

# BEHAVIOUR PROTOCOLS

Document Owner: Professional Institute for  
Development and Socio Environmental  
Management - *PRISM*

Released: 01 January 2019  
Reviewed: 20 December 2023  
Approved: 10 January 2024  
W.E.F.: 11 January 2024



**Professional Institute for Development and Socio  
Environmental Management – *PRISM***

Dr Pramatha Nath Bose Memorial Resource Centre,  
Gaipur Nutan Para (Near Kabarkhola, P.O. Gobardanga,  
North 24 Parganas, West Bengal, India  
Mobile: +91 9748107612, +91 9933996977, +91 9002119058  
[prismindia13@gmail.com](mailto:prismindia13@gmail.com); [nita.jhuma@gmail.com](mailto:nita.jhuma@gmail.com)

## BEHAVIOUR PROTOCOLS

### PREAMBLE:

PRISM, seeks fullness of life with dignity, justice, peace and hope for every girl and boy, in partnership with their communities, the Government and other NGOs. We pursue this goal through community-based sustainable development programs and response to humanitarian crises around the country. With more than 20 years of grass-roots experience, PRISM is a registered society serving the poor without regard to caste, creed, color or religion.

We are committed to transformational development in the community and equally to our own transformation. In our mission, our lives must be an example of transformed lives and relationships and model. The following are standards and practices we require of all our volunteers, associates and visitors.

### STANDARDS WE UPHOLD:

- Respect and treat everyone equally (including the differently abled) without any bias.
- Respect children as future citizens and to protect/prevent any form of Child abuse or exploitation (read Child Protection standards) \*
- Respect with dignity - other's view on culture and religion
- Respect institution of family and work towards a healthy and cordial family life.
- Respect/Value gender sensitivity and to behave with opposite sex in a manner that is acceptable to the local culture.
- Respect the culture and heritage of the country and to celebrate the uniqueness of every individual culture.

### PRACTICES WE FOLLOW:

- We would be disciplined in work, being punctual and delivering more than expected. We would avoid gossip or misuse of our office time and resources for personal gains. We would follow the dress code appropriate to the local culture and ethos.
- We would avoid personal agenda or financial interest that would result in conflict of our commitment to the organization.
- We would be transparent and honest in all financial dealings
- We would stand against receiving or giving any bribe in cash or kind.
- We would obey the rules and the laws of the land
- We would protect public property as our own property
- We would be environment friendly and not endanger it in anyway.
- We would be clean in our habits and refrain from smoking, drinking or any other

behavior that will be seen as a bad habit by the community.

- We would not indulge in any immoral or illegal activities detrimental to the Government, Country, PRISM Partnership or the Society.

## SECURITY PROTOCOLS

### General

- Dress conservatively, considering the local customs and dress codes. Do not display jewelry, cash, keys, or other valuables.
- Do not accept eatables from strangers.
- Carry the address of your destination written out in the local language.
- Good to carry a shoulder bag with the essentials viz. important documents, first-aid bag with personal medicines, eatables, packaged water, a torch, a list of Important telephone Nos. and addresses.

#### 1. Safety When Traveling (*More than 50% of all security incidents occur during travel*):

- Always travel in pairs (at least two) whether on foot or by vehicle. Look confident. Dress sensibly, with valuables out of sight.
- Use hard case, lockable luggage and label it so that your name and address are not easily seen. Leave your planned itinerary with the office or a responsible person in the office.
- Carry a list of emergency names, addresses, and phone numbers
- Carry a photocopy of your identification (file a second copy at the office). If you are carrying the original, consider disguising it with a slip-on cover.
- Photo - identification cards to be carried always. Have travel documentation in order.
- Night travel is not recommended. Never carry unauthorized passengers
- Travel at a constant-safe speed for the prevailing conditions.
- Keep a minimum number of windows open (no more than 5 cm and only those windows near occupied seats).

#### 2. Safety in Vehicles

**Traffic and vehicle-related accidents are among the top causes of injuries and fatalities among aid personnel.**

- Wear seat belts—always for long drives.
- Sit in the rear side and if traveling alone then on the rear-left.
- Carry a cell-phone with all the Important contact Nos.
- Notify others of your travel time and destination and expected time of your arrival.

### 3. Safety When Stopped by Police

- Always stop and exercise caution with a confident and friendly disposition. Allow the local staff and the driver to handle.
- If at night, ask the driver to dip beams and switch on dome light. Show ID if requested, but do not surrender it.

### 4. Safety in Hotels

- Always secure doors when inside your room, using locks and security chains. Be alert to the possibility of being followed to your room.
- Examine the room, including cupboards, bathrooms, beds, and window areas for anything that appears suspicious.
- Check to be sure the telephone is working properly. Keep room curtains closed during hours of darkness.
- Do not open the door to callers (including hotel staff) unless each caller has been identified, either by use of the door peephole or room telephone service.
- Note the emergency routes and exits in case of fire or emergency.
- Do not leave Valuables, cash or other important document in your room.

### 5. Safety When Involved in a Traffic Accident

Accidents involving international volunteers and guests can heighten security risks. When involved in an accident, do the following:

- Quickly discern the attitudes and actions of people around the accident site. Do not flee from site unless safety is jeopardized and only to drive to the nearest police.

### 6. Safety when walking

- Always walk with at least two or three companions. Be aware of your surroundings.
- Always avoid groups of people loitering around.
- Avoid walking too close to shrubbery, dark doorways, and other places of concealment. Maintain a low profile
- Carry a small amount of cash in your Keep the rest in one or two separate pockets. Avoid carrying credit cards or other important documents.

### 7. Safety for Women

- Dress and behave conservatively. Do not display jewellery, cash, keys, or other

valuables. Follow your instincts. If you feel uncomfortable about a location or person, leave immediately. Never risk your life for material possessions.

- Do not hesitate to call attention to yourself if you are in danger.

### ***The Five Golden Principles of Personal Security***

- Be aware and cautious. Look for the unusual and the extra-ordinary
- Avoid routine: the same route, same schedule and same place.
- Be methodical and disciplined in establishing and maintaining the security procedures.
- Maintain communications. Good communications are vital to good security.
- Adhere to procedures but exercise initiative and common sense in an emergency

#### **Emergency Contact Numbers:**