

HVSF Deployment Policy on Health and Safety

Magyar Önkéntesküldő Alapítvány/ Hungarian Volunteer Sending Foundation (HVSF)



**Magyar
Önkéntesküldő
Alapítvány**

Hungarian Volunteer Sending Foundation

Hungarian Volunteer Sending Foundation (HVSF)'s Deployment Policy on Health, Security and Safety

Date of approval:	10.03.2016
Date of implementation:	*
Version ('no.')	no.1
Edited, previous version:	-
Target audience:	All HVSF employees and partners
Date of revision:	-
Written, edited by:	<i>Tamás Csapkovits</i>
Last editing, review, carried out by:	

* (date of implementation): not all of the policy statements and procedures are active from the approval and the total implementation of this will be active by the first (own or in partnership) humanitarian deployment of HVSF

1.0.	Introduction.....	2
2.0.	Deployment-specific guidelines for the personal physical and emotional security.....	2
2.1.	General guidelines for each period of the deployment	3
2.2.	Protection at home.....	5
2.3.	Mental and physical health guidelines.....	6
2.4.	Travel guidelines – walking, public transportation and driving	9
2.5.	Guidelines for female staff.....	11
3.0.	Acknowledgement of the policy: Declaration of Commitment.....	12
4.0.	Bibliography.....	13

1.0. Introduction

In development and humanitarian aid there are no risk-free environments - stressful and risky situations are unavoidable in these fields. HVSF strives to ensure the physical and emotional safety and security of our staff as far as possible by implementing risk reduction measures to prevent illness, injury and stress.

These measures and all the procedures described in this policy can only be effective so long as staff take individual responsibility for their own health, security and safety and actively implement this policy. Compliance with these protocols also maintains the integrity and reputation of our projects as the behaviour of HVSF staff can uphold or compromise their own safety and security.

HVSF's Policy on Health, Security and Safety has a strong connection to HVSF's Security Policy. Both of these documents aim to maintain the physical and emotional well-being of HVSF staff.

In this document HVSF aims to provide guidelines on personal physical and emotional safety and security. All staff member must read and bear in mind the procedures here described.

2.0. Deployment-specific guidelines for the personal physical and emotional security

It is highly important to beware of your behaviour and follow good conduct and local custom in every moment of the deployment. Ignoring – any behavioural guideline on or off duty could affect negatively the security of an individual, the team and of the local community as well.

We used ECHO's "*Security in the Field - Information for staff members of the United Nations system*"¹ and *Generic Security Guide For Humanitarian Organisations*² as a basis for the guidelines below.

¹ Office of the United Nations Security Coordinator : *Security in the Field - Information for staff members of the United Nations system* (New York, 1998) http://www.unv.org/fileadmin/docs/conditions_of_service/Security_In_The_Field.pdf

² ECHO : *Generic Security Guide For Humanitarian Organisations*

Some of the listed guidelines were already mentioned in the HVSF Security Policy, where the two subjects overlap. We repeat them here just to ensure staff awareness.

2.1. General guidelines for each period of the deployment

Personal security is an individual as well as organisational responsibility. Using common sense and using your own precautionary assessing abilities is the key element to reduce the risk of each security related situation.

In general: Following and adapting the guidelines below can help to you to reach the necessary level of a practical, action-based precautionary thinking and to sharpen your awareness in specific security situations. To complement that, follow your instincts and react immediately in accordance to your personal capabilities - for example leaving an unsafe place as soon as possible; using your communication skills to talk yourself out of a situation; or facing it in another way. That would be a standard way of analyzing, monitoring and reacting to each security threat.

Traveling to the deployment area: Before you leave, make sure you read and keep all the security information about the country you are travelling to. In projects which are managed by HVSF, every staff member, volunteer and partner receives the relevant documents and information – HVSF Security Policy, HVSF Security Plan, HVSF Health and Safety Policy, in-house pre-departure briefing and additional trainings when they are needed. This way HVSF ensures that none of its staff members start their mission/service unprepared. HVSF will ask and register contact numbers of staff members' and for emergency contacts ('next of kin') as well. We suggest making a photocopy of passport ID page, foreign visa (if applicable), itinerary, accommodation confirmation, airline tickets, traveler's check serial numbers, proof of your health insurance, driver's license and credit cards³.

In regards to the traveling it is highly recommendable to book direct flights when possible to reduce the time that you have to spend in unsafe public places. Always keep your eyes on your luggage, briefcases and traveling documents!

Arriving at the deployment area: After getting the pre-departure and on-arrival trainings, you should start to adapt and follow the behavioural guidelines in accordance of the local cultural customs - HVSF Security Plans serve as guides to familiarise HVSF staff with the local cultural customs. Besides learning local customs, learning a few words, sentences, phrases in the local language is also highly recommended to be able to express your need(s) for help, in a case of emergency.

It is the responsibility of the Mission Director (or the relevant accountable line-manager) to help and direct you through the relevant arrival procedures and requirements. Yet everyone has to be familiar with them. All staff have to register at the relevant institutions (your/other EU embassy (or consulate), local police, United Nations⁴ office etc.) and to carry out all the procedures regarding their future presence. Should you have any questions on behaviour or registration, your line-manager or more experienced staff should clarify it.

³ U.S. Department of State – Bureau of Consular Affairs: *U.S. Passport & International Travel - Traveler's Checklist*
<https://travel.state.gov/content/passports/en/go/checklist.html>

⁴ Office of the United Nations Security Coordinator : *Security in the Field - Information for staff members of the United Nations system* (page 20.) http://www.unv.org/fileadmin/docs/conditions_of_service/Security_In_The_Field.pdf

HVSF Deployment Policy on Health and Safety

Magyar Önkéntesküldő Alapítvány/ Hungarian Volunteer Sending Foundation (HVSF)

During your mission (initial and mission-long awareness on security issues and measures): You have to live and interact in accordance of the purpose of the mission of the deployment and in accordance of your role in the project. As an NGO with humanitarian aims at the field - HVSF is neutral, takes no sides in conflicts, and is not involved in politics. All HVSF staff is expected to strictly keep up this neutrality⁵. You should therefore behave in a way that does not attract an unnecessary attention.

In accordance of that – above behavioural acts - you should not wear garish clothes that could attract unnecessary attention (insects, animals, local people) and you should not expose your cash, keys or other valuables, which could attract unnecessary attention either. Keeping low profile could be also useful at your apartment as well: not putting your name on a mailbox or on a gate post could be useful as well to not attract unnecessary attention with the continuous, permanent visibility of your “strange/not native” name.

Try to be as well-informed as possible about the neighbourhood you reside in. Know about the nearest police station(s) and hospital(s); know which are recommended to visit and which not; be familiar with their opening hours as well as that of well-reputed stores, bars and restaurants, especially at night; know and be known by your neighbours. Keep your fully charged mobile phone (and extra batteries) with you. If it is not possible, be informed about the available telephones near your location/destination. Mind the importance of varying the routes you use in your daily routine - always plan where and how you want to go. Most incidents occur as the individual either leaves or returns to home because routine movements are easy to predict by any observer⁶.

Be aware of the security mechanisms, arrangements and tools of the mission, and learn how to use them (vehicle, communication-related tools and rules etc.). Check and monitor the facilities of the mission at the work place and accommodation as well, and report if they are not functioning properly. Feel free to express any concerns at the regular staff meetings and/or in a personal meeting with your line-manager.

General incident-preparedness guidelines: None of the security documents and guidelines could guarantee complete protection. Incident-preparedness offers only action guidelines based on what we consider the best/safest attitudes in a security situation.

‘The best way to be safe is to avoid trouble in the first place, rather than try to extract yourself later’⁷. This means that key skills are to being able to follow your instincts and developing a strong sense of security awareness. The latter entails knowing how to apply the most appropriate, immediate defensive mechanisms, and know how to notice details about people (which could help you to fill and incident report or to avoid a possible incident), among other interpersonal skills.

To avoid being involved in a security incident, always try to show confidence even if you do not feel it, and always pay attention to the surroundings and circumstances of your environment. If you

⁵ Hungarian Volunteer Sending Foundation (HVSF): *Security Policy and basic Operational Guidelines for Humanitarian Aid Missions* (page 3.) (Budapest, 2016)

⁶ Office of the United Nations Security Coordinator : *Security in the Field - Information for staff members of the United Nations system* (page 17.) http://www.unv.org/fileadmin/docs/conditions_of_service/Security_In_The_Field.pdf

⁷ Office of the United Nations Security Coordinator : *Security in the Field - Information for staff members of the United Nations system* (page 17.) http://www.unv.org/fileadmin/docs/conditions_of_service/Security_In_The_Field.pdf

cannot avoid being involved to a security incident, the way you react (how you respond to an attack - talking your way out of it; shouting for help; blowing the horn of your vehicle; fleeing; fighting...) will be always your own decision and responsibility.

Please, read the HVSF Security Policy for more information about incident reporting or the Fundamental Security Principles of HVFS.

2.2. Protection at home

Your home should always serve as a place where you can relax and feel yourself safe. On the other hand, without establishing the appropriate physical security measures and systems and/or following the general security rules and advices the safety of yours cannot be guaranteed. In accordance of that, following these guidelines are highly recommended for every HVSF staff members. As far as your home could be targeted by robbers, burglars or other criminal elements, HVSF collected the following guidelines in a way that it tries to refer to the different fields of protection against different type of threats.

Protection against burglary: Through the risk assessment procedure, the organization has the responsibility to assess the situation and prepare the deployment accordingly. It is our (and in some cases the hosting organization's) responsibility to provide a working and living/resting place for our staff where the appropriate physical security measures and tools are implemented before the departure. We can only provide theoretical know-how about the usage of those systems and rules to our staff- the adequate application and the practical implementation of these are up to the users, the staff. For example: in a case of burglary, HVSF – as the organization - will assess the security situation of the deployment area and it will implement the appropriate security systems, measures, tools, services to adequately respond to that. That would mean choosing/renting/buying good quality buildings and properties with well-functioning, strong doors and locks, or installing them, if they are not available; installing secure bars to the windows, if needed; checking for fire exits; inspecting the area; deciding about employing/using servants, guards, checking their background, figuring out the operating, patrolling system and fields of them etc. Although the organization provides the physical security system as the lines above summarized, individuals have to use them in their daily life in accordance with the guidelines below.

For your own security, check and monitor the attrition of your tools, ie. check the quality and functioning of the locks on your doors. In general, HVSF recommends that you always lock your doors, when you are at home or even for a short absence. Against burglar action it is also good if you have a secure place where you can hide from intruders (with a strong door and a bolt). If you do not have secure bars on your windows then sleeping with the windows open is not recommended!⁸

Avoid being observed: As we mentioned before, varying the routes of your daily routine movements is highly recommended seeing as they are easy to predict for any observer. But observers watch you at home as well. There are some easy-to-perform measures which could raise the level of your security and sense of comfort too. For instance, place shades/curtains on every window, place telephones and other tools which you may use often away from the window to avoid unwanted

⁸ Office of the United Nations Security Coordinator : *Security in the Field - Information for staff members of the United Nations system* (page 18.) http://www.unv.org/fileadmin/docs/conditions_of_service/Security_In_The_Field.pdf

onlookers. Make sure your immediate surroundings are clear of wide objects or plants which could be used as hiding places. Do not leave unattended valuables outside (or in your garden) or tools which burglars could use to get into your apartment.⁹

Other helpful, general advice for home security: Some of the following advice could seem similar to our everyday routines in our home countries and they seem easy to follow. However HVSF reiterates to all our staff that 'easy to follow' should not become 'sometimes I follow, sometimes I don't'. Disregarding basic, routine security measures could have serious and unpredictable consequences in unfamiliar or risky environments.

As important and pleasant as good neighbour relationships are, be careful when inviting strangers into your home. Make sure you can see and identify any visitor before you do (for example have a well-lit entrance).

2.3. Mental and physical health guidelines

You are responsible for your own health. Specific in-country health and safety information will be provided in the mission's Security Plan(s) to familiarise all relevant staff with climate differences, local diseases and lifestyle differences. Here we mention only general health and safety guidelines.

Pre-departure medical preparation: Before each HVSF staff, volunteer, partner starts their service on the field they have to undergo a medical checkup and to be vaccinated according to national requirements. In the case of countries where medicine is not available or is hard to get a hold of (risk of counterfeit medicines), HVSF suggests you to pack basic medical supplies, drugs, hygienic and sanitary tools from your home country. All the staff members have to be informed about trusted and not recommended local medical facilities. Information should be collected from Hungarian/EU embassies and consulates abroad and included in the HVSF Security Plan.

Safe consumption of water: Be careful when consuming water and ice (or products that contain local water - drink, having a shower, wash your teeth, foods (fruits and vegetables), having an ice cream or have a drink with ice). Consume only water from known, safe sources, namely like bottled water from well-known brands). Avoid tap water, and public fountains! If this is not possible then disinfect your drinking water by: boiling, filtering (use hollow fiber filters to remove bacteria and viruses or use reverse osmosis filters to also remove salt); using chemicals (there are tablets or packets of powder which contain a mix of chemical disinfectants (such as chlorine or iodine) with a substance that makes the water clear).¹⁰

Safe consumption of food and drinks: Avoid eating inadequately stored, uncooked, raw, cold foods (especially meats and eggs). Avoid damaged or poorly prepared fruits and vegetables. Avoid drinking/using un-pasteurised milk (boil it before consumption). Avoid ice cream and other ice products from unreliable sources.

⁹ Office of the United Nations Security Coordinator : *Security in the Field - Information for staff members of the United Nations system* (page 19.) http://www.unv.org/fileadmin/docs/conditions_of_service/Security_In_The_Field.pdf

¹⁰ Centers for Disease Control and Prevention (CDC): *Travelers' Health/Water Disinfection* <http://wwwnc.cdc.gov/travel/page/water-disinfection>

HVSF Deployment Policy on Health and Safety

Magyar Önkéntesküldő Alapítvány/ Hungarian Volunteer Sending Foundation (HVSF)

In general hot served foods and drinks (coffee, tea) are safe (high heat kills the germs) and so are dry and/or packaged foods (bread, potato chips, sugar) seeing as most germs require moisture to grow. Avoid eating from street vendors in developing countries who may not have appropriate hygiene standards. Eating 'bushmeat' (such as bats, monkeys, or rodents) could be dangerous as they can be a source of animal-origin diseases, such as Ebola or SARS¹¹.

HVSF also suggest using the Centers for Disease Control and Prevention (CDC)'s mobile app called "Can I Eat This?" to get reliable recommendations about making safe food and drink choices when you travel. Link: <http://wwwnc.cdc.gov/travel/page/apps-about#canieat>

Disease and hygiene: Here we provide some general guidelines on hygiene, injuries, disease and stress.

According to disease prevention, proper vaccination could serve as the most appropriate solution to not be affected by diseases. On the other hand not all of the diseases could be prevented in this way and some diseases would need other type of protection.

To prevent serious or country-specific illness, make sure you are up to date with your vaccination and that you take any vaccines required in the country of deployment.

Diarrhea is a usual disease for people who stay in a developing country for a long term. This happens because their immune system is not used to and does not respond well to local hygiene standards. As suggested before try consume only from known or reliable sources. When you are unsure about the quality of the food then do not it eat! For more detailed guidelines about drinks and food, please, check chapter 2.3. *Mental and physical health guidelines/ Safe consumption of food and drinks.*

If you are not used to hot climates, they could also pose a risk to your health. To prevent to this, you should drink more than you usually do, wear loose, lightweight, light-colored clothes, stay under shades when you are outside. Overheating could result heat exhaustion or heatstroke. "Excessive thirst, profuse sweating, headache, dizziness or confusion, and nausea" could be the symptoms of heat exhaustion.¹² Try to cool yourself off immediately and, if that does not help, ask for medical help.

Insects could also transmit diseases and infections, such as malaria. For protection, use any insect repellent or medicine prescribed by your doctor¹³.

Sexual protection is also highly important to be aware of! To avoid this always use condoms when you have sex! Bringing condoms from your home country is less risky than buying them in an unknown environment!

¹¹ Centers for Disease Control and Prevention (CDC): *Travelers' Health/ Food and Water Safety* <http://wwwnc.cdc.gov/travel/page/food-water-safety>

¹² Centers for Disease Control and Prevention (CDC): *Travelers' Health/ Travel to Hot Climates* <http://wwwnc.cdc.gov/travel/page/travel-to-hot-climates>

¹³ Centers for Disease Control and Prevention (CDC): *Travelers' Health/ Travel to Hot Climates* <http://wwwnc.cdc.gov/travel/page/travel-to-hot-climates>

HVSF Deployment Policy on Health and Safety

Magyar Önkéntesküldő Alapítvány/ Hungarian Volunteer Sending Foundation (HVSF)

Be aware for your personal and your environment's hygienic quality! Wash your hands regularly and properly (use water and soap, alcohol-based hand gel etc.), pay particular attention to washing your hands before eating or preparing food! Watch out for the toilette hygiene and the cleanliness of the kitchenware as well. Take medicine, hygienic and sanitary tools from home to your mission.

Last but not least all the staff members have to know about trusted – and also not recommended - local medical facilities – as well. All staff members must have their HVSF ID card with their basic medical data (both in English and in the local language when relevant). Please read chapter 4.1 *Security assessments and relevant tools* of the HVSF Security Policy to learn more about HVSF ID cards.

For additional and country-specific health –information, check <http://www.who.int/countries/en/>.

Stress-managing: Doing your service in an unfamiliar or unknown environment is always mentally challenging as you are parted from friends, family and your culture. As far as you are uncertain about the local customs, language, you don't have your relatives, friends nearby you it makes facing with the optional challenges even harder. Related to these circumstances, taking care of your mental health needs also other tactics to be known, according to that HVSF provides this document to give some basic information in the topic of stress management. Here HVSF provides some basic stress management tactics.

Stress-managing is a really important topic to mention within this policy, but the proper processing is even more important. According to that – to be able to provide the best guidelines for its staff – HVSF used the United Nations' *Security in the Field - Information for staff members of the United Nations system's* excellently edited chapter about stress-managing called VI. *Coping with stress*¹⁴.

To be able to understand and manage your level of stress, you have to understand several aspects of stress. For example, in case of stress and/or distress (a higher, longer lasting stressing) you should examine the frequency (how often it occurs), the duration (how long it lasts) and the intensity (how severe it is) of your past episodes. You should also examine *why* it occurs- the reasons behind distress are different for everyone, depending on their perception of different threats which depends on their personal background – “past experiences (on the control of distress), education, skills, your philosophical approach to life, your age, your sex, your level of physical fitness and your personal esteem”¹⁵.

Is it important to mention “cumulative stress” type which is quite common in our everyday life. It is a combination of different of the components of stress, - frequency, duration and intensity - which, depending on the individual, can have long term effects when they occur regularly over time. If you do not attend to it, it could easily lead to mental and physical burn out. Regular cumulative stress could be caused by: “housing (lack of privacy or comfort, noise, shortage of water, cold/heat); travel (risks, threats, roadblocks); food (shortages, lack of variety); immobility or lack of activity; and

¹⁴ Office of the United Nations Security Coordinator : *Security in the Field - Information for staff members of the United Nations system* (page 39-48.) http://www.unv.org/fileadmin/docs/conditions_of_service/Security_In_The_Field.pdf

¹⁵ Office of the United Nations Security Coordinator : *Security in the Field - Information for staff members of the United Nations system* (page 41.) http://www.unv.org/fileadmin/docs/conditions_of_service/Security_In_The_Field.pdf

colleagues”.¹⁶ When you identify the cause you can remove it. As the mentioned UN document says: “As a rule, stress management plans will include learning to do some old tasks in a new way (such as striving for a healthy lifestyle with rethinking your daily eating, exercising, time-managing and relaxation routine).”¹⁷ It is also important to maintain a good atmosphere between the colleagues, as they are the people who will know you and your situation the best. You can help one another through (most) stressful situations. If you feel that you need other or professional help, do not hesitate to contact with your line manager.

Critical incident stress-management: critical incidents (such as accidents, sexual or other types of assault and attack, natural disasters, deaths, etc.) are unexpected acts and threats that make the individual uncertain about how to proceed. In these extraordinary cases the best way to react is to act calmly. Watch out for your breathing, keep up positive thinking, stay in contact with others and follow the instructions of your line manager by concentrating on your task(s). After that the critical accident occurred it is recommended that you talk through what you experienced, your reaction and feelings, while you performing stress-managing practices (relaxing, deep-breathing, etc.). To that purpose HVSF arrange an in-house meeting for all involved individuals to let them to talk, let them know about the optional supporting services and the follow-up critical incident stress debriefing. After adequately handling a critical incident, victims’ symptoms should fade within a few days or weeks. If that does not happen and the symptoms persist longer than a month, they may lead to post-traumatic stress disorder (PTSD). Diagnosis and treatment of PTSD must be done by a specialist.

2.4. Travel guidelines – walking, public transportation and driving

As far as we continuously keep on discussing that how to act in a strange or at least different area like our ordinary one, traveling – walking and driving – needs also an unusual attention and conscious way of judging as well. Here we provide guidelines on walking, using public transport and driving as these might also affect health and safety, when in an unfamiliar environment.

Walking: always prepare yourself for going out; check that you have your wallet in a safe place with you, check that your bags are closed. Do not carry more money with you, than needed! Do not carry unnecessary keys that you would not need! Always have your ID documents, – passport, home/local ID card, HVSF ID card - copies and emergency contacts with you (in English and in the local language)!

Beware of your surroundings at all times. If you would feel that you are being followed, cross the street a few times, start to yell, and/or run to protect yourself by drawing attention to yourself/the situation! Try to avoid interacting with strangers! Try to avoid going out at night. If you do, find out information on pubs and areas of good reputation!¹⁸

Public transportation: Do not travel alone; mix with the crowd. Remain vigilant! Try to arrive punctually to stops/platforms to avoid waiting and being alone. Sit near to the driver on vehicles. When you get off, make sure that no one follows you!

¹⁶ Office of the United Nations Security Coordinator : *Security in the Field - Information for staff members of the United Nations system* (page 42.) http://www.unv.org/fileadmin/docs/conditions_of_service/Security_In_The_Field.pdf

¹⁷ Office of the United Nations Security Coordinator : *Security in the Field - Information for staff members of the United Nations system* (page 42.) http://www.unv.org/fileadmin/docs/conditions_of_service/Security_In_The_Field.pdf

¹⁸ Office of the United Nations Security Coordinator : *Security in the Field - Information for staff members of the United Nations system* (page 21-22.) http://www.unv.org/fileadmin/docs/conditions_of_service/Security_In_The_Field.pdf

Driving: Being in a vehicle does not mean that you are in an isolated, safe place! Using a vehicle could also make that you become a target for criminal acts!

The responsibility to prepare for the journey lies with the individual. Make sure to use seatbelts. Inform your line manager (in most cases the Mission Director and/or HVSF HQ) about the details of your trip (where/with whom/with what vehicle/when). Choose drivers wisely - a known one, if possible. If you do not know the driver, arrange the terms of payment in advance; check that the doors can be opened from the inside, etc. If you are travelling with a colleague, check that all of you have your own HVSF ID card with you. For any eventuality, share your medical details with one another (such as blood group and ongoing medication).

Basic travel preparation applies also during deployment. Make sure that the driver or other person responsible has checked and declared the vehicle(s) 'ready to go/use'. That means having enough gas, a spare tire, a basic tool kit, jumper cables, a first-aid kit, an extra gallon of gas, potable water, etc.¹⁹. Pack any tools which you may need for your journey such as maps, flashlights, any documents and permits, etc.. If it's not a private trip, then the line-manager has to take the responsibilities for these preparations.

Check that there is no one hiding in the car before entering it, even when it was locked. Always lock the doors and close the windows when driving. Drive on main roads or on populated, well-lit roads and try to maintain your speed to avoid red lights. At a red light or stop sign, be ready to drive away in case of a threat! If you are threatened in any other situations, do not hesitate to draw attention to yourself/the situation by making noise/blowing your horn. Keep your car always in motion, so that you are able to flee anytime! If you encounter a roadblock, it is recommended to (inter)act calmly, respectfully and follow these suggestions:

Checkpoints:

- (1) examine the situation from a distance before stopping (check other driver's behavior as well) and decide whether it is safe to go through the checkpoint, or turn back;
- (2) inform the base before and after passing the checkpoint;
- (3) the most experienced person in the car should speak for all passengers, but the others have to be prepared to be able to answer as well;
- (4) every passenger should stay in the car during the checkpoint control. If any of the passengers are asked to leave the car, the line-manager has to be prepared to consider whether they need to be accompanied, or not;
- (5) Cooperation is key during the negotiation (stay calm, , and keep your hands and face visible)
- (6) Use certified copies of any required documents instead of the originals (if possible).

When you park, always keep in mind the security steps that were discussed before! Park in a place that is always well lit, be cautious and analyze the surroundings - look at the people around before you leave the car, and if you think that you have been followed do not drive directly into your yard! Try to leave the follower behind by changing routes. If they are still following you then go to the

¹⁹ Office of the United Nations Security Coordinator : *Security in the Field - Information for staff members of the United Nations system* (page 23.) http://www.unv.org/fileadmin/docs/conditions_of_service/Security_In_The_Field.pdf

nearest safe place or where you can get help (such as a police station). It is recommended to not drive alone at night or to pick up hitchhikers.²⁰

2.5. Guidelines for female staff

All of the mentioned behavioural guidelines are applicable regardless of gender. However, often women are more exposed to certain threats. Bearing that in mind, we ask our female to follow the guidelines below.

Intimidating acts, such as stares, leers or crude comments, are unfortunately incidents that women are commonly faced with in their everyday life. In an unfamiliar cultural environment it could be even harder to judge or decide how to react. In case of the mentioned intimidating acts, called "psychological rape" or "sexual harassment" (how to react, cope with stares, leers, muttered obscenities)²¹:

- (1) ignore him: he give up if you do not engage.
- (2) release your feelings and confront him: he may be intimidated/embarrassed if you talk back.

Regarding meetings²²: Meetings could be dangerous if you do not know *who* or *where* you are meeting. If you have a meeting with a stranger, make sure your line-manager or another reliable person within the organisation know about your plans and can contact you.

Try to meet in public places of good local reputation; avoid walking alone in isolated places; choose your driver wisely (check chapter 2.4. *Travel guidelines – walking and driving* for more details on drivers); communicate clearly; move in groups; try to avoid wearing garish clothes and or behaving in a way that could attract unnecessary attention. Respect the local customs and try not to breach them. Try to be aware of present a confident picture of yourself – in any situation - to avoid to be harmed because of the lack of this; present an air of confidence.

Sexual assault: Everybody is a potential victim of sexual assault. Here we provide some general guidelines on what to do in case of sexual assault – however it is almost impossible to be prepared for it – HVSF tried to collect general guidelines to be able to be decide and react in an immediate way and to know that how can HVSF staff react when the attack have been performed.

In case of a sexual assault victims have three basic ways to react: "passive resistance" (verbal defense), "active resistance" (physical defense) or "submission" (if there is no way out then survival should be the main objective).

Psychosomatic responses and survival mechanisms²³: As far as every individual reacts differently for each situation, it is impossible to advice a general mechanism which may have the chance decrease the suffering from being raped. On the other hand the mechanisms below may have the chance to do

²⁰ Office of the United Nations Security Coordinator : *Security in the Field - Information for staff members of the United Nations system* (page 23.) http://www.unv.org/fileadmin/docs/conditions_of_service/Security_In_The_Field.pdf

²¹ Office of the United Nations Security Coordinator : *Security in the Field - Information for staff members of the United Nations system* (page 30.) http://www.unv.org/fileadmin/docs/conditions_of_service/Security_In_The_Field.pdf

²² ECHO : *Generic Security Guide For Humanitarian Organisations* (page 20.)

²³ Overseas Development Institute (Humanitarian Practice Network) (ODI)/ Koenraad Van Brabant - *Good Practice Review - Operational Security Management in Violent Environments* (page 162.) (London, 2000) <http://www.patronusanalytical.com/page11/assets/GPR8.pdf>

it. If you have a chance, do not face the attacker because (1) the attacker could kill you because of the fear of recognition and (2) your chances for healing-recovery would be better if you cannot connect a face to the event in the future.

These are some psychological defense mechanisms you could use in case of assault or other acute security crisis: “(1) dissociation: the victim put themselves in the role of observer as if watching a film; (2) denial: the victim thinks ‘This is not happening to me’; (3) suppression: the victim thinks ‘It will be over in a few minutes; this is not the end of the world.’; (4) rationalisation: the victim thinks ‘Poor character; what a cheap way of satisfying your need to feel power to fight your little war, but you can’t really hurt me.’²⁴

Physical reactions: there could be physical reactions during/after being raped as well, such as vomiting, hyperventilating, urinating, choking, losing consciousness, etc. All are normal reactions to violent assault.²⁵

Psychological support after the attack: After the attack staff members have to be aware that victims probably feel intimidated and ashamed. Victims must be supported and be shown empathy, so they feel that they are not alone. A confidential, private and safe environment must be created, where the victim can rest and recover. More personal support should be provided by someone the victim trusts.

Medical examinations, including tests for sexually transmitted diseases and treatment for any injuries, are highly recommended before showering.

Signs for noticing sexual abuse: Physical evidence of sexual abuse could be: “difficulty in walking; torn, stained or bloody underwear; pain or itching in genital area; bruises or bleeding on external genitalia; sexually transmitted diseases”.²⁶ Behavioral signs of sexual abuse could be: “reluctance to be left alone with a particular person; wearing a lot of clothes, especially to bed; fear of touch; nightmares or fear of the dark; apprehension when sex is brought up.”²⁷

3.0. Acknowledgement of the policy: Declaration of Commitment

By signing this document, staff declares to have read and understood our health and safety policy and that they fully commit to follow and implement it to the best of their ability, while employed by HVSF.

Signature: _____ **Date:** _____

²⁴ Overseas Development Institute (Humanitarian Practice Network) (ODI)/ Koenraad Van Brabant - *Good Practice Review - Operational Security Management in Violent Environments* (page 162.) (London, 2000) <http://www.patronusanalytical.com/page11/assets/GPR8.pdf>

²⁵ Overseas Development Institute (Humanitarian Practice Network) (ODI)/ Koenraad Van Brabant - *Good Practice Review - Operational Security Management in Violent Environments* (page 162.) (London, 2000) <http://www.patronusanalytical.com/page11/assets/GPR8.pdf>

²⁶ Merry Heart Children’s Camp: Sexual Abuse and Molestation Prevention Policy and Procedure (2015) (page 4.) <http://static1.squarespace.com/static/54db9ee1e4b011d9d8fc31fd/t/5580b141e4b08e8da8450a7b/1434497345739/Sexual+Abuse+and+Molestation+Policy.pdf>

²⁷ Merry Heart Children’s Camp: Sexual Abuse and Molestation Prevention Policy and Procedure (2015) (page 4.) <http://static1.squarespace.com/static/54db9ee1e4b011d9d8fc31fd/t/5580b141e4b08e8da8450a7b/1434497345739/Sexual+Abuse+and+Molestation+Policy.pdf>

4.0. Bibliography

- Centers for Disease Control and Prevention (CDC): *Travelers' Health/ Food and Water Safety*
<http://wwwnc.cdc.gov/travel/page/food-water-safety>
- Centers for Disease Control and Prevention (CDC): *Travelers' Health/ Travel to Hot Climates*
<http://wwwnc.cdc.gov/travel/page/travel-to-hot-climates>
- Centers for Disease Control and Prevention (CDC): *Travelers' Health/Water Disinfection*
<http://wwwnc.cdc.gov/travel/page/water-disinfection>
- ECHO: *Generic Security Guide For Humanitarian Organisations*
- Hungarian Volunteer Sending Foundation (HVSF): *Security Policy and basic Operational Guidelines for Humanitarian Aid Missions* (Budapest, 2016)
- Merry Heart Children's Camp: *Sexual Abuse and Molestation Prevention Policy and Procedure* (2015)
<http://static1.squarespace.com/static/54db9ee1e4b011d9d8fc31fd/t/5580b141e4b08e8da8450a7b/1434497345739/Sexual+Abuse+and+Molestation+Policy.pdf>
- Office of the United Nations Security Coordinator : *Security in the Field - Information for staff members of the United Nations system*
http://www.unv.org/fileadmin/docs/conditions_of_service/Security_In_The_Field.pdf
- Overseas Development Institute (Humanitarian Practice Network) (ODI)/ Koenraad Van Brabant - *Good Practice Review - Operational Security Management in Violent Environments* (London, 2000)
<http://www.patrusanalytical.com/page11/assets/GPR8.pdf>
- U.S. Department of State – Bureau of Consular Affairs: *U.S. Passport & International Travel - Traveler's Checklist*
<https://travel.state.gov/content/passports/en/go/checklist.html>