



KERIC, NGO

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KERIC SECURITY MANAGEMENT POLICY

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1. Purpose and scope

This policy is specific to volunteers and personnel on deployment.

This policy applies to:

- All KERIC personnel
- All KERIC volunteers
- Host Organisation

KERIC is committed to the security and safety of all personnel while on deployment. We work closely with our partner organisations to assess potential threats to security and develop realistic plans should a situation arise or escalate that may pose a risk. Neither KERIC nor the partner organisation can realistically cover every potential risk, and as such, this policy aims to establish procedures and best practice in security assessment.

All personnel must comply with this policy. Breach of this policy, and the security management procedures noted in this and associated policies, including those of our partner organisations, may have a negative impact on colleagues and volunteers, risking their safety and security. Any non-compliance, including failure to report breaches of this policy, may result in disciplinary action up to and including dismissal.

This policy runs in conjunction with:

1. Evacuation Policy
2. Hibernation Policy
3. Incident and Crises Management Process
4. Security training
5. Health and Safety Policy
6. Volunteer Handbook

2. KERiC Commitment

KERIC is committed to safeguarding the lives of human beings. We acknowledge the dedication of our volunteers in the field and we will make every effort to ensure their safety, security and wellbeing.

KERIC is committed to working with reputable and established organisations, where we are confident of the security and safety of our personnel and volunteers.

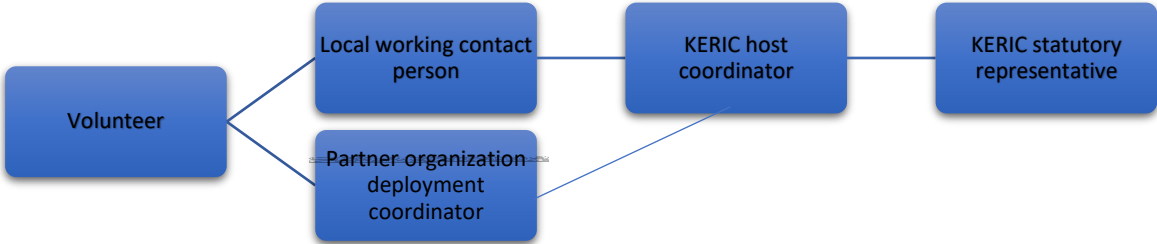
KERIC is committed to operating in countries/communities that are not involved in an international or non-international armed conflict or where there is a serious risk to health.

KERIC is committed to ensuring personnel and/or external consultants, our staff are qualified to deliver security training to volunteers for pre-deployment and orientation.

KERIC is committed to ensuring personnel and volunteers exercise their right to decide to withdraw or continue with their placement and be respectful of their decision.

3. Management Procedures

3.1 Responsibilities when KERIC hosts volunteers



The volunteers do different working tasks either directly in KERIC or at different locations around Čadca – about 5 to 20 km far. The volunteers are responsible for their personal safety and report to the designated local working contact person/point/person and/or to the host organisation coordinator. The designated local working point/person reports to the host organisation coordinator.

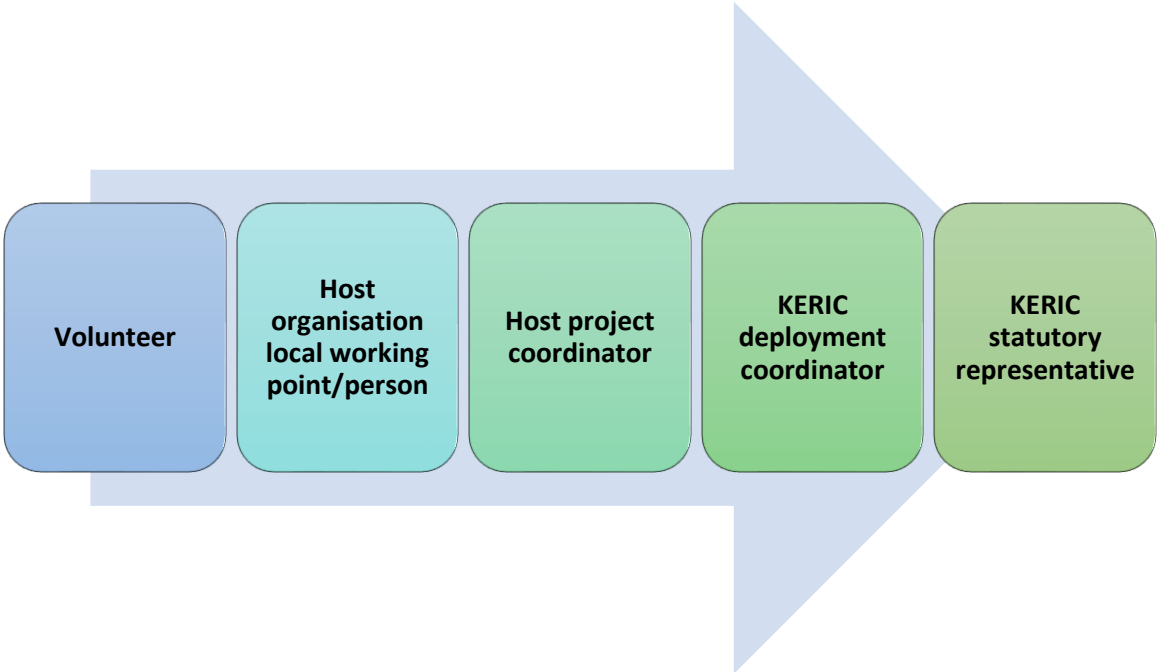
For activities outside of KERIC, a local working contact person/point is appointed to whom the volunteer reports. The local working contact point is responsible for the activities of the volunteer only in the local organisation – their programme, methodology, logistics.

The KERIC host project coordinator has responsibility for personnel from the local working contact points and volunteers while on placement. The KERIC host organisation coordinator is responsible for the day to day safety and security of personnel and volunteers. The KERIC host organisation coordinator provides reports to the KERIC statutory representative as well as to the Partner organisation deployment coordinator.

The KERIC statutory representative has responsibility for all personnel and volunteers and provides reports to the Board of Trustees every six months, or more frequently if necessary.

The volunteer also reports to the partner organisation deployment coordinator in his/her home country. The frequency of this contact and its means (e.g. phone, skype, written reports, etc.) have been agreed during the preparation for the project. The KERIC host project coordinator also regularly informs the Partner organisation deployment coordinator about the progress of the project and the well-being of the volunteer. In emergency situations, the Partner organisation deployment coordinator is informed immediately when possible by the volunteer and/or by the KERIC host project coordinator.

3.2 Responsibilities when KERIC deploys volunteers



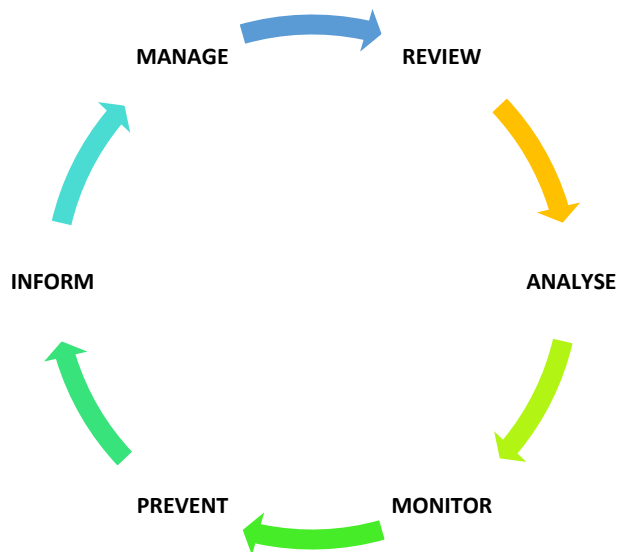
Personnel and volunteers are responsible for their personal safety and report to the designated working point/person, who in many cases is the same person as the host organisation coordinator. If not, the designated working point/person reports to the host organisation coordinator.

The partner organisation has responsibility for the day to day safety and security of personnel and volunteers. The host organisation project coordinator reports to the KERIC deployment coordinator.

The KERIC deployment coordinator has responsibility for personnel and volunteers while on placement and provides reports to the KERIC statutory representative.

Overall, the KERIC statutory representative has responsibility for the running of the project, for all personnel and volunteers and provides reports to the Board of Trustees every six months, or more frequently if necessary.

4. The Security Risk Assessment Cycle



Analyse- Identify the hazards, threats and the likelihood of the potential risk

Monitor- Decide who might be in risk and how, monitor the situation

Prevent- Decide on how to minimize the likelihood of the potential risk

Inform- Inform the people who are involved (volunteer, host organization, sending organization coordinator, local partner etc.)

Manage- Decide about the solution and take action

Review- review the assessment and update when necessary

4.1 Risk Analysis

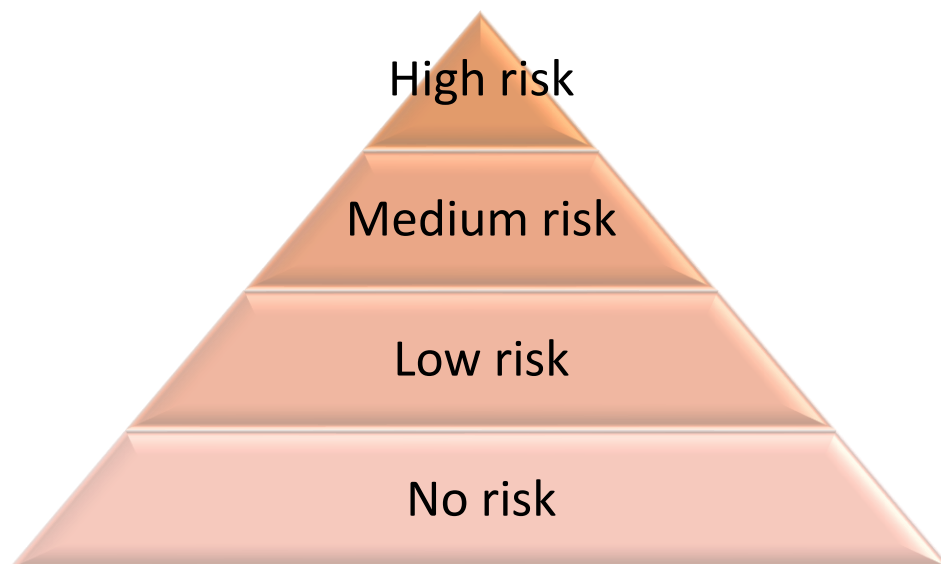
KERIC and the partner organisation carry out a risk analysis prior to deployment that aims to:

- Identify threats
- Analyse vulnerability
- Identify risks
- Assess probability of impact
- Analysis of probabilities
- Identify practical and realistic preventative measures
- Identify potential reactive measures

4.2 Risk/threat levels

- No risk – stable environment
- Low risk – tension that affects activities
- Medium risk – tension that affects activities and the organisation
- High risk - emergency requiring immediate evacuation

These are applied in context i.e. cultural, social, natural disaster, civil or political unrest or other as relevant



4.3 Assessment areas

Specified Security Threats include, but are not limited to:

- Work related injury / liability – health & safety, office and residential security
- Clashes with local culture, customs and law, gender or sexual orientation risks
- Criminal assault
- Road travel, including the availability of transport mechanisms
- Civil unrest
- Military conflict
- Natural hazards or disaster e.g. earthquake, flooding
- Holiday/Leisure/R&R activities

- Kidnap & Ransom

4.4. Risk assessment of situations when KERIC hosts volunteers

KERIC usually hosts between 6 to 8 volunteers at the same time. They usually share common accommodation but do different working tasks either directly in the town of Čadca or at different locations around Čadca – about 5 to 20 km far.

All the volunteers hosted by KERIC have the support of the following staff:

- KERIC host organisation coordinator
- Local working contact person/point (for activities outside of KERIC)
- Mentor
- KERIC statutory representative
- Other contact people / points

The host organisation coordinator bears the overall responsibility for the project of the volunteer and takes care of the work-related issues of the volunteer (working schedule, tasks and role of the volunteer, etc.), logistics and finances of the project.

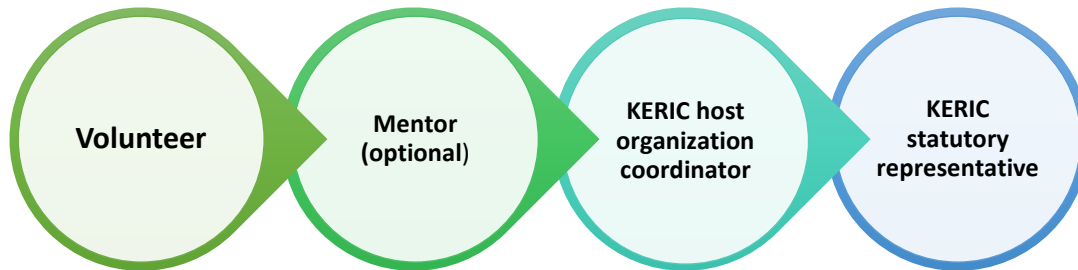
For the activities of the volunteer that take place outside of KERIC (e.g. in a local school, youth centre, senior house, care centre, etc.) and extra KERIC local working contact person/point is appointed, who is regularly in contact with the KERIC host organisation coordinator and reports to him/her.

Each volunteer also has a mentor, who supports the learning process and personal development of the volunteer. The mentor also helps the volunteer in any personal issues and to gain local contacts and get to know the culture of the host country/area better.

The KERIC statutory representative bears the overall responsibility for the project. The host organisation coordinator regularly reports to the KERIC statutory representative and consults her in issues that need attention of the statutory representative. In some project, the KERIC statutory representative takes care of the projects herself and is then also in the role of the host organisation coordinator.

KERIC tries to create a network of other support persons/points/bodies for the hosted volunteer so that the volunteer has a wide network of contacts whom to turn to when needed. Among these count for example the host family of the volunteer. The volunteer stays in the host family for the first week of his/her voluntary service before moving to the shared accommodation with other volunteers. The host family represents the first contact of the volunteer with the local reality and its family members often stay in contact with the volunteer and support him/her during the whole voluntary service. Other contacts in the community are co-teachers from KERIC- with whom the volunteer runs language courses, teachers or staff from schools and institutions where the volunteer works, adult students from courses, etc. These people/points/bodies are not members of the organised support network created by KERIC for the volunteer, but their presence and support are often very important for the volunteer, when needed.

Situations when volunteer feels under security threat: In any security threat situation, when the volunteer feels under security threat the communication is about the situation is initiated by the volunteer and goes as follows:



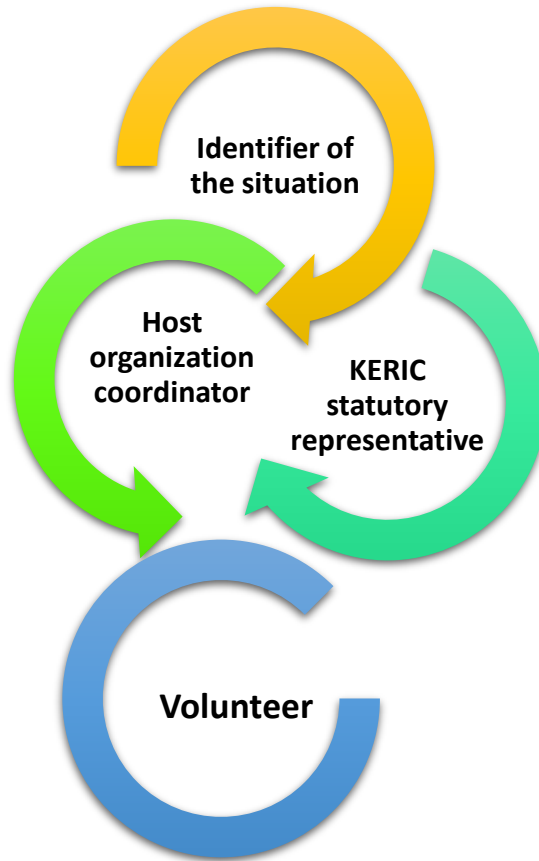
In cases of personal health and safety or situations occurring in the leisure time of the volunteer, the communication might be directed from the volunteer to the mentor and then to the KERIC host organisation coordinator. If the KERIC host organisation coordinator identifies the situation as a low-threat situation, he/she takes care of the situation and reports to the KERIC statutory representative later – at regular meetings. If the KERIC host organisation coordinator identifies the situation as a medium/high risk situation, he/she immediately communicates the situation with the KERIC statutory representative and implements the solution of the situation made in communication with the KERIC statutory representative. The KERIC statutory representative is informed about the progress and the outcome of the action taken.

In cases of work-related issues health and safety issues, the volunteer reports directly to the KERIC host organisation coordinator. Then, the flow of the communication and solution implementation is the same as above.

The sending organisation is informed about the course of action taken and consulted for the next steps in cases of high-risk situations.

Situations identified by the KERIC staff as a security threat:

As the KERIC staff know the local situation in the country and region better than the volunteer, it might happen that the volunteer does not feel under any security threat, but still, the situation requires action to ensure the personal safety and security of the volunteer.



A situation might be identified as a security threat by the local working contact point/person (e.g. a local school teacher, a local person the volunteer is in touch with in leisure time, etc.), the mentor of the volunteer, the KERIC host organisation coordinator or the KERIC statutory representative.

A situation identified as a low-security threat is communicated by the host organisation coordinator directly to the volunteer. The decision taken and implemented is then reported to the KERIC statutory representative later – at regular meetings. If the KERIC host organisation coordinator identifies the situation as a medium/high risk situation, he/she immediately communicates the situation with the KERIC statutory representative who commonly decide what to do in this situation. The host organisation coordinator then communicates directly with the volunteer and takes care of the situation. The KERIC statutory representative is informed about the progress and the outcome of the action taken.

4.5. Risk assessment when KERIC deploys volunteers

When KERIC deploys volunteers, our host partners follow the same procedures when hosting as KERIC puts in practice when we are hosting.

The sending organisation – namely the KERIC deployment coordinator - is informed about the course of action taken and consulted for the next steps in cases of medium or high-risk situations.

5. Pre-Departure responsibilities

5.1. Host organisation responsibilities prior departure when KERIC hosts volunteers

KERIC conduct risk assessment prior to each hosting for:

- Country of deployment current situation
- Residential country – Slovakia
- Residential area
- Work area

KERIC host project coordinator has responsibility for security issues for volunteers by KERIC. The KERIC host project coordinator gathers information on security issues from all local working contact persons/points. The KERIC host project coordinator shares this information with the Partner organisation deployment coordinator.

The partner organisation deployment coordinator provides information to the KERIC host project coordinator on current local conditions that may present a risk or threat to the volunteer while still in the home country and which may thus influence the deployment of the volunteer abroad.

The sending organisation develop and share local security policy/procedures that are consistent with KERIC security policy/procedures.

KERIC identify and analyse threats and associated risks to the volunteers in Slovakia and area of work/residence and inform the partner organisation abroad.

If needed, KERIC update the already-existing security manual based on findings of risk assessments. Furthermore, KERIC update the established written procedures/guidelines needed to avoid and mitigate risk where possible and respond to incidents and which are consistent with this policy. If required, update their security, hibernation and evacuation policies and procedures for the management of security incidents and their consequences and review/monitor new or existing situations as necessary.

KERIC and the partner organisation ensure all volunteers are informed of communication mechanisms before, during and/or after an emergency

KERIC updates the established call chain in case of emergencies

KERIC ensures all volunteers and personnel are fully informed of any or all risks/threats to security and safety, to exercise their rights and make an informed decision to go/continue with their placement

KERIC checks that the sending partner organisation add volunteers to the relevant travel and health insurance policies applicable to the placement e.g. EU Aid Volunteers insurance

KERIC and the sending organisation inform volunteers prior to departure of the consequences of breach of security procedures or failure to follow instructions given relating to security, health and safety, and they may be subject to disciplinary procedures and/or they may not be covered by

insurance

5.2. Host organisation responsibilities prior departure when KERIC deploys volunteers

KERIC and the host organisation conduct risk assessment prior to each deployment for:

- Country of deployment
- Residential area
- Work area

The host organisation identifies a named individual who has responsibility for security issues for assigned KERIC volunteers and share this information with the KERIC deployment coordinator

The host organisation provides information to the KERIC deployment coordinator on local conditions that may present a risk or threat to personnel, prior to and during assignments with their organisation, whether an ongoing or new situation

The host organisation develops and share local security policy/procedures that are consistent with KERIC security policy/procedures.

KERIC and the host organisation identify and analyse threats and associated risks in conjunction with the partner organisation, to the volunteers in the countries and area of residence, served in conjunction with the partner organisation

KERIC and the host organisation compile a security manual based on findings of risk assessments

KERIC and the host organisation establish written procedures/guidelines needed to avoid and mitigate risk where possible and respond to incidents and which are consistent with this policy.

KERIC Ensures that the partner organisations have security, hibernation and evacuation policies and procedures for the management of security incidents and their consequences

KERIC and the host organisation review/monitor new or existing situations as necessary

KERIC and the host organisation ensure all volunteers are informed of communication mechanisms before, during and/or after an emergency

The host organisation establishes a call chain in case of emergencies

KERIC and the host organisation ensure all volunteers and personnel are fully informed of any or all risks/threats to security and safety, to exercise their rights and make an informed decision to go/continue with their placement

KERIC add volunteers to the relevant travel and health insurance policies as applicable to the placement e.g. EU Aid Volunteers insurance

KERIC and the host organisation inform volunteers prior to departure of the consequences of breach of security procedures or failure to follow instructions given relating to security, health and safety, and they may be subject to disciplinary procedures and/or they may not be covered by insurance

5.3 Sending organisation responsibilities prior departure when KERIC deploys volunteers

KERIC provides the following to all deployed volunteers:

- Pre-departure training
- Overseas Security Policy, including risk assessments
- Project/host organisation specific Evacuation and Hibernation policies
- Health and Safety policy, first aid training
- Country specific security manual
- Country information pack /host organization info pack
- Skype contact between the organisation and the volunteer
- Training provided by EU Aid Volunteers programme

The pre-departure training is organised by the KERIC deployment coordinator in cooperation with the KERIC staff. If needed, external experts/trainers run certain sessions. Ex-volunteers as well as currently hosted volunteers are invited to the training to stimulate mutual exchange of experience and inspire each other. The pre-departure training is compulsory for all volunteers.

KERIC updates the established call chain in case of emergencies

KERIC adds volunteers to the relevant travel and health insurance policies as applicable to the placement e.g. EU Aid Volunteers insurance

KERIC informs volunteers prior to departure of the consequences of breach of security procedures or failure to follow instructions given relating to security, health and safety, and they may be subject to disciplinary procedures and/or they may not be covered by insurance

5.4 Sending organisation responsibilities prior departure when KERIC hosts volunteers

KERIC makes sure that the sending partner provides the following to all deployed volunteers:

- Pre-departure training
- Overseas Security Policy, including risk assessments
- Project/host organisation specific Evacuation and Hibernation policies
- Health and Safety policy, first aid training
- Country specific security manual
- Country information pack /host organization info pack
- Skype contact between the organisation and the volunteer
- Training provided by EU Aid Volunteers programme

The pre-departure training is organised by the sending partner according to the standard procedures used in the sending organisation. These are reviewed by the KERIC deployment coordinator. The pre-departure training is compulsory for all volunteers.

The sending partner updates the established call chain in case of emergencies

KERIC makes sure that the partner adds volunteers to the relevant travel and health insurance policies as applicable to the placement e.g. EU Aid Volunteers insurance

The sending partner informs volunteers prior to departure of the consequences of breach of security procedures or failure to follow instructions given relating to security, health and safety, and they may be subject to disciplinary procedures and/or they may not be covered by insurance

5.5 The volunteer responsibilities:

- Attend all appropriate courses/briefings prior to departure
- Read and sign Volunteer Agreement, Code of Conduct and all other documents as requested
- Complete a medical form confirming fitness to work and travel in the specified country
- Register with the Department of Foreign Affairs
- Inform their bank of their travel dates and destination

5.6 Pre-departure training

When KERIC deploys volunteers, we provide a two-day pre-departure training to our volunteers in the following areas:

- Health and Safety, including mental health
- Security awareness (general and country-specific)
- Child Safeguarding
- Cultural Awareness
- Basic First Aid
- Country specific information
- Host project specific info
- Equality and gender issues
- Basics of conflict management and conflict resolution
- Role and responsibilities of the volunteer and host and send organisations
- Logistics issues
- Any other training that will support volunteers on deployment

This training may be provided by KERIC personnel, external experts, consultants, relevant organisations or as provided by funded programmes.

The group of volunteers usually consists of 4 to 10 volunteers. The volunteers being deployed abroad have a chance to meet volunteers who have just returned from their voluntary service as well as volunteers who are currently being hosted by KERIC. Extra space is created for volunteers to share their experience.

Country specific training will be provided as relevant and necessary.

When KERIC hosts volunteers, we communicate with our partners to offer to the volunteers a training with similar content.

6. In-Country Responsibilities

6.1.1. Host organisation in-country responsibilities when KERIC hosts volunteers

- All volunteers hosted by KERIC receive the following upon arrival:
 - Orientation on arrival
 - Country-specific information and host project information
 - Mandatory orientation for all volunteers on security, risks and safety within 24 hours of arrival
 - General detailed security, health and safety training
 - Information on evacuation and hibernation procedures
 - Communication mechanisms before, during and/or after a critical incident/emergency
- The volunteers meet the KERIC host project coordinator and their mentor upon arrival. For the first week, they stay with a host family. During the second week, they are introduced to their local working contact points/persons and to other people who will support the volunteer during their stay. Volunteers are given instructions on contacting these support people in case of emergency.
- During the whole stay of the volunteers, KERIC monitors the situation and shares information in conjunction with identified agencies/organisations operating in the area as well as monitor any new, existing or escalating risks/threats
 - During the whole stay of the volunteers, KERIC communicates and updates volunteers on any potential risks/threats and updates on existing/emerging/escalating or emergency situations
- KERIC provides briefing to all volunteers and personnel related to any changes in the policy and associated documents
- the KERIC project coordinator is in regular contact with the KERIC statutory representative, the partner organisation deployment coordinator and informs them of the well-being of the volunteers
- If the volunteers are at risk, the KERIC project coordinator communicates with the KERIC statutory representative, the partner organisation deployment coordinator and/or others as identified in this policy on decisions to hibernate or evacuate
- KERIC initiates hibernation and/or evacuation procedures as necessary (refer to KERIC Evacuation and Hibernation policies)
- KERIC ensures there are adequate methods for communicating with volunteers and the host project coordinator and other contact points/persons in place e.g. charged mobile phones, credit
- KERIC adheres as far as practical in the given situation, to the procedures established in the security, hibernation and evacuation policies
- KERIC ensures that adequate transport is available in case of emergency
- KERIC provides information on communication mechanisms, secure transport systems and maps during emergency

- KERIC liaises with the local authorities and other organisations in the area to make decisions to return following periods of hibernation or evacuation
- KERIC monitors situations in conjunction with identified agencies/organisations operating in the area
- KERIC informs the partner organisation deployment coordinator about the situation and the volunteers

6.1.2. Host organisation in-country responsibilities when KERIC deploys volunteers

- All volunteers hosted receive the following upon arrival:
 - Orientation on arrival
 - Country-specific information and host project information
 - Mandatory orientation for all volunteers on security, risks and safety within 24 hours of arrival
 - General detailed security, health and safety training
 - Information on evacuation and hibernation procedures
 - Communication mechanisms before, during and/or after a critical incident/emergency
- The volunteers meet the partner organisation host project coordinator, their mentor and emergency contact points/persons and are given instructions on contacting these support people in case of emergency.
- During the whole stay of the volunteers, the partner organisation monitors the situation and shares information in conjunction with identified agencies/organisations operating in the area as well as monitor any new, existing or escalating risks/threats and informs the KERIC deployment coordinator
- During the whole stay of the volunteers, the partner organisation communicates and updates the volunteers as well as the KERIC deployment coordinator on any potential risks/threats and updates on existing/emerging/escalating or emergency situations
- The partner organisation provides briefing to all volunteers and personnel related to any changes in the policy and associated documents
- the partner organisation project coordinator is in regular contact with the KERIC deployment coordinator and informs him/her of the well-being of the volunteers
- If the volunteers are at risk, the partner organisation project coordinator communicates with the CEO in the partner organisation, the KERIC deployment coordinator and/or others as identified in this policy on decisions to hibernate or evacuate
- The partner organisation initiates hibernation and/or evacuation procedures as necessary
- The partner organisation ensures there are adequate methods for communicating with volunteers and the host project coordinator and other contact points/persons in place eg charged mobile phones, credit
- The partner organisation adheres as far as practical in the given situation, to the procedures established in the security, hibernation and evacuation policies
- The partner organisation ensures that adequate transport is available in case of emergency
- The partner organisation provides information on communication mechanisms, secure transport systems and maps during emergency
- The partner organisation liaises with the local authorities and other organisations in the area to make decisions to return following periods of hibernation or evacuation

- The partner organisation monitors situations in conjunction with identified agencies/organisations operating in the area
- The partner organisation informs the partner organisation deployment coordinator about the situation and the volunteers

6.3 Sending organisation responsibilities:

- Ensure volunteers continue to receive support and guidance
- Hold monthly meetings on a suitable communication platform e.g. Skype
- Inform volunteers of any changes of personnel responsible for their placement
- Inform volunteers of any new or increasing risk to personal safety and security
- Provide volunteers with renewed insurance policies as they arise

6.4 Volunteer responsibilities:

- Attend orientation on safety and security provided by overseas partners
- Take responsibility for their personal safety and security
- Register with their national embassy or consulate on arrival to host country
- Not take any unnecessary risks that may pose a risk/threat to safety or security to themselves or colleagues
- Acknowledge receipt of all updates on new or escalating threats and indicate to KERIC staff how they plan to respond to them.
- Report all incidents that have or might have caused them physical injury to the KERIC Office.
- Be prepared to make decisions with partners on responding to potential or immediate threats in their locality and inform host organisation designated supervisor and the deployment coordinator
- Adhere to procedures and follow instructions issued by host organisation eg curfew, hibernation or evacuation
- Be aware that failure to adhere to policy, procedure and instructions given relating to security, health and safety, and they may be subject to disciplinary procedures and/or they may not be covered by insurance

7. Insurance

- All volunteers are added to KERIC's group travel insurance policy as soon as flights are booked.
- Volunteers deployed under a specific funded placement are added to their Volunteer Insurance provided by insurance company CIGNA
- Insurance is provided by KERIC and volunteers going overseas are clearly informed about the features of the policy cover before departure and are provided with the relevant insurance policy and schedule for their country of assignment. However, it is emphasised to all that compensation, recovery and liability cover for some eventualities cannot be realistically provided and that insurance is only ever one part of the response after an incident.
- All volunteers are provided with a copy of our travel and health insurance policy, which includes all information required in the event of seeking emergency assistance or a claim.
- All volunteers are advised that they are not covered by our insurance policy if an accident/incident/illness occurs that would normally entitle them to make a claim, if they are found to be under the influence of illegal drugs/substances and/or alcohol at the time of the incident
- Volunteers are informed that should they fail to adhere to security procedures established by KERIC and host organisation, and they are involved or cause an incident that may normally entitle them to make an insurance claim, insurers may refuse cover

KERIC staff will liaise directly with the claimant and volunteers will provide the necessary supporting documentation in the event of a claim

8. Kidnap and Ransom

8.1. Standard procedure in the event of kidnap

In the event of KERIC receiving information that there has been a kidnapping of a KERIC volunteer on assignment, these are the steps to take by the partner organisation and KERIC:

Steps

1. Contact the statutory representative of KERIC
2. Call the KERIC deployment coordinator
3. KERIC calls the Emergency Cover Hotline as provided by Insurers
4. Event is assessed by the KERIC representatives in conjunction with the host organisation, local authorities and approach decided.
5. KERIC Insurance Underwriters are contacted. Follow procedure as advised by Insurers case manager on family and press liaison

6. KERIC discuss advice and proceed with the below
7. KERIC contact local authorities and national Embassy or Consulate as appropriate
8. KERIC contacts KERIC volunteer's family and maintains regular communication
9. For EU Aid volunteers, liaise with the designated person/team on all matters relating to the incident
- 10.. Insurers Kidnap and Ransom team negotiate with the kidnapers and aim for the safe release of the KERIC volunteer
11. Insurers arrange for the repatriation of the KERIC volunteer to a safe place.

We acknowledge that many governments sign up to a UN Resolution to state they will not engage in negotiating ransoms.

8.2 KERIC Crisis Management Team (CMT):

Name	KERIC role	Telephone number	email
Miriam Petříková	Statutory representative	+421908913995	mirka@keric.sk
Lenka Hrušková	Deployment coordinator	+421908913994	lenka@keric.sk
Ivana Hrušková	Deployment staff	+421917435798	ivka@keric.sk
Lenka Petříková	Deployment staff	+447432834760	Lnicka13@gmail.com

Prior-deployment all emergency contacts (Insurer, EU Aid responsible, family members of the volunteers, etc.) are noted down so that they do not have to be sought for in case of incident.

KERIC staff are not qualified to deal with kidnapers and will ensure that professionals are engaged should the situation arise.

KERIC ensure that contact is maintained with the volunteer's family throughout

Should the volunteer be on deployment through a specific funded programme, we liaise with their designated person/team on all matters relating to the incident

9. Evacuation Procedures

Any relocation or evacuation implies that the situation has deteriorated significantly to one that makes the Host Organisation's staff or volunteer's presence untenable. In that event a decision may be taken to relocate staff from the project; this should normally be preceded by a period of tension

that may have seen staff hibernate in advance. There are two possible types of relocation:

- Partial Relocation: If the security situation deteriorated it may become necessary to relocate all but essential staff and/or Volunteers to another area unaffected or not impacted by security situation. In this case, restricted programme activities may potentially continue.

- Full Relocation: This would entail an evacuation of all re-locatable staff and Volunteers from the project and could also involve a closure or indefinite suspension of programmes in the project. It is likely that a full evacuation would be as part of a coordinated evacuation organised and controlled by the UN or embassies relevant to everyone.

Decision to evacuate

The decision to evacuate can normally only be made by the Host Organisation Director/Leader and/or KERIC deployment manager, in consultation with KERIC statutory representative. In all cases the decision will come after consultation with the KERIC statutory representative unless the situation dictates that this is impossible and the Host Organisation Director/Leader and/or KERIC deployment manager feel an evacuation is the only practical course of action. The decision will also include the method of evacuation; by air or by road depending on the nature of emergency and findings of a risk assessment and route mapping.

Once the decision to evacuate has been made all staff and Volunteers will be informed by the designated Host Organisation Director/Leader and/or KERIC deployment manager.

Should a volunteer refuse to evacuate as instructed by either the Host Organisation/Director/ and/or KERIC deployment manager, said volunteer is made aware that they may not be covered by insurance and must sign a disclaimer indemnifying KERIC.

Next of kin must be notified as soon as the decision is made

Full evacuation – air

It is extremely important that each volunteer evacuating by air has with them only one grab bag of 15kg and must include their passport. Full air evacuation will be coordinated either by the UN or embassy of the volunteer involved. Volunteers must relate all communications with their embassy with regards to evacuation back home. In all cases the decision to evacuate will only be made after consultation with the KERIC statutory representative unless the situation dictates that this is impossible and the Host Organisation Director/Leader and/or KERIC Deployment Manager and Embassy feel an evacuation is the only practical course of action.

Full evacuation – road

In this event the Host Organisation Director/Leader will coordinate the evacuation, still informing the KERIC deployment manager about ongoing situation. To ensure readiness for this eventuality vehicles will be brought up to a higher standard of readiness by the drivers. Safe and secure routes for evacuation by road are identified and mapped out at the time.

Partial Evacuation

A partial evacuation will see a limited number of staff and/or volunteers leaving the project as tension increases and non-essential staff can be removed. This would be done in advance of an emergency

evacuation.

Continuity

If staff and/or volunteers are forced to leave the project for any period of time, the Host Organisation is responsible for maintaining the programme response.

Readiness

To ensure all staff and/or volunteers are ready for an evacuation the volunteer must ensure that during times of increased tension, their grab bag prepared for rapid movement. The grab bag may not exceed 15kg and is to include: laptop/mobile and charger and maps.

Equipment to be carried during an evacuation:

- laptop / mobile & charger /modem / satellite phone & charger / VHF handset, GPS unit and portable hard-drive with backed-up programme documents.

The Host organisation must:

- Ensure hibernation stocks are maintained in the compound
- Support the movement, storage or destruction of documents by other staff
- Ensure strong lockable, metal containers are available for documents storage
 - Ensure that documents for transportation by evacuating staff and/or Volunteers are identified and minimised
 - Ensure that documents to be secured are identified and that boxes are available for their secure storage
 - Identify the quantity of money to be retained for use by Host staff or given as salary advances to Host staff and ensure that in times of tension this quantity is available in the safe.
- Vehicles should be prepared. The following items are to be taken:
 - 50 litres spare fuel
 - 24 litres drinking water
 - 8 x 24hr food packs for one person each

Quick Run Bag

1. Travel documents (passport, work permit, visa, travel pass, vaccination details, etc.)
2. Extra passport sized photos
3. Water – at least 1.5 litres
4. Small first aid kit plus any necessary personal medication
5. Communications – VHF radio / mobile phone

6. Mobile phone credit
7. Mobile phone charger
8. Phone contact lists
9. High energy dry food
10. Torch
11. Lighter
12. Water purification tablets
13. Insect repellent
14. Notebook and pen
15. Swiss army knife
16. Sunglasses
17. Sunscreen
18. String/rope
19. Change of clothes
20. Toiletries
21. Entertainment (magazine, book, cards)
22. Additional water container
23. Quick-run money
24. Soap
25. Compass
26. Map
27. Duct tape
28. Flare
29. Whistle
30. Small mirror or aluminium foil (if staff need to go into the bush this enables them to signal passing aircraft)

Decision to hibernate

Any decision to hibernate will be informed by prevailing situation and considerations of what other actors are planning and will be taken by the Volunteer deployment manager and Host organization coordinator? Such a decision may come in isolation but will more likely be part of a wider decision by the organisation to take similar action.

Hibernation location

In the event that the situation demands, Volunteer will hibernate in their Host Organisation designated locations to allow for a dangerous situation to calm or prior to relocation out of their project. It is possible that such hibernation could include visiting KERIC staff and Volunteer.

Host staff hibernation will be managed according to the Host instructions and in the absence of such instructions; the default decision would be for them to return to their homes. If this is not possible, they will remain in the office compound until it is safe to return home.

Communication of the decision within the Project:

Once the decision is made all personnel will be informed by mobile phone, email, and/or other agreed channels agreed. Host Organisation and the volunteer must react immediately.

The KERIC deployment manager and statutory representative should be informed by the Host organization coordinator and the volunteer. Once the hibernation is declared, the Host organization coordinator will be responsible for the Hibernation at Host Level. In the absence of communication from the host organization coordinator, the KERIC's deployment manager will coordinate the hibernation at project level. Contact numbers should be regularly updated within each host organisation as well as sending organization. Next of kin will be informed of hibernation.

KERIC CONTACT LIST

Name	KERIC role	Telephone number	email
Miriam Petříková	Manager	+421908913995	mirka@keric.sk
Lenka Hrušková	Deployment manager	+421908913994	lenka@keric.sk
Ivana Hrušková	Deployment staff	+421917435798	ivka@keric.sk
Lenka Petříková	Deployment staff	+447432834760	Lnicka13@gmail.com

Between the Project and the relevant Embassy of the volunteer:

Once the decision is made to hibernate, the volunteer or Host organization coordinator or KERIC deployment manager must contact their nearest embassy. These contact details have been provided pre-departure.

During the hibernation the team should keep in contact monitoring situation and updating the parties mentioned above regularly.

Actions on declaration

Working hours:

- All vehicles will be called back to Host office with the personnel they are transporting.
- The driver will hibernate with the team at the compound.
- Volunteer are to ensure their grab bags are available at the hibernation location
- All offices are to be locked and documents secured.

Out of Working Hours:

- Volunteer should immediately return to the Host Compound or agreed Host accommodation
- Vehicles are to return immediately to the Host Office
- Guards are to remain on site at all locations as long as the situation allows
- Host staff are to remain at home until notified otherwise

Preparation

All Volunteer are required to:

- Familiarise themselves with this instruction
- Be ready to act immediately a hibernation is called, the time for questions comes when you have arrived in the Office
- Have grab bags available weighing no more than 15kg.
- If possible, pack all other belongings into a bag and secure them in a designated room in their accommodation when hibernation is called.

Host organization coordinator

- Coordinate the move to hibernation
- Continue to assess the security situation using all available sources
- Maintain contact with external agencies to monitor the local security situation
- Keep Volunteer and KERIC deployment manager informed of the prevailing security situation
- Ensure that all vehicles are prepared for a road evacuation
- Maintain regular updates with the Host Organisation Director/Leader as the situation unfolds to ensure timely decisions are made and implemented.
- Ensure office hibernation stocks are all in date and enough for 3 days for the volunteer within the organisation
- Ensure that the office generator is always maintained and serviceable
- Identify sensitive documents that must be secured. For example, financial and staff records
- Identify those that will need to be evacuated, in that event
- In the event of hibernation ensure all offices are locked and documents secured
- Assist in the securing of personnel effects to be left behind.
- Manage the guards/watchmen and monitor site security if the situation allows

Drivers:

- Ensure vehicles are refuelled at the end of each day
- Ensure there is a stock of spare fuel (200 litres) for the vehicles available in the compound
- Ensure all vehicles designated for use in evacuation are maintained and equipped accordingly:

- 50 litres spare fuel

- 24 litres drinking water

- 8 x individual 24-hour food packs

10. Returning Home

KERIC provides debriefing to volunteers –

KERIC encourages volunteers to have a medical check-up for volunteers

KERIC invites returned volunteers to attend pre-departure training for future volunteers to share knowledge and experience

KERIC encourages volunteers to stay involved with KERIC

11. Policy Review

This overall policy is reviewed on an annual basis – last review July 2019

This policy is reviewed prior to each deployment

Associated policies as identified above are reviewed in conjunction with the overall Security policy

11.1 Country/host organisation specific review

Partner organisations provide information and updates to support necessary amendments to existing procedures or the introduction of new procedures

Should there be any amendments, the revised policy and associated documents are circulated to all volunteers, personnel and partner organisations

All volunteers and personnel must acknowledge receipt of any revised documents

KEY DEFINITIONS

SECURITY: Protection of our staff, volunteers, or organisation resources from violence, theft, or damage. Response to intentional actions.

SAFETY: Protection against the effects of external events. Response to accidental actions.

THREAT: Danger to staff, the organisation, or its properties. (Generally, this affects every team member/organisation that share the same context and characteristics in a similar way).

VULNERABILITY: Level of exposure to a threat. (It changes from one organisation to another - internal factors).

RISK: Likelihood and the impact of encountering a threat. (The impact probability changes from one organisation to another).

IMPACT (SERIOUSNESS): Consequences of a security incident for the organisation, its members, the programme, or the beneficiaries.

SECURITY PROCEDURES AND RULES: They are the measures, actions, and procedures which are implemented to avoid and/or minimise the impact of identified risks.

APENDIX 1

KERIC Critical Incident Report Form

Report date:

Reporting person:

Date of incident:

- Type of incident (natural disaster, political situation etc)
- Description of the incident
- Staff and individuals involved (include nationality, ethnicity, gender, job title, programme type, etc):
- Time at which the incident occurred (specify if during or out of office hours)
- Location of the incident (include a map and address if possible)
- Security level of location (High risk, medium risk or low risk)
- Duration: (Once off, temporary or long term)
- Possibility of reoccurrence: (Yes, no, may escalate)

Incident analysis (context, motivation that precipitated the event, organisation targeted, future implications):

Immediate decisions and actions taken: (decisions and actions taken and by whom):

NOTIFICATIONS (who has been informed both within the organisation and with other agencies/actors):

- Comments:

- Notification of emergency contact: (yes/no)

Future Actions (specify actions that must be taken, including those requested of decision-makers within the organisation and/or other agencies):

NOTES (by KERIC deployment manager)

Appendix 2

Threat Identification

Scenarios to consider include:

- What medical kit is in hosting organization and is the local staff trained properly?
- What type of communication is available in the host organization office, working place of the volunteer or the accommodation?
- Does the volunteer have regular access to enough cash if the banks aren't working?

- Transport of the volunteer in the local area and its risks
- Alternative routes of transport when local situation changes- natural disaster political situation etc.
- What resources and how far does host organization have when talking about evacuation or hibernation? – transport wise, shelter/ accommodation wise etc.
- Are any similar organization relevant to us working in the area?
- What is the procedure during volunteers’ free time/ holiday during emergency?

Please note, not all of the above will be applicable to KERIC placements

Refer to our Security Management Policy for guidance on completing this risk assessment

Ensure findings of this assessment are included in the Country Security Manual for volunteers and personnel

Ensure findings are introduced to Security Training

Threat Assessment		Vulnerability assessment		Risk analysis			Mitigation measures	Decision
Threats	Situation	Weaknesses	Strengths	Impact	Likelihood	Risk level		

Risk Matrix

Impact Risk Likelihood	5 Death or severe injury. Loss of project or programmes. The end of cooperation	4 Serious injury. Severe disruption of programme. Major destructions in cooperation.	3 No life- threatening. High stress. Some disruption in programme. Some problems in cooperation.	2 Minor injuries. Minimal disruption in programme. Minor problems in cooperation.	1 No injuries. No disruption in programme. No problems in cooperation.
5 Certain/imminent					

4 Very likely					
3 Likely					
2 Moderately					
1 Unlikely					