



Swedish Civil
Contingencies
Agency

Field Staff Handbook

Before, during and after an international mission.



The MSB Field Staff Handbook

– Before, during and after an international mission.

Version 2.0

Swedish Civil Contingencies Agency (MSB)

Contact person: David Sundström

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Before, during and after an international mission.

The handbook belongs to:

Name:

Phone:

E-mail:



Introduction

1. Introduction

Taking part in a mission to provide support and assistance to the victims of humanitarian emergencies is an excellent learning and challenging experience that is frequently different from your domestic life. Your role as a field staff member, along with others at the MSB (Swedish Civil Contingencies Agency), is very important for a mission.

This handbook is intended for field staff about to participate in an MSB mission and in it you will find answers to and advice on questions relating to your employment at the MSB. As one of MSB's field staff members, you bear a great responsibility to actively search for information on, and answers, to any questions that might arise during your mission. The advice and guidelines presented in the handbook are of a general nature, so you should contact your programme officer for further consultation and guidance in the case of more specific issues and questions. The handbook follows the flow of operations during a mission, and, by way of an introduction, it offers tips on what you can do before you leave. The section entitled "During the Mission" contains information that will assist you when you are already in the field, while the concluding sections describe what happens on your return home, for example, with regard to matters such as lessons learned seminars and homecoming feedback dialogues.

The handbook may be used as a reference work and/or read in chronological order from cover to cover. The texts may be read independently of each other but are sometimes cross-referenced, and in order to gain a complete picture, it may be necessary to read several texts under different headings. The handbook is intended as a guide, and ultimately, it is your own judgement and experience that will shape your final decisions.

About the MSB

The remit of the MSB is to develop and support societal preparedness for emergency and crisis management. The MSB contributes towards the societal prevention of incidents and facilitates the readiness of responsible actors to manage difficult situations when they occur. In the event of a serious emergency or crisis, the MSB supports the coordination between the actors involved and offers resources in the form of experts and equipment. The MSB also ensures that society learns from what has happened, while its responsibilities relate to measures before, during and after an accident or crisis. The MSB's remit covers the entire scale of threats and risks, from everyday accidents to major catastrophes, which is applicable in both Sweden and the wider world.

Consequently, the MSB maintains preparedness for international as well as national emergency and disaster missions. The MSB's first mission

was undertaken in 1988 (by the former Swedish Rescue Services Agency) in conjunction with the earthquake in Armenia.

Working for the MSB

The MSB seeks field staff who feel a strong commitment to their fellow man, and who aspire to develop and contribute their knowledge and skills for the benefit of the victims of conflicts and disasters. In many cases this demands great flexibility and as a field staff member, you may find yourself in situations where you rapidly need to prioritise and rethink your course of action. The preconditions for the mission may vary according to, for example, the mission type, mission country or the terms of references.

Field staff support from the MSB during the mission

As a rule, before being deployed on a mission, you will have received the terms of reference, together with a great deal of information about what is expected of you during the mission. The MSB considers it essential that you always feel certain of sufficient support, so that you can do a good job in the field. The MSB will readily assist you with any problems that may arise and you are always welcome to voice your concerns. This may range from questions about your equipment and your contract, to problems that arise within the work team, lack of clarity from the partner organisation or changes in the security situation

in the field. If your programme officer is unable to provide an answer, your question will be forwarded to the appropriate function within the authority.

You can always contact the MSB

The MSB is available to handle incidents and any queries from field staff around the clock. If you encounter a situation where you need to contact the MSB outside office hours (8:00 AM to 4:30 PM Swedish time) you should call the Duty Officer (DO), who represents the function responsible for round-the-clock global monitoring and can provide an up-to-date picture of any incidents that might have an impact on security.

Duty Officers (DO)

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

The MSB's task – Preparedness and response in the face of emergencies or crises

The MSB has been given a remit by the Swedish government to develop and strengthen societal capabilities for managing emergencies and crises at a local, regional and national level. The MSB's resources for international humanitarian assistance missions are eagerly sought by the EU, UN

and other national and international actors. The MSB normally undertakes fifty to sixty international missions at any time, primarily in Africa, Asia and Europe. Every mission differs in terms of its form, extent and content. The MSB is prepared to initiate a mission rapidly and save human lives in the aftermath of a disaster. Another important aspect of MSB's international operations is our long-term work on disaster risk reduction projects.

The MSB operates in consultation with international clients, funding bodies and other partner organisations in order to ensure that our operations develop in line with the demands.

The MSB has established what are known as Standby Partner agreements with partner organisations such as the OCHA, WFP, UNHCR, UNICEF and UNDP, which govern the division of roles and responsibilities between the MSB and its recipient organisations, for example, in such matters as staff deployment. These agreements and guidelines are excellent aids when questions arise during the mission. Consult your programme officer about what applies to the organisation which you are to represent during your mission.

Examples of areas where the MSB operates:

Humanitarian Missions

The MSB's task of being prepared for humanitarian missions means that the MSB has the capacity to

mobilise emergency rescue and support missions to the UN, EU and other international organisations. The missions may, for example, involve setting up base camps for living quarters and offices, as well as IT operations, medical care, logistics and transport, water, sanitation and health care and secondment of specialists.

Mine action

The MSB mine action missions primarily constitute the provision of staff and equipment for different types of ammunition- and mine-clearing operations. Furthermore, the MSB has the preparedness and experience to conduct Mine Risk Education in order to assist mine-affected nations, by providing knowledge of the risks associated with land mines and unexploded ammunition.

Disaster risk reduction

The MSB remits to undertake missions within the framework of disaster preparedness. This is realised through the provision of support and assistance for disaster-affected countries to perform risk analyses, implement risk-reducing measures and strengthen their own preparedness for action in the event of a disaster.

Early recovery

The task of assisting early recovery may include the reconstruction of emergency services, disaster waste management, water supplies, sanitation and hygiene.

Civilian crisis management

The MSB can support civil missions for conflict management through the secondment of staff and through material support in the areas of logistics, IT, engineering, procurement, administration and HR.

Support for Swedish authorities overseas and permanent residents of Sweden

The Swedish Response Team is a force which, on behalf of Sweden's government, must be able to mobilise quickly in order to assist the Swedish mission abroad, such as embassies and consulates, and permanent residents of Sweden who have been affected by a serious incident overseas. The team, which must be able to leave Sweden within twelve hours, is flexible and is assembled on the basis of the needs that are present when the disaster occurs.



Prior to a mission

2. Prior to a mission

Tips and preparations prior to a mission

As a member of the MSB's field staff roster, there are many things that you can do to prepare before a possible mission. Deadlines are frequently very tight and there are many arrangements to be made before your departure, including such matters as medical examinations, vaccinations and visas etc. Consequently please do attempt to settle all the practical domestic details in advance. It is also important that you are mentally prepared for leaving your loved ones behind at short notice in order to participate in a mission.

Tips on matters that benefit from advance preparation:

- You must ensure that your employer is fully aware that you are a member of the MSB's field staff roster and that this generally involves deployment at very short notice. The mission duration and how quickly you will need to leave will vary according to your competence profile. Contact your HR officer at the MSB for more information.
- As a member of the MSB's field staff roster you have an account on the MyPages login page, where you register contact information, language skills, work experience, education/training and attach requested documents.

Questions relating to MyPages should be addressed to mypages@msb.se. Please ensure that you continuously update your information on MyPages and note that the certificates for the security training courses (Basic and Advanced Security in the Field), are valid for only three years, and it is your responsibility to ensure that they are kept updated. You can find MyPages at www.msb.se/mypagessv (Swedish) or www.msb.se/mypages (English).

- Ensure that your passport is kept up-to-date and in good condition. It needs to be valid for at least six months after your expected return from the mission, which is a visa application requirement. For further details please refer to the paragraph entitled Passport.
- Consider having somebody able to take care of your home while you are on mission. Ensure that your landlord or tenant-owner association has some means of reaching you in the event that something should happen to your home.
- Look into the options for paying bills during your absence. For example, direct debit is a good idea for running expenses, but it often takes several weeks to arrange. In the case of other bills where direct debit is not an option, it may be possible to obtain power of attorney for a family member and you should consult your bank about this procedure.

- Check how to arrange to have your mail forwarded.
- Keep your vaccination records in good order in case you should need any booster injections.
- The MSB can provide safety shoes during your mission as part of your personal equipment. Think about the type of footwear that best suits the type of mission in which you are preparing to participate. You may require other kinds of footwear that may be more suitable for your duties and you must pay for this yourself.
- Take good care of yourself! The better you feel, both physically and mentally, the easier you will be able to cope with different conditions in the field.
- Please be patient! The MSB never knows in advance what requests we will receive. At times there may be lengthy periods between requests in certain areas of competence.
- Prepare yourself mentally for being flexible. You may be asked to perform duties other than those originally envisaged when you were initially asked about going on a mission.

The mission process – the MSB receives a request for support

In general, a mission is initiated when one of the MSB partner organisations sends the MSB an

e-mail request for support. In conjunction with missions in the field of disaster risk reduction, the operation starts with a planning phase, during which the MSB cooperates with the relevant national authorities and/or other organisations involved. During this planning phase goals and objectives are clarified and established, as are the activities to be included in the mission.

On receiving a request for support, the MSB undertakes an assessment as to whether to proceed further with the matter, which is based on the need for support, whether it falls within the MSB's remit and the possibility of obtaining external financing.

Mission duration

In general, requests received by the MSB from the EU, UN and other partner organisations involve missions with duration of between three and six months. Certain missions continue for several years, in which case it is an advantage if staff are able to participate in the mission for at least twelve months or for shorter periods over several years. For missions within the CSDP (Common Security and Defence Policy of the European Union) the contract term is at least twelve months. As a rule, the MSB cannot influence the mission duration since this is determined by the needs of the organisation requesting support. There are some missions that may last between ten days and a couple of months but these occur much less frequently.

They usually involve shorter reconnaissance trips for future long-term projects or a mission with the Swedish Response Team, or SWIFT USAR (Swedish International Fast Response Team - Urban Search And Rescue).

Selection of field staff

If the MSB assesses that it should proceed, mission planning commences. A programme officer and an HR officer are appointed and the subsequent selection of field staff starts. In the majority of missions, it is either the EU or the UN that makes the final selection of the candidates nominated for the assignment. In the case of missions where the MSB has a more comprehensive responsibility, such as longer capacity development projects in the field of disaster risk reduction, the MSB select staff.

The mission subsequently begins and you as a field staff member will be in contact primarily with the appointed programme officer.

Different mission types

The MSB supports our partner organisations in various ways. Sometimes in the form of individual experts who are provided through what is termed secondment, while in other cases an entire team is deployed, for example, in order to establish a base camp. However, this may also involve larger groups of staff running long-term projects, such

as assisting the authorities in disaster prevention or management. In the case of this latter mission type, the MSB receives a general request for assistance and the MSB then assumes overall responsibility for the mission. This means, among other things, that the MSB does not receive specific terms of reference for each field staff member of the mission, which is instead formulated by HR officers at the MSB.

Secondment

As a secondee to one of MSB's partner organisations you are deployed by the MSB and join an existing organisation, for a specific position. In most cases there is a description of the assignment (referred to as the terms of reference, ToR), which describes the duties of the field staff and the background required for the assignment. The need for mission support may, for example, change rapidly due to changes in the humanitarian situation. Consequently, the level of detail and clarity in the ToR may differ and it is important to be flexible and understand that it may be necessary to perform duties that are not included in the ToR or which are not clearly described. The terms of reference are generally the only documentation available to the MSB when it comes to staffing a mission.

Teams

When the partner organisations require more comprehensive support than an individual second-

ment, they describe instead the desired outcome in terms of capacity and design. For example, this may involve constructing a water purification plant, or providing support for developing national resources for long-term water purification. In these teams all positions, including the team leader, are staffed by the MSB. The MSB is generally also responsible for drawing up terms of reference (ToR). The mission duration may vary from several years to shorter missions, for example, in the form of an exercise or training programme that is held on several occasions over several years. A team can be manned for a short mission (approximately one to three weeks) or for extended missions (approximately three to six months or longer), in which all team members are continuously replaced. The geographical location of team members may vary. Team members have clear roles although there may be a need to participate in other duties, especially in the case of shorter missions.

Staffing a mission

When a mission is to be staffed, the HR officer and programme officer at the MSB collaborate closely to find the most suitable candidate for the assignment in question. When the HR officer checks the field staff roster for the right staff member for a mission, he or she uses the terms of reference (ToR) as a starting point. It is important that you describe all your training and experience on MyPages as thoroughly as possible.

Prompt response crucial when a request is received

The MSB will contact you, usually by e-mail, if you meet the established criteria, and this initial contact will provide you with information about the mission and the terms of employment. You will also be asked to state whether or not you are available for this mission. Subsequently, you will have anything from two to twenty-four hours in which to respond. The reason for this short response time is that according to the contract with its partner organisations, the MSB must be able to reply to the request within seventy-two hours. It is thus very important that you contact the MSB irrespective of whether you are available for the mission or not.

If several people express interest in a secondment mission, then those who best meet the established criteria in the terms of reference will be nominated, and the final selection will be made by the partner organisation. Please bear in mind that the MSB may be one of several organisations that is nominating staff for the same mission. It is therefore important that your CV on MyPages accurately describes your experience and that you notify your interest as soon as possible, because time is a key success factor in your being selected.

In staffing projects for which the MSB has overall responsibility, we strive to recruit a mix of staff with previous mission experience and new field staff roster members. We also strive to include both men and women in the mission.

Nomination

After being nominated for a position as a seconded, it may take some time before you are notified as to whether or your application has been successful. This is due to the fact that while the CVs of those nominated are sent to the head offices of the partner organisations, it is the local office in the mission country that makes the final selection. However, you should be prepared to be able to leave within a week and sometimes considerably sooner than that.

If you are accepted for the mission, the HR officer will contact you to provide information on a number of practical details such as visa applications, medical examinations, vaccinations and terms of employment. You will then be invited to a predeployment briefing where you will receive information about the mission and go through the contract of employment. For further details please refer to the paragraph entitled Pre-deployment briefing.

Contract of Employment

While working for the MSB you will be contracted on the basis of either a URA contract, which is the most common form, or an MSB contract. The nature of the mission will determine the type of agreement on the basis of which you will be contracted.

The URA contract entitles the employee to paid annual leave and the MSB contract includes holiday pay. Both contracts also include a pensionable income and insurance cover during the period of employment. Please note that special rules apply in regards to pension and insurance cover for field staff who are not Swedish citizens, see paragraph entitled Information for field staff who are not Swedish citizens, for more information. As the MSB is a governmental authority you pay tax on salaries and other allowances that by law are not tax exempt. The MSB deducts the tax directly from your salary. Normally the MSB bears the cost of accommodation and travel during the mission unless otherwise agreed.

All contracts for international missions on behalf of the MSB include non-regulated working hours. In other words, the MSB does not systematically check the actual time that is spent working. Instead it is your responsibility as an employee to ensure that you perform the work that your position requires and that you get the rest that you need. There is no special remuneration awarded for lost rest time. All agreements incorporate the MSB Code of Conduct and by signing an agreement; you indicate your approval and acceptance of these rules as well.

The URA contract

The overseas contract in accordance with URA is the most common agreement for MSB field staff. It was drawn up by the Swedish Agency for Government Employers (Arbetsgivarverket) for Swedish government authority staff stationed overseas. Salaries are regulated according to the MSB remuneration model and are paid monthly, for further details please refer to the paragraph entitled Salary. Your assigned duty station is specified in the URA contract as your place of work, although the duty station may change during the mission period. The MSB pays an additional expenses allowance, which is specific to each country, according to the amount set by the Swedish Tax Agency, which can decide to raise or lower this amount while a contract is in force.

Annual leave can be allowed provided that this is consistent with your work in the mission, for further details please refer to the paragraph entitled Annual leave.

Should you receive a request to work for another employer while you are contracted by the MSB, it is important that your secondary employment does not compete in any way with the mission that you are undertaking for the MSB, which will only approve field staff taking on a second job in exceptional cases. It is your programme officer who decides whether it will be possible for you to

combine your assignment on behalf of the MSB with any secondary employment, which refers to duties that you perform for another organisation in your spare time or during periods of annual leave in the mission country. In addition, it is crucial that the trust between you or the MSB and the partner organisations on site in the mission country is not impaired.

The MSB contract

The MSB contract is used for shorter missions, when the duty station cannot be specified, as may be the case in reconnaissance missions or missions on behalf of the Swedish Response Team and/or SWIFT USAR. The agreement is then regulated in line with the local agreement on terms of employment for international aid missions. Your salary is regulated in line with the MSB remuneration model where payment of a daily wage forms the basis for remuneration, together with a subsistence allowance awarded according to the amount set by the Swedish Tax Agency, with deductions for any free meals. For further details please refer to the paragraphs entitled Salary and Subsistence allowance, respectively. As these contracts are used for shorter missions, it is not possible to take annual leave during the contract period. Instead, holiday pay is paid out with salary.

The MSB contract for part-time work

The MSB contract for part-time work is used for missions where, for a period of time, you work both at your residence and in the mission country. Such missions often involve a certain amount of preparatory work such as finalizing training materials to be subsequently used on site in the mission. Consequently, the part-time contract is appropriate as it regulates working time both at residence as well as in the mission. You will receive remuneration in the form of a daily wage and a subsistence allowance, with deductions for any free meals, for all work performed outside your residence, i.e., while in the mission country, but also, for example, for meetings in Sweden or in a third country. The Swedish Tax Agency sets the size of the subsistence allowance. For work performed at the place of work, i.e. at your place of residence, remuneration is paid on the basis of an hourly wage, and the salary grades are regulated in accordance with the MSB remuneration model. As these contracts of employment apply to shorter-duration missions, there is no entitlement to paid annual leave during the contract period. Instead, holiday pay is awarded together with salary.

Accompanying family members

The overwhelming majority of missions take place in countries or regions to which it is not advisable to bring accompanying family members. In the case of certain missions, however, it may be possible

to bring family members to the duty station. Family members include a spouse, registered or cohabiting partner and dependent children less than nineteen years of age. The term cohabiting partner denotes a person who, under circumstances similar to marriage or to a registered partnership, lives together with the employee.

In order to be able to take accompanying family members, the following criteria must be met:

1. The employment period shall be a minimum of 12 months.
2. The duty station shall be considered suitable for accompanying family members from a security perspective.
3. Any recipient organisation must approve accompanying family members.
4. The accompanying family members must be included in the same security arrangements as the employee.
5. The body funding the mission must approve the costs for accompanying family members.
6. The nature of the mission must be such that it is reasonable for the MSB to reimburse costs for accompanying family members.

If these criteria are met, the MSB may reimburse the employee for certain costs that arise as a result of family members accompanying him or her to the duty station.

Leave of absence

If you have a regular employer at the same time as you are part of the MSB field staff roster, you will take a leave of absence during the periods when you go on a mission and will thus be employed by the MSB. When you join the MSB field staff roster you will receive information to give to your employer.

You are recommended to maintain a dialogue with your employer so as to be able to obtain a decision on leave of absence more swiftly when you are offered a mission. The MSB often works with very tight deadlines and needs to be notified of your availability within two to twenty-four hours. In order for you to be considered for a mission, the MSB needs to know that your employer will grant you a leave of absence if you are selected. However, it is important not to formally apply for one immediately, because there is still a risk of someone else being chosen for the mission, in the MSB selection process or that of its partner organisations.

You should register yourself as unavailable on MyPages during those periods when you know in advance that your employer cannot grant you a leave of absence.

Pre-deployment briefing

Prior to a mission, in most cases, field staff members are summoned to a pre-deployment briefing, the planning of which is the responsibility of the programme officer, who bases it on the prior experience of the field staff members. This briefing aims to provide you with practical information about the mission and your assignment, for example, how to report during and after the mission. Field staff members from several different missions may be invited to the same pre-deployment briefing. In the case of larger missions with many field staff members from the MSB, the pre-deployment briefing is an important opportunity for the staff to become acquainted with each other.

As well as your programme officer, staff of the following functions usually takes part in the pre-deployment briefing:

- An assigned HR officer will inform you about such matters as the MSB Code of Conduct and the documents required by the partner organisation such as UN undertakings, for example. You will also be taken through your contract of employment and will be able to ask questions about your employment with the MSB.
- The medical coordinator will provide information on health risks and available medical support in the mission area.
- The staff counsellor will provide information

on the support you can receive before, during and after the mission. For example, you may experience the need for face-to-face counselling and support in resolving conflicts.

- The security advisor will provide information on the security situation in the country/region concerned.
- Gender and environment advisers will inform you about how to work with these quality improvement perspectives on the mission.

At the pre-deployment briefing, you will have the opportunity to try out your personal equipment. If there is time, you might be able to go to the MSB storage facility in Kristinehamn to test your equipment. For additional details, please refer to the paragraph entitled Equipment, further on in this chapter.

Security

The MSB strives to be a safe employer for staff members in Sweden as well as for you working on an international mission. Our Global Monitoring and Analysis Section (BER) works constantly with monitoring high risk countries and regions where staff may be deployed. The unit is staffed by duty officers (DO) as well as for example security advisers and analysts.

When the MSB receives a request, for example, to staff a mission, a security assessment is undertaken. On the basis of the information available about the country or region and the assignment to be performed, the MSB will make a decision if the mission is to be implemented or not.

When you receive a request to go on a mission, your HR officer can provide a brief overview of the security situation in the country to which you are going, while security support from the MSB is provided primarily prior to a mission. Once in the field, you will be the one best equipped to evaluate the security situation, and you have responsibility for your own security. You should also obtain support from the recipient organisation security advisor. Shortly before departure, and often in conjunction with the pre-deployment briefing; there will be an opportunity to receive a security briefing by staff members of the Global Monitoring and Analysis Section (BER).

Security briefing

The security briefing prior to your departure will provide you with specific information about the country or region where you will be working. Such information may include details of the political situation, current threat patterns, risk levels and additional important information that you will need in order to enhance your security during the mission. The security briefing will give you an

opportunity to ask the questions that have been on your mind.

Information security

Many MSB missions are undertaken in countries or regions where there are on-going conflicts and it is imperative that you as a field staff member treat all information with the utmost caution. Ensuring that it does not fall into the hands of the wrong recipient is a crucial aspect of your security and sometimes even of the success of the entire mission. During your mission you will in all probability communicate with others via e-mail, social media or by telephone, and you should be aware that any information transfer can be intercepted by a third party through simple technical means. The information in your possession must always be considered in a broader context, which means that your e-mail, containing, for example, information about operational planning or any problems arising during a mission, could, in a larger context, be an important piece of the puzzle for someone else.

In general, you should be careful with details of locations, travel destinations and routes, and political topics that may be considered sensitive. In some regions, for example, there is a greater risk of being kidnapped, and by posting information via social media on how and when you will be moving from one location to another, you expose

yourself to a higher risk of becoming a victim. You are also responsible for the images and information that you transmit by e-mail and telephone, whose content relates to your colleagues, friends and local staff. This is the type of information that perpetrators require in order to map out and plan an attack, a kidnapping or a blackmail situation. If you are a secondee, it is the information security rules of the partner organisation that apply.

Tips on and recommendations for enhanced information security:

- Discuss with your programme officer which information is considered acceptable to communicate. Information material relating to security, such as evacuation plans, should always be handled with great care.
- Be careful with information and images that may reveal your position or that of others.
- Limit the use of politically sensitive words or names as this may be enough for you to become an interesting subject for further monitoring.
- Use, for example, an external hard drive, USB flash memory or CD/DVD (password protected) for back-up, and ask your programme officer to include this in your equipment.
- Be careful what you say or send on your mobile or satellite phone. They are not encrypted and can easily be tapped by criminal organisations and states.

- You have administrator rights on the computer that is part of your equipment. Please install only copyright-protected and well-known programmes and avoid downloading attachments from unsafe sources. You are responsible to make sure that your computer antivirus software is updated.
- If you use a web-based e-mail solution such as Hotmail or Gmail, be aware that the information is also available to e-mail providers. This is perhaps the only way for you to send information, but then undertake a probability assessment of what might happen if this information were disseminated. Keep in mind that what may not be sensitive to you, may be so to your recipient organisation or third parties.
- The use of wireless networks increases the risk that unauthorized persons can access the information you send and that are stored on your computer. Especially if you are connected to open and unprotected network.
- Be careful with information, even in direct conversation with individuals. This information may be misused or distorted to your disadvantage. You also bear responsibility for the information that indirectly affects those around you.

Security when travelling

During the mission, it is your own ability to anticipate and manage risks that will be crucial to your security. In order to better manage on your own and avoid risky situations, before you depart, you should search information about the country or region and thus prepare for dealing with its customs, climate, political situations and criminality. For example, you can study your destination on the website of the Swedish Ministry for Foreign Affairs, for travel recommendations and up-to-date telephone numbers to embassies or consulates. As the MSB usually recommends purchasing a prepaid SIM card in the country where you are to work during a mission, you and your programme officer can together decide whether you can use your private mobile phone during the trip.

Notify next of kin of your travel itinerary

Give your travel itinerary to your next of kin at home, and if there is time, also to your contacts at your destination. Leave your name and phone number with your hotel so that you can be reached. You should notify your programme officer and anyone else who has your travel itinerary, of any changes to reservations that you may have made.

Next of kin and local emergency numbers

In your mobile phone, store telephone numbers to your next of kin, duty officer (DO) and programme officers under the heading In Case

of Emergency. Do not forget the prefix for your home country (e.g. +46 for Sweden) and remove the zero in the area code or mobile number. Also add the emergency number in the mission country, if available, or the recipient organisation, as a speed-dial setting, so that you can quickly alert the relevant parties if necessary. Remember to inform next of kin and the MSB of your local number if you use a local SIM card in your private mobile phone during the mission. If you have it with you during the mission, it may be a good idea to turn off the synchronisation of the e-mail and voicemail functions for economy reasons.

Passport

Keep your passport safe at all times. Some countries require foreign nationals to carry their passports on their person at all time. Take copies of the passport with you so that you can provide your passport number if you happen to lose it. In order to always have a copy available, you can scan the passport and e-mail the copy to your web-based e-mail address. If you lose your passport, contact the nearest embassy or consulate for your home country and your programme officer.

Embassies and consulates

The embassy for your home country and the Swedish Embassy/Consulate will appreciate you registering with them for the duration of your stay in the mission country. It may be beneficial both in

terms of security and in enabling them to keep abreast of the progress of Swedish missions in the country in question, and remember to notify them again when you leave. The Nordic countries have a degree of collaboration when it comes to supporting their own citizens.

Cash and credit cards

As the banking system in some countries does not work too well, you may have cash with you in conjunction with your outward trip. Keep cash safe, for example, dividing it into smaller amounts kept in your wallet, luggage and inside pocket. Write down your credit card number and store this information separately from where you keep the card. Save the number you need, in order to call to cancel your credit card, in your mobile phone and write it down on a piece of paper that you pack with your luggage.

Luggage

Theft-prone property such as travel documents, satellite phones, cameras, jewellery, medicine, computers, important work documents and fragile items should be packed in your hand luggage. If you are bringing lithium ion batteries (for example, extra ones for a camera, laptop, satellite telephone or mobile phone), flight safety regulations stipulate that you must put them in your hand luggage and prevent battery short-circuiting (a good tip is to put a piece of adhesive tape over the battery

ends or put each battery in a separate plastic bag). Please note airline regulations on carry-on luggage. In addition, ensure that you understand the entry rules of the country you are visiting. In some countries it may, for example, be prohibited to import certain medications, GPS equipment, communication equipment and protective gear such as safety vests and helmets. Also note that it is forbidden to move large amounts of cash across certain national borders without permission. Ask your programme officer before departure if you have questions about this. In addition, some countries demand payment of an aviation tax at the airport when visitors fly out of the country. By ensuring that you always have spare cash on your person, such an expense may be taken care of without causing any problems. Do not forget to ask for a receipt.

Put the address label (bag tag) that you received from the MSB on your luggage. Inside your luggage, attach a piece of paper with your name, home address, residential address and mobile number. Be aware that flags and symbols may represent different values and that how they are viewed may vary among different countries and cultures. Be extra vigilant with your luggage at the airport during check-in and be sure to save your baggage receipt in order to be able to produce it on request when you leave the arrival airport. If you wish to lock your luggage, it is good to use a case that

has TSA (Travel Safe Approved) locks or to buy a TSA padlock. With an ordinary lock, the airport staff may cut open the lock if they need to check the case contents, but if a TSA lock is used, they will use a universal key. Such a lock will show whether it has been opened with a TSA key.

Robbery, theft and assault

Avoid those places that in your preparations, or the security briefing, appeared to represent a greater security risk. Do not walk close to the highway as the risk of being robbed by what is termed “grabbing” is greatest there.

Always have an ID card or a passport with you and keep these documents safe. Never leave valuables in the cloakroom, not even if it is guarded. Please also note that a jacket or handbag hanging on the back of a chair is easy to steal, and be wary of “friendly new acquaintances”. As stated in the MSB Code of Conduct, it is important to be aware that organised crime may be involved in many types of activities.

Do not carry more money with you than you need during the day. However, it is advisable to have some reserve cash that you should keep elsewhere than in your wallet. If there is a risk of evacuation, it may be a good idea to have a little more money with you in order to be able to leave the country immediately.

Try to behave calmly in an emergency situation such as a robbery. Do as you are told and hand over your money or other valuables without protest. Remember to report theft, robbery and assault immediately to the local police and request a certificate or copy of the police report. If you lose your satellite phone or the SIM card from the MSB, you should promptly inform your programme officer so that they can be blocked. If anything is stolen from you or if for some other reason you come into contact with the police, you should also contact the embassy or consulate immediately. Never sign a document that you do not understand, not even a police report in a foreign language. If you are contacted by the local police, ask them to identify themselves. In this situation, it may be advisable to enlist the help of an embassy or consulate. In the case of an assault it is important that you also see a doctor for an assessment of your injuries and save all receipts for any expenses relating to your injuries. It may also be useful to document all injuries and take copies of all documents relating to the actual event.

At the hotel

Consider the risk of burglary when choosing a hotel and evaluate your chances of being able to reach safety in case of an emergency. This risk can be affected by the floor on which you are staying, as can the likelihood of a perpetrator being detected and the opportunity to flee. Do not hesitate to change

your room, floor or hotel if it seems questionable in terms of its security. Memorise the location of the nearest emergency exit and make sure it is not locked or blocked, and ask your programme officer to include a travel smoke detector alarm with an integral burglar alarm with your personal equipment.

If you stay at a hotel that has a safe or safety deposit box, you should keep your valuables there, but if you keep them in the hotel room, remember to lock both your luggage and your room.

Security when driving

In many countries it is a wise decision not to drive yourself. Ensure that your car has the necessary equipment, such as a spare tyre, jack and a first aid kit and also that it is in a safe condition before you drive off, and that you can handle its technical equipment such as the radio. Get into the habit of quickly checking the car from all sides to ensure that everything is in order, and check that the back seat is empty before you step into the car. Before you drive, you may want to check the legal requirements in the country. If, for example, an international driving licence is needed, applying for one may prove a lengthy process. Pressure of time is often a key factor when going on a mission, so discuss the issue with your programme officer if you have any questions. In many countries, it may be useful to be aware of certain cultural

aspects such as accountability in the event of a traffic accident. When driving, it is important to follow the traffic rules and to pay attention to pedestrians, hitch-hikers or “accidents” by the side of the road. In many countries, it is wise to drive with locked doors and windows. Keep to the major roads as far as possible. Finally, it states very clearly in the MSB Code of Conduct that MSB field staff members must not drive under the influence of alcohol.

Travelling by taxi

If you are travelling by taxi, it is important that you choose a taxi and driver instead of the latter choosing you. It may be wise to let the hotel reception staff order you a taxi, as they often have good knowledge of the reliability of the taxi companies. Always come to an agreement on the price before the journey begins, which will avoid disagreements about the cost developing into a threatening situation when you get out of the taxi. For additional security, you can give a colleague or friend the driver’s name, taxi license plate details and your destination.

Preventative health and medical care

At the MSB’s field staff section you will find the medical coordinators, who are registered nurses, and the staff counsellor responsible for field staff health support. They are your focal points for all health related matters as well as responsible for

assessing health risks and identifying medical support and assistance in mission areas. They also serve as your contact point for psychosocial- and medical-related issues during the duration of the mission. The psychosocial support offered by the MSB includes everything from a preventive awareness of individual stress to crisis management in the event of traumatic incidents.

To begin with, it is your own responsibility to look after your health before and during a mission. When you were accepted for the MSB field staff roster, you were required to answer questions about your health in a self-assessed health declaration. When you are due to go on a mission, it is important that you once again reflect on your present health status. As an employer the MSB is committed to providing the necessary health-related information prior to a mission. Nevertheless, we recommend that you seek information on your own and, during the mission, continuously gather information regarding local risks and risk reducing measures.

At the pre-deployment briefing, you will have the opportunity to meet the MSB medical coordinator and staff counsellor to discuss both general and mission-specific health concerns.

Vaccinations

Prior to a mission, you will be handed a country-specific vaccination recommendation. The MSB will

always recommend and cover the expenses for vaccinations of known endemic contagions in the country/region of your deployment. Vaccinations as for example pandemic flu or tetanus that are relevant in any country will not be specifically recommended or reimbursed by the MSB.

The MSB vaccination recommendations are based on the latest data circulated by WHO and Swedish vaccination practices. Sometimes country-specific adjustments are made, which means that the MSB recommendations will be more extensive than for a regular traveller. Ensure that your vaccination records/yellow book is properly updated, for example, certain countries require documentation showing that you have been vaccinated against yellow fever in order to allow you to enter. A suggestion is that you keep your vaccination records in the same place as your passport at all times and make copies of your vaccination records.

Medical examination

Working in a crisis- and/conflict-ridden area may raise the levels of both physical and mental stress. Health risks are usually elevated and access to qualified medical care is often insufficient. The consequences of any medical problem can be far more serious than at home, for which reason, the MSB requires field staff to be physically and mentally healthy, all for the purpose of risk reduction.

Consult the MSB medical coordinator before accepting a mission, if you wonder whether any of the following applies to you.

Health concerns that may compromise your participation in international missions with the MSB include:

- Medical conditions, which require or may require immediate and qualified medical care or monitoring.
- Chronic diseases that risks seriously degrade the individual's condition in the event of travel related health problems such as for example infections or dehydration.
- Previously known diseases which, together with increased physical or psychological stress, may be at risk of resurfacing, such as previous substance abuse, a history of serious mental illness or decline in motor skills performance.
- Regular medication, which if interrupted for in the region of ten days, would result in serious complications.

Prior to a mission your HR officer will provide you with the documents and instructions to take a medical examination. A passed health examination gives you a signed doctor's health certificate that will be registered at the MSB. All health records are archived in accordance with the Swedish Public Access to Information and Secrecy Act by the MSB's medical coordinator. The health certificate will

be valid for one to three years depending on your age. The MSB will bear the cost of the medical examination and vaccinations mentioned here, but it does not reimburse you for time and travel costs for these visits.

Mental preparation

The MSB staff counsellor can provide you with psychosocial support before, during and after the mission, which may, for example, consist of defusing sessions during the mission and follow-up calls afterwards. In order to have a firm foundation for coping with any stress during a mission, you could prepare yourself mentally before departure by discussing unresolved issues at home. You could also devote some extra time to engaging in activities that provide recuperation and peace and quiet, which will thus have an energising effect. In addition, it is important that you “recharge your batteries” through sleep, food and regular exercise.

Prior to departure

Take the time to talk things through with your next of kin before leaving, and agree on how you will communicate with each other. Discuss when it might be most convenient for both parties to talk on the telephone, and how often you will have the opportunity to do so. In most mission areas, it is usually possible to both call and to send e-mails, but there are exceptions. Think about what times would be suitable in view of possible time differences.

Practical information

In connection with the mission, you will most likely have certain questions about your employment and the relationship between you, the MSB and the partner organisation. The answers to the most common questions are listed in the following paragraphs.

Advances

In conjunction with your departure, you can discuss the subject of a possible advance with your programme officer. For example, personal advances may be used to pay airport tax, while mission advances are granted primarily for mission-related purchases such as renting premises or transport services.

Personal advances

In conjunction with going on a mission, you can obtain a personal advance from the MSB in order to facilitate the first few days on a mission. This is a short-term loan that is then repaid from your salary from the MSB, and the number of monthly salaries from which repayment is taken, depends on the size of the advance. If the entire advance is not repaid during your employment, the outstanding amount will need to be paid back when your employment is due to terminate. Together with your programme officer, you can discuss the amount needed to meet any expenses such as hotels and transportation. Expenses that are eligible for reimbursement by the MSB are settled by

presenting the original receipts to your programme officer.

Mission advance

A mission advance is a larger advance provided in conjunction with a mission and is normally granted to team leaders, but may, be allowed for other field staff members as well if the programme officer finds it necessary. A mission advance must be used for mission-related expenses and be recorded monthly. Supporting documents and related original receipts must then be submitted monthly by courier or returning field staff, while the electronic accounting records are sent by e-mail, in both cases to your designated finance officer. You should notify your programme officer when this occurs.

Booking travel

Your programme officer is responsible for booking your travel to and from the mission, and it is usually the MSB travel officer that contacts American Express to book tickets. As rebooking often entails an additional cost, your programme officer will decide whether this may be done and he or she will also set the cost of home leave travel and any costs for travel and accommodation in conjunction with paid rest and recuperation. For further details of this, please refer to the paragraphs entitled Home leave travel and R&R, respectively.

For urgent questions about travel bookings outside Swedish office hours, contact the MSB Duty Officer (DO) on + 46 (0) 54-150150 (the call is connected via SOS Alarm AB, ask to speak to the duty officer at the MSB).

Passport

It is essential that you ensure your passport is valid and in order, even before you are accepted for a mission. The passport must be valid for at least six months after the planned completion of the mission, if the mission is to last less than twelve months. It is also important that you register the correct passport details and upload the current copy of the passport (or passport copies, if you have more than one valid passport) via MyPages.

In certain cases there may be reason to apply for an extra passport for the mission country, if there is a possibility that any stamps in the existing passport could make entrance into the mission country more difficult. In such case, the MSB can help you with the administrative procedures relating to the application.

In accordance with the Swedish Ministry for Foreign Affairs guidelines, the MSB has a restrictive attitude towards the issue of diplomatic and service passports. It is only in very exceptional cases that a possible application for such passports can be considered. Questions about diplomatic or service passport

are handled by your HR officer. If you are allocated such a passport, it should be promptly returned to the MSB in conjunction with the completion of your mission. The passport will not be cancelled but will instead be kept at the Ministry for Foreign Affairs until such time as it may be required for further use. A service and diplomatic passport may be used only for the purposes for which it has been issued.

Equipment

Prior to your mission, the MSB arranges for personal equipment (PE) to be sent with you, which matches the type of mission in which you are to participate. The programme officer and the logistics officer at the MSB decide on the type of equipment that is most appropriate for the work involved and the local conditions. If there is sufficient time, it is recommended that you go through the equipment to ensure that you understand how to use it and that it includes everything you need for your mission. Talk to your programme officer if you have any questions about handling the equipment. It is generally easier to deal with problems and questions before you depart. You are responsible for the equipment throughout the entire mission and you should check that the equipment you receive corresponds to the items on the equipment list. Please retain the equipment list in order to be able to check off all items of equipment when you return them upon completing your mission.

If anything is missing upon return, you may be liable to pay for or replace the lost item. MSB equipment should never be used to view, store or distribute pornographic material, or otherwise contribute to any infringement of the MSB Code of Conduct.

If you are a member of SWIFT USAR or the Swedish Response Team, you shall bring the backpack/bags containing the PE that was sent to your home. Other pieces of equipment are sent directly to the departure airport.

Medical equipment

As part of the personal equipment, you are also supplied with a personal first aid kit, which contains, for example, wound-dressings, plasters, analgesics and medications for treatment of acute stomach infection. The medical coordinator will explain how to use the first aid kit at the induction training session and at the pre-deployment briefing.

In certain missions, for example in mine action operations, enhanced medical support will be included. Customarily, this comprises one nurse with medical equipment and medicines for the purpose of both daily health care and emergency medical support.

Excess baggage

The MSB will pay possible excess baggage charges for personal equipment (from the MSB) and up to a maximum of 20 kg of personal possessions in the baggage on travel to the duty station at the start of period of service and travel home on completion of the period of service. Excess baggage charges for personal possessions are not paid for on home leave travel.

Own equipment

The MSB provides such items as work clothes, but you are advised to supplement them with, for example, underwear, toiletries, and personal clothing, depending on the mission country and mission duration, together with your own shoes. Where appropriate, you should wear MSB clothing during working hours. You will be notified by your programme officer whether there are specific rules that apply about the wearing of neutral clothing during the mission. If you are a woman, you should take headscarves to the countries where women cover their heads. If you choose to bring and use personal technical equipment, you should, before departure, check with your programme officer with regard to how any stolen or damaged items will be replaced or compensation paid.



During the mission

3. During the mission

Reporting during the mission

During the mission the programme officer maintains contact with the partner organisation and monitors the project's costs, activities, results and changes in the organisation, which is in need of assistance. He or she will also determine the frequency and method of your reports from the mission, which will normally be done weekly in an attached template by e-mail. Upon completion of the mission, you will also be asked to write a final report. In conjunction with your return home, it is important that you have your evaluation form signed by the team leader on site. For more details please refer to the section entitled PER.

The programme officer must submit an end of mission rapport to the Government Offices of Sweden (Ministry of Defence) within two months of its completion.

The MSB Code of Conduct

MSB field staff has a good reputation around the world and are known for the high quality of their work. It is vital that you help to maintain this reputation through your conduct when performing your professional duties and also during leisure hours, not only in your contacts with other international staff but also with local employees and the native population.

As an MSB employee you do not only represent yourself but are also regarded as a representative of the MSB and of Sweden. It is therefore imperative that your actions and attitude clearly demonstrate that you do not in any way take advantage of your position, but behave in an appropriate manner towards all, irrespective of gender, age or ethnic origin.

It is important to comply with local laws and regulations, and any infringement of local laws may lead to you being prosecuted and sentenced in accordance with current legislation. Your conduct during the mission must also comply with Swedish law, international conventions and, where applicable, the regulations stipulated by the partner organisation with regard to the mission. If you are not sufficiently well informed about Swedish legislation, you may consult your programme officer who can provide you with further guidance on this issue.

If you commit any breach of the Code of Conduct during an on-going contract, there will be an investigation on the suitability of your assignment and the membership in the field staff roster. Depending on what emerges during the investigation, your contract may be terminated and you may be removed from the MSB field staff roster which means you will no longer receive requests for future missions or training programmes. You must also notify your programme officer if you become aware of any

violations of the Code of Conduct by other field staff members from the MSB.

You should also inform your programme officer if you feel that any members of staff from the partner organisation behave in ways that clearly violate the Code of Conduct as outlined below:

The MSB Code of Conduct

1. I am aware that I have a position of authority in relation to the target group for the MSB operation, and I do not take advantage of that position in an inappropriate manner. I do not use my position to benefit individuals that otherwise would not have been benefited; and I do not act in a way that could give the impression that I expect anything whatsoever in return. I understand that the target group for the MSB operation can be or feel that they are dependent upon me. I also understand that it is the people in question that have the right to that opinion and not me.
2. I do not use offensive language about anyone or any group of people I have come to the country in question to help or work with. I do not discriminate against anyone, regardless of gender, skin colour, ethnic origin, religion, age, political views, sexual preferences or disabilities.

3. I do not buy or mediate for any sexual services. I do not begin a relationship or have sexual relations with any member of the target group for the MSB operation or any other person dependent upon me. I understand that this could risk putting him/her in a situation that could have negative consequences during and after the relationship.
4. I am aware that organised crime can be present in many different types of activities. I avoid contact with it in all situations, for example, when exchanging currency, choosing a restaurant or place of accommodation. I understand that dealings with organised crime can lead to me indirectly supporting human trafficking.
5. I do not involve myself with the trade of goods or services for personal gain and I do not give or accept bribes.
6. I do not use computers or other technical equipment to look at, save or spread pornographic material.
7. I do not discriminate against or harass anybody on grounds of gender. I understand that this includes unwelcome behaviour of a sexual nature as well as discrimination due to a person's gender.
8. I do not drink alcohol on duty. During the time that the team leader designates as "leisure time" I am very restrictive as regards the consumption of alcohol. I never drink and drive.

9. I do not involve myself with classified narcotics, unless it is part of my job as a qualified doctor, nurse or paramedic.
10. I am aware of my personal responsibility when it comes to environmental influence during international operations. I actively contribute to minimize negative environmental influence during operations and work towards sustainable development.
11. I have read and understood the above and agree to observe the MSB's Code of Conduct. I am aware that any breach of the code can result in the cessation of my services and removal from the personnel roster. I will not knowingly conceal any other person's breaching the code.

Woman or man – gender awareness in the MSB's operations

In the MSB Code of Conduct, your responsibility is described as follows:

I do not use offensive language about anyone or any group of people I have come to the country in question to help or to work with. I do not discriminate against anyone, regardless of gender, skin colour, ethnic origin, religion, age, political views, sexual preferences or disabilities.

The MSB must achieve the highest possible standards of quality and efficiency and, consequently, during a mission it strives actively to take into

account and include the different needs of both women and men and girls and boys. The MSB's objective is that all staff members participating in missions must be aware of differences in vulnerability, risks, opportunities and possibilities according to whether one is female or male, girl or boy. An awareness of these factors can enable you to make a major difference in ensuring that assistance reaches all concerned. There is still a great focus on increasing women's visibility and participation at different levels, since women as a group still suffer discrimination in many contexts.

The MSB is not alone in these efforts but follows international agreements, where the UN resolutions on Women, Peace and Security from 2000 and 2008 (UNSCR 1325 and 1820) are the most important ones. Resolution 1325 has been transformed into a Swedish action plan where the MSB functions as the reporting authority. Its partners follow the same guidelines and most of the mission countries have legislated for the rights of women, various disadvantaged or vulnerable groups and minorities.

The MSB strives to achieve the following objectives:

- That the different circumstances and needs of all individuals must be the starting point for the design of the mission.
- That women must participate in missions and have their capabilities put to good use.

- That staff working on missions must have a good understanding of, and ability to work towards, gender equality and diversity.
- That gender equality and diversity must be priority issues in the dialogue with partner organisations.

Significance for field staff

- **Decide on something concrete.** Think about what you can do. It is better to do something than nothing, and depending on your role in the mission, you can contribute in different ways to the MSB gender equality and diversity objectives. As a team leader, you always have an extra responsibility for ensuring that the quality-enhancing perspectives of the environment and gender permeate all aspects of the mission.
- **Think “women, men, girls, boys”** instead of thinking “target group” or “the population” or “everyone”. If you lump everyone together it is easy to forget that conditions and opportunities differ for different people, and here gender is the most decisive factor.
- **“Count the heads.”** One important issue is the equal participation of men and women in different contexts, or in other words, gender balance. The MSB strives to reach a target where forty percent of staff deployed are women. In your work, you should endeavour to ensure that

both men and women are represented in the courses that you give, among the people to whom you give information, the actors from whom you obtain information, those you employ, those who participate and speak in meetings, and so forth.

- **Consider content and analysis.** However, this issue is not just about counting heads. One may ask, for example, why women do not participate (which is indeed more common than male non-participation) and what you can do to influence their participation. Often, it is a matter of practical issues that can easily be tackled (such as the time or place for the activity) or the attitudes of women themselves or their husbands, managers, or others around them. You can make considerable progress with regard to such attitudes by arranging discussions with interested parties.
- **Your own role.** Regardless of whether you are a man or woman, your gender affects your behaviour as well as how you are treated. This becomes particularly evident in cultures or contexts that have a different set of values from those to which we are accustomed back home. Right or wrong, gender roles are different in different parts of the world. Be a realist, find out what applies in the context in which you will be working; it may even have an impact on your safety. Sometimes it may be appropriate to adapt to a certain degree while in other

contexts it may be more important to defend a position. There is no simple checklist that determines what is best in all situations and contexts. Be humble and open-minded.

- **Safety.** There is very little consolidated knowledge of the differences between women and men with regard to safety. What is known is that risk propensity does not differ between the sexes, but there is a difference in the type of the risks and threats that women and men face. Be aware that there is a difference between being a younger and older woman, and a younger or older man. Use common sense, find out which cultural norms apply where you will be working, and follow the Code of Conduct. By taking these measures you will already have done a great deal to increase your safety, regardless of gender. In the event of an incident, be sure to report it.
- **Utilise local knowledge.** Whatever the context, there are almost always other actors, among partner or local organisations, who have a good knowledge of the situation of various groups in society. Use these sources (it is an advantage if there are several) to inform yourself and make an assessment based on the information you have gathered.
- **Victims and actors.** Far too often, there is a tendency to turn women into victims and men into the actors with a chance to exert influence. This view is altogether too simplistic, and both

men and women may be equally vulnerable and also be actors who can influence their own circumstances. Sometimes it is advantageous to be a woman and sometimes, a man. Be practical in this regard and see the individual.

- **Discussion and dialogue.** The issues of gender equality and diversity are firmly identified and seen as highly significant in a variety of global and national policy documents. However, in practice, it is difficult to work with these issues and it is still possible to encounter resistance when addressing gender issues in international endeavours. For example, it is not unusual to hear such remarks as “but this is not Sweden” or “we don’t have the time for gender issues here”, or the like. We have, in other words, come a long way at the policy level, globally and in most countries, but we are only at the beginning in terms of awareness and responsible behaviour at an organisational and individual level. Therefore, it is the individual discourse that is so important. It is always wise to take the time to hold discussions on these issues when the opportunity arises. Be humble but give concrete examples, which tend to produce results. For every person who starts to think in a gender-sensitive way, we have come a little bit further.
- **Ask for advice.** Working on gender issues is often difficult. If you need support and someone with whom to exchange ideas, please feel free

to contact the gender advisor at the MSB or partner organisation or other local organisations.

- **Use the MSB Gender Equality Handbook.** This material will provide you ample material on how work with these issues in your daily efforts. The handbook is available in Swedish and English.

Environmental awareness during a mission – for increased quality and effectiveness

In the MSB Code of Conduct, your responsibility is described as follows:

I am aware of my personal responsibility when it comes to environmental influence during international operations.

I actively contribute to minimize negative environmental influence during operations and work towards sustainable development.

The environment is directly linked to health and safety, and is an important aspect of sustainable development. The most important environmental efforts that you can undertake are to make conscious decisions and make the environmental impact of the mission visible. By continuously reporting problems or possible areas of improvement to your programme officer, you will contribute to improved environmental performance. It is your responsibility to follow the MSB Code of Conduct and applicable legislation, and set an example in your daily work. Be aware that there might be

national laws regulating how the environment should be handled within the frames of your duties. Efforts towards integrating an environmental perspective have often begun long before you go on a mission. The programme officer conducts discussions on how the environmental impact is to be managed in his or her continuous contacts with the MSB's cooperating partners. In larger missions, an environmental advisor is usually attached, who is responsible for advice and planning.

Working with environment and sustainable development is a team task and requires a holistic approach. Environmentally adapted solutions are designed at HQ, are integrated in procurement processes, during project planning as well as in field. While a new camp should for instance be constructed, its location will have a significant impact on the environment and is therefore an aspect that needs to be integrated from the early planning stage.

Below are some areas where the MSB believes it is particularly important to work in an environmentally conscious manner. In many of these areas, you as a field staff member are not ultimately responsible. Consequently, you may feel it is difficult to be involved and guide these efforts. However, by highlighting the environmental situation and possible areas for improvement, and informing your programme officer about them,

you will have an opportunity to affect the mission so that it is implemented in an environmentally conscious way.

Sustainable development and disaster risk reduction

A healthy environment is a fundamental condition for sustainable development, and it offers a natural protection against natural events that could otherwise result in disasters. A healthy environment is, consequently, an important aspect of disaster risk reduction.

It is important to be aware that the missions have significant impacts far beyond its limits, both environmentally and socio-economically. It is, however, rarely easy to assess what the total effects of a mission will be, and there are seldom any simple answers as to how problems can best be solved. However, awareness that the relationships are complex and a careful reflection on the effects of your actions are a good start.

- Procuring goods and services locally is often positive, as it encourages local production and commerce. It is important, however, to take note of the effects on the local market; are prices going up? How is the supply of scarce commodities affected? How is the quality of procured items guaranteed?
- Are all groups in the society given the same employment opportunities? Do we guarantee

the employees the protection they may need as a consequence of employment, for example, with regard to remuneration?

- How do we affect the supply of natural resources on site, and what are the consequences? Loss of agricultural land? Deforestation? Removal of sand? Erosion?
- How do we affect the local infrastructure? Does it have the capacity to receive a mission? Wear and tear on roads and land areas? Are we damaging any cultural heritage sites?

Water

Ensuring access to clean water is highly prioritized following disasters.

Considering following aspects, helps solving water related issues in a sustainable manner:

- Always pay attention to the entire water cycle.
 - What raw water source is being used? Where and how is it collected?
 - How is the water purified?
 - How is the water used?
 - Where is the water discharged?
- Make sure the containers used for storing water, especially drinking water, are thoroughly cleaned and will accordingly not pollute the water.

- Make use of a water expert when support is needed for the above questions.
- Always strive towards reduced water consumption. In many places there is a water shortage, and you should always try to minimise the amount of waste water as well as the amounts of leakage and loss. If you have the possibility to influence solutions related to water and sanitation, do encourage use of low-flow toilets and showers.

Sanitation

Good sanitation practice is important for a decent life. There are many aspects to consider when you choose the best practice. All groups in the society should have access to sanitation with possibilities to good personal hygiene and with minimized impact on the environment. The long-term objective should be to create sustainable solutions. A sanitation practice that is well-functioning in rural areas might be inappropriate for densely populated urban areas. Finding the right sanitation solution for a given situation therefore requires special skills and competences.

Always try to find out on site which sanitation practice that is used and what the standard operating procedures for maintaining the practice are. Try to influence in your daily work that the usage and maintenance is carried out as intended.

Put special attention on the following issues if you get the chance to be involved in the planning and construction of sanitation solutions:

- Prevention of the spreading of infectious diseases is a top priority.
- Sanitation solutions shall be safe, accessible for all groups in the society and provide opportunities to keep up a good personal hygiene, e. g. hand wash facilities.
- Use existing sanitation/sewerage systems if they are up to acceptable standards and have the capacity to cope with the current situation.

Have sustainable solutions in mind and consider the whole chain until excreta and waste water is finally disposed. Ask the following questions;

- Can drinking water sources be affected?
- Is there a risk that the sanitation solution will have other negative impacts on the environment or on human health?
- Are the users and the civil society actively involved in the discussion concerning the new solution?
- Is there a need to transport excreta off site and what are the plans for a safe final disposal?
- Are there possibilities for more sustainable solutions, e. g. eco sanitation? They are often more environmental-friendly. In that case hygiene issues have to be addressed and there

is a need to ensure that urine is used as a fertilizer while the solid phase is safely disposed.

Learn more about water and sanitation:

Sphere Standards; www.spherehandbook.org/en/how-to-use-this-chapter-1/

Global WASH Cluster Website;
www.washcluster.info/

Solid Waste Management

Different types of waste are generated during crisis and disasters. It could typically be infectious waste from acute trauma care, debris after floods or building rubble after earthquakes.

A good practice to reduce environmental impacts from waste and conserve natural resources is to look into opportunities in a hierarchal order.

1. Reduce the generation of waste

The MSB has replaced the use disposable plates and cutlery in their base camp to a system with dishwasher which dramatically reduces the amount of generated waste. Maybe you as field staff can find other ideas to reduce the amount of generated waste in your daily work.

Reduce the use of bottled water by introducing emergency water purification plants or by household-based (point of use) water treatment.

2. Segregate and recycle

At source

Find out if there is a local market for recycling of plastics, glass and metal. Ensure that separate receptacles and storage grounds are available to allow efficient recycling.

Make sure that hazardous and infectious waste can be segregated and be safely and separately disposed of. Source information and decide what can safely managed on site - e.g. incineration or safe deposit of infectious waste – and what needs to be returned back to the MSB.

On a waste sorting site

Rubble and other building waste can many times be sorted on a designated site allowing recycling of steel reinforcement bars and wooden materials. Rubble can be crushed and recycled for road works or as new construction material.

3. Ensure safe final disposal

Waste that cannot be recycled needs to be finally disposed. Use local waste management systems if it is intact, available and up to reasonable standard. There is very often, especially during large scale disasters, a need to find new solutions for waste disposal. Try to find out what is being planned in your near surroundings.

Please note that it is not recommended to burn or incinerate unsegregated (mixed) waste. Many times it is better to bury limited amounts in temporary waste dumps.

Sometimes, for instance if you arrive to the place of a major disaster like a severe earthquake there might not be possibilities to work with solid waste management as systematically as described above. It is then necessary to prioritize the immediate work in a timeline. The MSB and OCHA have developed guidelines for Disaster Waste Management including checklists, planning and assessment forms.

You find the guidelines online at: Disaster Waste Management Guidelines under heading “guidelines” at www.eecentre.org

Energy

It is important to save (fossil) fuel to reduce environmental impacts. Try to conserve energy by using timers for air condition units and by turning off light that is not needed. You may have other ideas.

Hazardous materials and chemicals

Hazardous materials should always be handled according to instruction and kept in a safe place.

Fuel tanks and drums should be stored in an embankment – and preferably under a roof – in order to avoid spillage and land contamination.

There is a wide range of tools that provide support for the above issues. A good start, however, is to keep an environmental log in order to document what is happening in the environmental field and what is being done to reduce negative consequences. This helps improving the mission in the long term.

Health during the mission

During the mission staff counsellors and medical coordinators are available to provide support. Since medical or psychosocial issues are sometimes sensitive or even confidential, you do not need to include the programme officer in your correspondence, but may instead contact the health unit directly. The contact details will be given to you at your pre-mission briefing. We suggest that you note all contact information in the section “When You Want To Contact the MSB” at the end of this book.

Medical back-office support

If you need health related advice during your deployment, you are welcome to first try and contact the medical coordinator or the staff counsellor. During out of office hours the MSB can provide 24/7 access to medical or psychosocial back-office support where you will be able to speak to a Swedish medical specialist within thirty minutes. To establish this contact you need to call the DO, who will make sure the call is returned to you. Do not forget to have as much information as possible when you make the call.

Pharmaceuticals

If you take any medication on a regular basis, it is your own responsibility to bring enough with you for the entire duration of the mission. We recommend you to split it up among different bags in case one of them should get lost. If you have an illness that could result in serious complications if you run out of medicine, you are strongly advised to discuss this with the medical coordinator prior to deployment. It could also be a good idea to bring along a certificate in English issued by your prescribing physician.

Medical evacuation and first aid

The definition of medical evacuation (medevac) is the transfer of a seriously ill or injured person from a lower to a more qualified level of medical care.

When MSB staff is deployed on request from one of the MSB's partner organisations, you are regularly included in the medevac-plan and other existing plans covering health and safety. It must, however, be pointed out that there are considerable differences what is actually available depending on organisation and local conditions. Check with your program officer what applies to your deployment.

The level of health risks and access to local medical support will vary widely between the MSB missions. Information on local conditions is routinely gathered during the mission-planning phase in order

to adapt and make preparations if needed. Each person is to some extent his or her own safety representative. You should therefore assess and report your perception on health risks and access to medical support to the program officer or medical coordinator. You are also responsible for always having relevant and updated contact details at hand in the event of acute illness or injury, especially if you are traveling to different sites during your deployment. It's advisable to be pro-active and continuously look for information about recommended health care facilities.

As field staff you are covered by an emergency health and dental insurance through Kammarkollegiet (The Legal, Financial and Administrative Services Agency). When an insurance related situation occurs you need to notify the assistance services (Falck TravelCare), who's contact information you can find on your insurance card. On behalf of Kammarkollegiet they can direct you and also set a payment guarantee to provide access to such services as hospital care and medical transport. It should be emphasized that, customarily they will only direct you and set payment guarantees to commercial medical providers.

In many parts of the world, especially in post-conflict areas the closest available medical support facilities are non-commercial actors, such as humanitarian organisations or military forces. It is very important that you are aware of any terms of accessibility

in each case. You may for instance need a specific security clearance to access military facilities.

If you become seriously ill during your deployment, you should besides the insurance company, always contact the DO at the MSB, who will monitor the situation, log actions and decisions at an on-going basis, and assist you in contacting support functions such as the medical coordinator, staff counsellor and your programme officer.

Counselling support

In certain cases, the partner organisation responsible for the mission has a psychosocial support person (staff counsellor) at your duty station. As a preventative measure, it is important that you contact local support, and give their name and contact details to your programme officer and the MSB staff counsellor.

Everyday stress management

- Read “Stress- och krishantering vid internationella insatser” (brochure in Swedish) or “Coping with stress and personal crisis during international operations” (brochure in English).
- You can get numerous tips and ideas at www.glasgowsteps.com. Click on the ‘Self-help’ tab, then on ‘Anxiety’ on the wheel, and you will then get to “Learning to use progressive relaxation – Quick Relaxation” under “Downloads”.

- Breathing exercises are an effective way to activate the body's "peace & quiet" system and reduce the level of stress. There are two methods below, of which the first is somewhat easier:

Method 1:

1. Sit or stand in a relaxed position.
2. Slowly inhale through your nose, counting to five. Breathe so that your shoulders remain still and your stomach expands.
3. Exhale through your mouth, counting to eight. Repeat several times.

You can do this exercise several times for around five to ten minutes.

Method 2:

1. Close your eyes and let your breathing become slower; breathe so that your stomach expands. Breathe until you are relaxed and your breathing feels natural.
2. Imagine that, when you are breathing in, a relaxed feeling is entering your body and spreading.
3. When you exhale, imagine the stress leaving your body.

Continue to breathe like this for at least five minutes, preferably longer.

- You can practise active relaxation by listening to the instructions and relaxing music. It can help you to reduce your body's basal tension, thereby increasing your ability to deal with stress and recuperate.
- If you know Swedish you can use the CD in the brochure "Stress- och krishantering vid internationella insatser", which you can download at www.msb.se.

Crisis management

- When you experience incidents that are more intense than your normal, everyday life (for example threats, robbery, car accidents, major loss, events at home) you should notify your programme officer or staff counsellor and contact the partner organisation's staff counsellor.
- Everyone reacts differently, and many deal successfully with their reactions through their own efforts. The length of time may vary, depending on the type of incident. The staff counsellor at the MSB can help you identify whether you may need support. Also bear in mind that reactions can be delayed. Do not hesitate to contact someone if you experience reactions that do not feel obviously linked to an incident that occurred several months earlier.
- If more support is needed, the MSB can provide professional help.

- Sometimes the overall conditions during your time on the mission can affect you and trigger more intense reactions. Do not hesitate to contact your staff counsellor at the MSB.

Use direct communication for increased understanding

During a mission, work is often done under stressful conditions. You will be working with people from other cultures whom you do not know, and sometimes under very difficult circumstances. There is thus scope for misunderstanding and spreading of rumours. To facilitate your own work, and the success of the mission, it is important to use direct communication and pass on only confirmed information. When you encounter something that you think needs to be dealt with, for example a violation of the MSB Code of Conduct or repeated conflicts between field staff members, notify your team leader or programme officer.

Security

In most missions, there is a local head of security, who is often called a Security Officer. Since you have a great responsibility for your own security during the mission, it is important that you obtain his or her contact details on arrival and that you have a thorough security review, which should also cover evacuation and medevac plans. The Security Officer is your primary contact person on security issues in the mission area. The MSB

can, however, provide further support for security-related issues during your time on a mission. Where necessary, contact your programme officer who will pass the case on to a security advisor. In team missions, with solely MSB staff members, the team leader, or someone on the team nominated by the team leader, will be responsible for security. As a field staff member, you may be involved in the security work and for example help producing an evacuation plan.

If you experience problems with security during the mission, you must first point this out to a person who has local responsibility. If the problem persists without anything being done to improve security, you must notify your programme officer, who will pass the question on to the partner organisation. If you feel there is a security risk, you must act to guarantee your own safety. For example, you could choose not to get in, if you feel the car that the partner organisation offers might expose you to danger. It may be that it lacks basic protection, for example functional radio equipment.

Be sure to notify your programme officer if you change duty station or location. Outside Swedish office hours you inform the DO. If anything happen, the MSB can provide the right support more quickly if we know where you are located.

If anything happens – contact the DO

The Duty Officer (DO) function is responsible for round-the-clock strategic intelligence monitoring and maintaining an updated picture of any incidents that may affect security. If you need to contact the MSB immediately, outside of office hours (8:00 AM – 4:30 PM Swedish time), contact the DO by calling +46 (0)54-150 150 or by e-mail at tib@msb.se. Calls to the DO are connected via SOS Alarm AB (SOS Alarm is, by appointment of the Swedish Government, responsible for handling 112 emergency calls and coordinating rescue work) and request the MSB Duty Officer. The DO is responsible for initiating and coordinating the initial efforts at the MSB outside Swedish office hours. Examples of when to contact the DO are; acute illness, injury, changes in the security situation where you are located, or if something happens at your location, in which case it may be important for the MSB to be made aware of.

The following functions are some of those that form part of the MSB's duty organisation, and which the DO can activate in the event of a national or international incident:

Programme duty officer

This officer initiates missions outside of regular office hours and supports you when regular programme officers are not on duty. Examples of this could be unforeseen emergency incidents such as

theft, travel bookings, and other mission-related issues.

HR duty officer

This officer recruits staff for national and international missions and ensures that all stages of the employment process are undertaken without undue delay, which applies, for example, to recruitment, employment decisions, contracts, insurance and visa processing.

Logistics duty officer

This officer is prepared for the providing of support through the use of equipment in conjunction with rapidly initiated missions and can, to some extent, assist you if you require support and advice on handling and loss of material and technical equipment.

Information duty officer

This officer is responsible for providing communications support to the media and the MSB staff in conjunction with various emergencies. The information duty officer can, in certain cases, contact field staff to obtain current information on the situation, or to mediate contact between field staff and the media.

When in contact with the media

The Swedish and international media show a great deal of interest in many of the missions

where the MSB sends its field staff. In the case of a large-scale mission, it is recommended that the team go through with the team leader and the MSB programme officer with respect to how media contact is to be handled and who is to be in charge of press liaison. If you are a secondee, the partner organisation's rules on media contact apply.

Note that rules on the person or persons who are permitted to speak to the media may differ according to on who the mission client is (MSB, EU, UN, etc.). The rules that exist in Sweden on the right to provide information are, of course, not as clear in the case of a number of other organisations in the world.

Some simple advice:

In media contact always:

- Take your time.
- Think before you answer.
- Stay within your field.
- Admit when you do not know, or cannot or are not allowed to answer the question.
- Stick to the facts.
- Assume that everything is “on the record”.
- Be firm, fair-minded, and honest.
- If you promise to provide information at a later date, do so.

- Keep the contact details for the MSB information duty officer and the corresponding function at any partner organisation available, so you can supply these to the media if they want information that you cannot, or are not allowed, to give.

When in contact with the media, never:

- Lie, guess, or have your own theories.
- Get upset or angry.
- Let the situation or the reporter stress you.
- Use jargon or specialist language.
- Discuss classified information.
- Use the expression “No comment”.
- Speak about matters outside your area of expertise.

You can reach the MSB information duty officers round the clock and they can assist with advice and support in conjunction with media contacts. Their telephone number is. +46 (0)70-321 88 74 (Please note: no text messages). You can provide journalists with this number upon request.

Social media

Individuals and organisations are using social media for communications to an ever increasing degree and for field staff; this is a good way of keeping in touch with family and friends at home. It can also be a suitable means of spreading infor-

mation about the mission to a larger group, for example to journalists. Contact the MSB information department if you have some ideas on how to use social media to communicate with larger groups and journalists.

The rules on the use of social media are the same as for contact with more traditional media. For further details please refer to the section “During contact with the media”. This means you have the same rights, for example the right to provide information, but that you also have the same obligations, such as communicating only information that has been confirmed. Keep the following in mind when you are out on a mission:

- Never publish classified information.
- Never photograph the people that you are helping without their permission. Some buildings and areas are not allowed to photograph for security reasons, for example defence and government buildings. Be careful with publishing pictures, both for security and ethical reasons.
- If you are considering publishing photographs, be careful to ask the people who may be seen in the pictures, and/or any organisation where you are a secondee to, whether you have their permission to make public use of the pictures.
- Be careful with information about dates, times and places.
- Do not publish too detailed information about

the mission, for example the organisation or ethnicity of the local employees and victims, or about shortcomings in security. For further details of such matters please refer to the “Information Security” section.

You must also follow the rules of the mission client. In the case of the Swedish Response Team, which has the Swedish Ministry for Foreign Affairs as its client, it is important to keep in mind that contingency plans may be classified. This means that you are not to write on an internet forum that you have been asked to go on a mission.

As a field staff member, you have committed yourself to following the rules found in the MSB Code of Conduct. This means, for example, that you may not comment in a negative way in text or pictures, on any person or group of people that you came to a country to help or to work together with.

Equipment

If you lose, or wish to change, your personal equipment, you must contact your programme officer. Depending on the location and duration of the mission, they will determine whether it is possible to replace such items as a stolen or lost mobile phone. If you lose a satellite phone or the MSB SIM card, you must notify the programme officer, who will block the account. If your technical

equipment malfunctions during the mission, please contact your programme officer who can connect you to the right support function at the MSB. If you are on secondment, the partner organisations may temporarily loan you technical equipment. Outside office hours, contact the DO for emergency issues involving your equipment. You have a responsibility for any equipment borrowed, and, if the MSB might believe you have been careless with it, you may be obliged to repay the cost of the lost or stolen item.

Terms of employment

The information that follows, describes the terms of your employment with the MSB, who use different agreements for different missions, which means that conditions may differ. If you cannot find the answer to your question, please contact your HR officer.

Home leave travel

If you are on a mission for more than four months, the MSB will offer home leave travel to your place of residence during your annual leave. The number of home leave journeys the MSB offer may vary according to the available opportunities to take annual leave during the mission. According to current Swedish tax rules, during a twelve-month contract, the MSB can offer a maximum of four home leave journeys, which are booked to your

place of residence. In exceptional cases, you may choose another destination if there is reason to do so, for example if your family is staying there for a longer period of time. The Swedish Tax Agency may, however, judge that your home leave journey to another location should be taxed as a fringe benefit.

Book your home leave travel through your programme officer.

Housing

The MSB will pay for your housing during missions, except for those on CSDP missions, who receive payment for their housing costs in the form of a per diem allowance from the EU. For further details please refer to the section entitled Subsistence allowance. The type and standard of your housing may vary dramatically depending on the mission area, and could be anything from tents in a base camp to a hotel in a city. In some cases housing facilities may already have been established at the mission, but sometimes you will have to look for suitable housing on site by yourself. In such an eventuality, it is important that you discuss housing conditions with your programme officer so that you reach an agreement on the costs. Your security is of course a priority when it comes to housing during the mission. When selecting housing in areas with high security risks, it may be advisable to check with the receiving organisation as to what housing has been security-approved by the UN.

Sick pay

If you fall ill during the mission, you will receive sick pay from the MSB.

The following applies to URA contracts:

If you fall ill during your mission, the MSB will pay your salary as usual for a maximum of five calendar days of sick leave, after which you will receive sick pay according to ALFA rules. This means that if your illness requires you to be absent from work for more than five calendar days, you must notify your programme officer in writing of this on the sixth day, which is termed a qualifying day, when no salary is paid. You then receive 80% of your salary in sick pay up to and including the fourteenth day as counted from your qualifying day, which is the nineteenth day of your absence. After the fourteenth day (nineteenth day of absence), the Swedish Social Insurance Agency will handle your sick pay. However, this applies only for employees covered by the Swedish social insurance. Further details are available at www.forsakringskassan.se/sprak/eng.

If you are not covered by Swedish social insurance, please contact your HR officer for further information.

In addition to the compensation paid by the Swedish Social Insurance Agency with effect from the fifteenth day counted from your qualifying day (the

Day 1 - 5	Day 6	Day 7 - 19	Day 19 -
Full salary	Qualifying day, i.e. no salary	The MSB pays 80% of your salary in sick pay	Sick pay handled by the Swedish Social Insurance Agency or alternatively, private insurance. The MSB pays out a certain portion of your sick pay.

twentieth day of sick leave), the MSB will pay an additional 10% of your salary up to the price base amount “ceiling”, and 87.6% of your salary above that ceiling.

If you continue to be too ill to work after five consecutive sick days, it is important that you notify your programme officer. The medical coordinator and staff counsellor at the MSB are available for counselling and support throughout your mission. Questions of sick pay should be referred to your HR officer.

The following applies to MSB contracts

In the case of sick leave during the contract period, you will receive your salary from the MSB for the entire duration of your sick leave, but you must notify your programme officer that you are on sick leave on the first day of such leave.

Subsistence allowance

Subsistence allowance refers to compensation for the extra costs incurred when travelling outside your duty station. If and when this allowance is paid depends on the type of contract that you have. The MSB pays a subsistence allowance on the basis of the amounts set by the Swedish Tax Agency and according to its rules. Further details are available at www.skatteverket.se/otherlanguages/inenglish. If you are seconded and the partner organisation pays compensation equivalent to a subsistence allowance, the MSB will not pay such an allowance.

The following applies to URA contracts

On official duty travel with an overnight stay outside your duty station, 80% of the subsistence allowance for that country will be paid, while single-day travel does not qualify for any subsistence allowance. You must deduct the value of any free meals according to the Swedish Tax Agency rules (that is, if someone offers to pay for your breakfast and/or lunch and/or dinner). The reason that you receive 80% of the subsistence allowance amount and not 100% is that the remaining 20% is covered by the additional expenses allowance. In order for you to receive a subsistence allowance, you must account for every day as stated on the form that you received from your programme officer, which must then be returned to him or her by e-mail.

The following applies to URA contracts during a CSDP mission

The responsibility for paying a subsistence allowance lies with the EU and follows the specific compensation levels for the mission. During the period of your contract, the EU gives you a monthly payment, which is termed a per diem allowance, which covers such things as costs incurred when travelling. When you travel within the country, the EU will also reimburse the cost of your accommodation. In addition, in cases where you are ordered to travel to a third country, you will receive travel expenses and a subsistence allowance.

The following applies to MSB contracts

If you have an MSB contract, the MSB will pay a subsistence allowance during the entire mission. Further details are available at www.skatteverket.se/otherlanguages/inenglish. In order for you to receive a subsistence allowance, you must account for every day as stated on the form you received from your programme officer, which must then be returned to him or her by e-mail.

Salary

During a mission with the MSB, you will receive a monthly or daily salary based on your position. You may also receive a salary supplement if you have experience that is of great relevance for the position. Contact your HR officer if you have any questions about your salary, which is paid around

the 25th of each month.

Standby salaries

Standby salary can be paid if the MSB has set a date for departure to the mission country and departure is delayed due to conditions outside of MSB's control, such as a temporary change in the security level or weather conditions affecting travel. The standby salary is 75% of your mission salary. No allowances or benefits associated with the international mission are paid during the standby period, such as the additional expenses allowance.

You should be able to depart on very short notice for the duration the standby period and some work, such as report writing, may be required.

Insurance policies

You have insurance cover that is valid throughout the period of your contract, regardless of which contract applies in your case. All the insurance policies listed below are signed directly by the MSB and you do not need to sign any yourself. You should, however, read through the terms of the policy to see if you want to sign a supplementary private policy, at your own cost, in order to enhance your insurance cover. It is a good idea to have the phone number of the insurance company for your private insurance with you on the mission. Special rules apply if you are not covered by Swedish social insurance. For further details please contact your

HR officer.

If you need to invoke coverage from any of the insurance policies during or in conjunction with your mission, it is important that you contact your HR officer, who will give you the correct form. You are then responsible for completing it with all the necessary information and returning it to your HR officer along with any supporting documentation such as receipts.

Obtaining compensation from the insurance companies requires normal care and that you keep theft-prone items in your hand luggage when you travel. In case of theft you have to file a police report and, if required, provide this to the insurance company. The MSB insurance policy includes certain premiums that are paid in the event of death. It does not, however, include survivor protection in the form of redemption of joint loans. Survivor's benefit is to be covered at your own expense.

The following insurance coverage applies in the case of URA contracts

PSA Personal injury compensation agreement

In the event of accidents at work, compensation may be paid for loss of income, extra costs, dismemberment or disfigurement, pain and suffering, and damaged property. The PSA can provide compensation in the event of acute illness, as well as in

cases where work injuries entail permanent disability. The PSA does not apply to injuries occurring during leisure time or people not covered by Swedish social insurance, however you obtain some corresponding coverage through the URA insurance policy. Further details of the PSA are available at www.afaforsakring.se/Andra-sprak/Engelska or contact your HR officer.

TGL-S Government employment group life insurance agreement

This insurance policy is valid with effect from the first working day, and, in the event of death, it pays basic benefits, and child benefits, while burial support is also paid. The basic benefits are normally six times the price base amount (PBA) (256,800 SEK in 2011) for the surviving spouse if the deceased is no older than fifty-four. The child benefits are twice the PBA (85,600 SEK in 2011) if the child is no older than sixteen. Lower amounts are paid for ages above these limits. The death does not need to be due to work, or occur during working hours. The TGL-S also applies to non-Swedish citizens on missions in third countries (but not in cases of local employment). Further details about TGL-S group life insurance are available at www.arbetsgivarverket.se/in-english

URA insurance policy

The URA insurance policy applies around the clock in all countries throughout the contract term. It includes personal injury cover, invalidity

and death benefits, and insurance cover corresponding to that in a travel insurance policy. The insurance pays necessary and reasonable costs for emergency medical and dental care abroad. Complete information on your insurance coverage is available at www.kammarkollegiet.se/english

Supplementary property insurance

This insurance policy relates to damage to or loss of private property that you either brought with you or acquired during your stay abroad. Damaged or lost property is replaced up to a total maximum of 50,000 SEK. Money is replaced up to a maximum of 5,000 SEK. In case of theft you have to file a police report and, if required, provide this to the insurance company.

If you are seconded to a CSDP mission, you are also covered by the EU VanBreda insurance policy, further details of which can be obtained by contacting your HR officer.

The following insurance cover applies in the case of an MSB contract

If you have an MSB contract, PSA and TGL-S apply; see the description above as well as Swedish State Business Travel Insurance, which includes limited personal injury cover. To some extent, this is supplemented by the PSA work injury insurance policy, which only applies during working hours. It is therefore important that you review your private

insurance cover and check that it applies in the mission country.

Swedish State Business Travel Insurance

Swedish State Business Travel Insurance includes, among other things, invalidity and death benefits in the event of death or invalidity owing to accident or illness caused by bacteria, virus, or other contagion. Swedish State Business Travel Insurance has limited cover for personal injury. To some extent, this is supplemented by the PSA work injury insurance policy, which, however, only applies during working hours. Damaged or lost property is compensated by up to SEK 35,000. Money is compensated by up to SEK 5,000. Complete information on your insurance cover is available at www.kammarkollegiet.se/english.

Tax rules

All staff employed by Swedish authorities pay tax on their salaries, in accordance with Swedish Tax Agency rules, which is deducted directly from your salary by the MSB. Contact your local Tax Agency office if you have questions about tax or the amount of tax.

If you are resident outside of Sweden, it is possible to apply for a tax reduction in accordance with the special income tax for non-resident (SINK). The MSB can fill in an application to the Swedish Tax Agency for you in conjunction with you signing

a contract. The Swedish Tax Agency decides whether or not you will be granted a reduction in tax in accordance with SINK. The MSB cannot affect the decision of the Swedish Tax Agency. More information on SINK is available at www.skatteverket.se/otherlanguages/inenglish.

When you are seconded to a CSDP mission, you pay tax as usual on the salary that you receive from the MSB, while the EU pays you a monthly allowance termed per diem. For further details of this, please refer to the “Subsistence Allowance” section. Depending on the mission to which you are seconded, risk and hardship allowances may also be applicable. It is your own responsibility to include the allowance from the EU in your tax return.

Retirement pension

Regardless of which contract is applicable in your case, you are covered by the retirement benefits for state employment, regulated by the PA03 pension agreement for government employees through the National Government Employee Pensions Board. Further details of the PA03 are available at www.arbetsgivarverket.se/in-english, while more information about the National Government Employee Pensions Board can be found at www.spv.se/en.

If you do not live in Sweden, are not a Swedish citizen, or have no connection to Sweden, please

read more about retirement pensions in the section on Information for field staff who are not Swedish citizens.

Annual leave

The conditions for annual leave differ depending on which contract you have, and the opportunity to take annual leave during the contract period may vary, depending on the nature of the mission. The MSB strives to make it possible for you to take your annual leave during your time on the mission, but in the case of shorter missions this can be difficult to achieve. In the event you do not have the opportunity to use all the days of annual leave that you earned, you will receive holiday pay in lieu with your final salary. Days of annual leave earned are counted from the first day of the mission up until the day of arrival back at your place of residence in your home country.

The following applies to URA contract

You are entitled to 30 days annual leave per year. An annual leave request form must be completed and approved by your field supervisor and then sent to your project officer at the MSB. The form will be given to you by your programme manager. During your annual leave you follow the mission calendar for bank holidays. This means that you do not need to take annual leave for days that are a bank holiday according to the mission calendar.

After the partner organisation has approved your request for annual leave, you must submit your leave application to your programme officer in writing, according to the specified form.

The following applies to URA contracts during a CSDP mission

The same rules apply as for URA- contracted employees. You are also covered by the mission leave rules on Compensatory Time Off. This means you have the right to a certain number of paid days off per month, which varies from 1.5 to 2.5 days per month depending on the mission. In the case of certain CSDP missions, you can also receive what is termed Rest Day Leave, which means additional paid leave.

The following applies to MSB contracts

The missions where an MSB contract is used are often shorter. As a field staff member, you therefore do not have the right to annual leave during the mission. Instead, you will receive holiday pay with your salary.

Rest and Recuperation – R&R

Rest and Recuperation (R&R) means that you have an opportunity to receive paid rest and recuperation if the security and living conditions are especially demanding during the mission. In those cases where the mission requires rest and recuperation, the partner organisations have selected

a destination (which may be in another country) and produced a schedule as to how often you can take R&R days. You cannot transfer R&R days or receive salary in lieu at the end of the mission. Nor can you save R&R days and use them for longer R&R periods. Your opportunity for R&R may vary depending on how long your mission is. If your mission is three months or less, R&R is as a rule not included, although there may be exceptions.

If you are a secondee, the conditions vary according to your duty station and the partner organisation. The opportunity to take annual leave in conjunction with R&R may be different in different organisations. However, no organisation will ever allow you to take annual leave immediately before R&R, as you would then disrupt the R&R cycle. The MSB R&R guidelines mean that you always follow the partner organisation's rules. In those cases where it does not pay a subsistence allowance or compensation for housing costs, the MSB will pay a subsistence allowance and reimburse accommodation and travel costs up to USD 100 per day (on production of receipts).

R&R does not count as annual leave, but is seen as official duty travel. This means that R&R leave can be interrupted or moved if this is required during the mission, and it is the person in charge on site who decides this question.

If the partner organisation does not cover the costs, the MSB will pay for the ticket (economy class) for your travel to and from the R&R destination. If you wish, and if this is permitted, you can travel to a different location for R&R, but you yourself must pay for any difference in the cost of the ticket. Check the costs with your programme officer before you make a reservation.

You do not receive any R&R for CSDP missions, and this is instead regulated together with other types of leave. Please refer to the section on annual leave or contact your HR officer.

Working hours

Non-regulated hours apply to all types of employment contracts with the MSB during a mission and this means that the employer, in this case the MSB, does not systematically verify the time actually worked. On team missions, the team leader specifies the guidelines for your working hours. If you are a secondee, it is the partner organisation that specifies your working hours. If you think the workload is too strenuous, it is important that you tell your programme officer at an early stage. If you are participating in a team mission, you should approach your team leader first.

When you are on a mission, the difference between what are working hours and what is free time is not always so clear. It is important to keep

in mind that the MSB Code of Conduct also applies during non-working hours.

Termination of contracts

If you wish to terminate your employment with the MSB during the mission, you must do so in writing using a specific form, which you can obtain from your HR officer. Remember to check your notice period on your contract. A URA contract include an eight-day mutual notice period if the employment period is three months or less, while longer employment periods entail a one-month mutual notice period. An MSB contract include an eight-day mutual notice period if the employment period is one month or less, while longer employment periods entail a one-month mutual notice period.

Food

The MSB will not pay for food or drink during your mission. There are, however, missions where exceptions may be made. Depending on the conditions of your contract, the MSB will pay an allowance (additional expenses allowance or subsistence allowance) to cover the extra expenses your international mission may entail. Read more about compensation for extra costs under the section entitled subsistence allowance.

Access to and price levels for food and water can differ in different locations. The MSB can provide

you with information about purchasing food and water in the country in question prior to the mission. Consult your programme officer if you have questions about this. The MSB encourages you to find out as much as possible by yourself, insofar as this is feasible.

The SWIFT USAR team must be self-sufficient in food and water for ten days, if required. In such cases, the MSB sends along Meals Ready to Eat (MREs) consisting of a package containing breakfast, lunch, dinner, and a snack; this food is prepared by adding hot water. When required, the Swedish Response Team may also be supplied with MREs on its missions.

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Receipts and expenses

You must keep a record of all receipts for your mission-related costs on the form you will be given by your programme officer. Fill it in so that it clearly indicates what the expense relates to so that your programme officer can ensure that you are reim-

bursed for your expenses. Check with him or her before you purchase something if you are unsure about what constitutes a mission-related cost. Your programme officer needs the completed form and the receipts no later than the beginning of the month, so that you can be reimbursed the same month.

Around January 30 **February 1** **February 3** **February 5** **February 25**

Fill in the form.	Send the form and receipts to your programme officer.	The MSB approves your expenses.	The approved form is sent by the programme officer to the salary department.	Payment in conjunction with your salary.
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Introduction

Prior to a mission

During the mission

After a mission

Other information



After a mission

4. After a mission

Lessons learned seminar

It is important for the MSB to follow up on your experiences by the end of your mission. You may be asked to participate in a lessons learned seminar in Sweden after your mission. Such feedback is compiled and used for quality improvement measures. Missions are also followed up through the mandatory field staff questionnaire which is sent out to all field staff after the mission. Please take your time to prioritise to answer the questionnaire as it is important to the evaluation of the MSB's operations. The survey is anonymous and will be sent to you by e-mail.

Performance Evaluation Report – PER

Towards the end of the mission, your supervisor will make a written evaluation of your performance, for which the MSB has produced a form called the Performance Evaluation Report (PER). Some of the MSB partner organisations have their own evaluation forms, while others choose to use the MSB's version.

You will receive the evaluation form from your HR officer at the pre-deployment briefing before you depart. The form shall then be filled in by your supervisor and sent to the programme officer at the MSB before you leave the mission country. It is

your responsibility to ensure that the evaluation is undertaken and the MSB is notified of the results. Certain organisations choose to distribute evaluation results via their headquarters, while others send them directly to the MSB from the field office in question. It may be advisable to request a copy of the evaluation before it is dispatched.

At the MSB, your programme and HR officers will read through the evaluation, which are then filed in your personal file. Your HR officer will contact you if there is anything in the evaluation report that may require discussion.

Equipment

When you come home from your mission, it is your responsibility to return equipment borrowed from the MSB. All equipment taken with you on the mission must be brought back, and consequently you may not leave behind such items as computers or MSB clothing. The equipment list that you received with the equipment must be attached, so that the MSB can identify the person who borrowed the equipment. It indicates what items of equipment that must be returned. If you have lost the list, put a note with your name, mission name, organisation number and activity number in the package and contact your programme officer to check that the right items are being returned. If you are being called to lessons learned seminar, shortly after you have returned

from the mission, you may bring the equipment then. Otherwise, your programme officer can send you a pre-franked shipping note so that you can return the equipment by mail. Please note that there may be special regulations regarding packaging and marking of equipment containing lithium ion batteries. During the mission, you are obliged to take good care of the equipment you borrowed from the MSB. Please note, you may need to pay compensation if handling the equipment carelessly, or if anything is missing.

MyPages

When returning from a mission it is important that you take your time to update your new experiences on MyPages. The information that you enter on MyPages forms the basis of the CV which we use in the event of recruitment. Your new experiences make you more attractive as a member of the field staff roster. If you are not available for a new mission, it is important that you register the information on Mypages. MyPages can be found at www.msb.se/mypagesv (Swedish) or www.msb.se/mypages (English).

Health issues after you return home

Working as field staff in an area of conflict or humanitarian disaster can be both physically and mentally stressful, for which reason the MSB offers a session with the staff counselor as well as a medical examination after your return home.

Post-mission medical examination

After the mission, you will be offered a follow-up medical examination two to three months after your return home. Your HR officer will give you the medical examination form that you will fill in and bring to the health clinic. This is a routine check-up, on condition that you have no signs of illness. On the other hand, if you do, you should immediately contact your local health care clinic instead. This examination is arranged differently from the one undertaken prior to the mission and no new health certificate is issued.

Staff counsellor contact after mission

Within a few weeks of your homecoming, the MSB staff counsellor will contact you to give you an opportunity to describe how you felt during your mission, and how you are feeling since your return home.

Getting back to your daily domestic routine

Some forethought may be needed to make the best of your return home. Returning from a mission means getting back to your daily domestic routine among people who have not had your experiences. You will need to get back into your daily domestic routine, which is completely different from your routines during the mission, and adjust to a situation that both worked and changed while you were away. This will require a good deal of effort by both yourself when you

come home and by those who stayed behind, and it might be wise to acknowledge the reactions, feelings, and questions that may arise. Everyone is affected before and upon your return home. Both the ones at home and the one coming home may have great expectations, which can lead to major disappointments. It is thus important to talk about feelings and expectations. Plan together what you will do on your return home and let the whole family take part in this, and bear in mind that you should not plan too much for the first few days. It may be enough to just spend time together. Do not change what works well when you come home. Those at home have found new routines, and perhaps the children have been given new roles. Coming home and starting to change things could be interpreted as a complete rejection of this. Instead, try to show your appreciation of the new arrangements. Things have happened at home as well. Allow everyone to speak about what happened during your time on the mission.

If you are single, it may be a major adjustment to come home from a mission where you were living with other people around you for a large part of the time. It might be advisable to be prepared for the fact that your return home may feel empty and lonely. Re-establish contact with friends back home. Be prepared for it to take a little time to find your way back into each other's lives.

Stress reactions after a mission

Even if no traumatic incidents occurred during the mission, delayed reactions are possible.

Normal reactions after a mission may be:

- Sleep disturbances
- Restlessness, unease
- Re-experiencing incidents
- Feelings of emptiness
- Irritation
- Self-accusation, feelings of guilt
- Aggressiveness
- Concentration problems
- Physical reactions

These reactions can be handled by, for example:

- Realising that stress reactions are normal.
- Having patience. It can take time to adjust both physically and mentally.
- Talking about your experiences with mission colleagues.
- Making time for recuperation. You may need some private time on a daily basis to work through what happened.
- Do not hesitate to contact the MSB staff counsellor if the reactions continue.

When you want to contact the MSB

During your mission you just primarily contact your programme officer in case of any questions. You may also send an e-mail to relevant function at the MSB, as well as a copy to your programme officer.

In emergencies outside of office hours, or in emergencies where your programme officer cannot be reached, contact the MSB duty officer (DO) at + 46 (0) 54-150 150 (the call will be connected via SOS Alarm AB; ask to speak to the duty officer at the MSB). The MSB DO can be reached around the clock.

Please fill in contact information for your MSB contacts below:

Programme officer

Name: _____

Phone: _____

E-mail: _____

HR officer

Name: _____

Phone: _____

E-mail: _____

Medical coordinator

Name: _____

Phone: _____

E-mail: _____

Staff counselling support

Folke Ryman

+ 46 (0) 10 - 240 5280 or

+ 46 (0) 76 - 130 88 00

folke.ryman@msb.se

The MSB's information duty officer can be reached around the clock for questions about the media, news, information, and similar matters:

+ 46 (0) 70-321 88 74

The MSB invoicing address:

Please Note!

Do not forget to indicate the CDI ID and reference (which the officer concerned will give you).

MSB (Swedish Civil Contingencies Agency)

FE 272

SE 833 83 STRÖMSUND

Sweden

The MSB address for receipts, expenses claims, etc:

MSB (Swedish Civil Contingencies Agency)

Att: Programme officer's name, SI-INS

SE 651 81 KARLSTAD

Sweden

Other important phone numbers

Kammarkollegiet

The Legal, Financial and Administrative Services Agency - for insurance questions relating to URA insurance policies, supplementary property insurance, and Swedish state business travel insurance.
Switchboard + 46 (0) 54-10 38 80

American Express

For emergency travel reservations; costs must be checked with your programme officer
+ 46 (0)31-7432240

Falck TravelCare

In cases of serious illness, extensive personal injuries, hospital admissions, the need for transport home or other active assistance in the event of injury abroad, you must contact Falck TravelCare.
Tel: + 46 8 587 717 49
Fax: + 46 8 505 939 13
E-mail: ftc@falcktravelcare.se

Other important contact details can be provided here:

Name:.....

Function:.....

Phone:

E-mail:.....

Name:.....

Function:.....

Phone:

E-mail:.....

Name:.....

Function:.....

Phone:

E-mail:.....



Other information

5. Other information

Information for family members

You can fill in the passage below and leave it with your family members at home.

..... 

To leave at home

I am on a mission for the MSB (Swedish Civil Contingencies Agency) as a(n)

.....
(type of position) in the city/area of

.....
which is in the country of

The MSB programme officer leading the mission from Sweden is called

In emergency situations where you cannot reach me through the normal contact channels I provided earlier (e-mail address, phone number), you can contact the MSB duty officer (DO). The DO is available around the clock and can be contacted at + 46 (0) 54–150150 (the call will be connected through SOS Alarm AB, ask to speak to the duty officer at the MSB).

Information for your employer

The MSB (Swedish Civil Contingencies Agency) maintains readiness for international and national emergency and disaster response operations. The first overseas operation was carried out by the MSB's predecessor, the Swedish Rescue Services Agency in 1988 as a result of the earthquake in Armenia. Areas that the MSB operates in are, for example, mine action, humanitarian aid operations and civilian conflict management. The UN and EU are among those who request MSB support. Being deployed on an MSB mission provides, in many cases, an opportunity for competence development that members of the field staff roster can find useful in their everyday jobs.

Requests for assistance

A mission usually begins when the MSB receives a request for support from, for example, the UN or the EU. The MSB assesses whether to pursue the request or not. If the decision is made by the MSB to take it further then a HR officer at the MSB will contact members listed on the field staff roster with the requisite skills and ask if they are available for deployment. Often this can be at very short notice and so the MSB needs to have answers regarding deployment availability within anything from 2 to 24 hours. Response time is often one to two weeks, but may be shorter. Operations vary in length but are usually from three months to a year.

NB: An interest request does not always mean that a mission will be launched. Sometimes requested missions are cancelled due, for example, to a worsening security situation. When the UN or the EU request assistance a nomination process takes place, during which the UN or EU determine which individual is best suited for the task. The fact that field staff members notify the MSB that they are available for a mission does not automatically mean that they will be employed by the MSB. In order for the MSB to consider a notification of interest for a mission, it is desirable that field staff members have received confirmation from their employers that they can be granted leave if they get selected for the mission. However, the MSB recommends delaying a formal application for leave until it is known which field staff members have been selected for the mission.

Mission

Once deployed field staff are temporarily employed by the MSB and insured through the Swedish Administrative Services Agency during their employment.

Training

All field staff must undergo the MSB's mandatory induction training course and may also be offered specialized training courses. Courses vary in length from 3-14 days. On average, there is one training event per year but this can vary depending on the

profile of the field staff roster. During training courses remuneration of at least SEK 715 per day is paid to participants.

Dialogue with you as an employer

For the MSB, it is important that there is an understanding between field staff members and you as an employer, for example, the fact that field staff members can at short notice be placed at the disposal of the MSB. The MSB advocates that field staff members should have regular dialogue with you as an employer, regarding the possibility of being deployed on a mission. If there is a certain period that you as an employer know that you cannot grant your employees a leave of absence, it is important to have a discussion about this, and that the field staff member notes this on MyPages.

Read more about missions on: www.msb.se/eng

If you have any questions, please contact:

Name:.....

Function:.....

MSB (Swedish Civil Contingencies Agency)
Coordination and Operations Department
Field Staff Section

Tel: 010-240

E-mail:.....

Information for field staff who are not Swedish citizens

If you are not a Swedish citizen, or have no connection to Sweden, special rules apply. In this section, information has been compiled that describes what you need to bear in mind.

Coordination number

Since you do not have a Swedish social security number, the MSB has to apply for a coordination number to be able to pay your salary. The MSB will submit an application along with a copy of your passport to the Swedish Tax Agency. Processing of your case may take some time, however your salary cannot be paid until the coordination number has been received from the Swedish Tax Agency.

Tax

If you are domiciled outside Sweden, you have the option to apply for a reduction in tax in accordance with the Special income tax for non-residents (SINK). For further details, please refer to the section entitled Tax rules.

Visa

The MSB pays for visa costs if required for the mission. This applies for visa costs for the mission country as well as visa costs for Sweden, if you might need to travel to Sweden. In certain cases,

you may also need to apply for a Schengen visa if the journey requires stops in a third country. The MSB will help you with the documents for the visa process, but you will need to contact the consulates or embassies in question yourself. Contact your programme officer if you are not able to cover the costs yourself, and remember to save receipts for expenses in connection with your visa application. The visa process may take some time, and it is important that you commence the application as soon as you receive instructions from your HR officer at the MSB.

Insurance policy

All field staff going on a mission with the MSB are insured through Kammarkollegiet (The Legal, Financial and Administrative Services Agency), but the agreement on compensation for personal injuries (PSA), however, does not apply to employees not covered by the Swedish social insurance. Corresponding protection can, however, at some parts, be given through the URA insurance policy if you are contracted under a URA contract. For further details of your insurance protection please refer to the section entitled Insurance policies. In the event of an accident or serious illness, the URA insurance policy offers coverage for costs arising from medical treatment, hospital stays, and the need for patient transport. The matter must first be evaluated and approved by Falck TravelCare in order for Kammarkollegiet to provide a guarantee

of payment for, e.g., medical treatment. This also applies to the choice of destination, when a sick or injured person must be transported for medical reasons to a different country than the one where the injury occurred. The basic principle stated in the terms and conditions of the insurance relates to transport to Sweden, but when the matter concerns field staff members with a legal domicile other than Sweden, the practice is transport to the home country of the field staff member.

It is important that you review your private insurance cover as a supplement to the insurance the MSB offers during the period of your contract. Contact your HR officer for more information regarding insurance if you are not covered by the Swedish social insurance.

Retirement pension

If you do not live in Sweden, are not a Swedish citizen, and/or have no connection to Sweden, the following applies. During your employment, the MSB will remit at least 4.5% of your total salary to the Swedish National Government Employee Pensions Board (SPV). The payment of service pension benefits normally occur automatically without the submission of an application, with effect from the current retirement age, which at present is sixty-five. If you are domiciled in Sweden, the SPV will obtain your address from the Swedish Tax Agency, but if you move away

from Sweden, you must submit written notification of these details to:

SPV
Utbetalning (Payments Office)
SE-851 90 Sundsvall
Sweden

Salary

You will receive your salary and allowances in Swedish Kronor (SEK) around the 25th of each month.

Medical examination and vaccination

The medical examination required by the MSB before a mission should, for practical reasons, be undertaken in Sweden, for example in conjunction with the pre-deployment briefing prior to the mission. Exceptions may be made if there are special circumstances, for example if you are travelling to the mission country directly from your home country. In such a case, you must still use the MSB medical examination form and submit this according to the instructions that it contains. The MSB will pay for your medical examination prior to and after a mission, as well as the costs for the recommended vaccinations. However, if you have your medical examination and vaccinations done in a country other than Sweden, you may need to pay these costs yourself, and you will then receive reimbursement from the MSB upon production of the receipts. The MSB recommends,

and offers, vaccination protection for known endemic infections in the mission country. These recommendations are formulated on the basis of the Swedish vaccination programme, where certain fundamental vaccinations are obligatory. For details of what is included in basic Swedish vaccination protection, please contact the medical coordinator.

Sick pay

If you are not covered by Swedish social insurance, you yourself must ensure that you have suitable insurance cover for longer sick leave than the period for which the MSB provides sick pay. For further details, please refer to the section titled Sick pay or contact your HR officer.

Partner organisations

Some of the MSB's partner organisations are listed below. Apart from these, the MSB also collaborates with several others such as the Red Cross. Read especially through the information appertaining to the organisation for which you will be working. Further details can be obtained from your programme officer.

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

The OCHA is the coordinating function for the UN's humanitarian work, and its task is to mobilise and ensure effective coordination of

humanitarian missions together with the national and international agencies concerned. It uses a global monitoring system and, in the event of a disaster, it can dispatch teams within twelve to twenty-four hours, through the United Nations Disaster and Assessment Coordination System (UNDAC). The OCHA constitutes a part of the UN Secretariat and works through field offices in different countries as well as regional field offices.

www.ochaonline.un.org

www.ReliefWeb.int

***United Nations High Commissioner for Refugees/
The UN Refugee Agency (UNHCR)***

The UNHCR is tasked with providing international protection and seeking long-term solutions for refugees. Its first task was to find a safe haven for the 1.2 million European refugees who were put to flight after the Second World War. The UNHCR has global responsibility for three clusters: protection, camp management and camp coordination (along with the IFRC) as well as emergency shelter (together with the IOM).

www.unhcr.org

United Nations Children's Fund (UNICEF)

On the basis of the UN Convention on the Rights of the Child and the UN Millennium Declaration, the UNICEF works for the rights of children to

survival, safety, development, and influence. UNICEF is the world's largest organisation that works for children's rights. It has global responsibility for three clusters: nutrition, education (together with Save the Children UK) and water and sanitation.

www.unicef.org

United Nations Development Programme (UNDP)

The UNDP is a global development network under the UN and it works to advocate change and provide knowledge, experience, and resources with the aim of helping people towards a better life. It works on the basis of a country's own development strategies and supports national resources and institutions within that country. It operates on a national level within developing countries by coordinating UN bodies on site in their missions and it is also the leader of the early recovery cluster.

www.undp.org

United Nations World Food Programme (WFP)

The WFP works with food aid to ensure the supply of food to people in disaster situations and also during the post-disaster reconstruction phase. It has global responsibility for three clusters: ICT, logistics, and food security (together with the FAO).

www.wfp.org

United Nations Environment Programme (UNEP)

The UNEP works to promote international environmental cooperation through monitoring global environmental trends and pressuring governments to address their environmental problems. It must also ensure that UN operations are environmentally conscious.

www.unep.org

United Nation Mine Action Service UNMAS

The organisation works alongside other UN bodies to coordinate efforts relating to landmines and unexploded ammunition.

www.mineaction.org

The European Commission's Humanitarian Aid Office (ECHO) is responsible for humanitarian aid from the EU to developing countries.

European disaster collaboration is coordinated through the **EU Monitoring and Information Centre (MIC)**, which is managed by the European Commission within the EU. The Centre provides member countries with a crisis management collaboration forum and has round-the-clock preparedness. Countries both within and outside the EU can request assistance from the MIC.

The EU carries out civilian crisis missions within the framework of the **Common Security and Defence Policy (CSDP)**

NATO/ Partnership for Peace (PfP)

The PfP builds on bilateral collaboration between NATO and individual countries. The programme aims to stabilise relations between countries, minimise threat situations, and establish extended collaboration in security issues between countries, as well as between individual countries and NATO. This collaboration means that each country can prioritise what type of collaboration with the organisation is desired.

International Humanitarian Partnership (IHP)

The IHP is a network of state authorities in Northern Europe, and this collaboration includes Sweden, the United Kingdom, Germany, Norway, Denmark, Finland, and Estonia. The aim is to contribute joint disaster support to the UN and the EU, which includes support such as Base Camps and ICT.

www.ihp.nu

Abbreviations/Glossary

ALFA – joint framework agreement on salaries and benefits for state employees.

Falck TravelCare – provides around-the-clock medical assistance and medical treatment across the globe.

CSDP – Common Security and Defence Policy of the European Union.

Staff counsellor – a support function at the MSB that can provide you with advice and support for your psychosocial health. The duty station may also have a local support person for psychosocial support.

Team leader – the person in a team mission with ultimate responsibility at the mission site; also has a delegated staff and budgetary responsibility.

Kammarkollegiet – The Legal, Financial and Administrative Services Agency. Swedish authority responsible for providing insurance protection for the MSB field staff.

Medical coordinator – support resource at the MSB that can provide you with advice and support for your physical health.

Medevac – medical evacuation

MSB – The Swedish Civil Contingencies Agency

MyPages – a web portal where anyone who is interested in working on MSB operations can register their contact information as well as information on educational background, work experience and language skills. www.msb.se/mypagessv (Swedish) or www.msb.se/mypages (English).

HR officer – the person at the MSB who is responsible for staffing and staff support in conjunction with a mission.

Performance Evaluation Report (PER) – an evaluation form for field staff after a mission

Programme officer – the officer at the MSB with overall responsibility for the mission. When you are on a mission the programme officer is your primary contact person at the MSB.

PSA – the joint agreement of the Swedish Agency for Government Employers and its trade-union partners SACO and TCO on compensation for personal injuries.

Staff Counsellor - local support person for psychosocial health

Security Officer – the local head of security on a mission

Secondee – an individual field staff member with expertise in a certain area, who is employed by the MSB but who works for a partner organisation, for example the EU or the UN.

SINK – a special tax on income. SINK may provide an option for a tax reduction for those people who satisfy the criteria set by the Swedish Tax Agency.

Swedish Tax Agency – the administrative authority for taxation, property taxation, civil registration and registration of estate inventories.

Social insurance – a collective name for tax-funded retirement insurance, health insurance, occupational injury insurance, and unemployment insurance.

SOS Alarm AB – SOS Alarm is by appointment of the Swedish Government responsible for handling 112 emergency calls and coordinating rescue work. When contacting the DO function, SOS Alarm forwards the call.

National Government Employee Pensions Board – a public authority that calculates and pays out service pension benefits for employees in the state sector and state companies.

Swedish Response Team – a specially trained force charged with swiftly aiding Swedish residents who are the victims of a serious incident overseas.

SWIFT USAR – the MSB’s search and rescue team (Swedish International Fast Response Team Urban Search And Rescue).

Terms of Reference – a description of the assignment.

DO – the MSB duty officer. Staff member responsible for round-the-clock global monitoring and maintaining an updated picture of any incidents that may affect security. The DO is field staffs’ point of contact at the MSB outside Swedish office hours.

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

Overseas contract in accordance with URA – an employment contract that regulates the terms of employment agreed between public authorities and staff stationed overseas.

Useful web pages

www.afaforsakring.se/Andra-sprak/Engelska

www.arbetsgivarverket.se/in-english

www.falck.com/travelcare

[www.forsakringskassan.se /sprak/eng](http://www.forsakringskassan.se/sprak/eng)
(Swedish social insurance agency)

www.kammarkollegiet.se/english (The Legal,
Financial and Administrative Services Agency)

www.mineaction.org

www.msb.se/en

www.ochaonline.un.org

www.ReliefWeb.int

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

www.riksdagen.se/en
(information on, for example, Swedish laws)

www.skatteverket.se/otherlanguages/inenglish
(Swedish tax agency)

www.smittskyddsinstitutet.se/in-english
(Swedish institute for communicable disease control)

www.spv.se/en

www.transportstyrelsen.se/en
(Swedish transport agency)

www.unicef.org

www.undp.org

www.unep.org

www.unhcr.org

www.wfp.org

www.who.int

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