

Norwegian Refugee Council: Duty of Care principles

1. to **identify hazards and threats and assess risks** to our staff in their operational environment
2. to implement mitigating **measures to eliminate or reduce foreseeable risks** to our staff and have **contingency measures** to react to and manage any emergency circumstances or events affecting staff
3. to ensure each staff member gives their **informed consent**, acknowledging that they have been informed of the risks involved in their job, their responsibilities and the environment where they work
4. to ensure that line managers have necessary competencies with regard to our duty of care and that staff receive **appropriate induction, training and instruction**
5. to ensure that the staff care, safety and security **structures and systems** function as intended, and that any exception to mandatory standards is approved at the appropriate level
6. to secure that **expert assistance and line management** are available for staff when facing dilemmas in the field, deviation from established practices or critical incidents
7. and to **monitor, respond to and learn** from staff experience, including reviewing the relevance of policies, procedures and employment packages