



TAKANA



TAKANA & OSACO

**Operations Support Services
in Ukraine and Related Areas**

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Needs Assessment

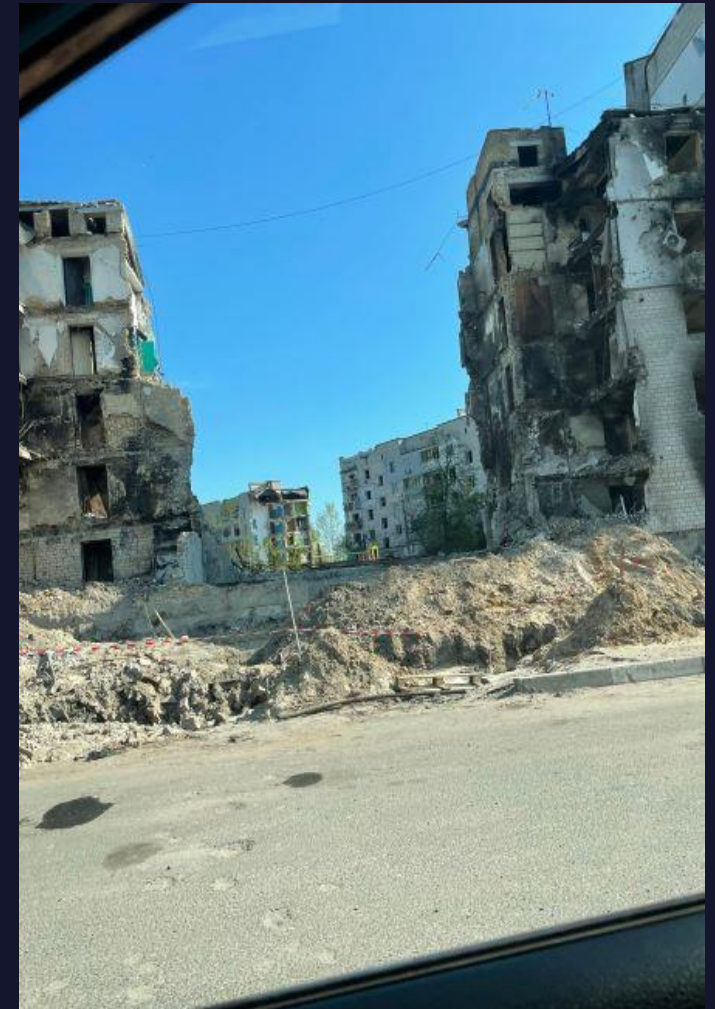
▶ Situation

- ▶ Humanitarian crisis response in Ukraine is bringing in many NGOs/INGOs which have limited experience in operating in areas of active conflict.
- ▶ Quick response represents challenges with the ethical and thorough recruitment, vetting, and formation of human resources. High-stress environments increase the risk of personal and professional issues for staff.
- ▶ The simultaneous building of a Ukrainian response has caused a shortage of skilled specialists to develop and train staff to ensure they continue to meet the standards expected of international civil servants.
- ▶ Multiple criminal elements are taking advantage of the situation in Ukraine to undertake corrupt acts involving the human trafficking of the most vulnerable and misappropriation of resources.

▶ Needs

Humanitarian actors will require support in:

- ▶ Establishing a robust and resilient operational foundation.
- ▶ Staff wellbeing and resilience, to secure continuity of operations in a high-stress environment.
- ▶ Proactive and Reactive measures for identifying and responding to alleged financial, sexual, and other forms of misconduct.



Our solution

TAKANA and OSACO provide a multinational and multi-disciplined team of international specialists to support your operational needs. We can assist from the point that your organization enters Ukraine and the surrounding region and throughout the establishment phase of your operation. Importantly, we also provide ongoing support. We work to assist organizations to deliver on their duty of care obligations and to provide reliable operational capability for all their stakeholders.

Security and Risk Management

We provide a range of risk management and mission security services, including site security audits and logistics services, to support duty travel and operations.

Training

Accountability, compliance, and well-trained staff are crucial to operational continuity. Our team of instructors can be deployed to Ukraine to deliver training onsite. We provide practical-HEAT (Hostile Environment Awareness Training) adjusted to Ukraine security context to enhance your team’s skills and awareness of travel and operational security.

Accountability & Compliance

We provide specialized assessment, audits, and control mechanisms to make sure you comply with relevant standards and maintain the operational transparency that is key to organizational integrity.

Investigations

If there is an instance of suspected misconduct, our experienced investigators can operate remotely and on the ground in all locations where our customers operate.

Assistance Provided	Phase 1 Entry Preparation	Phase 2 Entry	Phase 3 Day 7+	Phase 4 Month 1+	Phase 5 Month 3+
Security and Risk Management	[Orange arrow spanning all phases]				
Training	[Orange arrow]		[Orange arrow]		
Accountability & Compliance	[Orange arrow]		[Orange arrow]		
Investigations				[Orange arrow]	

Security & Risk Management

Security & Risk Management Services

We provide comprehensive security solutions and risk management to enable duty travel and work also in high-risk areas. Our security personnel’s first-hand operational experience covers more than 20 conflict regions. We can either work with your security apparatus or as a separate entity utilizing our customer-focused and positive security culture approach.

▶ Risk Assessment

Comprehensive risk assessment includes a situation analysis through a collection of location-specific security information, prioritizing risk factors, and a mitigation plan to ensure the clients’ duty of care. The situation analysis is continuously updated with new information until the end of the mission.

▶ Security Plan

The security plan and risk assessment mitigation methods are coupled with the mission objectives and work plan. Concrete and realistic security measures are formulated to enable the successful accomplishment of the mission within agreed risk limits. Attention is paid to improving the mission continuity and compliance with OHSA requirements. Items of the plan include – the Journey Management Plan, Communications Plan & Crisis Management Plan for the potential hibernation, relocation & evacuation of staff.

▶ Mission Security

To provide the client space to focus on the mission core, the security coordinator accompanies client personnel for the duration of the mission. Stakeholder liaison and security situation monitoring continue for the duration of the mission, ensuring that agreed security and safety requirements are met. In case close protection measures are required, he also leads the protective detail.

▶ Onsite Risk Assessments

As a part of the engagement, the security coordinator also performs pre-departure risk assessments on the transportation routes and sites to be visited before the client proceeds.

TRAVEL SECURITY SERVICES IN HIGH-RISK AREAS

- ▶ Travel risk management provides an access to operating areas that are out of reach for conventional operators.
- ▶ Operational planning is based on a thorough risk assessment, removing uncertainty and facilitating your peace of mind to enable concentrate on the core work.
- ▶ Pre-mission procedure includes a baseline discussion, to define the acceptable risk level, mission objectives, and staff / organizational requirements. We also secure regulatory and ethical compliance during the mission.
- ▶ Risk analysis is based on up-to-date intelligence. Apart from the local security situation, the mission scope, methodology, and subject characteristics are considered to define the operational plan.

Clarity in Travel Management

Situational awareness provides a basis for successful mission execution.

This includes finding the most suitable combination between the customer needs and situational factors and provides for clarity of responsibilities.

Efficient Response

Experienced Security Coordinator ensures that all parties have an understanding of mission parameters to enable flexibility to alter execution methodology in volatile or unexpected situations.

Our aim is not to change or replace the Security Coordinator in the course of the engagement.

Successful Mission

Aim of each mission is to couple personnel safety and comfort with meeting the objectives. Positive experience of the cooperation with clear added value provides a basis for successful future engagements.

Trainings

Security Training

Our specialized travel and security training enables clients to operate in high-risk areas. To enable efficient utilization, training is available in online, onsite, and hybrid formats.

▶ Online

- ▶ Travel Risk Management Basics – an online course is recommended for everyone involved in duty travel. We can also build online courses for the client's learning platform.

▶ Onsite

- ▶ Hostile Environment Awareness Training (HEAT) is recommended for those operating in High-Risk areas. Ukraine context-oriented HEAT training also includes components on emergency first aid, and travel risk management, which are adapted to challenging environments. All training can be adapted to client-specific needs.

▶ Hybrid

- ▶ A hybrid version of our HEAT training is available from fall 2022. This training includes materials for two online training days and one day of practical exercises on-site.

Accountability and Compliance Training

Our specialized 1-2 day trainings address specific needs to provide operational skills in challenging contexts.

OSACO is an approved training provider for the International Compliance Association (ICA) and a member of the international Safeguarding Hub. ICA qualifications are recognized, benchmarked qualifications used by regulators, education authorities, and services as evidence of competence and 'fitness and properness' to undertake compliance roles.

Our combined accountability training catalog contains a wide variety of specialized training for humanitarian operations. Examples of these include:

▶ Anti-Fraud

- ▶ Trainings include Procurement, Financial crime awareness, Anti-money laundering, Due Diligence and Fraud awareness- and -investigations training.

▶ Safeguarding

- ▶ Trainings include Protection of Sexual Exploitation and Abuse, Anti-Human Trafficking, SEA investigations, and Investigations management training.

▶ Staff Wellbeing

- ▶ Trainings include Stress Management, Wellbeing in Action, and Behaviours of Concern – Workshops.

Accountability & Compliance

Accountability and Compliance Services

Accountability and compliance tasks can be challenging to initiate in the early stages of the humanitarian operation. We provide the following services to ensure that clients can continue to operate efficiently, ethically, and to the standards expected of their donors and stakeholders.

Anti-Corruption and Anti-Fraud Mechanisms

Services include:

- ▶ Set up of transparent financial processes and transactions with sufficient audit trail
- ▶ Supplier due diligence and market studies
- ▶ Operational services including logistics and procurement
- ▶ Multiple types of assessments, evaluations, compliance- and operational audits

Safeguarding

Include a policy-to-practice development of Code of Conducts, Protection of Sexual Exploitation and Abuse, and Anti-Human Trafficking.

Complaints Handling and Investigations

Include development and management of complaints lines in their different formats, and investigations management for alleged misconducts.

Investigations

INVESTIGATION SERVICES IN HIGH-RISK AREAS

- ▶ We provide objective and independent investigation services on allegations of breaches of the ethical guidelines and the regulatory framework.
- ▶ Our services include investigations on fraud and corruption, sexual harassment, exploitation and abuse, child safeguarding, human trafficking, and other forms of harassment and abuse.
- ▶ With our experienced field security team, we can conduct investigations both remotely and in all geographical locations where our customers operate.

Access

Access to location, documentation, and f2f interviews provide a higher level of evidence and secure its integrity. It also provides the investigator possibility to observe and attain additional information, not available in remote investigations

Timeliness

Timely response secures the quality of the evidence and protects against loss of materials. It also prevents the escalation of risks and damage. Early statements are more accurate and comprehensive.

Quality

Trained, seasoned investigators have context- and industry insight to formulate and execute an efficient work plan to attain sufficient evidence and perform analysis without circumstance-born biases



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