Activity 4 – Operational Safety

Report on mass evacuation Pilot Exercise

Final conclusions about the pilot exercise for a mass evacuation of a passenger ship at a port (conducted in the Port of Valencia on 15-06-2015).

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1. Inclusion of the contingency of a mass evacuation of a passenger ship in the Port’s Emergency Plan

Mass evacuations of a passenger ship in a port due to an actual event or contingency have been few and far between.

However, given that the possibility exists, a port that receives passenger ships must without fail have plans in place for the actions it will have to take if an evacuation of this type occurs.

Typically a port’s Emergency Plan includes responding to nautical or other accidents taking place on board ships (collisions, fire, etc.) as well as the possible evacuation of them. However, it is unusual that all the actions involved in such an evacuation are treated individually and specifically if the evacuation takes place on a passenger ship (ferry or cruise ship).

Following the planning and implementation of the pilot exercise for the mass evacuation of the passengers on the Ropax ship JUAN J. SISTER conducted in the Port of Valencia on the 15th of June 2015, and included in the SAREX 25-15 Exercise performed jointly by the Spanish Maritime Safety Agency and the Port Authority of Valencia, the response actions in the event of a real mass evacuation of a passenger ship will be included in the next review of the Emergency Plan of the Port of Valencia (scheduled for December 2015).

These specific response actions for a mass evacuation can be taken both if the evacuation occurs as a result of an accident involving safety and also if it takes place as a result of a security need, such as a threat of an attack.

It should be noted that a mass evacuation of a passenger ship might involve somewhere between several hundred people and up to several thousands of people. Evacuation may become necessary due to an accident with multiple casualties on board and the evacuation may also cause injuries or casualties if it is done hastily without adequate and sufficient resources.
2. Need for coordination of the Port’s Emergency Plan with other emergency plans to be used where needed

As a port does not have adequate and sufficient human and material response resources to accommodate a mass evacuation of passengers on a ship, the Port’s Emergency Plan has to be coordinated with other existing city, regional or national emergency plans. External assistance is necessary in order to have adequate and sufficient response teams to address the contingency.

Likewise, the Port’s Emergency Plan has to be coordinated with both the passenger terminal’s Emergency Plan and also the national and regional Search and Rescue Services’ Operational Plan if they are also involved.

The above diagram shows the possible emergency plans to be activated or used in case of a mass evacuation of a passenger ship in different places: at sea or in port.
The Port’s Emergency Plan, and each of the other emergency plans to be used where needed, should include at least the following:

- Response teams in the Plan that will be deployed.
- Organisation and role of each response team in case of mass evacuation.
- External logistical resources to be obtained if needed by each Plan to deal with the mass evacuation.
- How the Plan is coordinated with the other plans.
- Programme of exercises and drills for a mass evacuation of passengers.

### 3. Response teams that may be deployed in the event of mass evacuation from a passenger ship in the port

In the event of a mass evacuation of passengers in a port the deployment of following human resources, and the availability of the following material and logistical resources, may be required.

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pilot service</td>
<td>Search and rescue</td>
</tr>
<tr>
<td>Tug boats</td>
<td>Passenger terminal and its staff</td>
</tr>
<tr>
<td>Mooring service</td>
<td>Police (Port, Customs, Local, Border, etc.)</td>
</tr>
<tr>
<td>Fire service</td>
<td>Underwater services</td>
</tr>
<tr>
<td>Medical care services in the port for evacuees</td>
<td>Psychological care services in the port for evacuees</td>
</tr>
</tbody>
</table>
Hospitals

Facilities for press conferences

Coaches to transport uninjured evacuees

Buildings in which to care for and identify uninjured evacuees

Isothermal clothing and medicines for evacuees

Psychological care for the relatives of the dead and injured

Drinks and food for evacuees

Accommodation for evacuees

The immediate availability of media for informing relatives of evacuees is also highly desirable.

By phone

By website or social media
The emergency organisation chart might be as follows:
4. Advance planning for various scenarios that may take place in case of a mass evacuation of a passenger ship in a port

The specific response actions for a mass evacuation of a passenger ship to be included in the Port's Emergency Plan need to be planned, since there may be a number of scenarios for conducting the evacuation, including the following:

1) The evacuation has to be performed unexpectedly from a passenger ship berthed in the port.
   
   There are also a number of possibilities in this case:
   
   a) The ship is berthed at a quay that has a passenger terminal and evacuation to shore is conducted through this terminal.
   
   b) The ship is berthed at a quay that does not have a passenger terminal, or if it does have one the evacuation to shore is not conducted through it.

2) The evacuation has to be performed unexpectedly from a passenger ship anchored in port waters.

3) The evacuation has to take place after the arrival of the ship in port because the passenger ship is in distress.

4) The evacuation has to take place after the arrival of one or more vessels or ships (passenger or otherwise) in the port because they have rescued passengers at sea who have left the passenger ship in distress.

In the above scenarios it should be noted that in cases c) and d) the response teams will have time to get into position and plan their actions in advance of the arrival of the ship or ships. In cases a) and b) the first actions are taken by the port team, and if needed the passenger terminal team. It is crucial that they respond effectively to the incident.
5. Need to ensure on going communication with the ship

On going communication between the ship, once it has reported the emergency and the need for evacuation, and the port’s Emergency Control Centre and the Incident Command Post handling the emergency, is essential for planning the response actions for mass evacuation from a passenger ship.

A constant flow of relevant information provided by the vessel, such as a) what exactly is happening on board the vessel, b) the vessel’s gangway, stern or bow doors or side scuttles which will be used in the evacuation, c) the number of disabled passengers and their type of disability, d) use of lifeboats and mass evacuation devices, etc., will be extremely useful when the response teams have to take decisions and carry out actions.
6. Areas needed to address the mass evacuation

In case of a real mass evacuation the following specific areas would be required:

**Sufficient space on the quay for parking response team vehicles and resources:**

Fire fighters, medical care, coaches to transport passengers to a safe area, etc.

If there are injured passengers who cannot fend for themselves, they must first be taken from the ship to the area where the medical teams are located for triage and medical and psychological care and then taken to the hospital by ambulance.

This medical care area must be safe and as close as possible to the vessel or to the passenger terminal if evacuation takes place through it.

If possible if it most likely to prefer that injured passengers who cannot fend for themselves are taken directly to the medical care area without going through the passenger terminal as the other evacuees.

If there is insufficient space because a large number of response team vehicles and resources such as ambulances and coaches are needed, another area may be required (**Intervention Resources Reception Area**) where they can be park initially and subsequently be sent to the emergency area as the particular vehicle or resource is required.
Planning needs to take into account the fact that evacuees may be people of all ages (from seniors to young children), disabled people, people with reduced mobility, pregnant women, people who need to take medication regularly, etc.

It should also be anticipated that the following might be found in the group of evacuees:

- People who have injuries or bruises of varying degrees anywhere on their bodies: open wounds, bleeding cuts or bruises, broken bones, sprains, etc.
- People with burns or smoke intoxication if evacuation occurred as a result of a fire on board.
- People suffering anxiety attacks.
- People with chest pain.
- Unconscious or injured people on board who cannot fend for themselves.
- People who have died on board

**Sufficient safe space indoors to care for and identify uninjured evacuated passengers.**

It may well be that a passenger terminal does not have enough room to accommodate all evacuated passengers, so they will have to be moved to other sufficiently large buildings (inside or outside the port) such as sports halls, conference centres, large port warehouses where they can be adequately cared for, including but not limited to provided with food or drinks and clothes, and subsequently identified.
The option of caring for and identifying passengers when they are outdoors and exposed to extreme cold or heat or the weather conditions in the port at the time (rain, strong winds, damp, etc.) should be rejected from the start.

Uninjured passengers should only be outdoors for the minimum time necessary until the arrival of the coaches that will take them to the building or buildings where care and identification will be provided.
7. Obtaining passenger and crew lists

In the event of a mass evacuation from a ship it is essential to have the following information as quickly as possible:

**Number of crew and passengers on board at the time of the event leading to the abandonment or evacuation of the ship.**

This number should immediately be provided by the ship in order to find out how many people are involved in the incident.

In many cases, especially if the ship has already berthed, the figure may be inaccurate or approximate. This may also be the case if the incident happens on a ferry when boarding is taking place or in the case of cruise ships if the incident happens when some of the passengers or crew have previously gone ashore to spend some time in the city.
Passenger list on paper containing the information required by the FAL Convention (form 6) and Directive 2010/65/EU of the European Parliament and the Council, with the following personal details of each passenger:

- Family name and given name.
- Nationality (this may be indicated by the two-letter ISO 3166 code for the country).
- Date and place of birth.
- Sex: male or female.
- Port of embarkation (this may be indicated by the five-digit UN/LOCODE seaport code).
- Planned port of disembarkation (this may be indicated by the five-digit UN/LOCODE seaport code).
- Type of identity or travel document.
- Serial number of identity or travel document.
- Expiry date of the identity or travel document.
- Where applicable, the visa number and the initials of the issuing State.
Crew list on paper containing the information required by the FAL Convention (form 5) and Directive 2010/65/EU of the European Parliament and the Council, with the following personal details of each crew member:

- Family name and given name.
- Rank or rating.
- Nationality (this may be indicated by the two-letter ISO 3166 code for the country).
- Date and place of birth.
- The seafarers’ identity document number issued under ILO Convention No. 185.
- Where applicable, the visa number and the initials of the issuing State.

Initially, the essential information on both lists is the family names and given names of both passengers and crew.
It is very important that the information on both lists is sorted by the family name of each person and then by their given name for easy identification, especially if the ship is carrying thousands of passengers and crew.

The port’s response procedure for a mass evacuation from a passenger ship must first state where crew and passenger lists can be obtained in each case:

- **Ship already berthed in the port**: possible sources of lists (the ship itself or its agent, or the Port Authority’s data system which has received the information electronically for the entry of the vessel into port in accordance with Directive 2010/65/EU and national legislation).

- **Ship not berthed in the port and heading there to evacuate passengers**: possible sources of lists (the shipping company or the SafeSeaNet system with the lists sent if its last port of call was in the European Union).

- **Ships or vessels about to enter the port carrying passengers and crew rescued from an abandoned ship at sea**: possible sources of lists (the shipping company of the ship in distress or the SafeSeaNet system with the lists sent if its last port of call was in the European Union).
8. Initial count of evacuated passengers and crew

An initial and essential factor for the effective management of this type of incident involving a mass evacuation of a passenger ship is accounting for all the people who have been evacuated from the ship.

Evacuees (passenger and/or crew) can leave a ship that is already berthed by its various exits leading to land: gangways, stern or bow doors, ramps, accommodation ladders, lower side scuttles, boarding bridges that connect to a passenger terminal, etc. They may even use lifeboats or mass evacuation devices if there are problems using the evacuation routes on the side of the vessel in contact with the quay.
The count will be crucial to determine firstly, and based on the information available about the number of crew and passengers on board, whether an exhaustive search inside the ship for people unaccounted for is needed.

If there are CCTV cameras in place that can film the ship, watching the recorded images can help clear up any doubts or errors about the total number of passengers or crew evacuated.

1. If the response teams arrive at the quay when evacuation of the ship has been completed:
   - They should try to locate people with disabilities or injuries who cannot fend for themselves and transfer them to the point where medical care has been set up and count them.

   If people with disabilities or injuries are still on the ship, the response teams should board the vessel and transfer the people to land and count them.

   If there are dead people on board, they should be counted and:
   - If there are no hazards on the ship (fire, sinking, etc.) that impede preserving the body, the response team should act according to the legal procedures in the country concerned.
   - If there is a hazard on the ship (fire, sinking, etc.) that impedes preserving the body and action by the response teams is feasible, they should try to get on board to immediately recover the body.

   They should try to locate injured people who can fend for themselves and guide them to the point where medical care has been set up and count them.

   They should try to locate everyone already landed and uninjured and bring them together at a safe muster station and count them.

   They should keep the people at the safe muster station until the coaches arrive to take them to the building or buildings where they will be cared for and identified. They should check that no one leaves the group and they all get on the coach.

   Injured people who have already been treated by the medical or health services and do not need further hospital care should also be moved (counting how many of them there are) to the building or buildings where they will be cared for and identified.

   Injured people who need to be taken to hospital should also be counted.

In this case, the initial decisions of port staff (port police, passenger terminal staff, etc.) who are on the quay before the evacuation begins will greatly assist subsequent organisation on land to provide effective care for evacuees.
The initial decisions to be made include the following:

- If the vessel is connected to a passenger terminal, whether the latter can accommodate all the evacuees. If it cannot, what the best muster station on land will be (safe and close to the passenger terminal) at which to gather the evacuees.
- If the vessel is not connected to a passenger terminal, what the best muster station on land will be (large, safe and close to the ship) at which to gather the evacuees.
- What the best muster station on land will be (large, safe and close to the ship or the passenger terminal as applicable) to locate the intervention teams that are likely to be needed: medical and psychological care services, fire services, police services, etc.

The above muster stations should be present for passenger terminals unless they cannot be used at the time of evacuation.

2. If the response teams arrive at the quay when evacuation of the ship has begun but is not yet completed:

   In addition to all the measures described in section a) above, the following actions will be taken as the evacuees leave the ship:
   - Disabled and injured people who cannot fend for themselves will be moved to the station where medical care has been set up.
   - Injured people who can fend for themselves will be guided to the station where medical care has been set up.
   - Uninjured people will be guided to the safe muster station chosen for this purpose and stay there until the coaches arrive to take them to the building or buildings where they will be cared for and identified.

3. If the response teams arrive at the ship before evacuation has begun:

   This is the best situation for effectively organising a mass evacuation of a passenger ship, because the response teams are already pre-positioned and coordinated and will have an action plan in place.

   This may happen with a vessel that has an emergency (at anchor or at sea) and needs to enter the port to evacuate its passengers. It may also be that the emergency occurs with the vessel berthed in the port and becomes more serious later on, thus calling for mass evacuation.
As the evacuees leave the ship they are counted at the same time as the following actions are performed:

- Disabled and injured people who cannot fend for themselves will be moved to the station where medical care has been set up.
- Injured people who can fend for themselves will be guided to the station where medical care has been set up.
- Uninjured people will be guided to the safe muster station chosen for this purpose and stay there until the coaches arrive to take them to the building or buildings where they will be cared for and identified.
- Injured people who have already been treated by the medical or health services and do not need further hospital care should also be moved (counting how many of them there are) to the building or buildings where they will be cared for and identified.
- Injured people who need to be taken to hospital will also be counted.

If disabled or injured people who cannot fend for themselves are left behind following the evacuation, the response teams should board the ship and transfer them to the station where medical care has been set up and count how many of them there are.

If there are dead people on board, they should be counted and:

- If there are no hazards on the ship (fire, sinking, etc.) that impede preserving the body, the response team should act according to the legal procedures in the country concerned.
- If there is a hazard on the ship (fire, sinking, etc.) that impedes preserving the body and action by the response teams is feasible, they should try to get on board to immediately recover the body.
Final count. Once all counts have been taken a record should be made of them. Below is an example of how this can be done:

**PEOPLE ON BOARD WHEN THE EVACUATION BEGAN (A):**

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>PASSENGERS</td>
<td>0,000</td>
<td>CREW</td>
</tr>
<tr>
<td>TOTAL</td>
<td>0,000</td>
<td></td>
</tr>
</tbody>
</table>

**EVACUEES (B):**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>UNINJURED PEOPLE TAKEN TO THE CARE AND IDENTIFICATION CENTRE</td>
<td>0,000</td>
</tr>
<tr>
<td>INJURED PEOPLE TREATED AND TAKEN TO THE CARE AND IDENTIFICATION CENTRE</td>
<td>0,000</td>
</tr>
<tr>
<td>INJURED PEOPLE TREATED AND TAKEN TO HOSPITAL</td>
<td>0,000</td>
</tr>
<tr>
<td>DEAD PEOPLE WHOSE BODY IS ON LAND</td>
<td>0,000</td>
</tr>
<tr>
<td>DEAD PEOPLE WHOSE BODY IS ON THE SHIP</td>
<td>0,000</td>
</tr>
<tr>
<td>UNINJURED CREW MEMBERS WHO ARE STILL ON BOARD AFTER THE COUNT</td>
<td>0,000</td>
</tr>
<tr>
<td>TOTAL</td>
<td>0,000</td>
</tr>
</tbody>
</table>

**PEOPLE UNACCOUNTED FOR:**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>TOTAL (A) – (B)</td>
<td>0,000</td>
</tr>
</tbody>
</table>

Prior to the identification of evacuees the above count will show whether a search on board the ship for people unaccounted for is required.
9. Search for passengers and crew unaccounted for after the count

If the ship is berthed in port, and if the circumstances of the emergency so allow, the search on board for passengers and crew who are unaccounted for after the final count should begin.

If the search is performed by the response teams, they should enlist the help of crew members who are knowledgeable about the ship and its layout.

If the circumstances of the emergency on board so allow, inspection and search should be started in spite of not yet having the number of people unaccounted for.

After the search on board has been completed, the count of the people involved in the evacuation indicated in section 7 above should be amended as appropriate.

If the emergency that led to the evacuation is considered to be an incident with multiple victims, the instructions of forensic experts and forensic science for the removal of bodies should be followed. ¹

¹ In Spain, this is covered by Spanish Royal Decree No. 32/2009, of 16th January, which approved the National Forensic Experts and Forensic Science Protocol for incidents with multiple victims.
10. Identification of evacuated passengers and crew

As noted in previous sections, the process of caring for and identifying passengers and crew that have been evacuated from the ship, especially the uninjured and those who can fend for themselves, may take some time and should preferably be conducted somewhere that is safe and indoors and not outdoors where they are exposed to the weather conditions prevailing at the time.

It should be borne in mind that the ship’s Passenger List and Crew List may not yet be available at the time of the identification.

It should also be noted that the response teams carrying out the identification (police, etc.) may not speak the language of the evacuee from the ship, and the evacuee may not have any identification documents on them: passport, identity card, etc.

Under these circumstances a good initial step is to give the person to be identified a piece of paper and a pen for them to write down his or her personal details.

The piece of paper can be printed in several languages to help the person understand the personal details that are required. Below is an example:

<table>
<thead>
<tr>
<th>SURNAME</th>
<th>NOMS DE FAMILLE</th>
<th>APELLIDOS</th>
<th>FAMILIENNAMEN</th>
<th>COGNOMI</th>
<th>EFTERNAMN</th>
<th>ΠΕΝΩΜΥΑ</th>
<th>ФАМИЛИИ</th>
<th>姓氏</th>
</tr>
</thead>
<tbody>
<tr>
<td>GIVEN NAME</td>
<td>PRÉNOM</td>
<td>NOMBRE DE PILA</td>
<td>VORNAME</td>
<td>NOME DI BATTESIMO</td>
<td>TÖRNAMN</td>
<td>ΔΕΟΜΕΝΟ ΟΝΟΜΑ</td>
<td>ИМЯ</td>
<td>姓名</td>
</tr>
<tr>
<td>NATIONALITY</td>
<td>NATIONALITÉ</td>
<td>NACIONALIDAD</td>
<td>NATIONALITÄT</td>
<td>NAZIONALITÀ</td>
<td>NATIONALITET</td>
<td>ГРАЖДАНСТВО</td>
<td>国籍</td>
<td>国籍</td>
</tr>
</tbody>
</table>

- D A M Y Y Y

BIRTHDATE | DATE DE NAISSANCE | FECHA DE NACIMIENTO | GEBURTSDATUM | DATA DI NASCITA | FØDELSEDATUM | НЕЙРОМФИОНИЯ | 出生日期 |

AGE | ÂGE | EDAD | ALTER | ETÀ | ÅLDER | НАЛКИЯ | Возраст |

SEX | SEXE | SEXO | GESCHLECHT | SESSO | ΚΟΝ | ΣΕΞ | 性別 | 性別 | 性別 | 性別 | 性別 | 性別 |

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Another good practice may be to provide people who have already given their identification details with a distinctive marker showing that they have done so. Examples would be a wristband, an armband, a sticker to put on their chest, etc.

Similarly, and if possible, information identifying injured people who have been taken to hospital should be obtained.

Identification of deceased people may be delayed some time and will have to be assisted by forensic experts.

In addition, identification of any passengers and crew who have not been involved in the evacuation of the ship should be obtained, especially in the following cases:

- **Cruise ships already berthed in the port**: passengers and crew who have gone ashore before the start of the evacuation.
- **Ferries already berthed in the port**: passengers who have not yet embarked when the evacuation starts.
11. Psychological care for evacuated passengers and crew

During all the stages of evacuation, medical care and identification of evacuated passengers and crew, it would also be advisable if possible to have specialised response teams to provide them with psychological help, especially if the evacuation is the result of an accident with multiple victims.

Response services providing psychological first aid for evacuees in an evacuation need to adopt the following six basic attitudes:

1. The response team member should be collected, speak unhurriedly and have a calm presence but not one that might be considered as emotionally distant.
2. They should also be compassionate and approachable, such as by holding the person’s hand, shaking hands, giving a respectful hug, etc.
3. They should also provide acknowledgment of an evacuee who has experienced a traumatic event and raise their spirits as much as possible.
4. They should express empathy and be willing to actively listen to what the evacuee says.
5. They should show that they are genuinely concerned and not give the impression that they are faking it.
6. They should try to uplift the evacuee by offering them respect and admiration and not treating them like a child.

It is also critical to the emotional stability of the evacuees that they should be provided with the following:

a) Care for their basic physiological needs, providing them with a proper body temperature, drinks, food, lavatories, a place to sleep, etc.

b) Attention to their safety needs by actively showing them that the danger has passed or the threat is over.

c) Information and guidance towards the services the evacuee may need using simple language: situation on the ship after the evacuation, location and state of relatives or friends aboard the ship, contact with relatives, etc.

b) Since the evacuee may be in a state of emotional shock, it should be ensured that they understand what they are being told.
e) Help to access social support systems, including contacting relatives, friends, embassies, consulates, etc.

f) Help with traumatic pain, providing visible emotional support if they have to do things such as identifying bodies, etc.
12. Accommodation for passengers and crew not in hospital

Once evacuated passengers and crew who are not in hospital have been evacuated and identified, it has to be decided whether they can return to the ship or if its condition means that all or some of the evacuees have to be accommodated elsewhere.

The passenger ship’s shipping company has to be involved in the choice of this alternative accommodation and will be responsible for arranging it, booking rooms in hotels and reporting the number of beds reserved in each hotel.

Coaches should be laid on to take evacuees who are not in hospital from where they have been identified back to the ship (if that is the case) and/or to hotels.

If hotels are needed, transport and accommodation should also include those passengers and crew who have not been involved in the evacuation of the ship, especially in the following cases:

- **Cruise ships already berthed in the port**: passengers and crew who have gone ashore before the start of the evacuation.

- **Ferries already berthed in the port**: passengers who have not yet embarked when the evacuation starts.
13. Informing the media about the incident and its consequences

A press conference should be held in the place chosen and as soon as possible about the scale of the incident that led to the mass evacuation of the ship and how the evacuation has gone: number of evacuees, number of people taken to hospital if any, the number of people killed if any, the number of people unaccounted for, the care they have all received, etc.

Helpline numbers should also be given out to provide information to the relatives of evacuees along with other government or shipping company information sources: websites and/or social media (Facebook account, Twitter hashtag, etc.).

The press conference should be given by the highest-ranking media officers designated in the Emergency Plan used to respond to the incident. Any information provided to the media should previously have been centralised, coordinated and prepared.

Reliable and verified information from the response teams in place should be provided. The information should be agreed with any details that the passenger ship’s shipping company has available in order to avoid inconsistencies or discrepancies between the two possible information sources.
14. Information and assistance to passengers and their relatives and psychological care if needed

If there is no protocol for this section in the Emergency Plans used for the evacuation, the following actions are recommended:

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2 In the case of air accidents, Article 21.1 of Regulation (EU) No. 996/2010 of the European Parliament and of the Council, of 20th October 2010, on the investigation and prevention of accidents and incidents in civil aviation, states that “In order to ensure a more comprehensive and harmonised response to accidents at EU level, each Member State shall establish a civil aviation accident emergency plan at national level. Such an emergency plan shall also cover assistance to the victims of civil aviation accidents and their relatives”. There is no similar European requirement to draw up emergency plans for accidents on passenger ships.


Regulation (EC) No. 392/2009 of the European Parliament and of the Council, of 23rd April 2009, on the liability of carriers of passengers by sea in the event of accidents establishes the financial liability of the carrier for the loss suffered as a result of the death of or personal injury to a passenger caused by a shipping incident, loss of luggage, etc. Article 7 states that the carrier and/or the performing carrier shall ensure that passengers are provided with appropriate and comprehensible information regarding their rights under this Regulation. The Regulation contains no specific assistance for victims and their relatives, who will have to resort to the insurance policy taken out for the ship if there is one, since the insurance may be replaced by financial collateral.

Regulation (EU) No. 1177/2010 of the European Parliament and of the Council, of 24th November 2010, concerning the rights of passengers when travelling by sea and inland waterways, establishes the rights of passengers to the assistance they can receive in the event of cancellation or delay of departure, or the alternative transportation and reimbursement they can receive in case of cancellation or delay of departure. The Regulation does not prescribe any specific assistance to relatives of victims.

The recommended actions in section 14 are based on some of those in Spanish Royal Decree No. 632/2013, of 2nd August, on assistance to the victims of civil aviation accidents and their relatives.
a) Setting up private places in the port for attending to relatives of the evacuees

A private place should be set up in advance in the port to attend to any relatives of the evacuees who have come to the port after hearing about the evacuation.

Here they should be given information about the status of their relative as well as psychological care if needed, especially if the relative is in a serious condition in hospital or has died by helping them in their grief.

Information about procedures should also be provided: getting the evacuee back to their home, going to the hospital, identifying a body, procedures for repatriation of the body, filing claims or police reports, etc.

A representative of the shipping company must also be present to inform relatives about the assistance available and the rights of their relative and their own rights.

Likewise, if there has been an incident with multiple victims, police officers will be present to obtain physical descriptions and identification of fatalities.

The complete privacy and dignity of the relatives will be ensured in this place against unsolicited access or communications by people not involved in the emergency response, such as journalists, lawyers, and onlookers.

b) Assistance for evacuees and their relatives from the shipping company

Helplines: the shipping company should immediately set up enough helplines operating in Spanish and English to give out basic information, collect contact information for relatives, and deal with enquiries from passengers and their relatives. These lines should be staffed by qualified personnel and remain open as long as necessary. These helplines and their services will be adequately publicised.

Office for enquiries and procedures: the shipping company should immediately set up a suitable facility in the port or nearby where evacuated passengers and their relatives can receive assistance and information about whether or not they can continue with their journey, the options for returning home and their rights. This facility will also carry out any necessary procedures such as issuing new tickets, etc.

Information on website and social media: the shipping company should publicise the existence of the helplines and the office for enquiries and procedures and provide other useful advice on its website and the social media accounts it has (Facebook, Twitter, etc.).

c) Finding relatives:
If there are people in hospital in a serious condition or people who have died, the person appointed by the Emergency Director should attempt to contact the relatives of these victims to inform them of the personal situation of each one.

The shipping company will provide the contact details of the person designated by the passenger or crew member in cases of accidents if it has them. If not, the company should make every effort to find the victim’s relatives.

d) **Contacting embassies:**

The person appointed by the Emergency Director will inform foreign embassies in Spain about passengers who are their citizens who have been evacuated from the ship and the status of each one. This will also involve coordination to provide assistance to relatives of people in a serious condition in hospital or who have died.

e) **Issuing visas:**

The person appointed by the Emergency Director will inform the relevant department in the Government about the identity of any people admitted to hospital or who have died to assist with processing visas and permits for entry into Spain as quickly as possible for the relatives of the victims as well as any documentation needed to leave Spain.
15. Need for a stock of drugs/medicines for common chronic diseases.

A lesson on care for evacuated passengers in the accident of the cruise "Costa Concordia" was the need for a stock of drugs/medicines for common chronic diseases. They were necessary to supply passengers who evacuate the ship not carrying their own medication.

It is therefore essential in this case, that medical response teams have a stock of medicines for the most common chronic diseases: cardiovascular diseases, pulmonary diseases, hypertension, diabetes, arthritis, anxiolytics, etc.
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