

# Cross BP Played on 1-28-2015

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Cross, Iris 06-26-2014

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BP Designations 00:06:56

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Total Time 00:06:56



Page/Line	Source	ID
222:14 - 222:20	<p><b>Cross, Iris 06-26-2014 (00:00:18)</b></p> <p>222:14 Q. How long did you stay, Ms. Cross, working 222:15 full-time in Louisiana to manage BP's community outreach 222:16 efforts there?</p> <p>222:17 A. I was there from April 2010 to June 2013.</p> <p>222:18 Q. Did counterparts on your team manage BP's 222:19 community outreach efforts in other Gulf states?</p> <p>222:20 A. Yes.</p>	V102A.1
206:2 - 207:1	<p><b>Cross, Iris 06-26-2014 (00:01:27)</b></p> <p>206:2 Q. Were community outreach teams deployed across the 206:3 Gulf Coast?</p> <p>206:4 A. Yes, they were.</p> <p>206:5 Q. When did BP send these teams out to communities 206:6 along the Gulf?</p> <p>206:7 A. On April 27th, we sent our first group of 206:8 employees to the Houma Unified Command Center for 206:9 training. You know, we -- we needed to talk to them first 206:10 about what they could potentially expect. We didn't know, 206:11 you know, what to anticipate. We knew that emotions would 206:12 most likely be high because we just didn't know what was 206:13 out there or how people were feeling. So we wanted to be 206:14 sure that they knew that their role was to listen, to hear 206:15 concerns, to get them back to us, to try not to take it 206:16 personally, but to -- to put themselves in other people's 206:17 places who were impacted and to -- to just try to, one, to 206:18 find out what the concerns were so we can get them the 206:19 resources that they needed.</p> <p>206:20 Q. So where did your community outreach teams 206:21 deploy?</p> <p>206:22 A. The first group went to five different 206:23 communities along the Gulf Coast, Louisiana, down to 206:24 Venice; Pascagoula, Missi -- Pascagoula, Mississippi; 206:25 Biloxi, Mississippi; Pensacola, Florida; and Mobile, 207:1 Alabama.</p>	V102A.2
208:21 - 209:2	<p><b>Cross, Iris 06-26-2014 (00:00:23)</b></p> <p>208:21 Q. And how many individuals were a part of BP's 208:22 community outreach efforts?</p> <p>208:23 A. How many total? Well, well into the thousands. 208:24 I can't be specific. But we rotated because we wanted to 208:25 make sure that there was help pretty much around the</p>	V102A.3

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207:15 - 207:22	209:1 clock. So we rotated staff that volunteered to come in 209:2 and assist us.	V102A.4
	<b>Cross, Iris 06-26-2014 (00:00:27)</b>	
	207:15 Q. How many community outreach centers did BP 207:16 eventually establish across the Gulf Coast?	
	207:17 A. Eventually, we had 36 centers, and we ended up 207:18 having one mobile claims unit that went across the Gulf 207:19 Coast assisting people with claims.	
	207:20 Q. And were those 36 centers located across parishes 207:21 and counties from Louisiana to Florida?	
	207:22 A. Yes.	
203:12 - 204:15	<b>Cross, Iris 06-26-2014 (00:01:44)</b>	V102A.5
	203:12 Q. And referring to the Commod -- Community Outreach 203:13 Plan, what were the anticipated benefits of your community 203:14 outreach efforts?	
	203:15 A. So really, to be an open line of communication 203:16 for -- for stakeholders or those who might be impacted.	
	203:17 So first and foremost, we wanted to make sure that we 203:18 heard from the community what their concerns were, what 203:19 were potential impacts, and we wanted to be able to 203:20 communicate to them what we were doing. We wanted to put 203:21 a face of BP out in the community. We felt that was very 203:22 important for people to have a point person that they can 203:23 go to, and we wanted to make sure that we had ongoing 203:24 dialogue with them.	
	203:25 Q. And were these the objectives that you and your 204:1 team pursued throughout your work in the Gulf Coast?	
	204:2 A. Yes. Our primary objective was to, as I would 204:3 put it, communicate, communicate, communicate, so make 204:4 sure that we provided as much information on a regular 204:5 basis as possible.	
	204:6 Q. Do you believe it was important for BP to provide 204:7 this kind of outreach to Gulf communities during and after 204:8 the spill?	
	204:9 A. Yes. We heard from stakeholders on an ongoing 204:10 basis that they wanted to know what was going on, they 204:11 wanted to be kept up-to-date. They'd hear, you know, a 204:12 lot in the media, they'd hear a lot from everyone else, 204:13 and they wanted to hear directly from us what we were 204:14 doing, how we were responding, and how we could provide	

233:22 - 235:12

204:15 help.

**Cross, Iris 06-26-2014 (00:02:36)**

V102A.6

233:22 Q. Ms. Cross, what was most important for you about  
233:23 BP's community outreach efforts after the DEEPWATER  
233:24 HORIZON spill?

233:25 A. Most important for me. As I think about my time  
234:1 that I spent there, I think first and foremost were the  
234:2 number of people that volunteered to participate. I mean  
234:3 certainly this was e -- an event that we certainly don't  
234:4 want to ever happen again, but the fact that it happened  
234:5 and we had so many people to come forward, whether it was  
234:6 employees, spouses of employees, retirees, so many  
234:7 retirees stepped up, they came out of retirement to help  
234:8 us, the partnerships we had with, you know, the government  
234:9 officials, with community -- people really thought that,  
234:10 you know, there was a lot of negative things going on in  
234:11 the community, but -- and initially there were. I mean,  
234:12 people were very angry. But overall, we came together,  
234:13 and we all came together for the common goal of helping  
234:14 people get the help that they needed.

234:15 And sure, there were mistakes along the way,  
234:16 everything wasn't perfect, and -- but in the end, you  
234:17 know, I think about when people say the Gulf Coast is so  
234:18 resilient. I think about during that time, together we  
234:19 were all resilient, because even though we, you know, had  
234:20 to recognize that the Gulf Coast stakeholders were the  
234:21 ones most impacted, the BP team had a lot of challenges  
234:22 too. And I am proud of the fact that our team stood  
234:23 steadfast, right, and worked alongside the people that  
234:24 were impacted to make sure that they got the help that  
234:25 they needed. And they didn't give up, and people don't  
235:1 realize the amount of hours and time and days that the  
235:2 teams put in to working to get everybody the help that  
235:3 they needed. And so I am proud to have been a part of  
235:4 that and to be a part of this team that, you know, did it  
235:5 for all the right reasons, you know, for trying to get the  
235:6 help, because a lot of us have families that live here,  
235:7 and we're doing it to help those families, to help our  
235:8 neighbors. We were doing it because we had been here for  
235:9 a long, long time, and we wanted people to remember that

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235:10 we were partners in this community far before this  
235:11 incident happened and that we planned to be around a much  
235:12 longer time even after.

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