

Swedish Red Cross

Handbook

**for International
Delegates**



Swedish Red Cross

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1. Introduction

Welcome to the Swedish Red Cross Handbook for international field work! Whether you are curious of the practicalities of working as a Delegate, or if you are preparing for an upcoming mission, you are likely to find answers to your questions in this Handbook. Glossary is found in Annex 3.

The Red Cross and Red Crescent movement is one of the world's largest humanitarian organisations. We are millions of people in 192 countries who have come together to ensure that people are not left alone in the midst of crisis – to prevent and alleviate human suffering, without discrimination, and to protect human dignity. To work as a Swedish Red Cross Delegate means working at the centre of events. Red Cross and Red Crescent is on location when the disaster hits; earthquakes, drought, conflicts, hurricanes, epidemics. Delegates are ordinary people acting in extraordinary ways to support, aid and give relief to others in crises, working mainly in emergencies, in conflict and in natural disasters, or in long term programs promoting recovery and resilience.

The Handbook is divided into 7 chapters:

Chapters 1 to 3 briefly summarise the work of the SRC and the Red Cross and Red Crescent Movement, as well provide a brief overview of what a Delegate mission is and what different missions may look like.

Chapters 4 to 7 dive deeper into details and explain the steps and procedures involved when working as a Delegate. The chapters describe what is expected of you as a Delegate, provides you with practical information and define what you can expect from SRC, before, during and after your mission.

Annexes 1-4 provide you with useful information such as: contact information, useful links, glossary and chosen paragraphs from SRC's International Security Framework.

The Handbook serves as a practical tool and general description for all Delegates and does not regulate individual employments with SRC. There may be variations in employment conditions and you should always see your employment agreement as first source of reference together with the document called *Terms and Conditions for Delegates on Long-Term/Short-Term Mission*, referred to as Terms and Conditions in this Handbook. If you have questions that the Handbook does not cover, you are welcome to address the SRC International HR Unit. You find our contacts in Annex 1.

1.1 The International Red Cross and Red Crescent Movement (RCRC)

The International Red Cross and Red Crescent Movement is the world's largest humanitarian society and has the largest spanning network of humanitarians to this day. RCRC works to prevent and decrease human suffering, protect life, health and preserving human dignity, especially during armed conflicts and disasters.

The Movement consists of 192 national Red Cross and Red Crescent societies, one of which is SRC. These national societies (NS) cooperate through the International Federation of Red Cross and Red Crescent Societies (IFRC). During emergency situations due to disasters the Federation coordinates all NS in their work. However, during emergency situations due to conflict it is instead the

**All Delegates
as part of the
worlds largest
catastrophe
organization
believes in
helping others,
protecting life,
and inspiring
hope**

International Red Cross Committee (ICRC) taking lead. The ICRC acts with a mandate that has its origin in the Geneva Convention.

1.2 Swedish Red Cross in Sweden

SRC was founded 1865 and has since then been a major driving force and pioneer within many social development issues in Sweden. An example of such is free lunch meals for children in school and accessible dental care. SRC is open for anyone who actively chooses to stand by the Red Cross values and works with the prime purpose of aiding the most vulnerable people in our society.

As a disaster response organization SRC also functions nationally as an educator and instructor in disaster prevention and response by complementing Swedish government functions. An example of such is the mobilization of staff and resources during the 2018 forest fires. Some examples of services SRC provides in the Swedish Society:

- Crisis preparation
- First aid education
- Legal counselling
- Visits to detention centres, asylum housing, hospital and isolated elderlies
- Tutoring for children in school
- Restoring family links by researching and collecting data on families separated due to conflict and disasters

SRC also has a Treatment Centre for Persons affected by war and torture, **Röda Korsets Center** (RKC), is a treatment centre for people in refuge and for migrants that suffer from trauma because of conflict, torture or other difficult refuge-related experiences. Staff at RKC provide health care, both physical and psychological treatments, specialized for the specific needs of trauma so that health and wellbeing can be regained. RKC has treatment centers in Stockholm, Malmö, Göteborg, Skövde, Uppsala and Skellefteå.

Care for the undocumented and other migrants. We work to provide care and support to the undocumented and other migrants who fall outside society's protection system. At our clinic in Stockholm, there are nurses who provide care and support to patients, we also have a national counselling phone. We help with referral and contact into the regular medical care, regularly arrange doctor's appointments for patients who cannot receive care in the public health service.

1.3 Swedish Red Cross Internationally

SRC has a significant international presence. Mainly through its contributions to IFRC-coordinated missions in areas affected by disasters and ICRC-coordinated missions in areas of conflict. SRC also has an international presence through its bilateral agreements with NS in other countries without involvement of IFRC or ICRC.

The SRC international contributions may be through funding and/or with human resources (Delegates).

1.4 Our areas of expertise

Health

Acute and life-saving health care is a human right for all independently of ethnicity, religion, nationality, gender or heritage. The right to life-saving care is one of the pillars of humanitarian aid and human dignity. Therefore, promotion of, and capacity building within, acute and life-saving health care has always been central RCRC and will continue to be one of our most important missions.

Water, Sanitation and Hygiene (WaSH)

SRC is one of Sweden's leading experts within water, sanitation and hygiene in humanitarian crises. There is a large competency within the SRC organization, and therefore a tremendous capacity to act quickly when there is need.

Gender and Diversity (PGI)

Humanitarian aid must be inclusive and continuously strive to reach the most vulnerable groups in society. Hence, it is crucial to address the differences in people's abilities to receive the aid, information and contributions provided. Gender and other factors like physical disfunction influence sociality at all levels, and in crises situations it is of utmost importance to identify and compensate for inequality. PGI is central to SRC work and among NS, SRC places a stronger importance on these topics in order to lead by example for a positive change.



Pssst!

Read more about SRC's international contributions online on redcross.se

2. Different types of Delegate missions

There are different types of delegate missions with SRC. Some are multilateral, in which the Delegate is seconded to IFRC or ICRC. Others are bilateral, in which the delegate is managed from SRC directly. The length of mission may vary from a few weeks up to several years.

2.1 Field Staff missions

When you are deployed as Field Staff, you are considered part of the SRC International Department, but you are based in a field mission outside of Sweden. As Field Staff, you have a direct reporting line either to the SRC office in the country/region of mission or to the SRC HQ in Stockholm. Field Staff missions are typically one year long with possibility of extension. But depending on the needs, Field Staff missions may be shorter as well.

2.2 Seconded missions

When you are deployed as a Seconded Delegate, you work with another part of the movement, such as the IFRC, the ICRC or another National Society and have a direct reporting line to that organisation. The length of Seconded Delegate missions varies depending on the needs, normally from a few weeks up to one year, with possibility of extension.

2.3 Emergency response missions

There are three types of emergency response missions: IFRC Rapid Response, IFRC ERU and ICRC RDU (see below).

To be deployed as a surge Delegate, you must be part of the SRC Delegate pool and be prepared to leave for mission with short notice, usually within a few days after receiving a mission alert, but sometimes within 48 hours.

2.3.1 IFRC Rapid Response (RR)

When you are deployed as Rapid Response Personnel, you are part of an emergency response coordinated by IFRC. There are mainly two kinds of emergencies that require the deployment of surge: either a sudden onset, such as an earthquake or a tsunami, or a protracted or slow onset, such as population movement or drought. Rapid Response missions are usually from 1-2 weeks up to 3 months long.

2.3.2 IFRC Emergency Response Unit (ERU)

An ERU is a team of trained technical specialists with pre-packed sets of standardized equipment, who are ready to be deployed at short notice. ERUs are designed to be self-sufficient for one month and can operate for up to four months. Deployment with an ERU can be either with SRC or a secondment to another NS and between 4 to 8 weeks long.

2.3.3 ICRC Rapid Deployment Unit (RDU)

An RDU is an ICRC response to an operation in a conflict setting. Examples of RDUs are emergency hospitals, logistics and warehousing, restoring family links or mental health and psychological support. Deployment with an RDU is a secondment to ICRC.



Carcasse, Haiti. A community devastated by Hurricane Mathew. Local Haitian Red Cross volunteers and ERU members.

3. How to become a Delegate

To become a Delegate, the first step is to go through a recruitment process. When selected you are required to take several e-learning courses. For certain missions, you are required to complete face-to-face trainings too, for example Emergency Response Unit (ERU) trainings. When you have been recruited and completed the mandatory trainings you are invited to become part of the SRC delegate pool and will be invited to register to the Delegate system, REST.

3.1 Recruitment process for Field staff and IFRC missions

For Field staff and IFRC deployments, there is an open recruitment process in which the SRC advertises the position on the external SRC website and other websites such as ReliefWeb, etc. Missions up to three months may be offered directly to members of the SRC delegate pool, without an open recruitment process.

3.2 Recruitment process for IFRC Rapid Response (RR) and ICRC missions

For ICRC missions, you first need to be an approved member of the ICRC Delegate pool and then offered a mission that matches your profile. Recruitments to the ICRC Delegate pool are done jointly between the SRC and the ICRC, based on the needs of ICRC and the capacity of SRC. Once accepted into the ICRC pool, you will be appointed a talent manager at the ICRC. The talent manager has the task to find you suitable missions, but there is no guarantee for when or how often you may be offered one. This depends on the demands in the field, but the ambition from SRC is for all Delegates in the pool to be offered positions on a continuous basis.

3.3 Recruitment process for IFRC Rapid Response (RR) and other emergency response missions

For IFRC RR and other emergency response missions, you first need to be an approved member of the SRC delegate pool and then offered a mission that matches your profile. Recruitments to the SRC delegate pool are made by SRC, with a clear focus on profiles that can be deployed to emergency response missions, mainly with IFRC, including ERU, but also on other missions where SRC has an ambition to contribute. As with the ICRC Delegate pool, the ambition from SRC is for all Delegates in the delegate pool to be offered positions on a continuous basis, but there are no guarantees that you will be deployed. It depends on the needs in the field as well as your availability as a Delegate.

3.4 Basic requirements

The requirements to become a Delegate are different depending on the type of mission and in what environment you will be working. However, a few requirements are considered basic for any Delegate mission:

- **Humanitarian principle:** As a Delegate you need to actively stand by the Red Cross/Red Crescent seven humanitarian principles and our Code of Conduct (for more information visit www.redcross.se).
- **Health:** As a Delegate you need to be physically and mentally fit to tackle the demands in the mission and the country in which the mission is performed. Before deploying for a mission, you are required to meet with a physician and obtain medical clearance (see Chapter 4.4). The health risks that are associated with a humanitarian mission in areas of disaster or conflict are many times higher than normal, as the exposure and access to health care is unlike regular conditions. In order to care for our Delegates and reduce the overall risk, the physical and mental requirements for a Delegate mission are high.
- **Language Skills:** As a Delegate you need to be fluent in written and spoken English. If deployed with ICRC, you also need to be more or less fluent in French. Special merits may be asked for in any mission when it comes to French, Arabic and Spanish.

3.5 Training requirements

As stated above you are required to complete a number of mandatory e-learning courses before you can be deployed to a mission. In addition to the mandatory courses, you are encouraged to carry out e-learning and trainings through the IFRC Learning Platform, that you will access once you get accepted as a Delegate. Also, there are a number of face-to-face training opportunities within the movement, and as a delegate you will be invited to relevant courses and trainings through the delegate system, REST.

Learning platform



[terms & conditions](#)

3.5.1 Mandatory e-learning

The mandatory e-learning courses you need to complete before being deployed to a mission are:

- [Stay Safe Personal Security crash course](#) - NEW version (1 hours)
- [The World of Red Cross and Red Crescent \(WORC\)](#) - NEW version (4,30 hours)
- [Code of Conduct 2010 \(English\) – video](#) - (6 minutes)
- [The Code of Conduct](#) - the new course is under development and should be ready by end of August, we advise the learners to access the material available
- [Principles and Rules for Red Cross and Red Crescent Humanitarian Assistance](#) - (1 hour)
- There is a technical issue with the course which should be solved during the year, for the moment we advise learners to use different browsers. With Firefox it should work.
- [101: Corruption Prevention](#) - (2,5 hours)
- [Coronavirus: Basic knowledge and prevention](#) - (30 minutes)

When you have completed a course, you upload your course certificate in your profile in the Delegate system, REST (see chapter 2.5).

3.5.2 IMPACT training

The SRC ambition is to offer you an IMPACT training as soon as possible after you were recruited. SRC hosts an IMPACT training once a year, but the number of seats per training are limited which means that there is no guarantee for when you will be offered a training.

IMPACT stands for International Mobilization and Preparation for Action. This is a course with the purpose to prepare Delegates recruited by NS, ICRC or the IFRC to fulfil their role as field staff, by improving their understanding of the organization's principles, mandates, organizational culture as well as work in conflicts, disasters and development.

The IMPACT training is a five-day training and is usually held near Stockholm. The IMPACT is hosted and implemented by various NSs and the SRC may offer you to attend an IMPACT hosted by another NS.

3.5.3 ERU trainings

SRC also hosts several ERU trainings each year. The purpose of these trainings is to prepare Delegates to be deployed to an ERU. As with IMPACT, SRC may offer you to attend an ERU training hosted by another NS.

**A Warm Welcome to the
Swedish Red Cross!**

4. Before your mission

As part of our responsibility as an employer SRC makes quite an investment in preparing you as a Delegate for your mission. After you have been accepted for a mission, you will receive a lot of information and instructions from the International HR Unit. In the text below some of these preparations are presented.

4.1 Digital Briefing Folder

When accepting a mission, you will receive a Digital Briefing Folder from the International HR Unit. The Digital Briefing Folder holds information about your mission, which actions you as a Delegate need to take in order to prepare for the

mission. You will find your insurance information, your travellers' safety card, a beneficiary form and information regarding psychosocial support. Also, you will find all kinds of documents to fill in. It is important to read all the material thoroughly and provide the International HR Unit with the requested documents.

There is a special focus in this on the SRC Code of Conduct. Failing to read, fill in and sign the documents in the Digital Briefing Folder prohibits SRC to send you to your field mission.

4.2 REST

When accepting a mission, you will be asked to create a profile in REST. REST is a Human Resource Management cloud service for humanitarians, specifically designed to serve HR needs where speed, automation, and support for a global workforce, as well as global operations, are key. With up to date data HR will be able to complete mission preparations, communication with you as a delegate and save important data such as emergency contacts. The information will be all in one place and both you and HR will be able to access the same information as you update your profile.



4.3 Briefing

Before departure all Delegates are required to attend a number of meetings as part of the SRC briefing process. The briefing meetings are held in the SRC HQ in Stockholm to a greater extent. You are briefed both by the International HR Unit and representatives from the International Department. Important parts of the briefing are going through the Code of Conduct, the security situation and the objectives of and potential challenges in the mission. Also, going through the documents that you filled in and signed as part of the Digital Briefing Folder as well as any other administrative details, is an important part for you to be all set for your mission. The briefing process usually takes between 1-3 days, depending on the nature of your mission. In the end of the briefing process, you get to sign an Informed Consent document, to validate that you have been informed of and accept the risks that your mission may involve.

4.4 Code of Conduct, policies and guidelines

In your Digital Briefing Folder there are a number of policies and guidelines, including the SRC Code of Conduct, that you are required to read and sign before your mission as well as read and understand the IFRC policy on Prevention of Sexual Exploitation and Abuse. On top of this you need to do the online training course: "Stay Safe, Personal Security". The policies and guidelines that you sign, are applicable during your entire mission, including evenings, weekends and annual leave.

4.5 Unethical behaviour and whistleblowing

If you witness, or are made aware of any unethical behaviour or a breach of the Code of Conduct or a breach of any other guidelines, you need to report this to your line manager or contact International HR in SRC or, if you want to be anonymous, send an e-mail to redcross@claimdesk.pwc.se or a letter to Claimdesk, PricewaterhouseCoopers AB, 113 97 Stockholm. Your claim will be handled

confidentially. The breach could be about such things as corruption, fraud, dishonesty, harassment, sexual violence, abuse or other. If you see any of this, you need to speak up and blow the whistle.

4.6 Medical clearance and vaccination

Medical clearance is a precondition for you to be able to be a Delegate with SRC. We require medical examinations before and after your mission. The examination is performed by a medical clinic under contract by SRC and is planned in connection with your briefing and your debriefing in the SRC office in Stockholm. The medical examination consists of two parts: blood tests and physical examination (and vaccinations before departure). SRC covers all costs for medical examination and vaccinations.



Swedish Red Cross ERU staff members next to a tank of water at a treatment plant on the banks of the river Nile in northern Uganda.

In exceptional cases, when you are unable to

pass by the SRC office in Stockholm for briefing and/or debriefing, you may use a health facility outside of Stockholm for the medical examination. Such cases need to be approved in advance by the International HR Unit. In these cases, you may have to pay for the medical examination and get a reimbursement when submitting the original receipts.

If you are on regular medication, SRC recommends you ask for a certificate from your medical doctor that attests the prescription and the use of the drug. It is always your own responsibility to bring your drugs to the field mission in such quantities that they last for your whole mission.

4.7 Proactive psychosocial support

Proactive psychosocial support is also a precondition to be a delegate with SRC. We require a meeting with a psychologist under contract with SRC before and after your mission. The purpose of these meetings is to strengthen the resilience to cumulative stress and to learn how to cope with stressful incidents. If you do not reside in Sweden, or if it is not possible for you to come to the SRC office in Stockholm, the meetings will be conducted over Skype. You also have the opportunity to contact a psychologist while you are in the field.

4.8 Passport and visas

To be able to travel to your field mission you need to hold a valid passport that is valid for a minimum of 6 months after the end of your Delegate contract. Thus, a valid passport is also a precondition for being a delegate with the SRC. SRC does not reimburse the cost of passport or renewal of passports. If for some reason you will need a second passport (for example if your passport contains stamps which will complicate entrance in your country of mission), SRC reimburses the cost of the second passport.

The majority of the countries SRC Delegates are assigned to require valid travel visas. SRC facilitates and pays for the necessary visas in relation to your mission.

4.9 Travel

4.9.1 Travel in Sweden

SRC strives to conduct all humanitarian activities in a sustainable manner and to contribute to a sustainable development in the regions where we work. Thus, as an SRC employee you are required to comply with the SRC travel policy and choose your mode of transport with care. For travel within Sweden, train should be used as long as it does not interfere widely with the time schedule of your mission. For local travel, public transport is to be used. In rare cases you may use a taxi, but this needs to be approved in advance by the International HR Unit. Original receipts are required for any kind of reimbursement.

4.9.2 Travel to and in the field

SRC books and pays your travel to and from your mission through a travel agency contracted by SRC. The ambition is for the travel agency to facilitate international travel in the most economically, safe and sustainable way possible.

When you as a Delegate want extra amenities in relation to your travel, for example extra leg space, you pay for that yourself. SRC only pays for standard travelling.

When travelling to the field you need to be aware of and understand the entry regulations of the country of mission. For example, some countries prohibit the importation of certain medicines. In these cases, a medical clearance of your prescription is needed. When travelling in the field, the security guidelines and the overall mission guidelines and procedures gives guidance.

4.10 Luggage

SRC pays for checked luggage in relation to your mission. For missions longer than 12 months SRC also pays for Shipment of Personal Items.

4.11 Reimbursements

You may need to cover some costs in relation to your mission. It may be to apply for an international driver's license or paying for a train ticket to attend your briefing in Stockholm. If the costs are directly linked to your mission (and are preapproved of) you will be reimbursed by SRC together with your salary. To be reimbursed you register all receipts in our payroll system FLEX HRM and send in original receipts (does not apply to digital receipts) If you are on a long- term mission you will need to report your expenditures continuously during your mission and no later than 20 days after ending your mission.



5. In the field

5.1 Your mission

The content of your mission is usually described in a Terms of Reference for the specific position and/or in the job announcement. Inherent to the mission is that the duties associated with a particular position may vary significantly over time. Therefore, the description of the position should not be regarded as comprehensive. It may be subject to quite some changes in dialogue between you as a Delegate and your line manager.

5.2 The duration of your mission

The duration of your mission is stated in your Delegate contract. It may vary between a couple of weeks up to twelve (12) months, with the possibility of extension. Extensions are decided upon by SRC in close dialogue with you, and if you are seconded to the IFRC or the ICRC also together with the IFRC or the ICRC. Your employment ends on the last date of the contract.

The time spent on briefing and debriefing your Delegate mission, is covered by the contract in the form of three (3) working days added to the mission, usually added at the end of your contract period.

5.3 Changes to your mission

You need to be aware that your mission may change on short notice. An example is that your departure needs to be postponed due to a lengthy visa process, or your mission shortened due to security issues in the field.

If the situation so demands, SRC reserves the right to shorten or cancel your mission. If the changes to your contract are due to conditions that you as a Delegate have no control over, SRC will compensate you according to the original contract.

5.4 Accommodation and living costs

Depending on the nature of your mission, the standard of your accommodation may vary. You can be assigned a private room or share your room with a colleague. You may be living in a tent or a hotel or an apartment. SRC pays for all living costs during your mission.

5.5 Security

SRC recognises that risks are an inherent feature of our operating environment and staff, seconded delegates and associated parties may experience security incidents, and may suffer physical and psychological harm, with possibly fatal results. SRC is committed to providing, as

far as is reasonably practicable, a working environment internationally that does not simply avoid security risk but seeks to manage risk in a way that allows SRC to remain present and effective. This requires a preventative rather than a reactive approach to security risk management.

This is achieved through a set of globally applicable minimum standards and local additional standards, based on continual analysis of the context of operation in relation to SRC's humanitarian impact. As part of a preventative approach, SRC encourages continual discussion of security-related issues within the organisation.

No individual should place themselves at serious risk in order to meet programme objectives or protect SRC property. This principle takes precedence over any expectation that might be placed on staff, seconded delegates, or associated parties to exercise diligence in their work.

SRC may only accept higher levels of security risk where its humanitarian impact necessitates a higher tolerance of insecurity. Direct immediate life-saving activities are the reference point for determining humanitarian impact.

In the event of the abduction, detention or kidnapping of staff, seconded delegates or associated parties, SRC will do everything possible to secure their release. However, it is a strict Swedish Red Cross policy not to pay ransoms or provide any other goods or services under duress and SRC has not and will not procure insurance in this regard.

Staff, seconded delegates and associated parties must be informed of this no-ransom policy and be advised that they must not take any action or make any provision that conflicts with this policy.

All Delegates are advised to read Annex 4 where you will find the full paragraphs of the above-mentioned policies and other chosen excerpts from SRC's International Security Framework. You are encouraged to request the full document from HR and ask any questions about it prior to your mission.

5.6 24/7 on-call number

If there is an incident in your field mission, you need to report it to your line manager. In case of a serious security incident or an urgent medical matter, SRC has a 24/7 on-call-number: +46-8-452 4650 and e-mail tib@redcross.se. When you go to the field, make sure to save this telephone number and e-mail where you can always access it, for example in your mobile telephone and on a physical copy of this information.

5.7 Psychosocial support during mission

If you are exposed to a stressful situation during your Delegate mission, you may contact the SRC appointed psychologist for psychological support. The number of sessions covered for by SRC are decided upon a case-by-case basis.

5.8 Working hours and public holidays

Though neither the SRC collective agreement nor Swedish labour law is applicable for you as a Delegate in the field, the aim when it comes to working time should be an average of 40 hours per week. But being a Delegate, you need to be aware that the number of working days and working hours per week may vary a lot depending on the needs in the mission. Also, it is not always easy to separate working hours from leisure time in the field. If you feel that your workload is too heavy, it is important that you inform your line manager at an early stage.

During your mission, it is the public holidays of the country of mission that are applicable, not the Swedish public holidays. The maximum number of public holidays though, is 11 days per year.

5.9 Sick leave and sick pay

If you get sick during your mission, you are required to notify your line manager, as well as the International HR Unit in the SRC office in Stockholm, on your first day of sick leave or incapacity for work. If you are on sick leave or incapacity for work more than seven (7) days, you are required to submit a doctor's certificate to the International HR Unit. Please see Employment Conditions for more information.

In the case of **acute** illness, injury or accident, where you need to get in touch with the insurance company immediately, please notify SRC through the on-call 24/7 phone number +46-8-452 46 50 or contact your HR Advisor in the SRC International HR Unit. The contact information is found on your Travelers Safety Card that you were given during your briefing.

If you need to make an insurance claim for an illness, injury or accident during your mission, please see the insurance procedures which you find in your Digital Briefing Folder

5.10 Accompanying family members

For missions over twelve (12) months, it may be possible for your family to join you on your mission. SRC decides for each specific mission whether you are allowed to bring your family or not.

5.11 Media contacts

SRC is part of the biggest humanitarian network in the world. This means that there is always an interest from the media in our work. As any other part of our operations, media contacts need to be handled in a professional way in order to gain maximal benefits and prevent negative impact.

SRC Communication Unit works in close collaboration with Communications in IFRC and ICRC. Possible media contacts are discussed with relevant actors.

It may be that you are contacted by SRC Communication Unit or SRC Marketing Unit for interviews or other media contacts during your mission. If you are directly approached by media yourself, always make sure to contact the relevant Press Officer (in the field or in SRC).

5.12 Social media

As a Delegate you are free to express your opinion, yet at the same time you have an obligation to communicate in a way that does not jeopardize activities in the field, contradicts the policies and guidelines in place or puts the Red Cross/Red Crescent movement in a bad position.

If in social media, you have a so called “open profile” giving the public full access to your social media channels, you need to be extra aware of and careful with what you publish and distribute.

SRC encourages you to promote your work in the field but to do so with caution. There are some important things to keep in mind when you are in the field:

- Never photograph an individual without consent, for children (a person under age 16) consent needs to come from a guardian.
- Remember that it may be prohibited to take photos of buildings and places without permission.
- Do not publish detailed information about and/or from your mission unless told otherwise by your Communications reference in the mission or in SRC
- Avoid publishing time or location of your whereabouts
- If you choose to share information via social media, clarify that it is your private thoughts and views, and not necessarily those of the Red Cross/Red Crescent.



First Aid Training in Aleppo



Loading emergency aid from a boat. The relief efforts were great at the big cyclone Nargis 2009 in Myanmar

6. Compensation & benefits

6.1 Salary

Being a Delegate with SRC you are put on a contract and compensated with a salary. Thus, being a Delegate is not voluntary work. The salary, including benefits and allowances, is deposited in your bank account on the 25th of the month. SRC does not compensate for fees, fluctuating currency rates or any other costs that arise as a result of transfer to, or withdrawal from, a bank outside of Sweden.

6.2 FLEX HRM – Payroll, Expense and Time Report

The Swedish Red Cross use a web-based system for payroll, Flex HRM. The payroll administration has been outsourced to a service host called Aspia. Aspia is your contact if you need any support on the system or on payroll. You reach them on payroll.support.se@aspiagroup.com or +46 (0)8 464 73 00. Their support is available every day between 9am and 15pm CET.

Flex HRM is where you will register your time report and your travel expenses, and where you will find you pay slips. When starting a new mission, you will get a welcome email from *Payroll Support SE*, with log in directions, password, and instructions on how to register you bank details.

SRC has monthly time and absence reporting, and it is mandatory to check your time report every month no later than the 1st, even if you have deviations from your regular hours. For delegates, the purpose of registering absence in FLEX is to calculate your paid compensation in connection to missed annual leave. This does not include R&R or local Holidays, which are not compensated if not utilized. When registering leave do not register R&R or local holidays – only the number of days taken from annual leave.

There are some things to keep in mind when reporting your expenses:

- Receipts must be original receipts, due to national accounting requirements. Please note an invoice is not a receipt of payment, nor are boarding passes or bus tickets (unless stated so). E-receipt are exempted from these requirements.
- The exchange rate is determined by the FLEX HRM system, you fill in the currency you paid in and the system calculates. If you want to claim expenses as charged on your bank account, fill in the sum you paid and upload a bank account statement for the purchase together with the receipt. Please note that the bank statement is a supplement to the receipt and does not replace it.
- Reports that are filled in correctly and sent before the first day of the month are paid together with that months' salary.
- It is important to send in your receipt continuously. Print the HRM Flex expense report and staple the original receipts to the slip (more info in HRM Flex manual). You can send receipts at any time, but no later than 20 days after the end of the assignment. SRC pay compensation for expense reports before the original receipts are submitted to avoid financial stress to delegates with no postal service. However, if an original receipt is not available 30 days after End of Mission the delegate will be obliged to repay the sum.

6.2.1 Salary level and salary revision – Field Staff

The salary of Field Staff is set by the International HR Unit using the SRC salary grid. Since Field Staff are on temporary contracts, they are not part of the annual SRC salary revision. Salary revision happens when a contract is renewed or extended for more than three (3) months. If there is a significant change in the assignment, a revision may be considered during the mission, provided the remaining contract period is not less than three (3) months.

6.2.2 Salary level and revision – seconded Delegates

The salary of a Seconded Delegates is set by the International HR Unit, using the SRC salary levels for employees in Sweden as benchmark but using the IFRC or ICRC salary grid as reference. Since seconded Delegates are on temporary contracts, they are not part of the annual SRC salary revision. Salary revision happens when a contract is renewed or extended for more than three (3) months. If there is a significant change in the assignment, a revision may be considered during the mission, provided the remaining contract period is not less than three (3) months.

6.3 Tax

SRC withholds preliminary tax when paying your salary unless you are exempted from Swedish tax. It is the responsibility of you as a Delegate to know your tax obligations inside and outside of Sweden. If you are not subject to paying Swedish taxes, you need to provide a certificate showing this. If you are subject to Swedish tax but want tax exemption, you are responsible for applying for this yourself through contacting the Swedish tax authorities. It is also your responsibility to understand the consequences of tax exemption.

If you apply for tax exemption with the Swedish tax authorities, SRC will still deduct tax from your salary until you can provide a certificate showing SRC that you are exempt from Swedish tax. It is your responsibility to keep track of when a new application for tax exemption needs to be filed with the Swedish tax authorities, as well as of whether a change of your contract affects the right to an already approved tax exemption.

6.4 Pension

SRC provides you with insurances aiming at the same type of social security, pension and long-term sickness coverage that you would have if you were employed in Sweden. This benefit applies to you as a Delegate irrespectively of your country of domicile. Detailed information on the insurance coverage is provided by the International HR Unit in your mission briefing.

The rights and obligations in relation to social security, pension and long-term sickness coverage vary greatly between different countries. It is your responsibility as a Delegate to stay informed of applicable laws and regulations in your country of domicile.

6.5 Subsidies & allowances

There are different kinds of subsidies or allowances that you and accompanying family members may be entitled to during your mission

6.5.1 Daily Subsistence Allowance (DSA)

In addition to your salary, SRC pays a DSA throughout your mission. The DSA is based on the IFRC DSA rates that are 55, 65 or 75 Swiss Francs (CHF) per day, depending on the country of mission. The rates are updated in January each year. The allowance is subject to taxation but does not generate pension contributions. The DSA does not need to be reported to SRC.

6.5.2 Per diem

As a Delegate you are not entitled to per diem or any other form of standard amount to cover for extraordinary expenses, provided you receive DSA throughout your mission.

6.5.3 Equipment subsidy

As a Delegate you are entitled to a one-off subsidy for extra expenses associated with your mission. The equipment subsidy does not need to be reported to SRC.

6.5.4 Fitness subsidy

Delegates are entitled to a fitness subsidy to be used for certain forms of exercise. Information on approved activities can be provided by SRC International HR Unit or through the Swedish tax authorities (www.skatteverket.se).

6.6 Insurances

As a Delegate you and any accompanying family members are insured by SRC throughout your mission. SRC has an insurance broker seeing to that we have the right and up to date insurances at all times.

6.7 Vacation days to compensate for overtime

Your mission will require overtime, travel, emergency duties and rescheduling of working hours on various occasions. To compensate for this, 5 extra vacation days are added to the Swedish statutory annual leave of 25 days. On top of this, 2 extra vacation days are added as of the year that you turn 40 years of age. No other compensation is paid for overtime.

Depending on the nature of your mission the possibility to take out leave may vary. SRC aims to allow you as a Delegate to take out your vacation days during the assignment period. But in shorter missions this will be hard to facilitate. Thus, in those shorter missions, SRC pays out the vacation days directly on the salary.

For missions with a duration longer than 3 months (long-term missions), vacation day pay and vacation allowance is paid according to the Swedish Annual Leave Act, which means that all vacation days that are not used during your mission will be paid out with your final salary.

Vacation days are to be registered in the FLEX HRM salary system.

6.7.1 Rest and Relaxation (R&R)

Leave for R&R may be granted in connection with particularly stressful missions, for example due to climate, to primitive living and working conditions or to isolation from the outside world.

SRC follows the guidelines of the lead agency in the country of mission, IFRC or ICRC. In missions where neither IFRC nor ICRC is present, or when SRC deems it necessary, SRC may decide to implement different R&R-regulations if the in-country situation warrants it.

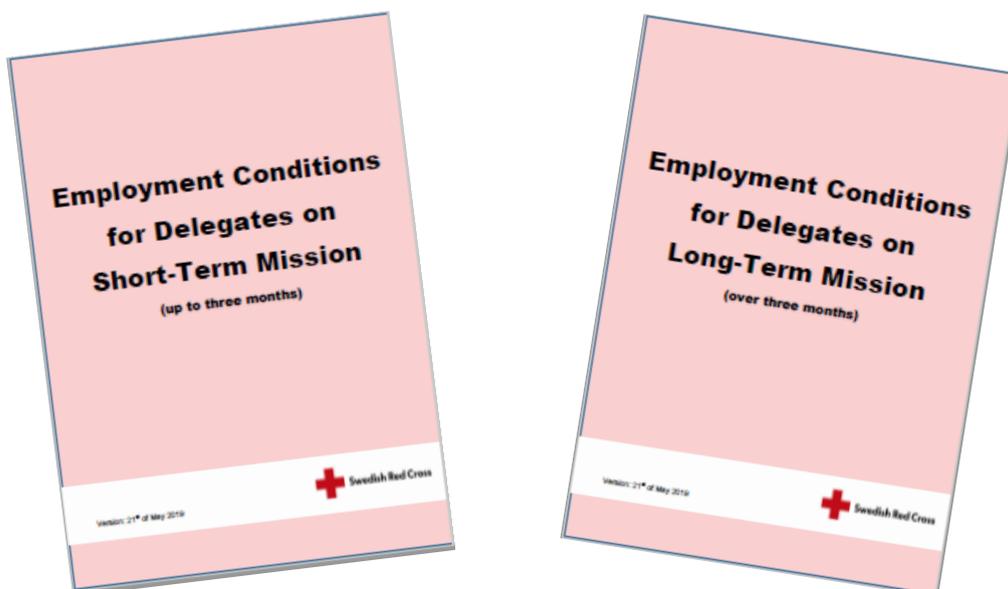
Annual leave days may if possible be taken in connection with R&R. Salary and allowance are payable during leave for R&R. Unused R&R is forfeited and does not entitle the Delegate to financial compensation.

6.7.2 Visiting your family, missions longer than 12 months

SRC encourages you as a Delegate to keep in touch with your family and friends during your mission. For missions longer than twelve (12) months, SRC offers a trip home to your country of domicile.

If a Delegate prefers to travel to a second location, an exception can be made if there are clear family ties to the country in question. This will be decided by the International HR Unit on a case- to case basis.

In some cases, the ticket can be assigned to a family member in the “close family” so your family member can visit you in the country you are based in.



7 After your mission

After your mission it is important that you share your experiences with SRC. This is done both written in your End of Mission Report (EoM) and face to face during your debriefing in the SRC office in Stockholm. SRC also facilitates a Homecoming Seminar every year in which Delegates can meet, share and process their experiences.

You may also be requested to be available to meet with SRC local branches, and in other ways share your experiences from your mission.

7.1 End of Mission Report (EoM)

In the end of your mission, you write an EoM report according to the template provided to you as part of your Digital Briefing Folder. When finalized the report is submitted to the International HR Unit as well as to your line manager. The EoM report reflects how you experienced your mission and provides you with an opportunity to give constructive feedback regarding your mission.

7.2 Debriefing

After your mission you will be debriefed by the International HR Unit and representatives from the International Department in the SRC office in Stockholm. In some cases, colleagues from other departments such as Communication and Marketing might attend your debriefing too.

During your debriefing meetings we talk through your mission, your experiences and focus both on what you perceived worked well and what you perceived could have worked better in your field mission.

During the debriefing meetings we also settle the administration related to your mission, such as finalizing documentation, travelling bills and reimbursements. You are asked to return any SRC equipment that you received before your departure, and to share if you witnessed any breach of guidelines, policies or the Code of Conduct.

7.3 Medical examination

After your mission, you and any accompanying family member are required to make a post-mission medical examination. This is to ensure your physical wellbeing after your mission. SRC is very concerned about Delegate wellbeing, and the post-mission medical check-up is mandatory after all missions with SRC. You will be asked to schedule your own medical appointment and SRC recommends you do it when you are in Stockholm for your debriefing.

7.4 Psychosocial support after mission

After your mission, you are also required to complete a post-mission meeting with the psychologist appointed by SRC International HR. You are entitled three (3) sessions without having to ask the International HR Unit for approval. If you need more sessions this requires pre-approval from SRC International HR and is decided on a case-by-case assessment.

If you do not reside in Sweden, or in the case that it is not possible for you to come to the SRC office in Stockholm for debriefing, your post-mission meeting may be conducted over Skype.

Annex 1 – Useful Links

- Swedish Red Cross website: <https://www.redcross.se/>
- Swedish Red Cross intranet (only available in Swedish): <https://rednet.rodakorset.se/>
- REST Delegate management system: <https://rodakorset.rpm.molnix.com>
- IFRC Learning Platform: <https://ifrc.csod.com/client/ifrc/default.aspx?l=sw>
- ICRC: www.icrc.org
- ICRC YouTube channel: <https://www.youtube.com/ICRC>
- IFRC: www.ifrc.org
- IFRC YouTube channel: <https://www.youtube.com/user/ifrc>

- Reporting breaches of the Code of Conduct: redcross@claimdesk.pwc.se

Annex 2 - Glossary

Organizational

SRC - Swedish Red Cross

SRC HR – Staff at SRC Human Resources Department

ICRC - International Committee of the Red Cross

IFRC - International Federation of the Red Cross and Red Crescent Societies

NS - Any of the 191 Red Cross and Red Crescent National Societies

Delegate

Delegate - Refers to all types of staff SRC employs for missions outside of Sweden – field staff, ERU-delegates and seconded Delegates.

Field staff – A Delegate that is deployed as part of SRC’s International Department but based outside of Sweden, and have a direct reporting line to the SRC office in the country/region of service, or at the SRC HQ in Stockholm.

Surge Delegate - A Delegate that is deployed as part of an emergency response. As a surge Delegate, you can be deployed to various components of the Movement, be it SRC, IFRC, ICRC or another NS.

Seconded Delegate - A Delegate that is deployed and seconded to IFRC, ICRC or a NS and have a direct reporting line to that organization.

Family

Close family (compassionate leave or visiting family) - Spouse, partner, cohabitant, children, parents, siblings, grandchildren, grandparents, sister/brother-in-law, parents-in-law and children-in-law. In relation to insurance claims, the definition of close family in the insurance conditions applies.

Family members (accompanying) – Married spouse, common-law partner (marriage-like relationship such as shared economy and insurance for longer than one year [registrerat partnerskap]), live-in partner (shared household continuously for longer than six months [sambo]), children (until 20 years of age whom you have custody for). Be aware that in relation to insurance claims, the definition of close family in the insurance conditions applies and may differ from the definitions listed above.

Mission and contract related

Short-term mission - Delegate missions up to 3 months

Long-term mission - Delegate missions longer than 3 months

Country of domicile - the country that a person treats as their permanent home or lives in and has a substantial connection with. Country of domicile will be defined at the start of the contract and decided on by the Delegate and SRC HR.