

1.1.31.3 Duty of Care (DoC)

BBC Media Action (BBCMA) has robust policies and procedures in place enabling delivery of successful programming in some of the world's most fragile settings whilst ensuring safety and well-being. We understand Duty of Care (DoC) to be our obligation to protect personnel, including staff and freelancers, as well as content contributors, audiences and beneficiaries from reasonably foreseeable harm which might result from our work. Our approach to DoC is rooted in wider BBC experience and resources including do no harm principles outlined in the editorial guidelines, fine-tuned over 19 years' working in local contexts, especially conflict zones (e.g. Afghanistan, Iraq), major pandemics (e.g. the Ebola crisis) and following natural disasters (e.g. the 2015 Nepal earthquake). Safeguarding procedures and measures to protect staff, partners, contributors and beneficiaries include a safeguarding policy, an overall code of conduct as well as a whistle-blowing policy. A dedicated High Risk Advisor from the BBC High Risk team works with BBCMA full-time providing specialist support for high risk activities and ongoing operations/deployments to hostile environments. This team closely monitors changes in the local context with access to real-time intelligence from a number of sector-leading security and risk intelligence companies, and advises when offices should close, lock down (e.g. volatile political situation), or manage movements in public (e.g. during terrorist threats). Support extends to both operational and personal risk management (for example, strategies to deal with crime, car-jacking, civil disturbance etc.) and all high-risk work locations are assessed. The whereabouts of staff on work deployments is tracked as a matter of course. DoC considerations are incorporated into the organisation's overall risk register, which is reviewed biannually by the Management Team and Board of Trustees. Risks are scored for potential impact, and for probability of occurrence. All risks have assigned action plans intended to mitigate impact and/or probability. Support schemes are in place for BBCMA personnel including the BBC's Employee Assistance Programme which provides free, independent and confidential information, resources and counselling on a wide range of work, family and personal issues. An occupational health service is provided for everyone who travels on BBCMA business to give guidance and advice on travel health and vaccinations.

Aktis Strategy has developed an in-depth understanding of DoC requirements to manage and deliver over 40+ CSSF contracts. Project team members adhere to a Global Health, Safety and Security (HSS) policy, which informs HSS plans and protocols extending to all staff, associates and partners. Prior to deployment country-specific pre-deployment training and security briefings are delivered and medical insurance is provided. All in-country staff are required to sign up to a WhatsApp Security Group, where Aktis' Security Focal Point based in Ukraine will provide live updates and monitoring to any ongoing risks or issues. The risks and mitigations are monitored by the Project team and collaborated with partners monthly. Aktis' risk management system enables the entire team to participate in detecting and managing risks via escalation procedures and transparent client communication. These tools include a risk management matrix, country-specific HSS plans and Minimum Operating Security Standard audits to monitor compliance with the HSS Plan and identify areas that need strengthening.

The Thomson Reuters Foundation (TRF) has strict policies and clear procedures in place to ensure that DoC responsibilities to people and organisations are met. With support from and access to Thomson Reuters' global and regional security teams, TRF is able to identify DoC risks and develop plans to reduce as well as mitigate and/or share them. All staff, agents and subcontractors are provided with insurance, which covers property, medical care and evacuation as well as 24/7 support. Thomson Reuters data security policies and procedures protect data, including communications, and staff receive regular mandatory training on data protection. When staff, agents, and sub-contractors are deployed their safety is monitored on an ongoing basis, and Thomson Reuters global and regional security teams would provide support to manage any emergency situation. This is backed up by detailed Emergency Response Plans for all Thomson Reuters offices, including in Eastern Partnership countries.