

Stabilization Support Services Security Policy

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1. Principles on Safety and Security

The safety and security of our contractors, employees and field teams are a key responsibility of our organisation. We accept a duty of care for all contractors, employees and field teams. We are committed to a clear, relevant and proportional the Charitable Organization *Charity Foundation “Stabilization Support Services”* (hereinafter - SSS) security policy, protocols and plans.

The aim of the policy is to increase the security awareness of all contractors, employees and field teams involved so as to create a culture of security, and ultimately, to enable the travels that our work requires.

The key to effective safety and security management is the creation of a culture of security and SSS will work to create such an environment. Each contractor, employee and field team member has a responsibility for their own safety and security and that of others. Furthermore, we believe each contractor, employee and field team member has a duty to address issues of safety and security – proactively and frankly – at all times.

A definition for safety and security is difficult to pinpoint. As a general definition we apply the following: The state of being protected against (external) threats and the condition of being safe; free from risk or injury.

2. Security strategy

SSS is a non governmental organisation (NGO). As such it adopts the principles of non-partiality and neutrality that steer the thinking of the majority of organisations in the humanitarian world. These principles are the foundation of a strategy based upon acceptance by the host community. This is a strategy that SSS considers most appropriate.

The acceptance strategy can, dependent on the level of risk in a country, be combined with protective measures. We avoid deterrence measures as much as possible. Even though protection measures may be necessary, the centre of gravity rests with an acceptance approach. SSS and its representing contractors and employees will avoid the use of armed protection.

3. Design and Implementation of the Security Policy and Protocols

The security policy and protocols are developed by the SSS Programme Manager, in concurrence with all SSS contractors and employees. The policy and protocols will be reviewed and updated on a yearly basis and when changes in circumstances affecting SSS in any way require it. Feedback and suggestions for changes to the policy should be forwarded to the Programme Manager.

Review and implementation of the policy and protocols lie with the SSS Programme Manager, who is held accountable by the SSS Director. The authority to enforce implementation of the policy and protocols rests with the SSS Programme Manager.

4. Roles and Responsibilities

Every individual at every level has specific roles and responsibilities. This chapter outlines at which level certain responsibilities lie and where contractors, employees or field team members should look for guidance or action concerning safety and security issues.

4.1 Headquarter (HQ) Level

Programme Manager(s)

- Thoroughly reading, accepting and complying with the SSS Security Policy and SSS Security Plan;
- Setting the security policy and protocols for the organisation;
- Producing security plans and SOPs for the field missions, which can then be adapted to each different field context;
- Insurance;
- Training policy;
- Providing competent field teams;
- Planning of field operations;
- Allocating sufficient resources, both financial and human;
- Providing support to field teams when necessary;
- Monitoring the effectiveness of security management in the field;
- Ensuring lessons are learned from experience and that policy and procedures are updated accordingly;
- Taking appropriate corrective action to address deficiencies in security procedures.

Director(s)

- Thoroughly reading, accepting and complying with the SSS Security Policy and SSS Security Plan;
- Deciding on deployment or evacuation;
- Overruling the manager(s)' decisions when necessary (except in the case of evacuation). This should only rarely be necessary if the manager(s) is competent, experienced and well prepared;
- Ensuring that designated contractors and employees at HQ is well prepared to take timely security related decisions when necessary. This includes the preparedness and implementation of a crisis management team for managing certain serious or high-profile incidents;
- Being aware of the extent of legal liability if various contingencies were to occur;
- Taking appropriate corrective action to address deficiencies in security procedures.

4.2 Field Level

Team member(s)

- Thoroughly reading, accepting and complying with the SSS Security Policy, SSS Security Plan and SOPs;
- Participating actively and proactively in security assessments during the field operation;
- Contributing actively to developing the rules for the trip and committing to active participation in the establishment of these;
- Taking appropriate corrective action to address deficiencies in security procedures;

- Acknowledging the authority of the SSS management in security and behavioural aspects.

4.3 Personal Level

Operating with security awareness in order to assure in the best possible way the safety and security of team members, the field team and the organisation at all times, in every level of the organisation.

5. Extent of the Security Policy and Protocols

All SSS contractors and employees and all individuals contracted by SSS on a professional or voluntary basis working on a SSS activity are covered under this policy and protocols. The policy does not cover family members of the above individuals, contractors and employees under contract with other NGOs or institutions. People are the organisation's highest priority. The policy and protocols cover only people, not material and financial assets.

6. Nature of the Security Policy and Protocols

Adherence to the policy and protocols is a requirement. Only in life threatening situations managers have the authority to bypass these to a certain extent. Failure to adhere to the policy and protocols may lead to non-employment by SSS in the future.

All contractors, employees and field team members covered under the policy and protocols as stipulated in chapter 5. Have the right to decline to enter high risk environments without impacting employment. They also have the right to leave locations where their personal assessment is that their safety and security or that of others is being compromised.

When despite of the risk assessment the security situation deteriorates beyond limits of acceptability both SSS board as well as SSS team leader have the possibility to decide upon evacuation and this decision cannot be overruled. Both scenarios will be under full responsibility of SSS as are the costs incurred.

If and when an individual team member within a team does no longer feel comfortable with the security situation, the team member has the right to depart earlier at his own costs and responsibility.

7. Code of Ethics

SSS Code of Ethics seeks to guard principles, values, and standards of behaviour that guide the decisions, procedures and systems of its contractors and employees. It outlines SSS commitment based on principles of honesty, integrity, social responsibility and conflict sensitivity.

Please see the full text of SSS Code of Ethics:
<http://radnyk.org/hto-mi/kodeks-etiki-ta-povedinki/>

In terms of Security Policy, SSS complies with standards of behaviour listed below.

Respect and Care for the Participant/Client

We shall adopt a professional association with participants/clients and respect their culture, beliefs and background. We take participants seriously; “there are no stupid questions”. We develop a safe learning environment, where participants/clients feel comfortable to approach us. Controversial topics (such as drugs, abortion, faith and politics) must be treated with sensitivity.

Respect for Culture and Custom

We will endeavour to respect the culture, structures and customs of the communities we are working in.

As a team member of SSS, one is automatically a representative of the organisation. The team member will act as an “ambassador” as much as he is a trainer or consultant. At the moment the team member travels to GCA or NGCA for SSS, his behaviour will be subject to close scrutiny by both the NGO staff as well as the wider public in the “host community”.

SSS and its representatives will respect the law and the culture of the host community. This implies that cultural rules concerning expected dress codes, non-use of alcohol and other restrictions are respected to a sensible degree. Before each travel the individual has the obligation to study the context and the cultural laws of the place of destination.

Continuous improvement

We want to improve constantly, maintaining and heightening the standard of our activities. SSS representatives shall provide feedback to SSS and be honest about it. Complaints shall be addressed to SSS, not to participants or clients. E-mail: info@radnyk.org

8. Protocols

SSS considers the following protocols, part of the security policy, to be binding for all individuals covered under the security policy as stated in paragraph 5.

8.1 Briefing

All SSS representatives travelling for SSS will be briefed before departure, either by email, in person or both. The briefing will contain logistical, content related and security details. Whenever possible and appropriate, SSS will arrange security briefings upon arrival in the place of destination. Upon return, all SSS representatives will fill out a mission report and can request a debriefing.

8.2 Travel to conflict zone – Preparation

SSS recommends its members, employees and contractors to withdraw from travelling to the NGCA.

SSS recommends its members, employees and contractors to fully assess the risks of possible trips to the NGCA and conflict zone.

Health and Safety

Every SSS team member is obliged to make sure they have all necessary vaccinations and other medical precautionary measures.

Emergency Precautionary Measures

All SSS team members shall submit an application for approval of the trips to SSS programme manager and director at least 2 weeks before the planned trip to the NGCA.

The programme manager shall agree on the trip and the safety rules of its participants within 5 working days.

Before travelling to the NGCA, all SSS team members must fill in a personal profile (including proof of life questions and handwriting check) and submit the document to the SSS office.

Cancellation

SSS makes the decision to cancel or continue planning the mission. However, SSS stays responsible for continuous monitoring. If changing security situations require cancellation or evacuation, SSS has the obligation to do so. With regard to these decisions, SSS acknowledges the importance but non-urgent nature of its mission.

8.3 Travel to conflict zone – Execution

Composing SOPs

Contractors and employees at all levels should continually monitor significant political, social, economic and military events in the areas where SSS works. In the case of field operations, the team and team leader shall prepare Standard Operating Procedures (SOPs). Writing the SOPs is a continuous process. Threats and organisational vulnerabilities can change frequently. With each change, the risk to field teams may increase or decrease and safety and security measures should be adjusted accordingly.

8.4 Communication

Before travelling to the NGCA, the SSS office and the SSS team leader will determine the interval of the communication. In case of loss of communications longer than a certain number of hours (also to be determined beforehand) SSS will contact the Joint Forces Operation (JFO), SSU, Ukrainian Parliament Commissioner for Human Rights, OSCE, UN Human Rights Monitoring Mission

8.5 Crisis Management

SSS defines as a crisis any unstable situation of extreme danger or difficulty, which is harmful or can be harmful to the organisation and/or its representatives.

Evacuation

When during field operations the security situation deteriorates beyond limits of acceptability both the SSS board as well as SSS managers can decide to evacuate and this decision cannot be overruled. Both scenarios will be under full responsibility of SSS.

8.6 Incident Reporting

SSS defines as an incident any event(s) or near miss(es) of an event(s) where:

- (1) staff safety or security is compromised,
- (2) there is a threat (violent or otherwise) to staff or staff are injured or killed;
- (3) any dependant or other third party is injured or harmed in the course of the organization's activities, or

(4) organization property or belongings are stolen, damaged, or put at risk.

The examples that can be regarded as incidents are as follows:

- all crimes involving the organisation's personnel and property (e.g. theft, burglary, robbery, carjacking, kidnapping, extortion detention, abduction, hostage situation, arrest, robbery, assault, ambush, roadblock etc.);
- all instances where the organisation's personnel are threatened with weapons or with acts of violence (e.g. armed robbery etc.);
- all instances of harassment or threatening behaviour of any kind (e.g. assault, personal threats, attacks on family members etc.);
- acts of war and armed conflict (e.g. shelling, mines, gunfire or military aggression etc.);
- looting, attacks on property and vandalism;
- all cases in which the organisation's personnel may be involved in unlawful activities;
- all breaches of the organisation's security regulations;
- all cases of attempted bribery against organisations for access to locations, roads or affected populations, whether successful or not;
- internal threats and cases of fraud within an organisation.

The list is not limited.

All incidents involving SSS team members must be reported as soon as possible by all means to the SSS office. Ultimately, a full written incident report shall be handed over by the SSS manager with an analysis of the sequence of events, and conclusions and recommendations (see Annex 1).

Annex 1

Full Incident Report

Date :
Author :
Role of Author (involved or not) :

Full chronological account of the incident
Who was involved?
Reasons for any decisions taken
Identification of any failure of procedures or plans, and recommendations for any actions

Signature Author:.....