New Consultancy and Relief Organization NCRO

Security & Safety Access

NCRO

2014

NEW CONSULTANCY & RELIEF ORGANIZATION

(NCRO)

SECURITY & SAFETY ACCESS

Situational awareness: Every NCRO staff member has an obligation to learn and understand the security situation where they are located and move around. Inappropriate or offensive behavior can put NCRO in a difficult position, impair operations, and jeopardize its staff and of other aid organizations.

Safety and security policies and procedures: Each NCRO staff member should adhere to all pertinent policies concerning safety and security, including gender and diversity policies.   Lapses in safe conduct can jeopardize the health and welfare of all staff.

THE HEAD OFFICE

Security decisions: Everyone in the operation of authority has responsibility for implementing NCRO Head Office safety and security policies.

Staff orientation: All new staff, regardless of position, must be given an updated briefing on potential threats in the area and the Head Office safety and security policies and procedures.

SAFETY AND SECURITY ASSESSMENT PROCEDURES

NCRO staff should continually monitor significant political, social, economic, and military events in the areas where NCRO works.   But often those best able to conduct assessments in a specific area are the staff members working there.   Therefore, the Head Office has the primary responsibility for conducting the safety and security assessment and developing appropriate measures to reduce vulnerability.

THREAT ANALYSIS

The first step in a safety and security assessment is an analysis of the threats NCRO might face.   A threat is the possibility that someone or something can injure staff or steal or damage NCRO assets.   A threat can be any danger in the environment. Focus should be placed on those most likely to influence NCRO specific security and operational capacity. Once possible threats have been identified, it is necessary to analyze the type, pattern, trend, and potential impact of each because not all threats are equal.

PERSONAL CONDUCT

NCRO staff must not engage in conduct that interferes with operations, discredits NCRO or is offensive to co-workers, donors, beneficiaries, vendors or visitors.   NCRO staff must avoid conduct that may lead to their becoming a victim of a security incident.   Personnel should avoid lack of sleep, poor stress management and drug or alcohol abuse since they can impair judgment and the ability to react appropriately in a potential safety or security incident.

VEHICLE OPERATIONS

Vehicle accidents are the main cause of injury and fatality among NGO staff. Avoiding excessive speed, following applicable traffic laws, and wearing seat belts minimize the chances of injury.   The Head Office will implement a transportation policy that ensures vehicles are maintained in a state of operational readiness; journeys are planned; office to indicate the deployment of vehicles on a particular day with driver, passengers, destination, and estimated time of return clearly marked.   Times of telephone checks and vehicle location at each check can also be recorded. Seat belts, front and rear, will be worn at all times by all NCRO staff.

ORIENTATION

All new personnel must receive a safety and security orientation.   This discussion should include:

- Area orientation
- Office policies and procedures regarding health and safety.
- Normal security precautions and procedures.
- Travel and security precautions in effect for each area.
- Office Evacuation and Safety and Security Plans.

INFORMATION SECURITY

Most Field Offices have developed a close and effective working relationship with other agencies and government organizations based on transparency and trust.   However, all staff should be mindful of the potential misuse of information by criminal elements or during periods of instability.   By

making protection of information a standard procedure, NCRO can avoid suspicion later when emergencies or transmitting sensitive information require increased security.   Staff should be made aware of the rationale for the procedures put into place and trained appropriately. Processes should be documented and responsibilities assigned to responsible individuals.

SECURITY OF DOCUMENTS OR COMPUTER RECORDS

Personal files and Record of Emergency Data sheets should be kept in a secure location with restricted access.   Passwords and other computer-based security measures should be enforced to prevent unauthorized access.   Financial and personal records should be shredded using a cross cut shredder before discarding.

COMPUTER DATA BACK-UP

Routine computer file backup prevents loss of critical historical data if the computers are damaged by fire or stolen, or the staff quickly relocates in an emergency.   By conducting data backup and storing the backup medium and critical applications offsite, a Country Office can ensure that critical files are available to reconstitute operations in the event of loss of the computers.   Routine backup should be automatic, usually at the end of each week.   One or two staff members should be designated to take the storage medium away from the Head Office when the office is closed.

VEHICLE SAFETY AND SECURITY

Traffic and vehicle-related accidents are the major cause of injuries and fatalities among aid personnel.   Driving in unfamiliar and sometimes difficult conditions can increase the likelihood of an accident.   If available and practical, all staff members should receive driver safety training.

STRESS MANAGEMENT

The presence of stress or tension is normal in daily life. Exposure to stress produces physical, emotional, intellectual and behavioral changes within the body that enable a proper and effective response.   These changes are usually mild and temporary.   They can also be desirable to challenge and focus one's efforts.

Due to the nature of work at NCRO however, staff members are confronted with work load and political, cultural, social, and physical safety issues that cause additional stress to them and their families. When the body is compelled to react to a stressful environment over a long period of time, stress will cause physical and/or mental fatigue or serious health problems. Unless properly managed, stress will adversely affect staff health and hinder performance and judgment.   Severe or traumatic stress can be life-threatening.

A safe working environment by today's standards is not only safe from physical injury, but also safe from psychological harm.   Managers can play a role in limiting stress from the work environment, but some stress is unavoidable.   Individuals must also learn to properly manage stress and take action before stress reaches dangerous levels.   Though recommended coping mechanisms are available, each individual will

experience stress

differently and therefore must manage their stress individually, in their own way. NCRO management will provide stress control guidelines and possible control mechanism to its personnel enabling them to overcome stress to the extent possible.