



# **Safety and Security Policy**

For International Activities

Most recent review:	November 2018
Reviewed by:	Esther de Jong, Security Officer of Help a Child
MT approval:	November 2018

# TABLE OF CONTENT

<b>1. INTRODUCTION .....</b>	<b>3</b>
<b>2. PURPOSE, SCOPE AND COMPLIANCE .....</b>	<b>4</b>
2.1   Purpose .....	4
2.2   Scope .....	4
2.3   Compliance .....	7
<b>3. PRINCIPLES.....</b>	<b>8</b>
<b>4. RESPONSIBILITIES.....</b>	<b>9</b>
4.1   General responsibilities of the organization.....	9
4.2   Specific responsibilities of the Chief Executive Officer .....	9
4.3   Specific responsibilities of the Management Team .....	10
4.4   Specific responsibilities of the Line Manager.....	10
4.5   Specific responsibilities of the Country Program Director .....	10
4.6   Specific responsibilities of the Secretariat .....	11
4.7   Specific responsibilities of staff members (all travelers).....	11
4.8   Role of the Security Officer .....	12
<b>5. SECURITY MANAGEMENT SYSTEM .....</b>	<b>13</b>
5.1   Security levels .....	13
5.2   Security protocols.....	13
5.3   Crisis management teams .....	13

Annex 1: Safety and Security Declaration Help a Child

Annex 2: Personal Information form on General Information

Annex 3: Personal Information Form on Sensitive Information

# 1. INTRODUCTION

Stichting Red een Kind (Help a Child) is a Christian, international non-governmental organization (INGO), founded in 1968 in The Netherlands. Help a Child provides a future for children in need, their family and their entire community. By setting up groups and strengthening community structures, we help them to change their own living conditions and opportunities in a sustainable way. Help a Child works in areas with a high incidence of poverty or in places where children and families are extra vulnerable due to natural disasters or (imminent) conflicts.

Together with various Dutch, international and local partners, Help a Child works across 8 countries in Africa and Asia, including Kenya, Rwanda, Burundi, the Democratic Republic Congo, South Sudan, Malawi, Uganda, Ethiopia and India. In cooperation with expertise organizations in The Netherlands, and in each respective country, Help a Child develops innovative programs in the areas of early childhood development, basic education, youth and work, and agri-business for sustainable development. Help a Child has received grants from institutional donors, such as DFID, EU and the Dutch Ministry of Foreign Affairs. In addition, Help a Child is supported by a broad constituency of individual sponsors, churches, foundations, companies and schools.

Safety and security is of the highest priority and an integral part of Help a Child's duty of care to its staff. This Security Policy document sets the basis for the organization's position on how it acknowledges and should manage any security risk with the aim to reduce the effects these risks may have on the organization, its staff, reputation and assets. It must be clearly noted that, although this document outlines Help a Child's policy on how to mitigate risks, there will always be residual risk; risks can never be avoided completely.

## 2. PURPOSE, SCOPE AND COMPLIANCE

### 2.1 | Purpose

The Safety and Security Policy describes the organization's approach to safety and security and sets out general rules for security management. It has the intention to inform Help a Child staff members in order to take an active role in reducing risks.

Help a Child acknowledges that working in certain areas around the world comes with risks towards staff and programs. Although Help a Child will do its utmost best to minimize those risks, a certain level of risk will remain while implementing its mission. Help a Child will strive to ensure that persons working in Help a Child's countries of operation and persons travelling on assignment, or being formally invited to travel, by Help a Child are aware of the risks that are involved in their work.

Rather than seeing security management as a restrictive necessity, Help a Child sees security management as a way of enabling its work and programs and thus the continuation of operations under conditions where without security management this might no longer be possible.

As a result of the aforementioned considerations, Help a Child considers security management as a way to:

- enable operational activities under difficult security conditions;
- reduce the risk to individual staff members (and other persons travelling on behalf of Help a Child) to an acceptable level; and to
- protect the reputation of Help a Child.

The balance between these objectives is carefully decided upon at every level in the organization and this document will provide clarity on which decisions are made at which level. Every staff member, regardless of his/her position within the organization, has the right and duty to contribute to these objectives.

This Safety and Security Policy is the main tool in the implementation of security management within Help a Child and it strives to do so by:

- outlining clear decision lines and responsibility levels;
- providing guidance in specific security situations; and by
- ensuring adequate awareness and preparation on all organizational levels.

### 2.2 | Scope

The Safety and Security Policy applies to all staff of Help a Child (category A1-3 of the table below); trainees and interns working in one of HaC's offices (A4); group travel guides (A5); consultants (B1); volunteers (B2); and all other people duly authorized to accompany or visit staff during missions (B3). These persons to which this policy applies all need to sign Help a Child's Safety and Security Declaration (see annex 1). The Safety and Security Declaration states that Help a Child will do its utmost best to ensure the safety and security of the person as long as he or she complies with the stipulations in this Safety and Security Policy and all related documents and/or decisions. The signing of this document does not extend Help a Child's liability towards this person in case of an incident.

The policy does not include the safety and security of partner organizations. Help a Child does not bear responsibility for security practices of these organizations, regardless of Help a Child acting as donor to this local partner or not. However, Help a Child sees it as its moral obligation to support its local partners with their safety and security in the field.

Primarily, Help a Child bears responsibility for the security of its own employees, consultants and others working on behalf of the organization as a matter of duty of care in the execution of the day-to-day activities. In addition, it is not uncommon that Help a Child staff is joined by others, such as, but not limited to politicians and institutional donors authorized by Help a Child to visit its offices and programs. The behavior of these others might affect the security of Help a Child staff. Although the (contractual) relationship between these others and Help a Child is different from the relationship with its own employees, Help a Child feels the moral obligation to provide these groups with security measures to be found in the table below, e.g. sharing the Country Security Plan.

In case of a duty trip - considering that a staff member is representing Help a Child all the time - this security policy applies 24/7 and signatories of the security declaration are expected to comply to the policy throughout the duty trip (travelling time included).

Towards employees who are, by their own choice, in an area where they were not sent by Help a Child, irrespective whether or not Help a Child is active in that area, Help a Child will not take responsibility. In case an employee wants to combine a holiday with a duty trip, then a clear moment in time needs to be agreed upon that separates the holiday from the duty trip.

Table 1: Duty of care for travelers / international activities

CATEGORY	EXTRA INFORMATION ON CATEGORIES	DUTY OF CARE OF HELP A CHILD (REFERRED TO AS 'HAC')
A1. HaC employees working in the HaC international office in the Netherlands A2. Expat staff working in the field A3. Local staff working in the field who work and reside in the country of their nationality A4. Trainees and interns working in any HaC office A5. HaC group travel guides	A4: Although the (working) relationship with trainees and interns is very different from staff, this category is of high risk for the organization. Preparation / training might be different compared to that of staff and tailor-made to this category.	<ul style="list-style-type: none"> <li>- Sharing the written HaC Safety and Security Policy, including the Safety and Security Declaration - to be signed by the traveler - and the written HaC Travel Procedure (Security Protocol 1).</li> <li>- Sharing the written HaC Integrity Policy, including HaC's Code of Conduct.</li> <li>- Sharing the relevant written Country Security Plan (CSP), if applicable.</li> <li>- Reviewing the Travel Request Form (TRF).</li> <li>- Providing a security briefing and debriefing.</li> <li>- Providing for participation in a safety and security training.</li> <li>- Taking care of a safe and secure working environment / accommodation abroad, if possible.</li> <li>- Arrange for / recommend arranging for a travel insurance.</li> <li>- Payment of travel insurance<sup>1</sup>.</li> <li>- Setting up a Crisis Management Team (CMT) and/or support the Local Crisis Team (LCT) in case of a critical incident.</li> </ul>
B1. Consultants (persons having a formal consultancy contract with HaC, including photographers and trainers) B2. Persons having a contract with HaC for voluntary work. B3. Authorized visitors	B3: Travelers without an employment contract with HaC and making field trips on formal invitation by HaC. Only if: <ul style="list-style-type: none"> <li>- Travel is approved by HaC management.</li> <li>- They depend for their safety on HaC.</li> <li>- They are accompanied by HaC staff.</li> </ul>	<ul style="list-style-type: none"> <li>- Sharing the written HaC Safety and Security Policy, including the Safety and Security Declaration - to be signed by the traveler - and the written HaC Travel Procedure (Security Protocol 1).</li> <li>- Sharing the written HaC Integrity Policy, including HaC's Code of Conduct.</li> <li>- Sharing the relevant written CSP, if applicable.</li> <li>- Providing a security briefing and debriefing.</li> <li>- Recommend to attend a safety and security training and in specific cases provide for it.</li> <li>- Arrange for / recommend arranging for travel insurance.</li> <li>- Payment of travel insurance.</li> </ul>

<sup>1</sup> Help a Child holds a travel insurance for all persons who are making work trips on assignment by Help a Child.

		<ul style="list-style-type: none"> <li>- Setting up a CMT and/or support the LCT in case of a critical incident.</li> </ul>
C. HaC group travel participants (persons not formally invited or assigned by HaC to make a trip, but who themselves indicate the wish to participate in a trip organized by HaC)	<p>Participants of groups other than groups with solely persons under the categories mentioned above who are formally invited or assigned to make a trip.</p> <p>Only if travel of the person is approved by HaC management.</p>	<ul style="list-style-type: none"> <li>- Provide the specific Code of Conduct and Security Declaration for group travelers - both to be found in Security Protocol 5 on Group Travel and to be signed by each traveler.</li> <li>- Provide the travel guide 'Op reis met Red een Kind'.</li> <li>- Provide preparation sessions (based on this policy and the CSP, if applicable) and a debriefing.</li> <li>- Recommend to attend a safety and security training.</li> <li>- Taking care of a safe and secure accommodation abroad as far as possible.</li> <li>- Arrange for / recommend arranging for travel insurance (no payment by HaC).</li> <li>- Setting up a CMT and/or support the LCT in case of a critical incident.</li> </ul>
D. Partners (and children) of expats		<ul style="list-style-type: none"> <li>- In consultation it will be checked whether the persons involved are adequately equipped.</li> </ul>

## 2.3 | Compliance

One of the critical success factors for this security policy is the acceptance and compliance by all persons involved as mentioned above. Compliance is not optional; it is compulsory and concurrent with the start of any kind of work with Help a Child. The Safety and Security Policy is, therefore, binding for all persons it addresses. However, in some unforeseen situations staff might be unable to comply with all stipulations when compliance will lead to even greater direct risks. Because the end responsibility of the traveler safety is his/her own responsibility. In such cases, where possible approval is sought beforehand from the line manager and an Incident Report submitted afterwards.

If anyone acts in violation of the Safety and Security Policy or any other security protocol applicable he or she may be excluded from the activities on behalf of Help a Child or may face disciplinary actions up to, but not limited to, termination of the (employment) agreement.

### 3. PRINCIPLES

The following principles are the leading principles for security management within Help a Child:

- Life and bodily integrity of human beings has primacy over Help a Child's assets, reputation and programs. No material possession is worth risking a life for. Therefore, staff and others travelling on behalf of Help a Child should never put themselves or others at risk in order to protect organizational or personal property.
- Safety and security management is an integral part of normal operations. It is implemented by line management, which must take security into consideration in all operational decisions.
- While Help a Child will do every ethical thing possible to secure the release of detained or kidnapped staff and others travelling on behalf of Help a Child, it will not pay ransoms for release.
- Help a Child will not offer rewards, inducements or bribes to local officials or others outside the organization to carry out their normal tasks nor to perform illegal services.
- Help a Child will in principle not accept the integration of any arms into its missions, nor accept the transportation of (persons with) arms in vehicles being used for its missions.
- Help a Child will in principle not accept the integration of military personnel into its missions, nor the transportation of military personnel (armed or unarmed). Deterrence is a last resort (e.g. in case of an emergency or evacuation). Deterrence measures are only allowed if there is explicit approval from the Chief Executive Officer (CEO).



## 4. RESPONSIBILITIES

Help a Child believes that a clear division in responsibilities, communication between staff as well as checks on the application of safety and security measures are key factors in managing security in the best possible way. For that, Help a Child considers the line management structure as the primary system for security management. The CEO is the overall responsible person for the organization's security management. The CEO sets the overall policy and makes all final decisions. The responsibility for day-to-day safety and security is with the organization's line management structure.

Staff members have the responsibility to ensure their own safety and promote the safety of colleagues. Help a Child expects from its staff that they understand that all their actions and behavior can have an impact on the organization's security position, including their own and that of their colleagues.

### 4.1 | General responsibilities of the organization

- To ensure safety and security by implementing a functioning and up-to-date security management structure that can be integrated into the organization's international business with the aim to mitigate risks. This structure will be laid out in protocols.
- To ensure the security structure (written security policy and protocols and implementation) is reviewed on a yearly basis to ensure it meets the requirements of the organization, stays up-to-date and remains appropriate regarding the organization's objectives.
- To ensure clear lines of responsibilities.
- To ensure the appointment of a Crisis Management Team and a Security Officer.
- To ensure a functioning emergency response system that can be reached on a 24/7 basis.
- To ensure that staff preparing for international travel are incorporated into the security management structure, and receive a pre-departure security briefing, travel insurance, and a debriefing upon return.
- To ensure proper (post-incident) aftercare when needed.
- To ensure all relevant staff have completed a safety and security training and refresher trainings are followed in a way and frequency as laid out in Security Protocol 4 on the security training procedure.
- To ensure the Crisis Management Team is trained in crisis management in a way and frequency as laid out in the security training procedure in Security Protocol 4.

### 4.2 | Specific responsibilities of the Chief Executive Officer

- To set the overall policy and make any final decisions.
- To approve specific field trips, such as travels to areas that are considered under security level "red" (see Security Protocol 1 on the travel procedure) or trips made by travelers who do not fall under a Help a Child line manager (A5, B1-3 and D).
- To withdraw its personnel if risks are deemed too high. Failure of staff to comply with this decision may result in reviewing the staff member's employment status.
- To ensure that the Help a Child international office in The Netherlands can be reached on a 24/7 basis through the emergency number +31 71 568 19 32.
- To decide to establish and to disestablish a Crisis Management Team at international office level.
- To decide to establish and to disestablish a Local Crisis Team at country level.

- To decide on the use of armed guards, armed escorts, transportation and other types of involvement of armed people and political actors, such as military personnel.
- To refrain from travelling on an aircraft together with the Manager Expertise & Development.
- To share Incident Reports with Help a Child staff members for learning purposes.

### 4.3 | Specific responsibilities of the Management Team

- To facilitate a relevant and proportional security management structure (including monitoring and evaluation) that can be integrated into the organization's international business.
- To ensure that the security management structure is followed by adhering to and implementing the organization's protocols.
- To analyze Incident Reports and ensure proper follow-up (e.g. deciding on a change in the security policy or protocols), if follow-up is necessary.
- To arrange replacement during his/her absence. Responsibilities are expected to be taken over by another Management Team member.

### 4.4 | Specific responsibilities of the Line Manager

- To request their team members before they travel, to update their staff Personal Information Form (PIF) on general information and their PIF on sensitive information.
- To review and sign Travel Request Form (TRF) for permission, based on a recent risk assessment (discussed with traveler), and request approval from the CEO in specific cases indicated in the TRF (e.g. in case of a security level "red" destination<sup>2</sup>).
- To ensure their staff is adequately briefed, pre-deployment check-lists are respected, and that travel and traveler's information is up-to-date.
- To keep a record (copies) of signed PIFs on general information of staff, and signed TRFs and Risk Assessment Forms of their staff in a folder on Sharepoint, available to the MT and HR at both the international office and the country office level.
- To analyze Incident Reports, respond accordingly<sup>3</sup> and share Incident Reports with the MT.
- To keep a record of Incident Reports on Sharepoint.
- To inform the Security Officer and/or the relevant Country Program Director about the latest developments for the Country Security Plans, when applicable (for example, in case new security developments are identified, while discussing a TRF).

### 4.5 | Specific responsibilities of the Country Program Director

*(In addition to the abovementioned Line Manager responsibilities)*

- To be accountable to the Help a Child's international office in Zwolle, The Netherlands, and to maintain regular contact with the CEO on safety and security issues.
- To analyze the local safety and security situation and to stay up to date regarding the security situation by maintaining a good network within civil society, other NGO's, governments, local security platforms and other relevant sources for a smooth flow of security information.

---

<sup>2</sup> See security protocol 1 on the travel procedure.

<sup>3</sup> See security protocol 1 for the procedure on incident reporting.

- To record PIFs on general information of their staff digitally on Sharepoint and the PIFs on sensitive information on paper in a secured place at country office level.
- To develop and implement the Country Security Plan. This plan includes Standard Operating Procedures (SOPs), such as: personal safety and security, travel and movement in-country, communication, etc.
- To update the Country Security Plan on a yearly basis, or earlier if applicable<sup>4</sup>, and share it with the Help a Child Security Officer for review.
- To make sure that contingency plans are in place, tested and up-to-date.
- To instruct staff of the Help a Child country office and field offices on the Country Security Plan and safety and security procedures.
- To ensure that contracts with external parties/external cooperation partners are in place with clear agreements on safety and security issues and responses.
- To procure safety, protection and communication equipment based on the local security risk assessment.
- In times of crisis decide together with the CEO whether or not to set up a Local Crisis Team (LCT)<sup>5</sup> and to set this team up in cooperation with the Manager Expertise & Development (Crises Coordinator in the Crisis Management Team) of Help a Child's international office in the Netherlands.

## 4.6 | Specific responsibilities of the Secretariat

- To keep a record of PIFs on sensitive information at least at two different locations to ensure information will be available during emergencies, possibly both digitally and hard copy.

## 4.7 | Specific responsibilities of staff members (all travelers)

- To familiarize themselves with and abide by the Safety and Security Policy and protocols of Help a Child, including the organization's Code of Conduct.
- To ensure that one's PIF on general information is filled-in, up to date and shared with the Line Manager. This means that in case of a change in key personal information requested by the PIF, an updated PIF needs to be sent to the line manager.
- To ensure that one's PIF on sensitive information is filled-in, up to date and shared with the Secretariat (international office staff) or the Country Program Director / Representative (country office staff) in a sealed envelope. This means that in case of a change in key personal information requested by the PIF, an updated PIF needs to be given to the secretariat or the Country Program Director / Representative.
- To familiarize themselves with the relevant Country Security Plan when travelling to a country with a Help a Child program, in order to minimize risks.
- To ensure that the Travel Request Form is filled in, discussed with and signed by the line-manager. In case of a trip to a country with a Help a Child program, on assignment - or being authorized to

---

<sup>4</sup> Examples of reasons to change the Country Security Plans earlier: change of an emergency phone number or a significant change in the security level of the locations in which Help a Child is present and working.

<sup>5</sup> Not just appoint crisis team members in the event of a crisis. There should be a list of local crisis team members (with replacements) readily available at any time.

travel by Help a Child - the relevant Country Program Director (if present) will need to be consulted on the security situation in country and the travel planning when filling this form.

- To ensure the filled and signed TRF is attached to the planned trip in one's online agenda in Outlook.
- To ensure appropriate personal healthcare e.g. medical and dental examination, health advice, vaccination, medicines, prophylaxis and to avoid infection through irresponsible sexual conduct.
- To ensure to receive the latest information about the context the traveler will be working in, as well as any new or on-going security issues and subsequent risk mitigating measures during the entire visit.
- To withdraw from a mission if the staff member perceives the risks to his/her safety to be too high.
- To report incidents to line management within 48 hours using the format as presented in protocol 1 on the travel procedure.
- To demonstrate responsible security behavior 24/7 during the travel (traveling time included) on behalf of Help a Child.
- To refrain from being the driver of any transportation vehicle during the travel on behalf of Help a Child. This does not apply for field-based staff.
- To communicate and share their detailed travel planning with the hosting office.

## 4.8 | Role of the Security Officer

The Security Officer has no line responsibilities for any security matter. He/she has a supportive role while respecting and stimulating the authority of the Management Team members. His/her mandate is to:

- Contribute to awareness raising and extension of the Safety and Security Policy throughout the organization.
- Perform a yearly quality and consistency check and report to the CEO accordingly.
- Represent Help a Child in relevant security networks, such as the Dutch Security Network (DSN).
- Review the Country Security Plans and keeps Country Security Plans of countries without a Help a Child office up to date.
- To maintain a database of Safety and Security trainings followed by relevant persons working and travelling on behalf of Help a Child<sup>6</sup> and to review this document bi-annually in order to plan training moments for staff.

---

<sup>6</sup> See Security Protocol 4 on the safety and security training procedure to know who should be trained in what way and with what frequency.

## 5. SECURITY MANAGEMENT SYSTEM

### 5.1 | Security levels

It is decided to use the Dutch Ministry of Foreign Affairs (in Dutch: BuZa) Risk Classification System as guidance tool for Help a Child's security related decision-making. However, as an independent NGO, Help a Child will make its own decision. Therefore, the BuZa risk classification system is used as guidance; it is not leading.

See for the BuZa Risk Classification System (Dutch only):

<https://www.nederlandwereldwijd.nl/reizen/reisadviezen#ref-minbuza>.

For non-Dutch speakers country information in English language can be found at the UK government foreign travel advice web page: <https://www.gov.uk/foreign-travel-advice>.<sup>7</sup>

### 5.2 | Security protocols

The following set of documents (protocols) is developed by Help a Child in support of the Security Policy. This set of documents will allow its staff to conduct a relevant and proportional security practice based upon the principles defined in the policy. The protocols are, at the same time, tools for the Management of Help a Child to implement the Safety and Security Policy and also to support staff for practical guidance on safety and security for international activities.

- Security Protocol 1: Travel procedure (incl. travel request form)
- Security Protocol 2: Crisis Management (incl. staff profile form)
- Security Protocol 3: Country Security Plan Manual
- Security Protocol 4: Security Training Procedure
- Security Protocol 5: Group travel (incl. security declaration for group travel)

### 5.3 | Crisis management

Some security incidents may be of such severity or complexity that they cannot be effectively managed within a normal line management structure, since this structure might have become paralyzed by the incident. Such incidents will be managed by crisis management teams at international office level and/or country office level.

A crisis management team is an ad hoc body with the role of managing significant security incidents that:

- are likely to have significant consequences for staff (such as death);
- are likely to have significant consequences for the program in the particular country or beyond (such as program closure);
- are beyond the capacity of the line management to effectively manage.

---

<sup>7</sup> BuZa indicates 4 different security levels, while the UK differentiates 3 levels. BuZa's levels "green" and "yellow" both fall under UK classification "green". However, "orange" just matches "orange", and "red" matches "red".

A Local Crisis Team (LCT) manages a critical incident at country level. The composition of a LCT depends on the nature of the crisis and on the capacity at country level. When the crisis is beyond local capacity the Crisis Management Team (CMT) in the Netherlands will become active. Where the CMT is established, the LCT still has a critical role to play, but shall fall under the direction of the CMT.

A crisis management team shall always be activated in the following circumstances:

- Kidnapping/hostage-taking of a staff member
- (Violent) death of a staff member
- Increase in security level requiring an evacuation
- Major assault or sexual violence against a staff member

Other circumstances in which a CMT may be activated include (but are not limited to):

- Relocation/hibernation
- Loss of contact with all/part of country operations
- Imprisonment of an international staff member
- Medical emergency
- Natural/manmade disasters
- Death threats
- Any security incident likely to bring significant media exposure to the organization

The procedure on crisis management can be found in security protocol 2.

## Annex 1: Safety and Security Declaration Help a Child

The Safety and Security Declaration of Help a Child - which is Annex 1 of the overall Safety and Security Policy of Help a Child - needs to be signed by all staff members of Help a Child at the start of their employment contract. In addition, this declaration is to be signed by all other persons travelling on assignment or being authorized to travel by Help a Child.



### Safety and Security Declaration Help a Child

The undersigned:

Name:

Holder of passport, number:

Declares herewith, regarding activities on behalf of or in cooperation with Stichting Red een Kind ("Help a Child"), George Stephensonstraat 11, 8013 NL Zwolle, hereinafter referred to as "Help a Child":

1. That he/she (1) has taken knowledge of the Help a Child Safety and Security Policy, the Help a Child Travel Procedure (protocol 1), the overall Help a Child Code of Conduct, the security briefing provided by Help a Child and, if applicable, the Help a Child Country Security Plan; (2) has raised all necessary questions to Help a Child for a good understanding and execution of these documents; and (3) understands that going on a trip comes with certain travel safety and security risks under his/her own responsibility and that he/she is aware of those risks.
2. Before and during the visit (travelling time included) will fully comply to all arrangements laid down in the documents as mentioned in Article 1 of this declaration.
3. All written and verbal arrangements, instructions and orders as mentioned in this agreement will be in force at any time (24/7) during the entire visit (travelling time included) unless it has been communicated otherwise explicitly by Help a Child.

Place and country:.....

Date:.....

Name:.....

Signature:



## Annex 2: Personal Information Form on General Information

### Introduction

The Personal Information Form (PIF) on general information needs to be filled by all Help a Child staff members. All information in this staff profile will be stored in a secured folder on Sharepoint, only to be opened in emergencies and solely accessible to the Management Team, Country Program Directors / Representatives and HR.

Staff is expected to fill the PIF on general information at the start of their employment with Help a Child and to send an updated form to the line manager as soon as personal details change. In addition, during the security briefing before travel, the line manager will remind the traveling staff member to update the form, if necessary.

### Personal Details

Surname	
Given Names	
Date of Birth	
Place and Country of Birth	
Citizenship (note if dual)	
Citizen Service Number(s)	
Religion	
Languages spoken	
Nickname	
Military Background	
Countries Visited/Worked in (short duration)	
Countries Worked in (long duration)	

### Identification Document

<b>First Passport</b>	
Passport Number	
Place of Issue	
Date of Issue	
Date of Expiry	
<b>Second Passport</b>	
Passport Number	
Place of Issue	
Date of Issue	
Date of Expiry	



### Contact Details

Address	
Postal Code	
City	
Country	
Phone Number - home	
Phone Number - work	
Phone Number - cell	
Email Address - work	
Email Address - personal	

### Financial Details

Bank	
Account Number	
In name of	
IBAN	
BIC/SWIFT	
Credit card number	

### Signature

In the event of my disappearance or any medical emergency I give permission for my medical records to be assessed.

Place: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

## Annex 3: Personal Information Form on Sensitive Information

### Introduction

The Personal Information Form (PIF) on general information needs to be filled by all Help a Child staff members. All information in this staff profile will be stored in a secured folder on Sharepoint, only to be opened in emergencies and solely accessible to the CEO, Country Program Directors / Representatives and HR.

Staff is expected to fill the PIF on sensitive information at the start of their employment with Help a Child and to provide an updated form to the Help a Child Secretariat (staff at the international office) or to the Country Program Director / Representative at (staff at a country office) as soon as personal details change. In addition, during the security briefing before travel, the line manager will remind the traveling staff member to update the form, if necessary.

### Medical Information

Blood Type	
Medication	
Allergy	
Other Medical Information	
General Practitioner - name	
General Practitioner - address	
General Practitioner - phone number	
Dentist - name	
Dentist - address	
Dentist - phone number	
Name Health Insurance	
Health Insurance Policy Number	

### Contact in case of an emergency

Name	
Relation to staff member	
Address	
Phone number - home	
Phone number - work	
Phone number - cell	
Email address	

Name	
Relation to staff member	
Address	
Phone number - home	
Phone number - work	
Phone number - cell	
Email address	

**Family make-up (including extended family) e.g.:**

- Partner
- Ex-partner (in case of children together)
- Father, mother, brother, sister + brother in law, etc.
- Parents in law, sister in law + partner, etc.
- Grandparents (mother's side)
- Grandparents (father's side)
- Etc.

**Personal requirement**

(i.e. Please do not tell my elderly parents)

Please do not contact my ..... (with the exception of death) - ..... has been briefed on the details.  
Etc.

**Handwriting proof**

Please *write* the following sentence in small letters and capitals.

The quick brown fox jumped over the lazy dog.

**Small Letters:**

**Capitals:**

### Proof of Life Questions

Please write down three questions and answers that no one or only one or two of your closest friends or relatives would know the answer to. In the event of a kidnap or an acclaimed kidnap, these questions will be asked to certify proof of life.

NB: Make sure the questions are neutral and not specifically Western (i.e. No questions about pets, favorite colors/meals, names of family). Be “Google aware”; ensure that the answers to your questions cannot be found on the internet. Proof of life questions could be composed of memories or inscriptions.

Question 1:

Answer:

Question 2:

Answer:

Question 3:

Answer:

### Appearance

Full description/distinguishing Features	
Height	
Hair color	
Eye color	
Glasses (reading/driving)	
Birthmarks	
Tattoos	
Scars	
Piercings	

Please provide a recent digital color photo of yourself.



**Signature**

In the event of my disappearance or any medical emergency I give permission for my medical records to be assessed.

Place: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_