow up, regardless of nationality.
- Sjømannskirken's follow up and crisis support emphasise meeting every individual with respect, regardless of faith.

The Emergency Response agreement covers all travels abroad, also holidays and other private travels.

- The agreement provides support for all employees of the company and their next of kin living or working abroad or who are travelling abroad.