

APPROVED
by Minutes No. 24
of the General Meeting of Participants of the
CHARITABLE ORGANIZATION
“CHARITY FOUNDATION “EAST-SOS”
dated January 25, 2025
Executive Director
/signature/ **Yuliia KRASILNYKOVA**
*/ STAMP / *CHARITABLE ORGANIZATION* KYIV, UKRAINE**
“CHARITY FOUNDATION “EAST-SOS” Identification Code: 39764400/

DUTY OF CARE POLICY
FOR EMPLOYEES, VOLUNTEERS, AND CONTRACTED
SPECIALISTS
OF THE CHARITABLE ORGANIZATION
“CHARITY FOUNDATION “EAST-SOS”

Kyiv, 2025

1. General provisions

1.1. This Duty of Care Policy for employees, volunteers, and contracted specialists (hereinafter referred to as the “Policy”) defines the principles, obligations, and mechanisms for implementing the concept of the duty of care with regard to safety, well-being, and respectful working conditions of employees, volunteers, and contracted specialists in the course of their cooperation with the Charitable Organization “Charity Foundation “East-SOS” (hereinafter referred to as the “Organization”).

1.2. The Duty of Care towards employees, volunteers, and contracted specialists is the Organization’s moral and legal obligation to provide a safe, supportive, and fair environment, and to promote the protection of the physical and mental health of the Organization’s employees, volunteers, and contracted specialists.

1.3. This Policy applies to all of the Organization’s employees, volunteers, and contracted specialists without exception.

2. Purpose

2.1. The purpose of this Policy is to ensure the Duty of Care with regard to safety, well-being, and respectful working conditions and to create a safe, supportive, and fair environment for the Organization’s employees, volunteers, and contracted specialists.

2.2. This Policy is aimed at improving well-being, preventing the deterioration in physical and mental health, and establishing obligations and responsibilities relating to the safe performance of tasks and the psychological support of the Organisation’s employees, volunteers and contracted specialists.

2.3. This Policy applies to all areas of the Organisation’s activities and promotes a culture of mutual respect, trust and shared responsibility.

3. Scope of application

3.1. This Policy applies to all employees, volunteers, and contracted specialists of the Organization. All employees, volunteers, and contracted specialists of the Organization must comply with the provisions of this Policy in the performance of their tasks in all locations where the Organization carries out its activities.

3.2. This Policy does not replace the Organization's existing internal policies and procedures, but complements them by ensuring a coherent system of care for the Organization's employees, volunteers, and contracted specialists.

4. Duty of Care principles

4.1. This Policy outlines the approaches to creating a safe, supportive, and fair environment and respectful working conditions, and is based on the Organization's core values, including:

- Professionalism – adopting systematic approaches to preventing deterioration in physical and mental health and to establishing clear obligations and accountability for the safe performance of tasks in accordance with international standards.
- Transparency and accountability – openness in decision-making processes, honest communication about risks, and a culture of trust across the Organization.
- Dignity and respect – ensuring that every person is treated without discrimination and in accordance with human rights and the Organization's ethical standards.
- A spirit of adventure – encouraging initiative, flexibility and a willingness to take action in challenging circumstances, whilst adhering to safety protocols and acting responsibly.

4.2. The implementation of this Policy is based on the following principles:

- Prevention – the timely identification and minimization of risks that may affect the physical or psychological safety of the Organization’s employees, volunteers, and contracted specialists.
- Shared responsibility – every employee, volunteer, and contracted specialist of the Organization is responsible for their own safety and the safety of others.
- Support and care – providing timely support in cases of injury, emotional exhaustion, psychological distress, or other crisis situations.

4.3. All decisions and actions within the Organization’s activities must be guided by the above values and principles and be aimed at ensuring supporting people’s well-being.

5. Key obligations of the Organization with respect to Duty of Care for employees, volunteers, and contracted specialists

5.1. The Organization ensures the implementation of Duty of Care principles across all areas of its activities, to the extent of its capacities and taking into account external factors such as hostilities, emergencies, decisions of public authorities, and other force majeure circumstances.

5.2. In order to provide a safe, supportive, and fair environment, the Organization is committed to:

- complying with applicable Ukrainian legislation, international law, and international standards related to occupational health and safety, security, health, and the protection of personnel, and cooperating with partner organizations to promote compliance with these standards.
- managing risks by establishing and maintaining an effective risk management system with clear leadership, well-defined

responsibilities, and emergency response procedures that are clearly understood by all employees, volunteers, and contracted specialists of the Organization.

- obtaining informed consent by ensuring that all employees, volunteers and contracted specialists receive comprehensive information regarding the conditions under which tasks are performed, potential risks, and risk mitigation measures, so that they can make an informed decision about their participation in the Organization's activities.
- Ensuring all employees, volunteers and contracted specialists possess the relevant qualifications, and receive the necessary briefings, training, and orientation, so that all tasks are performed safely.
- Providing psychological support and promoting the mental health and emotional resilience of employees, volunteers, and contracted specialists by creating conditions that enable rest, recovery, and a healthy work–life balance, while also creating a culture of mutual support within the Organization.
- Ensuring that everyone is treated with dignity and respect by upholding the principles of equality, respect, dignity, while preventing discrimination, bullying, and abuse of authority in any form.
- Ensuring confidentiality by establishing safe and accessible reporting channels for incidents, violations, or concerns, raising awareness of these channels, and ensuring the protection of whistleblowers.
- Monitoring and improving the quality of measures aimed at creating a safe, supportive, and fair environment by implementing internal monitoring of the effectiveness of safety measures,

promoting physical and mental health and wellbeing, and regularly reviewing and improving these measures based on lessons learned.

5.3. The Organization takes all necessary measures to minimize risks arising in the course of task performance and provides support to employees, volunteers, and contracted specialists, should such risks occur.

5.4. The Head of the Organization is responsible for building a culture of duty of care for employees, volunteers, and contracted specialists as an integral part of the Organization's activities, planning, and management decision-making.

6. Physical safety and response in high-risk conditions

6.1. The Organization promotes the creation of conditions that reduce risks during the performance of tasks and implements a system of measures to ensure the physical safety of the team in high-risk conditions, including in front-line and war-affected regions of Ukraine.

6.2. In order to ensure safety within the Organization:

- a Security Department has been established as a structural unit responsible for ensuring the safety of employees, volunteers, and contracted specialists, conducting briefings, monitoring the security situation in the regions, and developing standard operating procedures (SOPs) for the safe performance of the Organization's tasks;
- The Organization has developed and implemented an Emergency Response Protocol, an internal document that establishes response procedures to be followed in case of changes in the security situation, shelling, injuries, accidents, or other critical incidents;

- Personal protective equipment and communication devices are provided to employees, volunteers, and contracted specialists, including first aid kits, helmets, body armor, mobile phones, radios, vehicle GPS beacons, trackers, and other means of communication that make it possible to maintain contact and coordinate actions in emergency conditions;
- the Organization seeks to ensure life and health insurance coverage for employees, volunteers, and contracted specialists performing tasks in high-risk conditions;
- in order to minimize risks during the performance of tasks, the Organization continuously analyzes the situation and coordinates with local authorities, partners, and other humanitarian organizations;
- within its capacities and with due regard to external factors such as hostilities, emergencies, decisions of public authorities, and other force majeure circumstances, the Organization directs its efforts toward ensuring safety, coordinating actions, evacuation where necessary, and minimizing risks for employees, volunteers, and contracted specialists.

6.3. Addressing the Consequences of Risks

6.3.1. In cases where the consequences of stress-related events are identified, the Organization provides post-crisis support, including workload reduction, rest or leave for recovery, support from a manager or a Human Resources specialist, recommendations on obtaining psychological or medical care, and assistance in returning to the task performance under safe conditions.

6.3.2. In case of injury involving employees, the Organization acts in accordance with the legislation of Ukraine. In case of injury involving contracted specialists or volunteers, the procedure for providing support is determined by the Organization's internal rules.

6.4. Every employee, volunteer, and contracted specialist is required to comply with the requirements of the SOPs, safety instructions, and emergency response protocols, and to immediately notify a Security Department specialist of any changes in the security situation or the emergence of risks to life and health.

7. Responsibilities of stakeholders

7.1. The Head of the Organization is responsible for the overall oversight and supervision of the implementation of this Policy and compliance with Duty of Care principles within the Organization.

7.1.1. The responsibilities of the Head of the Organization include:

- responding to and reviewing reports of violations of this Policy, as well as monitoring each such case;
- conducting internal risk assessments that may affect the safety, health, and well-being of employees, volunteers, and contracted specialists;
- reviewing internal documents related to the implementation of the Duty of Care concept within the Organization;
- ensuring that project budgets include measures aimed at protecting the safety, health, and well-being of employees, volunteers, and contracted specialists.

7.2. The Organization's Human Resources Department coordinates the implementation of this Policy and provides organizational and advisory support to employees, volunteers, and contracted specialists.

7.2.1. The responsibilities of the Human Resources Department include:

- developing, updating, and monitoring internal documents related to the implementation of the Duty of Care concept within the Organization;

- facilitating the process of familiarizing employees, volunteers, and contracted specialists with this Policy;
- supporting the physical and mental health of employees, volunteers, and contracted specialists;
- organizing training and awareness-raising initiatives on safety, burnout prevention, and ethical conduct training and awareness-raising activities on safety, burnout prevention, and ethical conduct;
- ensuring confidential support within the Organization for employees, volunteers, and contracted specialists, should any incidents occur;
- contributing to the creation of a safe, respectful, trusting, and supportive environment in which employees, volunteers, and contracted specialists can comfortably seek support, assistance, or advice;
- initiating or approving recovery-focused measures, where necessary, such as rest, reduced workload, and similar support measures;
- evaluating psychosocial risks to the well-being of employees, volunteers, and contracted specialists, and offering recommendations to help prevent emotional exhaustion.

7.3. Heads of structural units are responsible for promoting the creation and maintenance of a safe, trusting, and supportive environment within their respective units.

7.3.1. The responsibilities of heads of structural units include:

- demonstrating ethical conduct and leadership by personal example;

- creating an environment where Duty of Care concerns can be raised openly, and ensuring that there is no prejudicial treatment or negative consequences from doing so;
- preventing any form of unacceptable behavior, including discrimination, prejudice, pressure, harassment, sexual harassment, abuse of authority, and similar conduct;
- promptly and impartially reviewing reports of violations of this Policy;
- informing employees, volunteers, and contracted specialists about risks, emergency response plans, and the contact details of responsible persons;
- maintaining an atmosphere of mutual respect, ensuring a balanced workload, and organizing measures to prevent burnout.

7.4. Employees, volunteers, and contracted specialists are obliged to maintain a safe, dignified, trusting, and supportive environment for the performance of tasks.

7.4.1. Their responsibilities include:

- leading by example through ethical conduct and demonstrating respect, kindness, and support in all interactions with those involved in the Organization's activities;
- complying with safety requirements, taking care of their own health, maintaining a balanced workload, and reporting signs of burnout or risks in a timely manner;
- notifying their manager of any incidents, threats, or violations related to Duty of Care that may affect safety or well-being;

- participating in training and awareness-raising activities on safety, burnout prevention, and ethical conduct.

7.5. Employees, volunteers, and contracted specialists have the right to report situations that threaten their physical or psychological well-being without fear of negative consequences or prejudicial treatment.

7.6. Each employee, volunteer, and contracted specialist of the Organization is personally responsible for maintaining a balance between personal safety, which takes priority, teamwork, and the effective performance of tasks.

8. Incident Response

8.1. The Organization respond to incidents in a timely, confidential, impartial, and respectful manner, with due regard for the affected person.

8.2. The procedure for reporting incidents shall be governed by the Whistleblower Policy of the Charitable Organization “Charity Foundation “East-SOS”

8.3. Organization has the following channels for reporting incidents:

- the compliance channel (primary reporting channel): individuals who have concerns regarding potential violations of the law, the Organization’s internal policies, or the Code of Ethics must immediately report them to compliance@east-sos.org
- the Google Form (anonymous reporting): if a person wishes to remain fully anonymous, they may submit a report through the Google Form available on the Organization’s internal portal.

- through personal communication: a report may be made during an individual (one-to-one) meeting with the line manager or an HR representative.

8.4. The Organization guarantees the confidentiality of all reports, protects whistleblowers, and maintains a safe, dignified, trusting, and supportive environment.

9. Confidentiality and Ethical Standards

9.1. The Organization shall ensure the confidentiality of all information related to the safety, incidents, well-being, and personal data of employees, volunteers, and contracted specialists.

9.2. Any information obtained during the task performance or incident response may be used only for the analysis and prevention of risks.

9.3. The disclosure of personal data to third parties without the consent of the person concerned shall be prohibited, except in cases expressly provided for by the legislation of Ukraine.

9.4. Employees, volunteers, and contracted specialists are expected to comply with ethical standards of conduct, act with integrity, responsibility, and respect for the dignity of others, and uphold the Organization's values of professionalism, transparency, accountability, and a spirit of adventure.

9.5. The ethical standards of conduct, rules of interaction, and integrity standards applicable to members of the governing bodies, employees, volunteers, and contracted specialists shall be defined by the Code of Ethics of the Charitable Organization "Charity Foundation "East-SOS"

9.5. Any form of discrimination, bias, pressure, harassment, sexual harassment, or abuse of authority is unacceptable and is treated as a violation of this Policy.

9.6. Every employee, volunteer, and contracted specialist bears personal responsibility for maintaining the Organization's trust, reputation, and ethical culture in their day-to-day activities.

10. Familiarization with the Policy

10.1. Familiarization with this Policy is a mandatory part of the onboarding process for the Organization's employees, volunteers, and contracted specialists.

10.2. The current version of this Policy is available on the Organization's internal portal and is accessible to all employees, volunteers, and contracted specialists.

10.3. Changes and updates to this Policy are communicated to all employees, volunteers, and contracted specialists through the Organization's official internal communication channels.