



SECURITY MANAGEMENT PLAN AND PROCEDURES

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CONFIDENTIAL

Table of Contents

INTRODUCTION.....	3
THREATS, MITIGATING MEASURES AND CONTINGENCIES	4
1.2 Application.....	4
1.1 In-Country Situation	5
Government Travel Advice	6
Demonstrations & Strikes	6
General Advice.....	6
Scams	7
Theft.....	7
Background orientation about the Build up Nepal.....	8
1.2 Culture	8
2. Threats and risk mitigation measures	8
2.1 Traffic safety.....	9
Air travel	9
2.2 Political turmoil, elections	9
2.3 In case of Theft or accident	9
2.5 Natural hazards, earthquake, landslides, etc.	10
Risk Contingency plan.....	10
Evacuation, Relocation, Hibernate	10
3.1 Evacuation	10
3.2 Relocation.....	11
3.3 Hibernation.....	11
3.4 Medical Emergencies.....	11
3.5 Fire	11
STANDARD OPERATING PROCEDURES	11
Field Trips and Staff Movement Control	11
4.1 Field Trips.....	12
4.2 Field Trip Security.....	12
Transportation.....	12
5.1 Transportation Regulations	12
5.2 Boat Regulations	12
Medical.....	13
6.1 Medical Precautions.....	13
6.2 First Aid kits.	13
7 Communications.....	13
7.1 Mobile Phones.....	13
7.2 Phone Tree	14
Incident Reporting.....	14
TEMPLATE INCIDENT REPORT FORM	15

INTRODUCTION

This Security Plan of Build up Nepal are applicable to all international volunteers, employees and staff unless otherwise explicitly indicated. In any questions or need for further elaboration, do not hesitate to contact Build up Nepal or the sending partner.

By signing a copy of the Regulations, each signatory gives a formal acknowledgement that they have understood them and commits to abide by them.

This Security Management Plan consists of two sections.

The first; Threats, Mitigating Measures and contingencies addresses specific threats in the operating environment, how to mitigate the risk's threat, and what to do in the event that the treat is encountered.

The second; is a list of Standard Operating Procedures that each operation must have and use.

The Build up Nepal **Managing Director** has the ultimate responsibility for security for volunteers as regards Build up Nepal's role as Hosting partner.

INSERT information on insurance contact information and coverage for the individual volunteer after consultation with Sending PARTNER

INSERT organogram of Build up Nepal and of Sending PARTNER including their lines of Communication.

THREATS, MITIGATING MEASURES AND CONTINGENCIES

1. Application

These Regulations are applicable to short and long term international volunteers, staff and employees in the operational areas of Build up Nepal. Here forth the term “volunteer” is used to refer to all the above-mentioned personnel. Volunteers hosting visitors are responsible for ensuring any visitors to the operational area abide by these security procedures.

By signing of these regulations, each signatory gives a formal acknowledgement that they have understood the Security Plan and policy and procedures and commits to abide by them.

Because of the importance for the safety of individuals and the Build up Nepal as a whole, any breach of security and safety procedures may have disciplinary consequences, up to and including the immediate termination of an assignment or mission, or dismissal.

These procedures are confidential and must be handled accordingly. *In addition to requesting Sending Partner to providing volunteers with a copy of the Security Plan as part of pre-departure briefing, Build up Nepal commit itself to ensure that main concerns are included in a welcome briefing provided to all volunteers upon arrival or entering the operational area. Volunteers are requested to obtain current information from the Government of their home country and follow the advice offered. All travel is to be postponed or cancelled both in the case the Ministry of Foreign Affairs “do not recommend travel unless necessary” or “do not advice travel under any circumstances” or in the case security circumstances cause Nepal to be removed from the list of eligible countries under the EU Aid Volunteer Initiative.*

- Build up Nepal commit itself to provide sending partner with information relevant for regularly update of risk assessment, security plan and the evacuation plan.
- Frequency of reviewing of evacuation plan is determined by the risk assessment, which is to be adjusted in lieu of change in situation.
- Build up Nepal commit itself to provide sending partner information of the evacuation plan and measures in case of fire at the area of operation and make it easily accessible for the Volunteer.
- Build up Nepal commit itself to provide sending partner of any significant changes in the area and to ensure that the volunteer is informed about any change in the area of working and any change of the security procedures or protocols.
- Build up Nepal to obtain information of the location of all volunteers and request them to provide a contact number to reach them always.

1.1 In-Country Situation

Nepal, lying along the southern slopes of the Himalayan mountain ranges in South Asia. It is a landlocked country located between India to the east, south, and west and the Tibet Autonomous Region of China to the north. Predominately a Hindu country with a large Buddhist minority. The capital is Kathmandu.

Read more about Nepal's historical, political, socioeconomic and religious background of Nepal: <https://www.britannica.com/place/Nepal>

Nepal is the 16th poorest country in the world and the second poorest in Asia (after Afghanistan) in terms of per capita income. 23% of the population of 28 million people live on less than \$1.25 a day. The poorest people live in the inaccessible west of the country or are from the dalit (untouchable) caste. High unemployment means that about 1,500 Nepalis migrate for work every day to countries such as the Gulf states, Malaysia and India. Nepal is ranked 145th in the world in the Human Development Index, a situation which has not improved significantly since emerging from conflict in 2006. Following successful elections in late 2017, Nepal is now implementing its new Federal Constitution, agreed following the 10-year civil war. The Constitution has the potential to give more Nepalese an economic and political stake in the country's future and strengthen the foundations of both stability and prosperity.

Nepal has the potential for higher, inclusive economic growth through the development of hydro-electric power and through sectors like agro-processing, light manufacturing and tourism, which present significant opportunities for UK business, and trade with India and China. This potential is hampered by complex investment rules and processes, costly and unreliable energy supply, poor transport infrastructure, political instability, weak institutions, poor governance and gender disparity. Nepal is highly vulnerable to natural disasters and climate change which can push populations back into poverty, destroy infrastructure and undermine growth. The 2015 earthquakes caused extensive damage and Nepal remains at high risk of a catastrophic earthquake.

In political terms, Nepal is more stable than it has been in years, and crime is not a major risk for travelers. Statistically speaking, the most dangerous thing you'll do in Nepal is simply taking public transport along the country's busy highways. Learn more about Nepal from UK GOV: <https://www.gov.uk/world/organisations/dfid-nepal>

Perhaps the dominant Nepali cultural concepts are those of caste and status, both of which contribute to a strictly defined system of social hierarchy and deference. Caste determines not only a person's status, but also their career and marriage partner, how that person interacts with other Nepalis and how others react back.

When it comes to religious beliefs, Nepalis are admirably flexible, pragmatic and, above all, tolerant – there is almost no religious or ethnic tension in Nepal. Nepalis are generally good humored and patient, quick to smile and slow to anger, though they also have a reputation as fierce fighters.

The notions of karma and caste, when combined with a tangled bureaucracy and deep-rooted corruption, tend to create an endemic sense of fatalism in Nepal. Confronted with problems, many Nepalis will simply respond with a shrug of the shoulders and the phrase *khe garne?*, or ‘what is there to do?’, which Westerners often find frustrating yet oddly addictive.

Read more about the culture in Nepal:

<https://www.lonelyplanet.com/nepal/background/other-features/e43f854c-d65a-475d-8bee-7500e6a32f/a/nar/e43f854c-d65a-475d-8bee-7500e6a32f/357105>

Government Travel Advice

The following government websites offer travel advisories and information on current hotspots. Some of this official travel advice can sound a little alarmist, but if your government issues a travel warning advising against ‘all travel’ or ‘all but essential travel’ to a specific area, then your travel insurance may be invalid if you ignore this advice.

- Australian Department of Foreign Affairs (www.smartraveller.gov.au)
- Government of Canada (www.voyage.gc.ca)
- New Zealand Department of Foreign Affairs & Trade (www.safetravel.govt.nz)
- UK Foreign & Commonwealth Office (www.gov.uk/foreign-travel-advice)
- US Department of State (www.state.gov/travel)

Demonstrations & Strikes

Nepal has a long history of demonstrations and strikes – some by politicians, some by students, some by Maoists, and some by all three! The political situation has greatly improved, but occasionally demonstrations still occur and they can turn violent. In the event of a strike, the best thing to do is hole up in your hotel with a good book. In this case you’ll likely have to dine at your hotel. If political instability returns, it pays to heed the following points:

- Keep an eye on the local press and news websites to find out about impending strikes, demonstrations and curfews – follow websites such as www.kathmandupost.ekantipur.com, www.thehimalayantimes.com and www.nepalitimes.com.
- Don’t break curfews and avoid travelling by road during *bandhs* or blockades, particularly in a rented vehicle, as vehicles flouting travel bans are often vandalised.
- When roads are closed, the government generally runs buses with armed police from the airport to major hotels, returning to the airport from Tridevi Marg at the east end of Thamel.

General Advice

You should heed the following general advice for travelling in Nepal:

- Register with your embassy in Kathmandu, especially if you plan to go trekking.

- Don't trek alone. Solo women should avoid travelling alone with a male guide.
- Be familiar with the symptoms of altitude sickness when trekking and follow the guidelines for safe acclimatisation.
- Avoid travelling on night buses, as these are prone to accidents.
- Take copies of your passport, visa, air ticket and trekking permits and keep these separate from the originals.

Scams

Whilst the overwhelming majority of Nepalis couldn't be any nicer, there are some who are impressively inventive in their range of imaginative scams. Watch out for the following:

- Deals offered by gem dealers that involve you buying stones to sell for a 'vast profit' at home.
- Children or young mothers asking for milk. You buy the milk at a designated store at an inflated price, the child then returns the milk and pockets some of the mark-up.
- Kids who seem to know the capital of any country you can think of; they are charming but a request for money will arrive at some point.
- 'Holy men' who do their best to plant a *tika* (a red paste denoting a blessing) on your forehead, only to then demand significant payment.
- Credit card scams

Theft

While petty theft is not on the scale that exists in many countries, reports of theft from hotel rooms in tourist areas (including along trekking routes) do occasionally happen, and theft with violence is not unheard of. Never store valuables or money in your hotel room.

One of the most common forms of theft is when backpacks are rifled through when they're left on the roof of a bus. Try to make your pack as theft-proof as possible – small padlocks and cover bags are a good deterrent.

There's little chance of ever retrieving your gear if it is stolen, and even getting a police report for an insurance claim can be difficult. Try the tourist police, or, if there aren't any, the local police station. If you're not getting anywhere, go to [Interpol](#) at the Police Headquarters in Naxal, Kathmandu.

More info on security and safety in Nepal can be found on *INFORM* website, a Global, open-source *risk* assessment for humanitarian crises and disaster: <http://www.inform-index.org/Countries/Country-profiles/iso3/NPL>

Lonely planet also offers valuable security & safety advice: <https://www.lonelyplanet.com/nepal/safety>

Background orientation about Build up Nepal

Build up Nepal is working to rebuild rural villages by empowering rural people and utilizing local materials since the devastating 2015 earthquake in Nepal. We have grown quickly and the majority of our staff are Nepali people. In general, our work is appreciated by the rural people and in the communities, we work, although we often experience some initial hesitance while starting new project (as often there has been NGOs working in different villages and not living up to their promises). If a volunteer is representing Build up Nepal in Kathmandu or in the rural areas, they will generally be greeted positively by the people, especially in the areas where we have ongoing projects.

1.2 Culture

- *Customs:* The Nepalese are generally friendly and curious, and enjoy speaking to people from outside of their country. When you meet someone for the first time, the general greeting is to say “Namaste” with both hands held together. It is also important to speak modestly as a sign of respect for the person you are speaking with. Do not speak in a loud or arrogant manner, which may come across as rude. Topics to avoid in the beginning include politics, religion, gender and caste differences.
- *Clothing:* People dress formally in work environments. Men wear shirts and pants, and most Nepalese women wear a kurta (long tunic, pants and shawl draped over the shoulders or chest). Kurtas are worn both as casual everyday wear and as formal dress. Women can also be seen wearing shirts and pants. Short skirts are usually avoided, especially if you are visiting rural areas. A sleeveless top is most often acceptable at work.

More information on cultural orientation can be found here: https://www.international.gc.ca/cil-cai/country_insights-apercus_pays/ci-ic_np.aspx?lang=eng

2. Threats and risk mitigation measures

In the following section are listed the most prevalent threats to safety, health and security of Volunteer and risk mitigating measures to avert the threats.

There’s a low rate of serious crime in Nepal. Watch out for pick-pockets and bag-snatching, particularly in airports, on buses and in areas popular with foreign nationals like Thamel, Sanepa and Kupondol in Kathmandu. Take care when walking around at night. Assaults and robberies are more likely to occur in the evening in poorly lit areas. Avoid walking on your own and don’t carry large sums of cash. Keep valuables in a hotel safe if possible.

Bars and restaurants close at midnight. Foreigners remaining in bars and clubs after hours have been detained by the police. Take care when entering ‘dance bars’ as some foreigners have been

swindled or harassed. Be wary of accepting drinks from strangers, and don't leave drinks unattended. There have been incidents of foreign nationals being sexually assaulted.

Victims of crime should call the Tourist Police in Kathmandu on 01 4700750 or the Tourist Police headquarters on 01 4247041.

If you need to contact the emergency services, call 100 (police) and 101 (fire). There is no central public ambulance service, though some private providers operate in the main cities. In an emergency, you should call the local hospital. Take out comprehensive travel and medical insurance before you travel. If you are intending to travel at altitude, check that your insurance policy provides cover.

2.1 Traffic safety

Road conditions are poor, especially during the monsoon season and in mountain areas. The 2015 earthquake affected many roads and reconstruction work is still ongoing, making conditions worse. Bus accidents are common in Nepal and there are a number of accidents resulting in fatalities every year. Buses are often overcrowded, poorly regulated, poorly maintained, and driving standards are low. Avoid travel on overnight buses. Don't travel on overloaded or overcrowded buses. Tourist buses usually offer a higher standard of comfort and safety.

General driving standards are poor. Many drivers are not properly licensed, trained or insured and vehicles, including taxis, are often poorly maintained. There are few pavements outside central Kathmandu and motorists don't yield right of way to pedestrians. Other road users often ignore motorbikes and bicycles. It's the law to wear a helmet when riding a motorbike.

Air travel

Check weather conditions before travelling. Bad weather conditions in mountainous and hill regions could further increase the risk to your safety and cause lengthy delays. Airfields such as Lukla's are among the most remote and difficult to land on in the world and are a challenge for even the most technically proficient pilots and well-maintained aircraft. There have been a number of recent air accidents in Nepal, additionally all air carriers from Nepal have been refused permission to operate air services to the EU due to safety concerns.

2.2 Political turmoil, elections

- Despite the Nepali process of democratic transition has been unfolding a while the risks of backlash should not be neglected. Therefore, special attention needs to be applied in years of election of any change in political landscape.

2.3 In case of Theft or accident

- Report incident to Build up Nepal and to sending partner
- Contact police station and file a report
- Under no circumstances resists - to avoid confrontation do not resist.

2.5 Natural hazards, earthquake, landslides, etc.

- Nepal is in a major earthquake zone and remains at risk from further earthquakes and aftershocks. You should familiarize yourself with safety procedures in the event of an earthquake.
- In case of indication of earthquake, stay at distance of buildings which are at the risk of being damaged.
- The monsoon season normally runs from June to September. Flooding and landslides often occur during this time. Road travel anywhere can be hazardous, particularly in rural areas.

Never trek alone. Use a reputable agency, remain on established routes and walk with at least one other person. Take note of weather conditions and forecasts, and come prepared. Altitude sickness is a risk in all trekking regions. Read more: <https://www.gov.uk/foreign-travel-advice/nepal/natural-disasters>

Risk Contingency plan

Each country and respective country program, projects face unique security risks. In case of any security or medical emergency or severe health, safety or security risks, incidents or injuries, the sending partner will be contacted by Build up Nepal. The sending partner is to be contacted immediately and be responsible to inform relatives or other contact person indicated by volunteer prior to departure.

Contacts Build up Nepal:

Office phone: +977 01-5261003

Contact to volunteer responsible: Rajesh Chaudhary, 9801-055665, rajesh@buildupnepal.com

Other contact numbers: +977; 9801-101063, 9801-136093, 9802-070082

Official E-mail: info@buildupnepal.com

INSERT applicable and available means of communication / Phone, satellite phone, other – sending partner.

Evacuation, Relocation, Hibernate

Build up Nepal commit itself to have in place contingency plans for Evacuation, Relocation, Hibernate” remain and stay put”, as well as for Medical Evacuation, and Fires. Prior to deployment of volunteers such will be developed in consultation with sending partner

3.1 Evacuation

For international evacuation the nearest international airport, Tribhuvan (Kathmandu) International Airport, is the closest airport. Air strip for large and small aeroplanes, exists which can be used for transport by aeroplane to a safe area or a hospital in Nepal or abroad. Volunteer will be located in our office in Kathmandu/Patan. Nearest 24 hours hospital is Nepal Medicity Hospital: Nakhkhu Ukalo Road, Nakhkhu Patan, Karyabinayak 44600. Website: <http://www.nepalmediciti.com/>
Location: <https://goo.gl/maps/hz3wLfVv7412>

Call 1134 for emergency service

Nearest border (India) is reached by heading south via Kulekhani – Sisneri – Pharping road to Birgunj. Travel time by car 5 hrs, by bus 9 hrs, airplane 30 min.

In case of an evacuation the volunteers meet at the Build up Nepal office unless otherwise is communicated specifically. Volunteers are immediately to contact Insurance Company directly and then inform the sending partner an Embassy of country of residence.

3.2 Relocation

In case of need to relocate volunteers will leave the country in accordance with instruction from sending partner/Insurance Company/Embassy.

3.3 Hibernation

In some circumstances, the options to remain may be preferred option. Remain involves remaining in-doors in a prepared location and waiting to see if the situation stabilizes. E.g. Ebola where all travel may increase risk of contamination and spreading the disease or alternatively, political turmoil at a reasonable distance of Build up Nepal area of work.

Location: Build up Nepal office, Mitra Marg, 44600, Patan, Nepal. Water, food, fuel and hygiene for 14 days is available.

3.4 Medical Emergencies

Volunteers are to provide Build up Nepal with all relevant information about their health and security insurance coverage and contact information.

3.5 Fire

- Fire Brigade phone number is 101
- If the fire is in the first stage, make use of the nearest fire extinguisher.
- In case of fire, use emergency exits at the office of Build up Nepal.
- We keep fire extinguisher and maintain them yearly to make sure they work.
- Fire procedures are to be introduced and enforced at worksites of partners of Build up Nepal

STANDARD OPERATING PROCEDURES

Following Standard Operating Procedures are the minimum procedures have to be outlined and implemented. Field trips and staff movement control, transportation, Medical Precautions, communications, Incident reporting.

Field Trips and Staff Movement Control

4.1 Field Trips

Field trips must correspond to an operational goal / be relevant to project and task assignment of volunteer, and wherever possible, volunteer should join up with staff visiting the same area. Volunteer to seek approval before field trips and ensure they are well planned and to include security, safety and health precautions. If a person is assigned to conduct a field trip to a new area of operation, supervisor from Build up Nepal, will provide advice and guidance and if applicable participate.

4.2 Field Trip Security

In the event of a negative change in local security situation, which might affect the security of Volunteer to conduct fieldtrip at any degree sending partner is to be informed. Build up Nepal will cancel any volunteer and staff movement in a negative deteriorating security situation unless approved after consultation with sending partner. If volunteer is not respecting restrictions in movement, volunteer contract may be terminated at the cost of the volunteer at the ground of jeopardizing security.

Transportation

5.1 Transportation Regulations

In this chapter you will find general rules and responsibilities, overall rules are detailed below,

- In Build up Nepal volunteers are not allowed to drive themselves unless emergency or exception approved in advance.
- For travel and field trips, Build up Nepal office vehicle will be used.
- Build up Nepal has a zero-tolerance policy regarding the use of alcohol in connection to and while driving.
- Safety belts must be used at all times, including back seats when belts are available. Driving always require drivers licence and traffic law apply.
- Volunteers must not other than emergency drive or ride motorbikes or other two-wheeled vehicles.

5.2 Boat Regulations

- Volunteers should not travel by boat unless emergency. If no other means of transportation volunteers must wear life vest if available.
- When security instructions provided by marine officers at duty these prevails and must be followed.
- Volunteer is to obtain knowledge of where to find safety gear and how to evacuate the boat in case of emergency.

Medical

6.1 Medical Precautions

Information of medical service :

Nearest 24 hours hospital is Nepal Medicity Hospital: Nakhkhu Ukalo Road, Nakhkhu Patan, Karyabinayak 44600

<http://www.nepalmediciti.com/>

Location: <https://goo.gl/maps/hz3wLfVkJ7412>

Call 1134 for emergency service

For more severe injuries or illness, contact the insurance company directly and then inform sending partner, who is responsible for informing relatives or contact persons.

INSERT emergency contact information on Insurance Company.

Procedure for to collect medical data records:

As part of pre-departure the volunteer is requested to provide all relevant medical information on blood type, vaccinations, chronically and pre-existing conditions. Information is to be filled and shared with Build up Nepal in respect of confidentiality regulations. All data is to be deleted upon return of volunteer by no later than one week after completion of the assignment.

6.2 First Aid kits.

In the office, first aid kit can be found in “Engineers room” on 2nd floor. All Build up Nepal vehicles have access to first aid kits. The first aid kits are checked quarterly and refilled. Furthermore, all volunteers should bring a small first-aid kit to have at location of housing and when travelling.

7 Communications

Volunteer should not communicate to external audience, including authorities in country of residence, media, radio television written press or social media about the Build up Nepal or Sending PARTNER or convey any information about the work of the organisations obtained, while volunteering, unless explicitly assigned and approved by both Build up Nepal and Sending PARTNER.

Volunteer is recommended to bring a mobile phone for communication. A local SIM-card is to be purchased upon arrival. The phone number must be provided to both Build up Nepal and sender partner.

7.1 Mobile Phones

Rajesh Chaudhary – Treasurer and volunteer responsible - 9801-055665, rajesh@buildupnepal.com

INSERT a list of relevant contact persons of Sending PARTNER regarding international volunteer safety health and security and their respective phone numbers is to be inserted.

7.2 Phone Tree

Build up Nepal: Rajesh Chaudhary – Treasurer and volunteer responsible - +977 9801-055665
Office phone: +977 01-5261003

Incident Reporting

All incidents that involve volunteers and dependents or equipment/property must be reported in the most expedient manner possible.

The person responsible for security is to take immediate action and apply adequate measures to the incident as necessary and reports the incident to the Management/Board. Personal information will remain confidential unless security conditions warrant otherwise. Volunteer submits a written incident report to Build up Nepal and the Sending PARTNER within a week of incident using the incident reporting form.

TEMPLATE INCIDENT REPORT FORM

Case #

Country:

Date of Report:

Office:

Reporting Volunteer:

Contact #:+

Date, Time and Location of Incident:

Description of Incident with relevant details given in chronological order:

Description of any sustained injuries:

Description of any damage to assets:

Actions taken in response to incident and additional actions required:

Source of information (self, colleagues, operational partners, military, police, local authorities, etc):

Were staff and assets involved clearly marked with the Build up Nepal or PARTNER or EUAid logo?

Were operational procedures and security guidelines being followed and was relevant safety procedures for equipment applied?

Was the incident the first of its kind? (If not, list the previous incidents by date):

What is the analysis of the incident?

Was it an isolated incident or is it indicative of an elevated risk?

Have you informed other staff or volunteers of the security incident?

Signature by Volunteer

Date

Signature