

## SAFER ACCESS FRAMEWORK CHART

### Safer Access elements

### Actions and measures

*The underlying purpose of each element is to increase acceptance and security in order to increase access to those in need in sensitive and insecure contexts, including armed conflict and internal disturbances and tensions.*

*For each Safer Access element, areas have been identified where action may be required to address the gaps, barriers, risks and challenges to acceptance, security and access.*

*If other Movement components are present in a given context, the National Society closely coordinates its preparedness and response activities with them in accordance with Movement coordination policies and other mechanisms in order to maximize the humanitarian impact and to ensure complementarity.*

### I. Context and risk assessment



*National Societies have a clear understanding of the interlinked political, social, cultural and economic aspects of the evolving operational environment and the inherent risks, which forms the basis for preventing and managing those risks.*

- 1.1 The similarities and differences between preparing for and responding in disasters and in sensitive and insecure contexts, including armed conflict and internal disturbances and tensions, are understood in relation to: (1) the evolving operational environment; (2) humanitarian needs; and (3) the nature of the Red Cross and Red Crescent Movement response; this knowledge is used to update preparedness and response measures.
- 1.2 Emerging political, social, cultural and economic trends and challenges that may affect humanitarian action are explored and analysed and this knowledge is used to guide preparedness and response.
- 1.3 A permanently evolving context assessment is developed and maintained so as to ensure a thorough understanding of the operational context as well as of the stakeholders and the affected people and communities with their specific assistance and protection needs. *(See also VI. and VII. Internal and external communication and coordination)*
- 1.4 In accordance with the evolving context assessment and the National Society's legal base, an ongoing risk assessment, which includes the communities' preparedness and self-protection strategies, is conducted in order to establish a standard operational security risk management system and approach. *(See also VIII. Operational security risk management)*
- 1.5 The National Society's capacity and ability to manage the risks identified in sensitive and insecure contexts is assessed and developed. *(See also II. Legal and policy base and VIII. Operational security risk management)*
- 1.6 A contingency plan which builds on community preparedness measures and takes account of specific scenarios is developed and refined in order to enhance the rapid provision of effective assistance and protection for people and communities.

### II. Legal and policy base



*National Societies have sound legal and statutory instruments and develop policies that provide a basis from which to carry out their humanitarian mandate and roles in conformity with Movement policies, international humanitarian law (IHL) and domestic legislation.*

- 2.1 The relevant legal frameworks in which a National Society's mandate and roles are rooted and which stem from international humanitarian law (IHL), domestic legislation and the Movement's regulatory framework are known by and disseminated to the National Society's membership, staff and volunteers and guide its action.
- 2.2 Domestic legislation on the National Society, statutory or constitutional base instruments, policies, agreements and plans which clearly reflect the National Society's mandate to respond in sensitive and insecure contexts, including international and non-international armed conflict and internal disturbances and tensions, are developed and strengthened. *(See also VI. and VII. Internal and external communication and coordination)*
- 2.3 The National Society's humanitarian mandate, its commitment to act at all times in accordance with the Fundamental Principles, its status as a component of the Movement and its auxiliary role to the public authorities in the humanitarian field are known, commonly understood and supported by key stakeholders.
- 2.4 The legal base and mandates of other Movement components are known and respected and a strong Movement coordination framework has been established to ensure complementarity.
- 2.5 Domestic legislation governing the use of the emblem and the National Society logo and name exists, is known to the National Society's membership, staff and volunteers and to key stakeholders, including the public authorities and the community, and is both respected and enforced. *(See also V. Identification and VII. External communication and coordination)*
- 2.6 Movement policies governing response activities in sensitive and insecure contexts, including armed conflict and internal disturbances and tensions, are known and have been incorporated into National Society policies, strategies, programmes, operations and security risk management systems, tools, training and practice.

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### III. Acceptance of the organization



*National Societies have attained a high degree of acceptance among key stakeholders by providing relevant, context-sensitive humanitarian assistance and protection for people and communities in a manner consistent with the Fundamental Principles and other Movement policies.*

- 3.1 The National Society works closely with communities throughout the country to develop and provide relevant and effective humanitarian programmes and activities.
- 3.2 Recognizing that the behaviour and acceptance of its personnel are crucial to enhancing positive perceptions of the National Society and consequently its reputation and acceptance, the National Society establishes and implements organizational systems, procedures and guidelines, including a code of conduct, and recruits, deploys, trains and guides its staff and volunteers in a manner that increases their acceptance and hence their security and access. *(See also IV. Acceptance of the individual)*
- 3.3 The National Society engages in an ongoing dialogue with relevant State bodies to ensure that they understand and see value in the National Society's mandate to carry out its auxiliary role in the humanitarian field; such bodies also accept that different modes of operation may be needed in order to ensure compliance with the National Society's requirement for real and perceived neutral, independent and impartial humanitarian action. *(See also II. Legal and policy base)*
- 3.4 Response activities are developed on the basis of the context and risk assessment and implemented through a context-sensitive approach that attempts to connect communities rather than divide them unintentionally.
- 3.5 The Fundamental Principles are known, understood and utilized as an operational tool guiding thought processes, communication, decision-making and practice.
- 3.6 Stakeholders who have an influence on safe access to the affected people and communities must be identified, mapped and analysed so that specific initiatives to increase acceptance by them can be launched.
- 3.7 Trust, respect and accountability are fostered at all times through transparent and consistent contact, the reliable and predictable provision of services, and relationship-building strategies which promote acceptance by all stakeholders including the State, non-State actors, other responding organizations, the media and community/religious leaders.
- 3.8 Mechanisms must be established to guide careful consideration of whether or not to engage in partnerships with external actors to avoid compromising acceptance, security and access. Such relationships and partnerships with actors such as the United Nations (UN), non-government organizations (NGOs), media and private companies will be formed and maintained in a manner that is consistent with Movement policy and preserves the National Society's unique status and reputation as a neutral, impartial and independent humanitarian organization.
- 3.9 A reputation risk management system that includes media tracking, stakeholder perception assessments and action to address inaccurate or negative misperceptions or realities has been established and implemented. *(See also VII. External communication and coordination)*
- 3.10 A system to prevent and manage integrity problems has been established and is used effectively to prevent and address issues that could have a negative impact on effective functioning, safe access and the National Society's image and reputation.
- 3.11 The National Society has a distinct and recognized visual identity which is associated positively with its humanitarian nature, its mandate and its operational approach. *(See also V. Identification and VII. External communication and coordination)*

### IV. Acceptance of the individual



*Staff and volunteers have attained a high degree of acceptance among key stakeholders by working in a manner consistent with the Fundamental Principles and other Movement policies.*

- 4.1 Care is taken to screen and select all personnel and to take affirmative action to ensure that the composition of the staff and volunteer base (including governance members) reflects the diversity of the communities that they serve and that those concerned do not have strong political affiliations or connections with any armed groups and are able to operate at all times in accordance with the Fundamental Principles, code of conduct and other Movement policies, thus increasing acceptance and security for themselves and for the National Society among stakeholders and the communities that they serve.
- 4.2 Staff and volunteers (including governance members) conduct themselves in a manner that shows respect for all those encountered and adheres to the Fundamental Principles and integrity policies as well as to the Movement's/National Society's code of conduct, thus contributing to their own positive reputation and to that of the National Society and the Movement.
- 4.3 Staff and volunteers are given adequate training, mentoring, guidance and protection in preparation for the challenges of working in sensitive and insecure contexts, including armed conflict and internal disturbances and tensions; aspects addressed include personal preparedness, how to use the Fundamental Principles as an operational tool to guide communication, decisions and actions, context/conflict-sensitive programming practices, safety and security measures, emergency first aid, the management of human remains (as necessary), psycho-social support and stress management, protective legal and administrative support, including the code of conduct and insurance, operational communication and the use of the emblem/logo.

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- 4.4 Staff and volunteers understand their individual responsibility to assess their own acceptance level within the operational environment; if they have concerns about their security or their ability to access the people or communities, they will take or suggest appropriate action in coordination with the relevant department at the National Society.
- 4.5 Working conditions, systems and procedures for staff and volunteers have been established to ensure that they benefit from good support, guidance, protection, remuneration and management during response activities.
- 4.6 Systems have been established to monitor and address compliance with policies, guidelines, standard operating procedures (SOPs) and practice.
- 4.7 Staff and volunteers have access to a stress management (psycho-social) support system.
- 4.8 Staff and volunteers know how to monitor their own level of stress and those of their team members and are able to maintain a healthy lifestyle in difficult situations; they also know how to access the National Society's stress management (psycho-social) support system.

## V. Identification



*National Societies take all necessary steps to protect and promote the organization's visual identity and that of its staff and volunteers.*

- 5.1 The extent to which the emblem and the National Society logo and name are misused in the country needs to be monitored and active support provided to the public authorities so that they are able to fulfil their legal responsibilities to establish and implement effective rules and procedures to enforce protection. *(See also II. Legal and policy base)*
- 5.2 Knowledge of the emblems, their respective functions and the conditions of their display is promoted among key stakeholders, including armed forces and groups, among medical professionals and more broadly within the community.
- 5.3 Measures have been undertaken to ensure that the National Society's visual identity is distinct from that of the armed actors and of their medical services. *(See also II. Legal and policy base)*
- 5.4 Internal National Society guidelines and systems have been established and implemented to support the consistent and correct use of the emblem and of the National Society's logo on clothing, personal identification documents, products, premises, equipment and means of transport. Visual identification practices (high vs low visibility) that comply with Movement regulations and enhance acceptance, security and access have also been adopted. Consideration should be given to the implementation of a control system such as serial numbers that tracks work clothing and identification in order to prevent its misuse by non-Movement entities.
- 5.5 In conformity with established mechanisms to guide the formation of partnerships *(see 3.8)*, any joint display of visual identification should remain exceptional and discreet and should not create confusion. Such considerations are paramount in sensitive and insecure contexts.

## VI. Internal communication and coordination



*National Societies implement well-developed internal communication and coordination strategies and mechanisms, which enhance coordination with other Movement components.*

- 6.1 An internal communication strategy, including an action plan, templates, tools, equipment and training to support the implementation of the plan, has been established and implemented.
- 6.2 Appropriate internal communication systems, equipment and technology have been established to ensure reliable and secure communication with field teams operating in sensitive and insecure environments.
- 6.3 An information management system has been established to facilitate the efficient collection, analysis, flow and storage/retrieval of key information on the operational environment and associated risks. It includes:
  - ▶ Systematic operational briefing/debriefing of field teams and a system to review and incorporate their observations and recommendations into operations;
  - ▶ Guidelines on the use of neutral language and terminology;
  - ▶ Confidentiality and transparency guidelines and an accountability framework;
  - ▶ A system to ensure that reliable, credible sources of information have been determined, information is cross-checked (triangulation), fact is distinguished from assumptions, and misinformation is identified.
- 6.4 An operational management and coordination structure, system and processes (at various levels) are developed and used and include a crisis management unit with clear activation and deactivation protocols, standard operating procedures (SOPs), including those used to expedite rapid validation of communication products, and roles and responsibilities. National Society team members are recruited and trained and team leaders have been appointed to ensure a sound mechanism for communication and coordination with the field level. *(See also VIII. Operational security risk management)*
- 6.5 A framework for strategic and operational communication by the Movement and operational coordination has been established and includes clear communication and coordination mechanisms, roles and responsibilities, including the clear identification of and preparation of spokespersons.

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### VII. External communication and coordination



*National Societies implement well-developed external communication and coordination strategies and mechanisms, which enhance coordination with external actors.*

- 7.1 An external communication strategy, including a positioning strategy, an action plan, templates, tools, equipment and training to support the implementation of the plan, has been established and implemented.
- 7.2 Key stakeholders know and accept domestic legislation, statutes, policies, agreements and plans, which clearly reflect the National Society's mandate to respond in sensitive and insecure contexts, including international and non-international armed conflict and internal disturbances and tensions, in order to establish the framework for an effective response. *(See also II. Legal and policy base)*
- 7.3 National Societies support the public authorities in the promotion, dissemination and national implementation of IHL, including provisions for the protection of the emblems.
- 7.4 As part of its humanitarian advocacy and diplomacy strategy and in close coordination with the ICRC, the National Society promotes compliance with international humanitarian law by parties to the conflict and by weapon bearers, advocating for the respect and protection of affected people and communities. *(See also II. Legal and policy base)*
- 7.5 A policy and related guidelines on the use of social networking sites by staff and volunteers have been established and communicated; monitoring and compliance mechanisms have been established to enforce them.
- 7.6 Based on the mapping of all key stakeholders, the National Society conducts regular, targeted and timely operational communication (who we are, what we do and how we work; the emblem) and holds discussions with stakeholders to better understand their perceptions of the National Society, the aim being to enable it to carry out its mandate in sensitive and insecure contexts. *(See also I. Context and risk assessment and III. Acceptance of the organization)*
- 7.7 The National Society uses its online and electronic media in a manner that is sensitive to the context, facilitates the assistance and protection of people and communities and thus preserves their dignity, and prevents adverse effects on them as well as on its own staff and volunteers; the online and electronic media are harmonized with other Movement websites and approaches.
- 7.8 Based on participation in operational coordination mechanisms with external actors, response activities and information exchanged comply with National Society confidentiality guidelines while fulfilling the need to take independent operational decisions and to be closely associated with the operational response coordinated by the Movement.
- 7.9 Mechanisms to ensure two-way communication with the affected people and communities have been established and implemented.

### VIII. Operational security risk management



*National Societies assume responsibility and accountability for the safety and security of staff and volunteers by developing and implementing an operational security risk management system and structure.*

- 8.1 A safety and security policy has been established and implemented.
- 8.2 The National Society learns about and builds on existing self-protection practices of communities that could have a positive impact on the security of the communities and of the National Society.
- 8.3 An integrated operational security risk management system and structure have been established to protect the safety and security of staff and volunteers, facilities, equipment and vehicles; the system operates in accordance with duty of care provisions and responsibilities and the application of the Fundamental Principles and other Movement policies. *(See also all elements, in particular I. Context and risk assessment)*
- 8.4 Training in operational security risk management, which includes risk assessment tools and processes, guidelines, codes of conduct and active acceptance and protective measures, is provided for all who are responsible for managing operations or who are exposed to risk while carrying out their duties. *(See also I. Context and risk assessment and IV. Acceptance of the individual)*
- 8.5 A security culture is fostered within the National Society and all staff and volunteers are aware of and equipped to bear personal responsibility for managing their own safety and security and for adhering to the National Society's guidelines and procedures in this regard.
- 8.6 Adequate insurance coverage for staff and volunteers working in crises has been established to compensate them for possible injury, including psychological trauma/stress, or death in the course of duty.