



SAFETY-SECURITY

policy and guidelines



BANGLADESH RED CRESCENT SOCIETY

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Safety-Security Policy and Guidelines

Bangladesh Red Crescent Society

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The Bangladesh Red Crescent Society (BDRCS), as an auxiliary to the Government, has been extending its supports to the people affected and depreciated by different natural and human-made disasters and emergencies/humanitarian crises since its inception. It has been experienced that BDRCS's staff and volunteers often perform responsibilities to provide humanitarian support without paying much attention to their personal safety and security. Considering this BDRCS, in collaboration with the ICRC, has undertaken various initiatives and implementing activities under Safer Access Framework (SAF) to ensure the safety and security of the staff and volunteers since 2012. This is noteworthy that the main objective of the SAF, which was initiated by ICRC and composed with collaboration of IFRC and National Societies in 2002-2003, is to protect national society's staff and volunteers, in any kind of sensitive and insecure context on their own in times of humanitarian support. In continuation of the endeavor and realizing the importance of having a Safety & Security Policy and Guideline for the staff and volunteers of the Society, this Policy and Guideline is going to be published.

This Policy and Guideline has been finalized following comprehensive process and in consultation with the personnel including BDRCS Units (Branches), staff, volunteers, communities and RCRC partners. It is expected that this Safety and Security Policy and Guideline will be considered and well followed by the staff and volunteers of all level while engaging in any kind of humanitarian services. We hope that if the staff and volunteers sincerely follow this Policy and Guideline, they will be able to render their service more efficiently, unimpededly and effectively while ensuring their own safety and security.

I sincerely express my appreciation to everyone who were involved in the composition of this Policy and Guideline throughout the entire process. At the same time, I also acknowledge the support and contribution of ICRC, IFRC, American Red Cross, British Red Cross and German Red Cross to develop this document.



Md. Feroz Salah Uddin
Secretary General

C|O|N|T|E|N|T|S

Part 1 : Safety - Security Policy

Definition of Safety and Security	9
Scope	9
BDRCS Safety and Security Policy	9-12

Part 2 : Safety - Security Guidelines

Aim, objectives and instructions for the users	15-16
Confidentiality of the rules	16
Allegiance and obligations	16

Chapter-01: National Society Mandate and Guiding Principles

1.1	Legal Base of the BDRCS	17
1.2	BDRCS and its activities	18
1.3	Fundamental Principles of the Movement	19
1.4	International Red Cross and Red Crescent Movement	19
1.5	Emblem of the Red Cross and Red Crescent Movement	20
1.6	Movement related agreement and other supplementary measures	20
1.7	Voluntary practice and inherent risks in disaster management activities	20-21
1.8	Safer Access	21-22

Chapter-02: General Attitude and Behavior

2.1	Image and reputation	23
2.2	Adaptability and compliance	23
2.3	Cultural and ethnocentric norms	23
2.4	Code of Conduct	23-24
2.5	Core Humanitarian Standard (CHS) Commitment	24
2.6	Vigilance and self-care	24-26

Chapter-03 : Personal Safety and Security

3.1	Analysis of the situation	27
3.2	Reporting	27-28
3.3	Identification	28-29
3.4	General precautions	29-30
3.5	Safety and security measures	30
3.6	Assignments	30
3.7	Confidentiality	31
3.8	Communication	31-32
3.9	Communication with the affected community	32
3.10	Coordination with the law enforcing agencies/armed forces	32-35

Chapter-04 : Unforeseen Incidents

4.1	Armed robbery	36
4.2	Thefts etc.	37
4.3	Political violence, tricks, attacks, threats, riots etc.	37-38
4.4	Shootings	38
4.5	Ambush	39
4.6	Mines, UXO's, booby traps	39
4.7	Hostage taking / abduction	40-41

Chapter-05: Making Field Trip

5.1	Field visit notification form	42
5.2	Precautionary measures while traveling	42-43
5.3	Rules/regulations of traveling in vehicles	43-44
5.4	Traveling in other means of transportation	44-45

Chapter-06 : Safety and Security in Respect of Communication & Information

6.1	Safety and protection of cyber program, equipment and information	46-47
6.2	Use of cell phones/satellite phones	47
6.3	Operation of radio sets	48

Chapter- 07 : Safety and Security of Infrastructure and Assets of the Society

7.1	Renovation and Retrofitting	49
7.2	Compliance of Building Codes	49-50
7.3	Transport of the Society	50
7.4	Warehouse and Relief items	50-51

Chapter-08 : Safety and Security Measures During Evacuation Activities

8.1	Steps of Evacuation Process	52
8.2	Safety Issues in the Process of Evacuations	52

Chapter-09 : Stress and Trauma Management

9.1	Incidental Mental Stress	53
9.2	Symptoms of Mental Stress and Identification	53-54
9.3	Counseling	54
9.4	Duty of Rescuers/Volunteers	54-55
9.5	Caution to Tackle Dangerous Situation	55

ANNEXURES

1.	Principles of the Red Cross and Red Crescent Movement (Annexure - 1)	56-57
2.	The Components of the Red Cross and Red Crescent Movement (Annexure - 2)	58
3.	The Code of Conduct (Annexure - 3)	59
4.	The Core Humanitarian Standard (CHS)-(Annexure - 4)	60
5.	The Safer Access (Annexure - 5)	61-62
6.	The Travel Request Form (Annexure - 6)	63
7.	Security Incident Reporting Format (Annexure - 7)	64
8.	Emergency Contact List Format (Annexure - 8)	65
9.	Do's and Don's (Annexure - 9)	66-69

Safety-Security Policy

PART 1

1 Definition of Safety and Security

The National Societies are often to reach people affected by natural or man-made disasters specifically victims of cyclone, armed conflict or violence to civil strife. To deliver aid in situations of heightened sensitivity and insecurity national society's staff, volunteers and their beneficiaries may encounter considerable risks. With a view to ensuring security and maintaining safe humanitarian access to people and communities' safety and security issues have evolved over time. Safety and Security Policy seeks to create sustainable safe and secured situation that could meet the challenges of risks in the process of disaster response and normal activities.

2 Scope

The Safety and Security Policy covers and complements all the policies of BDRCS, its actions, governance, management, employees and volunteers. The policy seeks to step up BDRCS endeavor to increase its capacities and preparedness to respond safely and effectively to humanitarian needs not only in sensitive and insecure contexts, including armed conflict, internal disturbances and tensions but also during day to day normal time operation. It ensures safe and secure engagement of person concerned and serviceable asset of BDRCS. This policy will ensure safe and secured stay and positioning of a person deployed by BDRCS.

3 BDRCS Safety and Security Policy

3.1 Respect, implement and promote the Seven Fundamental Principles of the International Red Cross and Red Crescent Movement. The need to reduce vulnerability, are the basis for all activity.

3.2 Act, in accordance with 'The Bangladesh Red Crescent Society (Organization & Management Rules, 1973)'.

3.3 Protect the emblem "Red Crescent" as BDRCS has the exclusive authority to use it. There are very specific and

detailed rules regarding the use of the emblem and the BDRCS should know them and abide by them (Article 38 and 44 of 1st Geneva Convention and Article 8 (C), Protocol 1. The proper use of emblem during operation should be ensured while misuse of emblem should be prevented.

3.4 Agree to the Safer Access Framework of ICRC and IFRC in the event of conflict and/other situations of violence in the BDRCS perspective and incorporate this issue in the BDRCS Strategic Plan.

3.5 Endorse the BDRCS policy and guidelines for Safety and Security and execute during emergency and normal situation.

3.6 Ensure that the Safety and Security Policy and Guidelines are followed and practised by all the members of Society's Managing Board, Unit Executive Committee, management, officials, staff and volunteers.

3.7 Ensure that all the BDRCS officers, staff, volunteers and other category of personnel deployed for emergency response are provided with safety instrument/gear.

3.8 Maintain cooperation with the members of law enforcing authorities, armed forces, political parties and other concerned parties while on duty to provide first aid, transportation of casualties and other assistance during political clashes, mob dispersing events, communal riot, ethnic violence or civil strife.

3.9 To work in outrageous and sensitive situation develop an Action Plan in consultation with all stakeholders/parties which would be instrumental to cope up such situations.

3.10 Provide appropriate safety instrument, logistics and transport for its operators during operations like civil unrest, hartal, blockage, hostage taking abduction, booby traps etc.

3.11 Disseminate the mandate of International Committee of the Red Cross (ICRC) and BDRCS about their authority to work in conflict situation and internal civil strife and even in political infightings.

3.12 Include the provisions of safety and security in the BDRCS Human Resource Policy and Code of Conduct.

3.13 Ensure preservation of relief items, medical stores and other materials safe and secured.

3.14 Considering security issues of the local and foreign delegates of IFRC, ICRC, PNSs working with BDRCS, restrict outsiders and their vehicles to enter BDRCS NHQ and other office premises.

3.15 Earmark a fleet of vehicle having fitness and clarity of requisite documents and make it available to meet the requirements of pre-during and post disaster situation.

3.16 Provide First Aid training including refreshers course and Earthquake response training in addition to regular Disaster Risk Reduction and Emergency Preparedness training for all BDRCS HQ and Unit level volunteers, officers, members of BDRCS transport pool etc.

3.17 Fix Fire Fighting instrument like fire extinguishers and other instrument in BDRCS NHQ and other important installations and keep them operational round the year.

3.18 Fix CCTV in the premises of BDRCS NHQ and other important installations and keep it operational round the clock.

3.19 Incorporate a training module on Safety and Security in the BDRCS Training curricula.

3.20 Organize training/orientation on Safety and Security and deploy trained staff/volunteers during emergency and normal operation.

3.21 Aware and sensitize all types of volunteers at field level about the importance of Safety and Security measures so that they can apply their expertise for the benefit of the affected community.

3.22 Coordinate with the Incidence Command Authority in the event of emergency response.

3.23 Implement such project and program which could address gender-based violence and gender sensitive issues applicable for BDRCS staff and volunteers.

3.24 Stick to the provisions of Insurance Policy for BDRCS vehicle, driver, helper and passenger of the vehicle and also for the persons who are engaged to work in emergency response situation.

3.25 Ensure that the provisions of aviation insurance are made applicable for the BDRCS officers/delegates while on trips abroad.

3.26 Strictly maintain building code; Bangladesh National Building Code (BNBC) while constructing new building and also for maintenance of old building of BDRCS.

3.27 Assess the condition of BDRCS existing buildings in terms of their load bearing capacity and take necessary actions including retrofitting/abandoning the most vulnerable ones on the basis of the technical assessment reports. Follow the Asset Management Policy and Guidelines of BDRCS for acquisition and maintenance of BDRCS assets.

3.28 Protect all ICT devices of BDRCS from hacking, leakage of information, theft and forgery. With BDRCS identity none should give any status or post and comment in the social and other media that contradicts Government ICT Policy and RCRC principles.

3.29 Develop and implement Security Regulations in pursuance of Safety and Security Policy and Guidelines which will spell out duties and responsibilities of the stakeholders specifically.

3.30 Communicate with ICRC, IFRC, law enforcing agencies and media for implementation and application of Safety and Security Policy and Guidelines prepared based on the Safer Access Framework.

Safety-Security guidelines

PART 2



Aim, Objective and Instruction to Users of Guidelines



Aim:

To increase awareness and operational capacity of BDRCS volunteers, officials and staff by adapting safety and security measures.



Objectives :

The objectives are as follows:

1. To reduce the risk of being physically injured and provide guidance to the BDRCS volunteers, officials and staff while performing their duties and responsibilities.
2. To be more capable and to be the first responder to save life of the vulnerable person/community during emergency situation.
3. To be aware of the Safer Access concept and carryout the assigned task following safety and security concerns in the process of fulfilling humanitarian needs of the vulnerable ones.
4. To adopt measures for ensuring safety and security to BDRCS property like buildings, transports, instruments and ICT devices.
5. To undertake context analysis of any incident before and after the occurrence of the event.



Instruction to Users :

All the members of BDRCS governance, management, officials, staff, volunteers, UEC members shall fall under the purview of this guideline.

- The instructions contained in this guideline are to be followed by every category of volunteers, officials and staff.
- The Managing Board, Secretary General, Deputy Secretary General, Departmental Heads, Unit Executive Committee and Volunteer Leaders shall follow and implement the instructions of the guidelines. All concerned should understand that noncompliance of the instructions is subjected to disciplinary measures. A Security Cell should be established in the National Society to oversee the total state of affairs concerning safety and security.

- One should be held responsible for one's failure to comply with any provision of the guidelines.
- Effectiveness of the Guidelines should be assessed and evaluated periodically and recommendations made for updating the guidelines with the passage of time.
- The instructions in the Safety and Security Guidelines will complement the Code of Conduct of the Society.



Confidentiality:

- This Safety and Security manual has been prepared for internal use by the BDRCS Managing Board, officers, staff, RCY members, RCY Volunteers, CPP Volunteers, UEC members only.
- Reproduction of the contents of the manual in full or part by any outsider/organization is restricted and will be subjected to copy right regulations.
- Only the ICRC, IFRC (Federation) and PNSs are eligible to receive the document for use as reference.



Allegiance and Obligations:

- All the BDRCS volunteers, officials and staff shall have to sign on a form describing that he/she has read the manual thoroughly and understood properly. Non-compliance of any instruction of this manual will be treated as breach of the terms and conditions of his/her employment.
- Besides the regular employees a person who is recruited on contractual or short-term basis will also be bound by the instructions of Safety and Security Guidelines during his/her period of employment.

Pursuant to President's Order No. 26 of 1973 (P.O. 26 of 1973), The Bangladesh Red Crescent Society (BDRCS) has been constituted to provide for aid to the sick and wounded and the victims of natural calamities and civil disturbances and other situations of a like nature. Bangladesh Red Crescent Society is also a partner of International Red Cross and Red Crescent Movement. As a voluntary humanitarian organization, BDRCS being an auxiliary to the public authorities has its institutional base and human resource set up throughout the country. The BDRCS is guided by its statutes, the fundamental principles of RCRC movement, values, policies, rules and guidelines and above all the spirit of volunteerism.

1.1 Legal Base of BDRCS/Units

BDRCS and its Units/ Branches have the similar Legal Base for carrying out their operations upholding:

- 1.1.1 Geneva Conventions including Protocols
- 1.1.2 Fundamental Principles of the International RC/RC Movement
- 1.1.3 Statutes of the Movement
- 1.1.4 Resolutions of International Conference
- 1.1.5 Statutes of the Bangladesh Red Crescent Society.

1.2 BDRCS and Its Activities

The BDRCS implements various humanitarian activities throughout the country. The 68 Units/Branches all around the country are obliged to carry out their responsibility in conformity with the Bangladesh Red Crescent Society Organisation and Management Rules, 1973, as amended from time to time. If the government, in future, brings any change in its administrative system of the country, BDRCS in the interest of the organization will be obliged to review the number of Units.

The BDRCS has a variety of programs and projects throughout the country. Some of the programs and projects are volunteer based, while most of the activities are of permanent nature, which are run by BDRCS regular category of officers and staff. Focusing on disaster response and recovery issues disaster relief, disaster risk reduction, cyclone preparedness program, community development program, vulnerability to resilience project are being implemented in vulnerable areas of the country. Besides these programs and projects, there are health programs comprising hospitals, maternity & child care centers, blood programs. In addition, RCY & Volunteer program, restoration of family link (RFL), training program, Unit/Branch affairs, Finance and Audit, Asset Management, International Affairs, communication, transport management, general administration, procurement, store etc. are run and managed by BDRCS.

While carrying out assigned responsibility one has to cross through rough and risky path of eventualities. Safety and secure context were always ignored during the process of implementation of programs and projects.

BDRCS Vision

BDRCS has set out its vision in its Strategic Plan, 'To become a leading humanitarian organization by mobilizing the power of humanity.'

BDRCS Mission

Bangladesh Red Crescent Society, a volunteer-based humanitarian organization, endeavor to prevent and reduce human-sufferings and save lives of the most vulnerable and marginalized groups by providing effective and efficient services through mobilizing resources in emergencies and normal times.

1.3 Fundamental Principles of the Movement

The International Red Cross and Red Crescent Movement in its 20th session of meeting held in Vienna in October 1965 approved the Fundamental Principles. Each and every National Society of the world has to uphold these principles in conducting its business.

The Fundamental Principles are:

-  **Humanity**

-  **Impartiality**

-  **Neutrality**

-  **Independence**

-  **Voluntary Service**

-  **Unity**

-  **Universality**

The narrative of the Fundamental Principles is given in Annex-1

1.4 International Red Cross and Red Crescent Movement

The International Red Cross and Red Crescent Movement, an international humanitarian movement, was founded to protect human life and health, to ensure respect for all human beings and to prevent and alleviate human suffering.

The Movement consists of several distinct organizations that are legally independent from each other, but are united within the movement through common basic principles, objectives, symbols, statutes and governing organizations. The Movement comprises of:

1. The International Committee of the Red Cross (ICRC)
2. The International Federation of Red Cross and Red Crescent Societies (Federation)
3. National Red Cross and Red Crescent Societies (National Society)

- Description about the participation of Red Cross and Red Crescent Movement is provided in Annex- 2

1.5 Red Cross and Red Crescent Emblem

The Red Cross, Red Crescent and Red Crystal emblems provide protection for medical services and relief workers in armed conflicts. National Societies in each country use the emblems for identification purpose.

The use of the emblems is governed by the Geneva Conventions of 1949, their Additional Protocols I and II of 1977 as well as Additional Protocol III of 2005 and the national legislation of the concerned State. Their use is regulated at all times, during periods of peace as well as during times of armed conflict. Any unauthorized use of the emblems is prohibited.

After amendment of Bangladesh Red Crescent Society, Organization and Management Rules (8th Amendment) on 4th April, 1988 the BDRCS started using Red Crescent emblem in place of Red Cross.

The government regulation for preventing misuse of Red Crescent emblem was not adequate to inflict punishment to the offender.

1.6 Movement Related Agreements and Supplementary Measures

With a view to increasing response capacity of the Movement partners and also bringing uniformity in providing humanitarian service some theoretical and practical inputs are in the spotlight for practice. They are:

- 1 Code of Conduct
- 2 Core Humanitarian Standard
- 3 Safer Access Framework
- 4 Communication with the Affected Community
- 5 Community Engagement and Accountability
- 6 The Sphere Standard

1.7 Voluntary Practice and Inherent Risks in Disaster Management Activities:

Bangladesh is potential to various natural disasters. Besides, man-made disasters like population movement, border conflict, internal tensions due to political and racial violence, fire accident and other internal strife are also regular phenomenon where BDRCS has to intervene and provide humanitarian assistance. To manage such crises BDRCS volunteers, officials and workers often expose themselves to risky situations that may endanger their own lives.

- There are many instances where response volunteers have been subjected to physical injury and other casualties including death while performing risky duties like disseminating cyclone warning signals and carrying out search and rescue and other evacuation services.
- As a result, the question of safety and security of the disaster management activist has come to attention of all concerned.

1.8 Safer Access:

Safer Access concept implies and aims at understanding operational risks during interventions in conflict and/or other situations of violence for being ready to respond effectively and efficiently by following its 8 components. The ICRC has been working on Safer Access issues and pursuing the National Societies to formulate their Safety and Security plans in time of emergencies and crisis. The National Societies are often to reach people affected by natural or man-made disasters especially victims of cyclone, armed conflict or violence to civil strife. While delivering aid in situations of heightened sensitivity and insecurity National Society's staff and volunteers and their beneficiaries may encounter considerable risks. Ensuring Security for the response workers and maintaining safe humanitarian access to people are key to safer access.

- Safer Access Framework is attached for reference in Annex-5.

Instruction to Volunteers, Officials and Staff

- P.O.No.26 of 1973 has enabled Bangladesh Red Crescent Society to be on a solid footing and legally mandated as humanitarian organization in Bangladesh. As a statutory and auxiliary to public authorities Bangladesh Red Crescent Society provides aid to the sick, wounded and the victims of natural calamities and civil disturbances and other situations of a like nature. The mandate given to BDRCS should be understood in letter and spirit and all members of staff and volunteers should discharge their duties accordingly.
- The Seven Fundamental Principles of the International Red Cross and Red Crescent Movement are unique and ceaseless. These principles are the main source of

strength of the Movement. Always and in every action follow these principles.

- The Code of Conduct of the Movement, accountability in delivering humanitarian service, the Core Humanitarian Standard, Safer Access Framework, Communication with Community, Community Engagement and Accountability, the Sphere Standard principles etc. have enhanced the effectiveness of the Movement worldwide and created a pro people and enabling working atmosphere in its arena. Go through all the norms and follow it during delivery of services.
- Red Cross, Red Crescent and Red Crystal emblems are recognized and respected globally. Bangladesh Red Crescent Society is an authorized National Society to use the emblem 'Red Crescent' as a sign of protection which equally depicts neutrality of the organization in providing humanitarian services. So, use the emblem in accordance with rules and try to prevent misuse of the emblem by any user.
- Although the voluntary service is always appreciable but there are risks in discharging the services. A volunteer or a worker must foresee and anticipate the risks to set out for duty. Always consider 'Safety First' before going for action.
- Be acquainted with Safer Access issues and undergo training on this topic.

2.1 Image and Reputation

The humanitarian action of the International Red Cross and Red Crescent Movement is universal. The disaster stricken vulnerable people of the world have been enjoying the benefits of services being provided by the partners of the Movement. As a guardian of International Humanitarian Law (IHL) the ICRC is mandated to protect the lives and dignity of victims of armed conflict and civil disturbances and to provide them with assistance. The deep-rooted image of the Movement is the basis to respond to any disaster taking place across the world and Bangladesh as well.

- The image and acceptability of BDRCS is always positive among the govt. and govt. agencies, NGOs, INGOs, private agencies and particularly the affected community.

2.2 Adaptability and Compliance

The BDRCS volunteers, officials, staff are used to adjust with the prevailing situation in the site of occurrence where they will intervene. They follow some principles, code of conduct, terms of reference, plan of action, official orders in time of response and recovery actions. The BDRCS acquired confidence and succeeded to operate by adapting and complying with demand of the situation.

- The adaptability and compliance factor insist a person to get ready to work in a safe and secured environment.

2.3 Cultural and Ethnocentric Norms

The BDRCS volunteers, officials and staff are sometimes deployed to work in a complex situation. Taking into account of the culture, creed and tradition of the locality/community they carry out their assigned tasks.

- The BDRCS volunteers, officials, staff should consider and justify the cultural and ethnocentric norms of the vulnerable community which is a key factor to address when operating in a difficult and complex situation.

2.4 Code of Conduct

The BDRCS Code of Conduct (CoC) in line with that of the International Red Cross and Red Crescent Movement will contribute to play appropriate roles by the BDRCS NHQ, Unit/Branch and Field Level Operators in accordance

with Principles, Statutes and Mandates of Movement professionally and judiciously in their effort to assist the vulnerable population of their locality and the country as a whole.

- The BDRCS expects that all its key human resources at NHQ, 68 Units/ Branches, UEC members, staff, all level of volunteers, RCY members in particular will be committed to the fundamental principles, IHL, Statutes, aims. Philosophy and policies of the BDRCS and to have empathy with the key role player at different sectors. The BDRCS operators at different level must demonstrate the utmost professionalism, honesty and diligence in their day-to-day works.

- CoC is referred to at Annex-3

2.5 Core Humanitarian Standard (CHS)

Every day, all over the world, countless people from all walks of life are required to act in response to the humanitarian imperative - the desire to prevent and alleviate humanitarian suffering wherever it happens. The Core Humanitarian Standard on Quality and Accountability (CHS) sets out commitments that organizations and individuals involved in humanitarian response can use to improve the quality and effectiveness of the assistance they provide. As a core standard, the CHS describes the essentials of principles, accountability and high quality humanitarian aid. This procedure of accountability also provide safe and secure environment to response operators in actions.

- The CHS Nine Commitments should be followed during disaster management activities participated by BDRCS and its staff and volunteers.

- The CHS is referred to at Annex -4

2.6 Vigilance and Self Care

Vigilance can be conceptualized as the art of watching out while Self Care is constant vigilance. In pre, during and post disaster situation the volunteer, officer, staff should watch out the situation and be careful to take the decision warranted by the process of incidence. If the service provider doesn't care about the potential risks and identify through observing its probability, his/her life could be endangered and the whole program could be jeopardized.

- BDRCS should take up safety and security measures for its volunteers and staff by inclusion of training program and through issuance of office instructions.
- The service provider must be oriented to and acquainted with Safety and Security issues and made to follow the same accordingly.
- Be confident that success of disaster management action relied on self safety and security provision.

Instruction to BDRCS Volunteers, Officials and Staff:

- Play an active role to uphold the image of the RC/RC Movement in the critical situation like natural disaster, insufficient safety and security, atrocities, armed conflict etc. and act like a worker of a humanitarian organization.
- Believe that BDRCS is a statutory organization auxiliary to public authorities and act at all times in accordance with the fundamental principles of the International Red Cross and Red Crescent Movement and work in coordination with partner agencies and non government organizations.
- Find the strategies to assimilate the operator with the situation around during field work.
- Show respect to religion, culture, political believes, ethnic norms and gender diversity of the target beneficiary of the locality where you are assigned to work.
- Wear normal dress/ uniform accepted by all. Your appearance, activities, deliberation should be socially acceptable.
- Be loyal and committed to BDRCS Code of Conduct (CoC), professional discipline and moral values.
- Apply maximum power of your talent for making any decision. Find better option while in trouble to resolve important issue relating to your task in consultation with other colleagues.

- Beware of safety and security in all phases of your assignments.
- Analyze the prevailing situation in terms of safety and security in the field level. Especially during conflict, political, racial, religious, ethnic violence there are manifold dangers and risks around the working venue. Through rapid watch and action, you should accomplish your tasks.
- Follow the government publicized Volunteer Policy in BDRCS context.

Be cautious to ensure your protection through safety and security risk management and follow the BBRCS Code of Conduct, professional discipline and punctuality.

3.1 Analysis of the Situation and Collection of Information

It is important to analyze the overall situation arising out of natural and man-made disaster in the face of safety and insecurity context. Without proper analysis of the facts it becomes tough to realize the risks relating to safety and security of the person and property which is a prerequisite to determine the standard of service. The updated information need to be gathered for the purpose of safety and security.

Internal Information:

In the aftermath of the disaster and internal strife the BDRCS officers, staff and volunteers have to collect information about the victim, casualties and the prevailing safety and security condition. The information in turn should be transmitted to NHQ authority confidentially. But in time of collection of confidential information everyone should be careful to see that no wrong or fictitious information is gathered that may affect the whole process of planning, implementation, monitoring and coordinating the program activities.

External Information:

The National Society BDRCS has to gather information from sister National Societies, ICRC, IFRC and other national and international organizations in the process of planning and implementation of the various projects and programs. The information regarding safety and security also need to be collected from the available sources for putting it into the safety and security management initiatives. In an adverse emergency situation all the information should be transmitted to the BDRCS Secretary General for reference.

3.2 Reporting

The report should be sent to the Secretary General and also to the 'Emergency Control Room' in the NHQ during emergency period. In addition, a copy of the message or information should also be sent to head of concerned department. The following format of reporting may be followed:

- 1 Date
- 2 Unit/Branch/Place
- 3 Kind of occurrence
- 4 Description of the facts in detail (When, Place of Occurrence, Summary of Situation, Affected Unit, Incident from beginning to end etc.)
- 5 Working Conditions with analysis of safety and insecurity concerns
- 6 Deployment of Manpower
- 7 Deployment of Vehicle /Water Vessel
- 8 No. of Injured Person
- 9 No. of Patient (If any)
- 10 Action taken from BDRCS and Coordination with other agencies
- 11 Participation of other organization
- 12 No. of deployed transport and water vessel
- 13 Source of information received
- 14 Amount of money spent
- 15 Source of money received
- 16 Anticipated Safety and Security issues
- 17 Safety and Security issues relevant to Gender & Child Protection
- 18 Photograph of the incidents
- 19 Any other action required (Recommendations)

3.3 Identification

Identity of personnel engaged with BDRCS is important in the context of safety and security of the person concerned and also to safeguard BDRCS property.

- All the BDRCS offices in Dhaka, Chattogram and other Units/ Branches and in other operation site should hoist Red Crescent Flag while the offices of permanent nature should hoist Bangladesh Flag.
- The BDRCS should centrally arrange to provide uniform and identity card for all its volunteers, officials, staff all over the country.
- Identical badge, vest should be worn during engagement in any operation.
- Misuse of emblem tantamounts to violation of IHL and also may affect safety and security of person and property.

3.4 General Precautions

Personal

- Be careful about your own health. If you are attacked by any disease contact the doctor and do the needful according to doctor's advice.
- Smoking and drug taking are fully restricted.
- Be watchful about health hazard. Take pure drinking water and use hygienic sanitation system.
- For your physical and mental fitness take proper rest after finishing the working schedule of operation.

Dress/Uniform

- While in the field, be careful about wearing befitting dress during operation. The untidy and dirty dress should not be put on while fashionable dress should be avoided to respect local conditions.
- If there is any marking/sign on the dress which depicts anti political, religious and humanitarian credence or cartoons should not be worn in any circumstances whatsoever.
- The dress demonstrating similarity with military uniform should be avoided.
- For field work a worker should wear comfortable shoes so as to walk smoothly and work comfortably.

Arms and Armed Guarding

- The Governance, management, officers, staff, volunteers of BDRCS are not entitled to carry arms for their safety during their engagement/deployment in any operation.
- It is advisable not to use any armed escort vehicles while on transit.

Camera/ Video Use

- No camera should be used to take images in circumstances arising out of the conflict, atrocities, civil disturbances etc. Only the authorized person from BDRCS having proper training and orientation may take photographs for purposes of documentation and record.

3.5 Safety and Security Measures

The issue of safety and security must not be undermined in any circumstances. In times of emergency a very minor mistake can lead to a major harm to the activist and the organization as well. As the team leader is responsible for providing safety and security measures, he/ she should not take any risk and should not compromise with risk and safety and security management provisions. The leader will find the way how to deal with the issue and also discuss with the team members to resolve complex issues.

3.6 Assignment

In an emergency situation, it is very tough to discharge the set responsibility and cope with the untoward incident. Manifold problems arise during the crisis period and the crisis managers have to mobilize safety equipment along with them. The CPP volunteers have to consider safety measures first for their own safety before rushing to the spot for disseminating danger signal, great danger signal and undertaking evacuation action.

- The CPP volunteers must wear uniform, hard hat, rain coat, life jacket, gum boot while working in an emergency situation.
- In a crisis situation, one may feel puzzled and frightened which is associated with unsafe and insecure environment.
- Due to inaccessibility and abnormal geographical location of the working place the response team

member might be embarrassed to do worrisome job there.

- Before assigning a job to a volunteer and BDRCS official and staff the mental and physical strength and fitness of the assigned person should be taken into consideration. A person with weak mental strength must be excluded.

3.7 Confidentiality

The BDRCS activist must show the principle of impartiality and neutrality while working in an emergency situation like armed conflict, civil disturbances and other types of hostilities. They must maintain confidentiality of the movement, positioning of the combatant and violation of IHL by any party.

- BDRCS action in special and sensitive operations will be reflected to all media, armed forces, law enforcing agencies as an impartial and neutral organization as it is empowered and authorized to provide humanitarian service in time of conflict situation.
- Don't take photograph, video on armed conflict, hostilities and violence eruption while you are on duty to respond this type of emergency.
- BDRCS may for its own use take photographs/videos of the situation as and when required.

3.8 Communication

To deal with safety and security issues communication is an indispensable means in the event of pre, during and post disaster situation. In times of field operation and emergency response mobile phone and in special cases satellite phones are used to communicate with the designated persons.

- Keep your phone active when you are in action in the field whether you receive it from BDRCS or any other person.
- For a massive operation one reporting officer should be deployed with the response team. The reporting officer will maintain mobile data of important and concerned persons.
- Mobile phone should be used carefully so that it should not be lost or damaged in anyway.

- If radio communication (VHF) is established it should be used as per usage instruction and accordingly open and close it following a routine or schedule. Gathered information should be passed on through radio message.
- Communication with print and electronic media is essential for publicity and coverage of the activities as well as encouragement of the activists.
- For prompt internal communication Walkitalki may be used in the field by following approved guidelines. Security of the walkitalki must be maintained by the user him/herself.

3.9 Communication with Affected Community

Communication with affected/vulnerable community for implementing any program or project is vital in respect of identifying their actual and minimum need.

- To assess the actual need Communication with Community (CwC) is vital.
- To assess the safety and security need and carry out a response and recovery program accordingly.

3.10 Coordination with Law Enforcing Agencies/ Armed Forces

Coordination with all concerned particularly the law enforcing agencies and armed forces is very much necessary to work in a hostile, political violence and civil unrest situation. At field level the concerned BDRCS officer will liaise with all parties for sustaining its operation in the operation area.

- The BDRCS officer will liaise and coordinate with all the hostile parties to make them understand that BDRCS is authorized to provide medical and other assistance to all wounded and affected persons without any discrimination.
- If any sensitive issue impedes the coordination in that case the issue should be referred to BDRCS NHQ for guidance.
- Be acquainted with the Incident Command System. In case of responding to sensitive humanitarian crisis coordinate with the Incident Command authority.

Instruction to BDRCS volunteers, officials and staff:

- Build up own awareness about Safer Access issues through undergoing training on Safety and Security topic.
- Receive training on safety and security if you are to carry out your tasks more professionally and effectively as a NDRT/UDRT/LRT member.
- Without signing on the movement register none should be allowed to go to the field to join response operation.
- Enquire about the logistic including safety instrument/gear before proceeding to the disaster hit area.
- Wear the BDRCS vests and drape for your identification.
- Be conversant with and show respect to social tradition and cultural values of the target community.
- Compile information of the locality and take action accordingly.
- As a humanitarian service provider, you should treat all beneficiaries equally.
- Address safety and security (Safer Access) issues in pursuing training on Disaster Risk Reduction, Fire extinguishing, First Aid, Search and Rescue and Evacuation.
- Maintain confidentiality in exchanging internal and external information.
- Take quick decision to resolve any issue.
- Be tactical to assimilate yourself with prevailing condition.
- Address gender sensitivity while distributing responsibility and executing the plan of action.
- Beware of deliberate sexual harassment to colleague or local residents.
- In all circumstances follow the command of the group leader.
- Send report in accordance with the format and follow the reply of the report.

- Ensure proper and safe storage of relief and other logistics.
- Ensure proper maintenance of communication articles like mobile phone, satellite phone, camera, walki- talki, radio set etc. and remain vigilant about official and personal cash.
- In a remote area due to absence of electricity facility recharging mobile phone is rarely possible. In that case keep a power bank (storage device) along with you.
- Mosquito menace is a regular phenomenon all over the country. In case of night halt in any place of the country you should fix a mosquito net around your bed.
- Emergency contact number must be kept with you.
- In time of severe speed of wind and incessant rain wear special tight and thick pullover and eye protecting glass.
- Become sure about the standard of safety gears you are using for your safety.
- Be careful to cross river to reach to remote coast and far flung island during the upcoming cyclone.
- In case of inaccessible mobile network find out the alternative source of connection with your mobile operator.
- If you are not physically and mentally fit to work in a post disaster situation don't venture to undertake the job.
- Without knowing the nature of industrial accident, boiler explosion, fire incident don't involve yourself with the work. Take advice from experienced persons.
- Be prepared and rush to action ensuring own safety measures for safety of the landslide victims.
- Don't get down in water for saving the drowned person without knowing how to swim. To save the drowned people find out the alternative way. Try to contact fire service, police, ambulance etc.
- If you donate blood or collect blood for your dear and near ones or for your own use be sure about the quality of blood.

- Be careful about your own health and be cautious about being attacked by infectious diseases.
- During field work drink tube well water, bottled water or boiled water.
- Preserve some essential medicaments with you.
- For overnight stay in operation area, be careful about your own safety and security.
- When on board in a road transport avoid sitting on front seat and pushing the driver to rush driving.
- To avoid drowning don't distribute relief goods from any water vessel.
- During population movement (Refugee) response take vaccination before getting there.
- During travel if you need help for safety and security from others, contact the concerned Unit/Branch. In case of travelling with foreign delegates you have to be very much careful to ensure their safety and security.
- If you do not have an insurance coverage, please try to obtain an insurance policy immediately.
- Maintain amiable relation with the local administration, UEC, media and civil society.
- In the event of rapid response to social, political and racial violence be determined to work with the spirit of upholding the principles of neutrality and impartiality.

To work in an emergency and complex situation it is important to match with the situation.

Other than natural disaster there are number of elements that could suddenly affect normal and peaceful lives of the people. Among the incidents like theft, robbery, crisis, violence, provocation, retaliation/revenge etc. the BDRCS activists may be personally victimized in terms of safety and security. With a view to responding to these types of untoward situation, one has to be very careful to handle it.

4.1 Robbery

There are cases of armed robbery in residence, working places and even on the road while moving from place to place for official work. As robbers possess arms in times of robbery, they may target anyone when they feel risk to their lives in times of snatching away money and valuables. In times of robbery the following measures may be taken:

- Be quiet and don't be nervous. The number of robbers joining the operation and appearance of the robbers should be kept in view.
- Don't try to show your might to the robber. When they take away your money and valuables don't get yourself in a tug and resist them. You should realize that your life is more valuable than your wealth, money or other valuables.
- If possible, try to talk gently and cleverly with the robbers. The situation may come to your advantage.
- Be patient and don't move all on a sudden.
- Keep your hands and legs for free movement.
- If you want to keep your hand in your pockets tell the robbers. Otherwise they can think that you are taking out your arms to attack the robbers.
- As soon as the robbers leave the place inform the incident to all concerned including office, police, Unit/Branch.

4.2 Thefts

Theft of valuables like cash, gold, mobile hand set, camera, computers, software, equipment, relief items, medicaments etc. by the miscreants may take place in office premises, operation site, stores, ware houses etc. Although it is a very uncommon phenomenon, one has to be very much careful all the way about these untoward incidents. Precautionary measures have to be taken during maintenance of office, office equipment and storage of various articles.

- Sort out the items that are in your possession. Check the stocks of articles during receipt and delivery and also at certain intervals.
- Take care of your personal belongings.
- Deploy security guard to safeguard Red Crescent medical and foodstuff and other official properties and stores.
- To ensure security of office rooms of officers, staff and volunteers keep the rooms under lock and key when you stay out of the rooms.
- Owing to a theft incident contact the nearby police station and lodge complaint in the form of General Diary (GD), First Information Report (FIR) or else.

4.3 Political Unrest, Hartals/Blockage, Attacks on Rival Parties and other Violence

Political unrest, hartal/blockage, clash between parties and law enforcing agencies and other type of violence hinder normal livelihood. In the past our country experienced lots of havoc including death, injury, mass arrest etc. out of it. Political violence in 2013 and 2014 resemble frantic picture of the country in terms of safer access to provide humanitarian service. Underscoring the need for providing humanitarian service to the victims in this emergent situation the ICRC jointly with BDRCS concerned Units/Branches initiated a very eye catching and effective program namely 'Support for Emergency Care' (SEC) in the vulnerable areas of Dhaka, Chattogram and Rajshahi City. This program added significant value to BDRCS track record in serving the people in a difficult and complex situation. To operate in this type of untoward situation the following action should be taken:

- To reduce vulnerability in times of internal disturbances develop Action Plan for densely populated city areas. Include operational safety and security measures in the Action Plan.
- While in action in an area exposed to violence you should wear RC vest, fix ID tag and other identifying gadgets.
- Carry a mobile phone which is in order while on duty.
- For transportation of evacuee (wounded) use the ambulance or pick up marked with Red Crescent Emblem.
- Choose a safe site from possible violence wrecked area.
- If you are not supplied with operational transport you go ahead on foot and avoid the indiscipline mob.
- Sensing occurrence of violence leave the place immediately.
- Contact law enforcing agencies in the field and urge upon them for help if necessary.

4.4 Shootings

Shooting is a terrified element of a potential infighting between the parties in field to show their strength or to restrain the opponent. When shooting breaks out a BDRCS volunteer and other worker should take following safety measures:

- Prior to proceeding to the shooting spot make sure that there is no risk to go to the place of occurrence.
- Hearing sound of any kind of shooting remain quiet for some time. If you could guess it is within close vicinity stop your car and hide in a nearby safe place but if you are out of range turn the car back or otherwise find a safe site.
- If it is not possible to leave the place stay in a safe place. If you stay in a building lie down on the floor of the building and don't sleep close to window.
- If you cannot find a house, stay near your car outside bowing your head down or go to a safer place.

4.5 Ambush

Firing from ambush is a regular phenomenon in an embattled hard line of evenge. It occurs without notice. To save yourself from this type of risk and endangering situation follow the undermentioned instructions:

- Foresee the upcoming danger from ambush.
- If firing takes place, lie down on the ground until the firing goes on.
- If your car or you are the target instruct the driver to drive the car with high speed.
- If the driver is injured and if the car could not be driven by other persons get down from the car immediately and leave the car there. Divide your team in groups and go to nearby hospital and police station to seek necessary assistance.

4.6 Mine, UXO's, Booby Trap

In an armed conflict the combatant at times use personnel mine, UXO's and Booby trap to hunt down the enemy and its transports. They plant it in border area and places where movement of armed and non armed personnel is frequent. To work in a border and conflict area the following safety measures are to be followed for personal safety and saving lives:

- Try to undertake a mapping of the vulnerable spot of personnel mine, UXO's and Booby Trap. Although it is a secret matter the ICRC supported BDRCS volunteers and workers may be supplied with the copy of the map for humanitarian service.
- Stay out of the range of this type of weapon.
- Beware of unaccompanied/suspected luggage left behind at the terminals of airport, train station, launch stations etc.
- Inform law enforcing agencies about any suspicious explosive item.
- Always set out to work in a warring zone with determination to save the armed personnel and civilian victims from a war/insurgent torn location.
- Prepare an Action Plan to provide first aid, transportation of injured member of armed forces and non combatant civilians ensuring safety and security of the BDRCS volunteers, officers and staff members.

4.7 Hostage Taking/ Abduction

There are instances of abduction of Red Cross/ Red Crescent humanitarian worker mainly during conflict and civil war situation. The abductor or hostage taker may demand ransom or ask not to publicise abduction. Abduction is a well circulated issue for electronic and print media. If someone is abducted take the following measures for your own safety:

- All your initiative should be focused on saving life, no matter why the abductor targeted you.
- Obey the dictation of the abductor accordingly.
- Don't try to run away under any circumstance.
- Be calm and quiet and follow the instruction of the abductor although it is unlawful and unacceptable.
- If you have any physical problem inform it to them. If you are a patient tell them to bring you necessary medication and take it according to doctor's prescription.
- Be ready for long period of abduction.
- If they give you an opportunity to talk with your office colleagues and relatives through phone don't be emotional and mention the critical points while talking.
- To keep yourself healthy, take the food offered by them even if it is not palatable.
- Don't lose your mental strength to survive.
- Try to count date and time of hostage taking.
- If they provide you with an opportunity for reading books and newspaper and listening to radio you should accept it.
- Convince them about taking shower, urination excretion facility.
- Try to develop relationship with the abductors so as to gain their sympathy. Make them understand that you are RCRC worker and your work is dedicated to humanitarian assistance.
- Don't bargain and quarrel with the abductor.

- Don't participate in political and religious discussions with them.
- Don't try to assault them in reprisal to physical torture inflicted upon you by them.
- Don't think you are alone and you are deserted by your family and organization you belong to.

To provide humanitarian assistance in time of political violence and conflict situation develop Action Plan addressing safety and security issue of the field worker.

Apart from response to natural and man-made disaster BDRCS Governance, Management, Officials, Staff and Volunteers have to undertake in- country field trip to supervise, monitor and oversee the ongoing development projects and programs and also make foreign trip for participating at seminar, symposium, conference, training program etc. For internal trip BDRCS transport or hired transport are generally used. During internal and foreign trips, the trip maker must follow the rules and guidelines relevant to safety and security.

5.1 Field Travel Request Form

The intending trip maker should fill up a prescribed form and submit it to the concerned Departmental Head and to Security Manager (Position yet to be created) well ahead of time for their clearance and subsequent approval by the appropriate authority.

Field Trip Request Form is referred to at Annex-6

5.2 Precautionary Instructions

- Smear Red Crescent Emblem around the body of the BDRCS transport so that on lookers may identify from longer distance. The uniformity of white color transport should be maintained in time of BDRCS transport procurement.
- The RCRC sticker should be fixed all over the transport.
- In case of renting transport from external source it is important to check whether the transport was used earlier by armed criminal. After hiring the car fix sticker on the body of the transport. As soon as the work is finished remove the sticker and release the transport.
- The ICRC car should be studded with Red Cross emblem while IFRC car should be studded with both Red Cross and Red Crescent emblem.
- Ask the driver whether he possesses all legal docu-

ments of the transport and driving license with him. Be sure about physical and mental fitness of the driver and that he is free from drug and liquor addiction.

- Before setting out for your trip, be sure about stock of fuel/gasoline, motor oil, extra tire, tool box etc. BDRCS operation car should have First Aid Kit, umbrella, torch light, life jacket, tool box, fire extinguisher, shovel, rod, rope etc. In addition, the car for an emergency medical service should have wheel chair and stretcher while on the road.
- Some dry food, drinking water and emergency medications should be carried in the transport.
- Don't drive the vehicle exceeding speed limit and follow the road indications.
- Avoid risky and sensitive area. In case of a travel through a risky thoroughfare inform the local administration about the tour schedule.
- Driver should not be allowed to use mobile phone on way to your destination. For urgent need driver may talk with the caller parking the vehicle on danger free zone.
- Don't drive at a stress without rest. After every 2 (two) hours of driving the driver should relax for about 15 minutes. The driver should take 30 minutes rest to take food and attend to the natural calls. The driver should not continuously drive more than 8 hours a day/night. Night driving should be avoided during normal time.
- Driver should not leave the transport during parking time.
- After ensuring safe and secure parking the driver may go for night halt.

5.3 Travel Regulations

- Passenger in the front seat and the driver must fasten the seat belt while the passenger(s) in the rear seat should also fasten belts during highway driving.

- Unauthorized person should not be allowed to travel in BDRCS transport.
- No arms or ammunition should be carried in BDRCS transport.
- While passing through an insurgent hit area all the doors and windows should be closed.
- While passing through a protected area look forward, backward, and keep the front and window glasses clean. Put off your hat, sunglasses and turn the radio and music off.
- If you are passing through a check post answer the questions and queries faithfully.
- If military convoy wants to pass through your transport, stop your vehicle immediately and make way to pass the convoy. Don't try to go behind the convoy otherwise people may think that your transport is a part of military convoy which is against the RC/RC impartial action.
- Be tolerant, calm and don't be excited and push the driver to rush driving.
- Don't talk with the driver on the way and involve him with your deliberation.
- Don't discuss political issues with your colleague and also with the driver.
- Try to avoid those from your entourage who lack acceptability and accountability.
- Leave your emergency family contact number to NHQ and also in the field level contact person.
- Upon arrival at your destination inform the concerned officials/persons accordingly.
- For emergency unscheduled trip you need not fill up Travel Request Form.

5.4 Other Means of Travel



Walking on foot :

- While walking on foot be informed that the pathway is out of danger.
- Take help of google GPS map to locate your way to destination or keep a map for your guidance.
- Take help from a local person if necessary.
- Comfortable shoe should be put on.
- If the road is not safe because of unexploded planted mine and other detonators, don't proceed further, rather postpone your program and come back.
- Carry some light snacks and drinks.



Motor Cycle:

- Wear a helmet while riding on a motor cycle.
- Don't ride motor cycle crossing speed limit.
- Always be cautious about your safety.
- Don't ride motor cycle with extra passenger.
- Don't wear Lungi, slipper and loose dresses.



Motor Boat/Launch:

- Travellers who use motor vessel must know how to swim.
- Be informed about the regulations of launch journey.
- Make sure that there is sufficient number of lifebuoy available in the launch.
- While on board in a launch carry a life jacket embedded with RCRC emblem.
- Be careful about the capacity of boarding the launch in terms of number of passengers.
- Before boarding on a launch be aware of the weather forecast and warning signal.

Reporting format on Sudden Occurrence of Security is shown in Annex- 7

During field trip BDRCS Governance, Management, Officers, Staff and Volunteers should obey the transport policy and guidelines and act accordingly.

Now-a-days the Information and Communication Technology (ICT) has become the most important part of official and other business. The BDRCS has entered in the ICT arena to conduct its day-to-day business. To communicate with all its stakeholders, ICT is in its maximum use by the BDRCS. As the delivery of business depends on availability, reliability and genuineness of information, it's a must to adopt appropriate controls to protect the information system. Despite its satisfactory use there are growing concern how to control cyber crime and optimize the benefit of this powerful tool.

6.1 Safety and Protection of Cyber Program, Hardware and Information

In day to day use of computer, computer programming, information devices and data banks should be brought under safeguarding and protection mechanism. The following measures are required to be adopted:

- ICT hardware is comprised of desktops, laptops, servers, mobile phones, satellite telephones, various data, software and other devices of information. These should be safeguarded by all means.
- Considering the threats/vulnerabilities such as Advanced Persistent Threats, malwares and cyber attacks, make sure antivirus and firewalls are in place.
- Be responsible, professional and show integrity in discharging your task. Don't try to influence, obstruct and interfere with others work.
- Sharing of information with externals should be approved by the competent authority.
- Protection of databases and other official data should be ensured.
- To ensure uninterrupted transmission of information by using legal frequency surfings, coordinate with the server service holders/providers.
- Adopt an appropriate ICT policy that complements

CoC and BDRCS regulations.

- The users of ICT should be responsible to safeguard all equipment and devices.
- ICT risk and change management should be an integral part of BDRCS management.
- Prior to procuring any new ICT assets, compatibility assessment should be carried out by ICT section.

6.2 Use of Cell Phones and Satellite Phones

Exchange of information is an integral part of official business of BDRCS. Use of mobile phone for this purpose has contributed a lot for easy communication.

- Keep your phone active when you are in action in the field whether you receive it from BDRCS or other callers.
- The battery charger and other requisites must be carried with you when you are deployed.
- Mobile phone should be used carefully so that it should not be lost or damaged in anyway.
- Be confirm and identify the location where you work is facilitated with mobile network. In case of failure or inaccessibility of mobile network find out alternative options.
- If an area goes out of electricity network and recharging of mobile is impossible, arrange to have a power bank.
- In a remote area that lacks conventional communication network there is provision of using satellite phone. Ask BDRCS authority to provide satellite phone to meet the crisis situation.
- Encrypt data on smartphones and tablets.

6.3 Radio Set Operation

BDRCS has been operating a radio communication network for a long time. For transmitting warning signals through HF and VHF radio network to coastal area of Bangladesh, the CPP radio network has been recognized as the largest network user in Asia.

Follow the undermentioned guidelines for radio operation:

- The radio operators stationed in the field and the field level officer concerned should participate in radio operation training.
- Keep the radio operation and maintenance manual at your close reach and abide by the instructions contained in the manual.
- Follow the instructions and be vigilant to ensure safety and security of the radio set provided in coastal belt and far flung char and islands.
- During thunderstorm and lightning stop operation of radio and delink the antenna of the radio.
- For any unwarranted reason the radio set may go out of order, arrange to repair for immediate resumption of operation.

In emergency situation a format for communication is attached in Annex -8

Information and Communication Technology (ICT) is an important tangible asset of BDRCS. To achieve the cherished goal appropriate use of ICT and safeguarding its devices is a prior issue.

BDRCS has various types of infrastructure and assets throughout the country. These are located in the BDRCS NHQ, in its 68 Units/Branches and related project sites some of which needs regular care and maintenance. All assets possessed, occupied, handled, utilized by the BDRCS NHQ, Units/Branches, hospitals, maternity and child care centers, warehouse, vacant land, office buildings and other real estate, cyclone shelters, earthen mounts (Killa), equipment and vehicles etc. or any project belonging to the BDRCS are considered as BDRCS assets. The BDRCS being owner of the assets all over Bangladesh, needs to maintain, manage and safeguard them professionally by following policy and guidelines. BDRCS should follow the Asset Management Policy and Guidelines already in place.

7.1 Renovation and Retrofitting

Bangladesh being an earthquake prone country there is no other option but to prepare itself for coping with any consequence arising out of earthquake.

- Any BDRCS building, installation and structure is set to be old and weak despite its regular maintenance and needs renovation after certain period of construction.
- After analyzing engineering and technological state of the structure in terms of risks and safety as well as determining the needs for proper renovation or retrofitting, BDRCS should go ahead in accordance with the engineer's advice.

7.2 Compliance of Building Code

To provide safe and secure habitat by regulating all activities related to buildings, Bangladesh National Building Code (BNBC) was enacted and enforced by the Bangladesh Government. BDRCS has to comply with BNBC standard in matters of building construction and also the maintenance regulations. There are some buildings currently in BDRCS possession which were constructed before BNBC came into effect. These should be brought under engineering and technological assessment and necessary corrective measures taken to minimize the risk.

- For any future construction of building BDRCS should ensure that Building Code has been complied with.
- To safeguard all properties throughout the country BDRCS should strictly follow the Asset Management Policy and Guidelines.

7.3 Transport of the Society

BDRCS owns various types of transports including Truck/Lorry, Pick-up, Jeep, Car Ambulance, Motor Cycle etc for normal and emergency movement. Other than road transport there are speed boats but most of them are now unserviceable. Since there is no vehicle of their own the Units/Branches during emergency response generally use BDRCS NHQ vehicles for undertaking response operations. Most of the transports belonging to the NHQ are old, lack proper fitness and need overhauling/repair. As it is an expensive task to overhaul/repair the transport department avoids intensive repair works. To improve and make the transport operational for managing disaster impact, the following recommendations are made:

- In place of only third-party insurance coverage, the comprehensive insurance coverage should be obtained for passengers, victims and the body of the transports. Body insurance is an instrument to claim for compensation.
- The transport should be declared abandoned upon reaching the maximum mileage limit.
- The gas cylinder of the transport must be checked at regular intervals.
- Setting up BDRCS transport workshop will bring quality change in transport operation.
- Extension of BDRCS Ambulance service will enhance public image about its humanitarian service particularly during emergency response.
- BDRCS should have its own transport policy.

7.4 Warehouse and Relief Items

Disaster relief is considered as one of the vital actions of BDRCS's total activi-

ties. As a buffer stock or for normal operation relief goods both general and medical are stored in NHQ and Chattogram warehouses. There are also storage facilities at Unit/Branch and project level. During storage and also during transportation of response materials there is no insurance coverage in case of fire accident, disaster or loss due to robbery on the way.

- Beware of fire accident in the warehouse/stores.
- Be cautious about any disaster which may cause damage in your store.
- To resist rodent, cockroach and termite from destroying stored items regular and continuous pest control measures should be introduced.
- Provide for insurance coverage for relief goods dispatched to any destination by truck or by any other transport.
- A Warehouse Policy may ensure safety and security of the stored items and maintenance of the warehouse.

By ascertaining the engineering and technological aspect of the BDRCS buildings take initiative to renovate and retrofit the risky structures.

In critical disaster situations evacuation to safer place becomes inevitable for the vulnerable community. The people vulnerable to various risks and dangers while encouraged to go to safe haven in the event of upcoming disaster is meant evacuation. The BDRCS CPP volunteers are authorized by Govt. agencies to evacuate the people at risk prior to approaching cyclone and tsunami.

8.1 Steps to Evacuation Process

1. Before disaster strikes
2. During the onset of disaster
3. Post disaster situation (Rescue)

Evacuation mainly depends on possibility and degree of strength of the approaching disaster. In many occasions sudden decision comes from the appropriate authority to carryout evacuation action. There should be an action plan to get into evacuation activity. Evacuation is also necessitated in the aftermath of some kind of man-made disaster like war, battle, border clash, political violence, atrocities, ethnic violence, riot etc. Owing to that kind of incidents the evacuation takes place. The BDRCS volunteers must not be reluctant to self safety and secure execution of evacuation service while providing humanitarian services in a volatile and untoward situation.

8.2 Safety Issues in the Process of Evacuation

In time of discharging evacuation duties following issues relating to safety and security must be taken into account:

- Intensity of disaster and time
- Geographical characteristics and conditions
- No. of manpower engaged in evacuation service
- Road condition for movement
- Useful transports
- Communication facilities
- No. of sick, children, female, disabled person and aged person
- Quantity of stuff to be carried by the evacuees

If awareness program for timely evacuation management runs throughout the year risk reduction capability of the volunteer and vulnerable group will be increased correspondingly. Evacuation Team member should be covered under Risk Insurance Policy.

Disaster, destruction, accident, sudden death may put one's normal life in jeopardy and one may start behaving abnormally. If the condition goes beyond normal limit it is called Post – Traumatic Stress Disorder. In this state of mind and body the patient should be given psychiatric treatment.

9.1 Incidental Mental Stress

- Receiving the news of sudden death of family members, close relatives or dear and near ones.
- Segregation from own family members.
- Problem, uncertainty, too much wariness arising out of disaster situation
- Witnessing dreadful and abnormal death of victim
- Witnessing a large number of dead body of human beings, animals and birds
- Witnessing fatal physical injury, assassination, murder, kidnapping, hostage taking
- Sexual abuse/harassment
- Being marooned due to disaster
- Bombardment, shelling
- Death of the head of the family leaving women and children behind
- Scarcity of food for the children and especially for baby etc.
- Loss of wealth and property

9.2 Symptom of Mental Stress and Identification

- Affected person may become numb
- Imbalanced deliberation
- Lack of interest and partial inattentiveness

- Lack of emotional outburst at the sight of pathetic incidents
- No feeling of the severity of cold or hot
- Inclination to commit suicide
- Arrogant and abnormal behavior

9.3 Counseling

The response workers at times overlook the mentally hurt persons after a disaster. The volunteers should take care about the mentally sick/ traumatized person while they rush to undertake and rescue operation for the physically injured person. Because traumatized persons do not go to the doctor or health care center spontaneously. The person responsible for counseling the trauma victims should be aware about Stress Management counseling methodology

- Keeping in view the importance of professional service for counseling, Rescue Volunteers and staff should undergo training on counseling for providing counselling services to trauma patients.

9.4 Duty of a Rescuer or Volunteer

- Find out the traumatized person with the help of the local people.
- Talk to the trauma victim with patience. Inspire him/her to talk as much as he/she likes and listen to him/her with patience.
- Let him/her cry even if he/she is wailing. Don't try to stop him/her from crying. Crying sometimes bring relief from mental agony.
- Provide him/her with all kind of encouragement and arrange to send him/her wherever he/she likes.
- Bring the same category of trauma patients together and let them talk to each other. As a result one will feel that he/she is not the only victim from the disaster.
- Relate an incident that coincides his/her case of

trauma to get relief from the same occurrence.

- None should misbehave with a trauma patient. Expressing too much sympathy or consolation should be avoided.
- Let him/her face the problem.
- Don't keep him/her alone in a solitary place. They may even commit suicide.

9.5 Caution to Tackle Dangerous Situation

- Always consider that the trauma victims are not mentally disordered. In most of the cases the extent of sickness is very temporary. Proper and timely treatment may cure the patient in short time.
- If the patient is found having suicidal tendency and ill tempered, he/she should not be confined to any place. This type of treatment may cause serious harm. Arrange to send him/her to a doctor of psychiatry specialty.
- After passage of seventy-two hours of traumatic condition a patient should immediately be sent to health care center or a psychiatry specialist.

While providing first aid treatment to the injured person after their rescue, it is also an obligation to find out the trauma victims who need immediate assistance in a post disaster situation.

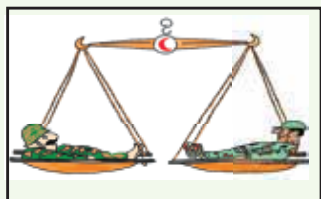
THE PRINCIPLES OF INTERNATIONAL RED CROSS AND RED CRESCENT MOVEMENT

Humanity



The International Red Cross and Red Crescent Movement, born of a desire to bring assistance without discrimination to the wounded on the battlefield, endeavors, in its international and national capacity, to prevent and alleviate human suffering wherever it may be found. Its purpose is to protect life and health and to ensure respect for the human being. It promotes mutual understanding, friendship, cooperation and lasting peace amongst all peoples.

Impartiality



It makes no discrimination as to nationality, race, religious beliefs, class or political opinions. It endeavors to relieve the suffering of individuals, being guided solely by their needs, and to give priority to the most urgent cases of distress.

Neutrality



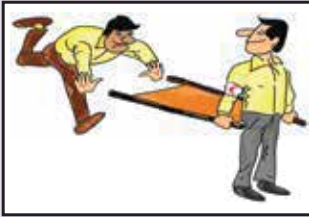
In order to continue to enjoy the confidence of all, the Movement may not take sides in hostilities or engage at any time in controversies of a political, racial, religious or ideological nature.

THE PRINCIPLES OF INTERNATIONAL RED CROSS AND RED CRESCENT MOVEMENT



-| Independence

The Movement is independent. The National Societies, while auxiliaries in the humanitarian services of their governments and subject to the laws of their respective countries, must always maintain their autonomy so that they may be able at all times to act in accordance with the principles of the Movement.



▶ Voluntary service

It is a voluntary relief movement not prompted in any manner by desire for gain.



↻ Unity

There can be only one Red Cross or one Red Crescent Society in any one country. It must be open to all. It must carry on its humanitarian work throughout its territory.



☐ Universality

The International Red Cross and Red Crescent Movement, in which all Societies have equal status and share equal responsibilities and duties in helping each other, is worldwide.

THE ICRC, IFRC, AND NATIONAL RED CROSS AND RED CRESCENT SOCIETIES

The ICRC

The International Committee of Red Cross was established in 1863. It is an independent humanitarian institution, is the founding body of the Movement. ICRC is the initiator and custodian of Geneva Conventions. Acting as a neutral intermediary in the event of armed conflict or disturbances, it seeks on its own initiative or on the basis of the Geneva Conventions and the Protocols additional thereto, to protect and assist victims of international or non-international armed conflict and those affected by internal disturbances or other situations of internal violence.

The IFRC

The International Federation of Red Cross and Red Crescent is the biggest humanitarian organization was established in 1919. It delivers assistance based on need only without any discrimination whatsoever. It provides support for the humanitarian activities carried out by the National Societies on behalf of vulnerable groups. By coordinating international relief operations in disaster situations and encouraging development aid, it endeavours to prevent and alleviate human suffering.

The National Societies

In its own country only one National Society exists. Every National Society serves as an auxiliary to the public authorities in humanitarian matters. Currently there are 190 National Societies providing humanitarian services worldwide. Every National Societies carries out specific activities in accordance with the Fundamental principles like- disaster management, providing relief assistance, humanitarian assistance during conflict/tension, search & rescue, First Aid etc.

The Code of Conduct for The International Red Cross and Red Crescent Movement and NGOs in Disaster Relief was developed and agreed upon by eight of the world's largest disaster response agencies in the summer of 1994. This Code of Conduct seeks to guard our standards of behaviour. It is not about operational details, such as how one should calculate food rations or set up a refugee camp. Rather, it seeks to maintain the high standards of independence, effectiveness and impact to which disaster response NGOs and the International Red Cross and Red Crescent Movement aspires.

Disaster-affected communities have a right to expect that those who assist them to measure up to these standards.

1. The humanitarian imperative comes first.
2. Aid is given regardless of the race, creed or nationality of the recipients and without adverse distinction of any kind.
3. Aid will not be used to further a particular political or religious standpoint.
4. We shall endeavor not to act as instruments of government foreign policy.
5. We shall respect culture and custom.
6. We shall attempt to build disaster response on local capacities.
7. Ways shall be found to involve programme beneficiaries in the management of relief aid.
8. Relief aid must strive to reduce future vulnerabilities to disaster as well as meeting basic needs.
9. We hold ourselves accountable to both those we seek to assist and those from whom we accept resources.
10. In our information, publicity and advertising activities, we shall recognize disaster victims as dignified humans, not hopeless objects.

CORE HUMANITARIAN STANDARD ON QUALITY AND ACCOUNTABILITY (CHS)

The Core Humanitarian Standard on Quality and Accountability (CHS) sets out Nine Commitments that organizations and individuals involved in humanitarian response can use to improve the quality and effectiveness of the assistance they provide.

The CHS places communities and people affected by crisis at the center of humanitarian action. As a core standard, the CHS describes the essential elements of principled, accountable and high-quality humanitarian aid. It is a voluntary and measurable standard. The CHS is the result of a global consultation process. It draws together key elements of existing humanitarian standards and commitments. It explains why each of the Nine Commitments of the CHS is important and provides some examples for different audiences and for different contexts.




1. Communities and people affected by crisis receive assistance appropriate and relevant to their needs.
2. Communities and people affected by crisis have access to the humanitarian assistance they need at the right time.
3. Communities and people affected by crisis are not negatively affected and are more prepared, resilient and less at-risk as a result of humanitarian action.
4. Communities and people affected by crisis know their rights and entitlements have access to information and participate in decisions that affect them.
5. Communities and people affected by crisis have access to safe and responsive mechanisms to handle complaints.
6. Communities and people affected by crisis receive coordinated, complementary assistance.
7. Communities and people affected by crisis can expect delivery of improved assistance as organizations learn from experience and reflection.
8. Communities and people affected by crisis receive the assistance they require from competent and well-managed staff and volunteers.
9. Communities and people affected by crisis can expect that the organizations assisting them are managing resources effectively, efficiently and ethically.

OVERVIEW OF THE SAFER ACCESS FRAMEWORK






The Safer Access Framework (SAF) is a set of actions and measures that can be taken by a National Society to prepare for and respond to context-specific challenges, to reduce and mitigate the risks that it may face in sensitive and insecure contexts, and to help it earn the trust and acceptance of people and communities with humanitarian needs, as well as of those who control or influence access to them.

The eight elements

The SAF comprises eight elements (see Figure 1), each grouping a number of actions and measures that, if taken, have been shown to help National Societies increase their acceptance, security and access to people and communities with humanitarian needs in sensitive and insecure contexts.

1		Context and Risk Assessment	National Societies have a clear understanding of the interlinked political, social, cultural and economic aspects of the evolving operational environment and the inherent risks, which forms the basis for preventing and managing those risks.
2		Legal and policy base	National Societies have sound legal and statutory instruments and develop policies that provide a basis from which to carry out their humanitarian mandate and roles in conformity with Movement policies, international humanitarian law and domestic legislation.
3		Acceptance of the Organization	National Societies have attained a high degree of acceptance among key stakeholders by providing relevant, context-sensitive humanitarian assistance and protection for people and communities in a manner consistent with the Fundamental Principles and other Movement policies.

OVERVIEW OF THE SAFER ACCESS FRAMEWORK

4		Acceptance of the Individual	Staff and volunteers have attained a high degree of acceptance among key stakeholders by working in a manner consistent with the Fundamental Principles and other Movement policies.
5		Identification	National Societies take all necessary steps to protect and promote the organization's visual identity and that of its staff and volunteers.
6		Internal Communication and Coordination	National Societies implement well-developed internal communication and coordination strategies and mechanisms, which enhance coordination with other Movement components.
7		External Communication and Coordination	National Societies implement well-developed external communication and coordination strategies and mechanisms, which enhance coordination with external actors.
8		Operational Security Risk Management	National Societies assume responsibility and accountability for the safety and security of staff and volunteers by developing and implementing an operational security risk

Together, the eight elements form a context-specific operational approach to National Society organizational development. This approach, when combined with technical capacity-building such as in first aid or the management of human remains, helps strengthen a National Society's emergency preparedness. Any action taken or not taken in one SAF element may have an impact on the others. This means that although the elements are distinct they must be applied with the entire Framework in mind in order to achieve maximum effectiveness.

TRAVEL REQUEST FORM

All officers/volunteers must fill up the travel request form before going to the field for visiting unit activities, implementing project activities, supervising or monitoring of any activities.

(Please submit this form at least 03 days before departure, except in emergencies)

Name			
Designation			
Department			
Reason for the visit			
Destination		Location	
Departure (Date and Time)		Return (Date and Time)	

Budget Code

Account	Donor Code	Activity Code	Project Code

Applicant:		Signature	
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Approvals:

Departmental Head		Signature	
Secretary General		Signatur	

SECURITY INCIDENT REPORT FORMAT

All incidents involving death, serious injury, kidnapping, or which are of special sensitivity, must be reported to the Security Unit by telephone immediately. A completed incident report must follow within 24 hours. Any situation in which there was a serious risk of injury or damage, must be reported to the Security Unit by telephone or e-mail within 24 hours. A completed incident report must follow within 48 hours of the incident.

1. Name of volunteer/officer involved, and their status:
2. Date, time & place of Incident:
3. Type of incident: (E.g. Burglary, theft, robbery, car accident etc.)
4. Description and cause of Incident:
5. Names of Red Crescent staff injured, details of medical treatment and current status:
6. Details of any injuries or damage sustained by the third party:
7. Were local authorities involved and has the incident been reported?
10. Were operational and security procedures/guidelines followed?
(If not, provide details of departures from procedures/guidelines)
11. Was the incident the first of its kind?
(State previous incidents in chronological order and indicate date of reports)
12. Is there any remaining threat of harm, or security risk?
13. Does the incident raise any issues of special sensitivity, importance or confidentiality?

Yes/No – If “yes”, please telephone the Security Unit urgently to discuss.

Signature :.....

Name :.....

Title :

Date :.....

EMERGENCY CONTACT LIST FORMAT

Annexure-8

Serial No.	Name	Designation	Telephone/Mobile No.

DO'S

1. Abide by the BDRCS Code of Conduct (CoC) and professional discipline.
2. Proof your credence through your activity that you are representing a humanitarian organization like Bangladesh Red Crescent Society.
3. Use the Red Crescent emblem properly and always strive to prevent misuse of this emblem.
4. Do your duty with the perception of Safety First relating to safety and security of a person.
5. Be conversant with the concept of Safer Access and undergo training for better understanding.
6. Be courteous with religious, cultural and indigenous belief and demonstrate this by your actions.
7. Properly displayed ID Card, wearing vest and jackets are mandatory while you are a part of response work.
8. Beware of your own health and hygiene. Drink pure water and use sanitary toilets.
9. Wear hard hat, rain coat, life jacket, gum boot, eye protecting glass etc. for own safety during dissemination of danger, great danger signals, evacuation and rescue operation.
10. If you guess that risk is alarming in that case keep aside all the works and engage yourself to edge up risk reduction actions.
11. Disparity is always unacceptable. Always be careful about inequality in your team management procedure.
12. To be efficient and effective activist of BDRCS receive training on first aid, evacuation, rescue, fire fighting, swimming etc. which are also pre requisite to personal safety and security measures.

13. While distributing work for a female volunteer and worker consider gender sensitive issues relating to her work.
14. The communication media like mobile, satellite phone, walki talki, radio set should be kept safeguarded.
15. In case of overnight stay in outstations you should use mosquito control materials.
16. Learn about method how to skip from elephant, tiger, snake and other wild animals during field work.
17. If on duty you are crossing through a BDRCS Unit and you are in problem to face off you should immediately contact the concerned Unit to solve your problem. In such a situation if you are with foreign delegate(s) you should take special care of them concerning security issues.
18. If you go for a tour outside the office by a hired transport you should stick the transport with Red Crescent sticker for identity of your organization.
19. Before departing to a destination with BDRCS transport be sure that all the legal documents are in order and kept right away and the driver of your transport is physically fit to drive.
20. Night driving is a bit risky. So try to avoid wheel rolling at night as far as possible.
21. Fatchening seat belt both by driver, front and rear seat possess or of the car is a must while on board.
22. Signal for on road checking by the law enforcers must be followed and proper reply of the questions should be the right choice.
23. If you drive motor cycle you must carry all documents of the motor bike and wear helmet during driving the same.

DO'S

24. For journey by launch enquire whether the launch preserves lifebuoy for passengers.
25. Before boarding on a water transport get to know the weather report applicable for river and sea ports of Bangladesh and take steps accordingly.
26. The air travelers should abide by all directives given by the concerned aviation authority in the interest of personal safety and security.
27. Considering the threats/vulnerabilities such as Advanced Persistent Threats, malwares and cyber attacks, make sure antivirus and firewalls are in place that conforms appropriate use of internet.
28. The policy, rules and regulations of the government and BDRCS relevant to ICT operation should be adhered to.
29. When you are conducting a response operation in far flung char, island and hilly area where mobile network is inaccessible find out the alternatives.
30. If the area of operation is isolated from the main land and difficult to pass through where electricity is not available in that case for charging your mobile use power bank.
31. During operation of radio set keep a copy of operation and maintenance manual close to your set.

1. If there is any marking/sign on the dress which depicts anti political, religious and humanitarian credence or cartoons should not be worn in any circumstances whatsoever.
2. When you are in field work don't by-pass the policy, guidelines and directives for volunteers.
3. Don't accept arm guarding of your vehicle and during other type of work. But during war and other conflict situation this kind of reservation may be reviewed.
4. Don't come in contact with life risk in the midst of disaster, conflict, riot, and hostile situation.
5. In rough weather don't cross a river or estuary embracing life threat.
6. Don't jump down to water for rescuing a drowned person if you don't know how to swim.
7. Don't go for action without knowing the nature of industria accident, boiler & gas explosion, fire incident etc.
8. Don't carry any type of arms in the RC transport in no circumstances.
9. Don't advance further knowing that there is risk of mine burst and unexploded weapons planted on the road ahead.
10. Don't drive your motorbike over speedily and roughly.
11. Stop operation of radio and delink the antenna with radio set at the time of lightning.
12. Don't start working in a situation of swarming population movement (Refugee concentration) without taking necessary vaccination.
13. Don't behave in a way and pass any comment that may embarrass your female colleague and community.
14. Don't do any work that reflects your loyalty or annoyance to political and communal belief.
15. Don't smoke in car, office and open public places.
16. Drug addiction is totally forbidden.

Safety-Security Policy and Guidelines

Bangladesh Red Crescent Society

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Script

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Cooperation

ICRC

IFRC

American Red Cross

British Red Cross

German Red Cross

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