DUTY OF CARE

PRIORITISING THE SAFETY OF STAFF
MINIMISING RISK
CTG’S COMMITMENT TO DUTY OF CARE

THE REALITY OF OUR WORK
Political unrest, terrorism as well as medical emergencies are some of the risks CTG staff may face. Our teams work on impactful projects with key agencies tackling some of the world’s most complex humanitarian and development challenges. The reality is that risk is always present.

We are committed to providing duty of care to all staff whether in Afghanistan, Somalia, South Sudan, Libya or any other country. The safety of our staff is the number-one priority and we strive to ensure peace of mind to both our teams and our clients.

HOW DO WE DO THIS?
In the conflict-affected countries we operate in, it is not possible to avoid risk entirely; our role is to manage and mitigate risk through our local knowledge, networks and planning. We strive to keep staff informed and monitor their whereabouts, always adapting to the ever-changing situation on the ground in order to respond when needed.
The app is called ‘CTG DOC’ and is available for all smartphones. Click the below icons to download.

SUPPORTING OUR STAFF

Our Duty of Care app offers security alerts, emergency response and efficient claims processing – download it today.

ALWAYS AT HAND

• Receive security alerts specific to the area
• Contact 24/7 global emergency assistance
• Search for a healthcare provider
• Instantly submit a claim

A CLICK AWAY

The app is called ‘CTG DOC’ and is available for all smartphones. Click the below icons to download.

THE FIRST TO KNOW

Staff receive country-focused security updates via the app. Ultra local alerts will also be shared by the field security team on multiple communication channels.

BEATING THE BLACK HOLES OF ASSISTANCE

Some countries and regions are ‘assistance black holes’ – places where inadequate infrastructure and on-going conflict make it especially difficult to provide medical and claims services. Challenges in ‘black holes’ include:

• Language barriers
• Poor infrastructure
• Unreliable electricity
• Lack of telephone coverage
• WiFi deserts
• Limited or no access to banking services
• Inefficient bureaucracies

Through our assistance company Tangiers International, we have an on-the-ground medical and emergency response footprint consisting of: air ambulances, medical escorts, ground transportation, hospital partnerships, physicians & clinics, dentists, laboratories and pharmacies.

RAPID RESPONSE TIMES

The strategy for a fast, effective response to a medical event:

Deploy knowledgeable and empowered medical experts at each step of the process, beginning at the first emergency and continuing until the patient is fully recovered.

Well-trained specialists assess an emergency caller’s level of need, providing immediate information and reliable solutions.

An extensive network of field agents and regional managers to reach the emergency caller within 24 hours and to liaise with preapproved local medical and emergency providers.

A CLICK AWAY
INSURANCE

KEY FEATURES


2. Immediate access through a single international and single local Emergency Response Number to our world-leading medical, security and travel assistance network.

3. 24/7 support from our Global Response Team, providing security and local medical assistance and incident coordination.

4. Field agents and local healthcare providers ensure swift, appropriate treatment and minimum treatment delays.

5. Claims handling through our bespoke mobile app enabling payment settlements within 48 hours.

FINDING A PROVIDER
The app helps staff to find a suitable medical provider. Once the location is entered, a list is provided including location, contact details and speciality of each medical facility.

SUBMITTING A CLAIM
Insurance claims are made simple through the CTG app, saving time and ensuring an efficient claims process.

Staff without access to a smartphone can submit insurance claims via the Staff Safety page of the CTG website.

BE INFORMED
We encourage all staff to familiarise themselves with our insurance. Staff will receive a link to an online summary detailing the cover and exclusions. Account Managers will also share details of the policy with staff during the induction process.
DUTY OF CARE SERVICES

Our staff can expect a holistic approach to security, planning and response

INSURANCE
Reliable, high-risk insurance coverage and straightforward claims processing through our bespoke mobile app

CRISIS MANAGEMENT
Rapid activation of a team of security and medical professionals

SECURITY
Provision of static, mobile security, armoured vehicles and armed close protection where needed

TRAINING
Staff inductions, Hostile Environment Awareness Training, in-country security briefing, and ongoing ethics and code of conduct training

TRACKING & MONITORING
Our app tracks real-time location and provides safety alerts; SafeTrip® ensures staff movements are planned, controlled and monitored

SECURE FACILITIES
Provision of secure accommodation, office facilities and guarding solutions as required

EVACUATION
Coordination of evacuation following political unrest, medical emergency or incident

EMERGENCY RESPONSE PLANS
Planned and adaptive procedures for co-ordinated crisis management
RISK MITIGATION APPROACH

We can't eradicate all risk, however our mitigation assessments ensure that we are informed and are implementing the necessary precautions.

Risk mitigation assessments cover the likelihood, consequences and impact of risk:

<table>
<thead>
<tr>
<th>IMPACT</th>
<th>Unacceptable</th>
<th>High</th>
<th>Medium</th>
<th>Low</th>
<th>Minor</th>
<th>Concerning</th>
<th>Serious</th>
<th>Disastrous</th>
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<tbody>
<tr>
<td>Very Likely</td>
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<td>Likely</td>
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MITIGATION MEASURES

By understanding the level of risk, we adapt our mitigation measures accordingly, which may include secure accommodation, personal protective equipment, armoured vehicles or low profile movements. The security measures should reflect the prevailing threat. Some of the situations we assess are:

- Road traffic accident
- Medical emergency
- Threat of kidnapping or unlawful detention
- Small arms attack
- Exposure to unexploded ordinance or IEDs
- Political or civil unrest
- Outbreak of disease
- Harassment or exploitation
- General crime

RISK REDUCTION

Our goal is to identify risk before it is too late. The best form of risk mitigation is avoidance and it is critical CTG staff do not find themselves in situations of unacceptable risk. We strive to achieve this through our SafeTrip® movement authorisation through our local networks and information, and our threat assessments which constantly evolve.
Duty of Care is achieved through the provision of multiple layers of planning, information and response capability.

- Up-to-date personal information including emergency contact details
- Pre-deployment preparedness briefing
- Induction & safety briefing
- Security alerts (ultra-localised and relevant) and threat assessments
- SafeTrip® movement planning, approval and tracking
- Buddy and Warden system deployed for additional local cover
- Third party vetting (e.g. drivers)
- Accommodation safety standards (where provided)

- High-risk bespoke insurance and mobile claims processing through our app
- Medical planning & accreditation of local facilities
- Single point of contact for emergencies with global 24/7 response phone number
- Emergency response planning, evacuation procedures and coordinated crisis management
INFORM

ESSENTIAL TRAINING

Our thorough briefings equip staff with local knowledge and peace of mind

ARRIVING PREPARED

Upon signature of contract, staff receive a detailed induction brief covering:

- Local Security Situation
- Arrival Procedures
- Local Accommodation*
- Local Climate*
- Packing Suggestions*
- Local Cultures, Customs and General Information*

* Relevant for international staff

Communications Procedures

- Local Medical Service Availability and Medevac Plan
- Security Procedures (including Theft, Kidnap, Security Threats, Vehicle Safety)
- Lockdown and Evacuation Procedures
- Movement Around the Territory

HOSTILE ENVIRONMENT AWARENESS TRAINING

Hostile Environment Awareness Training (HEAT) is now available through our Field Security Officers who are on-the-ground trainers, providing key training in:

- General Security Awareness
- Threats and Weapons Risks
- Personal Security Plan
- Behaviour in Complex Risk Environments
- Kidnap Scenario Training
- Mine Awareness

SECURITY BRIEFING

Our Field Security Officers provide advice for a wide range of security issues:

- Briefings on prevailing security situations
- Security protocol
- Project risk assessments & mitigation measures
- Evacuation & emergency response SOPs
- In-country transportation & security facilities (including close protection/private security facilities)
- Daily security alerts & updates
- Security tracking, to monitor movements in case of hazards
PREVENT

SafeTrip®

All staff are required to follow our SafeTrip® procedure. Sharing knowledge of movements enables CTG to act quickly in the case of an emergency.

HOW SAFETRIP® WORKS

- Staff are required to notify CTG through the SafeTrip® process of all movements away from duty station.
- Each movement request is to be coded High, Medium or Low risk; actions are taken according to the risk profile.
- Staff identify their own ‘buddy’ who is closely linked to their work patterns. The Buddy has no responsibility nor liability for the safety and security of their colleague but should any scheduled ‘check in’ be missed the Buddy would immediately alert the Emergency Response line.
- If SafeTrip® protocol is adopted, our Field Security Officers can provide critical information on any geographical area, local elders, clans, political and provincial dynamics long before staff move into an area. Where necessary, movement plans may be adjusted to ensure safety and security of the staff/team and project outcomes.
- Staff are selected based on their extensive geographical and cultural knowledge of the areas and people we work with on different projects, to permit communication with local contacts and grass-roots networks.

Please take note of CTG’s SafeTrip® matrix:

<table>
<thead>
<tr>
<th>Risk level</th>
<th>Minimum submission time ahead of travel</th>
<th>Prior risk assessment</th>
<th>Movement briefing required?</th>
<th>‘Buddy’ check-in</th>
<th>Security Tracking (active or passive)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low</td>
<td>24 hours</td>
<td>Yes, by CTG FSO only</td>
<td>Not required</td>
<td>Not required</td>
<td>Passive. Consultant to alert CTG security as needed</td>
</tr>
<tr>
<td>Medium</td>
<td>48 hours</td>
<td>Yes, CTG FSO consults key sources</td>
<td>Not required</td>
<td>Inform Buddy of movements. Safe arrival check in</td>
<td>Passive tracking, the Consultant must check in with CTG FSO at beginning and end of trip</td>
</tr>
<tr>
<td>High</td>
<td>72 hours</td>
<td>Yes, maximum sources</td>
<td>Yes, phone or face to face if possible</td>
<td>Inform Buddy of full movements and buddy to actively check in hourly.</td>
<td>Active, FSO to check in with Consultant every 30 mins via phone, whatsapp, viber, as available and appropriate</td>
</tr>
</tbody>
</table>

Photo: Iain Statham
Our Field Security Officers are in constant liaison with our operations and security management globally and provide staff with updates on local security situations as well as any amendments to risk mitigation methodologies.

The Field Security Officer should always be the first point of contact for any security concern and will lead on any serious crisis, evacuation and headcount reporting.

SAFETY ON THE GROUND

CTG has experience in 25 fragile and conflict-affected countries. We are here to support our teams.

FIELD SECURITY OFFICERS

According to the requirement, staff have access to additional equipment including: personal protective equipment, satellite telephones etc. Staff travelling in a secure convoy will receive a movement brief in conjunction with the service provider.

SECURITY SERVICES

CTG uses a range of security providers where required. Providers are vetted and operate in accordance with all applicable global security standards. Facilitation of comprehensive security services will be in accordance with prevailing security situations.

SECURE ACCOMMODATION AND FACILITIES

Secure living and work accommodation, such as Chelsea Village in the secure zone of Mogadishu (MIA), can be procured. Chelsea Village guests stay in high-end container rooms; the comfortable camp is fully secure with bunker, access to 24/7 armed security and welfare facilities such as gym and other recreational areas.
RESPOND

ACTION IN TIMES OF CRISIS

Our experienced crisis management team responds quickly in the case of an emergency.

EMERGENCY RESPONSE

Country relevant Standard Operating Procedures are in place to manage a full evacuation of staff, should the need arise. In the event of a serious crisis, a Crisis Management Team will be mobilised and identified through the Field Security Officers and pre-identified Wardens. Examples of such events might be:

- Political Evacuation
- Death or serious injury
- Disaster affecting the team’s ability to function
- Mass casualties
- Communications failure
- Major fraud
- Kidnap
- Imprisonment
- Compensation claim against the organization arising out of a security incident
- Any incident which has generated or is likely to generate media interest

Case Study | Road Accident Afghanistan

“Three CTG consultants were travelling from Kabul to Bamyan by road. The accident involved the car veering off the road and the passengers, who were all injured, were unable to leave the vehicle. They contacted their local Field Security Officer who arranged for the team to be transferred safely to a hospital. Both head office and CTG’s insurance company were notified swiftly. Since the closest hospital in Bamyan didn’t fit CTG’s required standard as a medical facility, the patients were air lifted to Blossom Hospital in Kabul where they spent 10 days recuperating until they had fully recovered. The outcome was positive thanks to the speed at which action was taken, and the focus on getting the injured the best possible medical response.”

In case of an emergency call CTG Global Response, a dedicated 24/7 helpline run by an experienced crisis management team. *This number is on all CTG ID cards, accessible via the Duty of Care app and our website. Staff will also find a local emergency number on their ID card.

CTG GLOBAL RESPONSE

+356 277 80016
PUT YOUR SAFETY FIRST

While CTG does everything in its power to keep staff safe, it’s essential staff also act responsibly while undergoing their duties. Here are our top security tips:

1. Download the CTG Duty of Care app. (search for CTG DOC)
2. Always carry your CTG ID card with you
3. Respect CTG’s Safety & Security Procedures
4. Adhere to our SafeTrip® process
WHAT CTG EXPECTS FROM STAFF

As a business, we hold ourselves to the highest ethical standards and expect the same when it comes to the conduct of our staff. Behaving responsibly and with respect will contribute to staff safety.

“CTG expects all staff to be courteous, fair and honest in their dealings. We will not tolerate fraud, corruption, abuse, bullying, violence, exploitation (sexual or other), discrimination, harassment, forced labour, slavery or any other disparagement of stakeholders or clients or behaviour by any person which is unfair towards or with respect to any other person or group.”

“A zero-tolerance approach is taken for any threats of, or actual, violence, sexual exploitation, abuse, verbal or psychological harassment, or corruption.”

– From CTG’s Code of Conduct

We ask that all staff familiarise themselves with our Code of Conduct found on our website.

ANTI-CORRUPTION

In many of the environments in which CTG operates, fraud, bribery and corruption are an endemic part of the milieu. Despite this, it is paramount that neither our company nor any of our staff become involved in bribery or corruption in any form.

BLOW THE WHISTLE!

CTG’s Duty of Care extends to protection from abuse or harassment of any sort. It is our policy to ensure that there is an open and safe environment in which staff can report any suspicions of misconduct or wrongdoing confidentially. All whistleblowers are protected against retaliation for reporting or providing information.

If you have been subjected to or have witnessed unethical behaviour, harassment or wrongdoing, it is your duty to report it – raise your concerns immediately to ethics@ctg.org.
A CLICK AWAY

1. Download the app. Search for CTG DOC (Duty of Care) or click on the icons below:
   - App Store
   - Google play

2. Once downloaded, click on the SIGN UP button.

3. On the sign up page, staff fill out their correct details as recorded by CTG. For 'policy number', staff should insert their CTG Staff ID Number. This can be found online on MyCTG, on their CTG ID card or provided by their Account Manager.

4. For accurate security updates, staff should allow the app to access location in the app's settings. This also needs to be enabled on the smartphone.

To find out more about the app, visit the Staff Safety page on the CTG website.

For queries about the app, contact helpdesk@ctg.org

Global 24/7 Emergency Response
📞 +356 277 80016

Committed to Good
IMPORTANT INFORMATION

Global 24/7 Emergency Response: +356 277 80016
For Claims: claims@ctg.org
For Whistleblowing: ethics@ctg.org

We encourage all staff to familiarise themselves with the local response contact emergency number. This will be included on their CTG ID card.

www.ctg.org