

STANDARD OPERATING PROCEDURE OVERNIGHTING IN ISCG COORDINATION HUB, UKHIYA (for Ukhiya Hub Partners only)

V.4: 20 June 2018

Background and Objective

1. The International Humanitarian Partnership (IHP) has constructed and furnished the ISCG Coordination Hub, which currently consists of 17 prefab units used as office and meeting space and 2 covered areas for larger meetings and dining. Agencies with office prefabs allocated are currently as follows:
 - Internews (6A)
 - Terre Des Hommes (6B)
 - Danish Refugee Council (7A, 13A)
 - UNICEF (11A)
 - RTMI (7B)
 - ISCG (IOM/UNHCR) (8B)
 - WHO (9A, 10A)
 - IRC (2D)
 - IOM (5A, 5B, 12A, 14A, 15A, 2E)
2. In light of the monsoon season with its anticipated access challenges, including congestion, the listed Agencies with allocated office prefabs in the Hub as listed in Paragraph 1 may have the option of overnighting in their allocated office prefabs.
3. This option can be availed in cases where:
 - Staff are unable to return from the field due to blockages on roads, or
 - Staff need to be positioned on exceptional occasions to respond in a timely manner to emergencies and incidents.
4. It is assumed that the overnighting option will be infrequent and exceptional, and will not entail prolonged stays of more than one night. Pack-up and departure the following morning is expected.
5. The current opening hours of the Hub are Saturday to Thursday, 08.00 to 16.40. Bangladeshi Police presence for the hours of darkness and weekends is currently being facilitated. 24/7 presence of AEGIS Security staff is in place.
6. This SOP may be updated and changed as deemed necessary by the ISCG Secretariat. All overnighting staff are expected to adhere to these rules.

Access procedure after hours

7. After 16:40, the only presence at the hub will be the AEGIS Security staff and the Bangladeshi Police (once presence during hours of darkness and weekends is initiated).
8. On arrival at the Hub, the staff must present themselves to the AEGIS Security staff and identify their Team Leader. AEGIS Security will facilitate access through the front gate and into the Agency's prefab, with the following procedure:
 - A. All staff must present a photo ID and a valid, official Agency ID to AEGIS Security.
 - B. Staff names will be entered into a log book. *No-one without a valid, official ID from one of the Hub partner Agencies listed in Paragraph 1 will be allowed access to the hub after hours. No guests will be allowed.*
 - C. AEGIS Security will provide the key for the Agency's allocated prefab, which the Team Leader will sign for.
 - D. The 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.

Security procedures and communications

9. Staff must follow their own Agency security procedures including securing required internal permissions and clearance in advance of overnighting. UN Agencies will be responsible for liaising with UNDSS and securing UNDSS clearance.
10. Agencies with staff overnighting are additionally required to notify the ISCG Secretariat (Glenn Costes, field.coord3@iscgxcb.org, 01885946999; cc Hub Assistant Shakhawat Hossen shossen@iom.int, 01885946950) in advance of the overnight, with the following details:
 - Date, ETA and ETD
 - List of all International and National Staff overnighting (including Drivers)
 - Team Leader name and telephone number
 - Justification for overnight stay
11. If feasible, when international staff are part of the team, a minimum of two international personnel should overnight.
12. There will be strictly no movement for all overnighting Staff (International and National) outside the Hub premises between 20.00 hours and 05.30 hours.

13. In the event of any emergency, primary contact is the UNDSS Emergency Hotline CXB on 017 0120 8999 or the UN Common Radio Room 017 3032 0975.

Services and amenities

14. Agencies must provide bedding and supplies for their own staff to facilitate overnighting. Agencies may consider pre-positioning basic supplies in their prefabs to facilitate overnighting, including medical bag, good First Aid kit or Emergency Trauma Bag. THERE WILL BE NO PROVISION OF BEDDING, FOOD, COOKING FACILITIES OR POTABLE WATER – AGENCIES ARE RESPONSIBLE FOR PROVIDING THIS FOR THEIR OWN STAFF. Services available on-site are extremely basic, limited to toilets and non-potable water.
15. Agencies will be permitted to access ONLY their own allocated office prefabs. Staff may sleep in their containers or in the covered areas. THERE IS NO DEDICATED ACCOMMODATION FACILITY – staff will be camping out in their own prefabs or in the covered space in extremely basic conditions.

Sleeping arrangements and Conduct

16. Team Leaders are responsible for ensuring that sleeping arrangements for their teams in the available spaces are culture and gender sensitive.
17. If more than one Agency is present on-site, Team Leaders must identify each other and coordinate to ensure that sleeping arrangements for their teams in the available spaces are respectful, and culture and gender sensitive.
18. The offices and covered areas must be fully cleared and tidied, with bedding cleared and stored and rubbish removed, and fully ready for normal operations by 08:00. Overnighting staff must clean up after themselves.
19. Open fires are not permitted. Any form of flame or heat for cooking is not permitted inside the containers. Portable gas cooking stoves may be used in the covered areas, with constant supervision only, and ensuring safe distance from any flammable material.
20. Staff must at all times behave in a respectful, responsible, lawful and professional manner and fully in line with their Agency Codes of Conduct.