

SAFETY AND SECURITY

# SECTION 1

## POLICY STATEMENT

KBM Care leadership is committed to creating a culture of effective and pragmatic safety and security risk management across the country that meets our responsibilities to all staff by establishing reasonable, sustainable measures to mitigate recognized risks; by integrating safety and security risk management principles into program design and delivery; by empowering our staff to take responsible decisions through a better understanding of the complex security environments in which we operate; and, by investing sufficient resources to develop innovative tools and systems that enable KBM Care to minimize safety and security risks to staff while maximizing the impact of our programs.

* 1. PURPOSE

The purpose of this document is to outline the fundamental aspects of KBM Care’s policy for the safety & security management of its assets staff, property and programmes and reputation.

## SCOPE

This policy directly applies to all KBM Care staff. It also applies to Consultants, media, Donors and all other visitors to KBM Care country and emergency programmes.

# SECTION 2

## PRINCIPLES

Safety, and Security policy is committed to and guided by the principles of:

### Senior Leadership Engagement

* + - Effective safety and security management for KBM Care is primarily a function of senior leadership. Senior leadership at all layers of the organization is responsible and accountable for ensuring that organizational Duty of Care towards its staff members and KBM Care safety and security policies, standards, plans and procedures are well integrated in all stages of planning, designing, developing and implementing KBM Care programs.
    - Safety and security management must be fully integrated into program design, management and decision making process and not be seen as a separate function. Managing safety and security is fundamentally about good program management. The types of programs KBM Care undertakes and the way in which they are implemented will affect, and be affected by, the risks to which KBM Care staff, beneficiaries, and partners are exposed.
    - Training, learning opportunities, resources and support will be provided by KBM Care to all staff so that they can fulfill their assigned responsibilities and work effectively and safely in their respective areas of operation.
    - A Safety and Security Focal Point will be appointed in all the field offices in order to monitor and advise on safety and security risks, develop and apply security resources, integrate safety and security in program design and planning process and enable programs by supporting program operations. In **very high** and **high risk** or **complex environment** a dedicated Security professional will be appointed.
    - Safety and security situation, trends, risks and threat levels will always be monitored and documented as these can greatly affect the strategic planning process.
    - Adequate budgeting for safety and security management will be included at all tiers of KBM Care organisation necessary to attain compliance with the safety and security Policies, standards, procedures and guidelines. All proposals will include budget line for safety and security as most of the major donor will not only approve but expect to find budget for safety and security in the proposals.

### KBM Care Approach

* + - Acceptance is the cornerstone of effective security management in both development and emergency humanitarian relief contexts and is consistent with our relationship-driven approach. KBM Care overall approach, program design and behaviour of staff will be based on the acceptance approach and principals of transparency, accountability, respect and participation.
    - KBM Care recognizes that staff safety and security is, to a great extent, best assured when KBM Care and staff are well integrated into the local community and valued for their contributions to local development and humanitarian relief. Therefore, KBM Care will always strive to build and maintain the acceptance from local authorities, partner agencies, communities and other stakeholders for its presence and the work the organization performs.
    - Field Offices will ensure that design, planning, operations and implementation of KBM CARE programs incorporates acceptance as our core approach. All major stakeholders who potentially can affect and influence KBM CARE programs and its delivery will be consulted regularly and appropriate rapport/ relationship will be maintained.
    - The acceptance approach is not a panacea for addressing all security threats, but it provides a Foundation for effective security management in emergency humanitarian relief contexts. As such, depending upon the situation on ground, nature of our program and risk assessment, acceptance approach may have to be complemented with protection (through control and physical protection measures) and, at times, deterrence approaches.
    - In the event of the abduction of a KBM Care staff or others.
      * KBM Care will use all appropriate means to secure the release of staff that has been abducted.
      * KBM Care cannot give in to the demands of abductors including the payment of ransom for the release of staff.
      * Neither KBM Care, government authorities, nor the hostage negotiators will reveal the exact strategies that will be employed during the negotiation process.
      * KBM Care will keep family members apprised of the situation and offer support to families throughout and after the ordeal.
      * KBM Care will ensure that post-abduction procedures will include an organizational debriefing, access to professional counseling and other support deemed necessary to support recovery.

## INFORMED CONSENT

* + - Pre Deployment: All KBM Care staff, consultants and visitors must receive a copy of the Safety & Security pre departure information
    - Country Office (On arrival): All KBM Care staff, consultants and visitors must receive a safety & security briefing and a copy of the Safety & Security Management Plan within 24 hours of their arrival.
    - Field office: All KBM Care staff, consultants and visitors must receive a safety & security briefing specific to that area and a copy of the Local Safety & Security SOPs and area specifics plans within 24 hours of their arrival.
    - Staff must be aware that, some operational context may require a greater level of consent. This will be explained to individuals as identified.

## RESPONSIBILITIES

* The KBM Care CEO has overall responsibility for the safety & security of KBM Care staff and property, and reports to the Chairman.
* The day-to-day responsibility for safety & security management is held by KBM Care Safety and Security Mangers
* All staff with safety & security responsibilities will be aware of their responsibilities and have them clearly defined in their respective Job Descriptions and annual performance reviews.

Safety & Security designated staff will be held accountable against these responsibilities by their line manager and also by their peer’s team members.

* Safety & Security Staff and focal points in the field will provide advice and support to the Senior Safety & Security staff memberto ensure procedures and behaviours are in alignment with thel policy.
  + Security is everyone’s responsibility: staff will actively participate in and contribute to maintenance of safety and security measures, awareness of security risks and team security and coordination with other relevant actors.
  + KBM Care staff will always strive to understand the local culture and behave in a manner that is respectful of its cultural norms, while remaining vigilant to any changes in the operational environment that might increase their or the organisation’s exposure to threats.
  + All KBM Care Staff must be aware and take responsibility towards how their behaviour and actions can impact on the safety and security of other staff, the organisation and for KBM Care Programs, reputation and assets under their management and care;
  + All KBM Care Staff are responsible for their personal safety and security and should exercise common sense to ensure their own safety.
  + All KBM Care Staff are responsible for reporting any security incident or near miss security incident to the concerned authority as soon as reasonably practical.
  + All KBM Care staff will have access and orientate themselves to the Safety and Security policy, standards, procedures and supporting tools and guidelines. These will be included in the initial orientation and briefings for all staff and a signed acknowledgement will be kept by HR
  + Failure to follow the policy, procedures and standards may increase the risk of harm to staff, KBM Care assets; and may reduce acceptance of KBM Care by host governments and communities, and beneficiaries.
  + All KBM Care staff must comply with this KBM Care Safety and Security Policy and Standards. Failure to comply, including failure to report breaches of this policy, standards and procedures may result in disciplinary action up to and including dismissal and/or cancellation of the contract.
* KBM Care staff have the right to decline to undertake a deployment, activity or travel without suffering disciplinary action if they feel the risk to their personal or immediate families safety & security is unacceptable, This may not be the case when conducting operations which are designed to avoid a dangerous situation and reduce risk
* Any staff member failing to comply with the KBM Care safety & security policies and procedures, or taking action which threatens the safety of KBM Care staff, will be subject to disciplinary action.
* Any safety & security related concerns should be reported to an immediate Line Manager. In the event that such concerns either cannot be raised through normal reporting channels or have not been addressed by management and represent a serious threat of injury to staff or damage to property, staff should escalate those concerns to the appropriate level.

## DUTY OF CARE

KBM Care recognises that it has a moral and legal duty of care to:

* Fairly inform staff about any safety & security risks that they may face as a result of their employment with KBM Care.
* Operate as a reasonable, diligent and prudent organisation, in providing KBM Care staff with a reasonably safe working environment.

## TRAINING

### Safety & Security Training

* All KBM Care staff with safety & security management responsibilities must be adequately trained and experienced as deemed necessary for the role.
* All KBM Care staff should attend a locally arranged Safety & Security training course at the earliest opportunity after taking up post. If trainings are not available, then an alternative solution must be sought by the CEO.
* It is strongly recommended that all KBM Care field staff hold an appropriate First Aid qualification. At the very least there should always be one first aid qualified staff member in each KBM Care location.

## SECURITY PLANNING, REPORTING AND CRISIS MANAGEMENT

### Safety & Security Management Plans

* + - KBM Care Field Office must submit updated Local Safety & Security Management plans to the Country Office, these should be reviewed annually or bi annually based on area risk rating.

### Contingency Plans

* + - All Safety & Security Management Plans must include (but not limited to):
      * Medical Evacuation Plan
      * Death of Staff Member
      * Arrest or Detention of staff member
      * Abduction and Hostage Taking

### Incident Reporting

* + - All security incidents, including minor incidents and near misses, must be reported immediately through the appropriate Safety & Security mechanism.
    - All incidents should be reported within 24 hours.
    - All incidents should be added to the KBM CARE Reporter system for full collation and analysis.

### Crisis Management

* + - A crisis is defined as: *“...an event which threatens existence – of KBM Care people, property, or programmes.”*
    - Examples of a crisis include: kidnap/abduction; death; sexual assault or significant physical injury; natural disaster; significant risk to organisational reputation.

### Arms & Weapons

* + - The use of firearm and other weapons on KBM Care facilities, vehicles (including rental) and by KBM Care Staff is not permitted unless as a last resort. Any exemption to standard must have the expressed written approval of the CEO.
    - Firearms or other weapons will not be carried or used by KBM Care staff while on duty or while attending any function associated with KBM Care
    - KBM Care staff must not carry or use firearms/weapons at any time.
    - The presence of firearms, weapons of any type or armed personnel in any KBM Care facility or vehicle is prohibited unless there is an immediate threat to life, or the proper approval procedures have been followed to allow protection of KBM Care staff and property.
    - KBM Care will use armed escorts as a last resort, or when required by local authorities and in support of life-saving activities after gaining approval of CEO.