

# Rory's Well Security Policy

## Introduction

In the course of our work Trustees and volunteers are often required to work or visit overseas where threats to personal safety may arise due to unfamiliar or difficult environments.

It is essential that Rory's Well develops consistent behaviour and practices within the organisation to understand, analyse and act to minimise risks, and to ensure that procedures are in place at all levels of the organisation regardless of operational location. This policy therefore seeks to establish the basic principles of good operating practice that will be adopted throughout the organisation and are **non-negotiable**.

## Scope

This policy applies directly to all trustees. It also applies to volunteers, consultants and visitors to country programmes and encourages the adoption of similar good practice by partners and anyone else working with us.

Rory's Well defines security as the personal safety, well-being and protection to the people to whom it has a duty of care, from intimidation, violence, and other risks arising through work & travel. It also relates to security of all assets from theft, criminal damage and other risks.

## Responsibilities

All trustees and volunteers are responsible for the security of themselves, anyone reporting to them and any invited visitors for whose security Rory's Well is responsible. Specific responsibilities are defined below

- The Trustees have overall responsibility for this policy with delegation to the Project manager for day-to-day security and personal safety of staff. |
- In addition to the Trustee responsibilities above as a Rory's Well volunteer or employee member you are also responsible for your own safety and security, and that of your colleagues. Every staff member has a duty to minimise the risks to themselves and their colleagues by developing their safety and security awareness and putting this into practice daily. All staff must:
  - ✓ **Be responsible.** You are accountable for your personal and professional actions. It is essential that you understand how your actions or inaction could put at risk your own safety and that of your colleagues.
  - ✓ **Follow the rules.** Rory's Well's safety and security policies and procedures are in place to protect you and your colleagues, and so must be adhered to and respected. Always make sure you are aware of the travel procedures, driving rules, movement restrictions and adhere to them.
  - ✓ **Be cautious.** Don't take unnecessary risks. No programme activity or property is worth your life. If you have concerns about your safety and security, you must raise these with the Project manager.
  - ✓ **Act appropriately.** Never engage in conduct that puts yourself or others at risk, or could discredit the organisation. Always be respectful of the colleagues and communities you are working with. If you are aware of

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behaviour or actions by other staff that either breach Rory's Well policies or compromise team safety and security in any way, you have an obligation to inform the Chair of Trustees of Rory's Well

- ✓ **Be prepared.** Make an effort to understand and appreciate the environment in which you are living and working. Ensure that you are fully aware of the dangers that exist, you understand how to minimise the risks, and you know what to do in an emergency.
- ✓ **Keep others informed.** Ensure your colleagues / fellow trustees are informed of your location and movements at all times. If you witness, or are informed of, incidents or events that affect the security or safety situation in your location you must report these to the Chair of Trustees.

### Key Principles

#### Briefing

- All overseas trips must be authorised by the Trustees and travel costs authorised before any bookings are made.
- All new Trustees or volunteers who are required to travel as part of their role should receive a security briefing as an early part of the induction process.
- You have the right to decide whether the security risks in any location are acceptable to you (except in the case of the Chair of Trustees decision to restrict travel due to security concerns or a prior decision by the Board of Trustees).
- All visitors and volunteers must complete an Overseas Visit Monitoring Form, Appendix A, to be reviewed and signed by the Project manager before travel. (Optional ,but advisable for Trustees and project managers). A briefing should take place on return to review any issues arising during the trip.
- All staff must obtain valid visas for the countries to which they are travelling.
- A visit to your doctor prior to travel must be undertaken to ensure all vaccinations and medicines such as anti-malarial treatments are obtained prior to departure.

#### Country Briefing documents

**Foreign Office advice must be adhered to for all countries in which Rory's Well work and visit.**

Information on countries security and political context will be updated on an annual basis or more frequently if this becomes necessary in response to changes.

Country briefing documents will include a risk assessment, reviewed on a regular basis. Information specific to country contexts, visa restrictions and health are also contained and updated regularly.

#### Assessing Risk

Even if you are not involved in the formal risk assessment process, you must understand the basic principles of assessing risk.

These principles should be applied to the risks you face, whether travelling to an unfamiliar area or undertaking a particular activity.

This will help prevent or reduce the effects of foreseeable safety or security incidents. It is important to:

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- Identify the different safety and security threats that exist in the area. Previous incident reports, press articles and talking to colleagues and other agencies can be a useful source of information.  
Try to understand the different threats – where they occur, if they are indirect or targeted, if they are frequent, occasional or rare events, and if they could they increase in the future.
- Consider how vulnerable you and your colleagues are to these threats. Could they happen to you?
- Prioritise those threats that are most likely to occur, and will cause the greatest harm should they do so, to determine the greatest risks in the area.
- Having gained an understanding of the risks, the next step is to identify safety and security measures you can take to either reduce or remove specific threats, or minimise their impact. Threats, and your vulnerability to them, can change frequently. As part of your routine you should continually assess the security and safety situation and regularly consult others to ensure that you are not misunderstanding the situation or missing any potential threats.

### Reporting Incidents

All security incidents including 'near misses' must be reported (using the Incident Report Form, Appendix B), Project manager and copied to the Chair of Trustees. Relevant sections of the Country Briefing should then be reviewed following such an incident.

A log of incidents and near misses reported will be retained by Rory's Well.

### Contingency Plans

- In the event of an extreme threat or significant deterioration in security Rory's Well will seek to, or provide assistance to evacuate international project managers, volunteers, visitors and any accompanying dependants to a safe place in a neighbouring country or repatriate them home.
- Individuals travelling abroad are responsible for ensuring that their travel and health cover is adequate for their needs. The travel insurance cover must explicitly cover the individual whilst carrying out volunteer work for Rory's Well. Remember each trip is not a holiday but is for the purpose for furthering project work for Rory's Well. To this end, Rory's Well have obtained travel insurance for Trustees and volunteers and details are available from Rory's Well. Please note that there are conditions that apply including the need to follow FCO restrictions and not travelling against doctor's advice. **YOU MUST LOG THE TRIP WITH PROJECT MANAGER PRIOR TO TRAVEL.**

### Accommodation

You are reminded of the need to take into account personal safety plus demonstrate value for money and reasonableness of expenditure when selecting accommodation.

With this in mind Rory's Well will normally expect accommodation to meet the following minimum standards:

- Mosquito net
- Air conditioning

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- Suitable water supply
- Access to wi-fi and/or good network for mobile phone use
- Safe for the storing of property
- Reasonable levels of personal security

### **Driving**

- Anyone driving a vehicle must hold a valid driving licence and insurance for the country where the driving takes place.
- All vehicles used for travel must be fitted with seatbelts and these must be worn at all times, by all passengers
- It is Rory's Well policy not to pick up or carry passengers in a vehicle or taxi, that are not associated with our work or programmes.
- Anyone driving a vehicle must adhere to the driving regulations of the country and must not drive under the influence of drugs or alcohol.
- Rory's Well trustees and volunteers must not travel in an unlicensed public vehicle or accept a lift from anyone not known to them.

### **Fire Arms or other weapons**

- Fire Arms or other weapons are not permitted in vehicles or on Rory's Well premises
- Rory's Well staff must not carry or take up arms themselves

### **Crisis management**

- A crisis is defined as 'an event which threatens the existence of Rory's Well staff, organisation, property or programmes'. For example, organisational reputation or kidnap/abduction
- In the case of medium to high risk countries, staff should complete a 'Proof of Life' Q&A before travel as Appendix C. This will be handed to the Chair of Trustees in a sealed envelope before travel, only to be opened in the event of kidnap or hostage situation
- It is Rory's Well policy that a ransom will not be paid in any circumstances.

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Appendix A

## Rory's Well Overseas Visit Monitoring Form (Part 1 – Page 1 of 3)

**Part 1 – to be authorised prior to your flight request**

Name:		
Dates of Visit:	Out	Return
Country/ies to be visited:		
Passport No: Issuing Office: Please scan a copy of your passport	Expiry Date:	
Visa: Yes/No Please scan a copy, if applicable		
Flight number: Out	Destination Return	
Flight Time: Out	Destination Return	
Driving Licence Number: Please scan a copy, if applicable		
Travel Insurance Copy Received:    Yes/No		

In the event of an accident please provide details of next of kin:

Name:

Address:

Telephone Number:

Mobile Number:

Relationship to you:

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**Monitoring Form (Part 1 – Page 2 of 3)**

Are you receiving medical treatment or have a condition that we should be aware of? If so, please provide full details.

Have you had an operation or any past illnesses we should be aware of? If so, please provide full details.

Do you have any allergies? If so, please give full details.

**Insurance**

The trustee / volunteer has been briefed about Rory's Well insurance requirements and understands that it is either their own personal responsibility to purchase adequate travel cover for the purpose of carrying out volunteer work for Rory's Well and confirm that the cover specifically allows me to carry out work as a volunteer

Signature\_\_\_\_\_ Date\_\_\_\_\_

Project manager Signature\_\_\_\_\_

Date\_\_\_\_\_

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## Rory's Well Overseas Visit Monitoring Form (Part 1 – Page 3 of 3)

### Pre-visit Risk Assessment

Probability		Impact	
1	Very unlikely	1	Possible Minor Injury
2	Unlikely	2	Possible Injury (requiring medical treatment)
3	Possible	3	Possible Injury (hospital)
4	Likely	4	Possible major Injury
5	Highly likely	5	Possible Fatality

PROCEDURE	QUESTION OF PROCEDURE	PROBABILITY	IMPACT	RISK	ACTION
Location	Staff /volunteer must take reasonable precautions when travelling abroad (rural, remote, urban)				
Accommodation	Is it of suitable standard? Clean water/food, comfortable and safe/secure for staff and belongings?				
Leisure Time Activities	Any planned activity must be considered in terms of risk re. Security/health & safety				
Political/Civil Unrest	Has Foreign Office advice been sought and adhered to?				
Weather	Likelihood of monsoon, typhoon, etc				
Hazardous Environments	Likelihood of personal injury due to topography, wildlife etc				

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**Rory's Well**  
**Overseas Visit**  
**Monitoring Form (Part 2 – Page 1 of 3)**

**Part 2 – to be completed and returned to CHAIR OF TRUSTEES prior to travel**

Date of outbound travel:	Routing:
Flight Number(s):	Departure Time:
Date of inbound travel:	Routing:
Flight Number(s):	Departure Time:

Itinerary: Please give details of addresses, contact numbers and dates of all locations during your trip		
Day	Address	Contact No.
Day 1		
Day 2		
Day 3		
Day 4		
Day 5		
Day 6		
Day 7		
Day 8		
Day 9		
Day 10		
Day 11		

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## Rory's Well Monitoring Form (Part 2 – Page 2 of 3)

<b>Vaccination Record:</b>		
Hepatitis A	Yes/No	Date:
Hepatitis B	Yes/No	Date:
Typhoid	Yes/No	Date:
Yellow Fever	Yes/No	Date:
MMR	Yes/No	Date:
Diphtheria	Yes/No	Date:
Tetanus	Yes/No	Date:
Rabies	Yes/No	Date:
Malaria	Yes/No	Date:
Blood Group		-

**Please list high value assets that will be travelling with you:**

Make/model:
Serial No:
Make/model:
Serial No:
Make/model:
Serial No:

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### Rory's Well Monitoring Form (Part 2 – Page 3 of 3)

**Pre Visit Briefing** – Please tick when discussed with Project Manager

Communication whilst overseas	
First Aid and medical arrangements	
Emergency & Contingency Plans	
Local Customs, sensitivities and taboos i.e. dress codes, alcohol laws, etc	
Use of local transport, buses, licensed taxis etc.	
Places and activities identified as off limits i.e. extreme sports, isolated attractions, geographical features	
Photography – local rules on photography and filming	

**Post Visit Briefing** – Please indicate any improvements which could be made to the following;

Travel Arrangements	
Accommodation	
Local travel	
Unexpected hazard	
Weather Conditions/Festivals	

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## Appendix B

### Rory's Well Incident Report Form

Incident Number	FY		Number of reports submitted on this incident
<b>FY</b>	<i>Financial Year Begins 1<sup>st</sup> January</i>		
<b>Incident Number</b>			
<b>Number of reports submitted on this incident</b>			

### INCIDENT / LOSS NOTIFICATION FORM

**Please send the completed report to:**

For all cases

For information cases only

#### A. REPORT DETAILS

Type of incident reported:

*(Please **click** in one of the boxes to indicate the type of incident and complete same coloured area(s) in section B.)*

#### People

- Serious Incident
- Death or Serious Injury\* (Staff or 3<sup>rd</sup> Party)
- Serious Near Miss Event \*\*

#### Assets

- Asset Lost / Damaged
- Financial Loss

#### Information

- Information Loss / Damage

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Serious Near Miss  
Event \*\*

Date of incident / loss:

Time of incident /  
loss:

Location of incident / loss:

Country name:

Who originally reported this  
incident / loss:

Report prepared by: Name

Position:

Date of report (today's date):

\* Serious injury is defined as multiple causality or life threatening.

\*\* Serious near miss event is defined as an accident or incident that could have occurred but that did NOT. If the circumstances that caused the accident or incident were repeated it could result in injury or substantial loss.

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## B. INCIDENT DETAILS

### B.1. What happened:

Use careful and measured language to describe the incident. It is important to accurately describe the incident without causing undue alarm or confusing messages. In describing the incident state the facts and impact (*actual and potential*).

**Note:** For Protection incidents – include details of incident, people involved, place, time, physical and emotional state of older person – describe any injury (*cuts, bruises*), behaviour and mood. If the reporter is not the older person, whether the reporter spoke directly to the person? Did the older person report or disclose abuse? If so, what were the exact words? If not, what made the referrer suspicious? Give details on type of abuse (*physical, sexual, emotional, neglect, etc.*) and whether incident was witnessed, disclosed or is a general suspicion. Details of any witnesses.

### B.2. Report of all persons involved in the incident, give details of injuries:

Identify whether Victim (**V**), Witness (**W**), Alleged Perpetrator (**AP**), Other (**O**) specify, Not Applicable (**NA**).

Full name	Sex (M/F)	Age <i>(if known)</i> <i>otherwise specify</i> Adult or Child	(V), (W), (AP), (O), (NA)	Relationship to Bees Abroad <i>(Employee, Associate, Other)</i>	Current status / condition

### B.3. PEOPLE RELATED DETAILS (*Older Person Protection, Security, Injury, Health & Safety*)

#### Who else is aware of the incident?

*(e.g. national authorities, other agencies, family members, other individuals)*

#### Report if any serious near miss event.

Description of event in details. *(e.g. in case of a near miss describe circumstances leading to event.)*

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## B.4. Report if any asset lost / damaged

Description of asset(s) lost / damaged: *(Insert more rows if necessary)*

Local Asset Number	Asset Description <i>(including make and model if known)</i>	Purchase Price	Purchase Date	Purchased From <i>(Supplier)</i>

Additional information on asset lost / damaged:

## INFORMATION RELATED DETAILS *(Information lost or leaked)*

## B.5. Report if any information is lost.

Description of information lost or leaked. *(e.g. in case of the loss of a laptop, what critical information was in the laptop: Beneficiary data, private information about the employees, legal cases?)*

**Proof of Life**

**Proof of Life** – a question only the hostage will be able to answer. It establishes that the hostage is highly ‘valued’ and, because the kidnappers must ask it of the hostage, it allows the hostage some comfort that you or the authorities are working on their release, it boosts their morale.

You need to be certain that the hostage has not been killed during or after the kidnapping. A cassette with their voice, a picture or a video is no absolute proof as they may have been killed afterwards. Check by obtaining from all staff members as part of initial in country briefings an intimate detail that the captors cannot possibly know. Choose a question which would reinforce, not undermine, the hostage’s social identity and morale. It is best to choose a question that establishes a positive memory for the hostage. As the situation continues you may want to check in this way regularly to remain sure that the captive is still alive. The best proof is to directly hear the person kidnapped. If no proof of identity and life is provided you should not pursue the negotiations.

**Proof of identity of captors:** You may be approached by someone pretending to be the captor. Therefore you need to obtain confirmation that they do indeed hold the kidnapped person. Ask for details of proof that this is the case. Agree a code word with the captors whereby they identify themselves so that you are sure you are continuing to be approached by the right people and not by impostors.

Name	
Question	Answer

There is also a more complicated avenue where these Proof of Life Questions and Answers are tiered to elicit information which could be used to assist and recovery.

**Note:** This Q&A will only be used in the unlikely event that a crisis management situation has arisen with regard to kidnap or hostage situation. Once completed this form should be placed in a sealed envelope and handed to your line manager for secure storage.