
C R E A T E Y O U R I M P A C T , E T H I C A L L Y .

GVI's Health and Safety Policy and Procedures



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GVI's Health and Safety Policy and Procedures

1.1 GVI's Health and Safety Policy and Procedures	6
1.1.1 Overview	6
1.1.1.1 Purpose	6
1.1.1.2 Public statement	6
1.1.1.3 Planning and managing health and safety	6
1.1.1.4 Roles and responsibilities	7
1.1.1.4 Reviews and evaluation	8
1.1.1.5 Feedback and complaints	8
1.1.1.6 Implementation assistance	9
1.1.2 GVI's health and safety policies and procedures	10
1.1.2.1 Organizational	10
1.1.2.2 Staff	11
1.1.2.2.1 Staff recruitment and onboarding	11
1.1.2.2.2 Staff training and development	13
1.1.2.2.2.1 Arrival	13
1.1.2.2.2.2 Further onboarding and training	14
1.1.2.3 Student	15
1.1.2.3.1 Student enrollment and onboarding	15
1.1.2.3.2 Student orientation and training	18
1.1.2.3.2.1 Arrivals	18
1.1.2.3.2.2. Orientation and training	19
1.1.2.4 Community members	20
1.1.2.5 Partners	20
1.1.3 Dynamic risk assessments	20
1.1.3.1 Overview	20
1.1.3.2 Identifying risk	21
1.1.3.3 Assessing risk	21
1.1.3.3.1 Dynamic risk	22



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1.1.3.4 Control measures	23
1.1.3.5 Example of identified risk, evaluation of risk and subsequent control measure	23
1.1.3.6 Policies and procedures for specific risks	24
On-site communications	24
Off-site communications	25
Off-site support	25
Feedback channels and procedures	25
Everyday hazards	26
First aid	26
Lack of access to emergency medical care	27
Potable water	27
Drowning	27
Exposure to heat and sun	27
Hypothermia	28
Food hygiene	29
Kitchens	29
Local laws	30
Right to say NO!	30
Alcohol	30
Damaging the relationships or the partnerships of GVI	30
Prescription drug use	30
Illegal drugs and mind altering substances	31
Fire	31
Sexual relationships and sexually transmitted diseases	32
Rape and sexual assault	32
Theft / Assault	32
Missing persons	33
Student behavior	34
Altitude	34
Extreme sports	34
Mental well-being	35
Loss of personal data or information	35



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Duty manager	35
Transportation	36
Owned-vehicles	36
Third-party operator vehicles	37
Drivers	38
Public transport	38
Bicycles	38
Hitch-hiking	39
Roads	39
Scooters, motorcycles, ATVs and quad bikes	39
Child and vulnerable adult protection	39
Violent and aggressive behavior	40
Abusive behavior	40
Bullying	40
Diseases	40
Political unrest and protests	41
Third party operators	41
Dangerous local flora and fauna	42
Reverse culture shock	42
1.1.3.7 Communication of risk assessment	43
1.1.3.8 Reviews of risk assessments	43
1.1.4 Missing persons pre-liminary response	45
1.1.4.1 New arrivals	45
1.1.4.2 Present personnel on the program	46
1.1.5 Emergency response	47
1.1.5.1 Organizational structure	47
1.1.5.2 Emergency Action Plans (EAPs)	48
1.1.5.2.1 Overview	48
1.1.5.2.2 Example scenarios for Emergency Action Plans (EAPs)	49
1.1.5.2.3 Communicating and using Emergency Action Plans (EAPs)	50
1.1.5.2.4 Emergency Action Plan (EAP) reviews	50
1.1.5.3 Staff emergency kit	51



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1.1.5.4 Emergency information	51
1.1.6.0 Incident reporting	53
1.1.6.1 Overview	53
1.1.6.2 Incident logs	53
1.1.6.3 Incident reports	53
1.1.6.4 Witness statements	54
1.1.6.5 Early departure forms	54
1.1.6.6 Review of incidents	55
1.1.7 Disciplinary procedures	56
1.1.7.1 Verbal warnings	57
1.1.7.2 Written warnings	57
1.1.7.3 Final written warnings	58
1.1.7.4 Dismissal	58
1.1.7.5 Disciplinary disputes	58
1.1.8 Quarterly audits, reviews and evaluation	60



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1.1 GVI's Health and Safety Policy and Procedures

1.1.1 Overview

1.1.1.1 Purpose

GVI, as an expert in international experiential programming, has a higher duty of care to our students, staff, community members and partners. While international programs inherently carry a degree of risk, a range of risk mitigation and management procedures and standards may be used to reduce and minimise the risk. GVI health and safety policies and procedures defines and describes the policies, standards and procedures that must be in place across GVI operations and programs, to minimise risk to our stakeholders while meeting the objectives of the programs.

The document references additional materials and templates as necessary and relevant.

1.1.1.2 Public statement

The statement below can be used for websites, mobile applications or other digital content.

GVI strives to meet international study abroad best practices in safety. GVI employs long term, experienced, suitably qualified and trained staff who manage risk dynamically. They also adhere to the policies and procedures as outlined in GVI health and safety policies and procedures. All locations and activities are risk assessed. We have emergency action plans for all possible major incidents, a crisis management plan and an 24-hour emergency support desk. Dynamic risk is monitored daily and our operations are audited, reviewed and evaluated on a quarterly basis. Please report any issues or feedback to feedback@gviworld.com

1.1.1.3 Planning and managing health and safety



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Health and Safety is integrated into existing policies and procedures, and will be for any new areas. This is to ensure it is considered from the beginning and throughout project lifecycle, within planning, design, and development.

1.1.1.4 Roles and responsibilities

Program and operation directors

- Define the health and safety policies and procedures.
- Ensuring compliance with current policies and standards.
- Audit of present operations to find areas for improvement.
- Consolidate status reports for presentation at review meetings.
- Prepare and provide health and safety training and guidance.
- Promote health and safety awareness internally.
- Respond to user and external health and safety related enquiries / feedback.
- Organise on-going assessment of health and safety as described.
- Monitor industry best practice and seek to improve existing policies and procedures.

Hub managers

- Ensure compliance with the policy throughout their operations.
- Prepare audits and report.
- Ensure all staff, students, community members and partners receive appropriate and regular training.

ICT department

- Choose and provide tools and systems that allow operations to implement and conform to policy.

Content management teams

- Ensure all staff receive appropriate and regular training.



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- Ensure submitted content is compliant with the policy.

Admission and pre-departure support teams

- Ensure all staff receive appropriate and regular training.
- Ensure submitted content is compliant with the policy.

Alumni team

- Ensure all staff receive appropriate and regular training.
- Ensure submitted content is compliant with the policy.

1.1.1.4 Reviews and evaluation

Risk is monitored on a daily basis. After any incident, and at the end of every quarter, all risk assessments and emergency action plans are reviewed and evaluated. A health and safety audit is conducted at each hub every quarter. Annually, a health and safety review will be completed by the operations director. During this review, health and safety standards are measured against the standards adopted in the policy. All issues identified through the review will be documented, evaluated, and, where necessary, remediated within a reasonable period of time.

As part of this review, the operations director is also responsible for ensuring that GVI health and safety policy and procedures are up to date with the latest versions of standards, best practice and legislation that help to form the Policy.

1.1.1.5 Feedback and complaints

Feedback or complaints regarding safety issues may be directed to the operations director via email: feedback@gviworld.com. The Operations Director is responsible for investigating complaints of non-compliance and for remediation where necessary.



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1.1.1.6 Implementation assistance

The policy, procedures, guidelines, and best practices are available in the shared resources folder.

In addition, training and support will include specific information for employees who are responsible for aspects of health and safety. This training will include, but is not limited to, training on the health and safety policies and procedures, and employees roles and responsibilities in ensuring compliance with the policies and procedures.



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1.1.2 GVI's health and safety policies and procedures

1.1.2.1 Organizational

From an organizational perspective, our risk management related policies and procedures are to:

- Ensure that all US participants are enrolled in the State Department's STEP program.
- Ensure that GVI is registered with OSAC and State Department travel, and safety advice is monitored for all locations where programs are running. If a warning is valid for the area and time of activities, insurance is notified and verified for valid conditions . NOK / Students are also notified and encouraged to read the warning. If necessary, students are evacuated from location and alternative locations and activities are offered.
- Ensure a 24 hour emergency desk to respond to incidents and emergencies by a suitably trained and experienced member of staff who are supported by senior staff with additional training and expertise in risk management.
- Ensure an independent medical expert is available on-call for consultation with GVI staff, with a minimum active certification of residential nurse or equivalent.
- Ensure a trained, independent clinician is available on-call for psychological issues and to help assess fitness of students to participate.
- Each base and all field staff must always have access to at least 2 different communication channels.
- Ensure checks both prior to arrival and each day a program is in progress for threats that include; recent criminal concerns, environmental hazards, health or disease concerns, etc.
- Ensure staff to student ratios are at a minimum of 1 to 8 or higher, depending on the activities being conducted.
- Ensure all staff have suitable training, experience and where required by local law, qualifications to conduct the activities in line with GVI policies and procedures. This would include but not be limited to:
 - orientation to the location, operations and programs
 - local risk assessments, Emergency Action Plans and Crisis Management Plans
 - Child and Vulnerable Adult Protection
 - personal data and information protection



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- student management as applicable
 - program management as applicable
 - off site safety management as applicable
 - first aid training where applicable
 - other training specific to their role
-
- Ensure all staff have in-date criminal background checks.
 - Ensure all field staff have first aid qualifications.
 - Ensure there is an appointed and suitably trained health and safety manager at each location.
 - Ensure there is an appointed and suitably trained child and vulnerable adult protection officer at each location.
 - Ensure there is a duty manager or emergency contact at each location at all times to coordinate activities in the event of an incident or emergency.
 - Ensure that, in line with our personal data and information protection policy, we do not share participants' personal data or information without permission, unless it is to prevent a clear and immediate danger to a person or persons.
 - All staff to have periodic reviews and career development plans in place.
 - All staff and students to have suitable emergency medical insurance which covers the activities being conducted.
 - GVI must hold and maintain suitable public and product liability insurance for our programs and all the activities being conducted.

1.1.2.2 Staff

1.1.2.2.1 Staff recruitment and onboarding

Staff hires must follow the following process:

- Supply a full and uninterrupted education and work history.
- A minimum of two 1 hour interviews (face to face or via video) to assess suitability and expectations by 2 different people, covering:



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- motivations
 - program and location orientation
 - expectations
 - experience
 - safety
 - ethics
 - Child and Vulnerable Adult Protection
 - cultural challenges
 - financial considerations
 - questions
- Provide two professional references.
 - Provide evidence of a criminal background check
 - Supply full medical history disclosing:
 - current medications
 - allergies
 - psychological diagnoses
 - history of therapy or hospitalization within twelve months
 - any relevant physical disabilities
 - if relevant, a health plan
 - Any history of therapy within the past 12 months must have a communication plan between GVI and clinician prior to participation on program.
 - All staff currently requiring regular therapy are not allowed to work on the field operations.

Upon starting a new role, all staff must:

- Hold suitable experience and/or qualifications as necessary for the role and for managing the activities being conducted.



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- Have a full written employment contract detailing the financial arrangements, other benefits, requirements, disciplinary procedures, notice period and all other aspects of their employment.
- Have period reviews as defined by our review process.
- Have a full job description detailing their KPIs, and their exact roles and responsibilities.
- Have accepted GVI's term and conditions which clearly outlines:
 - the requirement to comply with the program rules, health and safety regulations, and
 - the process for escalating disciplinary responses including instant dismissal for non compliance with select items that directly endanger themselves, other people, or the reputation of the program
- Supplied next of kin details and at least two contacts.

Prior to travel, all staff are required to supply:

- their passport and visa information
- their international flight details, including their specific inbound flight details
- two channels of communication
- details of suitable travel and emergency medical insurance, which covers all activities being undertaken
- next of kin details and at least two contacts

1.1.2.2.2 Staff training and development

1.1.2.2.2.1 Arrival

- International arrival flights will be tracked by GVI staff.
- All staff are to be met at the airport if they arrive in country within the designated pick up window.
- Upon request, an airport pick up will be arranged for staff arriving outside of the designated pick up window.



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- For those arriving independently, GVI staff will check in with them to ensure their safe arrival.

Once met in country, staff will be given an arrival pack, containing:

- a letter, welcoming them to the country
- key safety tips for the next 48 hours
- a detailed schedule for the next 48 hours
- the schedule for the coming week
- an emergency contact card, covering multiple telephone numbers, with enabled communication for both local and international numbers and GVI support and emergency services, including:
 - local manager
 - accommodation
 - local Fire / Police / Ambulance services
 - 24 hour emergency desk
 - support desk and feedback contact

With permission from the new staff member, GVI staff will also inform the designated next of kin of the new staff members safe arrival within 24 hours of the designated start date and time.

1.1.2.2.2 Further onboarding and training

Upon arrival at the location, all staff must:

- undertake full onboarding and training including but not limited to:
 - orientation to the location and programs
 - local risk assessments, Emergency Action Plans and crisis management plan
 - student management
 - program management
 - off site safety management



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- first aid training
 - ethics
 - Child and Vulnerable Adult Protection
 - personal data and personal information protection
 - other training specific to their role
- have a start of contract review in the first week of their new role, and period reviews should be conducted as per the review schedule
 - have a career development plan, detailing their ambitions and development plans for the next period
 - staff are not allowed to undertake any formal duties until trained and signed off to perform any specific aspect of their role
 - throughout their employment, staff should be made aware of learning and development opportunities as well as alternative employment opportunities in-country and internationally to allow continuous development of themselves and their careers.

1.1.2.3 Student

1.1.2.3.1 Student enrollment and onboarding

Student admission must follow the following process:

- A personal verbal call of at least 45 minutes with all students to assess suitability to the program and student expectations, covering:
 - motivations
 - program and location orientation
 - expectations
 - experience
 - safety
 - Child and Vulnerable Adult Protection
 - ethics
 - cultural challenges



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- financial considerations
- questions

Students are given a written role description clearly outlining their role and responsibilities, and must:

- accept GVI's terms and conditions, which clearly outlines:
 - the requirement to comply with the program rules and health and safety regulations
 - the process for escalating disciplinary responses including instant dismissal for non compliance with select items that directly endanger themselves, other people, or the reputation of the program
 - the financial arrangements, should the student cancel the program or leave the program early for whatever reason
- supply full medical history disclosing:
 - current medications
 - allergies
 - psychological diagnoses
 - history of therapy or hospitalization within the past twelve months
 - any relevant physical disabilities
 - if relevant, a health plan
- any history of therapy within the past 12 months must have a communication plan between GVI and clinician prior to participation on program.
- all students currently requiring regular therapy are not allowed on the program.

Pre-departure logistical support is supplied to all students, via a 1 hour expectation call and written information. This will be in the form of a field manual, training manuals, welcome letters and an arrival pack, which includes information on:



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- passport and visa requirements and timelines
- links to advice for vaccinations
- emergency medical insurance requirements
- contacts
- accommodation
- arrival and transportation
- where to seek information on recommended vaccinations
- financial concerns and arrangements
- communication accessibility
- possible challenges
- personal safety (crime and surrounding awareness)
- environmental, flora, fauna, political, religious and cultural safety concerns
- ethics
- language (integration and emergencies)
- transportation, (safety and decision making)
- maturity
- independent work (capacity, limitations and network)
- emotional support
- student emergency procedures
- name and contacts for local Impact Academy staff
- arrival transfer
- packing list, which details the required medical kit and clothing specific to the students program
- access to local medical care

Prior to travel, all students are required to supply:

- evidence that US participants are enrolled in the State Department’s STEP program
- passport and visa information
- their international flight details, including their specific inbound flight details
- two channels of communications
- details of suitable travel and emergency medical insurance which covers all activities being undertaken



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- next of kin details and at least two contacts

1.1.2.3.2 Student orientation and training

1.1.2.3.2.1 Arrivals

- International arrival flights will be tracked by GVI staff.
- All students are to be met at the airport if they arrive in country within the designated pick-up window.
- Upon request, an airport pick-up will be arranged for students arriving outside of the designated pick-up window.
- For those arriving independently, GVI, staff will check in with them to ensure their safe arrival.

Once met in-country, students will be given an arrival pack, containing:

- a letter welcoming them to the country
- key safety tips for the next 48 hours
- the schedule for the next 48 hours in detail
- the schedule for the coming week
- a local SIM card, and instructions on how to input GVI local and emergency numbers onto the cards. Personal cards may be used if desired, provided that GVI has easy access to that number and a toll free way of using the communication channel.
- an emergency contact card, covering multiple telephone numbers, with enabled communication channels for both local and international numbers and GVI support and emergency services, including:
 - local manager and second
 - accommodation
 - local Fire / Police / Ambulance services
 - 24 hour emergency desk
 - support desk and feedback contact



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With permission from the student, GVI Staff will also inform the designated next of kin of the students safe arrival within 24 hours of the designated start date and time.

1.1.2.3.2.2. *Orientation and training*

All staff and students to be given an initial orientation within 24 hours of the program start, and a full local orientation within 72 hours of arrival of the program start. Orientation must cover:

1. a follow up with students about any potentially undisclosed medical concerns or medications, and review of any necessary health plan
2. a follow up with students to explore any concerns
3. introductions to staff and other students
4. objectives and format of the program
5. program schedule
6. training schedule
7. communication channels and details
8. cultural norms and interactions with local people
9. culture shock
10. GVI Policies and explanations
11. expectations and problem solving
12. feedback and complaints procedures
13. risk management including:
 - a. on and off site communication
 - b. risk assessments
 - c. Emergency Action Plans
 - d. incident reporting
 - e. location and use of first aid / medical kit and equipment

14. Team building activity

All students:



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- are trained in-country as required to safely conduct activities and where relevant, first aid
- are not permitted to fulfill requirements of any aspect of their program until trained and signed off to do so
- all students must sign in and out of the base if departing for independent exploration
- if the student is leaving the program for an independent experience of more than 48 hours which overlaps with a period when they should be attending the program, they will be asked to sign an early departure form. With prior agreement, the student may be allowed to re-join the program.

1.1.2.4 Community members

- All GVI staff and students have supplied criminal record background checks.
- All programs are designed and conducted in collaboration with local stakeholders including community members and partners and are in line with our ethics policies and statements.
- Feedback from community member stakeholders is actively sort via individual interviews and data driven surveys.

1.1.2.5 Partners

- All partners are researched and audited prior to entering into an agreement.
- All partnerships should have a written agreement detailing the role and responsibilities of each party, financial arrangements, timings of reviews and evaluations, length of agreement, and all relevant expectations.
- Feedback from partners stakeholders is actively sort via individual interviews and data driven surveys.

1.1.3 Dynamic risk assessments

1.1.3.1 Overview



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- All locations and activities are risk assessed in line with the objective of the program through dynamic and periodic reviews.
- All risk assessments are conducted and signed off by an appointed, suitably experienced and trained health and safety manager operating from the location and overseen by senior staff.
- All staff are trained in off-site safety management which includes training on risk assessments.
- All US participants are enrolled in the State Department’s STEP program.
- State Department travel and safety advice is monitored and if a warning is valid for the area and time of activities, insurance is notified and verified for valid conditions. NOK / Students are notified and encouraged to read the warning.

1.1.3.2 Identifying risk

- The risk assessment must adequately cover all:
 - locations
 - activities
 - risks
 - dynamic changes to risk, such as weather or crime

1.1.3.3 Assessing risk

- In assessing risk, the following risk assessment matrix must be used, prior to the mitigation control being applied.



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RISK ASSESSMENT MATRIX	Minor	Major	Severe
Unlikely	trivial	minor	moderate
Possible	minor	moderate	significant
Probable	moderate	significant	unacceptable

- Mitigation actions should be applied to the identified risks
- The risk assessment must adequately cover all:
 - locations
 - activities
 - risks
 - dynamic changes to risk

1.1.3.3.1 Dynamic risk

Dynamic risk is risk that can vary through time and circumstances. Examples may include security, crime, weather, political unrest or natural hazards.

The appointed health and safety manager at each location needs be aware of dynamic risk and ensure daily monitoring for recent criminal concerns, environmental hazards, health or disease concerns, etc.

Dynamic risks have to be monitored daily and the risk assessed as it changes.

- GVI is registered with OSAC and the United States Department of State. Travel and safety advice is monitored for all locations where programs are running.
- If a warning is valid for the area and time of activities, insurance is notified and verified for valid conditions. NOK / Students are notified and encouraged to read the warning.
- Additionally, the health and safety manager at each location should monitor and check the following daily:



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- local news alerts
- national news alerts
- weather reports
- traffic reports

1.1.3.4 Control measures

- Control measures should be applied to all identified risks.
- All risks evaluated as **moderate** or **significant** must be have strong control measures applied and should ONLY be conducted if the objective is of strong value in relation to the program’s objective and the risk is inherent and warranted.
- Any risk accessed via the matrix as **unacceptable** is just that, and the control measure is to prohibit the activity / location.

1.1.3.5 Example of identified risk, evaluation of risk and subsequent control measure

Ref No.	Activity or Location	Potential Hazard	Likelihood Rating	Severity Rating	Risk Evaluation	Control Measures
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11	All	Theft / Assault	Possible	Severe	Significant	Be aware of recent local incidents. At base or when out, never be alone, remain or preferably in groups. Keep passports and other important documents secured in the safe at base. Only carry with you what is strictly necessary and only carry small amounts of cash. In the unlikely event that you are targeted for your belongings, hand them over without resistance.
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1.1.3.6 Policies and procedures for specific risks

On-site communications

- Students will receive a full welcome and orientation.
- Students are encouraged at the welcome meeting and daily briefings to talk to staff if they have any issues or concerns.
- All activities are to have a briefing and debriefing, with safety as an agenda item.
- Plan Bs are in place for all planned activities.
- Daily briefings and debriefings are held, with safety as an agenda item.
- Weekly briefings and debriefings are held, with safety as an agenda item.
- Weekly student one-on-ones and / or representative meetings are held.
- Daily staff meetings are held, with safety as an agenda item.
- Weekly staff meetings are held, with safety as an agenda item.
- An end of program de-briefing is held.



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Off-site communications

- Each base must have a minimum of two channels of communication.
- Each base must file a weekly report with safety as an agenda item.
- An emergency contact card which holds multiple telephone numbers and communication channels, for both local and international support, as well as emergency services, including:
 - local manager and second
 - accommodation
 - local fire / police / ambulance services
 - 24h emergency desk
 - support desk and feedback contact

Off-site support

- All staff and students must be given contact cards, which hold at least two offsite contacts that can be reached through via two communication channels, for either feedback, complaints or emergency issues.
- Experienced senior staff on stand-by, ready to assist participants and on-site staff in the management of issues and / or any serious incidents.

Feedback channels and procedures

All participants are issued with emergency contact cards which include the names and contacts of:

- emergency desk
- support desk
- feedback contact

Students are actively encouraged to provide feedback:

- prior to departure



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- at the welcome meeting
- at the daily briefing and debriefing
- at the weekly briefing and debriefing
- at the end of program meeting

The following surveys and actions must be in place, with safety concerns a question or topic within each:

- pre-arrival survey
- end of program survey
- post program follow up with 10 % of graduates

Everyday hazards

- All personnel should act as a reasonably prudent person would at all times while undertaking common day-to-day activities.

First aid

First aid training:

- All staff must have valid, recognised first aid certification.
- Where applicable (notably where students are conducting work independently or in remote conditions greater than 2 hours from professional emergency medical assistance), students must be trained in first aid.

First aid kits:

Staff should always have access to an up to date first aid kit containing a minimum of the standard first aid kit contents list with all items in date.



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- All staff must have access to a first aid kit at all times when with participants
- First aid kit checks should be recorded on this checklist and first aid kit contents must be checked and logged weekly, ensuring minimal required contents are present and in date.

Lack of access to emergency medical care

- All personnel must have suitable emergency medical insurance which covers the activities being conducted.
- GVI must have details of the insurance and the contacts numbers.

Potable water

- Not all water is potable.
- Staff must advise students if tap water is not potable.
- Personnel must have access to potable water.

Drowning

- All personnel must be asked of their swimming ability.
- If water based activities are being conducted, prudent precautions should be in place including access to life jackets, life-saving equipment, first aid and emergency communications, as suitable for the situation.
- If swimming independently, staff must inform students of local potential hazards such as strong currents or waves and students must follow local guidelines.
- No swimming after alcohol consumption.

Exposure to heat and sun

- It is important to stay hydrated, especially if working outside or in hot humid conditions.
- Personnel are strongly advised to drink a minimum of 3 litres of water per day, more if you are working outside for prolonged periods.
- Cover exposed areas, wear sun hats and use sunblock on any remaining exposed areas (at least factor 50).



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- Whenever possible, avoid direct sunlight or high heat for prolonged periods, between 11 am and 3 pm, including when sunbathing.
- All personnel should know the signs and symptoms of dehydration, sunburn, heat exhaustion and heat stroke, which can be life threatening.
- If suffering any symptoms:
 - remove from heat and sun
 - inform staff
 - cool off
 - apply emollient
 - drink fluids and rehydration salts
 - rest
- For severe sunburn, heat exhaustion or heat stroke, seek medical services.
- Heat stroke can be life threatening and may lead to death. It must be treated with the utmost seriousness.
- Avoid caffeine or alcohol which will further de-hydrate.

Hypothermia

- Even in tropical or hot conditions, conditions can change rapidly and can present a risk of hyperthermia.
- All personnel should be aware of the risk of hypothermia, the signs and symptoms, and the suitable responses, including:
 - removal from the cold environment (water, wind, rain, altitude) if possible
 - informing staff
 - adding warm layers of clothing
 - heat slowly if possible, through either body to body warmth, or a heat source such as a fire.
 - eating carbohydrates
 - body movement to help the body's core warm.



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- For severe cases of hypothermia, seek medical services.
- Hypothermia can be life threatening. It should be treated with urgency and utmost seriousness.

Food hygiene

- All personnel should be made aware of basic food hygiene principles, including storage and preparation.
- Cooking and eating equipment (including surfaces) must be kept clean.
- Food stocks must be audited weekly and items no longer fit for consumption removed from stocks.
- Out of date food must not be consumed.
- If and when personnel prepare food for themselves or others, basic food hygiene techniques should be followed:
 - Wash hands with soap before preparing meals or cooking.
 - Wash hands with soap before eating.
 - If no soap is available, use hand sanitiser or failing that, just water.
- All cases of food poisoning should be recorded and all personnel made aware of suspected sources of poisoning and strongly advised to avoid consuming produce from such locations.

Kitchens

- Kitchens must be equipped with:
 - suitable refrigeration
 - closed cupboards to avoid diseases from animals
 - in date and suitable fire extinguishers and a fire blanket
 - suitable ventilation



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Local laws

- All local laws must be followed.
- Failure to do so may result in being dismissed from the program and reported to local authorities.

Right to say NO!

- All personnel must be supplied with suitable training to conduct an activity safely.
- The location and time of personnel should be known by staff.
- Personnel should not undertake work they are not comfortable with, work for which they feel they have not received adequate training, or that they feel is unsafe for them or others.
- All personnel ALWAYS have the right to say no if they feel an activity is unsafe.

Alcohol

- Depending upon location, alcohol may not be permitted on base. If permitted, a limit is place.
- Personnel may consume alcohol in a responsible fashion where permitted.
- Personnel may not attend project if drunk or smelling of alcohol. This may lead to disciplinary proceedings.
- Drunken behavior is not acceptable and may lead to disciplinary proceedings.

Damaging the relationships or the partnerships of GVI

- Any behavior that leads to damage of GVI's reputation or partnerships may lead to disciplinary proceedings, including instant dismissal.

Prescription drug use



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All personnel:

- are permitted to use prescription based medicines as directed by a doctor
- must inform staff of the prescription and drugs, and ensure the dosage and frequency is recorded on their health plan
- are responsible for keeping their medications, and for their administration as per the prescription
- should have enough medication to maintain the required dosage throughout the course of their program if relevant
- should report lost or empty medication to staff, who will assist them in visiting medical services to get a re-supply.

Illegal drugs and mind altering substances

- Anyone found with, suspected of buying, or under the influence of illegal drugs, legal mind altering substances (excluding alcohol or nicotine), or un-prescribed prescription drugs may be removed the program and reported to local authorities.
- GVI reserves the right to request personnel to show the contents of any room, bag or belonging where there is deemed a health and safety, legal or other serious risk including the possession of illegal and illicit substances. Refusal to comply may lead to expulsion from a program at the discretion of GVI.

Fire

- All accommodations must have working smoke alarms and/or detectors, suitable in date fire extinguishers, an evacuation plan and a known fire point.
- Accommodation selected must have multiple exits and preferably be on the ground floor.
- Any fuel or combustables must be stored safely in suitable containers away from direct sunlight and heat.
- All vehicles and accommodations must have suitable in-date fire extinguishers.
- All bases must have a fire plan and an appointed fire team.
- All bases must have a sign in / out board.



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Sexual relationships and sexually transmitted diseases

- Sexual relationships between staff and students, including immediate alumni, are not allowed. They will lead to the instant dismissal of the staff member, and may also lead to disciplinary proceedings for the student including possible dismissal.
- Sexual relationships between students (or immediate alumni) and program community members are not allowed as they may damage community and partner relations and place other students at risk. May lead to disciplinary proceedings.
- All personnel should be made aware of the local situation in regard cultural norms, sexual assault and sexually transmitted diseases (including HIV).

Rape and sexual assault

All personnel should be:

- made aware of any recent known incidents of sexual assault locally
- made aware of the local situation in regard local situation and cultural context of sexual assault locally and, sexually transmitted diseases (including HIV)
- made aware that exposed or tight clothing may attract unwanted attention and to wear additional clothing when appropriate
- informed not to sunbathe in remote or unsuitable areas or to sunbathe topless
- warned to avoid being alone, and remain in pairs or preferably groups
- informed to take particular care when off base at night.

Theft / Assault

All personnel should:

- be made aware of any recent known incidents of theft or assault locally
- avoid being alone, and remain in pairs or preferably groups
- take particular care when off base at night



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- keep valuables at base whenever possible
- carry with them only what is strictly necessary such as only small amounts of cash, and to keep those belongings out of sight
- hand over belongings without resistance, in the event that they are targeted.

Missing persons

Upon arrival:

- GVI holds:
 - passport and visa information
 - flight information
 - medical history and current medication information
 - two contacts for the personnel
 - two contacts for next of kin

If personnel do not show at the allocated time, missing persons protocols must be followed, as described in the missing persons preliminary response section. If the person has not been located within 6 hours, or less depending upon the circumstance, the missing persons emergency action plan must be actioned.

Upon the program:

- All personnel must sign out at all times when they leave the base, except when going onto project.
- Personnel must only sign out for themselves, not others.
- If personnel are running late and will not return by the allocated time, please communicate this and inform staff.
- Failure to do any parts of the above, may result in weaker responses for missing persons and potentially endanger life. It may also lead to disciplinary proceedings.



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- Please note: If someone has not returned by the expected time stated on the sign-out form/board, they will immediately be considered a “missing person”. In this circumstance, begin steps to locate their whereabouts and inform a member of staff.

Student behavior

- Students are expected to follow GVI’s student code of conduct and risk assessment at all times. Failure to do so will lead to disciplinary proceedings.

Altitude

- Above 3000m is considered high altitude. All personnel must slowly acclimatise before operating at such attitudes.
- All personnel operating at such altitude must know the signs and symptoms of altitude sickness, which may be life threatening . Always inform a member of staff and/or guide if you are having even mild signs and symptoms, and comply with the guidelines while your guide does oxygen checks to monitor your condition.
- Never insist that you go faster than the staff or guide, treks are designed to accommodate acclimatization to altitude.

Extreme sports

- Personnel should be aware that some activities may not be covered by insurance and that any accident resulting in medical costs may be not be insured, which may result in a lack of treatment.
- Some sports, such as:
 - paragliding
 - hang-gliding
 - freehold diving beyond 5 m or after scuba diving
 - scuba diving over 30 m



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are not to be allowed while on the program and may result in disciplinary proceedings including instant dismissal from the program.

Mental well-being

- Personnel should be made aware of the stressors and challenges that a study abroad program can present.
- Personnel should be advised to monitor their own and each other's mental health.
- Personnel should be made aware of the signs of depression.
- Personnel must not use the change of environment as an excuse to change or withdraw from medication during the program.
- Any personnel experiencing mental health issues, or suspected of experiencing mental health issues, should report to, or be reported to staff.
- GVI ensures a trained, independent, clinician is available on-call to guide staff through psychological issues of personnel and to help assess fitness of personnel for continued participation.

Loss of personal data or information

- In line with our Personal Data and Information Protection Policy, GVI and its personnel do not share participants personal data or information without express permission, unless it is to prevent a clear and immediate danger to a person or persons.

Duty manager

- There must be a suitably trained duty manager or emergency contact for each base at all times, even during downtime.
- The duty manager must be in close proximity of base at all times and contactable at all times.
- The duty manager may not consume alcohol.
- If a student contacts any other staff member during this time, concerning an incident, the duty manager must be informed immediately and their instructions must be followed.



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Transportation

- All transportation must comply with local regulations as a minimal and adhere to local licensing law.
- Prior to departure, the vehicle must be visually inspected for safety indications, using a pre-described checklist.
- All transportation should have seatbelts and their use must be enforced.
- Transportation routes must be checked for dynamic risks such as weather, road status, alternative routes, landslides and crime prior to travel.
- Avoid travelling at night wherever possible.
- When travelling, staff must always have ready access to:
 - phone / email contact list
 - two forms of communication
 - the risk assessment
 - relevant Emergency Action Plans
 - a crisis management plan
 - health plans, insurance and passport details of students
 - a suitably stocked first aid kit
 - funds and / or a credit card for emergency use
- Do not travel with valuables unless strictly necessary, and keep any valuables out of site (phone, watches, electronic items, computers, wallets, cameras).
- Do not leave bags and valuable items in a parked vehicle, unless strictly necessary, and if so, ensure they are kept out of site.

Owned-vehicles

- All transportation must comply with local regulations as a minimal, adhere to local licensing law and be covered by suitable passenger liability insurance.
- All transportation should have seatbelts and their use must be enforced.
- If a decision is made to use a vehicle without working seatbelts, it must be a very conscious decision by staff who have considered both the risks and alternative solutions.



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- The carrying capacity of the vehicle must be noted and not exceeded.
- Prior to departure, the vehicle must be visually inspected for safety indications, using a pre-described checklist.
- All vehicles must have:
 - an in-date fire extinguisher
 - an in-date medical kit
 - a spare tire in working condition
 - a carjack
 - a socket and wrench
 - a tow rope
 - warning signs in case of a breakdown
- Each vehicle operated by GVI must have an audit checklist / log -list for daily, weekly and monthly audits. Records of these audits must be kept.
- Issues must be recorded in the vehicle log.
- Any issues should be risk assessed using the risk assessment matrix. No vehicle should be used if there is a known safety issue, until such time that the issue is resolved and logged.
- Repairs must be done as soon as possible.
- Repairs and maintenance must be documented in the vehicle's log.

Third-party operator vehicles

- Any regularly third party supplier of transportation should have a written contract in place and be audited quarterly. The audit checklist must include:
 - safety of vehicles
 - driver licencing
 - background checks on drivers
 - vehicle carrying capacity
 - safety equipment
 - driver fitness
 - roles and responsibilities of each party



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- the reference of minimum safety requirements including the risk assessment, emergency action plans and incident reporting and evaluation
 - the details for a specific point of contact in an emergency
 - child protection and vulnerable adult protection policy and procedure
 - personal data and information protection policy and procedure.
- The carrying capacity of the vehicle must be noted and not exceeded.
 - Any third party form of transport should be inspected by sight using a pre-described checklist, prior to use. The driver should also be assessed for fitness, such as ability, fatigue and drug use, via questions, dialogue and observation.

Drivers

- All drivers must hold a valid licence for the vehicles they will be operating in the country of operation.
- All drivers must have suitable experience of driving in the country of operation
- If using a trailer, special training or experience is required.
- Whenever driving GVI passengers in a road vehicle, drivers should abide by all local laws and US DOT standards:
 - A maximum of 10-hours driving after 8 consecutive hours off duty.
 - A limit of 70 hours driving within 8 consecutive days.

Public transport

- Do not use public transport that looks to be unsafe or overloaded.
- Avoid using public transport at night or in hours of darkness.
- Exercise caution at public transportation hubs.
- Do not travel with valuables unless strictly necessary, and keep any valuables out of site (phone, watches, electronic items, computers, wallets, cameras).

Bicycles



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- If using a bicycle, a helmet must always be worn.
- Bright clothing is advised.
- It is strongly advised not to use a bicycle at night. If this is unavoidable, do not do so alone and ensure lights are used.

Hitch-hiking

- Hitch-hiking is not allowed. Failure to comply may result in both serious harm and disciplinary proceedings including dismissal.

Roads

- Exercise extreme caution when walking on or by roads.
- Be very aware of the direction of traffic.
- Avoid walking onto the road wherever possible, even if there is no pavement / sidewalk.
- Do not expect vehicles to observe the same road safety practices as in other countries or your home country.
- Do not expect drivers to stop at crossings, nor at traffic lights.
- Expect the unexpected, at all times.

Scooters, motorcycles, ATVs and quad bikes

- Personnel are not permitted to drive or ride on scooters, motorbikes, ATVs, and quad bikes while on the program.

Child and vulnerable adult protection

- All students and staff must supply a criminal record background check.
- GVI's Child and Vulnerable Adult Protection Policy must be followed at all times.
- All staff must be trained in GVI's Child and Vulnerable Adult Protection Policy.
- Each base must have a child protection officer.
- All students must be made aware of the Child And Vulnerable Adult Protection Policy including:



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- expected behavior
 - unacceptable behavior
 - signs to look out for
 - communication of concerns
- Each base must report all suspected cases of abuse.
 - Each base must have contact details of local counselors.
 - Each base must have contacts for reporting cases of suspected abuse.
 - All partners and third party operators are researched in respect to child and vulnerable adult protection.

Violent and aggressive behavior

- Any form of violent or aggressive behavior towards other students, staff or community members will not be tolerated and may lead to disciplinary proceedings including instant dismissal.

Abusive behavior

- Any form of abusive behavior, including but not limited to racial, ethnic, gender or sexual orientation slurs towards other students, staff or community members, or any kind of behavior that others may find up-setting, will not be tolerated and may lead to disciplinary proceedings including instant dismissal.

Bullying

- Bullying towards other students, staff or community members will not be tolerated and may lead to disciplinary proceedings including instant dismissal.

Diseases



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- All personnel should be made aware of the prevalence and current status of diseases of concern as well as how to avoid them.
- All personnel should be made aware of the signs and symptoms of diseases of concern.
- State department travel and safety advice is monitored for all locations where programs are running. If a warning is valid for the area and time of activities, the insurance provider is notified and verified for valid conditions.
- NOK / Students are notified and encouraged to read the warning.
- If necessary, students are evacuated from location and alternative locations / activities are offered.

Political unrest and protests

- All personnel should be made aware of the prevalence and current status of any local or national political unrest or protests they may encounter.
- Personnel are not allowed to attend political protests.
- Failure to comply may lead to disciplinary proceedings including dismissal from the program.
- State department travel and safety advice is monitored for all locations where programs are running. If a warning is valid for the area and time of activities, the insurance provider is notified and verified for valid conditions.
- NOK / Students are notified and encouraged to read the warning.
- If necessary, students are evacuated from location and alternative locations / activities are offered.

Third party operators

- Any regular third party operator should have a written contract in place and be audited quarterly. The audit checklist must include:
 - the roles and responsibilities of each party



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- a reference of minimum safety requirements including the risk assessment, emergency action plans and incident reporting and evaluation.
 - the details of a specific point of contact in an emergency.
 - a child protection and vulnerable adult protection policy and procedure
 - Personal data and information protection policy and procedure.
- Audits are conducted by GVI staff in liaison with the third party operator.
 - If there are areas where the operator is non-compliant, the risk presented must be assessed using the risk risk assessment matrix to decide whether mitigation measures can be put in place to make the risk acceptable, or if it is unacceptable to continue using the service of the third party operator.
 - Any new third party operator must be audited as part of the agreement process.
 - Any changes with third party operators may require an audit review.

Dangerous local flora and fauna

- All personnel should be made aware of:
 - the types of dangerous fauna and flora
 - where dangerous fauna and flora may be encountered
 - how to best avoid encountering them
 - how to respond should they encounter them
 - the necessary steps, should they be bitten or infected.

Reverse culture shock

Prior to the end of the program, staff will discuss reverse culture shock, including:

- maximising the long term transference of lessons learnt
- some of the challenges and emotions they may have face upon departure



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- the techniques that may help them to manage these emotions
- the opportunities for support
- continuation of their personal and career development.

1.1.3.7 Communication of risk assessment

- Risk assessments must be freely available to all potential personnel and their next of kin.
- The local area and program risk assessment is delivered to all staff and all students, verbally and in writing.
- Risk assessments are broken into sections with each section communicated through verbal description and written word in advance of the relevant activities, and or locations.
- All staff and students must agree, sign and date that they have fully understood the risks, their assessment and their agreement to comply with the control measures involved.
- Risk assessments must be displayed at the base and be available to all personnel.
- A copy of the risk assessment should be carried by staff when on projects and when working with students.
- Failure to comply with the risk assessment may lead to physical or mental harm to a person or people, the environment, GVI's reputation, and disciplinary proceedings, including in some cases instant dismissal.
- Local Partners and third-party operators must be made aware of the risk assessment and, in relation to operations involving GVI personnel, agree to comply with it.
- Consequences of failing to comply must be clearly outlined, including the termination of the agreement.

1.1.3.8 Reviews of risk assessments

- The risk assessment is reviewed after each incident or near-miss.
- The risk assessment is reviewed and updated with changes to locations, activities and dynamic changes in risk.
- The risk assessment is reviewed and evaluated quarterly, in line with a quarterly review of any incidents and near misses, and their causes.



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- If and when a risk assessment is updated, all staff and students must be made aware of the change, the reason for it, and sign off on their full understanding and agreement to comply.
- Each risk assessment must have a version number and be stored, to maintain a historic record.
- All risk assessments versions must be kept for at least 7 years.



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1.1.4 Missing persons pre-liminary response

For all personnel, GVI has the following information:

- passport and visa information
- plight information
- medical history and current medication information
- two contacts for the personnel
- two contacts for next of kin

If personnel do not meet you where and when expected, it must be taken seriously and action must be taken. They may be in a life-threatening situation.

1.1.4.1 New arrivals

Upon arrival, if personnel do not show at the allocated time, the following protocol must be followed:

- Inform the health and safety manager.
- Check the flight number and departure / arrival times for delays or diversions to alternative terminals / airports.
- Attempt to contact them directly. Use both their supplied telephone number, and their email.
- Send them a message stating that you are awaiting them, hope that they are ok and ask them to make contact with you.
- Ensure you leave your name, contact number and email.
- If no contact is made, check with other staff on site, and with the emergency desk for any additional information in their record or any updates they may have.
- If there is no known reason for the delay, the next step is to try their next of kin, again via the contact information supplied to see if they have any explanation.
- Ensure you do not panic them, and promise to follow up with them within an agreed timescale, whether you have found the person, or not.
- Follow up as agreed above with the next kin, within the agreed timescale.



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The next step is to activate the Missing Persons Emergency Action Plan. This must be done within a maximum timescale of 6 hours past the allocated meeting time, however, it may be done much earlier depending on the circumstance and cause for concern.

1.1.4.2 Present personnel on the program

For personnel upon the program, who do not return at the stated / allocated time, should immediately be considered a 'missing person' and the following protocol should be followed:

- Check the sign out forms and board to ensure information regarding the expected arrival is accurate.
- If it is, begin steps to locate their whereabouts: Inform the health and safety manager. If they are not on duty, inform the duty manager.
- Check with all other personnel and to see if anyone knows where the person is, and determine their last confirmed sighting and intentions if known.
- If they are more than one hour late, collate their contact information and contact them via two different channels (phone and email), asking both:
 - if they are OK
 - to contact you regarding a new return time
- If they don't answer, leave a message and send a text, asking them to call.
- Ensure they know you are just concerned for their safety and making sure they are OK.
- In all scenarios, keep trying them and ensure they know you are only interested in their safety and ask them to make contact.

The next step is to activate the Missing Persons Emergency Action Plan. This must be done within a maximum timescale of 6 hours past the allocated meeting time, but may be done much earlier depending on the circumstance.



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1.1.5 Emergency response

1.1.5.1 Organizational structure

From an organizational perspective, the following must be in place to support field personnel during an emergency:

- All US participants are enrolled in the State Department’s STEP program.
- GVI must be registered with OSAC and the United States Department of State travel and safety advice is monitored for all locations where programs are running. If a warning is valid for the area and time of activities, insurance is notified and verified for validity and NOK / students are notified and encouraged to read the warning. If necessary, students are evacuated from location and alternative locations and activities are offered.
- Ensure a 24 hour emergency desk to respond to incidents and emergencies by a suitably trained and experienced staff and supported by senior staff with additional training and expertise in risk management. Ensure an independent medical expert is available on-call for consultation with GVI staff, with a minimum active certification of residential nurse or equivalent.
- Ensure a trained, independent clinician is available on-call for psychological issues and to help assess fitness of students to participate.
- Each base must always have access to at least two different communication channels, and all field staff must always have access to at least two communication channels.
- Ensure checks both prior to arrival and each day a program is in process for threats that include; recent criminal concerns, environmental hazards, health or disease concerns, etc.
- Ensure staff to student ratios at a minimum of 1 to 8 or higher, depending on the activities being conducted.
- Ensure all staff have suitable training, experience and where required by local law, qualifications to conduct the activities in line with GVI policies and procedures. This would include but not be limited to:
 - orientation to the location, operations and programs
 - local risk assessments, Emergency Action Plans and crisis management plans
 - ethics



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- child and vulnerable adult protection
 - personal data and information protection
 - student management as applicable
 - program management as applicable
 - off site safety management as applicable
 - first aid training where applicable
 - other training specific to their role.
- Ensure all staff have in-date criminal background checks.
 - Ensure all in-field staff have first aid qualifications.
 - Ensure, at each location, there is an appointed and suitably trained health and safety manager.
 - Ensure at each location, there is an appointed and suitably trained child and vulnerable adult protection officer.
 - Ensure there is a duty manager or emergency contact at each location at all times to coordinate activities in the event of an incident or emergency.
 - Ensure that, in line with our Personal Data and Information Protection Policy, we do not share participants personal data or information without express permission, unless it is to prevent a clear and immediate danger to a person or persons.
 - All bases have Emergency Action Plans (EAPs) in place for all foreseeable emergency situations.
 - All numbers must be tested quarterly and the EAPs reviewed and updated.
 - All bases should have access to GVI crisis management plan.

1.1.5.2 Emergency Action Plans (EAPs)

1.1.5.2.1 Overview

Emergency Action Plans (EAPs) are an integral part of GVI's health and safety procedures.

- These are based upon first aid protocols and are designed to provide action points that are simple to follow for personnel managing emergency situations.



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- Emergency Action Plans (EAPs) include as a minimum a “Stop - Think - Act” process, emergency telephone numbers and GVI emergency contacts.
- Emergency Action Plans (EAPs) require:
 - staff to be informed
 - a safety assessment of the situation and to make it safe
 - the appointment of a scene manager
 - primary first aid to be applied as relevant
 - the contacting of Emergency Medical Services (EMS) as relevant
 - preparation for evacuation and handover to EMS
 - initiating secondary care to be applied as relevant
 - bystanders to be treated for shock
 - the hand over to EMS
 - staff to be sent with the victim and management to stay with the remaining group
 - GVI emergency desk to be informed
 - A debrief to all staff and participants during which counselling is advised if needed.
 - complete GVI incident report and send to the emergency desk
 - all media enquiries to be sent to central support.
- Emergency Action Plans (EAPs) are in place for foreseeable emergencies at each hub.
- All staff and personnel are trained in the EAP use.
- They are posted on base and staff also carry applicable versions while conducting activities.

1.1.5.2.2 Example scenarios for Emergency Action Plans (EAPs)

Emergency Action plans are in place for all foreseen incidents including:

- incidents on base
- field (general and off base)
- vehicle
- damaged Boat



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- fire
- missing persons
- man-overboard
- sexual assault
- natural disaster
- earthquake
- hurricane
- terrorist attack
- kidnapping
- death
- mental health
- drug overdose

1.1.5.2.3 Communicating and using Emergency Action Plans (EAPs)

- EAPs must be displayed at the base and where possible at project sites.
- All personnel should be trained in their use.
- EAPs must be referenced during the welcome orientation and in project specific training.
- Staff should carry current versions of applicable EAPs whenever they are conducting activities.
- During any emergency situation or drill, the EAP should be referred to and used by all personnel involved in managing the emergency response.

1.1.5.2.4 Emergency Action Plan (EAP) reviews

- EAPs must be reviewed after each incident, near miss, drill, or relevant changing circumstances.
- EAPs must be reviewed each quarter as a minimum, and all numbers tested. The drills must be logged by the health and safety manager.
- New versions must be posted each quarter, and all personnel trained regarding any changes.



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- Changes may also be necessary prior to the end of the quarter if a review following an incident or drill highlights the need for a change. If so, the new version must be posted and all personnel must be trained regarding any changes.
- Old versions of Emergency Action Plans must be kept for seven years in case of delayed legal action.

1.1.5.3 Staff emergency kit

When in charge of students, should always have:

- For all personnel in their care:
 - details of any current medication, allergies and past medical history
 - insurance details and contacts
 - passport details
 - visa details
 - NOK details of students
- phone / email contact list
- phone and charger
- two channels of communication
- the risk assessment
- relevant Emergency Action Plans
- a suitably stocked first aid kit
- funds and / or a credit card for emergency use
- crisis management plan

1.1.5.4 Emergency information

- Emergency medical services should also be given:
 - signs and symptoms
 - summary of any first aid administered



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- timeline of relevant events leading up to, during, and post incident
- Summary of first aid administered
- In addition to the emergency kit and the above information, staff must have ready access, for all personnel, to:
 - detailed health plans
 - passport copies
 - visa copies
 - personnels flight details / tickets if relevant
 - details of any recent incidents



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1.1.6.0 Incident reporting

1.1.6.1 Overview

Effective incident reporting, a vital part of the process, allows for the understanding of events leading to the incident or near miss, the ability to communicate what happened and how it was managed, and to review the incident and management process to seek improvements which will keep people safer.

1.1.6.2 Incident logs

- All hubs must hold an incident log.
- All of the following must be recorded in the log:
 - any medical issues, however minor
 - near misses
 - breaches of health and safety protocols
 - breaches of project rules
 - actions resulting in disciplinary procedures
 - early departures from the program

1.1.6.3 Incident reports

- For all non-minor incidents or near misses, a full Incident report must additionally be completed including:
 - the nature of the incident
 - the severity level of the incident
 - names and roles of all personnel involved
 - a timeline of events and actions
 - the facts relevant to the incident. No assumptions, opinions or judgements should be recorded



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- relevant assumptions or opinions, ensuring they are stated as such and not as fact
 - a review of the risk assessment, control measure, and any recommended changes
 - a review of Emergency Action Plans and any recommended changes
 - any recommended disciplinary actions
- The incident reports should be signed by personnel involved to verify the true version of events.
 - If they refuse or are unavailable, it may be signed by a senior staff member, provided that it is a true and accurate version of events to the best of their knowledge.
 - additional information , such as witness statements, doctor reports, police reports, disciplinary action letters, should also be supplied where appropriate.
 - each form must have a reference number.
 - when an incident continues, a second form must be completed which references the initial form. These may later be collated into one incident report form if necessary.

1.1.6.4 Witness statements

If recording witness statements, it is important to ensure that:

- the statement is given free from duress
- at least two people are present to record the statement
- the statement is then written freely and the witness has time to review the statement and edit it as desired
- that the statement is signed with a date, witnessed with a date, and that the location of signing is recorded on the document.

1.1.6.5 Early departure forms

- If a student is leaving the program, for whatever reason, they should complete and sign an early departure form (including if they have been dismissed from the program).



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1.1.6.6 Review of incidents

- All individual incident reports include a review the risk assessment and encourage recommended changes.
- Additionally, the incident log, and the incident reports are collated at the end of each quarter.
- The collated results show, over the last quarter and in comparison to prior data (where available), and other locations:
 - the total number of incidents
 - the total number of incidents of each severity level
 - the totals of each nature of incident
- With the objective of reducing both the frequency and severity of incidents, this information is then used to review the risk assessment and control measures.



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1.1.7 Disciplinary procedures

- All personnel are made aware of GVI's disciplinary procedures.
- The disciplinary procedures are designed to develop learning and understanding, and to prevent future incidents and potential harm to individuals and others.
- GVI operates an escalating disciplinary procedure but maintains rights and intentions to dismiss personnel instantly for specific offences. The offences are listed as unacceptable on the risk assessment control measures.
- The escalating procedures are designed to encourage learning and development by personnel. The general order is:
 - verbal warning
 - written warning
 - final written warning
 - dismissal
- However, depending on the regulation that has been broken, the level of risk as assessed using the risk assessment matrix and the potential consequences of the actions or lack of actions by the individual, GVI reserves the right to issue a warning of any kind, including dismissal, regardless of which warnings, or lack of, have been issued previously.
- Any breach of the Health and Safety Policies and Procedures should be treated seriously and be treated as an incident or near miss and an incident report completed.
- The health and safety points that have been breached should be listed (referring to the exact clauses of terms & conditions, risk assessment, staff contracts and/or other documents as necessary) and should be noted in the incident report.
- The person must have the opportunity to:
 - explain their actions
 - defend their actions or express remorse as they feel is most suitable
 - the regulation that has been broken
 - the reason for the regulation
 - why the procedure is important



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- the potential next steps if there is another breach of this regulation, or another regulation.
- This should take place in front of a witness and be documented.
- Thereafter, after due consideration of the discussion, a decision should be made regarding whether to issue a warning or dismissal, and if so, which is most suitable.
- If a warning or dismissal is to be issued, the person must be issued with the incident report, and if happy, sign and date it along with a witness.
- They should also review the disciplinary notification, sign and date it, and add the location with witnesses present.
- Any disciplinary actions ultimately taken against the personnel as well as a copy of the notification of the disciplinary action, should be included in the incident report.

1.1.7.1 Verbal warnings

- Verbal warnings are issued for first breaches procedures or policies, and risk control measures for risks assessed as moderate or significant using the risk assessment matrix.
- Verbal warnings may also be issued for more than one formal discussion if it is judged that the second formal discussion signifies a clear lack of respect for procedures and policies.
- The verbal warning will stand for that breach of procedure until the end of their program.
- Personnel may be issued more than one verbal warning if the breach of procedure is unrelated and it is judged that the second breach was not due to a lack of respect for procedures or policies.

1.1.7.2 Written warnings

- Written warnings are issued for first breaches, procedures or policies, and risk control measures for risks assessed as significant or unacceptable using the risk assessment matrix.
- Written warnings may also be issued for more than one verbal warning if it is judged that the second verbal warning signifies a clear lack of respect for procedures and policies.
- The written warning will stand for that breach of procedure until the end of the program.



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- Personnel may be issued more than one written warning if the breach of procedure is unrelated and it is judged that the second breach was not due to a lack of respect for procedures or policies.

1.1.7.3 Final written warnings

- Final written warnings are issued for first breaches, procedures or policies, and risk control measures are issued for risks assessed as significant or unacceptable using the risk assessment matrix.
- Final written warnings may also be issued for more than one verbal warning if it is judged that the second verbal warning signifies a clear lack of respect for procedures and policies.
- The final written warning will stand for that breach of procedure until the end of the program.
- Personnel may not be issued more than one final written warning.

1.1.7.4 Dismissal

- Dismissals may be issued for first breaches, procedures or policies, and risk control measures may be issued for risks assessed as unacceptable using the risk assessment matrix.
- Potential dismissal cases should be discussed with the senior field managers prior to a final decision being made.
- Dismissals may also be issued after more than one written warning has been issued if it is judged that the second written warning signifies a clear lack of respect for procedures and policies.
- Anyone being dismissed must be asked to complete and sign an early departure form.
- The person should be fully supported even after dismissal, and helped regarding booking flights and accommodation until they have successfully exited the country (if that is their intention).

1.1.7.5 Disciplinary disputes



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Disciplinary disputes must be put in writing to GVI who will appoint an off site senior manager to review the case and make a full and final decision.



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1.1.8 Quarterly audits, reviews and evaluation

On at least a quarterly basis, the following audits, reviews and evaluations must be completed for each location and its activities. The review should be completed by the 15th of the month following the end of each quarter.

- collation of that quarters incidents, reports and reviews
- review of the risk assessment
- review of Emergency Action plans
- drill, including a test of emergency numbers and contacts
- the issuing and training upon any changes to risk assessment and EAPs
- health and safety audit of location and actioning of any resulting action points
- health and safety audit of third party operators and actioning of any resulting action points
- review and update of all program information
- staff meeting with the following agenda:
 - review of objectives of program
 - KPIs
 - safety including:
 - child and vulnerable adult protection
 - challenges
 - evaluation of the program
 - evaluation of the partnerships and projects
 - resulting action points and deadlines

Documents and amendments must be kept for seven years as this record is a crucial part of GVI practice.



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