



ASSOCIATION OF FOREIGN AFFAIRS

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Crisis and Risk Mitigation Policy

UPF aspires to be an organization that seeks to continuously develop and improve administrative and user responsibilities among the board and its members. We hope to achieve this by creating a thought through policy concerning security and safety measures for the association's operations. With this policy we ensure that UPF has standard protocols and procedures in place that enable the organization to handle any eventualities.

Purpose

In the complex world we are living in, UPF recognizes the informational, administrative and security challenges faced by student organizations in modern day society. Thus, UPF recognizes the need for and its responsibility to create a crisis and risk mitigation policy in order to address as well as handle these challenges. The purpose of this crisis and risk mitigation policy will be to provide guidelines, standard protocols and procedures for UPF members and the board for situations and dilemmas relating to security. The aim is that this crisis and risk mitigation policy will work as a precautionary guideline that helps the board to navigate and act preemptively during as well as after any eventualities that might breach with the policy, laws, rules or UPF's directives.

1. Guidelines

1.1 General guidelines

UPF recognizes a crisis as a sudden, unplanned event or disturbance which may cause instability to the association's operations. Therefore, UPF provides the board with a policy that addresses their responsibilities and codes of conduct in case of a crisis. This includes providing a framework of standard procedures some of which are generic (point 3), but also context-based (point 4) that concern the organization as a whole. Security related questions within these respective areas concern things such as responsibilities, ownership, sponsorship, safeguarding member information, etc. Furthermore, our aim is that this will give clarity to the board and members about how we aspire to operate as an organization and facilitate how we proceed and operate during our activities. Lastly, we highlight the importance of treating security related questions seriously and that our crisis and risk mitigation policy is something that we will always strive to reference during our operations.

1.2 Creating a crisis group

In order to make the policy work, a crisis group (CG) needs to be created and defined by the start of each operational year or in the need of replacing a member. The group should consist of 2-3 people from the board, of which one of the presidents should be a part of.

The crisis group should be known to the members in the same manner as promoting trustees and board members at the beginning of each operational year.

1.3 Definition of crisis

This policy makes a distinction between direct and indirect crisis.

1. Direct Crisis

Direct crises are situations that occurred during UPF operations either created by members of UPF or affecting members of UPF. This includes but is not limited to:

- Crime, theft and robbery
Everything that is forbidden under the Swedish law.
- Illness, accidents and in case of death
This can include but is not limited to mental wellness such as burnouts, stress due to participation in extracurricular UPF activities, and physical injuries sustained during a UPF event.
- Publication and media crisis
A social media or publications crisis is a situation that can have a negative effect on UPF's reputation. It can be something that occurs offline and is then brought to social media or UPF's social media channels, or it can begin on social media channels, and then spread.
- Social and public events
If an event is cancelled last minute, which could result in members missing the information and showing up for the event. Another crisis that can occur during social and public events is if a member gets discriminated against or sexually harassed by another member.
- IT security crisis
If social media platforms linked to the association or website have been hacked, or have been used by someone unauthorized, or personal information of UPF members has been leaked.
- Sexual Harassment & Discrimination
Definitions for Sexual harassment and discrimination can be found in respective policies, Sexual Harassment Policy and Discrimination and Equal Treatment Policy.

2. Indirect Crisis

Indirect crises are situations that were not caused by members of UPF but affect the operations of the association. This includes but is not limited to:

- Environmental catastrophes
This could for example be fires, floods and storms.
- Pandemics & epidemics
The definition of pandemic and epidemic is taken from WHO. An epidemic is a disease that affects a large number of people within a community, population or region, while a pandemic is an epidemic that's spread over multiple countries or continents.
- Lockdowns and armed gunmen
The definition of a lockdown is an emergency situation in which people are not allowed to freely enter, leave, or move around in a building or area because of danger. This could include an armed gunman or a bomb threat for example.

1.4 Transparency

1. During the discussions and decisions, the CG should to the best extent always have transparency in mind, both towards the board and UPF members. The CG can be exempt from this if the situation requires discretion.

2. Pre-emptive steps

CG is responsible to follow this policy in case a risk has developed into a crisis.

2.1 Emergency information and supply kit

1. At the beginning of each operational year, before the operations properly start, the CG must inform the board of where supplies are stored and do a run-through of emergency exits and where the designated meet up spot is in case of emergency are located. If a CG has not been elected yet, this responsibility falls on the President.
2. Indirect crises, defined above are situations that can occur at any time. To be able to handle any situation, the UPF office should always have an emergency supply kit ready. This emergency supply kit must include but is not limited to:
 - First aid kit
 - Flashlight
 - Battery run radio
 - Batteries
 - Fire extinguisher
 - Map of emergency exits on the wall
 - Matches
 - Candles
 - 2 bottles of water in the fridge

2.2 Insurance

The association is always in need of protecting goods from theft and accidents. It is therefore necessary for the association to have insurance for the office and the goods kept there. The insurance should at least include:

- Property insurance
- Recess insurance
- Legal protection insurance

3. Generic Crisis Management

3.1 Generic Crisis Management Plan

1. CG maps out the situation and the resources needed to solve the crisis.
2. Takes necessary acute action(s).
3. Gathers and informs the board (if necessary or possible depending on the situation) to plan for further action to handle the situation.

4. CG hands out tasks and delegate the work.
5. Collects and forwards information to the ones affected.
6. Gives feedback to the board about the situation's development.
7. Weighs the pros and cons of being transparent about how the situation is being handled.
8. No member of the board or trustee is allowed to answer questions, make statements, or engage with the media/journalist. All statements need to go through CG and Presidents. Once a decision of making a statement has been decided, the Heads of PR should be included in the process.

4. Context-based Crisis Management

4.1 In case of death

1. Call 112.
2. Contact the crisis group (CG) immediately for further instructions on how to proceed.
3. If a member dies during a UPF event, that event will, effective immediately, be cancelled and the premises will be cleared out in a calm matter.
4. The police or hospital will contact the closest family members of the deceased.
5. Once the police or hospital has confirmed the situation, the CG contacts the UPF members involved personally.
6. The CG is in charge of not spreading false rumours and anxiety to our members. The information is confirmed, correct and objective.
7. The CG is further responsible for making sure that the board does not spread false rumours or anxiety. All information regarding the situation should be diverted to the CG and/or Presidents.
8. After consulting with the family of the deceased, the CG decides if a public message should be published on upflund.se and/or social media.
9. The CG is in charge of inviting external crisis group professionals, i.e. "studentprästerna" to provide member support.

4.2 In case of pandemic/epidemic

1. UPF follows guidelines, recommendations and restrictions set by the Government and Folkhälsomyndigheten (FHM; English: The Swedish Health Agency)
2. The CG has the mandate to work preemptively to prevent spread of the virus. The preemptive work can include but is not limited to:
 - Set general guidelines for the general work of the association.
 - Set restrictions to make sure that the association follows regional/national restrictions and recommendations.
3. The CG can purchase relevant products and items required to handle crisis situations or products recommended by authorities to use for minimizing spread of the virus.
4. The CG should aim to include the board to some extent for inputs regarding

decisions that would affect their work. However, in acute situations an exception can be made where quick decisions can be taken, preferably together with the presidents, if deemed necessary.

4.3 In case of needing to make or release public statements

Before making any statements the CG and Presidents need to go through the following steps:

1. Make a clear assessment of the situation before making a statement.
2. Determine what the point of UPF making this statement is and if it is necessary.
3. Determine if making the statement an urgent matter or if it is possible to wait.
4. Weigh the pros, cons and potential risks of making the statement immediately, if at all.
5. Have a clear understanding of what will happen with the statement. Will it be published directly to the UPF website or social media channels or is the statement being given to external media outlets for them to use?
6. Determine how you will word the statement. Determine from what individual persons or signing name (for example UPF Board 20/21, Crisis Group or President) the statement will come from. Determine the email or social media channel the statement will come from.

4.4 In case of indirect crises/emergencies

1. CG is responsible for determining if the location you are at is safer than leaving. In case the location needs to be evacuated, make sure that people are exiting the area calmly.
2. Inform people where they can go to seek shelter.
3. Alarm the emergency authority to inform them of the situation on 112.
4. The CG should continuously keep themselves updated with the situation through:
 - P4 on the Swedish Radio
 - The website (<https://www.krisinformation.se/>). This is the channel responsible for communication during all crises.
 - Calling 113 13 for information on the current situation.

4.5 In case of crises due to controversial topics

1. If a committee wants to invite a controversial speaker or create content about a controversial topic, the board should be notified beforehand and collectively discuss whether the speaker or topic is appropriate or not for the association. If the board decides that the speaker or topic is inappropriate by voting, the speaker will not be allowed to attend or the topic will not be allowed to be published.
2. If a member of the association would express something hostile, offensive or inappropriate during a speech, lecture or other activity, it is the responsibility of the board to reject this statement. This can be done through a statement on

the association's social media platforms and website, depending on the severity of the statement.

4.6 In case of publications crises

1. The committee heads in question must beforehand provide guidelines to their members as to how they expect them to write articles and produce podcasts and radio shows. They should also provide clarity as to what is in accordance with UPF's values and directives.
2. The heads/publishers are to know everything that is being said/written in the segments/articles, before they are being aired/published. The heads must also proofread and approve the article/segment before publishing.
3. The moment something has been published or aired, the legal publisher will have the individual responsibility for the published content.
4. If a committee member or host says/writes something that is not in line with UPF's bylaws, policies and/or commits slander, the heads should contact CG with the situation, and depending on the publication forum, make apologies on relevant social media platforms (for example Facebook, Instagram, Twitter, LinkedIn), in the next radio show (if specifically relevant to the Pod&Radio committee), on www.theperspective.se and on www.upflund.se.
5. It is the heads' duty to show solidarity and support to the member when their article, podcast or radio show is being criticized or facing negative comments and/or publicity. The responsible committee heads should consult with the CG and thereafter respond to any criticism that is directed against the publication.

4.7 In case of social media crises

1. If copyrighted material is used in marketing by accident, the material shall be removed and deleted as quickly as possible. Request and use marketing material provided directly by the lecturer or event representative to avoid using copyrighted material accidentally or without permission. The filter "labelled for reuse with modification" must be used when searching for PR material on Google, and similar filters must be used when looking for material on websites such as Unsplash, Pexels or Flickr.
2. All social media platforms linked to the association shall be used with care and reflection. When making events with controversial lecturers or topics, the Heads of PR and President should always be contacted before posting a picture, message or public content. This is in order to reduce the risk of posting something that can be perceived as offensive or inappropriate.
3. UPF members should be notified or be made aware that photography and video will be taken at UPF events. If a member does not wish to be included in a photograph or video that is posted to social media, they can notify a member of the PR committee or board present at the event, or notify the event organizers before the event.
4. UPF as an association may not tag private persons in photos on social media (Facebook, Instagram, Twitter, LinkedIn). This can only be done by personal/individual accounts. For example, UPF on social media cannot tag the

private person Alex Andersson in UPF photos. A Head of PR may tag Alex Andersson in UPF photos through their personal social media account. UPF may tag individuals speaking at or co-hosting the event.

5. In the case of a person's image being posted to the association's social media without their permission, or if they do not like the image of themselves, they may write to info@upflund.se or through social media to request photos with their image or a specific photo with their image be taken down. This message should be included in the Facebook album of the event so members know who to contact in case of this.

4.8 In case of IT crises

1. If any of the platforms linked to the association have been hacked, or have been used by someone unauthorized, this shall be stated on the website as a statement of information.
2. In case the association's website is hacked or personal information of members has been leaked, all members should be notified by an informative email, explaining how the association should work to prevent this from occurring again.
3. To confirm a hack or breach of privacy in the website you can contact our webmaster and domain provider.

4.9 In case of crises during other activities

1. If any events are cancelled for any reasons, members shall be notified via email and applicable social media platforms as quickly as possible. If this is done last minute, someone from the event organization committee should be present when and where the event was meant to be held, in case members would show up there. If possible, the event should be rescheduled to the closest possible date.
2. If the last minute cancellation is due to the venue, the responsible organizing committee is responsible for finding another venue, and shall use this venue if possible. However, if the cancellation is done at the last minute, someone from the responsible committee should be present when and where the event was meant to be held, in case members would show up there. If no other venue is available, the event will be rescheduled to the closest possible date. Members shall be notified via email and applicable social media platforms as quickly as possible.

4.10 In case of crises during travels

1. All committee members going on international trips with UPF must have travel insurance that is valid for the entire duration of the trip. Before the trip, the members of the committee should provide a copy of their insurance to the heads.
2. If a member requires additional documents, such as visas, in order to enter a country, the responsibility lies with that specific member, not the heads, to

make all the necessary arrangements.

3. Before travelling, the heads are responsible for compiling an emergency contact list, also known as an In Case of Emergency (ICE)-list. For every committee member going on the trip, there should be at least one phone number to call in case of emergency. This list must be shared with the CG.
4. The heads cannot hinder a committee member from doing physically demanding activities or activities that give an adrenaline rush, such as bungee jumping or white water rafting; participating in these activities is at their own discretion and risk. It is however the heads' duty to inform the members about this before going on the trip.
5. Before deciding the next travel destination, the heads of travel must consult with information provided by the Swedish Foreign Department. If the security situation of the country/region changes before the trip, the heads will act in accordance with the suggestions of the Swedish Foreign Department. If the security situation of the country/region changes during the trip, the heads will consult with the Swedish embassy or consulate in the country and act according to their suggestions.
6. In case of indirect crises, the Heads of Travel must consult with the Presidents and/or CG before deciding on the next travel destination.
7. Usage and purchase of illegal products and services in any form according to Swedish law, such as drugs, ivory, etc., are strictly forbidden as this violates international laws as well as UPF's directives and how we aspire to be as an organization. The heads are responsible for making it clear to the committee that no one in the committee, under any circumstances, will provide alcohol to anyone underage in Sweden or the country they are traveling to.
8. In the case of incarceration or hospitalization of a member, it is the heads' duty to call the ICE-number of the individual involved and the embassy or consulate relevant to the home country of the individual. Furthermore, the heads must contact the CG and inform them about the situation, whereafter the CG will act in accordance with the "General Crisis Management Plan" and/or "Routine in the case of death".

4.11 Routine in case of Sexual Harassment & Discrimination

1. Have a meeting with the contact persons.
 - In case the contact persons cannot provide help, the CG has the option of contacting the police or other authorities on behalf of the person if they want it.
2. CG maps out the situation and the resources needed to respond to the crisis.
3. Book separate meetings with the individuals involved to map out the situation and the resources needed to respond to the crisis.
4. Takes necessary action(s) such as preparing contact information and resources that members can turn to for the individuals involved.
5. Gathers and informs the board (if necessary or possible depending on the situation) to plan for further action to handle the situation.
6. For potential sanctions related to sexual harassment follow point 5 in the

Sexual Harassment Policy, and for potential sanctions related to discrimination follow point 6 in the Discrimination and Equal Treatment policy.