

# Deployments Duty Phone Policy

## 1. Purpose

The purpose of this policy is to:

- a. Describe each individual's responsibilities, as well as our practices as an organisation, regarding the management of the Deployments Duty Phone System (the 'Duty System').
- b. Inform individuals of the necessary information to manage Duty equipment.
- c. Ensure that the individuals possess the requisite knowledge to discharge the responsibilities as outlined in Point (a).

## 2. Scope

This policy applies to those RedR employees required to operate as part of, or maintain oversight for the Duty System.

As those with the closest operational relationship with overseas deployments, the International Programs team have a majority share of weeks within the Duty System. Beyond this the Monitoring, Evaluation and Compliance and Risk, Safety & Security teams also share the burden for Duty System weeks, as do a number of managers owing to their seniority within the organisation, and relative expectations on their commitment to mission critical out of hours activities. It should be noted that the Training team operate their own duty system(s) to ensure responsiveness to incidents experienced during Training events – they as such do not form a part of this policy.

All Directors with an operational purview (excluding the CEO) are expected to take an equal share of the operational response burden. The Strategy & Risk Manager is notably absent from rostered weeks within the Duty System, as the position carries out a contingency on-call function year round.

## 3. Policy Statement

It is recognised that the work of RedR Australia (RedR) often places great demands on personnel in conditions of complexity and risk. As a responsible agency RedR has a primary duty of care towards its people and takes all reasonable steps to minimise and manage the risks associated with its mission to ensure personnel security and wellbeing.

Maintaining a robust, proportionate Duty System ensures that RedR remains responsive to any critical incidents or concerns raised by personnel deployed overseas. Resourcing this system plays a critical role in ensuring that the organisation is delivering on its Duty of Care. It follows that failure to effectively resource and/or implement this system can increase exposure for both personnel and reputation.

Nothing in this policy is intended to interfere or negate information in the Employee Handbook

## 4. Principles

### 4.1 People

RedR will maintain a roster of personnel who will hold a Duty Phone.

The need for mission critical out-of-hours work constitutes a basic and articulated contractual requirement for employees of RedR Australia. As such no financial remuneration is offered for participation in the Duty System. Reasonable allowances will be made to provide Time Off In Lieu (TOIL) where personnel are required to take out of hours action as part of the Duty System.

## **4.2 Equipment**

RedR will supply fit for purpose equipment for use by personnel operating the Duty System. This is to include no less than 3 x duty mobile phones (Duty Officer, Duty Director, Security) with the requisite mobile coverage and 2 x iPads (Duty Officer, Duty Director).

RedR will ensure that appropriate training is delivered to all duty personnel. This forms a key prerequisite in ensuring that staff are able to discharge their duty both effectively and comfortably. RedR believes in empowerment of staff to achieve organisational goals, and posits that all personnel should have a clear avenue for escalation of issues they are uncomfortable in handling.

RedR will also ensure adequate provision for an Emergency Operations Centre (EOC) in the event that a critical incident is encountered.

## **5. Procedures**

All personnel holding the Duty Phone are expected to:

- Remain within audible distance of the Duty Phone for the duration of their duty (unless adequate cover is arranged with another RedR employee).
- Remain capable of responding to an emergency call (including appropriate regulation of alcohol intake).
- Take all reasonable steps to ensure that the Duty Phone remains in areas of Telstra network coverage (unless adequate cover is arranged with another RedR employee).
- Take all reasonable steps to maintain any duty equipment (iPhone, iPad), including considering reasonable contingencies for keeping these items charged.
- Affect an adequate handover with any incoming duty personnel and/or any staff who may be covering some/all of their duty period.

### **5.1 Duty Officer (DO)**

The DO is the primary point of contact (POC) for the Duty System. All calls to the emergency number are direct to the DO's mobile. It is the DO's responsibility to:

- i. Answer incoming calls within 20 seconds.
- ii. Record details of the call and offer what advice and/or guidance they are able, without exceeding their authority, and only in so far as they feel professionally comfortable in so doing.
- iii. Keep the Duty Director informed as necessary, escalating to only them any incidents that they feel unsure and/or uncomfortable in handling.
- iv. Maintain House-on-the-Hill (HotH) with all relevant details about the incident and RedR's response.

If after 20 seconds there is no answer, if the line is busy, or if the line is unreachable, the call will be automatically forwarded to the Duty Director.

## 5.2 Duty Director (DD)

The DD is the secondary POC for the Duty System, as well as the escalation point for any issues that fall outside the purview of the DO (see 5.1). It is the DO's responsibility to:

- i. Answer incoming calls within 20 seconds.
- ii. Record details of the call (if an external caller) and offer what advice and/or guidance they are able.
- iii. Keep other relevant parties within the organisation abreast of developments as appropriate; note that this may include the contacting of staff not on duty outside of office hours – only the DD has the delegation to do this.
- iv. Maintain House-on-the-Hill (HotH) with all relevant details about the incident and RedR's response (note that the DO will record any conversations between DO and DD).

If after 20 seconds there is no answer, if the line is busy, or if the line is unreachable, the call will be automatically forwarded to the Security Phone.

## 5.3 Security Phone (SP)

The SP is the tertiary POC for the Duty System; this phone is generally held by the Strategy & Risk Manager as the individual with overall accountability for maintenance of the Duty System architecture. It is the holder of the SP's responsibility to:

- i. Answer incoming calls within 20 seconds.
- ii. Record details of the call (if an external caller) and offer what advice and/or guidance they are able.
- iii. Investigate (and ultimately correct) the reasons for which both the DO and DD missed the initial calls to their respective mobiles.

If after 20 seconds there is no answer, if the line is busy, or if the line is unreachable, the call will be automatically forwarded to a voice bank. This will include the following message: *If you have reached this mailbox via a call to the RedR Emergency Phone, please hang up and retry that number. Whilst this mailbox is regularly monitored, redialing will likely expedite a response.*

The SP is the final point within the Duty System phone cascade.

## 6. Responsibilities and Reporting

The Strategy & Risk Manager is responsible for ensuring the policy:

- Aligns with relevant best practice;
- Is implemented and monitored;
- Is reviewed to evaluate its continuing effectiveness.

## 7. Definitions

N/A

## 8. Related Policies and Documents

[Duty Roster v3.1 LIVE](#)

[Duty Equipment Setup Reference Guide](#)

[RedR Australia Incident Response Handbook, v2.5 October 2018](#)

[Office Staff Contact Details – October 2018](#)

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