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MATRICE DELLE REVISIONI

Revisione	Data	DESCRIZIONE DELLA MODIFICA
Redatto e verificato		Approvato
Referenti: Paola Bernardelli, Daniele Caffarengo, Riccardo Conte, Luca Mensio, Herbert Sarri		Il Dirigente: Stefano Bovo



1 INTRODUCTION

HCP module, during an international mission, represents Italy and is the expression of the will of the European Union, Italy and Regione Piemonte to assist an European Country affected by a major disaster. The conduct, therefore, of the team influences the outcome of the mission and, more generally, contributes to the image of Italy abroad. The members of the module must therefore behave appropriately towards numerous institutional and not (host nation's emissaries, on-site experts sent by the European Commission, the United Nations and members of other Non-governmental Organizations, as well as components of other rescue teams sent by other European countries or outside Europe.

The conduct of the team members and all the decisions must always be based on humanitarian principles of independence and impartiality. The conduct of team members must always be respectful of culture and religion of the affected country, and of the other teams and organizations engaged in the relief operations: critical, derogatory and offensive attitudes to other cultures and religions are not allowed.

The conduct of each member of the team must always be oriented to ensure maximum safety of himself and other members of the team. Each member of the team must be kept in mind at all times the SSP contents and adapt its conduct to changes in the security level, in line with the indications provided by TL.

The consumption of alcoholic beverages and illegal substances, is strictly forbidden for all team members.

Improper sexual behaviour, intimate relationships between team members or with local population are not allowed, as well. All the team members are personally responsible for complying with the regulations of the Host Nation, keeping in mind that in foreign countries the criminal law is dissimilar to Italian one and some crimes can be punished with the death penalty.

2 CODE OF CONDUCT OF TEAM MEMBERS – SAFETY AND SECURITY ISSUES

2.1 General indications

The team members, which always have to pay attention to the changing external environment, at the same time have to follow the indications of this document, and of SSP as well.

The team members must always be connected using TLC devices and must always pay attention to information provided.

Each member must always keep personal documents with itself, and keep in a separate place a copy of these documents. A second copy is kept in the BoO, under the responsibility of the TL.

The equipments should be, as far as possible, kept under control; if stored in crates, they must be kept locked with padlocks.

All team members are required to use the uniform on mission, unless otherwise provided in the SSP.



2.1.1 Event news

Upon the occurrence of an event that sets up a possible intervention of the HCP module all the team members must:

- - acquire information on the current situation in the affected country, referring to the news available published by official organizations (for example the collaborative website among the United Nations and the European Commission (<http://www.gdacs.org/>))
- - look up to the official site of the Ministry of Foreign Affairs, in the section "travel Safe" (<http://www.viaggiare Sicuri.it/>) which contains some very useful information for those who would travel to foreign countries (data in physical geography and climate, health, economic, monetary, religious and documentary section of useful numbers)
- consult the Web site of the National Civil Protection Department (<http://www.protezionecivile.gov.it/>) and that one of the Regional civil protection (<http://www.regione.piemonte.it/protezionecivile/>) for news related to the possible Italian involvement in international rescue mission-consultare
- -check the validity and the content of the health card (vaccination list) and the validity of own personal travel documents (passport – at least six month-validity, driving license, identity card)
- -a medical check at own family doctor
- - check any tasks/family/impediments/working bureaucratic issue that might limit or prevent the participation to the mission

2.1.2 Before departure

The Civil Protection of Regione Piemonte, once received the news of HCP module activation by the National Civil Protection Department, contacts the team members (the number required and in addition some reserves).

The Civil Protection of Regione Piemonte takes care to verify the necessary regulatory authorization,- the economic coverage, preparing all the official/informal required usual activities (with the National Civil Protection Department – e.g. orders, activation letters, drafting contracts with the European Commission's offices based in Brussels).

Each of the team members must prepare its own baggage on the basis of the "checklist", proposed in the annex to these SOP.

On the basis of their respective tasks covered in the team, team members contribute to set a portion of the module ready for departure. The location where the module is located and where moves toward the area of intervention is the Regional Warehouse of Vercelli.

The Volunteer Regional Coordinator, or his delegate, coordinates and facilitates all these steps for an immediate departure (in accordance with the factsheet).



2.1.3 Transfers and transports

Due to its characteristics (see the factsheet) HCP module moves only by land. In this context, to reach the affected area, the journey has to be planned considering:

- respect for the road traffic rules (both in transit countries and in the host ones) and rest periods and shift change, while driving
- the weather and road conditions, the check points location, the refueling points location
- avoid, as far as possible, any transfer by night; in the curfew hours, the transfers are absolutely forbidden
- regular rests for taking time off and grouping the mobile convoys
- reduce, as much as possible, the use of the vehicles in the affected areas, particularly with the 2° level of security

Before departure, in relation to the length of the trip, should be carefully checked:

- the vehicle's conditions: before long trips is good to check the overall condition of the vehicle with particular reference to the condition of the braking system, device lights, wipers and tire condition;
- the conditions of the equipment, with particular reference to safety items such as warning triangle, high visibility warning vest for all transported, first aid kit, spare wheel, fire extinguisher and torch;
- the conditions of the communication systems on board, the radio or phone coverage of the area (if necessary, plan what are the moments of contact);
- the fuel reserve, in relation to the length of the trip and to the refueling points. As much as possible, keep the fuel tank next to the "full";
- the availability of detailed maps, needed to verify the chosen route;
- the vehicle's documents and any other authorization (keep available a copy of all documents);
- the cargo documents (delivery notes and declarations of conformity);
- the documents of third transported (keep available a copy of all documents);
- a list of the key contacts.

The displacements of the team must be periodically communicated to HQ, as well as points of arrival and predetermined stages.

While driving, the vehicle must be kept with doors and windows closed. All bags and crates containing materials must be kept closed with combination padlocks.

All people in the vehicle has to use seat belts and It's strictly forbidden to transport unknown people.

In the checkpoints you must follow the next indications:

- Inform without delay the TL and local HQ



- Go forward with very moderate speed and stop at stop signs
- Take off any sunglasses
- Keep ready the documentation of vehicle, materials and third transported
- Do not show nervousness
- Stay on the vehicle or, in the case of order out of this, stay in close proximity
- Try to explain to the local authority why the HCP module is there

2.1.4 Accomodation

It's necessary to consider all the risks that may affect the HCP members safety, such as:

- Potential natural hazards;
- Possible risks related to the level of operators' safety.

In the choice of a possible accomodation, it's important to assess:

- The target customers;
- The hotel location in relation with strategic sites and sensitive targets;
- Security systems used (24h reception, presence of emergency exits, fire alarm system, windows closure ...).

In general, you must avoid rooms in remote parts of the hotel, or placed in the basement, or at the level of the road, or on the upper floors. In some cases, the possibility to refuse single rooms.

2.2 Special cases

2.2.1 Arrest of one of the team member

In case of arrest of a team member, the TL will immediately notify the HQ, EUCPT about the fact. HQ informs the Italian embassy, or directly through Italian Civil Protection Department.

2.2.2 Evacuation

It occurs as a result of:

- Exceeding the acceptable security level (level 4)
- Natural disasters and/or health emergency

In general, any decision regarding the evacuation is taken by TL in accordance with the HQ.

In case of exceeding the security level 5, the evacuation is generally supported by the security forces of the affected country and other international security forces. The TL shall immediately



give notice to the HQ, the Italian embassy and the OSOCC.

The SSP must contain the actions to be taken in case of evacuation.

2.2.3 *Injury and illness cases*

In case of injury or illness of one of team members, the conduct must be orientated to ensure quick assistance to the person injured/ill.

In the event that health is seriously compromised, the member, after an initial medication, should be taken without delay to the nearest advanced medical post. The victim must always be accompanied by another member of the team.

If a team member has contracted an infectious disease, all appropriate corrective actions to prevent the enlargement of the infection are taken. Regarding the incident must be immediately informed:

- EUCPT
- HQ
- ERCC

2.2.4 *Death of a team member*

TL must inform without delay the HQ, ERCC and the EUCPT, the embassy and the local authorities. Thereafter, he proceeds according to the indications given by HQ.

2.3 **Base of Operations rules**

All the information contained in the Annex - BoO rules, also applied to all BoO guests, are valid.

2.4 **Relationship with media/press**

The relationship with the mass media is considered of primary importance, because the media are the main echo of the European Civil Protection Mechanism work.

The official communications of European Union, the IT National Civil Protection Department and the Piedmont Region take place exclusively through official spokesmen, identified by them.

Regarding to the possible statements let to reporters, it should consider the following aspects:

- the HCP team, sent from the European Civil Protection Mechanism, is put in availability voluntarily by the Italian Government
- reporters should always be kept informed that the data held by each member can be a part of the picture (this is particularly true if the nation hit is out of the EU)
- the press pack previously established (Annex X) should always be given to reporters
- any contact with the media has to be reported to EUCPT and HQ.



2.4.1 Dos and don'ts

- if possible, report the meeting with reporters to EUCPT, ERCC and HQ;
- do not speak on behalf of the institutions, whether they are EU or the Italian Government;
- do not tell lies, do not speculate;
- do not use too many technicalities or acronyms, not understandable by everybody;
- be polite;
- do not talk about things that you don't know appropriately;
- address the conversation on your work

2.4.2 Relationships among the team members

The conduct of the team members is dictated by the following general principles:

- all the HCP members act in relation to the team tasks, referred in §3
- among the HCP members is always to be guaranteed maximum cooperation and availability, also addressed to cover the activities of the colleagues, depending on unforeseen needs or shifts workloads
- all the decisions on the HCP activities belong to the TL and DTL, who usually act in full confrontation with the other team members
- during missions, each member is alert and sensitive in relation to any difficulties or personal needs of colleagues.

3 HEALTH ASPECTS

3.1 Introduction

Major risks are related to adverse weather conditions, extreme temperatures exposure and biological agents transmitted by flora and fauna. Considering work organisation and the unavoidable changes in a typical workday (longer hours under a higher level of stress and discomfort) it should be taken into account, first and foremost, a clever rotations among HCP members.

All the indications included in the following paragraphs comply with Italian law (DCPM 12th Jan 2012). In addition to what is there declared, these Operating Procedures contain some more clarifications and binding rules for HCP members.

HCP activation procedures can not give always all the time required for permitting the necessary sanitary inspections and physical examinations. It is essential, therefore, in view of a rapid and sudden HCP activation, provide its members with a constant health monitoring.



3.2 Medical procedures

FIRST PHASE

In order to put into operation the above-mentioned health monitoring, TAST members have to, on a regularly basis, undergo medical tests that are the following:

- A general check-up
- ECG test (electrocardiogram)
- Blood test (if necessary)
- TBC test (Tubercolin skin test, if necessary)

In addition to the three tests above-mentioned, each HCP member has to update his/her Individual Vaccination and Prophylaxis Certificate (IVPC). Both the set of medical information are necessary for receiving a judgement of suitability declared by a doctor. This technical judgement is given, in a provided medical booklet, for each HCP member each time the module is activated for a specific country in the world, in case of an International rescue mission. At the end of this first part of the procedure, therefore, TAST member receive the "MISSION SUITABILITY" (and not the JOB SUITABILITY).

Other important things to take into consideration for a mission are:

- Personal list of medicines (for at least two week time, in the hand luggage) considering, also, the means of transportation, in order to prevent from/or treat specific illnesses (motion sickness, etc...etc...)
- Any other prescriptions for the treatment of minor illnesses (upper respiratory infections, bronchitis, light osteo-articular pathologies, dermatitis, heat syndromes and other conditions that may be reasonably anticipated)

SECOND PHASE

This phase is activated on return from the mission, due to the fact that HCP members are suffering from specific illnesses (symptomatic cases). In these circumstances, further investigation, after careful medical history, will be run by specialised medical facilities taking into the right account clinical signs and symptoms predominate (fever, diarrhoea, severe headache, etc..).

3.3 Behavioural health rules

Hereinafter are described the most important rules to follow in order to avoid problems worldwide during a mission:

WATER: In tropical and third countries, or where hygiene is poor, unbottled water is to avoid as one of the prime sources of gastrointestinal disease. Ice fruit juices and other similar beverages are not to drink, as well. Use, conversely only bottled water, even in case of showers or tooth brushing. If not possible otherwise, boil water or properly purify before drinking it.

FOOD : In many countries, the quality of food falls well below Western standards. To avoid health problems, caution should be exercised. Most problems affecting travellers is caused indeed by contaminated food. In addition to diarrhoea, which is the most frequent pathology, contaminated



foods can cause typhoid fever, paratyphoid, poliomyelitis, hepatitis A and other infections. Food can be contaminated by people who prepare it, or from not drinking water, flies, or other insects. The micro organisms are destroyed by cooking, but once cooked foods can be contaminated again if they are not properly stored before consumption. If the origin or preparation of food is questionable, it should not be consumed.

It should therefore avoid taking uncooked foods, in particular:

- Fruit that can not be peeled
- Raw vegetables
- Ice cream, creamy desserts, puddings and fruit juices prepared by hand
- Sauces made with raw eggs (e.g. mayonnaise)
- Fish and raw seafood, raw meat
- Prepared sandwiches with cold meat or raw vegetables
- Unpasteurized milk and dairy products

BATHING AND SWIMMING

Bathing and swimming into the sea do not usually involve the risk of contracting infectious diseases. Conversely, streams, lakes, ponds and canals, however, may be infected by parasites whose larvae are able to penetrate the skin not only bathing but also passing through the water. Avoid bathrooms and any contact with brackish water.

INSECT BITES

Some insects can transmit diseases such as malaria, yellow fever, dengue hemorrhagic fever, viral encephalitis and others. Therefore, it is necessary to take into account some precautions to cope with insect bites:

- Avoid, if possible, to stay outside between sunset and sunrise
- Wear light colored clothing (dark colors attract insects), with long sleeves and long pants to cover most of the body
- Use repellents on exposed skin based on DEET (N,N-Diethyl M-Tolylamide) or dimethylphthalate, repeating the application every 2/3 hours
- Sleep in rooms equipped with air conditioning or screens on the windows

DIARRHOEA

Diarrhoea is the most common cause of illness in travellers, especially during the first few days of travel. Most people do not suffer from diarrhoea of infectious origin, but simply they can be affected from the abrupt change of diet or physical and mental stress. Other sources of this illness may be caused by food or water contaminated by viruses, bacteria or intestinal parasites.

Generally diarrhoea ends spontaneously within 48 hours. In the presence of a diarrhoea that lasts more than three days with more than three discharges liquid daily is necessary to consult a doctor. The most serious consequence of diarrhoea is dehydration. It is strictly recommended, therefore, to



increase the amount of liquid taken normally. Only in the presence of high fever is recommended to have a broad-spectrum antibiotic action that should be taken for at least 5 days.

GENERAL PRECAUTIONS

Here some basic rules to follow during a mission:

- Do not perform extended exercise in hot environments and drinking adequate amounts of fluids, increasing the consumption of salt in very hot areas
- Gradually expose yourself to the sun and protect yourself with sunscreen
- Avoid walking under the sun during the hottest hours of use and a hat and sunglasses
- Avoid walking barefoot to prevent any contact with foreign bodies (metallic objects, broken glasses), parasites, insects or others
- Use extreme caution in using the toilet
- Do not neglect to thoroughly clean and disinfect all wounds
- Treat the most scrupulous personal hygiene, especially the hands

4 SAFETY & SECURITY

4.1 General aspects

This safety and security recommendations concern missions in a foreign country. All general safety rules are considered valid , although not mentioned, as the roles contained in Dlgs n . 81 of 9 April 2008. They relate to the aspects of:

- SAFETY : refer to the set of measures and devices directed to the prevention of accidents at the workplace ;
- SECURITY : refer to the set of measures aimed at containing external threats , natural or not , and to the preservation of physical security (eg natural hazards, cime ...)

Given the above , the security and integrity of operators is given high priority and should be kept in mind in any business of the module. Each operator is responsible for his own personal safety : this responsibility is also reflected in the full respect of the rules of conduct contained in this document .

Security Level	Recommended Management Action ²	Authority	Level of Oversight
6 Extreme	<ul style="list-style-type: none">• Security Management Team (SMT) meets <u>at least</u> weekly (at Designated Official (DO) discretion)• Re-evaluation of staffing needs and security clearance based on the "Acceptable Risk Model" and the new "concept of operations" and security plan• External Security Clearance approved by USG/DSS	Secretary-General ¹ (as delegated)	
5 High	<ul style="list-style-type: none">• SMT meets <u>at least</u> weekly (at DO discretion)• Re-evaluation of staffing needs and security clearance based on the "Acceptable Risk Model" (Staff in non-critical posts relocated/evacuated)• Security clearance required	DO	USG/DSS (validation within 7 days)
4 Substantial	<ul style="list-style-type: none">• SMT meets <u>at least</u> bi-weekly (at DO discretion)• Re-evaluation of staffing needs and security clearance based on the "Acceptable Risk Model"• No external conferences	DO	USG/DSS (validation within 7 days)
3 Moderate	<ul style="list-style-type: none">• SMT meets <u>at least</u> monthly• External conferences must be authorized by DO	DO	Director DRO/DSS (validation within 7 days)
2 Low	<ul style="list-style-type: none">• SMT meets <u>at least</u> twice a year• External conferences organizer must notify DO	DO	Director DRO/DSS (validation within 7 days)
1 Minimal	<ul style="list-style-type: none">• SMT meets <u>at least</u> twice a year• TRIP entry for all official travel	DO	Director DRO/DSS

DSS Security Level Chart (from the United Nations Security Management Security System Policy Manual)



4.2 Responsibilities

The following responsibilities are defined about the safety and security issues of the HCP members:

DPC e HQ	The module employment opportunities or its retirement on the strength on the security levels in the mission scenario;
TL e DTL	Supervise the member conducts within the security roles of the SSP; update SSP and adoption of restrictive roles in accordance with HQ and EUCPT; share the information of the SSP with the other members of TAST
All HCP members	Compliance with the SOP and SSP contents; behavior oriented to the maximum safety of theirs and other TAST members; Compliance (in Italy) with roles of D.Lgs 81/2008.

4.3 Preparazione dei componenti del modulo

All the HCP members must know the general rules of the SOP and the guidelines given as code of conduct of the operators.

The TL e DTL must make the on line UN Basic Security in the field Training.

The training are available in the following links:

UN Basic Security in the field Training <http://uunops.org/seecurity>

UN Advance Safety and Security in the field Training <http://dss.unn.org/asitf>

Other on line training:

UN Civil Military Coordination <http://ocha.unog.ch/unccmcoord/>

4.4 Safety and Security Plan

During mission, TL is responsible of SSP updating, of team members informing about updates, that have to be sent both to HQ and EUCPT.

In the Annex - Safety&Security Plan there's a SSP template that already includes some general security information to be followed by all the team members.

The SSP is updated:

-when mission starts, on the basis of first information about security conditions received by ERCC, of the affected country cultural aspects, of embassy and local HQ contacts and of HQ information gathered;



- when team arrives on site
- every time the security conditions change

Actions related to security level:

LEVEL	ESCALATION MEASURES
1-2-3	Keep the SSP updated Plan daily briefings on security aspects
4	Keep the SSP updated Plan daily briefings on security aspects Check the arrangement conditions Assess the way, if necessary, to improve the security conditions
5	Interrupt all the activities and prepare to evacuation
6	Evacuate

5 NEAR MISS PROCEDURES

5.1 General aspects

An accident, incident or near miss when occurs, it is imperative to conduct an accident investigation, complete and submitted it within twenty-four hours of the occurrence.

The purpose of investigating accidents is as follows:

- To find out what happened so that underlying or root causes are determined
- To prevent the occurrence from happening again, which may call for new procedures
- Reassess safety hazards
- Determine the cost of the occurrence and submit a workers' compensation claim (if applicable).
- Evaluate training and determine whether additional training is needed
- Evaluate team member changes



5.2 How to conduct investigations

When investigating an accident, it is important to remember who, what, when, where, why and how?

The following procedures will aid in your investigation of these key questions:

- Get to the scene of the accident as soon as possible.
- Confirm the area is safe to enter.
- Control the area to prevent any other injuries.
- Provide medical assistance to any injured person(s).
- Find any witnesses to the accident.
- Conduct the accident investigation.
- Be sure to use photos or sketches (label with date and time) and safeguard any evidence

Complete an accident investigation report in which the possible causes are identified, all facts and testi-monies are reported and any recommendations that will remedy the problem are made.