

Safety and Security Procedures Manual

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Table of contents

PERSONAL SECURITY	1
KEY CONCEPTS	1
PERSONAL SECURITY MEASURES	1
ACTIONS TO BE TAKEN IN CASE OF ACCIDENTS	3
EXPLOSIONS	3
ARMED ATTACK	3
FIRE	4
MOTION CONTROL	4
VEHICLE SECURITY	5
CHECKPOINTS	6
ACTIONS TO BE TAKEN IN CASE OF VISITORS	6

personal security

Key Concepts

1. your surroundings. Notice things that of **Awareness** : Be aware are not normal than they should be in the local environment.
2. **Suspicion and Avoidance**: Be wary of what is unusual, dangerous or threatening and avoid confrontations.
3. **Lack of clarity and unpredictability**: Don't draw attention to yourself, integrate with your surroundings as much as possible and avoid routine.
4. **Common sense and initiative**: Use common sense and judgment. If you feel in danger, take the initiative.
5. **Communication** : It is essential that concerns, doubts, and observations of individuals, their whereabouts, and their plans be reported to the Program Country Director and the Director of Security.
6. **Personal health**: stick to health protocols (corona measures, hemorrhagic fever, cholera), eat well, treat diseases and get enough rest and relaxation because stress is one of your worst enemies.
7. **Responsibility for self, team and mission** : There is no such thing as personal risk. Therefore, if you take any risk , it puts your team and the mission you serve at risk.

personal security measures

- ❖ Basic precautions and a common sense approach can mitigate threats to your personal security.
- ❖ Pay close attention to your personal security at all times and follow local media and information sources for news about potential safety or security risks.

- ❖ Remain vigilant and maintain situational awareness at all times and take appropriate security precautions to ensure your personal safety. Listen to your instincts. If you are not sure of a place or person, leave immediately.
- ❖ Be safe! Always be aware of your whereabouts and familiar with the main locations (office, hospital, other NGOs, areas to avoid etc).
- ❖ While walking in the city, be attentive. Beware the dangers of traveling at night and watch out for speeding motorists.
- ❖ Female employees should not travel alone.
- ❖ Always have your cell phone with you and stored contact numbers.
- ❖ Always have your photo ID with you.
- ❖ While traveling by car, always make sure that the doors are closed and fasten your seat belt.
- ❖ Employees must comply with all checkpoints orders and watch the elements of these checkpoints. Do not give them any reason to suspect any illegal activity or cause for hate, search, or obstruction.
- ❖ Protect and secure your belongings including laptops, cell phones, wallets, etc.
- ❖ Maintain contact and communication - Always let the security manager during business hours know where you are going and when you are expected to return.
- ❖ Avoid all political gatherings and demonstrations. Leave the area immediately in the event of a sudden gathering.
- ❖ Before leaving your residence/office, turn off electrical appliances and make sure all windows, doors and gates are closed.
- ❖ Immediate reporting of safety/security related issues to the Security Manager.

Actions to be taken in case of accidents

explosions

- ❖ Immediately seek shelter in a protected area due to the possibility of a secondary explosion.
- ❖ Stay in place (position) and wait for further instructions from the security manager. Do not leave the building unless absolutely necessary.
- ❖ You must comply with the instructions of the Director of Security as soon as they are received!
- ❖ The Security Manager will escort all employees to a safe location after the attack/incident.
- ❖ If there are missing persons, security personnel will be sent to retrieve them.
- ❖ aid and medical evacuation measures will be taken immediately if someone is injured.

armed attack

- ❖ If you are in the office/accommodation, quickly lock the door , turn off the lights, quickly pick up your mobile phone and lie down on the floor.
- ❖ Stay in place (position) and wait for further instructions from the security manager. Do not leave the building unless absolutely necessary.
- ❖ You must comply with the instructions of the Director of Security as soon as they are received!

- ❖ The Security Manager will escort all employees to a safe location after the attack/incident.
- ❖ If there are missing persons, security personnel will be sent to retrieve them.
- ❖ aid and medical evacuation measures will be taken immediately if someone is injured.

fire

- ❖ The alarm bell was sounded for all employees.
- ❖ Evacuate the building immediately and stay away if the fire is uncontrollable!
- ❖ Close doors and windows if time permits.
- ❖ Stay away from the building and move to a specific area for gathering and as directed by the security director.
- ❖ Stay in the assembly area and wait for further instructions.
- ❖ Do not enter the building or work area until instructed to do so by the security manager.

Note: if The attack/incident becomes uncontrollable and the evacuation plan will be implemented by the Program Country Director and Program Security Director.

movement control

Immediately implemented. All employees of the organization are required to review and observe the movement control procedures and vehicle security precautions.

- ❖ must be submitted to the Transportation/Security Director at least hours in advance 48.
- ❖ All travel requests submitted will be authorized by the Transportation/Security Manager only.
- ❖ Drivers will not work on Friday-Saturday unless authorized by the Program Manager and the Transportation/Security Manager.
- ❖ organization 's employees are authorized to travel for purposes related to the program in the organization's vehicles and the vehicles contracted with it, otherwise a prior approval must be obtained from the program manager.
- ❖ Be aware of the dangerous areas of the city and try to dodge them.
- ❖ Have an evasive plan ready. Sometimes a simple turn is enough to know that you are safe from danger.
- ❖ Keep travel arrangements as confidential as possible.

Vehicle security

- ❖ Seat belts must be worn at all times unless traveling in high-risk areas.
- ❖ Doors must remain locked and windows fully closed at all times.
- ❖ Change vehicle driving routes and schedules to reduce risks.
- ❖ Consider safe havens along the route: hospitals, police stations, other NGOs, etc.
- ❖ Not driving fast. The maximum speed is 120km/h under normal working conditions.
- ❖ Do not drive directly between or behind ISF/Personal Protection convoys.
- ❖ Passengers must remain alert and not distract the driver.
- ❖ No smoking at any time inside any vehicle affiliated with the program or contracted with it during official use.
- ❖ In the event of an accident, contact the Transportation/Security Manager immediately.
- ❖ Vehicles must be checked to ensure they are working before departure and on a regular basis.
- ❖ The tools, first aid box and fire extinguisher in the vehicle must be checked to ensure they are working before departure.

Checkpoints

- ❖ Be alert.
- ❖ Carry your documents with you: ID cards, car documents, driver's license.
- ❖ Just open the window - don't open the door.
- ❖ Do not carry contraband: drugs, currency, alcohol, unlicensed weapons, etc.
- ❖ Be polite and **helpful**.
- ❖ Be aware that what looks like a checkpoint could also be a robbery/kidnapping attempt.

Actions to be taken in the event of visitors

The following is an overview of the security measures that all visitors must undergo when entering the organization's complex . We ask that you review the following information before any anticipated visit

1. Before entering, local guards require all visitors to present one government-issued photo ID. The local guards keep any personal weapons carried by the visitor until he leaves the compound.
2. All visitors will be thoroughly searched and escorted to the organization's inquiries.
3. The information staff ensures that visitors sign the visitor's book, hand over visitors' badges, and escort them to the meeting room.
4. The information staff contacts the employee who is being visited, who must go to the inquiries to meet the visitor.
5. If any visitor is left in the inquiries for more than 30 minutes they will be escorted out of the complex and the employee being visited will be responsible for rescheduling another meeting.

- 6. is forbidden for any visitor/person to be interviewed to access any office without prior permission from the security team.**
7. Staff who organize group visits are fully responsible for the visitors.
8. At the end of the meeting, visitors will be escorted to the inquiries to check out and escorted out of the complex,