



Swedish Civil
Contingencies
Agency

Field Staff Handbook

– Before, during and after operations



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Swedish Civil Contingencies Agency (MSB)

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This handbook belongs to:

Name:.....

Phone:.....

Email:.....



Introduction

Taking part in an operation to provide support and assistance to the casualties of humanitarian emergencies is a rewarding but challenging experience, often very different from the life you live at home. Your role as a field staff member, and the roles of others at MSB, are crucial for the successful outcome of an operation.

This handbook is intended for field staff who are about to take part in an operation with MSB. It contains hands-on advice and answers to questions about your employment at MSB. As a field staff member you have to take responsibility for actively seeking information and answers to questions that may come up during an operation. The advice and guidelines provided in this handbook are general; for more specific questions, you need to consult with your programme officer.

The handbook follows the flow of events in an operation, beginning with recommendations for what you can do even before you leave for an operation. The chapter During the operation has

information to help you when you have arrived and are in the field, while the last part of the handbook tells you about what happens after you have returned home, e.g. debriefing and post-operation interview.

The handbook can be used as a reference book or be read in chronological order from cover to cover. Its sections are independent, but with occasional references to each other. In order to get a complete picture you may have to read several sections under different headings.

About MSB

The Swedish Civil Contingencies Agency (MSB) is responsible for helping society prepare for major accidents, crises and the consequences of war. In a complex world, where we can see the connection between many of the events, which we want to prevent and prepare society for, cross-border collaboration is crucial. MSB participates in a number of cooperation forums in the area of civil protection and preparedness. MSB also manages the coordination of the responding actors and provides resources

in the form of experts and equipment. The MSB is responsible for issues concerning civil protection, public safety, emergency management and civil defence as long as no other authority has responsibility. Responsibility refers to measures taken before, during and after an emergency or crisis. MSB's mandate covers the entire scale of threats and risks, from everyday accidents to major disasters, and extends beyond Sweden to the wider world.

Working for MSB

MSB is looking for people who feel a strong commitment to their fellow human beings and who want to develop and contribute their knowledge for the benefit of casualties of armed conflict and disasters. This often calls for a high degree of flexibility, and as field staff you may find yourself in situations where you quickly need to make priorities and rethink your course of action. The circumstances of an operation vary depending on e.g. the type of response, the country you are in, or the terms of reference.

MSB field staff support during an operation

Before you join an operation, you will generally have been given a brief and quite a lot of information about what is expected of you during the operation. In order for you to be able to do a good job in the field, it is important that you always feel that sufficient support is available. We are always prepared to help you if any problems arise, and you are always welcome to contact MSB, whether for reasons to do with your equipment, your contract, difficulties within the response team, a lack of clarity from the partner organisation, or with changes to the security situation on location. If your programme officer is unable to answer your question, s/he will refer to the appropriate person at MSB.

You can always get in touch with MSB

MSB has a Duty Officer (Tjänsteman i Beredskap, TiB) who is available round the clock to deal with incidents and any questions from field staff. If a situation arises where you need to contact MSB outside of office hours (08.00-16.25, Swedish time), you have to phone the Duty Officer. The Duty

Officer is responsible for global monitoring and for being up to date on any events that could affect security.

Duty Officer (Tjänsteman i Beredskap, TiB)

- + 46 (0)54-150 150
(your call will be connected via SOS Alarm AB; ask to speak to the Duty Officer at MSB)
- tib@msb.se

MSB's task

– Preparedness and response in the event of an accident or emergency

MSB's task, as defined by the Swedish government, is to develop and strengthen society's ability to deal with accidents and emergencies – locally, regionally and nationally. MSB's resources for international humanitarian assistance operations are frequently requested by the EU, the UN and other national and international actors. MSB runs international operations, primarily in Africa, South America, the Middle East, Asia and Europe. The form,

scope and content of each operation is different. MSB has the preparedness to respond quickly and initiate an operation in order to save lives following a disaster. Another important aspect of MSB's international operations is our long-term disaster risk reduction projects.

MSB is in continuous consultation with international clients, donors and other partner organisations in order to ensure that our operations evolve in line with the demands.

MSB has *Standby Partner agreements* with partner organisations such as OCHA, WFP, UNHCR, UNICEF and UNDP. These agreements regulate roles and responsibilities between MSB and the receiving organisation, e.g. regarding deployment of staff, and are useful for reference if questions arise during an operation. Talk to your programme officer about what applies for the organisation you are going to represent during the operation.

Examples of areas in which MSB is active:

Humanitarian responses

MSB's preparedness for humanitarian responses means that the agency has the capacity to mobilise emergency rescue and support operations for the UN, the EU and other international organisations. These operations might involve building accommodation and offices, providing IT liaison solutions, setting up medical care services, contributing expertise in gender based violence, mine action and contributing expertise in logistics, transportation, water and sanitation.

Disaster risk reduction

MSB's task in the disaster preparedness context includes providing support to countries vulnerable to disasters by carrying out risk analyses, implementing risk reduction measures, and strengthening the country's own preparedness for action in the face of disasters.

Early recovery

The task of supporting early recovery can consist of e.g. reconstructing rescue services, disaster waste management, water supplies, sanitation and hygiene.

Peace support operations

MSB can assist peace support operations by providing staff and material in e.g. security, communications, logistics, IT, finance, procurement, administration and HR.

National operations

When Sweden's municipalities and regions' own resources are not sufficient in the event of an accident, crisis or other major event, MSB has reinforcement resources available. MSB has resources in the form of equipment and for certain events also personnel. MSB has reinforcement resources for forest fires, floods, oil spills, CBRN, search and rescue as well as collaboration and management.

Support for Swedish authorities and Swedish residents abroad

The Swedish Response Team (SRT) is a unit that can act quickly, on instructions from the Swedish government, to assist Swedish authorities (the embassy and/or consulate in the country in question) and Swedish residents who become caught up in a serious incident abroad. The unit must have the capacity to be dispatched within twelve hours, and has the flexibility to be assembled on the basis of the circumstances of the events in question.



Before the operation

Preparing for an operation

As registered on MSB's field staff roster, there are a few things you can prepare in order to be ready for a possible operation. Once an operation becomes a reality, time frames are often very short and there are many practical arrangements to be made, such as medical examinations, vaccinations, visas and so on. You should therefore try to sort out as many practical details as possible in advance. It is also important for you to be mentally prepared to leave your loved ones at short notice in order to join an operation.

The following things are particularly important to prepare:

- Your employer must be properly informed that you are on MSB's field staff roster, and that this usually means being dispatched at short notice. How long operations last and how quickly you need to leave depends on your competence profile and the nature of the operation. Contact your HR officer at MSB for further information.

- Make sure that the information on MyPages is up to date. Write in English, describing your experience and skills in a clear and detailed manner, so that the person looking for staff for an operation can easily match your profile to the operation's requirements. You also need to attach any documents that MSB requests, such as certificates from BSAFE and PSEA courses. You are responsible for ensuring that your certificates are valid. MyPages is found on <https://firm.msb.se/>. If you have any questions about MyPages contact mypages@msb.se.
- You also have to provide contacts details for your next of kin on MyPages. This is so that MSB can contact them if anything should happen to you during the operation.
- Make sure your passport is valid and in good condition. Your passport needs to be valid for at least six months after your estimated return from the operation, as this is a requirement for visa applications. Read more under the *Passport* section.

- Think about who should look after your home during an operation. Ensure that your landlord or tenant-owners' association has ways of reaching you in case anything happens to your home.
- Look into the options for paying bills during your absence. Direct debits, e-invoicing, BankID and internet banking are all good options for paying your running expenses. You can also arrange a power of attorney for banking matters in the name of a family member, for example. Consult your bank about this.
- Look into the possibilities of having your post forwarded to you.
- Keep your vaccination booklet in good order and check whether you need to renew any vaccinations. You will be given country-specific recommendations for vaccinations before the operation.
- Look after yourself! The better you feel, both physically and mentally, the easier it will be for you to deal with different circumstances during the operation.

- Be patient! MSB never knows beforehand what requests we will receive. Sometimes there will be long intervals between requests in certain areas of competence.
- Prepare yourself mentally for being flexible. You may be asked to perform other tasks than those originally envisaged when you were contacted about the operation.
- Inform your loved ones that you may have to leave to join an operation, and that it may be in a high-risk country.

The operation process

– MSB receives a request for support

An operation usually begins with one of MSB's partner organisations emailing a request for support to MSB. Once a request for support is received, MSB assesses whether to proceed with the request for an operation. This assessment looks on whether the need for support falls within MSB's mandate, and at the possibilities of obtaining external funding. Operations usually begin with a planning phase in which MSB collaborates with

the national authority involved and/or with other organisations. The planning phase clarifies what objectives and activities the project is going to include.

Duration of the operation

The requests that MSB receives from the EU, the UN and other partner organisations are usually for operations lasting six months. Some operations, however, continue over several years, and in those cases it is an advantage if staff can participate for a period of 12 months or longer, or optionally for shorter periods over several years. In operations under the EU's Common Security and Defence Policy (CSDP), the length of contract is usually 12 months or longer.

In resilience operations, the duration of the contract varies depending on the mission. For some projects, staff work part-time from their home and for other projects staff work full time for several years from the country of operation. MSB is not generally able to influence operation duration as this is determined by the needs of the requesting organisation.

There are also operations that last from 10 days to a couple of months, but they are relatively rare. Typically, they will be shorter reconnaissance trips in preparation for a longer project or an operation involving the Swedish Response Team.

Selection of field staff

If MSB decides to proceed with the request, planning of the operation begins. A programme officer and an HR officer are appointed, and then field staff are selected. Read more under the section *Recruitment for operations via the field staff roster*. For most operations, it is the EU or the UN that makes the final selection from the candidates nominated for the operation. In operations where MSB has a greater overall responsibility, such as in more extended capacity development projects in disaster risk reduction, MSB selects the field staff.

Different types of operations

MSB supports its partner organisations in different ways. Sometimes this is in the form of loaning them individual experts, which is known as

seconding, and in other cases with entire teams, e.g. for setting up a base camp. It can also involve larger groups of staff to run long-term projects, such as in helping authorities prevent or manage disasters. In the latter type of operation, MSB will receive a general request for support, after which MSB assumes overall responsibility for the operation. This means, among other things, that MSB does not receive specific job descriptions, or terms of reference, for each field staff member of the operation. These are drawn up by HR officers at MSB.

Secondment

Being seconded to one of MSB's partner organisations means that you are employed as field staff by MSB, and then you join an existing organisation in a specific capacity. In most cases there is a terms of reference that describe what staff are going to work with, and what background is required for the operation. The terms of reference is usually the only documentary basis MSB has for the recruitment of staff for an operation.

Changes to the humanitarian situation may mean that the need for operational support shifts quickly. For this reason, the level of detail and specifics in the terms of reference can vary, and it is important that you are flexible and understand that it may become necessary for you to carry out tasks that are not in the terms of reference, or are not clearly described there. Make sure you discuss the details of the terms of reference with the supervisor once you are on the location. The terms of reference will also be used as the basis for an evaluation of your performance later on, when the operation has been completed.

Teams

When one of MSB's partner organisations wants more extensive support than an individual secondment, the organisation will instead describe the desired outcome in terms of capacity and design. This might involve, for example, setting up accommodation and office space for the partner organisation's aid workers. Such a team will be staffed entirely by MSB, including the Head of Operations.

This usually also means that MSB is responsible for drawing up the terms of reference. The duration of operations varies from several years to very short periods, such as for an exercise or training programme, which is divided into a number of occasions over several years. A team may be staffed for a short operation (one-three weeks) or a longer one (three-six months or more), where all team members are replaced on a rotating basis. The geographic location of team members can also vary. As a member of a team, your role is usually clear – even if it may become necessary for you to participate in other tasks, particularly during shorter operations.

Information about your registration on MSB's field staff roster

Being registered on MSB's field staff roster is a voluntary commitment by you as well as by MSB. The roster is based on estimated staff needs, and those needs constantly change. This means that being registered on the roster does not guarantee that you will receive enquiries about operations

and training, or that you will be offered employment with MSB. A registration on the field roster is valid for three years.

MSB's expectations on those registered on the roster:

In order for the roster to be as useful as possible, MSB has a number of expectations on those registered on it.

Availability

- You are expected to monitor your email and reply to requests regarding operations within the stated time frame. The expectation is that most responses will be affirmative.

In order for MSB to be able to maintain an overview of what resources are available, it is important that you notify us beforehand if you are not going to be available for operations or training during a specific period. You can register periods when you will not be available on MyPages, under the *Basic information* tab. As a rule, these periods of

unavailability must not exceed one year, in total, during your three-year registration. Once you have registered that you are not available, MSB will not send you any requests about operations.

Induction training

- MSB's introductory training programme is a mandatory requirement for everyone registered on the field staff roster. You are therefore expected to participate when you are offered a place.

MyPages

- You are expected to log in to MyPages regularly and keep your information there up to date in accordance with the recommendations in the section *Preparing for an operation*. If you do not log in for a period of one year your registration on the roster will automatically lapse. MSB will email you automatic reminders when you have not logged in for a long time.

Evaluation of registration

- When the three-year period comes to an end your registration on the roster will be evaluated, which will lead either to an offer for extended registration or you're removed from the roster. In its evaluation, MSB will consider how great the need for your particular competence is expected to be in the future, how well you have lived up to the expectations described above, and your performance during the training programmes and operations that you have participated in.

If your registration is extended and you have several profiles on the roster it is possible that some profile could be removed. This could happen because expectations of availability may differ between the profiles.

If your registration on the roster is removed, you can always apply again if MSB advertises for your competence.

Removal from the roster before the end of the three-year period

Your possibilities of participating in an operation can of course change for various reasons. You are not obliged to remain registered for three years; instead you can terminate your registration on the roster at any time if you wish. When you register, however, the assumption should be that you intend to participate in operations over the coming three years – if the need for your competence arises. In order for you to have good prospects of participating in an operation, skills development is an important part of managing the field staff roster, and naturally MSB wants to make sure that such resources are invested in those individuals who then participate in our operations.

In the same way that you can choose to terminate your registration, MSB can decide during the three-year period to remove you from the roster. This may be because you have not lived up to the expectations described above, because there is less need for your particular competence, or if after a completed training programme or operation you are deemed no longer to be suitable for employment on MSB operations.

Recruitment for an operation

When MSB is searching for field staff to join one of our operations, it can be done in different way. The most common way is via the roster, but it is also possible to direct recruit if the competence is not available in the roster.

Via the roster

When field staff are going to be recruited for an operation, the HR officer and programme officer at MSB work in close cooperation to find the most suitable candidate for that specific operation. When the HR officer searches the field staff roster for the right staff for an operation, s/he uses the operation's terms of reference. It is therefore very important that you exhaustively describe all your training and experience in your profile on MyPages.

It is important that you respond quickly to enquiries

If you meet the specified criteria, MSB will contact you, usually by email. The email will contain information about the operation and the terms

of your employment. You will also be asked to reply to say whether you are available for the operation or not. Usually you will be given between 2 and 48 hours to respond, unless a longer response time is specified. The reason for the short response time is that MSB's agreement with its partner organisations requires us to give notice within 72 hours. It is very important that you reply to MSB, regardless of whether you are available for the operation or not.

If several people express interest in a secondment operation, MSB will nominate those that best fulfil the criteria specified in the terms of reference. The final decision is made by the partner organisation. Bear in mind that MSB may be one of several organisations nominating staff for the same operation. Therefore, it is important that your CV on MyPages thoroughly and clearly describes your experience, and that you express your interest as soon as possible. Time is an important factor for a successful secondment selection.

When recruiting field staff for operations where MSB has the overall responsibility, we try to mix staff with previous operational experience with

people who have registered recently on the roster. We also strive to include both women and men in an operation.

Nomination

After you have been nominated for a secondment post, it may take some time before you hear whether you have been accepted or not. For peace keeping operations it typically takes three-six weeks or more before you are told. When the process takes a long time, this is because the nominees' CVs are sent to the partner organisation's headquarters, but the final decision is then often being made at the local office in the operation country. However, you should be prepared to leave within a month, and sometimes considerably sooner than that.

If you are accepted for the operation, the HR officer will contact you to inform you about a number of practical details such as your visa application, medical exam, vaccinations and employment terms. You will then be invited to a briefing where you will be informed about the operation

and where your employment contract will be reviewed. Read more in the *Briefing* section.

Recruitment outside the roster

In cases where there are no staff available with the required competence in the roster, MSB can choose to place an advertisement to search for field staff outside of the roster. The HR officer then often makes a first selection before making the nomination, but the final decision is usually made by the partner organisation.

Employment contract

As field staff on an operation with MSB you will be employed either under what is known as an URA contract, which is the most common, or under a local MSB contract for terms of employment on international operations. The type of operation determines which type of contract you will have.

All contracts include holiday and pension entitlements as well as insurance during the period of employment. As MSB is a government agency,

you pay tax on your income and on those supplements that are not tax exempt by law. It is important to know that you may be taxed under the Swedish Tax Agency's rules regarding benefits received, such as free meals or services that you don't pay for on location, i.e. laundry services.

Tax is deducted by MSB. Costs for accommodation and travel during the operation are normally paid by MSB, unless otherwise agreed – as for example in those cases where the EU pays compensation for expenses of that kind. If you are not a permanent resident in Sweden, MSB may help you to apply for special income tax.

All contracts with MSB imply non-regulated working hours. This means that MSB does not systematically check the actual hours you have worked. Instead it is your responsibility as an employee to ensure that you carry out the work that your position requires, and that you get the rest you need. No special compensation is paid for lost hours of rest. All contracts include MSB's code of conduct, the rules you accept by signing the contract.

URA contracts

URA contracts are the most common type of contract for MSB field staff, formulated by Arbetsgivarverket (the Swedish Agency for Government Employers) for government agencies with staff stationed abroad. Salaries are regulated in accordance with MSB's salaries and benefits model, and are paid monthly. Read more about this in the *Salary* section.

Under the conditions of service in URA, your place of work is specified as the location where you are stationed. However, this location can change during the course of the operation. MSB pays a country-specific additional expense allowance as determined by the Swedish Tax Agency. This allowance may be increased or reduced by the Swedish Tax Agency during an ongoing contract period.

The *Leave* section contains information about terms and conditions for leave in both types of contract.

External activity

If you receive a job offer from another employer during the period you are under contract with MSB, it is important that this external activity not in any way compete with the assignment you are doing via MSB. It is important that neither you nor MSB's trust vis-à-vis the partner organisations on location in the operation is compromised. For that reason, MSB will only exceptionally approve your having an external activity. Your programme officer determines whether it is possible for you to combine the assignment you have for MSB with any external activity.

MSB contract

The MSB contract is a local agreement regarding terms of employment for national and international operations. The contract applies to you who:

- Is employed to participate in MSB's national operations
- Is employed for international operations where URA cannot be used
- Participates in trainings before national and/or international operations where URA cannot be used

The form of employment is general fixed-term employment.

Accompanying family members

Most operations are in countries or regions to which it is not appropriate or advisable to bring accompanying family members. On some operations, however, it may be possible to have your family accompany you. In this context, “family” means your spouse, registered partner or cohabitant and children under the age of 19 who are your dependants. A cohabitant is a person who lives with you under circumstances similar to a marriage.

In order to bring family members with you, the following criteria's has to be met:

1. Your period of employment must be at least 12 months.
2. The location must be considered suitable from a security perspective for accompanying family members.
3. If there is a receiving organisation, it must consent to your taking family members with you.

4. It must be possible to include accompanying family members in the same security arrangement as the employee.
5. The entity funding the operation must approve the costs.
6. The nature of the operation must be such that it is reasonable for MSB to reimburse costs for accompanying family members.

In addition, the health status of the family members must allow them to stay at the location, which is checked by a health examination. If these criteria's are met, MSB may reimburse some costs that arise for the employee as a result of family members accompanying her/him.

Leave

If you have a regular employer at the same time as being on MSB's field staff roster, you request leave from your regular employer in order to go on operations. During the operation you are employed by MSB. When you become registered on MSB's field staff roster, you can request information about this that you can present to your employer.

MSB recommends that you maintain an open dialogue with your employer in order to be able to get a quick decision on leave when you get a request for an operation. MSB often has very tight deadlines, and may need to know if you are available within 2–48 hours. In order for you to be considered for an operation, MSB needs to know that your employer will grant you leave if you are selected. It is important that you don't make a formal request for leave immediately, though, since there is still the chance that someone else will be chosen for the operation.

If you know beforehand that your employer will be unable to grant you leave during certain periods, you must register yourself as not available during these times on MyPages.

Briefing

Before the vast majority of operations a briefing will be held which you will be invited to as field staff. The purpose of the briefing is to give you information about the operation and your assignment. During the briefing you will receive practical information about how to report during

and after the operation, what results you are expected to achieve, etc. Staff from several different operations may be invited. On bigger operations that involve many field staff from MSB, the briefing is an important opportunity to get to know each other and learn about the various roles and responsibilities of the team.

The following persons usually participate in the briefing:

- The programme officer is responsible for planning the briefing on the basis of the nature of the operation and the previous experience of the field staff. The programme officer also informs you about the operation itself and what it implies.
- The responsible HR officer informs team members about MSB's code of conduct and the documents requested by the partner organisation, e.g. the UN's Undertaking. You go through your employment contract with the HR officer before signing it. You get the opportunity to ask questions about your employment with MSB.

- The psychosocial support officer holds a personal interview with you and describes the support that is available to you before, during and after the operation. Situations in which you may need support and counselling include solving conflicts.
- You will also be given information by one of MSB's medical coordinators for the purpose of preventing illness and injury during the operation. They will tell you about any health hazards in the operation country and you will be given time to ask health-related questions.
- The security adviser will inform you about the security situation and give you advice about how to conduct yourself in the country or region in question.
- A project economist will explain the personal financial aspects of an operation, e.g. regarding advances for certain activities and how to deal with receipts.

You will also get the opportunity at the briefing to try out your personal equipment. Read more in the *Equipment* section later in this chapter.

Security

In international operations, MSB, as an employer, has a responsibility towards you as seconded staff. Within the framework of this responsibility and based on your safety and health, MSB therefore always makes an operation-specific risk assessment. The risk assessment is communicated to the designated decision-maker and forms the basis for the safety review you will have with the security adviser. The Health and Security Section at MSB includes security advisors whose task is to support the agency's international operations with safety expertise. The Response and Coordination Section at MSB includes duty officers who continuously monitor high-risk countries and regions to which staff may be sent.

Security briefing

At the security briefing before your departure you will be given information by MSB's security advisor about the country or region you will be working in. This information may include the political situation, current level of threats, risk levels and other important background facts you need in order to prepare for the operation. At the security briefing you will also have the opportunity to ask any questions you might have.

When you arrive at the duty station, make sure that you:

- Contact the security manager and request a more detailed security briefing on location.
- Read through the security regulations and how to apply them.
- Verify that your accommodation has been approved in terms of security, and that the receiving organisation knows where you live and how to contact you.
- Arrange, if possible, for you to receive security updates via email groups or other notifications.

If you have any questions regarding security during the operation, turn first to your security manager on the operation and second to MSB's security advisors, via your programme officer.

Information security

Many of MSB's operations are carried out in countries or regions where there are ongoing conflicts. It is therefore of the utmost importance that you as a field staff member handle all information with caution. Most likely you will communicate with others during the operation, via email, social media or mobile phone, and you should be aware that all information transfers can be intercepted by third parties using simple technical means. On social media such as Facebook, Instagram, Twitter etc. you should be careful in general about giving details of places, destinations, travel routes, as well as in discussing political subjects that may be regarded as sensitive.

If you are on a secondment you must also follow any rules the partner organisation may have regarding information security.

Follow these recommendations for increased information security:

- Talk to your programme officer about what information is OK to communicate. Information about security, such as evacuation plans, must always be handled with great care. It is a good idea to use an external hard drive or password-protected USB stick for backups. Ask your programme officer to include this with your equipment. Remember never to connect an unknown or unauthorised USB stick to your computer.
- You have administrator's access to the computer included with your equipment. Only install well-known software, and comply with the various licence regulations. You are responsible for ensuring that the computer's anti-virus software is kept updated. Avoid downloading files from sources that are not secure, and scan other users' files and USB sticks with the anti-virus software.

- Using wireless networks increases the risk of unauthorised access to information you send from or store on your computer, this is particularly true of open and unsecured networks.

Security when travelling

During the operation, your own ability to anticipate and manage risks will be the decisive factor for your security. In order to manage more easily on your own and to avoid potentially dangerous situations, you should read up on the country or region you are going to before your departure, in order to prepare yourself for its customs, climate, political situation and levels of crime. One source of such information is the Swedish Ministry for Foreign Affairs website, where you can read about your destination, get recommendations, and current phone numbers to the embassy or consulate. If you are familiar with the Swedish language you can also download the app “UD resklar”.

Once you have arrived at the operation location, contact the local security manager for information on current rules, restrictions and security advice.

Share your travel itinerary with your next of kin

Tell your next of kin at home and your contact persons at the destination what your travel itinerary is. Also provide the name and phone number of your hotel, so you can be contacted. If you change any of your reservations you must inform your programme officer and the people you have shared your travel itinerary with.

Next of kin and local emergency numbers

Save emergency phone numbers and phone numbers to the duty officer and programme officer on your mobile phone. Remember to inform your next of kin and MSB of your local phone number if you are using a local SIM card during the operation.

Passport

Keep your passport safe. Some countries require foreign citizens always to carry their passports. Take photocopies of your passport, so you can state your passport number even if you should lose the passport itself. In order to always have a copy at hand, you can scan your passport and send the scan to your web email account. If you

lose your passport, contact your home country's nearest embassy or consulate, and inform your programme officer.

Embassies and consulates

Your home country's embassy as well as the Swedish embassy or consulate will appreciate it if you register with them during the period that you are in the country of deployment. This is good from a security point of view as well as for keeping yourself up to date on what Swedish operations are going on in the country in question. Remember to notify the embassy and/or consulate when you leave the country. The Nordic countries collaborate to a certain extent regarding support for their citizens.

Cash and credit cards

As the banking system works less well in some countries, you may be carrying cash on your outward journey. Keep it safe by e.g. dividing it between your wallet, hand luggage and an inside jacket pocket. Make a note of credit and debit card numbers and keep the note separate from your cards. In case of

loss or theft of your credit cards make sure you have phone numbers to your bank so that you can block the use of the cards as quickly as possible.

Luggage

Valuable property such as travel documents, satellite phones, cameras, jewellery, medicines, laptops, important work documents and fragile objects are best packed in your hand luggage. In order for the insurance to apply, you need to handle your luggage with care. If you are taking extra lithium-ion batteries (e.g. for your camera, laptop, satellite or mobile phone), security regulations require that you carry them in your hand luggage and that they have been protected against short-circuiting (by covering the poles with tape or putting each battery in its own plastic bag). Check the airline's rules for hand luggage. Also make sure you have understood the import regulations of the country you are travelling to. Some countries may have import bans on certain medicines, GPS equipment, communications equipment and safety equipment such as protective vests and helmets. Note also

that you are not allowed to take large amounts of cash across certain borders without prior permission.

Put address labels (bag tags) provided by MSB on your bags, and make sure you save the bag tag stubs you receive at check-in so you can show them when you leave the airport at your destination, if necessary.

Robbery, theft and assault

Avoid any places that were identified as serious security risks during your preparations or your security briefing.

Don't carry more cash than you expect to use during the day, but keep a small reserve somewhere else than in your wallet.

Try to remain calm in the event of an emergency such as a robbery. Do as you are told and hand over your money or other valuables without protesting. Remember to report thefts, robberies and assaults to the local police straight away, and ask them for a record of your report. If something is stolen from you, or you come into contact with the police for some other reason, contact the embassy or con-

sulate immediately. Never sign any document you don't understand – not even a police report in a foreign language. In the event of an assault it is also important that you see a doctor for an assessment of personal injuries, and that you contact MSB's partner for medical assistance and care. You can contact these around the clock around the world.

At the hotel

If you book your own hotel room, use e.g. the embassy's suggestions or the UN's or EU's lists of approved hotels in the area. If possible, choose a room on the second to seventh floors, since the ground floor is more vulnerable to break-ins and burglaries. In the event of a fire, fire truck ladders generally don't reach higher than seven floors. Change rooms, floors or hotels if you have security or safety doubts about your first choice. Memorise where the emergency exit nearest to you is, and check that it is not locked or blocked.

Find out where any colleagues are staying, and pack your equipment so that you can leave the room in a hurry if you have to. It is a good idea

to keep a headlamp handy in the event of a power failure, fire or similar. If you are keeping your valuables in your room, remember to lock the suitcases as well as the door of your room. Hotel safes are not secure as they can often easily be opened by third parties.

Safety when driving

A traffic accident is by far the biggest risk you expose yourself to on an operation. You should therefore avoid doing any driving yourself. Ensure that the car has the necessary equipment, including a spare tire, a jack and a first aid kit, and that it is safe. Also make sure that you can operate technical equipment such as the radio before you set off. Find out what procedures apply in the event of a traffic accident and to what hospital or hospitals injured are being taken, and write down the contact details. Always make sure doors and windows are closed and locked.

MSB's code of conduct clearly states that MSB staff must not drive under the influence of alcohol or drugs.

Taxis

If you are going to take a taxi, it is important that you are the one to choose the taxi and driver, and not the other way round. It may be wise to let the hotel staff order you a taxi, since they often know which taxi companies are reliable. Always agree on the price before setting off, in order to avoid any disagreement over the price developing into threatening situation when you arrive. As an extra security precaution you can notify a colleague or friend of the driver's name, the taxi's registration number and your destination. Always pay for your taxi ride while still inside the car.

Advice on clothing and equipment

Try to wear practical clothes that cover your whole body. Comfortable covered shoes reduce the risk of injury. In some places we recommend that you have a grab bag packed with essentials that you need to manage a day or two. The minimum equipment that you should always carry includes extra cash, a copy of your passport, a first aid kit, a headlamp, water, a list of phone numbers on paper, and an energy bar.

Preventive health care

Medical coordinators and a psychosocial advisor (licensed psychologist) staff the health care unit at MSB. MSB's medical coordinators are registered nurses whose task is to care for the health of field staff in various ways. The unit is responsible for assessing the health risks in the operation country in question, adapting health care to existing resources and maintaining contact with local or regional medical care institutions. They also serve as the point of contact for health and medical care issues during the operation. The psychosocial support offered by MSB includes everything from knowledge of how to prevent stress to support and counselling in the event of psychological reactions following extraordinary events.

Ultimately it is your own responsibility to look after your health before and during an operation. When you registered on MSB's field staff roster you provided answers to questions regarding your health in a self-assessment document. As employer, MSB strives to produce the necessary health-related information before an operation. However, you should

make a point of searching for your own information, and continue to gather information about local risks and risk reduction measures throughout the operation.

In connection with the pre-operation briefing you will be given the opportunity to talk to MSB's medical coordinators about general, as well as specific, health issues relevant to the operation in question.

Vaccinations

Before an operation, you will be given vaccination recommendations for the country in question. MSB will reimburse costs for vaccinations based on the principle that the time spent in the country of deployment implies a specific infection risk against which there is a good vaccine. Costs for vaccinations against infections that exist in Sweden as well, such as pandemic flu or tetanus, are consequently not covered. MSB's vaccination recommendations are based on information from the WHO and Swedish vaccination practice.

Country-specific adjustments sometimes need to be made to increase the range of MSB's recom-

mendations; never the opposite. Make sure that your vaccination booklet is correctly updated. Some countries may require proof that you have been vaccinated against yellow fever, for example, in order to allow you to enter. Keep your vaccination booklet together with your passport during your journey to and from the operation country. It is a good idea to make photocopies of the vaccination booklet.

Medical examination

Working in a disaster or conflict area often means that you are under considerable physical and mental strain. Health risks are greater than at home, and access to the right medical care is often poor.

The consequences of becoming ill in the country of deployment may be much more serious than in your home country. In order to reduce these risks, MSB's requirements for the physical and mental health of field staff are fairly stringent.

If any of the conditions listed below apply, or may apply for you, talk to MSB's medical coordinators before agreeing to go on an operation.

Medical conditions that may compromise your participation in MSB international operations include:

- Conditions that require or may require qualified medical treatment or monitoring during the operation.
- Chronic illnesses that risk seriously aggravating your condition in the event of e.g. an infectious disease, dehydration, or other health risks associated with travel.
- Previously known illnesses that may recur in connection with increased physical or mental strain, including substance abuse, serious mental illness or repetitive strain injuries.
- Regular medication which, if interrupted for a period of about ten days, could lead to a risk of serious deterioration of health.

Before going on an operation you have to have a medical certificate issued and signed by a doctor who is registered with MSB, and which states that you are fit for the operation. The form for the medical certificate and instructions will be provided

by the responsible HR officer. All health-related documentation is protected under the Public Access to Information and Secrecy Act, and will be handled by a medical coordinator. The medical certificate is valid for 5 years if you are under 40 years of age. If you are between 40 and 49 years of age it is valid for 3 years, and if you are over 50 it is valid for 1 year. MSB will cover your costs for a medical examination and any vaccinations before an operation, but will not reimburse you for time spent and travel expenses in connection with medical appointments.

Mental preparations prior to departure

MSB has staff to help you prepare mentally for departure. Preparation is done in the form of lectures on the induction course, distribution of information sheets/emails with practical advice and briefings arranged by your programme officer before departure.

What to think about before departure?

- Ask to receive as much information about your assignment as possible, everything from accommodation and pick-up to context analyses

- Have a plan for how often and in what way you keep in touch with family and/or friends
- Discuss unresolved problems at home
- Think about what gives you recovery and try to bring what you need

A well-prepared field staff is more stress-resistant.

Practical information

In connection with the operation you will probably have questions about your employment and the relationship between you, MSB and any partner organisation involved. The sections below have answers to the most common questions.

Advance

In connection with your departure you may be eligible for what is known as a starter advance, which is a large advance paid to cover operation-related expenses such as renting premises or transportation. The advance is usually made to the Head of Operations, but after an assessment by the programme officer may also be made to

other staff members. Starter advances are only to be used for operation-related expenses, and have to be accounted for on a monthly basis. Every month verifications and associated receipts have to be sent to the operation's designated project accountant, either by courier or with returning field staff. Digital bookkeeping files are sent via email. Notify your programme officer when you do this.

There is no possibility of receiving a personal advance on your salary.

Travel bookings

Your programme officer is responsible for ensuring that your trips to and from the operation are booked. Tickets are usually booked by MSB's travel coordinator via the travel agency MSB has a agreement with. As changes to bookings often imply an additional cost, your programme officer makes the final decision on any changes. Your programme officer also determines costs for home leave travels and any costs for travel and accommodation in connection with paid rest and recuperation. Read more about this in the *home leave travels* and *Re&R* sections.

If you have urgent questions about travel bookings outside of Swedish office hours (08.00–16.25, Swedish time), contact MSB's Duty Officer on + 46 (0)54-150 150. The call will be connected via SOS Alarm AB; ask to speak with the Duty Officer at MSB.

Passports

It is important that you make sure, even before you are accepted for an operation, that your passport is valid and not damaged. If the operation has a duration of less than 12 months, your passport must be valid for at least 6 months after the planned end of the operation. It is also important that you state the correct passport information and that you upload a scan of your valid passport (or passports if you have several valid ones) via MyPages.

In some cases it may be necessary to have an additional passport. MSB assesses each individual case, and your HR officer will help you with an application if required.

In accordance with guidelines from the Swedish Ministry for Foreign Affairs, MSB has a restrictive

approach to issuing diplomatic or service passports. It is only in very special cases that a possible application for a diplomatic or service passport may be considered. Questions regarding service and diplomatic passports are handled by MSB's HR officers. If you are issued this type of passport, you must return it to MSB without delay when the operation has ended. The passport is not destroyed, instead it is kept at the Ministry of Foreign Affairs until such time as it is needed again. Service and diplomatic passports may only be used for the purpose for which they were issued.

Equipment

Before your operation begins MSB will send you personal equipment for the type of operation you are going on. The programme officer and a specialist at MSB will decide what type of equipment is appropriate for the work you are going to do and the local conditions. If you have time, you should go through your equipment to make sure that you understand how it is to be used, and that you will have everything you need for your assignment. Talk to your programme officer

if you have any questions about how to handle your equipment. It is usually easier to resolve problems/issues before you leave.

You are responsible for your equipment throughout the operation. Check that the equipment you receive matches that on the materiel list. You then need to save the list so that you can tick off each item when you return your equipment after your operation has ended. If anything is missing, you may become liable to pay for it. MSB's equipment may never be used to view, store or distribute pornographic material, or in any other way contribute to breaches of MSB's code of conduct.

If you are part of the Swedish Response Team, you have to take the backpack or suitcases of personal equipment that was sent to you in advance. Other equipment will be sent directly to the departure airport.

Medical equipment

Your personal equipment will also include a personal medical kit. This contains dressings for cuts and bleeding, band-aid, painkillers and medicines

for treating acute stomach infections. The medical coordinator will go through the contents of the medical kit with you at the induction training session and the briefing.

On bigger operations, mine clearance operations, or if the risk level is assessed as high, additional medical support may be included with the operation team. This usually means a nurse and a supply of medical equipment and medicines for daily and emergency medical care.

Excess luggage

MSB will pay costs for excess luggage, for personal MSB equipment and up to 20 kg of personal belongings in your luggage, on your outward flight to the operation location at the beginning of your assignment as well as on your return flight at the end of the operation. Excess luggage costs for personal belongings will not be covered on flights in connection with home leave.

Your own equipment

MSB will provide work clothes, but we recommend that you supplement this with your own clothes and shoes that are suitable for the country and the duration of the operation. You should also take your own underwear and toiletries. When appropriate, you must use MSB work clothes during working hours. If there are special rules about using neutral clothing during the operation, you will be informed of this by your programme officer. This may include guidelines on wearing shorts or short sleeves, or on covering your hair if you are a woman. If you choose to take and use personal technical equipment you have to check with your programme officer, before you leave, about whether and how any theft or damage will be compensated.



During the operation

Reporting during the operation

During the operation, the programme officer will keep in contact with the partner organisation and monitor the costs, activities and results of the project. This is done partly with the help of your regular field staff reports from the operation. The programme officer will determine how you have to report and how often. Generally, reporting to the programme officer is done on a weekly or monthly basis via email, using a pre-defined template. After the end of the operation you will also be asked to write a final report.

In connection with your return home, you have to get your evaluation form signed by your immediate superior at the operation location. Read more about this in the section entitled *Personal Evaluation Report – PER*.

Within four months of the completed operation, the programme officer has to submit a final report of the operation and its effects to the Government Offices (Ministry of Justice).

MSB's code of conduct

Staff employed by MSB on international operations have a good reputation around the world, and are known for their high quality work. It is important that you contribute to maintaining this good reputation in the way you conduct yourself during work as well as leisure time, in your dealings with other international staff, with local employees and the country's population in general.

As a member of MSB's field staff on an international operation, you don't just represent yourself – you are also regarded as a representative of MSB and Sweden.

Code of Conduct – International operations

Swedish humanitarian aid is devoted to saving lives; lessen suffering and maintaining human dignity for people in distress exposed to, or under threat of being exposed to armed conflicts, natural disasters or other disaster situations. Of equal importance is disaster prevention and building resilience within communities and individuals.

Efficient prevention can substantially reduce the risk of major humanitarian disasters in the future. The purpose of International civilian crisis management for its part is to create conditions for people in conflict- and post conflict situations to live in freedom, safety and justice. MSB contributes as a governmental agency to these objectives through humanitarian operations in disasters, programs for disaster risk reduction and support to international civilian crisis management.

As field staff for MSB I perform important work in support of these overall objectives. My effort contributes to a reduction of suffering among populations in distress and/or improved conditions for long term development, safety and justice.

In order for MSB's operations to effectively contribute to expected targets an ethically sound behavior is an equally integral part of my commitment as are duties well performed. It is my responsibility to know of relevant parts of the UN conventions on Human Rights and principles of Do No Harm and I adhere to applicable legislation. I treat all people

with respect including colleagues and representatives of the employer. As MSB field staff, I pledge to follow this Code of Conduct.

1. International operations of MSB shall be based on factual prioritization of needs and stay independent of personal relationships and preferences. I am aware that members of the target group of the operation and/or the local population are or could perceive themselves to be in a position of dependence to me. I understand that they own interpretative right in this matter and not I. / I understand that their interpretation of the matter prevails over mine.

I do not engage in sexual relations with anyone belonging to the target group of the operation or any other person that could be in a position of dependence to me. I understand that this could put her or him in a difficult position with harmful consequences both during as well as after the relationship and/or the operation. If I already prior to the operation am engaged in a relationship with a person belonging to the tar-

get group of the operation or any other person that could be or perceive herself/himself to be in a situation of dependence to me due to my position, I will notify MSB of this fact before agreement of employment has been reached.

I do not take improper advantage of my position in order to give anyone benefits that she or he would not otherwise obtain, and I do not act in a manner that may be perceived as though I expect favors to be returned. I work to ensure that partners of MSB act in the same way.

2. MSB operations are based on the needs of populations affected by crisis, and human equality. Through my behavior and work as MSB field staff, I actively strive to prevent discrimination and harassment based on sex, ethnic origin, age, religion or belief, political opinion, disability, sexual orientation and gender identity or expression. I do not use derogatory expressions and I am responsible for contributing to an environment free from discrimination and harassment. Sexual harassment is an unwelcome behavior of sexual nature that

violates a persons' dignity or creates an offensive environment for them. This includes but is not limited to demeaning comments, jokes, suggestions, photos that are sexually explicit and degrading as well as unwelcome body contact and abuse. I am aware that it is the exposed person who determines whether the behavior is unwelcome or not.

3. MSB condemns trade in sexual services. I do not buy or convey any sexual services. All dealings with child pornography are strictly prohibited. Visits to pornography-, striptease- or similar clubs are not allowed since this can entail support to criminal activities such as sex trade. I keep the workplace free from all pornographic material and do not use its computers or other technical equipment to view, store or distribute pornographic material.
4. MSB shall within its area of responsibility ensure that a child's perspective is observed in all operations. I am aware that all persons under the age of 18 are considered to be children by international law and that children are often in

a vulnerable position. I pay extra attention to make sure that I and other adults around me do not in any way take advantage of this fact.

5. MSB rejects organized crime. I undertake to avoid contact with organized crime in all situations, for example when I exchange currencies, choose a restaurant or accommodation. I understand that involvement with organized crime can entail indirect support to for example; human trafficking or terrorist networks and may constitute a direct security risk.
6. MSB will actively work to counter corruption and other irregularities. Corruption worsens poverty and undermines trust in the rule of law and international assistance. MSB defines corruption as the abuse of trust, power or position for improper gain. Corruption includes among other things bribery, bribery of foreign public officials, blackmail, bias and nepotism. I do not therefore abuse the trust, power or position derived from my service as MSB field staff for improper gain. I do not engage in trade of goods or services for private gain

nor do I pay or receive bribes. I am aware of MSB's anti-corruption policy for international operations; I stay observant and report suspicions of corruption in accordance with the policy.

7. MSB stands for a high level of security and will work to ensure maintained confidence in MSB and its partner organizations. Among other things, this means that I do not appear under the influence of alcohol while in service. In my role as a representative of MSB and eventual host organization, I will always appear in a representative manner, also during designated leisure time. For this reason, as well as from a safety perspective, I am very restrictive with consumption of alcohol. I do not drive under the influence of alcohol. I do not handle any type of drug classified as narcotics (in accordance with Swedish law and as stipulated by the Medical Products Agency), unless this is part of my assignment as a licensed healthcare professional, or unless I have been medically prescribed the drug due to illness or injury.

MSB shall work to ensure the integrity and security of people and partner organizations. I am aware that the information I publish on social media can be spread and used in ways not initially intended. I am aware that the publication of disparaging opinions, minimizing reviews or other information that may harm the values associated with MSB or eventual host organization could lead me to be considered inappropriate as a representative of the MSB. I take the integrity and security of my environment into consideration by refraining from publishing potentially sensitive information (including pictures) about the workplace or the organization's ways of working. I handle the information available to me in my work in a safe manner in accordance with its sensitivity.

8. MSB is committed to a sustainable development. I am aware that I have a responsibility for how environmental issues are managed in my operation and I lead by example. I actively contribute, according to the preconditions of

my position, to a positive environmental impact of the operation and work for a sustainable development.

MSB strives towards an efficient use of resources. I handle equipment and money at my disposal in a responsible manner, for example by following the instructions for use of operational advances and by keeping my financial records in good order. I have read and I hereby undertake to comply with the MSB Code of conduct. If I have reason to believe that another MSB employee violates the Code of conduct, I will notify MSB thereof (through Head of Operations or Programme Officer). If my actions do not comply with the content of the Code of conduct, I understand that my service may be discontinued and that I may be deregistered from the MSB roster. Suspected violations of the law may lead to a police report.

“Do no harm”

The “do no harm” concept in MSB’s code of conduct means that you, as a field staff member, are there to help, and that you therefore have a responsibility to protect people from harm. In practice this means that you must work actively to minimise any possible negative consequences of the operation as well as to maximise its positive effects. The term “do no harm” is often associated with medical care efforts, but it also includes development and aid work – particularly in situations of ongoing conflict.

It is important to understand that operations and aid work can both help and hinder, and can both resolve and deepen conflicts. The reason for this is that the operation becomes part of the context of the conflict. For example, an operation to take care of waste might compete with local initiatives to their detriment, and paid volunteers from the local community might put people in a position of dependence. It is therefore important that you as a field staff member ask yourself searching questions about how your conduct and work can affect others.

“Do no harm” also provides an important perspective on gender and gender equality aspects of an operation. For example, an operation must not worsen the situation for women or men of different ages. Read more about practical work on doing no harm during operations in the sections entitled *Gender equality and diversity in MSB operations* and *Environmental awareness on operations – for increased quality and efficiency*.

Gender equality and diversity in MSB's operations

MSB's code of conduct states the following about your responsibility:

MSB operations are based on the needs of populations affected by crisis, and human equality. Through my behavior and work as MSB field staff, I actively strive to prevent discrimination and harassment based on sex, ethnic origin, age, religion or belief, political opinion, disability, sexual orientation and gender identity or expression. I do not use derogatory expressions and am responsible for contributing to an environment free from discrimination and harassment. Sexual harassment is an unwelcome behavior of sexual nature that violates a persons' dignity or creates an offensive environment for them. This includes but is not limited to demeaning comments, jokes, suggestions, photos that are sexually explicit and degrading as well as unwelcome body contact and abuse.



Diversity is about acceptance of and respect for differences. Gender is about socially and culturally created norms and conceptions of male and female, which vary over time and with the context. Gender affects gender equality, i.e. whether men and women have the same rights and opportunities. Gender equality is one of the fundamental conditions for sustainable development, and it is a central goal for MSB as gender equality has to do with human rights as well as with the quality of the operation.

Gender also influences people's vulnerability and resilience before, during and after a disaster. This is because people's resources, e.g. their financial situation and ability to decide to move about freely, is influenced by norms about how men and women should behave. There are also other factors that interact with gender and influence vulnerability. In many operations, for instance, people who have a functional impairment, belong to religious minorities, or break gender norms are particularly vulnerable.

A gender equality and diversity perspective in operations involves being aware of the different needs and possibilities of having an influence on different population groups.

It also involves contributing to gender equality and inclusion of vulnerable groups within the framework of the operation. Considerable focus is put on increasing the visibility and participation of women and vulnerable groups at different levels, since discrimination of women as a group continues in many situations.

Since the situation for gender equality and diversity varies from one place to the next, it is important that you familiarise yourself with the situation where you are going to be working. You can make a big difference by being aware, and contribute to the operation's consideration of different needs and its reaching the target group. If you regularly report problems or possible areas of improvement to your programme officer, you will also be contributing to better efforts on gender equality and diversity issues.

Gender equality and diversity work will often have begun long before you go on an operation. The programme officer have discussed how to handle these matters with involved staff members, and for some operations there will be a gender advisor on hand to assist the operation.

MSB is not alone in working on diversity and gender equality issues; we follow international agreements such as UN Security Council resolutions on women, peace and security.

These resolutions are implemented in a Swedish action plan whose progress is measured by means

of MSB reports. Requirements in these resolutions include the strengthening of women's participation in humanitarian operations, and working to counter gender-based violence. MSB's partners follow the same international steering documents, and most operation countries have adopted legislation for women's rights as well as the rights of various vulnerable groups and minorities.

MSB's efforts in this area include:

- Giving particular consideration to the situation and needs of vulnerable population groups when planning an operation
- Encouraging women to participate in operations and ensuring that their capacity is put to use
- Ensuring that staff working on an operation have a good understanding of and ability to work with gender equality and diversity issues
- Making gender equality and diversity priority issues in the dialogue with partner organisations
- Regarding gender-based violence as a cross-cutting issue in operations.

The team leader always has an extra responsibility for ensuring that the quality-enhancing perspectives of environment and gender remain central to the operation. Often there will also be operation-specific goals to work towards that are related to gender equality and vulnerable groups.

Examples of how you can work with gender equality issues during the mission

Below are some examples of situations in which MSB sees opportunities for working more specifically with gender equality and vulnerable groups. In many of these situations, you as a field staff member do not have the ultimate responsibility, which means that you may find it difficult to get involved in directing the work. By highlighting opportunities and challenges, and communicating these to your programme officer, you may be able to influence the way in which the operation contributes to gender equality and promotes opportunities for participation, influence, security and accessibility irrespective of gender, age or vulnerability.

- When you are *procuring goods and services locally or running training programmes* (yourself or through agreements with others): Think about how you can favour women and marginalised population groups. It is also important to consider any conflict lines in the community, so that the operation does not exacerbate conflicts between groups if one of them feels disadvantaged.
- When working with *capacity development* together with an organisation: Maintain a dialogue with the partner organisation about what needs to be done related to gender equality and diversity. Build on the organisation's existing policies, knowledge and methods. Consult experts on gender equality and vulnerable groups in the context. If gender is not taken into account, the operation may be counterproductive and contribute to discriminatory working methods and norms, which fails to engage the capacity of women and marginalised groups, or hinder their participation. Can you clarify gender equality and diversity aspects of methods and working practices?

- When working with a *base camp*, make sure that women are consulted at the planning stage. It is a good idea, once the camp is finished, to do a quality assurance check of it with a selection of people who are going to work and live there, to see if it is perceived as safe, culturally acceptable and accessible. Are toilets and shower areas equipped with locks and are they, as well as the path leading to them, well lit? Other recommendations for ensuring the quality of the camp for users of different genders and background include putting up a suggestion box for anonymous suggestions, and asking people to fill out a questionnaire in connection with leaving. If possible, adapt the camp as needed.

In general it is important to:

- *Specify the target group and promote the participation of women and vulnerable groups.* If you lump everyone together it is easy to forget that the circumstances are different for different population groups, with gender being the most decisive factor. An important issue

is the participation of women and vulnerable groups in various contexts. MSB's ambition is for 40 % of our field staff to be women. In your work you must strive for women and vulnerable groups to take part and contribute in meetings, training activities etc. You must also make sure that women and vulnerable groups are among the stakeholders when you obtain information. What can you do to influence participation from women and vulnerable groups if it is low? In many cases it is a matter of practical issues that are easy to resolve (e.g. where and when the activity is held), or of attitudes among themselves or among men, managers, or others. You can go a long way towards dealing with, and changing, attitudes by engaging in a dialogue with the parties concerned.

- *Use local knowledge.* Regardless of the context, there are almost always other stakeholders, among partners or local organisations, with good knowledge of the situation for various groups in the community. Use these sources,

ideally several different ones, to inform yourself about gender equality and vulnerable groups, and make an assessment on the basis of the information you have received. A key issue is to adapt the “what and how” of efforts to promote gender equality and the situation of vulnerable groups to the context and the needs, capacity and priorities of the partner organisation.

- *Discussion and dialogue.* The fundamental role of gender equality in achieving the global development goals and the observance of human rights is well established, and is reiterated in both national and international policy documents. It is sometimes more difficult to work with these issues in practice, and sometimes you encounter resistance when you bring them up during an operation. Reactions such as “but this isn’t Sweden” and “we haven’t got time for gender issues here!” are not uncommon. In other words, we have come a long way at the policy level – globally and in most countries – but are

only at the beginning in terms of awareness and responsible action at the organisational and individual levels. This is why dialogue and private discussions are so important. It is always wise to take the time to talk about these issues when the occasion arises. Be humble, but give concrete examples. For every person who begins thinking in gender-aware terms, the realisation of global human rights comes a little bit closer.

- *Your own role.* Regardless of whether you define yourself as a woman, a man, or a non-binary person, you will influence gender norms with your own actions and in how you are treated by others. This becomes particularly evident in cultures or contexts that differ from the ones you are used to. Gender roles are different in different parts of the world. Sometimes it is appropriate to adapt to a certain extent; in others it is more important to stake out a position. Be humble and attentive, but remember that human rights are an important foundation to stand on.

- *Ask for advice.* Working with gender issues can sometimes be difficult. If you need support and someone to bounce ideas off, you are welcome to contact your programme officer, who then can guide you to the right person at MSB – or you can contact a gender adviser at the partner organisation or some other local organisation.
- *Use MSB's Gender equality handbook.* It is available in Swedish and English at MSB's webpage. Search for “gender equality handbook” for the English version or “handbok i jämställdhet” for the Swedish version.

Environmental awareness during an operation – for improved quality and efficiency

MSB's code of conduct states the following about your responsibility:

MSB is committed to a sustainable development. I am aware that I have a responsibility for how environmental issues are managed in my operation and I lead by example. I actively contribute, according to the preconditions of my position, to a positive environmental impact of the operation and work for a sustainable development.

The environment is directly linked to health and safety, and is an important aspect of sustainable development. The most important environmental work you can do is to be environmentally aware in your decision-making and to make the operation's environmental impact visible.

By regularly reporting problems or possible areas of improvement to your programme officer, you will contribute to improving the quality of environmental work. Bear in mind that there may be national or local laws and regulations about how environmental issues are to be handled in the country of deployment. It is your responsibility to observe MSB's code of conduct and applicable legislation, and to set an example in your daily work. Efforts to integrate an environmental perspective will often have begun long before you go on an operation. The programme officer will have discussed how environmental impacts are to be handled. On MSB's own, larger operations there are usually an environmental adviser involved who is responsible for advice and planning.

Dealing with issues concerning the environment and sustainable development is a team effort. Solutions that are better for the environment can be devised on the drawing board, through purchases from MSB's logistics unit, while planning the operation, or in the field. Setting up a camp, for example, in the wrong location can have a considerable negative

impact on the environment – the upshot being that environmental issues have to be considered already at the planning stage.

Below are some examples of areas in which MSB believes there are possibilities for working in a more environmentally friendly way. On many of these issues, you as a field staff member do not have the ultimate responsibility, which means that you may find it difficult to get involved in directing the work. By highlighting the environmental situation and possible areas of improvement, and communicating these to your programme officer, you may be able to shift the execution of the operation in a more environmentally aware direction.

Sustainable development and disaster risk reduction

A healthy environment is a fundamental prerequisite for sustainable development, and provides natural protection against events in nature that could otherwise lead to disasters. A healthy environment is therefore also an important aspect of disaster risk reduction.

It is important to be aware that operations have significant impacts far beyond the limits of each individual operation – environmentally as well as socioeconomically. However, it is not often easy to assess what the accumulated effects of an operation will be, and there are rarely any simple answers to how problems can best be solved. Being aware of the complex interrelationships of factors, and carefully reflecting on the effects of your actions, is a good start.

- Procuring goods and services locally is often positive, since it benefits local production and trade. It is important, however, to consider the effects on the local market. Does it lead to a price increase? How is the availability of scarce goods affected? How is the quality of the procured goods and services guaranteed?
- How do we impact the supply of natural resources in the area, and what are the consequences? Loss of agricultural land? Deforestation? Sand extraction? Erosion?

- What is the effect on the local infrastructure?
Is there capacity to receive an operation?
Wear and tear on roads and land areas?
Are we ruining any cultural heritage sites?

Water

Access to clean water is one of the most important issues to work on during crises and disasters.

- Always consider the entire water cycle.
 - What raw water source is being used, and where and how is it collected?
 - How is the water purified?
 - How is the water used?
 - Where is the water discharged?
- Ensure that the containers used to store water, in particular drinking water, are thoroughly cleaned so they don't risk contaminating the water.

Always be economical when using water. There are water shortages in many places, and you should always strive to minimise the amount of waste water, spills and leaks. If you are able to join in

discussions regarding new installations for water and sanitation, ask about water-saving solutions such as low-flush toilets and showers.

If there are water experts on location, you can turn to them for help on the issues above.

Sanitation

Good sanitation is an important part of providing acceptable living conditions. There are many aspects to consider when choosing sanitation solutions:

- All population groups must have equal access to good sanitation; everyone must be able to practice good hygiene, and the environmental impact must be minimised. Sustainable solutions must be found over the longer term. A solution that works in a rural zone may be totally inappropriate in an urban setting. Specialised knowledge is needed in order to be able to assess what solutions may work in a given situation.
- Always find out how sanitation solutions are going to work, and encourage their correct use and maintenance.

- If you have the opportunity to join in planning and building of sanitation solutions, make sure the following things are given due attention:
- The most important thing by far is to prevent the spread of infections.
- Sanitation solutions must be safe, accessible to all, and must provide for good hygiene, e.g. hand washing.
- Use the existing sewage systems if they are assessed to have sufficient capacity and are of good quality.

Try to come up with sustainable solutions, and consider the entire chain up to the final disposal of sewage and waste water. Ask the following questions:

- Could sources of drinking water be affected?
- Could the environment and health be negatively affected in other ways?
- Are the users and the local community involved in discussing the new solution?
- Does sewage need to be removed, and if so, how will it then be disposed of in a safe way?

- Could more sustainable solutions be used, e.g. urine-separating systems? They are usually more environmentally friendly. In that case more information about hygiene will be needed, about how urine can be recycled as fertiliser and solid waste safely disposed of. Read more about water and sanitation: Global WASH Cluster Website: <http://www.washcluster.net/>

Waste management

Crises and disasters result in many different types of waste. These include potentially infectious waste from large-scale emergency medical care, debris from buildings and other belongings washed away in floods, and rubble from buildings destroyed in earthquakes.

A good way of reducing the environmental impact of waste is to look at the possibilities in a certain order:

1. *Reduce the generation of waste*

Reduce the use of bottled water by using water purification plants or household-based water purification systems.

2. *Sort and recycle*

Find out if there are local markets for plastics, metal tins and so on, and ensure that there are designated containers and storage sites so that recycling is possible.

Ensure that hazardous and infectious waste can be separated and treated in appropriate ways. Find out what can be handled safely on location, e.g. incineration or safe deposition of infectious medical waste, and what has to be taken back home.

Rubble and building waste can often be sorted for recycling, separating e.g. rebar iron and wood. Concrete can be crushed and used as road fill or building material.

3. *Ensure final disposal*

Waste that cannot be recycled needs to be disposed of. If local waste management is good, you can use that, but frequently – and particularly after major disasters – you have to find other solutions. Find out what the rules are and what plans exist for your area. Note that incinerating unsorted waste is not recommended.

Even separated elements of waste, e.g. wood, can cause environmental problems if they are not incinerated correctly. In many cases it may be better to bury smaller amounts of waste.

If you arrive in a major disaster area, e.g. following a severe earthquake, you are not always able to approach waste issues as systematically as described above. What you need to do then is prioritise emergency efforts and the most important issues. MSB and OCHA have published guidelines for disaster waste management, including checklists and forms for needs assessments and planning.

Energy supply

In order to save fuel and reduce the environmental impact, it is important to work actively on reducing energy consumption, e.g. by using timers for air conditioning units and turning off lights that are not needed.

Hazardous substances and chemicals

Hazardous substances must always be handled in accordance with its instructions and must be stored in a safe manner.

In order to prevent leaks, fuel tanks and fuel barrels should be stored behind a bund wall, and preferably under a roof. There is a range of tools that provide support on the above issues. A good start however, is that you keep an environmental log in order to document what is happening in the environmental area and what is being done. This log will be useful in efforts to improve the operation in the longer term.

Health during the operation

MSB's psychosocial advisor and medical coordinators are available to help you during the operation. As medical and psychosocial issues may be sensitive or even confidential, you don't need to include the programme officer in your correspondence with them, instead you can contact them directly. You will be given their contact details by your programme officer before you leave for the operation.

You can write down their contact details in the section *How to contact MSB* at the end of this book.

Medical care support

Medication

If you regularly take medication of any kind you are of course personally responsible for ensuring that you bring sufficient supplies to last throughout the operation. Put your supplies in several different bags, in case any item of luggage should get lost. If you have a condition that could deteriorate considerably should you lose the medicine, you must discuss this with the medical coordinator before the operation. As an insurance policy, take a certificate written in English by your prescribing doctor which states clearly what medication you take and what it is for.

Medical evacuation and medical care on location

Medical evacuation, often referred to as *medevac*, means that you are transferred due to medical grounds, should you require more advanced medical care than what is available where you are.

When an operation is carried out at the request of one of our established partner organisations, MSB staff are usually included by the existing support systems for health and safety – but it is important to know that there are considerable differences in terms of what is actually available through the partner organisation. Check with your programme officer what applies for each individual operation.

Health risks and access to medical care on location differ greatly between MSB's various operations. Information is routinely gathered during the operation planning phase in order to adapt resources to needs. Moreover, each individual is to some extent their own health and safety representative. You should therefore report back to your programme officer or the medical coordinator on health risks and access to medical care during the operation. It is also your own responsibility to make sure you always have current and relevant contact details at hand in the event of a medical emergency or an accident – in particular if you are going to be in several different locations during the operation. One suggestion is that you

request information about recommended medical care facilities in the country from the embassy or consulate when you contact them.

All field staff are covered by emergency medical and dental insurance through Kammarkollegiet (the Legal, Financial and Administrative Services Agency).

If you need an immediate assessment of whether an urgent matter is covered by the insurance, you must contact the assistance company that is hired by Kammarkollegiet . They can arrange payment guarantees on behalf of Kammarkollegiet. Payment guarantees will give you access to e.g. hospital care and medical transport. It should be added that as a rule, payment guarantees are only extended to commercial medical providers.

In many operation countries however, the nearest medical care facilities are offered by non-commercial providers such as humanitarian organisations or military units. It is very important that you are well informed regarding the situation on your specific operation, as several different resources, e.g. locally and regionally, may need to complement each other.

If you become acutely ill outside of Swedish office hours (i.e. before 08.00 or after 16.25, Swedish time) you should always contact the Duty Officer, who will register your case, continuously monitor and log events, and involve support functions such as the medical coordinator or medical telephone advice, and a programme officer.

Psychosocial support

The partner organisation will in some cases have a support person, a staff counsellor, on site in your operation area. As a preventive measure, it is important that you contact the local staff counsellor and give them name and contact details to your programme officer and the psychosocial advisor at MSB.

Everyday stress management

- Read the brochure ”staying healthy” and the section about stress management at international operations.
- Breathing exercises are an effective way of activating the body’s calming system and low-

ering your stress level. Below are two methods, of which the first is somewhat easier to do e.g. while seated at your work station:

Method 1:

1. Sit or stand in a relaxed position.
2. Breathe in slowly through your nose and count to five. Try to inhale with your shoulders still and your stomach expanding.
3. Exhale through your mouth and count to eight.

Repeat this a few times. You can do the exercise several times for about five to ten minutes.

Method 2:

1. Close your eyes and let your breathing become slower, and breathe so that your stomach expands. Keep breathing like this until you become relaxed and your breathing feels natural.
2. Imagine that as you inhale, a relaxed feeling enters your body and spreads.
3. When you exhale, imagine that the stress is leaving your body.

4. Continue breathing like this for at least five minutes, and ideally even longer.
 - You can do active relaxation exercises by listening to instructions and relaxing music. This can help you lower the fundamental tension in your body, thereby increasing your ability to deal with stress and to recuperate.
 - You can use the brochure “Coping with stress and personal crises during international operations”. The brochure can also be downloaded from www.msb.se.
 - Make sure you eat the meals you need.
 - Try to get enough sleep as it is important for both the body and the brain to recover
 - Limit alcohol consumption.
 - Trust your employees and delegate tasks if possible.
 - Make sure to have free time to be able to listen to your thoughts and evaluate the day that has passed.

Crisis management

- When you experience events that are more intense than most in your normal everyday life (such as threats, robberies, car accidents, loss, incidents back home), you have to notify your programme officer or psychosocial advisor, and contact the partner organisation's staff counsellor.
- Everyone reacts differently, and many people successfully process their reactions on their own. The amount of time this takes depends on the type of event. You will be helped by the psychosocial advisor at MSB to assess whether you may need support. Remember also that reactions may be delayed. Don't hesitate to seek help if you experience reactions that don't feel immediately connected to an event that occurred several months earlier.
- If you need additional help, MSB can arrange further professional support.
- Even if you don't experience any single very intense event, conditions during the operation can affect you and trigger strong reactions. Don't hesitate to get in touch with the psychosocial advisor for counselling.

Security

On most operations where MSB is involved there will be a local head of security, often called the security officer. You are to a large extent responsible for your own security on an operation and it is important that you make sure to receive the security officers contact details on arrival and that you are also given a thorough security briefing. You also have to give your own contact details to the security officer. The briefing must also cover evacuation and medevac plans.

If you experience problems with security during the operation you should point this out to the local security officer in the first instance. If problems recur without anything being done to improve security, you should notify your programme officer. S/he will then bring up the issue with the partner organisation. If you perceive that there is a safety risk, you must act to protect your own safety. For instance, you can choose not to go in the car provided by the partner organisation if doing so means exposing yourself to danger. This might be because the car lacks fundamental equipment, e.g. a

working radio. When discussing issues such as this you should seek the support of your programme officer.

Be sure always to notify your programme officer if you are going to travel outside of your normal location. Describe when and where you are going and when you expect to return. If possible, notify your programme officer when you have arrived and when you have returned as well. Remember to have good foresight when travelling outside of your duty station. Should something happen, MSB can more quickly provide the correct support if your place of residence is known.

There is evidence to suggest that women and men are exposed to different types of risks and threats. Risks and threats during operations also differ for LGBT persons. Find out what cultural norms and laws apply in the country you are going to be working in, and observe the code of conduct. This will go a long way towards ensuring your safety and security. MSB's security advisor can provide specific advice for your operation. If you do experience something that compromises your safety or security, always report it to the security officer and your programme officer.

If anything happens – contact the Duty Officer

MSB's duty officers are responsible for monitoring all operational areas round the clock and the duty officer is also responsible for having updated information about any incidents that could affect security. If you need to get in touch with MSB urgently outside of Swedish office hours (i.e. before 08.00 or after 16.25, Swedish time), contact the Duty Officer on + 46 (0)54-150 150 or via email to tib@msb.se. Calls to the Duty Officer are connected via SOS Alarm AB – ask to speak to the Duty Officer at MSB. The Duty Officer is responsible for initiating and coordinating MSB's first response outside of office hours. Examples of when to contact the Duty Officer include in the event of acute illness or injury, if there are changes to the security situation where you are, or if something happens where you are that may be important for MSB to know about.

Below are some of the functions that make up MSB's preparedness organisation and can be activated by the Duty Officer in the event of a national or international incident:

Duty programme officer

Initiates responses outside of ordinary office hours and provides support when the ordinary programme officer is not working. Examples of events requiring a response include unforeseen events such as theft, travel bookings and other operation-related matters.

HR duty officer

Recruits staff for national and international operations. Responsible for ensuring that all stages of the employment process are completed quickly. This includes recruitment, employment decisions, contracts, insurance and visas.

Logistics and materiel duty officer

Is prepared to arrange and provide equipment in connection with rapidly initiated operations. Can help you to some extent if you need support and advice regarding handling and loss of materiel and technical equipment.

Communications duty officer

Responsible for providing communications support to the media and to MSB's employees in connection with various emergencies. In some cases the communications duty officer may contact field staff to obtain current information about the situation or to convey communications between field staff and the media.

Contact with the media

Sometimes there is international and Swedish media interest in operations where MSB field staff are involved. On major MSB operations it is recommended that the team have a review with the team leader and the MSB programme officer about how media contacts should be managed, and appoint a press spokesperson. If you are on a secondment, the partner organisation's rules for media contacts apply.

Note that rules on who may issue statements to the media can vary depending on which principal the operation has (MSB, EU, UN and so on). The rules on whistleblowing that apply in Sweden are not necessarily observed by other organisations around the world.

Some simple advice:

In media contacts, always:

- Take your time.
- Think through your answer before giving it.
- Limit yourself to answering questions within your field.
- If you are not able or not allowed to answer the question, say so.
- Stick to the facts.
- Assume that everything is “on the record”.
- Be firm, fair and honest.
- If you promise to come back with information later, make sure you actually do so.
- Have contact details to MSB’s communications duty officer, and to the corresponding function at the partner organisation (if any) at hand so you can direct the media to them if you get questions that you are not able or allowed to answer.

In media contacts, never:

- Lie, guess or present your own theories.
- Become upset or angry.
- Let the situation or reporter stress you.
- Use jargon or specialist language.
- Discuss confidential information.
- Use the expression “no comment”.
- Speak about matters not within your professional field.

You can contact MSB’s communications duty officer around the clock. S/he can help you with advice and support in connection with media contacts.

MSB’s communications duty officer:

+ 46 (0)70-321 88 74 (Please note: no text messages).

You can give this number to reporters on request.

Social media

Individuals and organisations increasingly use social media to communicate. For field staff, social media are a good way of keeping in touch with friends

and family back home. It may also be appropriate to use social media to spread information about the operation you are on to larger groups, e.g. journalists. Contact the communications department at MSB if you have ideas about using social media to communicate with larger groups and journalists.

The rules for using social media are the same as for contacts with traditional media. Read more in the section above entitled *Contact with the media*. This means that you have the same rights, e.g. as a whistleblower, but also that you have the same obligations, such as only communicating information that has been confirmed. Bear the following in mind when you are on an operation:

- Never post classified information.
- Never photograph people you are going to help without their permission. There will also be some buildings and areas you are not allowed to photograph for security reasons, e.g. military or government buildings. Be careful about all posting of photographs for security as well as ethical reasons.

- If you are going to post photographs, be sure to ask permission to make them public from any people who may be visible in them, as well as from the organisation you are seconded to if you are on a secondment.
- Be careful with information about dates, times and places.
- Don't post very detailed information about the operation, e.g. the ethnicity of local employees and victims, or about the organisation or security lapses.

You also have to take the rules of your receiving organisation into account. Members of the Swedish Response Team, whose principal is the Swedish Ministry for Foreign Affairs, need to remember that preparedness planning, for example, may be classified. This means that you must not post information on the internet that you have received an enquiry about joining an operation.

As a field staff member you have pledged to follow the rules in MSB's code of conduct. This means, for instance, that you must not use derogatory

expressions and that you have a responsibility for ensuring that no discrimination or harassment occurs in your surroundings.

MSB's activities are based on the needs of the affected population, and on the equal worth of all people. As an employee of MSB I undertake, within my area of specialisation and through my conduct, to work actively to prevent discrimination and harassment on the basis of gender, ethnic origin, age, religion or other beliefs, political views, functional impairment, sexual orientation, transgender identity or expression. I will not use derogatory expressions and I have a responsibility for ensuring that no discrimination or harassment occurs in my surroundings.

Sexual harassment is behaviour of a sexual nature that violates another person. This includes degrading comments, jokes, proposals and images that allude to sex and are derogatory as well as unwelcome body contact and assault. I am aware that it is the person subjected to the behaviour who determines whether it is unwelcome or not.

Equipment

In the event of loss of equipment, or if you want to change your personal equipment, you have to contact your programme officer. S/he will determine, depending on the duration and location of the operation, whether it is possible to replace e.g. a stolen or lost mobile phone. If you lose a satellite phone, or MSB's SIM card, you need to notify your programme officer so s/he can block their use. If your technical equipment gives you trouble during the operation, contact your programme officer who will put you in touch with the right support staff at MSB. If you are on a secondment, the partner organisation may be able to lend you technical equipment temporarily. For urgent issues outside of office hours, contact the Duty Officer. You are responsible for any borrowed equipment. If MSB finds that you have been careless or negligent in your handling of it, you may have to pay for its replacement.

Terms of employment

The following information describes some of the terms of your employment by MSB. As different contracts are used for different types of operations, terms may vary. If you can't find the answer to something you are wondering about, please contact your HR officer.

Home leave travel

If you spend more than four months on an operation, MSB will pay for your travel in connection with home leave. The number of home leave journeys offered by MSB may vary depending on the possibilities of taking out leave during the operation. In accordance with current tax regulations, MSB can offer a maximum of 4 home leave journeys during a 12-month contract. Flights home are booked to your place of permanent residence and arranged through your programme officer.

Accommodation

MSB will in most cases pay for your accommodation during the operation. If you are participating in a CSDP operation, you will instead receive a per diem

payment for accommodation from the EU. You can read more about this in the *Subsistence allowance* section. Accommodation types and standards can vary widely depending on the operation area – from a tent in a base camp to a hotel room in a city. Sometimes accommodation already exists for the operation, but in other cases you will have to find appropriate accommodation yourself once you arrive. In those cases it is important that you discuss accommodation conditions with your programme officer and come to an agreement about costs. Your security with respect to your accommodation during the operation is of course a priority. When choosing accommodation in high-risk areas you therefore need to check with the receiving organisation what types of accommodation have had their security approved by the UN.

Sickness benefit

If you become ill during an operation you will be paid a sickness benefit by MSB.

If you become ill while on a URA contract:

If you become ill during the operation, MSB will pay your normal salary for a maximum of five calendar

days' sickness absence. This means that if your illness requires a longer absence than five calendar days, you must notify your programme officer of this on the sixth day, in writing. From the 6th day until the 19th day, you will receive sickness benefit from MSB. A qualifying period deduction is made from the sickness benefit. After the 19th day of absence, it is the Swedish Social Insurance Agency that handles your sickness benefit, if you are covered by Swedish social insurance. Read more on www.forsakringskassan.se.

If you are not covered by Swedish social insurance, contact your HR officer for more information about what applies in your case.

Table 1. Sick leave.

Day 1–5	Day 6–19	Day 20–
Full salary	MSB pays sickness benefit. A qualifying period deduction is made from the sickness benefit	Sickness benefit handled by Försäkringskassan, or optionally through private insurance

The medical coordinator and the psychosocial advisor at MSB are available for counselling and support throughout the operation. Contact your HR officer if you have any questions about sickness benefit.

If you become ill while on an MSB contract:

MSB will pay your salary throughout any sickness absence during the period of the contract in the field, but you have to notify your programme officer of your sickness absence from the first sick day.

Subsistence allowance

Subsistence allowance is paid to you for expenses you have in connection with travel outside your duty station. If and when a subsistence allowance is paid depends on what type of contract you have. MSB pays a subsistence allowance on the basis of the Swedish Tax Agency's regulations. More information is available on www.skatteverket.se. If you are on a secondment and the partner organisation pays you the equivalent of a subsistence allowance, no such allowance will be paid to you by MSB.

URA contracts

For official travel with overnight stays outside the duty station, 80 % of the country's subsistence allowance will be paid. One-day journeys do not qualify for subsistence allowance. You have to deduct the value of any free meals, in accordance with the Swedish Tax Agency's rules (i.e. if your breakfast and/or lunch and/or dinner is paid for by someone else). The reason you are paid 80 % of the subsistence amount and not 100 % is that the remaining 20 % are covered by the additional expense allowance. To receive a subsistence allowance you have to report your expenses for each day, as well as any free meals, using the template you will be given by your programme officer. Once filled in, you send the report to your programme officer via email.

URA contracts for CSDP operations

The EU has to pay any subsistence allowance in accordance with the specific reimbursement rates for the operation. The EU will pay you a monthly reimbursement based on a per diem rate calculated to cover expenses arising when travelling, among

other things. If you travel within the country, the EU will also reimburse your accommodation costs. In cases where you are ordered to travel to a third country you will also be reimbursed for travel and subsistence costs.

MSB contract

If you are on an MSB contract, MSB will pay your subsistence allowance throughout the operation. More information is available on www.skatteverket.se. To receive a subsistence allowance you have to report your expenses for each day, as well as any free meals, using the template you will be given by your programme officer. Once filled in, you send the report to your programme officer via email.

Salary

Upon employment, you receive a salary based on the position you hold. The salary can be paid as a daily or monthly salary. You may also be paid a salary supplement if you have experience that is deemed to be of great relevance to your position on the operation. Salaries are paid around the 25th of each month.

Contact your HR officer if you have any questions about your salary.

Standby salary

A standby salary may be paid if MSB has set a departure date for your joining the operation and the departure is postponed due to circumstances beyond MSB's control, such as a temporary change in the security situation or weather conditions.

The standby salary is 75 % of the salary you will paid during the operation. No supplements tied to working abroad are paid during the standby period.

You have to be prepared to depart at very short notice during the period that a standby salary is paid. You may also be asked to take on certain tasks such as researching and writing shorter reports.

Insurance

Regardless of the type of contract you are on, you will have insurance coverage throughout the period of the contract. All of the insurance policies listed below are signed directly by MSB, and thus are not policies you have to sign yourself. It is nevertheless

a good idea to read through the terms of the policy to see if you want to sign additional insurance at your own expense in order to extend your coverage. It is a good idea to write down the phone number of your home insurance company, and take that with you. Special rules apply if you are not a Swedish citizen and therefore not covered by Swedish social insurance. Speak to your HR officer to find out what applies in your case.

If you need to make an insurance claim during or in connection with the operation, it is important that you contact your HR officer to get the correct form. You are then responsible for filling in all the details and returning it to your HR officer along with any supporting documents such as receipts.

In order to pay compensation, all insurance companies require that you keep valuables such as hand luggage safe when travelling and that you handle it with care. In the event of theft, you have to file a report with the police that you can show a copy of to the insurance company. MSB's insurance coverage includes certain premiums that are paid to dependants in the event of death. However, it does

not include any death-in-service benefits such as redemption of joint loans. If you want a death-in-service coverage you have to arrange that yourself.

Cover for URA contract holders

PSA – personal injury compensation agreement

In the event of an accident at work, compensation may be paid for loss of income, added expenses, permanent pain and suffering, temporary pain and suffering, and damaged property. PSA can provide compensation for acute illness as well as in cases where the occupational injury leads to a permanent disability. PSA does not apply if the injury occurs in your free time or if you are not covered by Swedish social insurance.

TGL-S Group life insurance

This insurance policy applies from your first working day. In the event of death it pays basic benefits, child benefits and funeral benefits. Current amounts can be found in the insurance terms and conditions on the website listed below. It is not a requirement that the death occurred as a result of work or during

working hours.

More information about TGL-S Group life insurance is available on www.arbetsgivarverket.se.

URA insurance

The URA insurance policy applies around the clock, in all countries, throughout your period of contract. It includes personal injury coverage, disability and death benefits, as well as coverage that corresponds to that in a travel insurance policy. The policy also covers necessary and reasonable costs for emergency medical and dental care when you are abroad. For complete information on your insurance cover, see www.kammarkollegiet.se.

Supplementary property insurance

This insurance policy covers damage to, or loss of, personal effects that you brought with you or that you acquired during your stay abroad. In the event of theft, you have to file a report with the police that you can show a copy of to the insurance company. Contact your HR officer for further information. For complete information on your

insurance coverage see: www.kammarkollegiet.se. If seconded to a CSDP operation, you are also covered by an EU insurance. Contact your HR officer for more information.

Insurance cover for MSB contract holders

If you are on an MSB contract, the PSA and TGL-S policies described above apply. Swedish state business travel insurance also applies. This policy only includes limited personal injury coverage, but is partly supplemented by the PSA occupational injury policy, which only applies during working hours. It is therefore important that you review your private insurance coverage and check whether it applies in the operation country.

Swedish state business travel insurance

Swedish state business travel insurance includes disability and death benefits in the event of death or disability caused by bacteria, virus or some other infectious agent. Damaged or lost property may also be compensated. For complete information on your insurance coverage see: www.kammarkollegiet.se.

Tax rules

All staff employed by the Swedish government agencies pay tax on salary and other remuneration that is not tax-free according to Swedish legislation. MSB deducts the tax directly from your salary. If you have any questions about taxes or the rate of taxation, contact the Swedish tax office.

If you are a resident outside of Sweden, you can apply for a tax reduction under the Act of Special Income Tax for Non-residents (Lagen om särskild inkomstskatt, SINK). MSB can make an application on your behalf when you sign your employment contract. The Swedish Tax Agency determines whether or not to grant you a tax reduction under SINK. MSB is not in a position to influence the Swedish Tax Agency's decision. For more information about SINK: see www.skatteverket.se.

If you are seconded to a CSDP operation, you will pay tax as you normally do on your salary from MSB. The EU also pays a monthly reimbursement based on daily rate, a Per Diem. You can read more about this under *Subsistence allowance*. Depending on which

operation you are seconded to, compensation for so-called hardship and risk may also occur. You are responsible for including the compensation from the EU in your Tax declaration.

Wellness

When you are employed by MSB, you are entitled to wellness compensation, regardless of the form of employment and the scope of the employment. According to the definition in current tax legislation, a tax-free fitness allowance can be used for “simpler types of exercise”. More information about approved wellness activities can be found on the Swedish Tax Agency’s website. You will receive more information about the current amount in your employment contract.

Pensions

Regardless of the type of contract you have, you are included in the pension benefits for state employment, which is regulated by the National Government Employee Pensions Board (Statens tjänstepensionsverk) in PA16. You can read more

about PA16 on www.arbetsgivarverket.se, and more about the National Government Employee Pensions Board on www.spv.se.

If you are not a resident of Sweden, not a Swedish citizen or have no connection to Sweden, read more about pensions in the section *Information for field staff who are not Swedish citizens*.

Leave

The conditions regarding leave vary depending on what type of employment contract you have. Your opportunities for taking out leave during your period of contract are connected with the nature of the operation. MSB strives to make it possible for you to claim your leave entitlement during the operation, but on shorter operations this may be difficult to achieve. In those cases where you are unable to take out all your earned leave, you will be paid in lieu of leave on your final salary. Earned days of leave are counted from the first day of the operation until you arrive back at your home in your country of residence.

URA contracts

If you are on a URA contract your leave entitlement is 30 days per year.

Leave applications must be made in writing and be approved by your supervisor and MSB. Your programme officer will give you the template for your leave application. During the operation you have to observe the operation's calendar for public holidays. This means that you don't need to take out leave for days that fall on public holidays in the operation's calendar.

URA contracts on CSDP operations

The same rules for leave apply on CSDP operations as in URA contracts, with the difference that you are also included in the operation's rules for compensatory time off. This means that you are entitled to a certain number of paid days off per month. The number of days varies between 1.5 to 2.5 days per month, depending on the type of operation. On some CSDP operations you can also get what is known as rest day leave, which is additional paid leave.

Rest and Recuperation – R&R

Rest and Recuperation, or R&R, means that you can take paid time off to rest and recuperate if the security and living conditions are particularly demanding during the operation. For operations that have these characteristics, the partner organisation will have designated an R&R destination (this may be in another country) and drawn up a schedule for how often you can take R&R days. You cannot transfer R&R days or receive pay in lieu of them at the end of the operation. Neither can you save up R&R days or add them together for longer R&R periods. Your entitlement to R&R will vary depending on how long your operation is. If it is three months or less, no R&R is usually included, although exceptions may occur.

If you are on a secondment, conditions will vary depending on the stationing location and the partner organisation. Opportunities for taking out leave in connection with R&R may vary from organisation to organisation. One rule applies in all organisations, however: you can never take out leave immediately before R&R, because then you

break the R&R cycle. MSB's guidelines for R&R is that you always follow the partner organisation's regulations.

There is no R&R entitlement on CSDP operations, but there are other types of leave available for the same purpose. See the *Leave* section above, or contact your HR officer.

Working hours

Non-regulated working hours apply for all types of employment contracts with MSB during an operation. Non-regulated working hours mean that the employer, in this case MSB, will not systematically check actual hours worked. On team operations the Head of Operations will specify guidelines for your working hours. If you are on a secondment it is the partner organisation that specifies your working hours. If you feel that the workload is excessive, it is important that you tell your programme officer about this at an early stage. If you are part of team operation it is your Head of Operations you should turn to first.

When you are on an operation, the distinction between working time and leisure time sometimes becomes blurred. It is important that you bear in mind that the MSB code of conduct applies even when you are not officially working.

Termination of contracts

If you want to terminate your employment with MSB during the operation, you must do this in writing and according to the template your HR officer will give you. Make sure you check the period of notice in your contract. In URA contracts the mutual period of notice is eight days if the employment is for three months or less. For longer periods of employment the mutual period of notice is one month. In MSB contracts the mutual period of notice is one month.

Food

MSB will not pay for food or drinks during the operation, although there are some operations where exceptions may be made. In the latter case

you may be subject to tax on benefits and your additional expense allowance may be reduced, in accordance with the Swedish Tax Agency's rules.

Receipts and expenses

You must keep a record of all receipts for your operation-related expenses using the template that will be provided by your programme officer. Fill in the template so that it clearly shows what the expense is for, in order for your programme officer to approve your expenses and ensure that you are reimbursed for them. When you record expenses you have to distinguish between those paid for with the starter advance and those paid for out of your own pocket. If you are unsure about what operation-related expenses are, check with your programme officer before making the purchase. You will be reimbursed around three weeks after the programme officer has received the completed template and receipts from you. Reimbursements are not paid together with salary payments, but are made separately.

Table 2. Example of process for payment.

Around 30 January	1 February	3 February	5 February	Around 25 February
Fill in the template	Send receipts and template to programme officer	MSB approves your expenses	The approved documentation is sent by the programme officer to Statens Servicecenter	You receive your reimbursement

Introduction

Before the operation

During the operation

After an operation

Other information



Gute Reise!

Hilfen für Ihre Reise



2012



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Spezialangebot

After an operation

Debriefing after an operation

After the end of an operation it is important for MSB to follow up on its results and the experiences of the field staff. This can be done in various ways, but the most common is by feedback to the programme officer.

The completed operation may also be followed up by means of an anonymous post-operation questionnaire, which will be sent out after the end of the operation. You may not be asked to complete this kind of questionnaire, but if you receive one it is important that you as a field staff member fill it in, since its purpose is to evaluate MSB's operation support during the operation.

If necessary, MSB will also arrange special reunion meetings after the completed operation in order to learn more about the field staff's experiences and apply them in future operations in order to increase quality further.

Performance Evaluation Report – PER

Towards the end of the operation, your supervisor will make a written assessment of your performance. MSB has drawn up a template for this evaluation, the Performance Evaluation Report (PER). Some of MSB's partner organisations have their own evaluation templates, while others choose to use MSB's PER.

You will be given the appropriate evaluation template by your programme officer at the briefing before you depart for the operation. The template then has to be filled in by your supervisor and sent to your programme officer at MSB before you leave the operation country. It is your responsibility to ensure that the evaluation is made and that it is sent to MSB. Some organisations choose to send the evaluations via their main office, while others send them straight to MSB from the field office in question. You are advised to request a copy of the evaluation before it is sent off.

At MSB your programme officer and HR officer will read the evaluation, which is then placed in your personal file for future reference. If there is

anything in the evaluation that needs to be discussed, your programme officer or HR officer will get in touch with you.

Equipment

When you return home after an operation you are responsible for returning borrowed equipment to MSB. All the equipment you were issued when you departed for the mission must be brought home, except the first layer of clothing – you are expected to keep these clothes and have them available for the next operation. In other words you cannot leave e.g. a laptop or MSB clothes behind. The materiel list you were given together with the equipment must be included, so that MSB will be able to identify who borrowed the equipment. The materiel list specifies which equipment you have to return. If you don't have the list, put a note with your name, the operation name, organisation registration number and activity number in the bag where you pack the equipment, and contact your programme officer to check that the correct items are returned. You can take the equipment with you to a debriefing at MSB, for example, if it is held shortly after your return home.

Otherwise your programme officer can send you a prepaid shipping note so that you can return the equipment by post. Note that special rules may apply regarding packaging and labelling when you are sending equipment containing lithium-ion batteries.

During the operation it is your responsibility to take good care of the equipment you have borrowed from MSB. If you have handled the equipment carelessly or if anything is missing, you may be liable to reimburse MSB for it.

MyPages

Once you have returned home from the operation it is important that you update your MyPages account. You have to update your profile with the new experiences you have gained on the operation you just returned from. The new experiences will make you a more attractive candidate in the field staff roster and will facilitate future selection. If you are not available for a new operation it is important that you register this on MyPages. You can find MyPages on: <https://firm.msb.se>.

Health after an operation

It can be both physically and mentally stressful at an operation. In case of illness after an operation, remember to inform your treating doctor that you have worked abroad as, for example, fever can be a symptom of many different illnesses. Do you have any further medical concerns? Get in touch with medicinsk.koordinator@msb.se.

Post-operation conversation

MSB offer conversations with our psychosocial advisor immediately after the operation and the opportunity for conversations at a later time if needed. The purpose is to give you an opportunity to tell how you felt during the operation and how you feel after returning home.

Returning to everyday life at home

You may need to reflect on a few things in order to facilitate your return to everyday life. Coming home from an operation means returning to ordinary life among people who have not experienced what you have. You need to get back to everyday life at home,

with completely different routines than during the operation, and you need to reinsert yourself into contexts that have continued as well as changed while you were away. This will require some effort by you as well as by those who remained at home. It can be helpful to know in advance some of the reactions, emotions and issues that may arise. Everyone is affected by your return – the anticipation of it as well as when it actually happens. Both those at home and the person returning home may have great expectations, which can lead to big disappointments. It is important, therefore, to talk about feelings and expectations. Plan together what you want to do for the homecoming, and include everyone in the family in planning it – but bear in mind that you should not plan too much for the first few days.

It may be enough for you just to spend time together. Don't change anything that works well when you come home. Those who remained at home have adjusted their routines, and the children may have been given new tasks. To return home and start changing all this may be seen as a disapproval of it.

Try instead to show appreciation of the new order of things. Involve everyone in conversation about what happened during the operation.

If you live alone, returning home from an operation where you lived surrounded by other people most of the time can be a big change. You may need to be prepared for feeling a bit lonely and empty on your return home. Get back in touch with friends and colleagues at home, but remember that they have been getting on with their lives during your time away. It may take you a little time to get back on track with them.

Stress reactions after an operation

Even if no traumatic events occurred during the operation, it is possible that you will experience delayed reactions.

Common reactions after an operation include:

- Sleep disorders
- Fatigue
- Aggressiveness

- Sadness
- Restlessness, anxiety
- Reliving events
- Feelings of emptiness
- Irritation
- Increased feeling of loneliness or need for isolation
- Concentration difficulties

These reactions can be managed by e.g:

- Understanding that stress reactions are normal.
- Being patient. It can take time to adapt, physically as well as mentally.
- Speaking to operation colleagues about your experiences.
- Making time for recuperation. You may need some time alone every day to process your experiences.

Don't hesitate to contact MSB's psychosocial advisor if these reactions persist.

When you want to get in touch with MSB

Contact your programme officer on all matters during the operation. If the matter concerns physical or mental health, you can contact the medical coordinator or psychosocial advisor directly. If these can't be reached, and the matter is not urgent, you can send an email to the function concerned at MSB, with a copy to your programme officer.

For emergencies outside of office hours, or when your programme officer is not reachable, contact the MSB Duty Officer on + 46 (0)54-150 150 (your call will be connected via SOS Alarm AB; ask to speak to the Duty Officer at MSB). The Duty Officer is available round the clock.

Below you can fill in the contact details of your contact persons at MSB:

Programme officer

Name:.....

Phone number:.....

Email:.....

HR officer

Name:.....

Phone number:.....

Email:.....

Medical coordinator

Name:.....

Phone number:.....

Email:.....

Psychosocial advisor

Name:.....

Phone number:.....

Email:.....

MSB's communications duty officer can be reached round the clock for questions regarding the media, news, information etc: + 46 (0)70-321 88 74.

MSB's address for sending receipts, expense records etc:

Myndigheten för samhällsskydd och beredskap

Att: *Programme officer's name*,

OA651 81 KARLSTAD

Sweden

Other important phone numbers

Kammarkollegiet (for questions about URA insurance, supplementary property insurance and government service travel insurance).

Switchboard: + 46 (0)54-10 38 80

Fill in other important contact details here:

Name:.....

Function:

Phone number:.....

Email:.....

Other information

Information for next of kin

Complete the information below and leave it with your next of kin back home.

I am on an operation with MSB (the Swedish Civil Contingencies Agency) as

.....
.....

(your position) in the city/area of

.....
.....

located in (country).

.....
.....

The programme officer at MSB leading the operation from Sweden is (name).

.....

If you need to contact me urgently and you can't get through to me using the email address or phone number I have already given you, contact MSB's

Duty Officer. The Duty Officer is available round the clock and can be reached on + 46 (0)54-150 150 (your call will be connected via SOS Alarm AB; ask to speak to the Duty Officer at MSB).

Information for your employer

The Swedish Civil Contingencies Agency, MSB, is a government agency. MSB is responsible for supporting society's preparedness for accidents, crises and civil defense.

Our role is to support and drive, by disseminating knowledge and supporting collaboration, financing development and in certain areas issuing regulations or exercising supervision.

The issues MSB works particularly hard on are emergency services, accident prevention work, crisis preparedness, civil defense, cyber security and secure communications. MSB is on call 24 hours a day, all year round to be able to help if something happens here at home or around the world and is responsible for Sweden's IT incident preparedness.

Communication is important, therefore we have several websites where you can read more: krisinformation.se which informs about accidents when they happen and dinsakerhet.se which gives tips on safety.

MSB has a mandate from the government to be prepared for international as well as national crisis and disaster response. The first operation was carried out in 1988 (by the former Räddningsverket) in connection with the earthquake in Armenia.

MSB needs staff for operations. There are major differences in the various initiatives that MSB conducts. The length of the operation period can vary greatly from three months to sometimes a year or longer. The set-up time varies, but is usually around one month. MSB has specially trained rapid response teams that are dispatched when a country needs immediate support. The Swedish Response Team is such a team, whose task is rescuing affected Swedes. These operations are often shorter in duration, in about two weeks, and since time is a critical factor in these operations, the mobilisation time is between 6–24 hours.

Temporary employment with MSB:

On international operations, field staff are temporarily employed by MSB. When the employee returns from the operation, s/he will have accumulated new experiences and knowledge that can be useful at his/her ordinary workplace. MSB signs a contract with the employee which states that MSB is a temporary employer and that it will pay the employee's salary and travel costs as well as other benefits, if any. The employee is insured by MSB throughout the period of the contract.

Note that an enquiry does not automatically mean that the operation in question will be carried out.

For MSB it is very important that there is an understanding between the employee and her/his ordinary employer that the employee will be available to work for MSB at short notice.

If you have any questions, contact:

Name:.....

Function:

MSB

Response and Operations Department

Operational staff section

Phone: 010-240:.....

Email:

Information for field staff who are not Swedish citizens

If you are not a Swedish citizen or if you have no connection with Sweden, special rules apply. This section summarises all the relevant information regarding these rules and what you need to bear in mind.

Coordination number

If you do not have a Swedish personal identity number, MSB needs to apply for a coordination number for you in order to be able to pay you a salary. This involves MSB submitting an application for you, along with a copy of your passport, to the Swedish Tax Agency. Processing of these applications can sometimes be lengthy.

Tax

If you are resident outside of Sweden you can apply for a tax reduction under the Act on Special Income Tax for Non-residents (Lagen om särskild inkomstskatt, SINK). Read more about this in the *Tax rules* section.

Visa

MSB will cover any costs for obtaining a visa in connection with the operation, for the operation country as well as Sweden, should you need to travel via Sweden in order to participate in the pre-operation briefing. In some cases you may also need to apply for a Schengen visa, if travelling to the operation country requires a stop-over in a third country. MSB will help you with documents for the visa application, but you need to contact the consulates or embassies in question yourself. Contact your programme officer if you are unable to pay out of your own pocket, and save any receipts if you have expenses in connection with the visa application. The visa process can take time, so it is important that you begin it as soon as you receive a directive from your HR officer at MSB.

Insurance

All field staff on operations with MSB are insured via Kammarkollegiet. However, the personal injury compensation agreement (PSA) does not apply for employees who are not Swedish citizens and are

therefore not covered by Swedish social insurance. If you are contracted under a URA agreement, equivalent coverage can be provided to some extent via the URA insurance policy. Read more about insurance coverage in the *Insurance* section. In the event of an accident or serious illness, the URA policy covers costs in connection with medical treatment, hospitalisation and possible repatriation or other transportation. Each case must first be assessed and approved by the assistance company hired by Kammarkollegiet in order for Kammarkollegiet to provide a payment guarantee for e.g. medical treatment. This also applies for the choice of destination when an ill or injured person has to be transported to another country for medical reasons. The basic principle referred to in the policy's terms and conditions concerns repatriation to Sweden, but when field staff from a third country are involved it is standard practice to repatriate them to their home country.

It is important that you review your personal insurance coverage to supplement the insurance policies MSB will offer you during the period of

your contract. Contact your HR officer for further information regarding insurance coverage for people who are not covered by Swedish social insurance.

Pension

If you are not a resident in Sweden, not a Swedish citizen or do not have any connection with Sweden, the following applies: During your period of employment, MSB will pay at least 4.5 % of your total salary to the National Government Employee Pensions Board (Statens pensionsverk, SPV). Payment of pension benefits will normally be made automatically, without the need for an application, starting from the current retirement age of 65. If you are resident in Sweden, SPV will get your address details from the Swedish Tax Agency, but if you move away from Sweden you need to send a written notification of this to:

SPV

Utbetalning (Payments Office)

SE-851 90 Sundsvall

Sweden

Salary

You will receive your salary and other benefits in Swedish kronor (SEK) around the 25th of every month.

Medical examination and vaccinations

The medical examination that MSB requires you to have before the operation should, for practical reasons, be done in Sweden. A good time to do it is in connection with the pre-operation briefing. Exceptions may be made if there are special circumstances e.g. that you will be travelling directly to the operation country from your home country. In such exceptional cases you must nevertheless use MSB's medical examination form, and send it to MSB as described on the form. MSB will pay for your medical examination before the operation, and will reimburse you for the cost of recommended vaccinations. However, if you do the medical examination and get vaccinated outside of Sweden, you may have to pay up front for them. You will then be reimbursed by MSB on presentation of receipts. MSB recommends and offers vaccinations against known endemic infections in the operation country.

These recommendations have been formulated on the basis of the Swedish vaccination programme, in which certain basic vaccinations are obligatory. Speak to your medical coordinator for more information about what is included in the basic Swedish vaccination programme.

Sickness benefit

How MSB pays your sickness benefit during the operation depends on what contract you have. If you have any questions about sickness absence lasting more than 5 days, contact your HR officer. Read more in the *Health insurance* section.

Partner organisations

Listed below are some of MSB's partner organisations. In addition to these, MSB collaborates with a number of other organisations such as the Red Cross and the International Organization for Migration (IOM). Make sure you read the information regarding the organisation you will be working for. Further information will be provided by your programme officer.

United Nations Office for the Coordination of Humanitarian Affairs (OCHA)

OCHA is part of the United Nations Secretariat and is responsible for coordinating the responses of humanitarian actors to emergencies. Its mandate is to provide support for leading, coordinating and facilitating humanitarian assistance. OCHA uses a global monitoring system and can dispatch a team through the *United Nations Disaster Assessment and Coordination System* (UNDAC) within 12–24 hours in the event of a disaster situation. OCHA provides support to the UN Emergency Relief Coordinator and the Secretary-General, and operates through field offices in different countries, as well as through regional offices.

www.unocha.org

www.ReliefWeb.int

United Nations High Commissioner for Refugees (UNHCR)

UNHCR has the task of providing international protection and seeking sustainable solutions for refugees. The first task of UNHCR was to find a safe haven for the 1.2 million European refugees fleeing after

the Second World War. UNHCR has global responsibility for three clusters: protection, camp management and camp coordination (together with IFRC) and emergency shelter (together with IOM).

www.unhcr.org

United Nations Children's Fund (UNICEF)

UNICEF works for children's rights, their survival, security, development and influence as laid down in the UN Convention on the Rights of the Child, UNICEF is one of the world's largest organisations working for children's rights, and has global responsibility for three clusters: nutrition, education (together with Save the Children UK) and water, hygiene and sanitation.

www.unicef.org

United Nations Development Programme (UNDP)

UNDP is a global development network under the auspices of the UN and works to promote change and spread knowledge, experience and resources to help people towards a better life. UNDP works on the basis of a country's own development strate-

gies and supports national resources and institutions in the country. UNDP operates in developing countries at a national level to coordinate UN agencies on site in their operations. UNDP leads the cluster for early recovery.

www.undp.org

United Nations World Food Programme (WFP)

WFP works with food aid to ensure the security of food supply to people in emergency situations and during the recovery phase following disasters. WFP has global responsibility for three clusters: ICT, logistics and food security (together with FAO).

www.wfp.org

United Nations Population Fund (UNFPA)

UNFPA works for sexual and reproductive health. Their mission is to deliver a world where every pregnancy is desired, every birth is safe and every young person's potential is fulfilled.

www.unfpa.org

United Nations Environment Programme (UNEP)

UNEP works to promote international environmental cooperation by monitoring global environmental trends and putting pressure on governments to deal with environmental problems. UNEP is also tasked with ensuring that UN operations are environmentally conscious.

www.unep.org

United Nations Mine Action Service UNMAS

UNMAS works in conjunction with other UN agencies to coordinate the response to the problems of landmines and unexploded ordnance.

www.mineaction.org/en

UNWOMEN

UNWOMEN is committed to gender equality and women's empowerment. The organization was founded to accelerate progress in meeting the needs of women and girls around the world.

www.unwomen.org/en

European Commission's Humanitarian Aid Office (ECHO)

ECHO is responsible for humanitarian aid from the EU to developing countries.

Emergency Response Coordination Centre (ERCC)

ERCC coordinates EU member states' collaboration in responding to emergencies. The Centre is managed by the European Commission and acts as a disaster management collaboration forum. ERCC is on alert around the clock, and countries within as well as outside the EU can request its assistance.

The EU also carries out peacekeeping and crisis management operations within the framework of the *Common Security and Defence Policy (CSDP)*.

International Humanitarian Partnership (IHP)

IHP is a network of governmental crisis preparedness authorities in northern Europe. Its members are Sweden, UK, Germany, Luxembourg, Norway, Denmark, Finland and Estonia, and its purpose is to provide joint disaster aid to the UN and EU. Its areas of expertise include providing accommodation and office solutions and ICT support.

www.ihp.nu

Abbreviations/Glossary

CSDP – the EU’s Common Security and Defence Policy.

Duty Officer – MSB officer on alert around the clock. Responsible for global monitoring and maintaining an updated picture of any events that could impact security. The Duty Officer is also the MSB contact person for field staff outside of Swedish office hours.

General Agreement on Salaries and Benefits – framework agreement on salaries and benefits for employees in the public sector.

Kammarkollegiet – the Legal, Financial and Administrative Services Agency (now referred to as Kammarkollegiet in English as well) is a Swedish government agency responsible for providing insurance coverage for MSB field staff.

Medical coordinator – support resource at MSB that can provide advice and support regarding your physical health.

Medevac – medical evacuation.

MSB – Myndigheten för Samhällsskydd och Beredskap, the Swedish Civil Contingencies Agency.

MyPages – user login service for MSB's field staff roster, where users can update their work experience, completed training, and contact details.

<https://firm.msb.se>

National Government Employee Pensions Board (Statens tjänstepensionsverk) – a government agency that calculates and pays occupational pensions to government employees and the employees of state-owned companies.

Performance Evaluation Report (PER) – template for evaluating the performance of field staff after an operation.

Programme officer – the manager at MSB with overall responsibility for an operation. As field staff, your main contact at MSB is the programme officer.

PSA – personal injury compensation agreement between the Swedish Agency for Government Employers and the SACO and TCO trade unions.

Psychosocial advisor – support resource at MSB that can provide advice and support regarding your psychosocial health.

Staff counsellor – local support resource for psychosocial health.

Secondment – when an individual field staff member with expertise in a specific area is working for a partner organisation such as the EU or UN, but remains formally employed by MSB.

Security advisor – the person at MSB who makes an operation-specific risk assessment prior to your operation

Security officer – local security officer in the operation country.

SINK – special income tax for non-residents. SINK may amount to a tax reduction if you fulfil criteria determined by the Swedish Tax Agency.

Swedish Tax Agency – the Swedish government agency responsible for taxation, property tax assessments, population registration and registration of estate inventories.

Social insurance – collective name for tax-financed pension insurance, health insurance, occupational injury insurance and unemployment insurance.

SOS Alarm AB – MSB collaboration partner. When you contact the MSB Duty Officer, your call is connected via SOS Alarm AB.

Swedish Response Team – specially trained force that can be dispatched at short notice to assist Swedish residents who have become caught up in serious incidents abroad.

Team leader – in a team operation, the person with the ultimate responsibility for the operation on location; also has a delegated staff and budgetary responsibility.

Terms of Reference – detailed description of the operation and its requirements.

TGL-S Group life insurance – insurance paid out in the event of death.

URA contract – employment contract regulating the terms of employment of staff stationed abroad by government agencies.

UD (Utrikesdepartementet) – the Swedish Ministry for Foreign Affairs.

Useful websites

www.afaforsakring.se/Andra-sprak/Engelska

<https://agora.unicef.org/course/info.php?id=7380>
(PSEA course)

www.arbetsgivarverket.se/in-english

www.folkhalsomyndigheten.se/the-public-health-agency-of-sweden/

www.forsakringskassan.se/sprak/eng

www.kammarkollegiet.se/english

www.mineaction.org

www.msb.se/en

www.unocha.org

www.ReliefWeb.int

www.government.se
(Ministry for Foreign Affairs, Ministry of Defence)

www.riksdagen.se/en
(information on e.g. Swedish legislation)

www.skatteverket.se/service/otherlanguages/inenglish.4.12815e4f14a62bc048f4edc.html

(Swedish tax agency)

www.spv.se/en/about-your-pensions/

<https://training.dss.un.org/course/category/6>

(BSAFE course)

www.transportstyrelsen.se/en/aviation/

www.unfpa.org/

www.unicef.org

www.undp.org

www.unep.org

www.unhcr.org

www.unwomen.org/

www.wfp.org

www.who.int







Swedish Civil
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Agency

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