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Global Safety & Security Policy

Table of Contents

- 1 Introduction
- 2 Scope
- 3 Risk assessment
- 4 Insurance
- 5 Travel itinerary and contact details
- 6 Designated location security leads
- 7 Travelling alone
- 8 General health advice
- 9 Code of conduct and standards of behaviour
- 10 Standard Operating Procedures for travel outside of the UK
- 11 Contacting British organisations while abroad
- 12 Monitoring
- 13 Medical emergencies
- 14 Terrorism
- 15 Personal security
- 16 Contingency planning
- 17 Authorisation to withdraw
- 18 Authorisation to remain
- 19 Debriefing
- 20 Appendices

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1. Introduction

We recognise that implementing programmes globally may mean that team members and volunteers find themselves in unstable and potentially dangerous environments. We are also aware that a range of security and safety concerns exist in the countries where we have volunteers and where employees may travel to.

The nature of WSFA's work necessitates working in volatile and sometimes violent environments. At times this presents a threat to the security and wellbeing of our employees; an issue the organisation takes very seriously.

This policy and guidance outline the steps needed for safe management of these activities. It applies to work carried out by employees. It should be noted that WSFA extends the organisation's legal duty of care standards as applied in the UK to those travelling abroad and will provide information, training, support and equipment to minimise the risk to WSFA employees as far as is reasonably practicable.

Due to the unstable and changing nature of the political environment globally, this policy aims to broadly overview safety and security. It is crucial, however, to consider each location, trip, and activity on a case-by-case basis with the most up to date information and advice available being considered.

This document conveys the principles by which the WSFA operates in all matters relating to the security of its employees, programmes, and other assets.

This policy should be read in conjunction with the WSFA Travel & Expenses Policy. It will be reviewed and updated on a yearly basis and when changes in circumstances affecting the organisation in any way require it. Feedback and suggestions for changes to the policy are encouraged and should be forwarded to the CEO.

2. Scope

This policy applies to WSFA employees only. As a UK-headquartered organisation, this policy has been written with UK legislation in mind. Should staff be employed in other jurisdictions, we will follow the recommendations in those jurisdictions.

Please note that under this policy the WSFA cannot and does not take responsibility for representatives who are not employees or expressly considered akin to employees, such as volunteers, Council and Board members etc.

3. Risk assessment

A risk assessment is a prerequisite for an employee being permitted to travel on behalf of the WSFA. Line managers are responsible for ensuring that those travelling complete a risk assessment prior to travelling (See the separate Overseas Risk Assessment form).

As with all work-related UK-based travel, all overseas work-related travel and its associated work activity must be risk assessed in advance of travel commencing. Sufficient time should be allowed in advance of travelling for this risk assessment to be carried out and for any issues to be addressed.

The WSFA also has a duty in relation to the proposed travel to, 'so far as reasonably practicable', make an assessment of employee 'fitness for travel' and general capabilities prior to travel

commencing. This is of particular importance as overseas travel may potentially impose additional health-related risks. The assessment is crucial to ensure that any pre-existing health conditions are not compounded by the overseas travel or work-related activity. Where an employee knows that they have a pre-existing medical condition or other related issue that may affect their ability to travel or work abroad, they should seek advice from their GP.

When assessing the risk involved in any trip abroad it is important to consider the following factors (please note this list is to be used only as a guide and is not exhaustive):

- a) Use [Foreign travel advice – GOV.UK \(www.gov.uk\)](http://www.gov.uk) for guidance on any risks that may be pertinent to your specific area of travel and factor their advice into your risk assessment. In addition to this, consult colleagues who have travelled to the respective destination previously.
- b) Look at the risks involved pertaining to:
 - Work-related, for example physical injury caused by the work activity;
 - Exposure to known endemic illness in a given destination;
 - Risks relating to personal safety, such as local criminal or political activities, terrorism and civil unrest;
 - Personal attack/kidnap;
 - Driving;
 - Animal/insect bites;
 - Minor injuries;
 - Conflicts or problems in neighbouring countries or regions;
 - The health of those travelling and whether they are indeed “fit to travel”;
 - Any pre-existing medical conditions that a person may have;
 - Sunburn;
 - Contaminated water/food;
 - Theft of personal effects, such as passport, bank cards, mobile phones and travel tickets;
 - Natural disasters.

4. Insurance

A travel insurance policy is permanently in force for business-related travel by WFSAs employees. Travellers may apply for an insurance travel cover note and other documentation from the Finance & Operations Officer, or directly from our insurance broker via Chris.Williams02@marsh.com. Employees should take this cover note with them whenever they are travelling abroad on WFSAs business. The travel cover note gives you the emergency contact numbers and the policy number.

If you need to make a claim against the policy, please see details in Appendix 2 for how to report this. Losses should be reported immediately to the local police or the transport carrier. Receipts should be obtained to support the claim on return to the UK.

Non-employee travellers must check with the WFSAs Finance & Operations Officer prior to starting their trip to check whether they are covered under the current WFSAs policy.

5. Travel itinerary and contact details

WFSA employees travelling overseas should ensure that details of their travel itinerary and next of kin are available in an emergency via the WFSA Overseas Risk Assessment.

The travel itinerary will detail flight numbers, departure times, accommodation addresses, telephone numbers and any host details.

6. Designated location security leads

The following are the designated security leads for our key programmatic implementation locations:

<i>Location</i>	<i>Lead</i>
Tanzania	Naima Yusuf (SATA) and Karima Khalid
Kenya	Stephen Okelo (KSA) and Mark Gacii
Malawi	Stella Singatya (MSA)
Palestine West Bank	Malik Zabin (IMET 2000)
India	Muralidhar Joshi (WFSA)

All team members visiting these locations are obliged to follow the instructions and guidance issued by the relevant location security lead. This includes issues related to public health.

7. Travelling alone

It is recognised that in some situations it is not reasonably practicable to avoid travelling alone when abroad on WFSA business. It is important therefore that appropriate measures are taken to ensure that the traveller remains in control of their situation and feels able to make informed judgements in response to situations as they arise. The traveller should be able to make contact with someone from the WFSA at any time, day or night, should an emergency arise. The lone traveller should ensure that they have a mobile phone that is suitable for international roaming, that they have a suitable adaptor enable them to recharge it and that they have sufficient minutes/credit to cover calls. It is also recommended that an alternative method of communication be sought as a provision should the mobile network fail, or phone be stolen, for example a fax facility at a hotel or an internet café. Line manager should be kept informed of when employees are due to arrive at various destinations on their trip, including when they arrive safely back at home or work.

8. General health advice

Line managers should ensure, as far as reasonably practicable, that employees travelling on WFSA business take advice on the potential health risk associated with travel, be that from their own GP or a private travel health service (for example Boots). This should be sought in good time so that any recommended immunisations can be given and/or prophylactic drugs prescribed. Some immunisation is mandatory depending on the country and records must be checked by

department heads/line managers/supervisors, prior to employees travelling. The Fit for Travel website can be used to check which vaccinations are needed for specific destinations: <https://www.fitfortravel.nhs.uk/destinations.aspx>

COVID 19 – GLOBAL PANDEMIC – Line managers should ensure, as far as reasonably practicable, that travellers are aware that the COVID pandemic is ongoing, that no travel is risk free and that disruption is possible. Travellers must check FCDO guidance in relation to their destination to see if travel restrictions have been imposed. If travel is permitted, they must ensure that they read and adhere to the FCDO guidance for their destination and make sure they are prepared for travel disruption. They must have information on the current entry requirements and any other local measures.

9. Code of conduct & standards of behaviour

As a team member of the WFSA, the way you conduct yourself both at work and away from the office on business reflects on the organisation. Our reputation is important to all our partners and member societies and is vital to our work and development. As an employee of the WFSA, you must ensure that no action or omission brings the organisation into disrepute.

The WFSA is committed to the values of partnership, equality, and transparency. While acting as an “ambassador” of our organisation, your behaviour should, as far as possible, reflect these goals, both in your dealings with partners, and in your dealings within a host community. Details of the standard required can be found in the WFSA Code of Conduct which all staff and employees are required to sign.

10. Standard Operating Procedures for travel outside of the UK

All employees will communicate with their line manager each day via email or text message, unless another daily contact person is agreed upon before departure. Employees should arrange a timetable for their employees to contact them to confirm that they are ok, whether it is via email, phone or VOIP services such as WhatsApp. They should get in touch even if they have nothing to report. Employees should also contact their line manager if there are any last-minute changes to their plans.

Many countries don't have good communication networks in outlying areas, although even the less well-developed countries have reasonable networks around larger cities. If employees are using a mobile phone abroad make sure that it will work in the country they're visiting. Advice should be sought from travel companies or mobile phone service providers.

Prior to using mobile phones abroad employees should check the following for their devices:

- That they're suitable for international roaming;
- That the handsets will work in the relevant country;
- That employees have a suitable adaptor for the charger;
- That there's enough credit on the phone to cover international calls;
- That there is a back-up communication plan if the phone is stolen or the network fails – for example, check that they can send and receive faxes at their hotel.

Should line managers or designated contacts need to contact employees, they should consult the completed Risk Assessment Form to obtain the required details.

If the agreed upon WFSA contact has not heard from a team member for over 48 hours, WFSA employees will try to contact the relevant numbers for the country where the team member is visiting.

11. Contacting British organisations while abroad

All travellers are expected to make themselves aware of the contact details for the British embassy or consulate for the country or region that they are visiting (or other country representatives where travellers are not British citizens). The following link should be used to obtain this information prior to travelling and should be programmed into mobile devices:

<https://www.gov.uk/world/organisations>.

If you are not a British national, please obtain the contact details of the relevant embassy and subscribe to email alerts for updates: <https://www.gov.uk/foreign-travel-advice/email-signup>

12. Monitoring

Prior to travel to any destination, department line manager/those travelling should regularly check travel advice for the country in question: <https://www.gov.uk/foreign-travel-advice>.

13. Medical emergencies

The WFSA will keep updated insurance information on hand to give to partners in the case of a medical emergency. Prior to any incident, WFSA team members will request that the hosting organization/individual react on their behalf in the case that a WFSA team member is immobile or unconscious.

14. Terrorism

At present, terrorism is a global concern which can occur at any time and British nationals/ex-pats have been the target for such attacks. These attacks are most likely to involve:

- Suicide attacks
- Bombings
- Kidnappings
- Hijackings
- Shootings
- Attacks on commercial aircraft/ships
- Use of chemical weapons

The British Government have issued the following guidance on how to minimise your threat from terrorism:

- Watch and read the news regarding the country or region that you are visiting;

- Be vigilant in areas that attract foreign nationals and westerners, such as bars, markets, sports events and restaurants;
- Look out for anything suspicious and as you would at home, report it to the police;
- Be clear about any routes that you are using and have a plan of action to follow in the event of an incident;
- If you can, avoid regular routine as this can make you an easier target. Vary the time and route of your regular journeys;
- Keep a charged mobile phone with you that has emergency contact numbers programmed in;
- Be discreet on social media about yourself and your plans;
- Tell colleagues, neighbours, hotel staff, where you are going and when you expect to be back;
- identify places like police stations, hospitals, official buildings along your route where you could seek refuge in an emergency.

15. Personal security

There are a number of security risks that WFSA travellers can face when travelling and working abroad, ranging from violent attack, kidnapping, extortion and petty street crime. Line managers are required to ensure that the Overseas Risk Assessment form has been reviewed and completed by those individuals that are travelling. The traveller should also seek to familiarise themselves with the following information:

- The security background of the country including the immediate region being visited;
- The cultural background (including religious influences and customs) and standards of social behaviour;
- Crime and the police (including how to approach the police, what they'll listen to, the extent of their influence and local power);
- Security resources that local residents can call on;
- Personal security awareness and procedures at work, at home and on the move;
- If you're travelling to a potentially unstable country – even for a short stay – always register with your country's consulate or embassy.

16. Contingency planning

Occasionally disruptions to our activities taking place outside of the UK can occur. These disruptions may be the result of many varying factors ranging from natural disasters, accidents, outbreaks of disease, crime and economic instability, all of which can result in an emergency situation. Details of how a crisis/emergency situation will be managed should be documented in the Overseas Risk Assessment form under the appropriate heading. The risk assessment template provides examples of management controls, however, this is not exhaustive and emergency plans and control measures should be based on individual trips.

For specific procedures, see contingency planning detailed below.

	Medical evacuation	Return for personal reasons	Evacuation for security reasons	Detention by state
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Travellers' responsibilities	Assess condition: where being evacuated to?	Contact airline to change flight	Talk to local contact/host for evaluation of situation	Contact WFSA HQ to liaise with relevant embassy or contact embassy directly
	Verify if evacuation has started, if possible	Cancel meetings or request that local contact/ host does so	Analyze potential danger of staying/ attempting to leave	Relay incidents that led to arrest/detention without bias
		Offer apologies and explain to local contact/ host	Look at different routes and transport	
Secretariat responsibilities	Call insurance company to make sure evacuation is happening OR to initiate evacuation	Communicate with traveller and traveller's family	Get up to date regional information from embassies and useful sources - communicate this to traveller	Contact relevant embassy immediately
		Help organize return journey		
		Liaise with insurance company in case of possible reimbursement		

17. Authorisation to withdraw

If the security situation is threatening at any time during a visit, you can call the Secretariat and discuss the situation with your line manager as well as ask advice from partners. Ultimately, however, the decision whether or not to withdraw lies with the traveller.

18. Authorisation to remain

The WFSA reserves the right to recall a person from a location, failing which if they remain they are acting on their own behalf and we are not liable for their safety.

19. Debriefing

A debriefing will occur upon a traveller's return to the office. This should include the personal/psychological impact, project and visit debrief, recommendations, and revisions to visit security policies. The write-up of this debriefing also serves as an incident report and will hold any pertinent information regarding safety incidents that occurred during travel.

21. Appendices

APPENDIX 1

References/useful Contacts

- Health Protection Agency (2009)-Advice and Information for Travelling Abroad- <https://www.gov.uk/government/organisations/public-health-england>
- Currency information- Familiarise yourself with the currency of the country that you are visiting: <https://www.worldatlas.com/articles/currencies-of-the-world.html>
- Foreign and Commonwealth Office- <https://www.gov.uk/browse/abroad>
- Rape and Sexual Assault Overseas: Advice on personal safety and information for victims- <https://www.gov.uk/guidance/victim-of-rape-and-sexual-assault-abroad>
- Victims of Crime Abroad - <https://www.gov.uk/government/publications/victims-of-crime>
- In Prison Abroad – <https://www.gov.uk/government/publications/arrest-or-detention>
- World Health Organisation - <https://www.who.int/health-topics/>

APPENDIX 2

For a claim under sections:

B1.1 – Medical and other Emergency Travel Expenses
B6 – Kidnap and Ransom
B7 – Political and Natural Disaster Evacuation
C – Crisis Containment Management

Please contact the 24 hour, 7 days a week emergency medical number immediately on:

Telephone: **+44 (0)1273 552922**

For a claim under sections:

B2 – Personal Property
B3 – Personal Money

Please notify:

Concierge Claims Service

Telephone: **0344 892 0319** (UK Only)
+44 (0) 207 359 3433 (Worldwide)

Email: lifelinebaggageclaims@aig.com
(Open 8am-6pm Monday to Friday UK time, excluding public holidays)

For a claim under all other sections, please notify:

Accident & Health Claims Department,
American International Group UK Limited, The AIG Building, 2-8 Altyre Road, Croydon CR9 2LG.

Telephone: **+ 44 (0) 345 602 9429**

Email: claimsuk@aig.com
(Open 9:15am-5pm Monday to Friday UK time excluding public holidays)

APPENDIX 3

Traveller safety advice and best practice

1. *When travelling by car*

- Plan trips to minimise driver fatigue, it is recommended that a 45-minute break should be taken after any continuous driving period of 4.5 hours and a minimum break of 30 minutes is taken after any continuous driving period of 2.5 hours;
- It is good practice to carry out a pre-trip check of the vehicle e.g., tyres, lights, seatbelts, brakes, fuel levels, windscreen wash and wipers function correctly and ensure defects are rectified before travelling;
- Consider whether or not weather conditions may have an adverse effect on travel;
- Ensure a breakdown service is available and you know how to contact them;
- If you are unfamiliar with the area that you are visiting, plan your route in advance to reduce the likelihood of getting lost;
- Tell people at your destination what time you expect to arrive;
- Carry a mobile phone for use in an emergency;
- It is advisable to understand local driving practices, check on local police methods and carry money in case of incurring a fine;
- Carry a local map and be aware of “no go” areas;
- For those not conversant in the local dialect it is a good idea to learn some local phrases in case you breakdown or have an accident;
- If making an unfamiliar journey check ahead for petrol stations on route if undertaking a long trip;
- Be observant of following cars particularly in unfamiliar or sparsely populated areas;
- Lock your vehicle even if you are only leaving it for a few minutes and keep passenger doors locked while driving;
- It is recommended that any car used should carry emergency equipment (fire extinguisher, first aid, spare bulbs and warning triangles) in many countries these items are a legal requirement;
- Do not get out of the vehicle if unsure of your surroundings;
- Be wary of locals pointing out “problems” with the car, carry on to the next busy public place and inspect the vehicle there;
- Ensure that appropriate supplies are procured to maintain hydration when driving in a hot climate;
- Always leave enough room between you and the car in front to drive out if you’re approached by potential hijackers. Do not wind your car window down fully when conversing with unfamiliar people or persons;
- Where possible keep bags, mobile phones and other valuables out of sight. These can be easy pickings for snatch thieves in traffic jams or at traffic lights;
- It is a good idea to keep doors locked, windows and sunroofs closed especially in stop/go traffic. Particularly in areas known for carjacking;
- Always lock your car and place all valuables out of sight;
- After dark, park in a well-lit place, as close to your destination as possible;
- In a multi-storey car-park, reverse your car in, leave it as close to the exit as you can, near ground level and away from pillars;

- Have your key ready when you return to the car and check the back seat for intruders before you get in;
- If a car pulls up in front, forcing you to stop, leave the engine on. If the driver gets out and approaches you reverse and get away. Activate hazard lights and sound your horn continuously;
- If you see an incident or someone tries to flag you down think before leaving your car. The incident may not be genuine! It may be safer and more practical to use a mobile phone or the nearest payphone to report what you see.

2. *Your destination*

- Use apps or guidebooks to familiarise yourself with the country's geography, transport, culture and so on, if you have no prior experience of travelling there;
- If you are not conversant in the local language it is worthwhile learning some basic phrases that may prove useful in an emergency.

3. *Documents*

- Carry a valid passport that has at least six months left before it expires and has two spare pages for entry stamps;
- Always take several forms of identification and keep them separate from your passport. Take photocopies of your passport (including the page that shows your visa) as well. If possible, scan them too and keep a copy with you on a USB stick;
- Check your journey and check-in times against a prepared itinerary and reconfirm flight times a couple of days before departure;
- Avoid quick changes on flights or trains, especially if you have to wait to reclaim your bags;
- Use a flexible ticket if you're travelling to a higher-risk country;
- Find out whether you need an international driving permit for your destination of travel.

4. *Clothing and Luggage*

- Identify any specialised clothing that may be needed with enough notice to allow WFSA to supply it; for certain destinations it is advisable to dress casually; keep expensive phones, watches and jewellery out of sight;
- Put your name and address or a business card inside your luggage in case the label falls off;
- Avoid using soft-sided bags as they're easier to break into.

5. *Money*

- There are a plethora of apps available such as XE, that can provide exchange information if you are unfamiliar with the currency of the country that you are visiting;

- Where possible it is a good idea to avoid carrying a large amount of cash but carry enough money to cover emergencies. Keep it in various places to make sure you don't risk losing it all at once;
- Keep your funds in a variety of forms – cash, (preferably in an international currency, such as US dollars) and payment cards;
- Avoid forms of payment that aren't commonly used where you're going. For example, check whether credit or debit cards are widely used before you go;
- If you can, avoid using debit cards, as they don't have the same level of protection as credit cards;
- If you have access to a hotel safe, it is good practice to keep spare money, valuables, USB sticks and your passport in there.

6. *Communication*

- Make a note of your phone number, the handset serial number and the helpline you need to call if the phone is stolen;
- Phone cards can be procured in many countries and can be useful if your mobile phone is stolen as an alternative method of communication.

7. *Food and Drink*

Many infectious diseases (e.g., cholera, Hepatitis A, B and E, Listeriosis and Typhoid fever) are transmitted by contaminated food and water. The local standard of safety depends on how food and drink are prepared and handled. Some simple precautions can reduce the risk significantly:

- Eat only food that's been thoroughly cooked and is still hot;
- Avoid cooked food kept at room temperature for several hours;
- Avoid food bought from street vendors;
- Avoid uncooked food, apart from fruit and vegetables that can be peeled or shelled;
- Boil water for drinking or brushing teeth if you're unsure of its safety. If you can't boil it, use a disinfectant tablet or a certified and well-maintained filter, or stick to bottled water
- Avoid ice unless you know it's made from treated and chlorinated water;
- Cold bottled and packaged drinks are usually safe, as long as they're sealed;
- Hot drinks are also usually safe.

8. *Medical Provisions*

If you're taking prescription drugs with you, make sure you have enough for your trip and take a note signed by your doctor saying what they're for – they may not be available or recognised locally.

- Depending on the destination of travel it may be prudent to take a first aid kit for minor cuts and bruises. This could prove particularly useful in more remote locations;
- If you're visiting somewhere with poor medical care standards, it's a good idea to take a medical kit with basic sterile equipment (syringes, sutures and dressings);
- If you wear glasses or contact lenses, consider taking spare pairs, packed separately;

- Ensure that you have the required clothing and repellents to prevent bites and stings;
- If the travel destination necessitates, ensure that you carry sun block with a SPF factor high enough for your skin type.

9. *Culture*

- If you are unfamiliar with local traditions, customs, laws and culture, use guidebooks, apps or websites to learn more about them;
- It is useful to learn key phrases in the native language or at least take a phrasebook;
- Respect local customs and dress codes. For example, it's illegal to import or consume alcohol in some countries. Consider what to wear to fit in and dress appropriately, particularly when visiting religious sites, business contacts and rural communities.

10. *Personal Security/Travelling Alone*

- Carry a copy of emergency contact names and phone numbers, including details of your country's consulate and your credit card company's hotline;
- If travelling to an unfamiliar destination, make sure you know what route you're taking in advance and how long you expect the journey to take;
- If you have a meeting or you're away from your base, tell your hotel or another contact person when you expect to return;
- Be aware of 'no go' areas and stay away from them. Keep to well-lit streets and always walk on the outside of the pavement, purposefully and confidently;
- Don't display obvious signs of wealth, such as expensive watches or jewellery;
- Dress as simply and in keeping with the local population as possible;
- shoulder bags worn across your body are for security and theft reasons are preferable to those worn over the shoulders;
- Avoid walking around alone if possible, and be aware of who's around you;
- Don't get a map out in public – walk into a shop or a hotel lobby and then look at the map;
- Be alert with strangers and cautious in conversation. Don't give away personal information;
- Avoid making eye contact with strangers and be wary of people asking you whether you've dropped something;
- Carry two wallets or purses. Prepare one as a 'dummy' to be handed over if you're threatened – it should contain around £/\$50 and some local currency, together with a couple of old receipts, expired credit cards and a few banknotes from your home country. The other one is your real wallet or purse – keep this safely on your body and only carry the money you need for one day;
- Don't carry anything that could be deemed to be a weapon, for example a Swiss army knife;
- Keep copies of important documents and information – including your passport, insurance policy, 24-hour emergency numbers and ticket details – in a safe place.

11. Incidents and Accident

If your luggage has been tampered with, report it to the police immediately.

- Never take on a mugger – quickly give them what they demand. Ideally, hand over your 'dummy' wallet or purse;
- If you're robbed or have an accident, report it to the police – even if they can't do anything, you'll need the crime number to claim on the insurance.