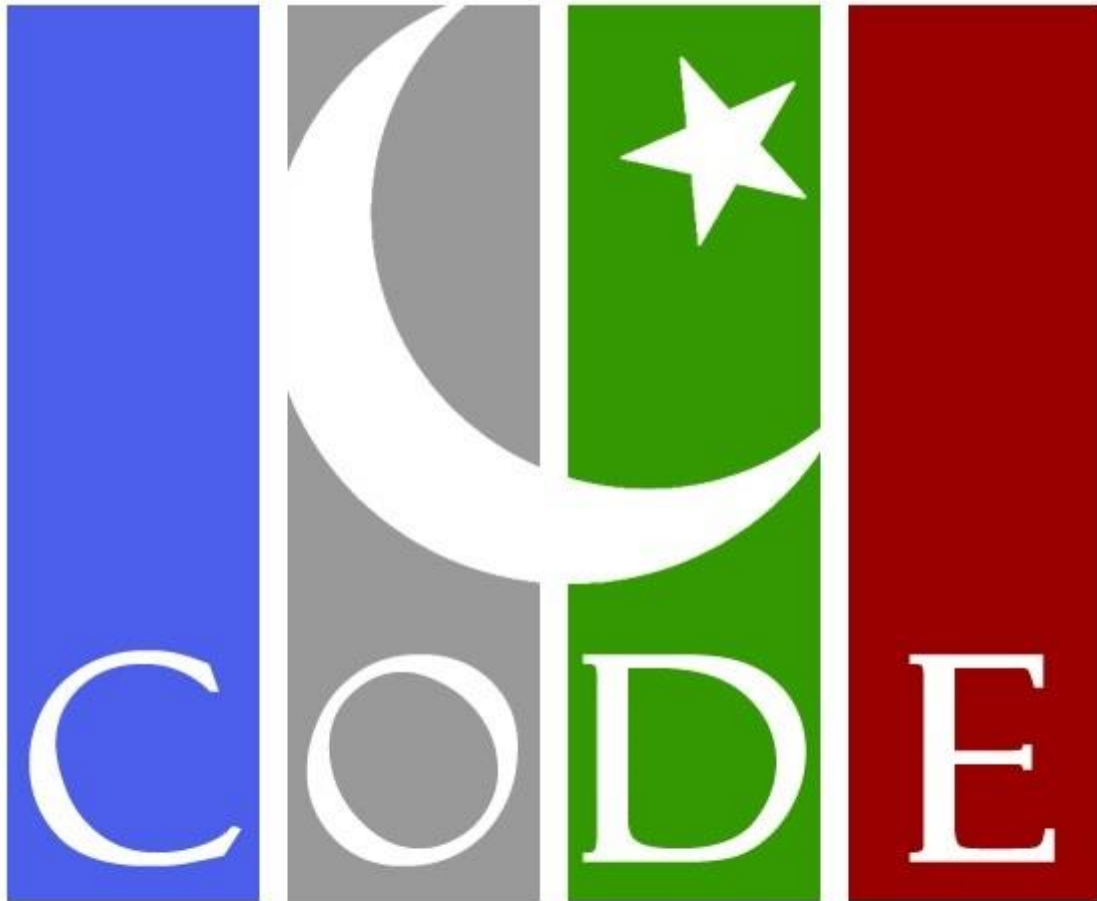


# DUTY OF CARE



CURSOR OF DEVELOPMENT  
AND EDUCATION PAKISTAN

**CODE PAKISTAN**

2023

### ***1.0. ABOUT DUTY OF CARE (DoC)***

**Duty of Care** means moral and legal obligations of employers to their employees, contractors, volunteers and related family members in maintaining their well-being, security and safety while working within/away from their hometowns/permanent due station.

Given rapidly changing security scenarios on the national/international front, CODE PAKISTAN management is fully conversant of the local and international laws requiring competencies of an organization to protect health, safety and security status of its long and short term employees, contractors, aid workers, as may applicable.

At CODE PAKISTAN the duty of care towards his employee arises from the existence of the contract of employment. There is also an implied term in the contract that the employer will take reasonable care to ensure the safety of his employees. Legally, CODE PAKISTAN abides by relevant health & safety and employment law, as well as the common law duty of care. The company ensures the following to ensure the duty of care towards their staff:

- Clearly defining jobs and undertaking risk assessments
- Ensuring a safe work environment
- Providing adequate training and feedback on performance
- Ensuring that staff do not work excessive hours
- Provide toilets, washing facilities and drinking water.
- Providing areas for rest and relaxation
- Providing life and health insurance subject to the provision of budgets
- Provide adequate first-aid facilities.
- Ensuring safe Travelling protocols for field staff in risky areas
- Report other injuries, diseases and dangerous incidents
- Allowing staff by law to refuse to undertake work that is not safe without fear of disciplinary action.
- Protecting staff from bullying or harassment, either from colleagues or third parties
- Protecting staff from discrimination
- Providing communication channels for employees to raise concerns
- Consulting employees on issues which concern them.

## ***1.1. PRE-TRIP DUTY OF CARE PROCEDURE***

On donor funded projects we largely depend on project based security teams who assess the security environment, keep an eye on day to day events and advise on emerging risks. They evaluate/verify information through personal/government contacts in local Government Agencies – police and intelligence departments and advise relevant management members accordingly. Some examples include our on-going contracts with DONORS that have an in-built system. For other public sector contracts, we rely on information available through Local print/social media and react accordingly. The admin/security team manages this in-house.

## ***1.2 MONITORING PROCESS***

Our Admin/Security officer reviews security situations in related project areas and advises staff accordingly. From team coordination perspective, the Project Lead at the CODE PAKISTAN office serves as first point of contact and coordinates with Admin/Security officer for necessary information for further advice to his/her team members. Project staff checks in with his/her team lead and/or the Admin/Security officer upon departure/arrival to/from the field.

In high risk areas, the project staff maintains contacts with his/her team lead and the Admin/Security officers through email/SMS to share regular updates on their safety and Security.

## ***1.3 EMERGENCY RESPONSE PROCEDURE***

Ensuring the safety and security of staff is the highest priority. Our response is linked to the nature of risk or the emergency at hand. This could vary from injuries caused by a road accident, to news of riots and road blockages for extended periods (with staff stuck in between) to threats or actual kidnapping incidences. All vehicles are equipped with trackers to handle some of the cases. In addition, drivers and staff have received training on emergency management. This includes travel protocols to 1st aid assistance, and contact information for emergency response units of the government, nearest health facilities and the police establishments within each district. Depending on the emergency we also notify the relevant staff in the District Administration offices (i-e the DCO concerned).

In high risk areas staff is invariably accompanied by mobile security guards for close protection. Where the need for evacuation arises, we use our own network or access the concerned police and district administration for assistance.