

Duty of Care Checklist

- **Duty of Care Commitment**
 - Is Duty of Care statement posted on intranet?
 - Is duty of care clearly defined?
 - Are specific measures outlined?
 - Is duty of loyalty defined?
 - Are specific commitment/expectations outlined?
- **Personnel**
 - Are background checks conducted on staff/partners?
 - Is Duty of Care/responsibility part of all staff inductions? Documented?
 - Is there a code of conduct?
 - How are individuals held accountable?
 - Do staff records include NoK information? PoL questions/answers? Social media passwords?
- **Risk Management**
 - Are enterprise risk assessments (by location) conducted? / Frequency?
 - Are mitigation measures prioritized? Resourced?
 - Is status of mitigation measures monitored?
 - Are accountabilities clear?
 - Do insurances adequately cover enterprise risk exposure? Last reviewed
 - Staffing
 - Travelers (frequency, destinations)
 - Location of facilities/programs
 - Types of activities
- **Travel safety**
 - Are pre-travel destination assessments conducted?
 - Is pre-trip planning required? / Authorized?
 - Is travel agency linked to safety, security and/or health monitoring service?
 - Are destination briefings conducted before travel? Documented?
 - Are travelers tracked?
 - Is there a 24/7 contact point/service?
 - Are travelers required to complete standardized safety & security training?
 - Is travel insurance sufficient to meet traveler needs? Medevac? Political evacuation?
 - Are travelers briefed at field locations? Documented?
- **Safety and Security Management Plans**
 - Is a safety and security risk management approach defined?
 - Are risk threshold principles clearly stated?
 - Are threat/risk assessments per location required?
 - Is there means to disseminate risk information and organizational guidance?
 - Are facilities security measures commensurate with operational risks?
 - Physical security and building
 - Perimeter control

- Access control
 - Use of guard force (qualifications, training, supervision, accountability, liability)
 - Safety procedures
- Is comprehensive staff contact information in place? Accessible remotely 24/7? Tested?
- Are contingency plans in place for likely events?
 - Motor vehicle accident
 - Hibernation
 - Relocation
 - Staff detention
 - Staff death
 - Medical evacuation
 - Non-medical evacuation
 - Abduction/kidnapping
 - Program closure
- **Business Continuity Plans**
 - Is there a BCP? Last revised?
 - Have critical functions been identified?
 - Are all managers informed of responsibilities?
 - What redundancies have been created?
 - Has BCP been tested?
- **Training**
 - Duty of care/loyalty orientation
 - Personal safety and security training
 - Hostile environment advanced and training (as determined by risk exposure)
 - Hostage survival training (as determined by risk exposure)
 - Lone/multiple gunman advice and training,
- **Crisis Management**
 - Does special risk insurance cover level of exposure by location?
 - Is there a crisis management plan? Last revised?
 - Shared with CMT?
 - Has CMT been trained? HQ/field?
 - Have technical providers been involved/reviewed CM plan?
 - Is crisis communication plan in place?
 - Internal communications
 - External communications/media
 - Social media
 - Have family liaison/support personnel been identified? Trained?
 - Most recent crisis (when CMT convened)
 - After action review conducted?
 - CM plan revised?
 - Are psychosocial resources in place for post incident support?