**Safety and Security Procedures**

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| --- | --- | --- | --- |
| **Developed by** | **Approved by** | **Date of approval** | **Next review**Must review every 6 months. Write a date here.  |

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# **INTRODUCTION**

**These security procedures apply to all staff and official visitors, including full time employees, volunteers, short-term workers, and freelance consultants working for XXXX under a contract of employment.**

The aim of these rules is to reduce safety, security and health risks for our staff and third parties as they engage in our mission work, and to ensure contingency measures in case of an incident. The procedures enclosed herein are informed by the local risk assessment as well as the Global Staff Security Policy.

This document will be shared with all staff, official visitors and dependents

XXXX’s security procedures are not binding upon partners but in the spirit of collaboration and joint safety management, these procedures must be shared with our programme partners for their information and awareness. It is important that we support our partners, as much as possible, to work safely and securely while also making use of their local knowledge and expertise. For details on how to collaborate with partners, refer to Supporting Partners in Security Risk Management.

## **Country Risk Profile**

**Risk ratings [country name] as (low, moderate, high, extreme) threat location.**

|  |  |  |
| --- | --- | --- |
| **Area**  | **Threat level**  | **Details** |
| Crime  |  |  |
| Terrorism  |  |  |
| Conflict  |  |  |
| Political  |  |  |
| Infrastructure |  |  |
| Kidnapping  |  |  |
| Corruption  |  |  |
| Cyber issues  |  |  |

## **Areas of Operation**

Provide map and identify locations of offices and LRP /programme/project areas. If you don’t have a map, provide a list of locations and number of staff at each location.

## **Safety and Security Risk Management**

**The following Team, chaired by the Country Director is responsible for monitoring the local risk environment and ensuring appropriate safety, security, and health protocols.**

|  |  |  |
| --- | --- | --- |
| **Name** | **Designation** | **Contact Number** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
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|  |  |  |
|  |  |  |

# **PERSONAL SAFETY & SECURITY**

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## **Medical and Travel Insurance**

Staff working in xxxxxxx will be covered by necessary medical insurance.

For travel outside the usual place of work, staff will be covered by xx insurance covers that exclude any medical assistance within staff’s country of residence. See details of ….

## **Psychosocial Support**

Psychosocial support services will be available for staff and family members.

Provide contact details of whom to contact and how to request or make use of this service.

## **PSEA, Safeguarding and Code of Conduct**

All staff will be inducted on XXXX’s PSEA and Safeguarding policies. Staff must report any PSEA and Safeguarding incident to xxxxxxxx PSEA and SF Focal Person.

All staff must read and sign the **Staff Code of Conduct** and submit to HR.

## **COVID-19 Precautions**

All staff and visitors while engaging in XXXX business including official travel, community visits or office work must adhere to the following precautions.

* **Avoid Crowds and Poorly Ventilated Areas:** Avoid unnecessary social exposure including crowds, poorly ventilated areas and unnecessary visits to public places where health and safety measures cannot be ensured.
* **Physical Distancing:** In case of essential social exposure, staff should ensure appropriate physical distancing of 1.5mtr as much as possible.
* **Hand Hygiene:** Wash hands frequently with soap and water (20 seconds) or use an alcohol-based hand sanitiser; avoid touching nose, eyes and mouth with unwashed hands; and ensure cough etiquette.
* **Facemasks:** Wear facemasks or face coverings especially in enclosed public and shared spaces as part of respiratory hygiene. Facemasks must not be touched when worn. If you touch your facemask, sanitise or wash your hands immediately. If your mask gets damn or wet, please change it. Dispose of your mask or put it away for washing after removing it and wash your hands again.
* **Lockdown and curfews:** Staff must respect any curfew and lockdown regulations put in place by the authorities as a violation may lead to fines or imprisonment.Staff engaged in official business must carry their personal dentification and evidence of authorisation in case they are questioned by the authorities.
* **Maintain reasonable stocks of food, non-food items and medications:** While we do not encourage panic buying and accumulation of items that you would not need, we do caution that if staff anticipate a lockdown, civil unrest or any situation that may cause interruption to free movement, they should stock up essential items at their personal residences.

There should be sufficient stock of these items at each office.

## **Digital and Information Security**

* All staff must read, understand and follow XXXX’s IT and digital policies.
* In case of a breach of IT/Digital security, staff must report to xxxxxxxx
* Staff and visitors must consider the safety and security implications of any photos, information and comments that they might post on social media. They must follow comms and media guidelines or seek advice from the Country Director, if unsure. This is especially important if they use the same social profiles for personal and professional work and where they can easily be identified as XXXX staff.

# **OFFICE SAFETY**

* **Office buildings** will be selected at safe locations after conducting a site risk assessment.
* The safety of windows, doors and locks will be ensured corresponding to the risk assessment.
* Each office will have **fire extinguisher, first aid kit and clearly marked evacuation routes.**
* **A safe room** will be marked in each office with drinking water, backup dry food and communication facilities to cater for shelter-in-place situations.
* In areas with a high risk of burglaries, **window bars, sturdy double locks and burglar alarms** will be installed.
* Each office will have a **list of emergency contact numbers** clearly displayed including police, fire department, ambulance and the Security Management Team/ Security Focal Person
* To cater to health risks during COVID-19 pandemic, each office will have **spaced out desks, hand sanitisers, and surface wipes/sprays.**
* Staff will be required to wear **facemasks** in the office when not seated at their designated desk and large meetings and communal eating will not be allowed unless physical distancing can be ensured.
* There will be good **ventilation** inside the office.
* **Exterior lights** will be installed to mitigate the risk of theft and intrusion after office hours.
* There will be **appropriate safes and lockable spaces** available for storing valuables including petty cash and important documents.
* **Office timings** will be from x to x. staff wishing to access the office after hours or on holidays must write to xxxxxxx and obtain and authorisation.
* **Visitors** should be signed in before accessing the office and they must adhere to COVID-19 health measures while in the office.

# **BUSINESS TRAVEL**

All international and domestic business travel requests must be made or approved in accordance with this Travel Safety Procedure.

# **PROGRAMME ACTIVITIES**

We will adhere to the following safety and security requirements whilst engaging in any programme work.

|  |
| --- |
| **Planning**  |
| **Risk assessment**  | * All programme and project activities will be preceded by a Risk Assessment and the programme work will only commence after the country director’s sign off.
 |
| **Awareness and Compliance** |
| **Staff awareness**  | * Staff will be made aware of the latest guidance on safety, security and health, including any health requirements specific to COVID-19.
* We will ensure that national health directives are fully integrated into staffs’ personal and professional conduct (including WHO policy and procedure for sexual abuse and exploitation, March 2017) and the way programme activities are carried out (reduce the need for human contact, gatherings etc.)
 |
| **Access to hygiene and safety kits** | * We will provide hygiene kits and equipment to programme staff including hand sanitisers and facemasks. NO staff will engage in programmatic activities without the hygiene kits (unless they are working virtually).
 |
| **Staff health, wellbeing and safeguarding**  | * All staff will have comprehensive medical insurance
* We will enforce appropriate breaks and rest periods to avoid burnout.
* We will create a culture where staff can raise concerns and report grievances.
* Contact details of emotional and psychosocial support services will be shared.
* Guidance on PSEA and Safeguarding policies will be provided, and safe recruitment processes and Safeguarding inductions will be ensured for volunteers/new partners.
 |
| **Community Engagement**  |
| **Community awareness and community health and safety**  | * We will incorporate community awareness raising activities in programme work. We will ensure that we follow the national health advice guiding the number of people in one meeting , avoiding communal eating and too many people sharing toilets and common facilities during community meetings.
* We will ensure that any engagement with the communities includes briefings on PSEA and Safeguarding (e.g. their right to access support freely and ensuring safe and accessible reporting mechanisms are in place)
* We will establish grievance reporting mechanism in the community.
* All large meeting and events must be organised as per Meeting Safety Guidelines.
 |
| **Travel and Movements** |
| **Travel procedure**  | * We will ensure that **Domestic Travel Procedure** is fully implemented including pre travel risk briefing, vehicle and accommodation safety and communication protocol.
 |
| **Communication and Information**  |
| **Communication infrastructure** | * We will ensure that staff always have the means to communicate and receive information. See **Emergency Communication.**
 |
| **Content gathering**  | * We will ensure that all comms content gathering is carried out in line with **XXXX’s Content Gathering Guidelines**, in consultation with the International Comms Team, as necessary.
 |
| **Partners’ security**  |  |
| **Assisting partners in Safety and Security Risk Management**  | * As most of our programmes are delivered through partners, it is critical that we include partners in the Risk Assessment process and support them in mitigating and managing any identified risks. While partners are not bound by XXXX’s policies, yet in the interest of joint safety and programme continuity, we will include partners in risk assessment processes and share our security plan with them to help them identify their safety and security needs and support them in putting in place appropriate risk management measures.
 |

# **EMERGENCY COMMUNICATION PROTOCOL**

* Staff and visitors must at all times carry a charged mobile phone when on XXXX business including travel and community visits.
* Staff must ensure that they are part of the official WhatsApp group which will be moderated by the xxxxx and used for the following purposes:
	+ Relaying important safety, security and health alerts and advice to the team
	+ Head count after a security incident
	+ Informing travelling staff of any roadblocks or protests, or any other situation requiring them to be vigilant, change routes or postpone/cancel the trip
	+ Periodic check-in during travel.
	+ Reporting of incidents
* Deployed staff and official visitors will be added to the WhatsApp group as long as they are XXXX staff.
* External parties will not be added to the group, but they will be informed using separate SMS and WhatsApp mechanism (agreed in advance).

Staff must not share unverified, untrue or misleading information using any official platform, including the official WhatsApp group. The official group must strictly be used for serious official work and not for social posts as it may clutter the chat and lead to important/urgent messages being missed.

# **INCIDENT REPORTING & MANAGEMENT**

* **Step 01 Quick Report:** Any safety or security incident that affects our staff, visitors or consultants must be reported to the SFP or any member of the Security Management Team as soon as possible, using any quick means available (phone, text , WhatsApp, email, other). During the quick report, staff should state if they need any urgent help.
* **Step 02 Written Report:** Within 7 days, submit a written incident report for investigation and record. See **Incident Form** in the annex.
* **Step 03 Review & Recommend:** The Security Management Team will review the submitted report within 7 days of receiving it and share the recommendation and corrective/preventive actions. Any actions that have been defined will be assigned an owner and timeframe for implementation.
* **Step 04 Analyse:** All incidents reported to XXXX will be reviewed annually by the Security Management Team to identify trends, patterns and any additional security measures required. This analysis will be also be shared with the Global Security Advisor.

**NOTE: Critical incident or crisis:** After receiving the initial notification, if the SFP and Security Management Team consider it to be a serious incident requiring support, they will alert the **Head of Country Support** and **Global Security Advisor**, who will assist the Security Management Team according to the **XXXX Crisis Management Protocol.**

# **CONTINGENCY PLANS**

## **Shelter in Place ( Due to Unrest, Violence, Hazards, Other)**

If there is serious safety and security threat in or around the areas where our staff reside, where our offices are located or where our programmes are situated; or if there is trigger event such as civil unrest, terrorism, hazards etc. which can have a serious impact on the safety and security of our staff, then the Security Management Team has the mandate to order **Shelter-in-Place**. SIP orders are binding and must be adhered to in order to reduce risk exposure and consequence.

When Shelter in place orders are received, staff should do the following:

**Office**

* Staff that are in the office should remain there, depending on how long the order stands for. Staff residing close to the office can return home if it is safe to do and if they can reach home without facing any risks.
* Main doors should be locked and access in and out blocked.
* No visitors should be allowed in unless it is our partners and allies who wish to use the space for sheltering in place, provided this will not cause a safety or security risk for staff.
* Staff should stay connected via official WhatsApp group for any updates and for headcount
* When an all-clear is given, staff should leave the office and lock the office behind them.
* Staff should only return to the office once the trigger that caused SIP has subsided and the Security Management Team permits them to return.
* All offices should have a marked safe room, drinking water, first aid kit, dry food stock and communication capability to allow for this arrangement to work.

**Home or Hotel:**

* Staff that are at their residence or visitors that are in the hotel should shelter in place where they are, and no movement is allowed unless the trigger event has subsided, and Security Management Team gives an all-clear.
* Staff should stock reasonable food, non-food essential items and medicines in their homes for such an event.
* Staff should stay connected via official WhatsApp group for any updates and for headcount

**On the road/in the communities**

* For staff and visitors that are on route to or from community visits or at programme locations when Shelter-in-Place is ordered should advise their location on official WhatsApp and Security Management Team will guide them.
* Depending on their location and the situation at hand, they may be advised to either cut short their journey and return home, alter their routes, or remain where they are until the situation subsides and an all-clear is given by the Security Management Team.

## **Security Relocation**

**Security Relocation** meansmoving staff from a place of higher security risk to a safer place within the national borders (within the same country).

In certain situations, it may be necessary to remove staff from an area facing high levels of insecurity and move them to a safer location. If a such a situation arises, the Security Management Team will evaluate the situation and advise staff accordingly, often in coordination and consultation with other NGOs, partners, and the authorities, as necessary. Staff may be asked to relocate to a safe hotel, guest house or another temporary accommodation which is considered safe.

Security Relocation is usually temporary, lasting only until the situation calms down and it is considered safe for staff or visitors to return.

For security relocation/evacuation, have the following information handy:

* + Staff Name:
	+ Date of birth and gender:
	+ Telephone number and email address of the point of contact (for group evacuation, make sure there is one point of contact):
	+ Staff Location/ Address (this should be very detailed, including GPS coordinates if possible):
	+ Nationality
	+ Any Medical Conditions, medications , drug allergies:

The Security Management Team should get in action as follows:

* Link up with the local UN, ICRC, and INGO forums to explore relocation options.
* Contact the relevant government authorities as well and enquire about possible routes and options.
* Contact the Security Advisor who will explore professional services for staff relocation.

Relocation decision is binding to national or international visitors but optional for local staff residing in their personal residences.

## **Security Evacuation**

**Security Evacuation** means moving staff from a place of higher security risk to a safer place Outside of the national borders.

Security Evacuation usually follows the Shelter-in-Place and Relocation. Generally, after relocation, if the indicators point at a deteriorating or worsening security situation, and the Security Management Team considers evacuation to be the only plausible option to ensure staff safety, the following will apply.

For security relocation/evacuation, have the following information handy:

* + Staff Name:
	+ Date of birth and gender:
	+ Telephone number and email address of the point of contact (for group evacuation, make sure there is one point of contact):
	+ Staff Location/ Address (this should be very detailed, including GPS coordinates if possible):
	+ Nationality, Passport Number , Place of Issue , Date of Issue / Expiration Date:
	+ Any existing Visas and tickets (Yes/No):
	+ Any Medical Conditions, medications , drug allergies:

The Security Management Team should get in action as follows:

* Link up with the local UN, ICRC, and INGO forums to explore evacuation options.
* Contact the relevant government authorities as well and enquire about possible routes and options.
* Contact embassies to find out if they can assist with the evacuation
* Contact the Security Advisor who will explore professional services for staff evacuation.

Evacuation decision, once taken by the management, is binding to the staff to whom it applies. According to the Global Security Policy, once evacuation is ordered by the relevant management, the staff do not have the right to remain.

## **Medical Emergency & Medevac**

**Medical emergencies involving national staff will be handled as follows:**

* Depending on the situation and the nature of the medical condition, administer first aid.
* Call the ambulance or take the person to the nearest medical facility.
* Call the medical insurance and inform them of the situation.
* Inform the family or next of kin and designate a family liaison point.
* Support the family member to accompany the staff or assign someone to accompany them until family can join.
* Follow up on medical treatment and insurance claims .
* Inform other staff as appropriate to relay any doubts and fears.

**Medical emergencies involving international visitors will entail the following broad procedure:**

* Depending on the situation and the nature of the medical condition, administer first aid.
* Call the ambulance or take the person to the nearest medical facility
* Call the emergency helpline and explain the situation **xxxxxxxxxxxx (24 Hour)** provide XXXX’s policy number **xxxxxxxxxx**
* Inform the relevant HR and have them contact staff’s family or next of kin and designate a family liaison point
* Follow up on medical treatment and insurance claims and keep the staff’s line manager and relevant HR informed.

**Medical evacuation (medevac) for International visitors will be carried out as follows:**

* Call the emergency helpline and explain the situation **xxxxxxxxxxxx (24 Hour)** provide XXXX’s policy number **xxxxxxxxxx**
* Follow their direction.
* Inform the relevant HR and Staff’s line manager.

## **Trigger event, such as election, civil or political violence , other**

Ahead of a trigger event which is likely to cause safety and security concerns for our staff, partners, communities or programmes, the senior management team and the Security Focal person will develop a Trigger Event Preparedness and Contingency Plan, in consultation with all staff.

This preparedness plan will include an assessment of the likely scenarios and their implications, the measures in place to reduce risks and response actions in case of an emergency.

## **COVID-19 Infection**

If a staff member is exhibiting or reporting symptoms, or if they have had a risky exposure, we will ask them to stay at home and self-isolate. If they feel well after 14 days and after a negative PCR test, they can return to work.

*However, if such a situation arose, we will seek the most up to date advice from the national health authorities as they might have been updated.*

If a staff member tests positive for COVID-19, we will follow the national health protocols and ensure medical leave and other support for the staff member.

If they have been in contact with other staff or communities, we will facilitate contact tracing and other necessary measures under the guidance of the national health authorities. Relevant stakeholders including donors and supporters will be informed if this is likely to cause programme delay or temporary suspension of donor funded activities.

If an international visitor contracts COVID-19, we will follow the national health advice, organise local health care arrangements and inform AIG Insurance for possible medical evacuation (if necessary).

**STEP BY STEP GUIDANCE**

**What to do if: A staff member gets infected with Covid19**

* Ask all staff members to ensure full preventive steps as advised by WHO and national health services, whichever is more stringent.
* Ask staff to report any risk exposure or if they have a reason to believe they could be infected, even if not showing any symptoms.
* Inform the health authorities and follow their advice.
* If a staff member is tested positive, help the authorities to trace contacts, support family with psychosocial help, support other team members and carefully assess risk of contamination/ spread to communities and other team members.
* Everyone who may have come in close contact with the confirmed case will need to self-isolate for 14 days or as the local health authority’s advice.
* If the staff was in touch with communities, they will need to be informed and media/reputation will need to be manged. Donors and other stakeholders will need to be informed. Relationship management will be required.

**What to do if: A community member contracts Covid19 and /or a case is confirmed in the community**

* If one or more community members start showing symptoms, get the health authorities involved immediately. Lobby and push for testing, working with the local health authorities and local government.
* If a case is confirmed, work closely with the local health authorities to facilitate quarantine arrangements and treatment.
* You might need to provide additional protective and food/NFI support to the household or work with other NGOs or government departments to arrange that.
* Maintain communication with the communities and make sure every effort is made to maintain goodwill.
* In anticipation of the above, it will be useful to build relationship with local health authorities and dispensaries/ local medical facilities and establish where the nearest testing and quarantine facilities are. (if available)
* Important: if the community suspects that th4e infection is caused by your staff exposing the community to the virus, you will need a relationship/trust building strategy and will need comms/media risk management to safeguard reputation.

**What to do if: A staff member or partner gets arrested/detained due to curfew or lockdown violation**

* First of all, ensure staff or partners working directly with XXXX are aware of the restrictions and are carrying proper permissions/permits to travel. There should strictly be no violation of curfew or lockdown until special permissions have been obtained.
* Have legal support at hand, either a lawyer or an NGO that deals with legal cases for non profit causes, and organise legal support for staff- extend this support to partners on a pre agreed arrangement.
* Contact staff’s family to provide support and update. There may be fines and legal fees involved which XXXX might need to bear if staff was engaged in official work.
* Ensure other staff are warned of the situation and alerted.

**What to do if: Community is resentful or retaliates against XXXX perceiving that we transported coronavirus risk to them.**

* Prior to the build-up of any possible resentment XXXX should be communicating with the communities, informing and educating them about COVID-19 and the latest facts from WHO or local health authorities.
* Communicate with community leaders and local government officials if necessary
* Staff should adhere to strict health protocols, wear masks, maintain distance and sanitise their hands. Staff should not be dealing with the community if they have ANY symptoms whatsoever.
* As part of programme work, role model preventative steps and facilitate community to do the same. Distribute hygiene kits to the community and establish handwashing facilities.
* In case there are concerns from the community, involve community elders and influential community members to discuss the problem and address issues.
* If resentment turns to hostility and a serious risk to staff is inevitable, you may need to scale down or close.

**What to do if: Community becomes resentful because XXXX is unable to work in the area due to government restrictions, or increased COVID risk.**

* Information should be communicated to the community explaining government restrictions.
* Local Gov Officials should be lobbied to pass this info to the community through official sources as well to maintain credibility.
* Community Leaders should be briefed on the situation and asked to communicate with the community
* Put in place alternative mode of communication and contact with the community for the period that direct contact or visits may be impossible. Do Not Disappear!

END