

# Duty of Care

You are passionate about what you do...

**We are passionate about keeping you safer as you do it...**

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# WS INSIGHT'S APPROACH TO DUTY OF CARE

## **An appropriate Duty of Care framework for staff has legal as well as moral benefits**

Most organizations, be they commercial, governmental or non-governmental, are passionate about the programs they are delivering, the services they offer or the products they market. All feel pressure to deliver what they promise and to demonstrate best value for their clients, donors or taxpaying citizens.

WS INSIGHT is equally passionate about creating and delivering solutions that enable organizations to deliver their programs, services or products in challenging environments whilst demonstrating that they have adopted an appropriate duty of care framework for staff members who may be exposed to danger. The legal, as well as the moral benefits of such a framework were brought sharply into focus by a verdict in the district court of a European capital city in December 2015, when an international organization was found to have failed to implement mitigating measures to avert physical risks that the court ruled had been foreseeable.

In eastern Africa, risk management solutions designed to mitigate risks to employees have often been tailored for niche industries. Invariably they have been expensive, inaccessible and restrictive. WS INSIGHT, leveraging 10

years of experience in providing security solutions in this region and focused by the recent court ruling in Europe, have taken a fresh approach to risk management and developed a new range of Duty of Care services. These services are designed for a market that has previously been inadequately catered for. They are intended to be unobtrusive, easy to understand and affordable.

## **Seven core services – easy to understand – keenly priced**

This brochure lays out seven core services that help to keep people safer whilst not limiting their capacity to achieve their organization's goals. The services have been structured in a way that will allow organizations and companies to choose those that are most appropriate for their requirements. Our team will be able to describe in detail how these services work in practice and will work with you to define which would be most appropriate for your organizations, and importantly, which may be unnecessary. We will not attempt to sell you services that you don't need and we will remain flexible to amend contracts or service agreements as your situations or needs change. We are in this for the long term; we want to build a reputation that confirms WS INSIGHT as the primary provider for all organizations that want to demonstrate that they have prioritized staff safety.

## **ABOUT WS INSIGHT**

WS INSIGHT (Ke) Limited is a specialised risk management company and subsidiary of WS INSIGHT Limited (formerly Warrior Security).

WS INSIGHT is a \$45m business with more than 5,000 employees. WS INSIGHT has more than 10 years' of experience in providing bespoke and highly professional security services to clients across Africa, including complex environments such as DRC, South Sudan, Zambia and Tanzania.

## **LIST OF SERVICES**

1. Security Information Services (SIS)
2. Secure Journey Management (SJM)
3. Crisis Response Management (CRM)
4. Travel Security Services (TSS)
5. Embedded Security Managers
6. Education, Training & Counselling
7. Residential or Commercial Security Assessments

# SECURITY INFORMATION SERVICES (SIS)

For all organisations

## What are the benefits?

The first step towards keeping people safer lies with timely, verified security information. Analysis, outlook and advice is added to help managers and staff members make better decisions.

The Kenya Security Information Service is the foundation product supporting our range of Duty of Care packages. At WS INSIGHT we embrace technology and underpin it with an experienced and capable team of national and international analysts and security consultants.

We use a market leading incident management system and have partnered with the developers to make it bespoke for each country's unique security landscape. We retain a large team of information providers and maintain an extensive network of security industry contacts to ensure that we collect more incidents than any of our competitors.

We use a rigorous system to verify the accuracy of the information we collect and then add the crucial analysis, outlook and advice to ensure that our clients have the best information possible and are equipped to keep their people and their families safe.

Additionally, our combined team of analysts and security consultants work together in the most advanced operations centre of any risk management company in eastern Africa and every single alert and report goes through a rigorous process of editing, proof-reading and approving before being released to clients, 24 hours a day, seven days a week.

## WHAT IS INCLUDED?

### Event and incident driven alerts and reports

All alerts are verified before dissemination and are followed by emailed reports. Significant Incident Reports (SIR) are sent 48hrs after a major incident and Advice Notes (AN) are sent 24hrs before an event that may impact client safety. All alerts and reports are sent on a 24/7 basis from our advanced Command and Control Centre.

### Daily INSIGHT Reports

Delivered at 0800hrs each weekday, containing a

full round-up of all security related information and current events. Includes key stories from neighbouring countries.

### Weekly INSIGHT Reports

Delivered at 1400hrs on Fridays, containing statistics and analysis of the week's significant and security-related events. Articles featuring significant events in neighbouring countries are included each week.

### Monthly roundtable security briefings

These popular interactive briefings contain in depth analysis and commentary on monthly security trends and events. All attendees are provided with a supporting monthly factsheet.

## WHAT DOES IT COST?

Prices are very competitive, starting at \$300 per month. The standard package allows for up to ten named recipients.

Many clients choose to package SIS with other services; discounts may apply in such circumstances. Ask for our SIS brochure to better understand how we produce this market leading service, or come and visit us in Westlands, Nairobi.

# SECURE JOURNEY MANAGEMENT (SJM)

For organisations that regularly send staff to higher risk areas

## What are the benefits?

Travelling by road is perhaps one of the most dangerous activities that staff will undertake in the course of their work. If they are travelling to higher risk areas the risks increase further. Even experienced staff are vulnerable.

Our fully managed Tracking service, supported by the Journey Support Service takes the pressure off staff and management and allows them to focus on their core activities.

## WHAT IS INCLUDED?

### Tracking, monitoring and response

- The provision and maintenance of GPS tracking devices
- 24/7 monitoring
- 24/7 emergency response to panic alarms
- 24/7 response to driver behaviour (e.g. speeding or route deviation)

### Journey Support

#### Journey preparation

- Threat Assessments for the areas regularly visited (updated quarterly)

- Journey Management Plans (JMP) produced before each journey
- Emergency guidance cards (professionally produced laminated cards; advice tailored to the organisation and issued at contract start)

#### Reporting

- Daily contact with travelling staff (a morning phone call to inform the travelling team of any security concerns and to understand the itinerary for the day)
- Daily emailed report to the organisation's management
- Monthly consolidated report to the organisation's management .

## WHAT DOES IT COST?

Tracking is the core component of this service. A wide range of GSM, satellite, hybrid and in-vehicle tracking devices are available. Clients can also choose between a basic and premium tracking platform. Prices start from as little as \$60 per device pcm. Our tracking team can help you decide which tracking devices and platforms best suit your requirements.

The Journey Support Service can be added once trackers have been selected. The pricing depends on how many areas will be visited in the year and how many journeys will be made per month.

# CRISIS RESPONSE MANAGEMENT (CRM)

For all organisations,  
particularly those that  
employ international staff  
or expect staff to operate  
in higher risk areas

## What are the benefits?

In central and eastern Africa, staff face a multitude of scenarios that have the potential to reduce their ability to conduct their core activities or even to cause damage to their physical or psychological well-being.

Road safety is poor and traffic accidents common, violent crime is frequent, encounters with security forces can be frightening and medical emergencies are often difficult to cope with.

Providing staff with a 24/7 hotline that will offer them advice and assistance has been proven to improve morale and productivity.

Making the wrong decision in a crisis, however small, can prove costly in the longer term. Our team of 24/7 operations staff and advisers will help staff resolve situations and get back to working towards their organisation's goals.

The smartphone application ensures that our team will always know the staff member's location if they need assistance, even if they aren't sure.

## WHAT IS INCLUDED?

- Bespoke smartphone application with "Help" button.
- 24/7 emergency hotline (advice and assistance).
- Deployment and co-ordination of third-party response services (at client expense).
- Deployment of WS INSIGHT security advisors on request (billable).

### Additional services

- 24/7 access to a senior security advisor.
- Retained access to a named senior security advisor to support the organisation through a crisis situation (billable by half days).
- Office space next to the Regional Operations Centre (ROC) for the duration of a crisis situation.

## WHAT DOES IT COST?

A low monthly fee for each staff member for the first 10 named staff members; prices reduce for 10 or more named staff members.

Third-party response services such as vehicle recovery will be arranged by WS INSIGHT on behalf of the staff member, but paid for directly by the staff member.

If a WS INSIGHT security advisor is requested by the staff member or their company, a call-out fee will apply. Travel and other incurred costs will be billed at cost plus 20%. Additional services are priced on request.

# TRAVEL SECURITY SERVICE (TSS)

For organisations that regularly receive international, short-term visitors

## What are the benefits?

Many organizations receive short-term visitors. Often these visits, through necessity, are planned on short notice – the administrative burden of receiving these visitors can strain local capacity and costly mistakes are easy to make. Aside from the physical and psychological safety of the visitor, first impressions count.

High profile, senior or specialist staff members who visit infrequently are more vulnerable than other travellers and so their security requirements will be distinct from local or resident employees.

Some visitors, including media teams and journalists will require additional support and advice.

WS INSIGHT's Travel Security Service has been tried and tested, is priced competitively and includes elements of many of the DoC services.

## WHAT IS INCLUDED?

- **Pre-travel security briefing** - 1 hr Skype call supported by written briefing note.
- **Hotel arrangements** - Hotel recommendations plus booking
- **Airside meet and greet** - Priced per person
- **Security trained driver and tracked vehicle** - A variety of vehicles available, priced per day
- **Accompanying security advisor** - International or national, available for full or half days
- **Arrival security briefing** - In our offices, your hotel or even your vehicle
- **Security Information Service** - Priced per person, per day
- **24/7 emergency hotline** - Priced per person, per day

## WHAT DOES IT COST?

The core element of the TSS is the daily cost of the tracked vehicle and security-trained driver. All other elements can be selected by the organization depending on the requirement. Prices are very competitive and this service can be arranged at 24hrs notice.

# EMBEDDED SECURITY MANAGERS

For organisations that do not have an appropriately experienced security manager, or who need additional capacity

## What are the benefits?

Many organizations do not have the luxury of having a dedicated security manager or advisor. Instead, security responsibilities are often shared between other departments. Organizations who do have a dedicated resource frequently observe that these departments lack capacity, or are managed by senior staff who have little or no security experience.

Most organizations will need greater internal security advisor capacity at varying times of the year, but lack the ability to surge capacity at these crucial times.

Due to these factors, many organizations' security departments can be under-resourced and can lack expert oversight - this often goes unnoticed, either because over-stretched security managers are reluctant to highlight their vulnerabilities or simply because the senior management is understandably focused on their core responsibilities.

WS INSIGHT can help. We have a tried and tested system of embedding professional security advisors into organizations and supporting them through regular visits from senior INSIGHT security advisors. Our embedded security advisors are also able to reach back to INSIGHT's full range of capabilities. Embedded security advisors are often full time, but organizations can also elect to have an advisor on a part-time basis. One day per month is the minimum, but a common approach is one or more days per week.

Embedded security advisors, who can be either national or international, bring a fresh set of eyes to security provision, and serve to reinforce an existing capability or fill a gap.

## WHAT IS INCLUDED?

- The provision of an embedded professional security advisor for an organisation
- Choice of a national or international security advisor
- Experience and qualifications appropriate to the role and the organisation's budget
- Day to day control is by the organisation, with arms-length support and supervision from WS INSIGHT ensuring high levels of performance
- Can be full-time or regular part-time

## WHAT DOES IT COST?

A senior security advisor will meet with you in order to better understand your requirements and then provide a bespoke quotation.

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# EDUCATION, TRAINING, COUNSELLING

For all organisations

## What are the benefits?

Security incidents are best avoided. Well-trained, security-aware staff members are able to minimize their exposure to risk by avoiding dangerous situations. They are also empowered to cope effectively with incidents should they arise. For example, armed mugging incidents have the potential to become violent instantly if victims react in the wrong way.

Just as security awareness and training is an essential aid to staying safe, first-aid and trauma training should be an essential component of every employee's annual mandatory training. Delivery standards in this region vary hugely – WS INSIGHT only uses high quality instructors.

The European court judgment in December 2015 emphasized the importance of post-incident care. WS INSIGHT can help you plan your response to an employee being exposed to mental trauma and can provide you with experienced and expert counsellors.

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## WHAT IS INCLUDED?

- Security briefings
- Security best practice workshops
- Hostile Environment Awareness Training (HEAT)
- First aid and trauma training
- Post incident counselling

## WHAT DOES IT COST?

Prices are very competitive and available on request. WS INSIGHT has off-the-shelf courses and briefings but also has the resources and expertise to tailor training to suit and organization's requirements.

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# RESIDENTIAL & COMMERCIAL SECURITY ASSESSMENTS

For organisations that  
own or lease offices or  
residences

## What are the benefits?

Most employees spend the majority of their time either at home or in an office environment.

International employees in particular may need more support in ensuring that they and their families are able to feel safe at home. For staff members who are newly arrived in the country, an inexpensive and unobtrusive security assessment can be hugely reassuring. The visiting security assessor and the written report can also be invaluable in helping international employees understand simple measures to stay safer than a local may know instinctively.

All staff members have a realistic expectation of being safe in the work place; staff members who feel at risk will have lower morale and be less productive. Recruitment and retention may suffer. It is also important to safeguard property (both physical and intellectual) and reputation. Security incidents at an office location can have a multitude of far-reaching and damaging effects.

The absence of historical security incidents does not indicate a corresponding lack of threat, as was made very clear in the European court judgment in December 2015. A professional assessment, examining both physical and procedural security measures will often reveal serious vulnerabilities; commonly these can be addressed easily and sometimes with minimal expenditure.

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## WHAT IS INCLUDED?

- Security assessments conducted in a thorough yet discrete and tactful manner.
- Delivery of a professional, robust written assessment that will provide impartial advice and recommendations.

## WHAT DOES IT COST?

Prices are very competitive and available on request.

