

**Papua New Guinea – Australia
Transport Sector Support Program (TSSP)**

Supported by the Australian Government - AusAID

***SECURITY, SAFETY
AND EMERGENCY PLAN***

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Preparation, Review and Authorisation

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1. Introduction

1.1 Context

SMEC International, hereinafter referred to as the Implementing Service Provider (ISP), places the highest emphasis on the personal safety of Program team members, their families, the security of their personal effects, accommodation and transport. This is considered essential if personnel are going to be effective in attaining the Program's objectives and achieve a sense of professional satisfaction and personal well-being.

Abuse of law and order is a recognised and continuing problem in Papua New Guinea (PNG). The Government of Australia's Department of Foreign Affairs and Trade (DFAT) Travel Advisory identifies the need to exercise a high degree of caution because of the high levels of serious crime.

Problems can arise from issues such as traditional tribal disputes, unemployment, loitering, poverty, petty theft, assault and other criminal acts. Crime is often random and opportunistic and there is an accompanying high risk of injury. Expatriates may be viewed as targets because of a perception that they are wealthy, although anyone can become a victim of crime.

While the level of criminal activity can be lower in some provinces, the same level of vigilance and care is required throughout PNG; as is the need to adopt behaviours that minimise risk. There are precautions and habits that when followed, can assist in mitigating risk and reducing exposure to criminal elements throughout PNG.

The Royal Papua New Guinea Constabulary faces a number of obstacles, including limited resources, and this may affect police response times in the event of crime. Many businesses and organisations, including the Australian High Commission employ private security companies to help deliver a prompt response to calls for assistance. TSSP has also employed an independent security firm for these purposes.

1.2 Overview

This *Security, Safety and Emergency Plan* [the Plan] has been specifically developed to address a range of safety and security issues posed by working in PNG, and to inform TSSP personnel (hereinafter referred to as the team) and their families of the preventive and responsive procedures that have been developed in working to maximise their safety and security.

The Plan has been updated to integrate and conform with AusAID critical incident management protocols promulgated on 29 September 2008 which included the Australian Public Service Code of Conduct and Values Statement (refer Annexure 1).

The Plan also includes the TSSP Code of Conduct and Values Statement (refer Annexure 2) which recognises and incorporates the principles of the Australian Public Service Values and Code of Conduct. Team members shall conduct themselves in accordance with these requirements at all times.

The Plan shall continue to be reviewed annually, as a minimum, and updated as part of TSSP's continuous improvement cycle. Updating shall be based on recommendations from sources that include but are not limited to AusAID, the Program Director (PD), the team, counterpart feedback, advice from other AusAID programs/colleagues, specialists/advisers input, the ISP, security advisories and post-incident analysis.

Key elements of the Plan include:

- Briefings on Safety and Security: Pre-Departure, on arrival in PNG, and ongoing
- General Security and Safety Procedures
- Managing Critical Incidents
- Communications and Reporting.

A copy of the Plan shall be provided to all team members, each time it is updated. It will also be routinely available through the TSSP website: <http://www.pngtssp.com>.

2. Principles and Statement of Policy

2.1 Principles

TSSP shall:

- Maintain a safe and healthy workplace
- Manage and review safety and security issues and risk reduction procedures in a thorough and professional manner
- In the event of an incident, recover with minimal impact on personnel, family and program operations.

2.2 Policy

As a matter of policy, SMEC shall not permit the safety of Program personnel or their families to be compromised. At no stage shall the Program take priority over the absolute safety and welfare of team members. No team member is expected to compromise her/his safety or the safety of other team members in favour of executing Program responsibilities/tasks. In situations where security and safety is or is assessed as being at risk, protection against physical injury and assault shall remain the priority. Where attempts to protect Program equipment or resources might place any team member at physical risk then the equipment and resources shall be regarded as expendable.

Throughout the course of the Program, each team (and accompanying family) member shall adopt and maintain a security-conscious approach to their work thus contributing to consistently high safety and security standards. Program team members shall be required to sign and conform with the TSSP Code of Conduct and Values Statement.

No team member shall ask another team member to take risks that s/he would not be willing to take her/himself.

The careless management of information can negatively impact on all aspects of security. Procedures and processes have been established that assist team members exercise maximum care with the communication and storage of information. Each team member shall be required to sign a Deed of Confidentiality which has been agreed with and directed by AusAID.

It is not possible to cover all eventualities. Where team members are in doubt about appropriate action they should check with the PM or, if the PM is not available, the Public Sector Management Specialist (PSMS) or the Assistant Program Manager (APM). As a general principle, all team members shall err on the side of caution.

In the interests of safety and security, and health, the TSSP Office shall offer a cigarette, betel nut and alcohol-free environment.

Threats directed at team member/s shall not be taken lightly or dismissed in a casual manner. Each will be assessed on the basis of seriousness, the intent, and the ability of the threatening party (if identified) to carry out the threat to the individual/s concerned and/or Program personnel more broadly. Cultural differences, particularly relating to the potential for 'payback', are important considerations. Should any member of the team be aware of any potential or real threat to health and safety, s/he should immediately advise the PM or APM or most senior team member available, as well as any other team members who may be immediately at risk.

The PM and Program Support Officer (PSO) are jointly responsible for informing all team members of the Plan. They shall:

- Ensure that all personnel receive induction in required safety and security procedures
- Maintain a high degree of awareness of workplace safety amongst the team - at meetings, briefings and in the dissemination of information

- Monitor DFAT travel advisories as well as any information provided by the Australian High Commission and/or AusAID Post and in addition to circulating information, arrange for a copy to be placed on the TSSP office noticeboard
- Provide information so that all Australian team members can register with DFAT/ the Australian High Commission and thereby directly receive notification of revised travel advisories and/or notices
- Ensure that adequate lines of communication are maintained between the ISP, field personnel, and emergency response services
- Report the movements of TSSP personnel, when travelling outside Port Moresby to the PD and/or AusAID Post, as and when required
- Consult with the PD, AusAID Post and counterparts, as appropriate, in relation to travel to particular provinces, such as Bougainville
- Notwithstanding this, appreciate that in relation to general security in PNG, AusAID Post never directs what to do but shall only refer Program staff to updated travel advisories issued by DFAT and promulgated through AusAID
- Make a basic First Aid Kit available in the TSSP Office and in each Program vehicle (and recommend to advisers that they do similarly)
- The Office Manager (OM) shall be responsible for replacing used items from the Kits as soon as possible. Program drivers are responsible for advising the OM of any items used in the vehicles
- Ensure that safety and security drills occur on a regular basis.

Each team (and accompanying family) member is responsible for adopting behaviours that maximise her/his personal safety and security. While the ISP can put in place measures designed to safeguard the safety and security of the team, each individual has a responsibility for maintaining his/her personal safety. Accordingly, team members shall:

- Be alert to their immediate security environment
- Carry Program issue security radios on their person, at all times, and ensure that these are charged and switched on
- Carry mobile telephones at all times and ensure that these are charged, switched on and have sufficient credit
- Not venture into dangerous areas or areas that are known to be risky
- Not carry large amounts of cash and not show amounts of cash in clear sight of the general public
- Not cause disturbances in local markets, or the like
- Ensure Program vehicles are maintained, fully insured, and are always well filled with petrol
- Always act in a responsible manner, both in the workplace and socially (24 hours / 7 days)
- While in the Office and/or travelling in Program vehicles strictly adhere to a non-smoking and non-chewing policy.

Each team member is personally responsible for making her/himself familiar with this Plan. A copy shall be available in the TSSP office, and another provided for team members for the information of their families. The Plan shall also be available through the TSSP website.

The PM is responsible for ensuring team members:

1. Sign-off on the *Security, Safety and Emergency Plan Signature Form*, as evidence of having read and understood this Plan. Refer Annexure 3.
2. Complete a *Team Member Registration Form*. Refer Annexure 4.

Tips for personal security are provided at Annexure 5. This shall be further developed with input from a variety of sources.

3. General Security and Safety Procedures

3.1. Pre-Post and In-Country Security Briefings

The PM and PSO retain a responsibility for making sure that each team member has a detailed understanding of the current security environment and related responsibilities. The ISP has assumed a 'duty of care' to the team throughout the duration of the Program and provides administrative and logistical safety and security support.

Security briefings shall be provided for both existing staff and new recruits to make sure that all personnel are aware of related issues, strategies and practices.

Pre-post briefings shall be provided to all specialists and advisers before they depart for PNG. This shall include general security advice and administration. A second briefing shall be provided on arrival in PNG as part of TSSP Induction Program¹.

Induction programs for locally engaged team members shall include a Safety and Security Briefing which integrates reviewing the responsibilities of key personnel, and the appointment of Safety Warden/s who shall receive special training.

Security and safety issues shall be a standing item on all regular team meeting agendas, with ad hoc meetings convened in response to revised security advisories and/or reported incidents as required.

Team members shall be responsible for:

- Providing the PM with an up-to-date photocopy of their own and accompanying family members' passports, entry visas, Australian (or international equivalent) and PNG driving licences
- Holding a statement showing the current status of vaccinations
- Holding sufficient cash, traveller's cheques, or credit cards etc thereby allowing for easy payment of any unexpected expenses
- Carrying a TSSP expenses form in order to document any reimbursable expenses incurred during an emergency or evacuation
- Holding an inventory of personal effects and any other essential personal documentation
- Maintaining a small emergency kit in the home, including torches, water and basic food items
- Keeping mobile telephones charged, switched on, and at hand

Carrying, at all times, the TSSP emergency contact card (provided by the Office) which identifies the name of Program and security service personnel, and other emergency services for you and/or should you need another person to respond on your behalf.

¹ Induction program briefings include a detailed session by the contracted security firm, a session on the geography and cultural factors of PNG, copies of the Department of Foreign Affairs and Trade travel advisories, and a session on the contents of this Plan.

3.2. Incident Reporting

Any security concerns or issues must be reported immediately to the PM or APM, or in their absence the OM or PSO, who shall advise what measures are to be taken, and the support that can be offered.

Should an incident occur, a Safety and Security Incident Report (refer Annexure 6) shall be filled out and provided to the PM as soon as possible so that precautionary measures can be taken to avoid or reduce the risk of any similar incident. As a general indicator, Incident Reports should be provided within 24 hours. These shall be provided for minor and major incidents.

In the case of critical incidents a separate protocol shall apply. Refer to the section on Managing Critical Incidents within this document.

Any questions regarding third party injuries or property damage shall be referred immediately to the PM.

Team members shall notify the PM if they are involved in an incident with Police that is unsettling or potentially difficult.

3.3. Air Travel

Advance approval from the PM is required for all air travel and only recognised and reliable air carriers are to be utilised.

Team members should be aware that flights may leave prior to or later than scheduled departure times.

International: When booking flights, advisers travelling to and from PNG should take due consideration of security requirements for their arrival in Port Moresby. For travel directly booked by the ISP due consideration of security requirements shall also be taken. Itinerary details for each team member shall be provided to the PM.

With regard to mobilisation and demobilisation of advisers/specialists, the PSO shall:

- Provide all relevant personnel with copies of the travel itinerary
- Ascertain and arrange for any special security requirements
- Confirm that secure accommodation has been arranged
- Arrange for secure airport reception and transport to accommodation.

The PM and/or her delegate shall:

- Provide each team member with, and regularly update, a list of local emergency contact numbers (refer Annexure 7).
- Provide each team member with an emergency contact 'wallet' card with the names and a telephone contact number for key security and Program contact staff to guide responding services should an accident/incident occur or appear likely to occur
- Retain a photocopy of the teams' and their accompanying family members' passports, visas and drivers licences.

Domestic: The following procedures shall be required from all team members:

- Travel Request Forms are to be completed at least 7 days prior to travel
- Bookings are to be confirmed the day prior to scheduled flight departures
- Itineraries are to be provided to, and used tickets and boarding passes returned to, the PM
- Baggage is to be limited to that which can be carried on the plane as hand luggage, where at all possible.

Special arrangements apply when travelling to Bougainville, and any travel to Bougainville is to be discussed with and cleared by the PM, prior to submission of Travel Request Forms. Some areas of Bougainville are restricted to expatriates and under no circumstances should travel through these areas be undertaken unless formal approval has been given by TSSP's Program Manager. Specific information on the situation in Bougainville can be obtained on a day by day basis from the Bougainville Project Management Consultant Team Leader, Bob Willis.

3.4. Accommodation

The maintenance of personal security for team members and their property is important whether this be for short or longer term accommodation In Port Moresby and/or whilst travelling, the primary consideration shall be that the accommodation must offer a reasonable level of security for the occupants in the event of attempted break in or burglary, or incidents of civil unrest.

TSSP's independent security firm shall inspect and assess all short and longer term accommodation options with a view to providing a recommendation on the suitability of the facility and location.

Hotels: On arrival, international team members shall be accommodated in a secure hotel pending arrangements for longer term accommodation. Hotels to be used by team members shall be selected with due regard to the security offered to guests and the following minimal security criteria:

- The hotel is situated in a populous area (not isolated) within a secure compound
- Roads leading to and from the hotel are considered to be (relatively) safe
- Rooms have secure locks at all points of entry (doors, windows and connecting doors)
- Rooms have a telephone that can be used to contact reception and other rooms
- There is a safe or safe deposit box facilities available.

Team members shall:

- Submit the name of the proposed hotel to the PM who will arrange a related security clearance
- Take due care at all times
- Ensure windows and doors are securely locked at all times
- Store valuables in safety deposit boxes/facilities
- Where possible, leave TV or radios on to discourage break-ins.

Long Term Accommodation: Team members should select appropriate accommodation having due regard for required security criteria.

Essential considerations include:

- Secure accommodation within a securely fenced compound, with 24-hour security/guard and parking under or adjacent to the living area
- Location in a populous area (not isolated) with preference given to apartment complexes, where backup generators and water supplies are supplied
- Roads leading to and from the location are considered to be (relatively) safe
- Comprehensive security measures at all points of entry including windows, doors and skylights
- Meter boxes and other utilities being accessible from inside the accommodation
- Proximity to amenities, such as supermarkets and other places that are frequented for day to day activities, which can be accessed over well frequented and lit roads.

Team members are to provide the PM with a copy of accommodation leases within one week of having signed same.

3.5. Workplace

3.5.1 General

The PM shall ensure that all team members receive induction and ongoing training in safety and security measures.

TSSP safety wardens shall be appointed and regularly review procedures and processes for emergency situations including evacuations.

The following safety and security measures shall apply:

- The central entry point to the Office shall be guarded during standard Office hours (7.30am to 6pm Monday to Friday) and locked securely at all times
- Other entry points shall be securely locked at all times
- Only team members and authorised personnel shall be permitted access into the Office, through the issue of an individual security key code
- Key codes shall be changed at a minimum every 3 months, or as necessary
- Keys to the Office shall be signed for, maintained in a locked key register, and only issued with the approval of the PM
- Team members shall lock individual offices on leaving each day
- The reception area shall be staffed at all times during standard Office hours
- The Guard located at the outer entrance to the Office shall maintain a daily log of those entering and leaving the Office. This log will detail the name of person (team member or visitor); time of entry and exit; and, if a visitor, the name the organisation represented and who is being visited
- The relevant team member shall collect and escort visitors at all times while in the Office
- No-one shall be permitted to enter another staff member's office unless the PM, PSMS or OM is present.

The Office is a designated non-smoking, non-chewing and non-drinking area.

3.5.2. Tracking Movements

As a general practice, no team member is to be without a secure means of communication. All specialists and advisers are required to carry mobile telephones in addition to security radio phones.

Security radio phones and mobile telephones shall be charged, switched on and readily available.

It is highly recommended that specialists and advisers also ensure that accompanying family members have personal security radios and mobile phones however this remains the responsibility of those individuals.

Team members will be provided with:

- Internet access for email through the Program Office
- Landline telephone and facsimile through the Program Office.

Special conditions apply to personnel movements in Bougainville. Staff that travel over extended periods of time away from the Buka site office shall:

- Communicate with the TSSP Bougainville Project Team Leader prior to 8.00am or before travel, and provide a brief description of the days program
- Confirm to the TSSP Bougainville Project Team Leader that after travelling the member has returned safely.

Note: In the absence of the TSSP Bougainville Project Team Leader, the point of contact shall be the TSSP Bougainville Works Supervisor.

The OM, under the delegation of the PM, shall maintain a trip register to track the whereabouts of team members who may be travelling within as well as to working in locations outside Port Moresby. A schedule of contact arrangements shall be enacted to maintain up-to-date information on whereabouts.

Agency Coordinators shall, at all times, maintain an up-to-date record of adviser whereabouts that can be accessed easily and quickly by all staff as necessary.

Routine TSSP sick leave procedures require that personnel report in before 10.00am to advise that they will not be attending work that day and each day of their absence, either to the PM (in the case of Specialists and locally engaged staff) or the Agency Coordinator (in the case of advisers embedded within agencies). Agency Coordinators shall immediately advise the PM of any absence/s. In the event that no advice is received by 10.00am, Agency Coordinators shall advise the PM who shall instigate a check with the individual and/or their place of residence.

3.5.3. Cash Management

The PM shall be the only person authorised to manage Program finances. The Financial Management Specialist shall be responsible for managing and reporting on all Trust Facilities and associated Imprest Accounts. The Finance Manager (FM) shall have delegations and responsibilities as specified in the Program Procedures Manual.

The ISP shall transfer salaries and allowances electronically into nominated accounts either within PNG or the country of origin in the case of international team members.

All financial transaction records and cash kept in the Office shall be locked in the Office safe at all times. Only the PM and the PSMS shall know the combination of the safe, and two people shall be present when financial transaction records or petty cash is being accessed.

The following procedures shall be followed:

- The Financial Administration Officer under delegation from the PM and the supervision of the FM, shall be the only person authorised to access petty cash and to make petty cash payments (other than the PM)
- Travel to and/or from the bank for any cheque/cash transactions shall be undertaken by a minimum of two team members
- Financial transactions shall be recorded on a daily basis
- Assets shall be recorded and managed under Asset Management Registration requirements, within 48 hours of purchase
- Team members shall be provided with an advance for TSSP expenses when travelling outside Port Moresby. All expenditure must be accounted for, through approved expenditure recording sheets within two working days of travel concluding
- Should there be a requirement to carry/transfer large amounts of cash, the services of one or more accompanying security guards will be obtained.

There are special provisions for payments in Bougainville. To ensure that the risks associated with distribution of payments are kept to an absolute minimum the following procedures apply:

- Under no circumstances shall community payments be given to any other person than that person nominated on the community agreement form
- If the Project Management and Supervisory Consultant perceives that there is a real risk of being held up in certain areas then payments will not be distributed and will remain at the Buka site office until such times as the threat has passed.

3.5.4. *Fire Extinguishers*

Fire extinguishers shall be located in a minimum of two separate locations within the Office (general administration area and in close proximity to computer server).

The OM shall ensure that the maintenance schedule for fire extinguishers is strictly followed and arrange for (re)training for a minimum of three team members, at least twice yearly.

3.6. **TSSP Vehicles**

Incidents relating to vehicles have, in the past, involved break-ins, carjacking, and/or reflected the consequences of driving into a situation that has developed into a melee or fight, and events flowing from collisions with other vehicles, pedestrians or animals. It is not unusual for assailants to have access to home made as well as factory tooled weapons (including guns).

Advisers are required to arrange for the hire or procurement of a fully maintained and insured vehicle for their use during the term of their contract. The PM is to be provided with a copy of the vehicle lease and/or purchase certificate, together with vehicle registration and insurance details.

The following procedures have been developed to maximise the safety of team members when using TSSP vehicles.

All Program vehicles shall:

- Be fitted with front and rear seat belts and these shall be used by any persons travelling in the vehicle
- Be supplied with and carry a standard tool kit which includes an inflated spare tyre and jack
- Carry an Emergency First Aid Kit.

Program Drivers shall report any used items to, and obtain replacement items through the OM. The OM shall arrange for periodic inspections to ensure that supplies are current.

Hired vehicles shall be checked at the point of hire and then regularly during the rental period to ensure that all tool kits and associated equipment are intact and operational.

Program vehicles can only be driven by authorised drivers and/or drivers that have been approved by the PM. Each driver must provide the OM with a photocopy of her/his current licence.

The OM, under delegation from the PM, is responsible for ensuring that all Program vehicles are regularly serviced and that registration and insurance is either provided or adequately covered under vehicle leasing agreement/s.

When driving a TSSP vehicle, Program Drivers must:

- Store a copy of vehicle registration documents in the front glove box
- Check the vehicle daily to ensure it is roadworthy, has adequate fuel, is carrying the necessary tools/spares to cope with minor breakdowns, and is carrying a fully stocked First Aid Kit
- Minimise team members exposure to any potential disturbance and plan routes to avoid areas that are known to be insecure, or where there is likelihood that traffic may be congested
- Avoid situations where the vehicle is stationary or moving very slowly for extended periods of time
- Remain vigilant at all times, and be aware of alternate and/or escape routes should these be required
- Avoid poorly illuminated or maintained stretches of road where ever possible
- Always drive and/or park the vehicle in such a way that the safety of their passenger/s is not put at risk
- When parked awaiting team members, remain close to the vehicle and/or the drop site to maximise proximity and quick response times for passengers
- Park and lock the vehicle properly
- Obey all road and traffic regulations, unless exceptional circumstances apply
- Only use mobile phones in 'hands free' mode or leave unanswered until the vehicle is stationary
- Comply with instructions from their passengers (e.g. to slow down, to take a rest break etc)
- Maintain a vehicle log and keep records of toll, parking and other reimbursable Program expenses.

In the provinces, including Bougainville, vehicles should travel in convoy where ever possible. Every attempt should be made to restrict the amount of travel outside daylight hours. If travel after daylight hours is necessary then two program/project members shall travel; single person travel after hours is not permitted. Travel to villages shall only be done on Program related business or by invitation but always in company with appropriate provincial/village representatives. Where necessary, additional security services should be engaged.

Unless complied with, the following shall be grounds for immediate disciplinary action. Program Drivers shall:

- Never be under the influence of alcohol or other drugs
- Never smoke cigarettes inside the vehicle
- Always wear a seat belt whenever the vehicle is moving
- Ensure that all doors are firmly locked and windows wound up at the commencement of each journey and after passengers alight
- Never use the Program vehicle for private purposes.

Many incidents are related to tribal skirmishes and retribution against nationals of a specific province or family. In this context team members shall:

- Attempt to gain an awareness of any underlying cultural issues and be sensitive to situations that may jeopardise passengers within the Program vehicle
- If involved in a collision with another vehicle, person or an animal where there is personal injury involved, make sure the driver does not stop at the scene of the accident and proceeds to a secure area such as well lit major shopping complexes, the Australian High Commission, major hotels. The Police should then be notified.

Program responses shall, as a minimum standard include:

- Maximising the safety of vehicle users
- Should an incident occur, adopting recovery strategies in accordance with the vulnerability factors involved
- Carrying out an assessment of what caused or may have led to the incident
- Conducting a post-incident analysis and reviewing/updating the *Security, Safety and Emergency Plan* to minimise the potential for reoccurrence and improve responses.

Program vehicles cannot be utilised for personal use without prior approval from the PM and details of the proposed driver registered.

All Program vehicles are strictly designated non-alcohol, smoking and betel-nut-chewing areas. Anyone found driving a Program vehicle under the influence of alcohol shall be subject to formal disciplinary action.

3.7. Accidents Involving Local People

There are serious risk factors associated with accidents involving local people.

The following measures have been developed with the aim of maximising safety and security for team members, and must be followed:

- Immediately and safely withdraw from the scene of a serious/fatal accident
- Notify The Corps immediately
- Notify the PM urgently
- In collaboration with The Corps, notify the Royal PNG Constabulary (RPNGC) about the accident
- The PM shall notify the PD and subsequently AusAID Post within 2 hours of becoming aware of the incident according to the communication tree provided at Annexure 1. The PM shall also notify the ISP.

The PM will obtain information regarding the accident, for example the nature of any injuries and associated medical needs, location, brief description of how the accident occurred, and impact on the local family and community. Where the accident relates to work being carried out on the Program consideration will be given by the PM to the suspension of the work, in whole or in part until the situation is resolved and there is no threat to safety of personnel and/or the Program.

The accidental death or serious injury of a local person can quickly escalate into a crisis situation. The ISP may be required to consider, in the interests of ongoing safety and security, facilitation of an immediate cash advance to the relatives of the victim pending settlement between the parties. The ISP shall consult with the relevant authorities on the merits of the case and make available the funds necessary as a reimbursable item.

Unless necessary and practical, the PM will not authorise or action an evacuation process for the team member and family members from the province, or from PNG, until AusAID has been briefed on the intent to undertake the evacuation, and only if the PM is satisfied that evacuation is the most appropriate response in the circumstances. Any evacuation may require police protection or other security measures pending departure on the first available flight.

In the event of this type of incident occurring, the PM will refer to the AusAID protocol on Managing Critical Incidents.

4. Managing Critical Incidents

4.1. General

The PM may be required to take immediate action in an emergency, however all critical incidents (including information that may indicate the potential for a critical incident to occur) shall be reported to the PD and AusAID within 2 hours of the PM becoming aware of the incident. Once AusAID has received notice of a critical incident, an emergency management plan shall be activated to take control of and manage the incident.

A first written report shall be provided to AusAID within 24 hours of the incident and thereafter no less than every 48 hours until it is agreed that the critical incident is resolved. A report reviewing internal procedures and lessons learnt will be provided within five (5) working days following each critical incident.

It is the responsibility of the PM to remain up-to-date regarding potential situations and to seek to verify information from other sources in the interests of reliability and planning. In doing so, the PM and ISP will provide every assistance to AusAID and the Australian High Commission in limiting any reputational risk to Australia arising from a critical incident.

Should a major incident occur, team members and their families shall, in the first instance, be instructed to take refuge within their place of residence. Should team members be away from the Office, it is their responsibility to remain in contact with the PM via telephone, fax and/or email.

Should a period of extensive and/or ongoing rioting occur, the PM may arrange for team members to take refuge in a 'safe haven' pending further decisions. Should exceptional circumstances apply, arrangements may be required to evacuate team members and their families. Any such decision shall be made by the ISP in consultation with the PM, the PD and/or AusAID Post.

Post incident counselling shall be offered to team members.

4.2. Civil Unrest

Civil unrest is defined as riots, demonstrations/protests, and commotion which extends into broader community disorder. This may result in suspension of Program activities for a given period of time. Extreme civil unrest may result in suspension of the Program.

It is the responsibility of all team members to avoid locations/areas of known and/or heightened risk in Port Moresby or the provinces and to avoid demonstrations and potential focal points for demonstrations.

The PM shall be notified of incidents of civil unrest (e.g. riots, public protests, demonstrations) as quickly as possible.

By way of general guidelines:

- Should civil unrest occur outside or near the Office, team members shall remain within and/or avoid attending the Office until advised otherwise by the PM
- Should team member/s be caught up in a riot or demonstration whilst away from the Office, it is the responsibility of that person/s to make as sound a decision as possible regarding safety options, always bearing in mind the advice of the Program Driver (if present or in the vicinity)
- Should an incident occur when team members are in their residence, they shall remain inside or seek shelter in a safer location as soon as safety permits.

The PM is responsible for providing information to the PD and ISP.

4.3. Evacuation (Fire, Bomb, Other)

In the case of a fire, bomb or other threat to the Office, it is the responsibility of the person who is first made aware of the threat to immediately inform the PM, the PSMS, and/or other senior personnel.

The PM, or her delegate, shall:

- Commence evacuation processes as quickly as possible
- Immediately notify the police/fire brigade, and then the PD and/or AusAID Post
- Arrange for team members to be located at an alternate address, as appropriate.

As part of any evacuation process, the PM in conjunction with the Safety Warden/s shall:

- Using the daily log maintained by the Static Guard, check the floor to ensure that all relevant personnel are present and accounted for, and are ready to exit the building as a group
- Make sure that personnel are aware of an area where they are to gather and remain on evacuation
- Make sure that the group exits by the stairwell, in a timely and appropriate fashion and does not use any lifts
- Using the daily log maintained by the Static Guard, check that all relevant personnel are present and/or accounted for, after evacuating the building
- Notify any team members travelling/working away from the Office
- Advise team members when the building can be safely re-entered.

The PM is responsible for providing information to the PD and ISP.

Post incident, the PM and PSO shall review and refine evacuation processes and these guidelines as a result of evacuation drills/processes.

The Safety Warden/s, under delegation from the PM, shall be responsible for organising ad hoc evacuation drills, at a minimum of once every four months.

4.4. Criminal Incidents

The common criminal incidents in PNG involve assaults, theft, and damage to property. Should any of these be experienced, the team member shall immediately advise the PM and The Corps followed by the Police and, if necessary, seek immediate medical assistance. An assessment of each incident shall occur by the PM with a view to successfully managing and seeking a final resolution to any criminal incident.

4.4.1. Assault

Responses to assaults shall include, but not be limited to, consideration of possible injuries received, immediate safety, medical treatment, post-incident trauma counselling, and future security arrangements.

Any accompanying team member, with appropriate knowledge/skills, shall assist where possible with interim medical assistance. This may include stopping bleeding, assisting with breathing, making the injured person comfortable and reassuring them while awaiting the arrival of medical personnel.

Responses shall include, as a minimum standard:

- Assessing the safety of those attacked and withdrawing from the location as, and if, required
- Attending to the safety of individual(s) and providing/accessing medical treatment as, and if, required
- Reporting the incident to The Corps, followed by Police. This may involve identifying suspect/s and becoming a witness
- Reporting the incident to the PM, who will advise, the PD and AusAID Post within 2 hours of the incident becoming known
- Interviewing of the victim to ascertain all details – above and beyond what might be required in interviews with police/medical practitioners
- Lodgement of an incident report
- The inclusion of post-incident analysis and, where and if required, updating of this Plan to AusAID to minimise the potential for reoccurrence and improve the effectiveness of future responses.

4.4.2. *Theft*

Responses to theft shall include the following considerations:

- Type of theft - individual, group, petty/non-violent, violent, serious, weapon produced etc
- Location
- Property stolen – an initial assessment of the category – miscellaneous low value/non accountable, classified material and accountable - where, when, who, why and how
- Potential for recovery and future security arrangements.

Responses shall include, as a minimum standard:

- Confirming loss
- Advising The Corps and then Police
- Reporting to the PM who will in turn facilitate an incident report
- Reporting to Insurance Company
- Involving action to recover property and prosecute offenders, if relevant/appropriate
- The inclusion of post-incident analysis and, where and if required, updating of this Plan to AusAID to minimise the potential for reoccurrence and improve the effectiveness of future responses.

4.4.3. *Damage*

Responses to damage shall include the following considerations:

- Type of damage: personal property – belongings etc, Program property – electronic, vehicle, structural etc
- Location
- Property damaged and an initial assessment of the level of damage - low value/non accountable, classified material and accountable - where, when, who, why and how
- Future security arrangements
- Legal aspects
- Whether the damage might have followed an announcement, activity, event associated with the Program; or by the Australian Government more broadly.

Responses will be the same as those for theft.

4.5. Natural Disasters

Should a natural disaster occur the Program shall follow the advice of local authorities.

If early warning of an impending natural disaster is issued (such as a tsunami warning) the PM shall consult with the ISP and determine the best course of action for that situation – including whether to stay in place or evacuate either from a location or the country.

In the event that the decision is for the team to remain in place, the PM shall implement preparatory measures to heighten protection for the team – for example moving to higher ground, and/or stockpiling essential provisions etc.

Following a natural disaster, the PM will assess and report to the PD and/or AusAID Post and the ISP regarding the situation, the team's general condition, and ability to continue in the given circumstances.

In making this assessment the PM will take into account that the safety/security environment could significantly deteriorate post incident due to a minor or major diminution of basic services. In this situation, the likely chain of events could amount to critical occurrences such as the onset of disease and/or a major crime wave.

Earthquake: PNG is in an active seismic zone and regular volcanic eruptions occur, particularly around Rabaul, Bougainville, West New Britain and Manam Island.

By way of general guidelines, in the event of an earthquake, team members shall:

- Remain in the building during the earthquake
- Move away from glass windows/objects, shelves, heavy equipment and take cover under desks or tables, or within doorframes
- If in a corridor, lie face down
- If in an elevator:
 - drop to the floor, protecting head and neck as much as possible
 - push the emergency button and establish contact with the service agent
 - if unable to exit, wait for assistance to arrive - do not attempt to force doors open
 - when possible exit at the nearest floor and remain in the lobby area until instructed otherwise
- Remain as a group and when instructed, exit from the building
- When outside the building, as a group, move quickly away from buildings, trees, electrical power lines, heavy machine or equipment and to an open area.

Tsunami: All oceanic regions of the world can experience tsunamis, but in the Indian and Pacific Oceans, there is a more frequent occurrence of large, destructive tsunamis because of the many large earthquakes along major tectonic plate boundaries and ocean trenches. The Australian Government has issued a Tsunami Awareness brochure to provide general information (refer to Department of Foreign Affairs and Trade website: www.dfat.gov.au).

4.6. Country Evacuation

This section provides general guidelines for the PM regarding the lead up to and conduct of an evacuation that results from a natural disaster, political disconnect, or widespread civil unrest. This is not an evacuation plan. The ISP Canberra Office shall coordinate and manage any such action.

The PM shall be personally involved in ensuring that proper evaluation and appropriate corrective measures are implemented. She will also ensure that appropriate reports are provided to all relevant authorities, including the ISP.

The ISP's insurance cover includes provision for emergency evacuation within or from PNG. The PSO shall contact the insurer regarding activation of this aspect of the policy.

The PM shall monitor the local situation and stay astute to changing circumstances that may necessitate a country evacuation. Whilst Program conduct shall not take precedence over the team's safety, the decision to evacuate shall be carefully considered in light of its disruptive effect to the Program in consultation with and at the direction of AusAID and through arrangements by the ISP.

The following outlines a sequence of guidelines that the PM may be required to undertake regarding the lead up to and conduct of a country evacuation. Such actions shall only occur after authorisation from the ISP.

In the event of an escalating situation, the PM shall:

- Stockpile non-perishable provisions, water and cash/travellers cheque at her place of residence
- Ready the team to move at short notice
- Arrange for the team to stay at a designated safe-haven, or as directed by AusAID Post, should the situation escalate
- Obtain open airline tickets to facilitate a conventional and speedy departure for specialists/advisers, if required.

Should evacuation appear to be imminent, the PM shall:

- Ensure that all Program work has been updated onto ZIP disks and all Program files have been saved onto back-up equipment (flash drives, external disk drive). The totality of Program work shall be saved on the PM's laptop or storage device
- Take possession of all Program financial records, cash, bank books, and the petty cash box
- Arrange for bank accounts to be suspended
- Arrange to secure Program vehicles in as safe a location as possible.

Departure kits contain items that should always be available for use in an emergency situation, including evacuation. Kits shall consist of sustenance items, equipment, and vital personal papers/resources. Kits should be properly tagged for identification and in a state of complete readiness as directed by the PM.

Sustenance item and equipment preparedness actions include:

- Without hoarding, maintaining a reasonable supply (5 - 7 days) of basic food items, water, and fuel
- If responsible for a personal or Program vehicle, ensuring it is ready for immediate use with a full fuel tank and a reasonable supply of spare tyres and other extras as may be necessary. By way of standard behaviour and preparation, periodically check oil, water, and tyres
- Maintaining a family-size first-aid kit and an adequate supply of necessary prescription medicine/s
- Having a torch with fresh batteries and/or candles available, along with a supply of matches (water and windproof)
- Having a small battery-operated short-wave radio with fresh batteries available to monitor the local and overseas news services. Note: in times of civil unrest, the best information may come via cable TV
- Having a blanket and/or sleeping bag available for each family member.

Vital personal paper/resources include:

- Passport
- Sufficient cash in Australian or US currency to cover costs that may be incurred whilst exiting the country rapidly

- Up-to-date International Certificate/s of Vaccination
- Inventory of household effects
- A blank company expense statement to keep track of expenses.

Should a decision to evacuate be made, the PM will assist personnel to evacuate in an orderly manner utilising commercial flights. In the event of the unavailability of commercial flights, the ISP shall facilitate alternate evacuation transport.

The PM and team members shall pay special attention to safety whilst travelling to the airport or other point of embarkation and take measures accordingly.

Evacuating team members shall not carry baggage that exceeds 18kg per individual (this is the absolute maximum weight permitted on a Government-sponsored evacuation aircraft). They shall also carry the most essential items in a small handbag or carry-on bag in case it becomes necessary to restrict baggage further. Pets are usually not allowed as part of an emergency evacuation process. Pet owners need to be sure that they make appropriate arrangements.

5 Medical and Health Responses

5.1. General

Health care facilities in PNG, including in the capital Port Moresby, are poor by Australian standards. Facilities in large towns are usually adequate for routine problems and some emergencies, however health facilities in rural areas are very limited.

The World Health Organization (WHO) and the DFAT '*Travelling Well*' brochure provides useful information and tips for travelling with medicines and staying healthy while overseas. The DFAT Travel Advice for PNG advises and recommends that:

- Malaria is a risk in all areas outside urban Port Moresby. Dengue fever and other mosquito-borne diseases also occur. Prophylaxis against malaria is recommended where necessary as well as taking measures to avoid mosquito bites, including using insect repellent at all times
- The rate of HIV infection in PNG is high and other sexually transmitted diseases are prevalent in all urban centres. Appropriate precautions are recommended
- Food-borne, water-borne and other infectious diseases (including tuberculosis, cholera, typhoid and hepatitis) are common. Vaccinations are recommended before travelling. It is recommended that bottled water be used or water boiled before drinking; ice cubes and raw and undercooked food be avoided
- Swimmers should be aware that water-borne parasites pose a risk in many of PNG's rivers
- Medical advice should be sought if suffering from a fever or suffering from diarrhoea.

All team members are responsible for their own health and are expected to maintain a high standard of hygiene and health and to keep the PM informed in case of ill health or incapacity.

All team members are covered by medical insurance. The Program cannot cover or reimburse the costs of medical treatment for any team member.

Medical and dental practitioners, who have been recommended by other program personnel, are included in the list of contacts provided in Annexure 7. This is a guide only and does not constitute an endorsement of these practitioners by the Program.

5.2. Medical Emergency

In the event that a team member or accompanying family member is ill or injured, the PM or other team member notified of the situation shall seek appropriate medical assistance.

The need for medical evacuation will depend on the seriousness of the injuries or medical problem, and the ability of the local medical facilities to treat the patient properly. If sufficient medical support is not available, an emergency medical evacuation back to Australia may be instigated. Should such a response be under consideration, the PM shall immediately contact the PD, Willis Australia Ltd (Willis Employee Benefits Pty Ltd) for those personnel covered through the SMEC health and travel insurance scheme; and others as and where identified.

Willis Australia Ltd (Willis Employee Benefits Pty Ltd) - and/or other service providers - shall provide full assistance to determine the requirement for medical evacuation and approve and organise all associated activity. Contact with medical insurers is essential, before organising any form of medical evacuation, to ensure coverage of transportation, medical and other immediate or on-going costs.

In instances where a medical incident has occurred in a remote location, an evacuation assessment recommendation may be sought from a medical practitioner via a communications link. After providing immediate on-site treatment, the medical officer may determine that the patient must be moved in order to receive the required treatment.

In extreme circumstances where medical advice and support is not available, it shall be the responsibility of the PM to assess the situation and act accordingly. However under no circumstances can the PM arrange medical evacuation without first contacting the PD/AusAID, and the ISP to allow for AusAID to consider the circumstances, and as premature action may negate insurance coverage. If immediate contact with the PD/AusAID, the insurer or the ISP is not possible, the PM shall be authorised to organise travel. Depending on the patient's condition and needs, the PM shall choose between the use of a scheduled or chartered aircraft.

For evacuation to a location outside PNG, the patient shall be sent on a normal commercial flight where possible – noting that this will require special clearance from the airline. Should the PM face obstacles organising a flight or the patient's condition remain very serious, a request to the ISP shall be made for a specialist medical charter flight.

Specialists/advisers must carry emergency medical insurance cards at all times. Cards should be located in an easy to find position in wallet or purse.

5.3. Pandemics and Epidemics

The PM and the ISP shall have overall responsibility for implementing responses to Disease Pandemics/Epidemics including Avian Influenza.

The PM has a general responsibility for monitoring and making information available to other team members. Sources include the Australian High Commission, the Australian Avian Influenza Website <http://www.avianinfluenza.com.au>, the World Health Organisation, GoPNG agencies, local media, medical research and advice, and information from other programs.

Credible and relevant information shall be fed through to the ISP for consideration and verification.

It should be noted that there are no known measures that guarantee freedom from infection for individuals or, in a worst-case scenario of a pandemic infection, nor arrangements agreed for individuals to travel within national regions or across national borders.

5.4. Avian Influenza

The World Health Organisation has confirmed deaths from avian influenza and outbreaks of avian influenza amongst birds in the region. The common symptoms of avian influenza are described as fever, coughing, and difficulty with breathing. The median time between exposure and onset of illness is said to be around three days (2-4 days).

Precautionary guidelines include:

- Avoiding poultry farms and areas where flocks of ducks and wild birds gather
- Avoiding caged bird exhibitions and fighting and/or other bird tournaments
- Avoiding keeping tame caged birds and, if they are kept, ensuring they are quarantined from poultry and wild birds
- Avoiding contact with people who are sick and when sick, maintaining a distance from others to assist protect them from becoming ill
- Avoiding contact with uncooked poultry and related products, and if someone else does the market shopping, advising them to avoid poultry products
- Ensuring that any poultry products are well cooked
- Taking care when handling raw eggs and egg shells as eggs may carry pathogens. Washing shells in soapy water and washing hands after handling
- Cooking eggs well (not runny) and not using raw or soft-boiled eggs in foods that will not be cooked
- Separating raw meat from cooked and ready-to-eat foods. Not using the same chopping board or the same knife for preparing raw meat and cooked/ready-to eat foods. Not placing cooked meat back on the same place/surface as it was before cooking
- Maintaining clean surfaces and utensils within kitchens and washing areas in the office and at home
- Following and encouraging sound personal hygiene standards including thorough and regular washing of hands; covering mouths and noses when coughing or sneezing; and avoiding touching eyes, noses or mouths as germs are often spread when a person touches something that is contaminated with germs and then touches these areas.

There is some doubt as to whether existing medication/s provide any immunity from or relief of the symptoms of avian influenza, or any emerging strains that may develop. Notwithstanding this, the ISP shall make available a small supply of *Tamiflu* for the Program. In so doing, it is noted that *Tamiflu* is a curative medication and not a prophylactic. It should only be taken when the symptoms are present, preferably soon after onset. It is strongly advised that where practical, medical advice be obtained before *Tamiflu* is administered.

The Program shall introduce a four level response to avian influenza. This can readily be adapted to any other pandemic/epidemic.

Category of Risk	Description of Risk	Program Response
Level 1 Low Risk	Localised outbreak of suspected avian influenza from birds or possible human to human infection.	PM shall consult with AusAID Post in relation to possible closure of the Program Office and monitor practicality of re-opening in the context of GoPNG advice and in-country control measures.
Level 2 Medium Risk	Cases of contamination within the immediate region and individual cases of suspected/confirmed avian influenza among Program staff.	PM shall: <ul style="list-style-type: none"> • Notify AusAID Post of the situation • Make a decision regarding whether to close the Program Office and stand-down staff • Introduce specific health and hygiene measures • Shift activities to a designated safe location, and/or to staff homes • Determine when Office is to be reopened. Travel support shall be provided to long and short term advisers should relocation/evacuation become relevant.
Level 3 High Risk	Expanding infection through human to human infection within a confined region but possibly spreading across the country and/or other countries.	PM in consultation with AusAID Post shall determine whether to close the Program. The PM will provide advice regarding evacuation procedures.
Level 4 Evacuation	The Australian Government has cautioned that there shall be a short window of opportunity for evacuation to Australia. Timing is critical as the border may be closed should a pandemic be declared.	Evacuation of specialists/advisers shall be arranged, through the ISP, immediately on receipt of any such advice from the Australian Government, the Australian High Commission or in consideration of emerging information and advice more broadly. The PM is authorised to purchase air tickets for long and short-term advisers after consultation with the ISP, should this become necessary. Any specialists/advisers choosing not to evacuate in a timely manner when so directed, forfeit access to insurance cover and assume responsibility for their own security and wellbeing.

Managing Contractor And Agency Personnel Security

Managing Critical Incidents

Protocols and Communication with AusAID

Protocols

1. AusAID acknowledges that managing contractors and agencies bear the duty of care responsibility in managing all aspects of critical incidents, including security arrangements for their personnel.
2. Decisions by managing contractors and agencies in managing critical incidents need to be taken in light of possible conflicts between duty of care responsibilities and responsibilities to contractual obligations to AusAID.
3. Decisions by managing contractors and agencies need to take account of reputational risks to AusAID and the Australian Government.
4. Managing critical incidents will form part of Managing Contractors' and Agencies' Security Plans and will be updated as required.
5. The Security Plan will be provided to AusAID initially and following each update (identifying changes).
6. Managing contractors and agencies will provide an initial briefing of any critical incident to the AusAID nominated official (see communication tree below) within 2 hours of managing contractors and agencies becoming aware of a critical incident.
7. Where practical, managing contractors and agencies will not authorise or action an individual evacuation on security grounds until AusAID has been briefed on the intent to undertake the evacuation, and managing contractors and agencies are satisfied that evacuation is the most appropriate response in the circumstances.
8. Managing contractors and agencies will provide a first written report to AusAID within 24 hours of managing contractors and agencies becoming aware of a critical incident.
9. Managing contractors and agencies will provide follow up written reporting and/or verbal briefing as requested by AusAID, and in any event provide a written update no less than every 48 hours, until it is agreed that the critical incident is resolved.
10. Managing contractors and agencies will provide every assistance to AusAID and the Australian High Commission in limiting any reputational risk to Australia arising from a critical incident.
11. Managing contractors and agencies will provide a report reviewing their internal procedures and lessons learnt within five (5) working days following each critical incident.

Communication

1. Managing contractors and agencies will, within 2 hours of becoming aware of a critical incident provide a verbal briefing to AusAID by contacting the following official - starting with the official listed at 'a.' and, if they are not available, continuing down the tree to 'd.' until contact is made:
 - a. AusAID's Chief of Operations (COO) – TBA
 - b. Minister Counsellor (MC) – Stephanie Copus-Campbell
mobile – 7200 7800 office - 325 9333 Ext 314 home - 320 3201
 - c. Counsellor – Corporate Support (C-CS) – Penny Bond
mobile – 7100 7809 office - 325 9333 Ext 469 home – 321 0247
 - d. Post Security Officer, AHC –John Feakes
mobile - 7683 9809 office - 325 9333 Ext 212 home - 320 2272
 - e. AusAID Regional Security Manager – Tony Sewell
mobile – 7100 1123 office – 321 6444 Ext 169 home – 3200 005
2. Managing contractors and agencies will, within 24 hours of becoming aware of a critical incident provide a first written briefing, including all key managing contractors and agencies contact details, to all of the following officials:
 - a. Minister Counsellor (MC) – Stephanie Copus-Campbell
email: stephanie.copus-campbell@ausaid.gov.au
 - b. AusAID's Chief of Operations (COO) – TBA
 - c. Counsellor – Corporate Support (C-CS) – Penny Bond
email: <mailto:penny.bond@ausaid.gov.au>
 - d. Post Security Officer, AHC – John Feakes
email: john.feakes@dfat.gov.au
 - e. AusAID Regional Security Manager – Tony Sewell
email: rsm-sp@ausaid.gov.au
 - f. The respective Program Manager in AusAID (ie First Secretary level)
3. Managing contractors and agencies will, every following 48 hours or as requested, provide an updated written/oral briefing to AusAID to all the officials listed at 2. above until it is agreed that the critical incident is resolved.
4. Managing contractors and agencies will, within 5 days of the conclusion of the critical incident, provide a written report on the managing contractor's or agency's internal review of processes and lessons learnt to the following officials:
 - a. Minister Counsellor (MC) – Stephanie Copus-Campbell
email: stephanie.copus-campbell@ausaid.gov.au
 - b. AusAID's Chief of Operations (COO) – TBA
 - c. The respective Program Manager in AusAID (ie First Secretary level).

APS CODE OF CONDUCT

The Code of Conduct requires that an employee must:

- behave honestly and with integrity in the course of APS employment;
- act with care and diligence in the course of APS employment;
- when acting in the course of APS employment, treat everyone with respect and courtesy, and without harassment;
- when acting in the course of APS employment, comply with all applicable Australian laws;
- comply with any lawful and reasonable direction given by someone in the employee's Agency who has authority to give the direction;
- maintain appropriate confidentiality about dealings that the employee has with any Minister or Minister's member of staff;
- disclose, and take reasonable steps to avoid, any conflict of interest (real or apparent) in connection with APS employment;
- use Commonwealth resources in a proper manner;
- not provide false or misleading information in response to a request for information that is made for official purposes in connection with the employee's APS employment;
- not make improper use of:
 - inside information;
 - the employees' duties, status, power or authority;in order to gain, or seek to gain, a benefit or advantage for the employee or for any other person;
- at all times behave in a way that upholds the APS Values and the integrity and good reputation of the APS;
- while on duty overseas, at all times behave in a way that upholds the good reputation of Australia;
- comply with any other conduct requirement that is prescribed by the regulations.

APS VALUES

The APS And Its Relationship With The Government And The Parliament.

The Australian Public Service:

- is apolitical, performing its functions in an impartial and professional manner;
- is openly accountable for its actions, within the framework of Ministerial responsibility to the Government, the Parliament and the Australian public;
- is responsive to the Government in providing frank, honest, comprehensive, accurate and timely advice and in implementing the Government's policies and programmes.

The APS And Its Relationship With The Public.

The Australian Public Service:

- delivers services fairly, effectively, impartially and courteously to the Australian public and is sensitive to the diversity of the Australian public;
- provides a reasonable opportunity to all eligible members of the community to apply for APS employment.

The APS And Workplace Relationships.

The Australian Public Service:

- is a public service in which employment decisions are based on merit;
- provides a workplace that is free from discrimination and recognises and utilises the diversity of the Australian community it serves;
- establishes workplace relations that value communication, consultation, cooperation, and input from employees on matters that affect their workplace;
- provides a fair, flexible, safe and rewarding workplace;
- focuses on achieving results and managing performance;
- promotes equity in employment;
- provides a fair system of review of decisions taken in respect of APS employees.

Personal Behaviour In The APS.

The Australia Public Service:

- has the highest ethical standards;
- has leadership of the highest quality;
- is a career-based service to enhance the effectiveness and cohesion of Australia's democratic system of government.

TSSP CODE OF CONDUCT

Transport Sector Support Program (TSSP) personnel will, in the course of TSSP employment always

- behave honestly and with integrity
- act with care and diligence
- uphold the good reputation of TSSP and its personnel
- work cooperatively, openly and collegially with other members of the TSSP team
- treat everyone with respect and courtesy
- comply with all applicable Australian and Government of Papua New Guinea laws
- comply with any lawful and reasonable direction given by someone in TSSP and/or SMEC, who has authority to give the direction
- maintain appropriate confidentiality about Program activities as well as any dealings that the employee has with any Minister or Minister's member of staff
- not disclose or share information known as a result of their work on, or relationship to, TSSP
- disclose, and take reasonable steps to avoid, any conflict of interest (real or apparent)
- not provide false or misleading information in response to a request for information that is made for official purposes
- not make improper use of:
 - Program resources
 - inside information
 - the employee's duties, status, power or authority, in order to gain, or seek to gain, a benefit or advantage for the employee or for any other person
- immediately advise the Program Manager of any evidence of fraud or fraudulent or corrupt activity that occurs in relation to TSSP activities, expenditure and/or funds
- unless citizens of Papua New Guinea, not become involved in the political affairs of that Government, and ensure the same standard for accompanying family members
- conform with standard intellectual property rights protocols and practices
- comply with any other prescribed conduct requirement
- have read and agreed to conform with TSSP values statement.

This Code of Conduct is based on the Australian Public Service Code of Conduct and Values (copy attached).

Signed _____

Date _____

TSSP STATEMENT of VALUES

Key Values: Relationship with the Government and the Parliament

TSSP is apolitical, performing its functions in an impartial and professional manner

TSSP is openly accountable for its actions, within the framework of Ministerial responsibility to the Government, the Parliament and the Australian public

TSSP is responsive to any AusAID requests for frank, honest, comprehensive, accurate and timely advice and in implementing the Government's policies and programs

Key Values: Relationship with the public

TSSP delivers services fairly, effectively, impartially and courteously and is sensitive to the diversity of the Papua New Guinean and Australian population

Key Values: Workplace relationships

A supportive work environment

A fair, flexible, equity based, safe and rewarding workplace

Workplace relations that value communication, consultation, cooperation and team input

A workplace free from discrimination that recognises and utilises the diversity of the community it serves

Locally employed personnel valued and developed

Employment decisions based on merit and performance

Key Values: Professional Behaviour in TSSP

Ethical and professional standards of the highest quality during and outside business hours

Leadership of the highest quality

TSSP values practiced

TSSP as an organisation

Apolitical, accountable, ethical, responsive, impartial, effective and courteous

Respect for colleagues, counterparts and stakeholders

Respect for diverse cultures, religions and beliefs

Adherence with AusAID Policies and Strategies

Management for outcomes and for sustainability of those outcomes

Applied principles of continuous improvement and 'do not harm' practices

Focus on quality assurance.

Capability building for individuals located within the larger organisational and institutional framework

Adopts and models sound gender, HIV-AIDS and environmental practices.

Papua New Guinea – Australia Transport Sector Support Program (TSSP)**Team Member Registration Form**

TEAM MEMBER NAME	
PNG RESIDENTIAL ADDRESS	
PNG PHONE/EMAIL Office HOME	
PASSPORT NUMBER (ATTACH COPY OF FRONT & CURRENT VISA PAGES)	
DATE OF BIRTH	
PERSONAL DESCRIPTION (SEX, HEIGHT, HAIR/EYE COLOUR, BUILD, DISTINGUISHING MARKS)	
BLOOD GROUP	
SPECIAL MEDICAL CONDITIONS	

<p>ACCOMPANYING FAMILY MEMBERS IN PNG</p>	<p>Spouse: Name: Date of Birth: Passport No: Proof of Identity (attached): Proof of marriage and/or defacto status: (attached):</p> <p>Dependent children: Name: Date of Birth: Passport No: Proof of Identity (attached) Proof of school enrolment:</p> <p>Name: Date of Birth: Passport No: Proof of Identity (attached) Proof of school enrolment:</p> <p>Explanatory Notes provided below</p>
<p>NEXT OF KIN EMERGENCY CONTACT (outside PNG): RELATIONSHIP TO TSSP Team Member: NAME ADDRESS</p> <p>CONTACT TELEPHONE NUMBERS</p>	
<p>DATE DATA PROVIDED / REVISED</p>	

I, the undersigned certify that the information provided is accurate and I understand that any wilful misstatements described herein may have financial/contractual implications.

Signature

Date _____

EXPLANATORY NOTES

- **Accompanied Allowance:** This rate will only be paid from when the partner or family actually arrives and resides in PNG. Partners must have resided in PNG for two months before claiming the allowance and must be there for more than 50% of the calendar year overall, to be eligible for full payment of the year's allowance. Proof of spousal relationship requires evidence of marriage and/or defacto relationship of more than two years.
- **Child Allowance:** With the exception of an infant child living in PNG, these rates are applicable only whilst the child is attending primary/secondary school (including vacation times) and will cease once s/he reaches the age of 19 years, even if still in the secondary school system.
- **Proof of Identity:** Eligibility for payment of the accompanied spouse and/or child allowances is subject to the provision of proof of identity of the family member/s i.e. copy of passport, birth certificate, marriage certificate, school enrolment etc.
- **Partner Employment:** Where the partner of an adviser takes up full-time paid employment, the payment of the accompanied allowance rate will be reduced to the single rate. Any changes to family circumstances must be notified to the Program Support Officer, where possible, 2 months in advance.

Papua New Guinea – Australia Transport Sector Support Program (TSSP)

Tips for Personal Security

The following is a draft list of practical measures that should be adopted by Program team members in order to minimise the risk of becoming a victim of crime and in addition to the precise actions described within this Plan. Team members shall assist update and refine this list.

At Home

- Select accommodation in accordance with the guidelines within this *Security, Safety and Emergency Plan*
- Lock windows and doors when leaving residence and at night when indoors
- Open residence gates before reaching the entrance to avoid stopping outside gate
- Be cautious when returning home – if persons are loitering near gate do not stop. Drive on and call security.

Travelling Outdoors

- Do not wander around on foot at night
- Carry emergency contact details with you at all times
- Carry communication equipment with you at all times including security radio and mobile phones
- Ensure vehicle is in good working order and well supplied with fuel
- Lock your car (doors and windows) when travelling, and parked
- Avoid taxis, all transport should be by car, either personal, Program or hire
- Restrict movements to areas where there are people around
- Keep house keys separate from car keys at all times
- Lock valuables in boot of the car
- Select venues with well lit, good secure parking
- Do not display valuables, cash or jewellery in public
- Only carry what you need for each trip. Do not take important items that are not required
- In the event of being followed; move to a secure area and call security
- In the event of mechanical breakdown call security immediately for security cover
- Carry maps in cars showing areas to avoid as well as police stations and hospitals
- Do not pull up at any location that requires a longer walk to access the premises being visited.

General Behaviour

- Dress conservatively (even when swimming)
- Take advice from local people as to appropriate dress and behaviour when in unfamiliar circumstances
- Do not display affection in public.

Women need to be especially careful when moving around, particularly at night and, if alone, should consider the use of an escort or driver who is familiar with the location and knows which areas to avoid.

What to do in the event of an accident

- Do not stop or get out of the vehicle. If minor allow your Driver to undertake negotiations while you remain in locked vehicle
- Drive to the Program Office, the Australian High Commission or a police station to report the incident: avoid travelling directly to your place of residence
- Note that any harm to a national, family or property will normally result in instant retribution (payback) and demand for some form of compensation. It is safer to have the support and advice of police at such times.
- Advise the PM of the incident as soon as possible.

What to do in the event of an incident

- Remain calm and submit to the perpetrator's demands.
- Do not try to offer resistance as this could escalate the likelihood of violence.

Papua New Guinea – Australia Transport Sector Support Program (TSSP) Safety and Security Incident Report Template

1. Date and Time of Accident/Incident					
2. Specific Location:					
3. Name/s of Program personnel involved					
4. Name/s (and contact details) of any witness/es:					
5. Nature of Incident					
<input type="checkbox"/> Fatal		<input type="checkbox"/> Property Damage		<input type="checkbox"/> Theft	
<input type="checkbox"/> Medical		<input type="checkbox"/> Minor Confrontation		<input type="checkbox"/> Threat	
<input type="checkbox"/> Lost Time		<input type="checkbox"/> Assault		<input type="checkbox"/> Break-in	
<input type="checkbox"/> Other (please describe)					
6. Describe circumstances leading up to the accident/incident (use extra sheet of paper and provide drawings as necessary)					
7. Was the Police Service notified? <input type="checkbox"/> Yes <input type="checkbox"/> No					
If Yes, Police Station			Name of Officer		
Date			Time		
Incident Report/Reference No.					
8. Was security called? <input type="checkbox"/> Yes <input type="checkbox"/> No					
Security Firm:.....			Name of Officer:		
Response Time:					
9. Was medical attention required? <input type="checkbox"/> Yes <input type="checkbox"/> No					
If Yes, Name of medical practitioner					
Address of medical practitioner-					
Please advise the nature of the immediate and follow up treatment required:					
10. What is being done to prevent recurrence?					
11. Program Manager's comments					
12. Counselling/Debriefing date:					
Name and signature of reporting personnel:					
Date					
Name and signature of person preparing this Incident Report					
Date					
Distribution: TSSP PD <input type="checkbox"/> AusAID Post <input type="checkbox"/> SMEC PC <input type="checkbox"/> File <input type="checkbox"/> FILE NO					

Papua New Guinea – Australia Transport Sector Support Program (TSSP) Security/Emergency Contact List

Contact	Contact Details
SMEC Corporate Representative	Trevor Temple General Manager, Social Development Group SMEC International Pty Ltd Tel: +61 2 6126 1936 Fax: +61 2 6126 1966 Mobile: +61 419 825 634 Home: +61 2 4295 7027 Email: trevor.temple@smec.com.au
SMEC Program Support Officer	Vacant Tel: +(675) 325 4805 / 4971 / 9705 Fax: +(675) 325 5417 Mobile: +(675) 675 7581 / (675) 7229 6431 Email:
TSSP Office	Tel: +(675) 325 4805 / 4971 / 9705 Fax: + (675) 325 5417
Program Director	Philip Warren Tel: + (675) 323 4805/ 323 4971 Mobile: +(675) 7637 3196 Fax: +(675) 325 5417 Email: philip.warren2008@gmail.com
Program Manager	Pam Griffiths Tel: + (675) 323 4805/323 4971 Mobile: + (675) 7131 6411 Fax: (675) 325 5417 Email: tsspmm@yahoo.com.au
Public Sector Management Specialist	Mark Duncan Tel: + (675) 323 4805/323 4971 Mobile: + (675) 7650 9207 Email: tssp.psms@yahoo.com.au
TSSP Safety Warden	Pepena Wamala Tel: + (675) 323 4805/323 4971 Mobile: +(675) 7683 4712 Email: + (675) ppwamala@hotmail.com
Australian High Commission	Godwit Road (Waigani), Port Moresby, NCD Papua New Guinea Locked Bag 129, Waigani NCD Telephone: +675 325 9333 (24 Hours) Facsimile: +675 325 9239 http://www.png.embassy.gov.au
TSSP Bougainville Project Team Leader	Bob Willis Office: +(675) 973 9470 Home: +(675) 973 9460 Mobile: + (675) 7258 8583 Fax: + (675) 973 9474 Email: bwillis@roadconsult.net

Contact	Contact Details
Insurance – Casualty Evacuation Support	<p>In Bougainville: Willis Australia Ltd (Willis Employee Benefits Pty Ltd Policy No. 0020546)</p> <p>Medical Emergencies: Emergency Medical Assistance (Travel Ready) +61 2 9273 2781 or toll free +61 1300 655 353</p>
Local Police	112 / 324 4200 / 324 4329
Local Ambulance	111
Local Fire Service	110
Local Doctors/Medical	<p>Dr A Dhelvanathan Moresby Medical Service, Vai Vai Avenue, Boroko Telephone 325 6633</p> <p>Dr Glen Mola The Private Hospital, Taurama Road, Boroko Telephone 325 6022</p> <p>Paradise Private Clinic Opposite Susu Mamas, 3-Mile Telephone: 325 6022</p> <p>In Bougainville: Dr Joe Vilosi Telephone: 973 9709 / 973 9771</p>
Local Dentists	<p>Dr Richard Pickworth Ground Floor, Moguru Motu Building, Champion Parade Telephone: 321 1137</p> <p>Dr Jalal Mills 1st Floor, Deloitte Tower Telephone: 320 0600</p> <p>Dr Vilma Cortez Private Hospital, Taurama Telephone: 325 5710</p>
Local Physiotherapists	<p>Dr Mau The Mai Clinic, Waigani Telephone: 323 0388</p>
TSSP Counselling Service	<p>Davidson Trahaire Employment Assistance Program Contact: Aron Hayes Office Telephone: 323 3301 Mobile: 7686 8971</p>