



WELCOME TO CIGNA'S

Safeguarding & Staff Well-being Workshop “What Good Looks Like”

21TH SEPTEMBER 2022



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Welcome



**ARJAN
TOOR**

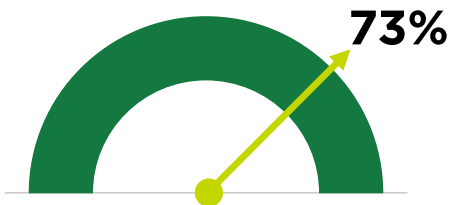
Cigna Europe,
CEO



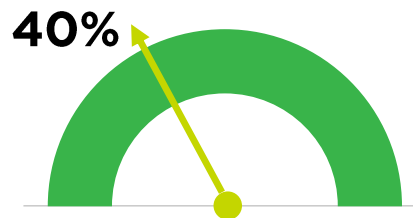
**FAYE
EKONG**

(SHRM-SCP)
Managing
Director,
RavelWorks
Africa

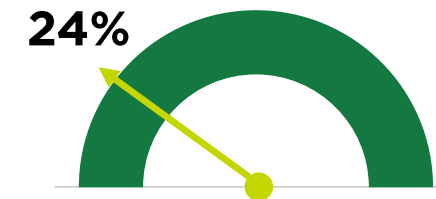
WHAT WE ALREADY KNOW ABOUT EMPLOYEES AND THEIR MENTAL HEALTH



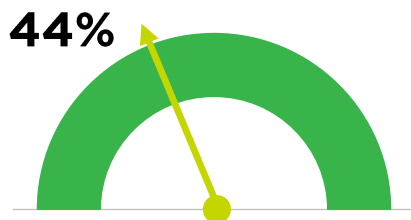
73% of working professionals admit they feel burnt out¹



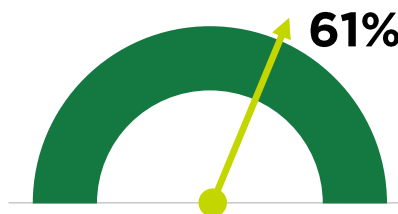
40% of employees are looking for mental health support from their employer¹



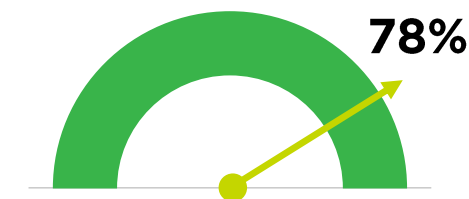
Only **24%** of employers provide mental health support¹



44% of employees who feel supported by their employer said they are less likely to leave their job²



61% of people are stressed, with work related stress, financial worries and uncertainty for the future the leading causes



78% of people report being 'always on'



60 fold return on initial investment
with a mental health focus

1 - Cigna 360 Well-being Survey

2 - Health on Demand: delivering the benefits employees want now

TODAY'S AGENDA



09:30	Arrival and breakfast buffet	12:30	Lunch break
10:00	<p>WELCOME NOTES Arjan Toor - Cigna Europe CEO Faye Ekong - (SHRM-SCP) Managing Director, Ravel Works Africa</p>	13:30	Mindfulness session
10:25	Mindfulness session	14:00	<p>OPEN DISCUSSION MOVING FROM WORDS TO ACTIONS: How to get leadership to commit to and fund safeguarding Patricia McIlreavy - President & CEO, Centre for Disaster Philanthropy Angela Rooney - Business Engagement & Strategy Lead, Cigna Europe</p>
10:45	<p>FIX YOUR ROOF ON A SUNNY DAY: Security and crisis management setup, before, during and after Yahya Khalil - Security and Crisis Management Coordinator, ICRC</p>	14:45	PANEL DISCUSSION
11:20	<p>GETTING IT RIGHT Key Elements of Survivor Centric Support: Presentation and Q & A Steve Dennis - Recovery Coach, Mental Health & Survivor Advocate, Humanitarian Consultant Faye Ekong - (SHRM-SCP) Managing Director, Ravel Works Africa</p>	15:30	<p>INTERACTIVE SESSION What success looks like? Do's and don'ts Christine Williamson - Duty of Care International Faye Ekong - (SHRM-SCP) Managing Director, Ravel Works Africa</p>
		16:15	Closing remarks and key takeaways, followed by mindfulness session, drinks and snacks

YOUR SPEAKERS TODAY



FAYE EKONG
(SHRM-SCP)
Managing Director,
RavelWorks Africa



CHRISTINE WILLIAMSON
Duty of Care International



PATRICIA MCILREAVY
President and CEO,
Center for Disaster Philanthropy



STEVE DENNIS
Recovery Coach,
Mental Health &
Survivor Advocate,
Humanitarian Consultant



HITENDRA SOLANKI
Mindfulness &
Wellbeing Adviser



ARJAN TOOR
Cigna Europe,
CEO



ANGELA ROONEY
Cigna Europe,
Business Engagement &
Strategy



YAHYA KHALIL
Security and
Crisis Management
Coordinator,
ICRC

Mindfulness session



HITENDRA
SOLANKI

Mindfulness &
Wellbeing
Adviser

Fix Your Roof on a Sunny Day:
Security Management and
Crisis Preparedness, Before,
During and After



**YAHYA
KHALIL**

Security and Crisis
Management
Coordinator, ICRC

Fix Your Roof on a Sunny Day: Security Management and Crisis Preparedness, Before, During and After



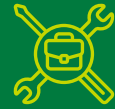
Operating in volatile and hazardous contexts requires organizations to strike a balance between fulfilling their humanitarian mandate and their duty-of-care (legal and moral) obligations to prevent and manage risks and to ensure that their staff can safely and securely carry out their work.





Essentially, duty of care means ensuring that appropriate mitigation measures and support are in place to prevent and respond to incidents and that all staff are adequately informed of the risks and the corresponding mitigating measures.

STRATEGY



TOOLS

Identity

Acceptance / Protection / Deterrence

Centralized V/S Decentralized
(UNHCR 2020 FSS)

Doctrines/Policies on Security and
Crisis Management

Security Culture

Person Based Approach

SRM / SRA → Risk “Appetite”-Threshold

Mitigation measures

Security rules

Passive / Active

Procedures / Systems / SoPs

Contingency Planning

Reporting / Reviews (LLEs)



Following risk management standards(ISO 31000) A Security and Safety Risk Management policy should provide a consistent, repeatable, documented and inclusive means of assessing and monitoring risks.



Minimum Security setup/structure which set the general standard of actions and processes needed to manage risks and security in the field (Mitigation Measures).



Crisis Management (emergency plans) to define how your organization addresses various crises (managing casualties, abductions, deaths of staff members and pandemics). They should incorporate the standard arrangements designed for crisis preparedness, response and recovery.

Who is responsible for what, how, why, and when?

Various roles and functions at field and at HQ are defined and shared

A dedicated Security and Crisis Management service?

Training / Drills / Simulations

Security is everyone's responsibility, and systems/rules can only work if people apply and respect them

Communication: knowledge and consent



1

Assess the risks:

identify all foreseeable risks related to a particular location or activity

2

Establish mitigation measures:

all reasonable measures to manage risks: comprehensive, up-to-date plans and SoPs to address the risks, adhering to local standards

3

Develop CM plans:

detailed plans, measures and assistance must be in place to respond to emergency situations involving staff

4

Informed consent:

staff must understand and accept the risks they face and the measures in place to manage them

5

Raise awareness:

detailed, up-to-date information, guidance, and training

6

Appropriate support

and insurance in place to assist staff in case of incident

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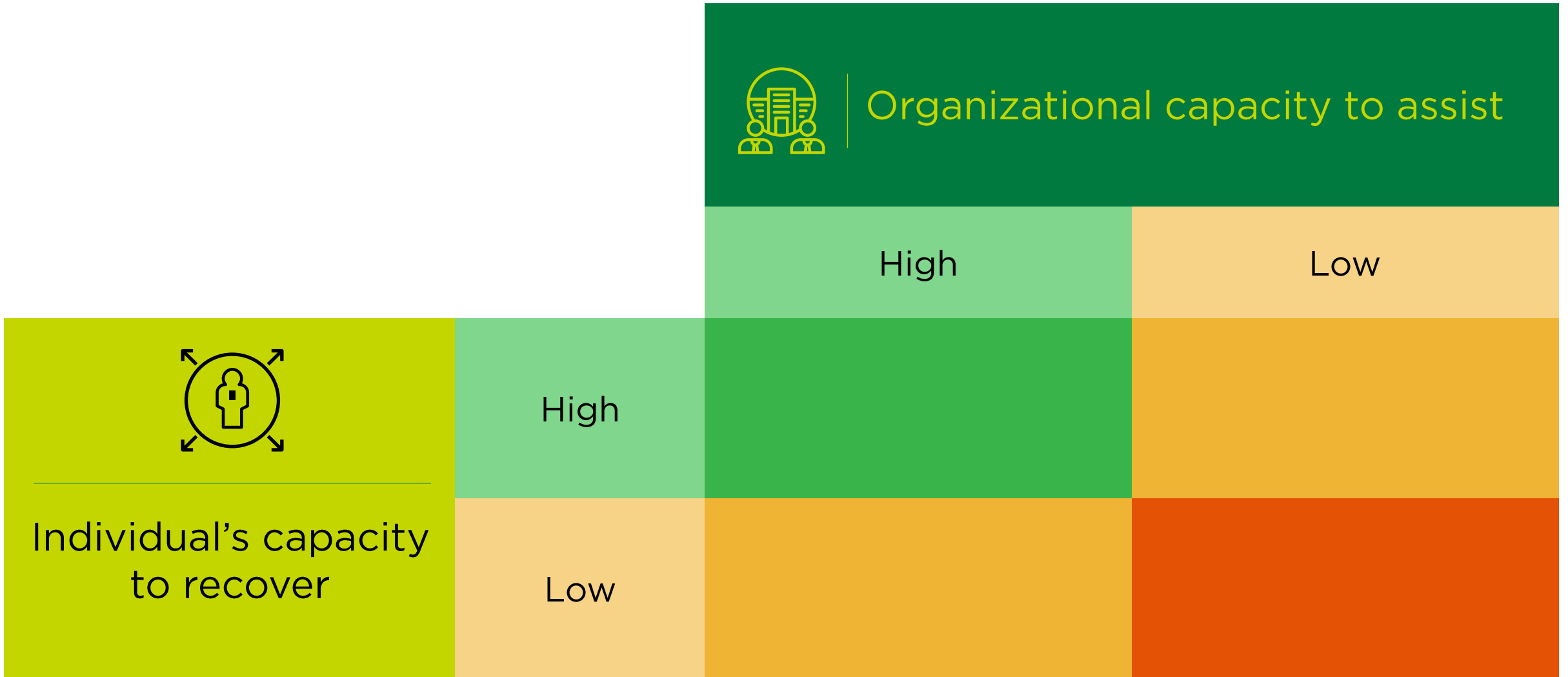
“I’m sorry you got hurt on the job, but look at the bright side — you’ve finally got time to read the safety manual!”

Getting It Right:
Key Elements of Survivor
Centric Support
Presentation and Q&A



**STEVE
DENNIS**

Recovery Coach, Mental
Health & Survivor
Advocate, Humanitarian
Consultant



Individual's capacity to recover



Organizational capacity to assist

High

Low

High

Low

PLANS

Policies
Support referral systems
Decision making structures

SKILLS

Empathetic listening
Trust and relationship
Familiarity of injury landscape
Awareness of toxic phrases
Knowledge of Insurance and org resources and processes

RESOURCES

Insurance
Discretionary resources
EAP
Survivor supporters

GETTING IT RIGHT INDIVIDUAL ELEMENTS

EMPOWERING, NOT BURDENING



Learning
Policies

Familiarity of
support
systems

PLANS

SKILLS

Record keeping

Fog clearance

Communication

Trust and relationship

RESOURCES

Keep
insurance
forms

Assemble
support team

Use EAP

Important
documents
accessible

A photograph of a diverse group of students in a classroom or meeting. A young Black woman with curly hair is in the foreground, looking down. Behind her, a young woman with a braid is writing on a notepad. In the background, a young man has his hand raised, and another student is using a tablet. The scene is overlaid with a semi-transparent green box containing the text "SESSION OVERVIEW AND Q & A".

SESSION
OVERVIEW
AND Q & A



LUNCH BREAK
1 hour

Mindfulness session



HITENDRA
SOLANKI

Mindfulness &
Wellbeing
Adviser



PANNEL
DISCUSSION

Moving from words to actions:

How to get leadership to commit and fund safeguarding



**PATRICIA
MCILREAVY**

President and CEO,
Center for Disaster
Philanthropy



**ANGELA
ROONEY**

Cigna Europe,
Business
Engagement &
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**“What success
looks like? Do’s
and don’ts”**
Open discussion



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CLOSING REMARKS