

STANDARD OPERATING PROCEDURES

ISCG COORDINATION HUB, UKHIYA

(for Ukhiya Hub Partners only)

November 2018

Office space



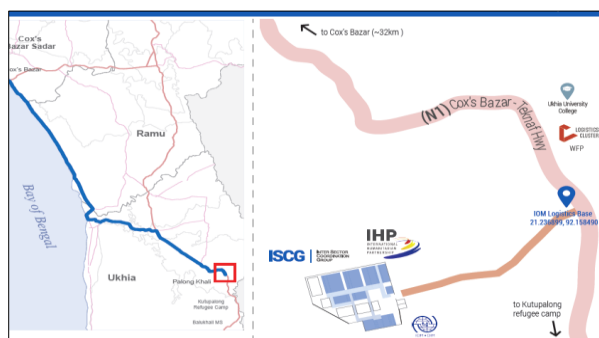
Covered outdoor space



I. Background

The ISCG Coordination Hub Ukhiya started operating in December 1st, 2017. The ISCG hub comprises of 17 prefabs used as office and meeting spaces as well as two covered areas for outdoor training/meeting rooms and dining space. Internet is provided and functional. A hub manager is on site 6 days/week to support partners in accessing the facilities and ensure the overall management of the structure. Two covered areas – with space able to accommodate 50 people each - are used as outdoor training/meeting rooms and as dining space.

II. Access



Reception Office

Entrance:

Humanitarian actors will sign in and sign out (with valid photo ID) everyday in the reception post. Visitors **MUST** be received by host from reception area.

III. Office Space Allocation procedures

Office spaces are allocated on a first come first served basis and using key criteria. The criteria include:

- Operational need and presence
- Frequency of use
- Balance of agency presence in the hub.

The use of the hub office space is reviewed every three months and allows for space reallocation. Space reallocation will occur based on occupancy rate and demand.

The following information are required in order to submit a request for office space:

- Number of attendees (in case of events/training)
- Frequency of use anticipated (how often will your staff be present in the office: daily or occasionally)
- Length of time anticipated for occupation of the office (if less than three months)

To book an office space, communicate with hub focal point- Abu Naim- field.coord5@iscgxcb.org (mobile no +8801716743294).

To book a training venue, communicate with the hub management assistant - Shakhawat Hossen – shossen@iom.int (mobile no +8801885946950)

Annex_Meeting/Office space request form – [click here](#)

IV. Security procedures and Terms & Conditions

Upon arrival at the Hub, the staff must present themselves to the AEGIS Security staff. AEGIS Security will facilitate access through the front gate and into the Agency’s prefab. The following procedures are to be followed:

- All staff must present a photo ID and a valid, official Agency ID to AEGIS Security should access the HUB only for official purpose.
- Staff names will be entered into a log book. No-one without a valid, official ID will be allowed access to the hub. *No guests and Refugees will be allowed.*
- The office key must be returned upon departure and may not be taken off the premises. Note that the container keys are not replaceable. During normal operating hours, the Hub Assistant holds the keys.
- Staff must at all times behave in a respectful, responsible and professional manner and fully in line with their Codes of Conduct.
- In case of damage to electronic items (e.g.: projector, air conditioner, etc.) during the use of prefab, the reimbursement and/or repair costs will be borne by the responsible agency.
- In case of any emergency and suspect activity, please report to the Hub management / ISCG for any necessary action.
- In case of any incident or any misconduct inside the HUB, the ISCG has the full authority to cancel the office allocation of respective agency.

For emergency night-time stay, consult the ISCG night stay security Standard Operating Procedures – [click here](#)

Contacts

- ISCG Hub Focal point (Cox Bazaar) – to make booking requests for office space allocation: Abu Naim- field.coord5@iscgxcb.org (mobile no +8801716743294)
- ISCG Hub Assistant (Ukhiya, based at the ISCG humanitarian hub) – for daily management: Shakhawat Hossen – shossen@iom.int (mobile no +8801885946950)
- In the event of any emergency, the primary contact is the UNDSS Emergency Hotline CXB on 017 0120 8999 or the UN Common Radio Room 017 3032 0975.