



EngenderHealth
for a better life

Duty of Care Framework Overview

What is Duty of Care?

Duty of Care is the legal, moral and contractual obligation that EngenderHealth has to provide a high standard of care to those performing activities on their behalf. Especially if these activities involve foreseeable harm, like a car accident or security incident for example.

EngenderHealth believe that organizations can only fully achieve full Duty of Care by managing risk and providing support in multiple areas:

- Security
- Wellbeing
- Safeguarding

Why do EngenderHealth have a Duty of Care Framework?

All environments around the world hold an inherent threat. Wherever we are as individuals, we will be at some level or risk. Political, socio-economic and other factors, combined with EngenderHealth's mission and activities, contribute to shifting dynamics that may present violence, insecurity and disorder.

These dynamics may directly impact the physical and mental health of EngenderHealth's staff and associates. This Duty of Care Framework has been designed to minimise the impact to EngenderHealth's staff and associates, and EngenderHealth's reputation, finances and sustainability.

How was the Duty of Care Framework created?

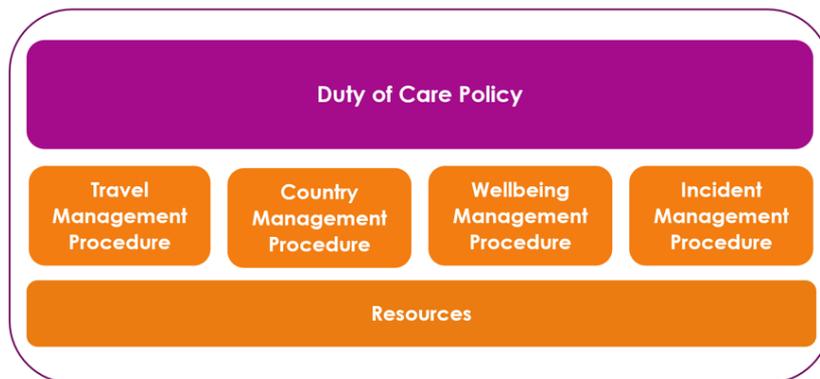
EngenderHealth completed a three phase consultative project to ensure that the framework was tailored specifically for EngenderHealth's staff, mission, activities, and operating locations.

- **In Phase 1: EngenderHealth learnt** about what was already in place; what worked and did not work; and, what staff wanted. This involved the review of nearly one hundred documents, and listening to staff through workshops, qualitative interviews, and a survey.
- **In Phase 2: EngenderHealth developed** new Duty of Care and Safeguarding frameworks, based on the findings from the previous phase.

- **In phase 3: EngenderHealth embedded** the knowledge of the framework through multiple training courses, workshops and mentoring sessions.

How is the Duty of Care Framework structured?

EngenderHealth's Duty of Care Framework consists of a policy that is supported by procedures and resources, as illustrated below.



- **The Policy** outlines EngenderHealth's approach to managing security and wellbeing risks, identifying principles, strategies, roles and responsibilities, commitments to staff and associates, training standards and incident management approach.
- **The Procedures** outline what EngenderHealth staff and associates needs to do to ensure that we meet the policy.
- **The Resources** are the tools that EngenderHealth's staff and associates need to use to follow the procedures. In addition, there are guidance documents on specific subjects like using transport and hotels.

For example, if you want to travel to a country programme, the Policy tells you what training you will need; the Travel Management Procedures informs you of the steps you need to take before, during and after travel; and, the Trip Form (in the Resources) is the document you need to complete and submit for approval.

Which part of the Duty of Care Framework do I need to use?

That really depends on what you want to know. The following can help point you in the right direction:

I want to...	You should...
Know more about roles and responsibilities...	Read the Duty of Care Policy that outlines roles and responsibilities.
Find out what training I should have...	Read the Duty of Care Policy that outlines the mandatory training requirements for staff and associates.

I want to...	You should...
Travel to a country programme...	<p>Read the Travel Management Procedure outlines the travel booking process.</p> <p>Complete the Trip Plan in the Resources.</p>
Find out information about the security situation in a country that I am travelling to...	<p>Read the Security and Wellbeing Pack (SWP1 Welcome Pack and SWP2 Context Profile and Risk Rating) for the relevant country.</p> <p>Also ask a Security Focal Point or Country or Regional Representative for more granular information.</p>
Know what standard operating procedures I need to follow in a country program	<p>Read the Security and Wellbeing Pack (SWP3 Standard Operating Procedures) for the relevant country.</p> <p>Also ask a Security Focal Point or Country or Regional Representative for more granular information.</p>
Report a security incident...	<p>First call your supervisor to verbally report the incident and seek any help you may need.</p> <p>Next, when you are safe, use the written Incident Report Form in the Resources.</p>
Respond to a critical incident with my team...	<p>Immediately contact the Chief of Finance and Administration.</p> <p>Read and use the Incident Management Procedure.</p>
Access wellbeing support (e.g. book a counselling session)...	<p>Read the Wellbeing Management Procedure.</p> <p>Also ask the Safeguarding and Wellbeing Focal Points to answer any specific questions or provide immediate support.</p>
Create a Security and Wellbeing Pack for my programme...	<p>Read the Country Management Procedure.</p> <p>Complete the Security and Wellbeing Pack templates (in Resources).</p> <p>Watch the "creator workshop" training video.</p>
Ask a general question about security or wellbeing...	<p>Read the policy and relevant procedure(s) and resource(s).</p> <p>Ask a Security Focal Point or Country or Regional Representative for more granular information.</p> <p>Ask the Chief of Finance and Administration if you still have questions.</p>

Where can I get further information on the Duty of Care Framework?

Please contact Tonée Mwangi Director of Governance & Compliance on TMwangi@engenderhealth.org.