

SECURITY MANAGEMENT PLAN

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INTRODUCTION

ChildFund Vietnam Security Management Plan (SMP) is developed in pursuance to ChildFund Australia's *Security and Safety Policy*, ChildFund Vietnam's *First Aid & Emergency Policy (Ref No.3.2.04)*, with reference with DFAT (Australia's Department of Foreign Affairs and Trade)'s guidelines on travel advisory security classification in order to ensure our best preparation and supports to staff's right of withdrawing from insecure or dangerous situations.

Our SMP has two primary goals: to reduce the likelihood that ChildFund Vietnam (hereafter referred as ChildFund) staff will experience any threat, hazard, disaster related to their safety and security; and to mitigate the impact of those that occur. The "best" security management is when we are so well prepared for the disaster that it never happens. Potential for disaster can be reduced by identifying and correcting hazardous conditions and by encouraging staff alertness in detecting and reporting problems.

The main sections of the SMP include analysis of all the potential threats, hazards and disasters that our staff may suffer while working and travelling for ChildFund's business and will outline our security strategy (for example acceptance, deterrence and protective) and action plan for coping with the risk when it occurs. There is also a process of how to evaluate and improve the plan to ensure that our SMP continues to improve over time.

This SMP is also developed based on *the data and information in the public report of the safety and security in Vietnam, Hanoi and at our program provinces Hoa Binh, Bac Kan, Cao Bang and from our staff's feedback in the Survey of Staff Safety & Security Risk Assessment*. The Organisational Operations Manager, acting as the Security Focal Point (SFP) of ChildFund Vietnam leads the SMP development process, ensuring all staff members' have adequate opportunity to participate in the process.

DEFINITION

- **Security Threat:** a potential hazard. A threat does not actually exist as a real event or object. It's not an actual danger. It's only a potential danger but it's still very important;
- **Risk:** a probability or threat of damage, injury, liability, loss, or any other negative occurrence that is caused by external or internal vulnerabilities, and that may be avoided through preemptive action;
- **Security Hazard:** When a security threat turns into reality, it becomes a hazard. When a security threat is actualized or becomes real, it becomes a security hazard. However, at this point, people have not yet been harmed. While people may have been exposed to a hazard, it's only a potential disaster, not an actual disaster;
- **Security Disaster:** When people actually come into direct contact with a hazard, you've got a real security disaster. You've got a situation in which people have experienced serious misery and suffering, or loss of life.

SCOPE

The SMP applies to all ChildFund Vietnam employees and our visitors.

The SMP should be used as a reference document by all staff to ensure that every management decision is made in consideration of how to minimise the threats and vulnerabilities facing ChildFund and individual staff members, enhancing the organisation's capacity for the best human safety and security.

EXCLUSIONS

Nil.

RESPONSIBILITIES

The Office Manager (OM) is the Security Focal Point (SFP) for staff in country, while the Organisational Operations Manager (OOM) acts as the SFP for Vietnam to other countries. At the Area Development Office (ADO), the local admin staff and Provincial Managers are the first people that staff should consult with on any security issues and report to for any incidents when it happens.

The management or Management Coordination Team (MCT), including the Country Director (CD), all Departmental Heads and Provincial Managers, are responsible and accountable for implementing this SMP.

All ChildFund staff and volunteers are required to comply with the instructions and Security Operational Plans (SOPs) described in this documentation.

ChildFund's Security Management Plan will be reviewed annually, initiated and coordinated by the Organisational Operations Manager.

QUESTIONS AND CONTACTS

Staff members who have questions or concerns or require further information in relation to this Plan should contact their supervisor, or the Office Manager, a member of the Human Resources team or their Country Director.

CONTEXT ANALYSIS

Crime

Vietnam is a relatively safe country for visitors, including women travelling alone. The majority of crime is pick-pocketing and other petty crimes. Crimes of opportunity are much more common, especially in crowded or tourist-oriented areas. Petty theft, purse snatching, and pick pocketing are most common in the areas. Violent crimes such as armed robbery, kidnappings, and murder still occur but rare for Westerners or tourists.

Some organised criminal elements do exist and usually concentrate their activities in the manufacture and distribution of drugs and counterfeit goods and extortion against businesses. Political demonstrations are uncommon, and the threat from civil unrest in the cities is generally minimal. Drug use, which contributes significantly to the crime rate, is an increasing problem, particularly the increasing use of methamphetamine and intravenous drugs.

Police are often under-funded and lack training in a number of areas. While the overall situation is gradually improving, some police have been openly solicitous of compensation, ostensibly to support local police efforts or to facilitate an investigation of a crime.

Travel & Road Safety

Travel is restricted near military installations and some areas of Vietnam are fairly inaccessible. Traffic accidents tend to attract a large crowd. If you are involved in a traffic accident you could face criminal charges and you may need to pay compensation to the injured person even if the injuries are minor and regardless of fault.

Road traffic injuries are among the leading causes of mortality in Vietnam. At its current stage of development, Vietnam has a blend of road users which typically consists of pedestrians, bicycles, motorcycles, trucks, minibuses, buses and cars with over 8000 annual deaths. A huge number of traffic accidents happen in rural and mountainous areas and overloaded trucks on many roads and highways.

Political situation

The political situation is stable, with no specific threat to development workers. Vietnam is not known to harbor any regional, international, or transnational terrorist groups. Recently Vietnam is involved in territorial disputes with China in the South China Sea, most notably over the Spratly and Parcel Islands. Tensions reached a new high in May 2014 which resulted in a two month stand-off between opposing naval forces, and small scale skirmishes between vessels. Tension came to a head in August, when a Vietnamese envoy to Beijing successfully ended the stand-off. Relations remain fraught however, and Vietnam becomes more vigilant and invests more in strengthening its defense force and setting up several military restricted areas in the provinces near Chinese boundaries, including Bac Kan and Cao Bang provinces where ChildFund has project activities.

Medical situation

While life in Vietnam is generally safe, there are various widespread infectious diseases and health threats. Hepatitis A and B are a big problem, especially in the countryside, where hygiene standards may not always be on par with those in the cities. Typhoid fever, dengue fever and malaria are also still extremely common.

Many Vietnamese people also have to deal with the effects of the biological warfare waged during the Vietnam War. The biological weapon Agent Orange was widely used and did not only ravage much of the country's agriculture, but it also corrupted the landscape, thus impacting the food chain and ultimately the human body.

In May, 2014 the World Bank approved a USD 106 million credit to help improve the quality of the healthcare system in Vietnam. However, the Vietnamese government still only invests a small percentage of its GDP in healthcare. Most of the Vietnamese population have to pay for health services themselves, especially if they visit private clinics, the majority of which are better equipped than public facilities.

Quality medical care is often not readily available in smaller towns and villages. Local hospitals and doctor's practices are often not up to modern standards. It's not difficult to find a doctor or a hospital in Hanoi, Ho Chi Minh City or any other big city in Vietnam.

Natural Disaster

Vietnam's geographic position and topographic condition form special characteristics resulting in serious and diversified disasters. Natural disasters occur almost every year in Vietnam. There are typical disasters in each season and particular characteristics in each region. Vietnam suffers from many kinds of disasters, such as: flood, storm, tropical depression, storm surge, inundation, whirlwind, flash flood, river bank and coastline erosion, hail rain, drought, landslide and forest fire. Over the last 10 years, natural disasters such as typhoons, floods and droughts have caused substantial losses, including thousands of missing and dead people, and asset damage. Natural disasters in Vietnam have been increasingly severe in terms of magnitude, frequency and volatility.

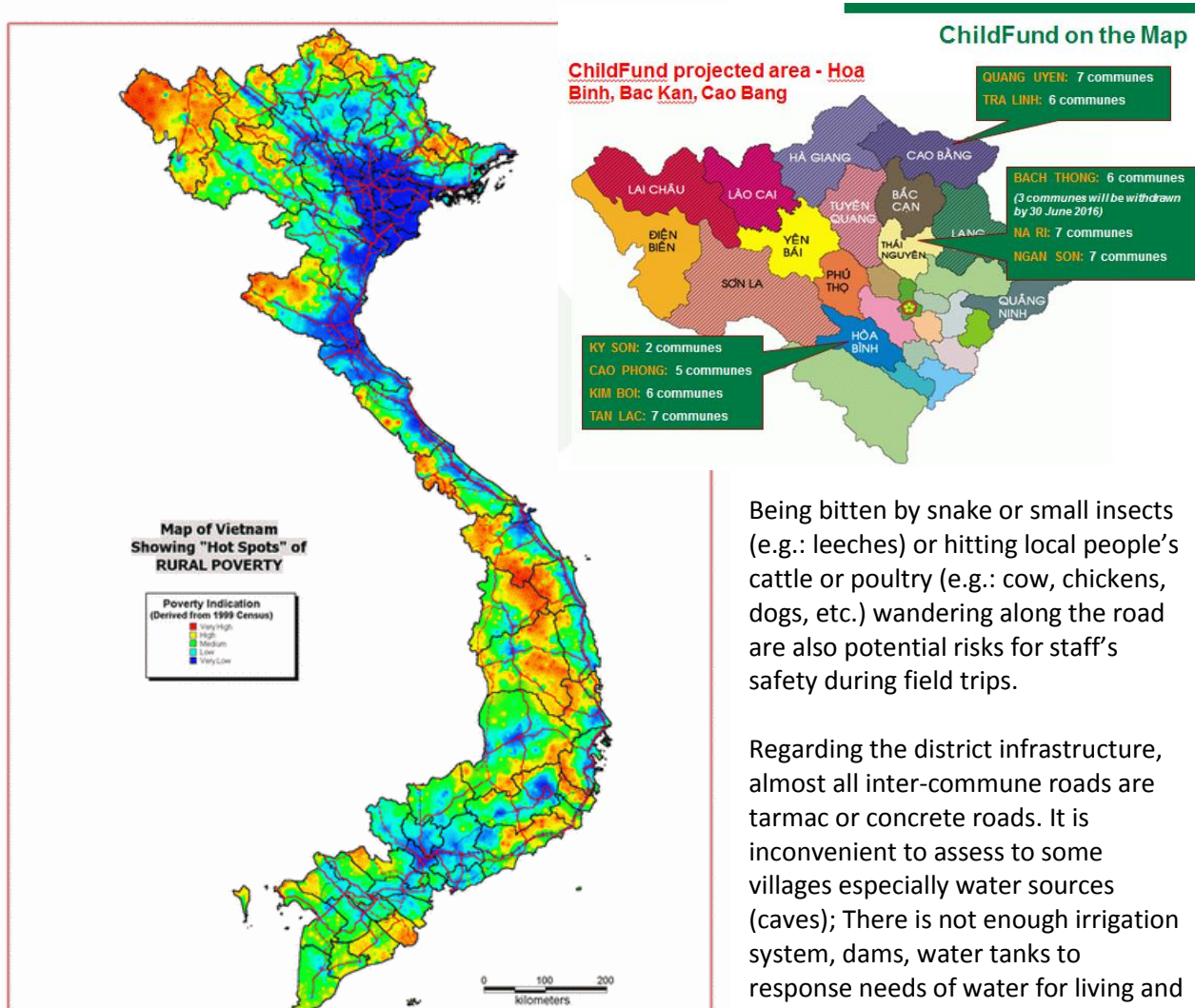
Human Safety in the area where ChildFund works

In Hanoi the two most dangerous activities are crossing the street and driving/riding in traffic. The road system is underdeveloped, and traffic rules are widely ignored. The lack of open sidewalks and adequate traffic controls creates a precarious situation for all pedestrians and motorists.

For ChildFund’s program provinces Hoa Binh, Bac Kan, Cao Bang, there are no special concerns about the security around the office location in the province town. However people still need to be cautious of their personal safety. There are growing numbers of people with drug dependencies and reports of burglaries near some offices.

It’s around 80 km from Hanoi to Hoa Binh province town where ChildFund office is located, then on average 30-60 km more from the town to ChildFund project sites; for Bac Kan it’s around 160 km from Hanoi and averagely 50 km from Bac Kan town to ChildFund project sites; around 270 km from Hanoi to Cao Bang province and on average 40 km more from the town to ChildFund projected communes.

The road from the province capital to ChildFund project sites is quite rough in dry season and slippery in raining season. It has lots of curves which makes it difficult to see, especially in dense fog in the early morning and late afternoon in winter, easily causing vehicle accidents. There are sometimes robbery, accidents caused by being robbed while driving the motorbike on remote roads. Recently people became more cautious, knowing how to protect themselves better, and the local authority have been strengthening the security system and incidents of robbery have significantly decreased. However travelling alone by motorbike at late evening or early morning is still risky for staff’s safety.



Being bitten by snake or small insects (e.g.: leeches) or hitting local people’s cattle or poultry (e.g.: cow, chickens, dogs, etc.) wandering along the road are also potential risks for staff’s safety during field trips.

Regarding the district infrastructure, almost all inter-commune roads are tarmac or concrete roads. It is inconvenient to assess to some villages especially water sources (caves); There is not enough irrigation system, dams, water tanks to response needs of water for living and production; There are commune

offices, schools and health centre in each communes in case of floods or inundation.

The villagers' main occupations are corn and rice plantation, livestock (cows, buffaloes, pigs, chickens, horses). Some villagers do not have technical experience in building and construction standards, agricultural preservation. Their accommodation, houses and agricultural areas are at risk from disasters. They also lack of knowledge in environmental protection, disease and injury prevention.

The safe areas where the villagers can escape to when risks happen are commune offices, schools, health centre in every commune.

RISK ASSESSMENT

Our record of staff's incidents in the recent years and the latest survey on staff's security help to identify the following major threats and hazards:

1. **Travel & Road safety:** including robbery risk and traffic accidents
2. **Health safety & emergency:** including diseases, epidemic and medical response
3. **Natural disaster:** including typical disasters for the area where ChildFund works such as flood, storm, tropical depression, drought and landslide

Travel & Road Safety

In big cities, the density of motorbikes and cars, lack of adherence to road rules and the impatient crowd make it very chaotic. Many side walks have been transformed into giant motorcycle parking lots, forcing pedestrians into the streets. Pedestrians sometimes cross the street without following the green light for them. When travelling to and from work, ChildFund staff working in Hanoi are at risk of being hit by another vehicle.

The traffic at provinces and smaller towns as Hoa Binh, Bac Kan and Cao Bang is more peaceful. However lots of traffic accidents happen in rural and mountainous areas where there are overloaded trucks – a potential threat to our staff's safety when they are going to the field by motorbikes. The roads to the project site in the mountainous areas are normally very rough, curved and narrow. Lots of vans and trucks travel in these roads to carry commercial goods to and from the border. Riding the motorbike with moderate speed, in good weather, can increase our staff's safety and reduce risk. But travelling in bad weather such as on or after a heavy raining day or after a storm, landslide where the road becomes very slippery or may be partly ruined, would put our staff at high risk. Other potential risk is being robbed when travelling by motorbike on the isolated road in early morning or late evening.

There are few motorbike garages in the remote roads, so when a motorbike breaks down, staff need to repair the motorbike by themselves or walk along with the motorbike to the nearest auto repair shop. Sometimes the walk can take more than 30 minutes in such remote road, which is a potential hazard to staff.

The long distance from the town where staff are living to the field is also hard for pregnant female staff to travel, especially for the last three months of the pregnancy. Staying overnight at the project site to ensure staff's safety is also a challenge for staff who have small babies (under 3-year-old age).

Generally staff should avoid crowd, especially the unauthorised gatherings or uncontrolled crowds at all circumstances.

Health Safety & Emergency

Major infectious diseases in Vietnam are bacterial diarrhoea, hepatitis A, B, typhoid fever, dengue fever, malaria, and Japanese encephalitis. People can get diarrhoea, typhoid, and hepatitis A through contaminated food or water in Vietnam, regardless of where you are eating or staying or have hepatitis

B through sexual contact, contaminated needles, and blood products or malaria from being bitten by mosquito, especially in the rural areas. Other diseases that can become epidemics easily at the community are virus fever, eyesore, bird flu, etc. Besides, the toilet in the rural area of Vietnam lacks basis hygiene requirements which is also a reason giving diarrhea to travelers.

Natural disaster

Natural disasters such as landslides, flash floods, droughts and forest fires have become more unpredictable in recent years in the mountainous area of Vietnam. The northern mountainous areas as Bac Kan and Cao Bang have been experiencing unusual frost and icy weather in recent years. Travelling to the field or working at the project sites when the disaster happens is extremely hazardous to our staff members. The frequent heavy rain, strong wind, frost, storms, floods, landslides, etc. happening in the rainy season or winter also make it difficult for staff to travel by motorbike and affect their safety of employees.

To staff working in the high sky building in Hanoi, being stuck in a fire or earthquake is a threat though it rarely happens.

SECURITY STRATEGY

ChildFund recognises that our staff safety and security can be ensured only when we have a protection and empowerment framework where people are central; staff have comprehensive awareness, understand the context specifically and are threat prevention-oriented to reduce the likelihood of risks and hazards.

People-centered System & Mechanism

The system and mechanism for staff safety and security need to consider a broad range of conditions and decisions below which our staff can be put in risky situations and seriously threatened. This includes the advancement of working environment, facilities, institutional and cultural systems together giving people all conditions and information that help protect them, minimise their threat likelihood and make them feel secured when working for ChildFund.

When designing or planning any program or activities, regardless it's for long term or short term, ChildFund will need to analyse all factors associated with staff security and look at the root causes of the potential threat to identify possible needs of the structural, procedural or behavioural changes that are needed to help mitigate the impact, and, where possible, prevent the occurrence of current and future threats.

Staff's Comprehensive Awareness & Good On-boarding

Good understanding of which and where threats can exist, how they can negatively affect, harm or damage a human life both physically and mentally will help staff to take action to avoid risks situation and be able to manage security issues when they arise.

It should be a compulsory part of ChildFund's On-boarding program to introduce new staff to the security management plan and related standard operational procedures. Specific stories, experiences, lesson learns or best practice will be included in staff's periodical meetings to reinforce staff's awareness and understanding about the possible new threats and enhance their preventing and self-protecting ability.

Protection and Empowerment

ChildFund creates procedures and stipulations for staff to strictly observe in order to protect themselves, at the same time giving them an environment to enable them to be active at responding a particular threat. By combining top-down norms and processes, including the establishment of early-warning mechanisms, good governance protection instruments, with a bottom-up focus in which participatory processes highlight individuals' roles in defining and implementing their essential freedoms and responsibilities in their own safety and security, we can improve and strengthen our organisational capacities in implementing, reviewing and renovating our security management plan.

Standard Operating Procedures (SOPs) are to be developed for different group of threats and circumstances, including but not limited to Evacuation Plan, specified Roles and Responsibilities of people to implement the plan and related reporting formats with useful information and contacts as well.

STANDARD OPERATING PROCEDURES

Safe and Secured Office and Facilities

1. All ChildFund office and guesthouses, hotels rendered for travelling staff or guests must be assessed for potential security risks (e.g.: must have sufficient lighting, good locks for all doors and outer perimeters, etc.);
2. All ChildFund offices should employ reliable security services;
3. Emergency telephone numbers and procedures should be prominently displayed at each office.
4. Emergency exit instructions should be clearly displayed in all offices;
5. A well-stocked first aid kit should be accessible and maintained in each office.

Staff's knowledge and awareness about safety & security

1. The Office Manager (OM) should have an updated list and a copy of all passport and ID card information of all staff and visitors;
2. All emergency information and procedures must be regularly updated by the OM and shared to all staff and visitors;
3. All staff should report any security incident immediately to the local administrative staff and Provincial Manager for ADO and to the OM or Hanoi, who will be responsible for reporting the incident to higher authorities for responses;
4. All new staff are briefed on the security and safety procedures during the On-boarding Program.
5. Any new risks identified should be discussed with staff through the Management Coordination Team (MCT);
6. All new international staff and their dependents are to be registered in accordance with Vietnam's relevant laws and stipulations;
7. All staff will receive an Emergency Card which they must bring along at all times when travelling for ChildFund's work;
8. All staff must have a copy of emergency contact lists updated and provided by the local admin staff.

Travel Safety

Travel within the district/province/city and inter city or provincial travel, staff should follow the travel policy and procedures to ensure their best safety. Staff (with the exception of the ChildFund driver) are not permitted to drive the ChildFund car or rented cars under any circumstances.

Staff's Work Planning and Required Behaviour

- When planning field visits, staff should make every effort to depart the locality no earlier than 7.00am and arrive back by 7.00 pm at Hanoi or by 6.00 pm to the field office, in order to: minimise overtime hours; ensure that work-related activities happen during the bulk of the work-day; ensure the work-life balance and safety of the driver and staff;
- Always follow weather forecast, not plan travel if there is a forecast about bad weather on that day;
- Before traveling, check the motorbike to ensure it's in good condition, safe and has sufficient items such as helmet, first aid kit, raincoat and motorbike repairing tool kit;
- Taxi or ChildFund car can be used in the following circumstances, with good judgement of the price, effectiveness and safety: a) staff have to carry the heavy/bulky items such as a PC set, heavy luggages for a long journey, etc.; b) staff travel under the severe weather conditions such as heavy rain, storm, late afternoon, etc.; c) Finance staff go to the bank for withdrawing cash;
- Never travel to the field by motorbike in bad weather such as in or after heavy raining, storm, in cold and freezing day (under 10°C) or hot and when temperature is above 39°C, etc. If the working plan cannot be cancelled or the trip is for emergency cases, a taxi or car should be hired with prior consultation with the Provincial Manager and relevant parties;
- Responsible staff should follow the periodical maintenance strictly for the motorbike they take in charge of and always have the motorbike checked before any trip to the field. Motorbikes should be always in good quality, suitable for work requirements;
- Remember to bring along the phone list of rescue;
- Staff are encouraged to travel to the field by public vehicle such as bus and use motorbike only for travelling at the project sites;
- Never ask the driver to drive in late evening, except in rare cases with reasonable justifications, so as to ensure security for both parties;
- Be respectful to the driver and of the vehicle (e.g. be aware of the extent to which the driver drives per day, do not litter in the car, do not unnecessarily question the driver's decisions concerning operation of the vehicle) to avoid any potential conflict while travelling;
- Wear the seat belts and/or shoulder harnesses while the vehicle is being operated.

Supporting tools

There are medical boxes and fire extinguishers (accompanying with gloves and masks) located in each ChildFund office and one first aid kit located in every ChildFund car. There are also two first aid kits available for Hanoi staff traveling to the field in hired cars. A small first aid kit is also equipped for every ChildFund motorbike at the ADOs. These medical boxes and kits are to ensure the safety of the staff and visitors to ChildFund offices. Each employee must know where their medical box and fire extinguisher are located.

ChildFund also provides all field staff with good quality raincoat, helmet, and plastic boots. Every ChildFund motorbike used at the field is equipped with a small repair kit. The repair kit can help staff with small and simple fixes such as sealing tires, for short travel until a motorbike garage can be found.

It is the local administrative staff's responsibility to check the office first aid kit at least quarterly and replenish any item which has been used or has expired. The driver is in charge of monitoring and restocking the ChildFund vehicle's first aid kit and the additional medical kits available for staff traveling to the field in hired cars. All ADO staff need to check the small first aid and repairing kit equipped for the motorbike regularly to ensure the kits' items are sufficient and have not expired. The HR Officer is in charge of organising first aid trainings.

Local law compliance

All travellers, both Vietnam staff and visitors should strictly comply with Vietnam's Traffic Law, such as to respect the legal stipulated vehicle speed, to wearing helmets while travelling by motorbike, to not drive after drinking alcohol, etc.

Traffic accidents

If you, or the vehicle you are travelling in is involved in an accident the following response should be followed:

1. Remain calm. Ensure not to do anything to add to tension at the scene of the accident;
2. Assist in the immediate treatment of any injured people according to their needs. This may involve moving them to the nearest treatment centre or calling an ambulance (staff must ensure they have relevant contacts in their mobile phones);
3. Report the accident to the local admin staff and the OM (in Hanoi) or the relevant Provincial Manager. It is their responsibility to provide assistance (if required) at the scene of the accident and contact the insurance company;
4. Notify the local police (**113**) and keep the vehicles to remain in place until the police arrives;
5. If it is a minor accident, try to settle the matter on the spot. The OM or the OOM with consultation with the MCT and CD will negotiate on behalf of ChildFund once they arrive on the scene. In any instance international staff should allow local staff to negotiate on behalf of ChildFund;
6. A written report of the accident must be submitted to the CD (Ccing the OM and OOM), following the accident;
7. In the case where blame is apportioned to an international staff member by the police, make sure you alert the CD and your embassy. The MCT is responsible for handling this case afterward.

Health Safety & Response

Besides the compulsory Medical Insurance contribution for staff according to Vietnam's Labour Code, Social and Health Insurance Laws, ChildFund provides staff with an extra package of Health Care Insurance and annual health check ups.

Flu and Hepatitis B are very common and easily contracted in Vietnam, ChildFund encourages all staff to take VaxiGrip (the seasonal influenza vaccination recommended by International SOS) annually before the winter and to have sufficient shots of Hepatitis B to protect themselves.

For all field trips that require accommodation and food served at the locality, the local administrative staff should recommend the good places for food and guests security. The place should also have a hygienic toilet or bathroom. Toilet paper and dry hand washing gel should be brought along in all trips, either by car or motorbike. Mineral water bottle are advised to be used all the time when you travel to the areas affected by the Agent Orange.

When any epidemics occur, staff should follow management guidelines for staff's preparedness against the epidemics.

All staff must know the location of their office first aid kits, and must also be aware of office staff that are certified in first aid.

Response to Injury & Poisoning

In case of minor injury or illness, trained personnel should provide First Aid care. Only trained personnel should provide First Aid and CPR using only sterile First Aid materials. If a serious injury or illness occurs on the office, *immediately dial the national emergency help number (115) and give your name, description of the victim's injury/illness, and the location of the victim.* Before the emergency service arrive, follow these steps:

1. Keep the victim still and comfortable. DO NOT move the victim;
2. Ask the victim, "Are you okay?" and "What is wrong?";
3. Check breathing and give artificial respiration if necessary;
4. Control serious bleeding by direct pressure to the wound;
5. Continue to assist the victim until help arrives;
6. Question any witness(es) and give all information to the paramedics.

Injury by sharp objects

For small objects:

1. Clean the injury with antiseptic solution or other cleaning products
2. Use sterilized gloves and tweezers to remove objects in the skin (if any), and then clean the injury with antiseptic solution.
3. Dress the injury in breathable and absorbable bandages.
4. If the injury is directly on the blood vessel, press on the vessel above the bleeding position to stop the bleeding and take the victim to the nearest health center.

For large and deep objects:

If the object is large or deeply embedded in the skin or muscle, removing it may cause additional damage. It may also cause the person to bleed severely. Call emergency responders or an ambulance for severe injuries such as:

- Gunshot wounds;
- Knife wounds;
- Construction accidents;
- Any penetrating injury;
- Injuries from metal or glass caused by a car accident;
- Injuries to an eye;
- Injuries that are deep and dirty.

Injury by fall

1. For trauma on a bruise/swelling: Cover the injury with ice or a towel soaked with cool water. If the injury hurts when in motion, check for possible sprain or bone fracture;
2. If injury is a sprain: Remove any clothes or shoes, like shoes or stockings, lift the injured joint to a more comfortable position, and cover the injury with a cool towel or ice;
3. For bone fractures or dislocations: Phone the nearest health center for assistance.

Injury by electric shock

1. Unplug the flow of electricity or close the main electric circuit. If the circuit cannot be closed, pull the electric line away from the victim. By standing on a piece of wood, a ream of papers or wearing dry rubber shoes, use a dry bar of wood or a broomstick to pull the electric line away from the victim;
2. Apply first aid for burns (if any);
3. In the victim is unconsciousness, ask others for help, use mouth-to-mouth resuscitation if victim is unconscious, then take the victim to the nearest health center.

Poisoning

1. Poisoning can occur within digestive or respiratory system. Some poison symptoms: high temperature, nausea, vomiting, and dizziness;
2. If poisoning is minor (such as light vomiting), aid the victim and give him/her pure water;
3. If poisoning is moderate, severe, or of an unknown source, check the scene and the person; try to find out what poison was taken. Look for any containers and take them with you to the phone and call the medical service for further instructions.

Response to Fire/Explosion

If you have been trained and it is safe to do so, you can attempt to put out a fire with a portable fire extinguisher. Attempt to extinguish only small fires, and make sure you have a clear escape path. If you have not been trained to use a fire extinguisher, you must evacuate the area. For larger fires, follow the below protocol:

- Alert people in the immediate area of the fire, and evacuate the room;
- Confine the fire by closing doors as you leave the room;
- Activate a fire alarm by pulling on an alarm box;
- Switch off the electric breaker;
- Call the guard of the building or use an emergency phone for fire/explosion (**114**) to report the location and size of the fire. Always call from a safe location;
- Evacuate the building. Do not use elevators to evacuate unless directed to do so by emergency responders.

Do not hesitate to activate a fire alarm if you discover smoke or fire and evacuate the building at once using the nearest exit entrance. Any fire occurrences within ChildFund's office or building must be reported to the guard team of the house or building or to ChildFund's OOM.

Injury by burns/fires/explosion:

- If clothing is on fire: Drop to the ground or floor, and roll to smother flames. If available, smother flames using a fire blanket and drench with cool water;
- Quickly remove (by cutting) clothes and items on the burn victim's injury and skin;
- Move the victim near a water source to clean the burn or soak into cool water as soon as possible for 20 minutes to reduce the temperature on burned area;
- Transport the victim to a health center if in question of severity of burn.

Response to Utility Failure

In the event of a major utility failure during regular business hours:

1. Immediately notify the Office Manager or OOM;
2. If there is potential danger to building occupants notify the building guard;
3. Evacuate the building immediately, walk to the nearest marked exit, and ask others to do the same;
4. If requested, assist the emergency crew as necessary.

For other specific kind of utility failure:

- *Electrical and Electronic Equipment:* The staff is asked to turn off as much computer equipment as possible to prevent damage to equipment when power is restored;
- *Elevator Failure:* If you are trapped in an elevator, use the Emergency Phone to notify the guard of the building. If the elevator does not have an Emergency Phone, turn on the emergency alarm (located on the front panel) to signal for help;
- *Plumbing Failure/Flooding:* Cease using all electrical equipment. Notify the Office Manager, and if necessary, vacate the area;

- **Gas Leak:** Cease all operations. DO NOT switch on lights or any electrical equipment. Remember that electrical arcing can trigger an explosion. Notify the Office Manager;
- **Air Conditioning and Ventilation:** If smoke or odours are emitting from the ventilation system, notify the Office Manager. If necessary, vacate the area.

Response to Earthquake

Wherever you are when an earthquake starts, take cover immediately. Move a few steps to a nearby safe place if need be. Stay there until the shaking stops.

During an earthquake

Stay calm if you are indoors; stay out if you are out of buildings. Many injuries occur as people enter or leave the buildings.

- **Indoors:** Drop, cover, and hold on. **Drop** to the floor under heavy furniture such as a table, desk, bed or any solid furniture and hold on to it firmly. **Cover** your head and torso to prevent being hit by falling objects; **Hold on** to the object that you are under so that you remain covered; Be prepared to move with it until the shaking stops. If you are not near a desk or table, drop to the floor against the interior wall and protect your head and neck with your arms. Avoid exterior walls, windows, hanging objects, mirrors, tall furniture, large appliances, and kitchen cabinets with heavy objects or glass. Do not go outside!
- **In bed:** If you are in bed, hold on and stay there, protecting your head with a pillow. You are less likely to be injured staying where you are. Broken glass on the floor has caused injury to those who have rolled to the floor or tried to get to doorways.
- **In a wheelchair:** Lock the wheels once you are in a safe position. If unable to move quickly, stay where you are. Cover your head and neck with your arms.
- **Outdoors:** stay in the open place or move to a clear area if you can safely do so; keep away from overhead electric wires and bridges, avoid trees, signs, buildings, vehicles, and other hazards.
- **Driving:** If you are in a moving vehicle, pull over to the side of the road, stop, and set the parking brake. Avoid overpasses, bridges, power lines, signs and other hazards. Stay inside the vehicle until the shaking is over. If a power line falls on the car, stay inside until a trained person removes the wire.
- **In a high rise building:** stay away from windows, outside doors and other hazards, stand against a support column. Drop, cover, and hold on. Do not use elevators. Do not be surprised if sprinkler systems or fire alarms activate.
- **In a stadium or theater:** Stay at your seat and protect your head and neck with your arms. Don't try to leave until the shaking is over. Then walk out slowly watching for anything that could fall in the aftershocks.
- **Below a dam:** Dams can fail during a major earthquake. Catastrophic failure is unlikely, but if you live downstream from a dam, you should know flood-zone information and have prepared an evacuation plan.

After an earthquake

- Check yourself and nearby people for injury, provide first aid;
- Check electric and gas connection;
- Stay out of damaged buildings.

Disaster & Emergency Response

Emergency Response

In extreme situations, curfew will be imposed by the Country Director. ChildFund offices are also subject to any curfews imposed by the local authorisation or Vietnam government. Curfews may vary by situation. Staff should inform the Organisational Operations Manager (OOM) if you believe a curfew may have been enforced by local or national authorities.

Emergency Management Committee (EMC)

In order to effectively monitor and respond to any potential disasters or crisis, ChildFund has an Emergency Management Committee for monitoring those situations once it happens in Vietnam. Please find below the EMC members. If a committee member is not available, the deputy (in brackets) will then become responsible for that position.

Role	Name	Mobile	Home
Team Leader and spokesperson	Deborah Leaver – Country Director (Nguyen Thi Bich Lien)	0946 950 255	NA
Duty of Care to Staff Coordinator	Nguyen Thi Bich Lien – OOM (Mai Thi Thuy Hao – Health Sector Manager)	0904 172 327	NA
Program Continuity Coordinator	Hanoi: Vuong Dinh Giap - Program Operations Manager (POM) Hoa Binh: Mai The Long - PM Bac Kan: Pham Van Vinh - PM Cao Bang: Nguyen Sang - PM (Deborah Leaver)	0904 569 274 0913 520 186 0912 951 253 0932 324 278	N/A
ChildFund Internal Liaison	Nguyen Thi Bich Lien – OOM (Sponsor Relations Manager – regarding SR, Provincial Managers regarding partners)	0904 172 327	04 626 05251
Logistics	Nguyen Thi Phuong Lien – Office Manager (OM) (Local Admin Staff)	0913 356 050	04 371 64823
Media Liaison	Nguyen Thi Kieu Trang – Communications Manager (Vuong Tuyet Nhung – Communications Officer)	0904 879 991	N/A

Disaster Recovery and Business Continuity plans

Disaster recovery and business continuity planning are processes that help organisations prepare for disruptive events - whether those events might include a hurricane or simply a power outage.

In the event of unexpected circumstances such as power failure, IT system crashes, natural disasters (flood, heavy storm) or epidemic (flu, cholera) that one or all of our offices has/have to close for a time, the following actions should be taken:

1. The Management Coordination Team (MCT) members will meet outside the office or conduct a teleconference to assess the situation and determine if operation can resume, or further action should be taken. The OOM will notify all other members details of the meeting;
2. Sectional and departmental heads will be expected to contact their staff and convey the appropriate instructions as determined by the MCT. Everyone should keep a copy of ChildFund’s Directory and their partners’ contact at home;
3. Staff may be asked to contact their partners via phone, fax or email;
4. Office email is available on the Web and can be accessed from a home computer:
<https://login.microsoftonline.com/login>;
5. The MCT will make an assessment of the situation and prepare a contingency plan;
6. Regular meetings will be conducted via teleconferencing among the MCT and other Managers until the office re-opens. Updates will be communicated during each regular teleconference.



7. The Sydney Office should be updated about the situation and included in planning meetings where appropriate;
8. The MCT shall authorise other Managers to announce to their staff and contact our partners about our operation resumption when the office opens back;
9. During the time of office closing, every staff member is encouraged to work from home if the power is available. They must register with their line manager the tasks that should be completed and report results to the line manager when the office re-opens. All staff are responsible to back up their own data. Staff should consult with the IT Coordinator to discuss how to best access resources stored on the server. Any access to the ChildFund’s server or software from home should be approved by the Country Director and the IT Coordinator. (Refer to Article 3.6 and Appendix 7.1.02 A1 of Data and Backup System Policy_ Ref No 7.1.02 for more details).

Emergency Card

All new staff and international visitors/ guests will receive a ChildFund emergency card from the Office Manager or an authorised person on the first day in ChildFund or on their arrival. In case of emergency, staff, international visitors/guests can contact the people named in the emergency card for immediate support.

1. *Receiving a card:* All staff should receive an Emergency Card from the Office Manager. New staff will receive this card during the on-boarding process. If a card is lost, it is the staff member’s responsibility to ask the Office Manager for a replacement Emergency Card. The Office Manager or her authorised person is responsible for distributing an Emergency Card to every international guest on their first day in Vietnam or as earlier as possible.
2. *Updating Information:* If the contact information of any staff member listed on the card changes he or she is responsible for alerting the Office Manager. The Office Manager will circulate the updated electronic copy of Emergency Cards to relevant staff before an official re-print is ordered. The Office Manager will also circulate the latest electronic Emergency Card to all staff on the quarterly basis.
3. *Card Supply:* The Office Manager is also responsible for alerting the Communications Officer/Manager when supplies diminish. The Communications Manager will coordinate ordering additional Emergency Cards.
4. *Guidelines:* All staff and international guests must adhere to the following:
 - Every staff member and international guest must keep his or her Emergency Card readily accessible (e.g. in a wallet or purse). The card is not useful if it is left at home, in the hotel or at work.
 - In an urgent situation all staff and international guests are free to contact any staff members listed on the card during regular working hours from 8:30am to 5:00pm Monday through Friday.
 - If an international guest needs immediate assistance outside working hours he or she should call relevant staff members listed on the card.

Here is a sample of the emergency card for staff:

<div style="text-align: center;">  EMERGENCY CARD </div> <p style="font-size: small;">Address: Level 2, 83A Ly Thuong Kiet Str., Hanoi Phone: (84 4) 3944 6449</p> <p>CONTACT LIST</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2" style="text-align: left;">HANOI</th> </tr> </thead> <tbody> <tr> <td style="font-size: x-small;">Deborah Leaver, Country Director</td> <td style="font-size: x-small;">(84) 0946 950255</td> </tr> <tr> <td style="font-size: x-small;">Vuong Dinh Giap, Program</td> <td style="font-size: x-small;">(84) 0904 865446</td> </tr> <tr> <td style="font-size: x-small;">Nguyen Thi Thai Ha, Sponsor Relations</td> <td style="font-size: x-small;">(84) 0989 980212</td> </tr> <tr> <td style="font-size: x-small;">Nguyen Kieu Trang, Communications</td> <td style="font-size: x-small;">(84) 0904 879991</td> </tr> <tr> <td style="font-size: x-small;">Nguyen Thi Bich Lien, Support Services</td> <td style="font-size: x-small;">(84) 0904 172327</td> </tr> </tbody> </table> <p style="font-size: x-small;">Your Host: <input style="width: 100%;" type="text"/></p>	HANOI		Deborah Leaver, Country Director	(84) 0946 950255	Vuong Dinh Giap, Program	(84) 0904 865446	Nguyen Thi Thai Ha, Sponsor Relations	(84) 0989 980212	Nguyen Kieu Trang, Communications	(84) 0904 879991	Nguyen Thi Bich Lien, Support Services	(84) 0904 172327	<div style="text-align: center;">  THẺ KHẨN CẤP </div> <p style="font-size: small;">Địa chỉ: Tầng 2, 83A Lý Thường Kiệt, Hà Nội Điện thoại: (04) 3944 6449</p> <p>DANH SÁCH LIÊN LẠC</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2" style="text-align: left;">HÀ NỘI</th> </tr> </thead> <tbody> <tr> <td style="font-size: x-small;">Deborah Leaver, Giám đốc</td> <td style="font-size: x-small;">(84) 0946 950255</td> </tr> <tr> <td style="font-size: x-small;">Vương Đình Giáp, Chương trình</td> <td style="font-size: x-small;">(84) 0904 865446</td> </tr> <tr> <td style="font-size: x-small;">Nguyễn Thị Thái Hà, Quan hệ Tài trợ</td> <td style="font-size: x-small;">(84) 0989 980212</td> </tr> <tr> <td style="font-size: x-small;">Nguyễn Thị Kiều Trang, Truyền thông</td> <td style="font-size: x-small;">(84) 0904 879991</td> </tr> <tr> <td style="font-size: x-small;">Nguyễn Thị Bích Liên, Hỗ trợ</td> <td style="font-size: x-small;">(84) 0904 172327</td> </tr> </tbody> </table> <p style="font-size: x-small;">Số điện thoại của anh/chị: <input style="width: 100%;" type="text"/></p>	HÀ NỘI		Deborah Leaver, Giám đốc	(84) 0946 950255	Vương Đình Giáp, Chương trình	(84) 0904 865446	Nguyễn Thị Thái Hà, Quan hệ Tài trợ	(84) 0989 980212	Nguyễn Thị Kiều Trang, Truyền thông	(84) 0904 879991	Nguyễn Thị Bích Liên, Hỗ trợ	(84) 0904 172327
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The Office Manager or the Administrative Assistant in Hanoi office is responsible for distributing a Staff Emergency Card to every staff member at ChildFund and for ensuring that every international guest is given an International Guest Emergency Card.

TRAINING & COMMUNICATION

Every staff member should be trained in basic first aid procedures and basic skills for fire extinguisher use. Incoming staff that have not previously been trained will be sent to a public course of first aid and fire safety after their successful probationary period and whenever the course is next available.

Refresher in-house training courses on first aid and fire safety are also organised for all those staff who have not attended the training for over 3 years.

Both ChildFund's driver and hired drivers must be first aid certified. Should ChildFund driver be uncertified or his/her certification needs renewing, he/she is responsible for contacting HR to renew it. The Office Manager should work closely with car suppliers to ensure their drivers who work for ChildFund have updated certification on first aid skills.

Training on disaster risk reduction should be conducted to all staff members. ChildFund management should provide updated information or advice to staff about any local security situation to make staff well prepared for their safety.

HR is responsible for coordinating and organising appropriate training courses to provide staff updated knowledge and skills that help them to protect and save themselves in unsecure or risky situation.

INCIDENT REPORT & RECORD

Reporting incidents, injuries, illness or diseases

It is a requirement of ChildFund that all serious injuries, illness or diseases are reported to the management as soon as possible. If unable to contact the local admin staff or your line manager, call anyone in the MCT for any injury at work involving an employee which resulted in the following:

1. Death (see annex 4 for special instructions);
2. Fracture of the skull, spine or pelvis;
3. Fracture of a bone in: the arm, (other than a bone in the wrist or hand); in the leg, (other than a bone in the ankle or foot);
4. Amputation of an arm, hand, finger, finger joint, leg, foot, toe or toe joint;
5. Loss of sight of an eye;
6. Any injury other than those referred to above which, in the opinion of a medical practitioner, is likely to prevent the employee from being able to work again within 10 days of the day on which the injury occurred.

The local admin staff, OM and relevant supervisor of the person(s) involved in the incident are required to:

1. Ensure that any injured person is promptly attended to;
2. Conduct an initial investigation into the cause of the incident;

The person(s) involved should assist the local admin staff and the OM in the investigation and reporting on the incident or accident.

In the event that a ChildFund staff member is detained, disappeared or expelled, the CD must be informed immediately.

The relevant local admin staff or Provincial Manager should report the information immediately to the Office Manager/ HR & Support Services Department who will in turn notify the Country Director. If the CD is unavailable, the International Program Director (IPD) must be informed immediately. In addition, regular and frequent communications must be maintained with the relevant authorities, in the case of the involvement of international staff.

If the incidents happen to an international staff member, the CD will advise the Head Office (POD, IPD or CEO) who will advise the next of kin.

Action/By	To & Cc	Timeline
<p>1. Inform Incident By: staff member</p>	<p>To (whom that will give immediate support):</p> <ol style="list-style-type: none"> 1. Local admin staff 2. Line manager/Head Department/Provincial Manager 3. Office Manager (or MCT member) 4. Country Director if the incident happens with an international staff/guest <p>Cc (whom that will give further support and report to the CD/CEO if required): Organisational Operations Manager (or HR Officer)</p>	<p>Immediately</p>
<p>2. Incident Report By: Local admin staff (or Office Manager)</p>	<p>To: OOM (who will report to POD in Sydney)</p> <p>Cc: HRO</p>	<p>Within one week from the incident occur</p>
<p>3. Insurance claim By: Office Manager (or Admin Assistant)</p>	<p>To: Insurance company</p> <p>Cc: insured staff</p>	<p>As soon as the required documents are provided</p>
<p>4. Further support and monitoring after incident, if needed (e.g.: support and be updated about the staff's status after incident; work with local authorities, embassies, if required, etc.)</p> <p>By: Line manager, local admin staff, Office Manager (for local staff); Organisational Operations Manager (for international staff/guests)</p>	<p>Keep OOM/CD/POD in Sydney updated</p> <p>Cc: HRO</p>	

Reporting hazards

The objective is to minimise the risk of incidents and injuries occurring at the workplace by identifying hazards and reporting them in the affected area of the office. We all have a responsibility to identify hazards and ChildFund has processes for reporting and managing them. Hazards are managed as follows:

1. If you are unable to safely apply reliable control measures you should seek assistance by reporting hazards to the local admin staff that will together with the OM (for Hanoi) or the Provincial Manager (for ADO) assess them to determine urgency and how the hazard can be controlled. These people will also need to work with the landlord or building management to work out solutions.
2. Control of hazards is the responsibility of the office's local admin staff, OM and organisation's management and every effort must be made to implement suitable hazard control measures.

The Office Housekeeping & Health Safety process and inspection will be followed to ensure hazards are appropriately addressed to achieve the required outcome. Feedback will be provided to instigators of hazard reports as an integral part of the hazard management process.

Incident, injury and hazard investigation

The main aim of investigating incidents and hazards is to:

- prevent similar incidents recurring in the future
- identify any new hazards
- identify and choose suitable controls.

Investigation should occur as soon as possible. The less time between an incident and the investigation, the more accurate the information obtained. While concern for an injured person shall take precedence over everything else, when incidents involving injury or illness occur, early investigation is essential.

Information required when investigating an incident, injury or hazard includes:

- What happened?
- How it happened?
- Why it happened?

Investigations of incidents, injuries or hazards are not to be used as vehicles to allocate blame. Successful incident investigation requires everyone's co-operation to prevent possible recurrence in the future. Any suggestion that blame allocation is intended would jeopardise the investigator's credibility and reduce the quality and accuracy of information supplied.

If the investigation related to death, the management will cooperate with local authorities in their investigations when it's required. The CD will be responsible for dealing with any local English and/or international media inquiries in regards to the death. The Communications Manager will be responsible for dealing with any local media inquiries in local language.

Incident & Investigation Record

Every single incident information received by ChildFund should be written recorded and kept in both manual and electronic filing system by the OM and HR Officer. All investigations are also recorded, including the process summary and results. The record will be a part of the Quarterly Board Report.

GUIDELINES SUPPORTING DOCUMENTS

- Annex 1 – Welcome Pack
- Annex 2 – Summary report of Survey on Staff Security & Risk Assessment
- Annex 3 – Incident Report & Record
- Annex 4 – In the event of the death of a staff member/guest
- Reference sources:
 - <http://www.internations.org/vietnam-expats/guide/living-in-vietnam-15470/healthcare-in-vietnam-2>
 - <http://asia.ifad.org/web/vietnam/resources/>
 - <http://www.roughguides.com/destinations/asia/vietnam/>
 - Public reports on some security issues in Vietnam publicised on the internet