



# Individuals Safety and Security Regulation

*Approved as:* Individuals Safety and Security  
Policy Support Document, September 2019

## General information

<b>Document status</b>	<b>During the 2023 policy review, this document was categorized as a regulation based on the valid <a href="#">policy framework</a>.</b>
Approved by	Executive Board and Management Council
Approved on	September 2019
Version	1
Binding for	All member associations of SOS Children's Villages International (ordinary members), including their affiliated entities; the members of their governing bodies; and their employees and others working for them or on their behalf and SOS Children's Villages International, including its affiliated entities; the members of its governing bodies; and its employees and others working for it or on its behalf
Based on	SOS Children's Villages Statutes
Replaces	n/a
Related materials	<a href="#">About Us - Safety &amp; Security</a>
Next review	The document will be updated by end of 2025.
Document owner	CPO Office - Global Safety and Security
Revision history	See document page 2

If you have any general questions about this regulation, please contact: [security@sos-kd.org](mailto:security@sos-kd.org)

# INDIVIDUALS SAFETY AND SECURITY POLICY SUPPORT DOCUMENT

Version 1.0, September 2019

POLICY SUPPORT DOCUMENT

PUTTING POLICIES AND QUALITY STANDARDS INTO PRACTICE

## INDIVIDUALS SAFETY AND SECURITY POLICY SUPPORT DOCUMENT

### KEY USERS

Mandatory for:	<ul style="list-style-type: none"><li>All Member Associations of SOS Children's Villages International</li><li>All offices of the General Secretariat of SOS Children's Villages International</li></ul>
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### RELATED POLICIES

Basic PSD:	<a href="#">Statutes of SOS Children's Villages International</a> <a href="#">2030 Strategy</a>
Core PSD:	<a href="#">SOS Children's Villages HR Manual</a> <a href="#">SOS Children's Villages Child Safeguarding PSD</a> <a href="#">SOS Children's Villages Accountability Framework</a> <a href="#">SOS Children's Villages Emergency PSD</a>

### RELATED DOCUMENTS, TOOLS, SYSTEMS

	[Individuals Safety and Security Manual]
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### RESPONSIBLE FOR CONTENT

<u>Department:</u>	Safety and Security; PSD prepared by Global Emergency Response
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### DEVELOPMENT PROCESS

Approved by:	Approved by the Management Team (September 2019) and the Management Council (October 2019)
Original language:	English
Intranet address:	[Link to document on the global intranet ] / To be added later

### CHANGE HISTORY

Version	Date	Changes
1.0	September 2019	Version to be approved

This PSD will be transformed into a regulation once the new federation policy structure is in place.

## TABLE OF CONTENT

<b>1 INTRODUCTION</b> .....	<b>4</b>
1.1 Importance of safety and security.....	4
1.2 Commitment to a culture of security.....	4
1.3 Scope of application.....	5
1.4 Responsibility and accountability.....	5
<b>2 PRINCIPLES</b> .....	<b>6</b>
2.1 Duty of care.....	6
2.2 Safety and security risk management.....	6
2.3 Primacy of life.....	7
2.4 Informed consent.....	7
2.5 Individuals' competence.....	7
<b>3 IMPLICATIONS</b> .....	<b>9</b>
3.1 Duty of care.....	9
3.3 Informed Consent.....	11
3.4 Individuals' competence.....	11
<b>4 REFERENCES:</b> .....	<b>12</b>

## 1 Introduction

### 1.1 Importance of safety and security

SOS Children's Villages International ("SOS CVI") and its Member Associations ("MAs") (together "the federation") recognize that individuals **are the key to fulfilling the federation's mission**. Regardless of the context, be it **in stable situations**, where the majority of activities are implemented, or **in insecure contexts**, involving significant risks, individuals are exposed to **risks to their health, safety and security**.

**Effectiveness and impact to the benefit of children** and their care environment require that individuals have **the best possible degree of protection** and that they have safe and secure access to children and communities.

Individuals, in all types of programmes, are **increasingly exposed to serious risks** to their person in the course of carrying out their duties, in particular when responding to crises in fragile or transition countries and regions, characterized by volatility, instability and insecurity.

**Clear principles for the federation**, and detailed rules and processes drafted by SOS CVI and its MAs, will help to **minimise operational, financial and reputational risks**. The present **Individuals Safety and Security Policy Support Document (PSD)** sets out the **safety and security framework** for the federation. It has been elaborated in a **consultative and participatory manner**, and in accordance with **SOS Children's Villages' Statutes, policies and standards**.

The aim of this PSD is to enable SOS CVI and its MAs to **operate as effectively as possible in all circumstances to achieve the aims of its projects and programmes**. The organization shall offer the **best possible level of safety** to all individuals, without infringing their **rights**, nor the **interests of the beneficiaries** of programmes.

### 1.2 Commitment to a culture of security

Safety and security rules and processes can only be effective if the federation develops a **'culture of security'**, in which these concerns are shared by all and across the organization at large.

A culture of security implies that individuals are **aware of the importance and role** of safety and security in the implementation of the **organisation's various activities**, that **appropriate safety and security processes and procedures are in place** and that SOS CVI and its MAs will **refer to a security specialist for guidance and advice**.

The federation acknowledges that the **articulation of responsibilities, communication among** individuals and **checks on the implementation of measures** are key factors in managing safety, security and protection effectively.

### 1.3 Scope of application

The federation seeks to realise its commitment to duty of care for the Individuals, through the implementation of a PSD that addresses individuals' **health, safety and security in the workplace**, be it for those that belong to the social environment in which they **work and travel or that are seconded abroad**.

This PSD is **binding for SOS CVI and its MAs**. The degree of responsibility of each MA for safety and security is affected by the degree of control the organization has over an individual or the proximity of the individual to the organization. The PSD sets out the **minimum standards** that shall be in force throughout the federation. Each MA may adopt **stricter and/or more detailed rules in accordance with local/national law and operational requirements**.

This PSD applies to persons under a **contractual relationship** with the federation, including but not limited to employees, children in MA's custody, third party contractors, interns and volunteers ("Individuals").

### 1.4 Responsibility and Accountability

First and foremost, **individuals are responsible for their own security**. All individuals are called on to recognize their own **personal responsibilities regarding security and safety** and are encouraged to actively contribute to **their individual safety and security**, to that of **others**, as well as to that of the **federation** and its **beneficiaries**.

However, when risks are encountered at the workplace whilst carrying out their duties and responsibilities, the **federation shall have an appropriate safety and security framework** in place to mitigate and respond to risks.

Each MA and SOS CVI shall set out the responsibilities and accountability of individuals in their respective rules and procedures. To that end, the roles of an individual, his/her supervisor, the focal point and/or the security advisor shall be clearly defined.

## 2 Principles

### 2.1 Duty of Care

SOS CVI and each MA affirm their commitment to their **duty of care towards the individuals** (i.e. their health, safety and well-being while carrying out their tasks). They recognise that they shall comply with **legal and regulatory provisions**, in particular those addressing health and safety at the workplace. SOS CVI and each MA further affirm their commitment to mutually respect and assist each other in facilitating such compliance.

Duty of care is a **legal obligation** imposed on an individual or organization to **adhere to a standard of reasonable care** as regards its **omissions or acts** that present a **reasonably foreseeable risk of harm** to others.

The performance of activities required to meet the objectives of the organization shall be **commensurate to the risks associated with such performance**. According to the duty of care principle, an organization shall ensure the minimal risk to all parties within the parameters of a given situation. The intent is **to mitigate, not to avoid, risk**, which is intrinsically part of the mandate of the federation. It follows that **the higher the risks, the greater the need to implement measures to mitigate and/or control these risks**.

### 2.2 Safety and security risk management

A core component of duty of care is **safety and security risk management**. This means taking, as far as can be reasonably foreseen, all **reasonable and practicable measures to respond to, mitigate and prevent the impact of events or incidents which may cause harm**.

Subsequently and for **operational decision-making**, remaining safety and security **risks** shall be **balanced against the importance of the activities** which are programme critical. This requires SOS CVI and its MAs to decide whether or not the risk of a given objective is commensurate with the potential gains of an activity, and hence, whether programmes should be implemented within acceptable levels of **risk**.

Safety and security of individuals are achieved through an **evaluation of all risks** related to the carrying out of activities in a **given context**, and the subsequent taking of all **reasonable and practicable measures** to reduce the likelihood of harm and consequences of a risk event.

Safety and security risk management enables the federation to **ensure** the well-being, safety and security of the individuals, helps increase the **quality, sustainability and efficiency of programmes and projects** and thus supports the federation in the achievement of its **objectives**.

SOS CVI and each MA shall have a **safety and security risk management framework and process** that are **implemented** and are **communicated** to all individuals at all levels of responsibility.

### 2.3 Primacy of life

**Safety and security are paramount.** Decisions and actions to ensure individuals' protection, health, safety and security take precedence over all activities aimed at preserving property, equipment, financial resources, documents or infrastructure.

In exceptional circumstances, foreseeable critical risk to beneficiaries - such as threat to life - may lead to the decision that activities and presence of the individuals, despite their exposure to similarly critical life-threatening risks, are **necessary to achieve the goals of the organisation**. The potential gains of the activities may **justify the risk**. However, an **individual shall always have the right to decide whether to accept or refuse to incur this level of risk**.

Individuals are encouraged to take responsibility for their own safety and security and to **raise related concerns** - be it to themselves, others or to the federation.

### 2.4 Informed Consent

SOS CVI and each MA shall provide individuals with the **best available information** about the **operational environment, the objectives and the tasks** to be performed, the related **safety and security risks**, the **risk mitigation measures**, **crisis management plans** and **redress measures**, and ensure that individuals **understand** and **agree** to act accordingly in writing.

Individuals shall always be **fully informed about potential safety and security risks**, **prior** to engaging in activities or taking up positions. **Supervisors shall ensure that any implications are fully understood**. Individuals of any given programme have the right to **refuse, interrupt and/or withdraw at any moment**, regardless of their function, the opinion of the security advisor or their superior(s).

An individual that does not give or withdraw his/her informed consent can do so **without undue repercussions** as to his/her employment, in cases where that individual did accept a position without full knowledge of the potential risks. Individuals who do not feel able to cope with the level of risk of a certain activity or position **may ask their supervisor to assign them to other activities or positions to the extent possible**. SOS CVI or the MA, as the case may be, shall do **everything possible to facilitate the withdrawal** and shall not charge the individual in question any cost incurred as a result of withdrawal.

### 2.5 Individuals' competence

SOS CVI and each MA shall deploy **experienced, skilled and competent** individuals, which have completed safety and security **training and hold certifications** appropriate for the effective and efficient carrying out of their duties, thus enabling **effective organizational performance** and **optimal support for** beneficiaries.

SOS CVI and each MA shall ensure, on the one hand, the safety and security **awareness** of Individuals and, on the other hand, that safety and security **management and processes are in place**. In doing so, **adequate human and financial resources**



shall be allocated to develop a safe, secure operating environment and to take the steps necessary to effectively manage foreseeable risk.

### 3 Implications

#### 3.1 Duty of care

SOS CVI and each MA shall:

- i. **Obtain legal advice** as to **applicable national and international law and regulations** and **incorporate** these into relevant **management processes, procedures and actions** in a transparent and coherent manner;
- ii. **Designate a qualified safety and security focal point** for all matters relating to compliance with the duty of care, in particular with respect to its implementation in operational environments, programmes and activities;
- iii. **Ensure that senior management and supervisors communicate their obligations and expectations** regarding compliance with duty of care and **regularly exchange views, experiences and information** with relevant stakeholders to ensure that they have the best information available;
- iv. **Ensure that individuals have the appropriate security and medical clearances to travel** to the desired countries and regions. This includes having the **procedures** in place as regards the relevant **vaccinations**, awareness of appropriate **prophylactic measures, security certifications and knowledge of local norms and customs** (e.g. appropriate behaviour, clothing);
- v. **Actively monitor and verify the operational environment and implementation of duty of care** and ensure that individuals work safely, securely and responsibly and that they comply with the respective **policies and procedures**;
- vi. **Keep all safety and security documentation on record in a coherent and easily retrievable manner**. These records shall be kept in a safe and secure place, where possible in a water and fire-proof location;
- vii. **Ensure that appropriate Rest and Recreation (“R&R”) procedures, psychological follow-up and assessments** are in place to safeguard the physical and mental health of individuals;
- viii. Ensure that all individuals travelling to any location as part of the fulfilment of their duties are **covered by appropriate travel and medical insurance**. Whenever necessary, specific insurance for extraordinary events shall be provided;
- ix. **Ensure the strict confidentiality of all data related to individuals and the federation’s facilities and programmes**; and
- x. **Control the access to facilities with the appropriate permission and a formal attest to compliance** with SOS Children’s Villages safeguarding procedures.

## 3.2 Safety and security risk management

SOS CVI and each MA shall:

- i. **Establish and implement binding rules**, which set the **minimum requirements according to local/national law and operational requirements**. The rules shall refer explicitly to duty of care and shall be coherently and comprehensively documented, systematically reviewed and updated, and communicated and accessible to all individuals. Local safety and security policies shall include procedures and implementation systems (e.g. for security clearance for travel, medical clearance and evacuations, emergency telecommunications protocols, evacuation procedures, sexual exploitation and abuse reporting procedures, kidnapping protocols);
- ii. **Establish and implement processes** that document all safety and security **procedures** in a comprehensible manner;
- iii. **Clearly define roles, authority and responsibility** of all relevant stakeholders in the relevant rules;
- iv. **Ensure that security assessments are carried out and regularly updated** for all facilities and programmes and that **business continuity plans** are in place at all levels;
- v. Ensure, if appropriate to the context, that all individuals travelling to a country or region are provided with a **relevant in-depth security briefing** (e.g. information on local customs and norms, security context, evacuation procedures, R&R regulations, no-go areas/venues which are best avoided, rules regarding local transportation);
- vi. **Carry out security risk assessments** (“SRAs”) for extraordinary events and high-level visits (e.g. President or dignitaries) and ensure that a dedicated risk management plan is set;
- vii. **Ensure that SOS CVI’s and MAs’ premises and facilities**, as well as individuals’ **accommodation**, as the case may be, have undergone the relevant **SRA** and that appropriate safety and security measures are in place;
- viii. **Be transparent, share policies and processes, information, analysis, control and mitigation measures** on all matters relating to the management of the safety and security of individuals;
- ix. **Appoint and train Individuals to act as a safety and security focal points and/or designate a qualified security advisor**. The person shall have access to the relevant decision-making levels, be accessible to individuals on a 24/7 basis and be authorized to liaise effectively within SOS CVI or the MA, as the case may be;
- x. **Ensure that reporting and debriefing** at all levels and in all facilities systematically include **safety and security issues**; and
- xi. **Establish mechanisms to monitor, verify and ensure** the implementation of safety and security measures, as well as individuals’ compliance with them.

### 3.3 Informed consent

SOS CVI and each MA shall:

- i. **Ensure that all best available safety and security information** regarding an individual's work environment and tasks, its related risks, mitigating measures, contingency planning and redress measures are **collected, up to date and are set out coherently**. Where information is not readily available, all best efforts shall be made to ensure that this information is procured;
- ii. **Obtain the informed consent of an individual**. The individual shall be made **fully aware of the risks** and his/her possible **implications** to their person or persons associated to them that may result from the carrying out of their duties. All individuals shall be fully informed of their **roles and responsibilities** in implementing safety and security processes and mechanisms. **Supervisors**, in particular, shall be aware of their responsibility for the safety and security of the individuals;
- iii. **Formally document that individuals have accepted the assignment and committed to complying** with safety and security policies, measures, rules, regulations and procedures;
- iv. **Establish transparent disciplinary mechanisms** that are documented, transparent and known to all individuals to deal with non-compliance by individuals; and
- v. **Ensure that an independent, transparent grievance and complaints mechanism exists** to treat grievances and complaints in a timely and confidential manner and which also allows for feedback and learning.

### 3.4 Individuals' competence

SOS CVI and each MA shall:

- i. **Ask individuals and assess whether they are adequately prepared** to manage their own safety and security and feel confident to respond to any incidents that may occur;  
  
**Ensure that all individuals receive the appropriate safety and security training** (initial and continuing education) **and have the certifications required** allowing them to effectively carry out their duties. Certifications shall be internationally recognised and comply with the industry standards;
- ii. **Have an core competency framework** that explicitly includes relevant operational and safety and security competencies;
- iii. **Have recruitment policies and practices** that test safety and security core competencies to a degree that is appropriate and relevant;
- iv. **Allocate appropriate financial and human resources and allow individuals time** to meet safety and security related training, learning and development needs.

## 4 References:

- Code Of Conduct – International PSD Support Document, September 2011 – Version 1.0
- HR Manual, January 2002
- SOS CHILDREN'S VILLAGES INTERNATIONAL STATUTES -- APPROVED BY THE 20TH ORDINARY GENERAL ASSEMBLY ON 24 JUNE 2016
- RULES OF PROCEDURE FOR THE INTERNATIONAL SENATE, SENATE COMMITTEES, MANAGEMENT COUNCIL, MANAGEMENT TEAM AND THE GENERAL SECRETARIAT SOS CHILDREN'S VILLAGES INTERNATIONAL -- Pursuant To Article 5 Paragraph 5.5.2.6 of the Statutes -- Approved by the International Senate on October 2017.