VALUES AND GOVERNANCE
QUALITY POLICY

Rescue Global is committed to meeting and exceeding the expectations of our customers in the delivery of our services. We do this through:

• Striving to understand the needs and requirements of our customers
• Tailoring our service design to the requirements of our customers
• Providing ongoing contract management to ensure customer satisfaction throughout service delivery
• Evaluating our performance to ensure continuous improvement in service delivery
• Ensuring our Business Manual reflects what we actually do, and staff understand the roles they play within it
• The commitment of all our staff to the highest standards of service delivery to customers and colleagues.

On an annual basis, for each new financial year, Rescue Global’s board produces Quality / Business Objectives which set out the key things we want to accomplish in that year.
ABOUT RESCUE GLOBAL

Rescue Global is a UK charity, a US 501(c)(3) nonprofit and an International Non-Governmental Organisation (INGO).

Our mission is: To Save Life.

We do this by empowering decision makers at the nation-state level working in the Disaster Risk Reduction and Response (DRR&R) environment. We also conduct liaison, mentoring and disaster reconnaissance missions during the critical response phase, deploying to disasters worldwide.

Rescue Global employs disruptive and innovative methodologies with cutting-edge technology, alongside some of the best qualified and experienced DRR&R practitioners in the world, in order to challenge and change the paradigm where an international humanitarian “response” is the main effort in dealing with disasters.

Rescue Global champions sovereignty, self-determination and real learning from the lessons of the past, in a positive cycle of continuous improvement.

Sovereignty, we believe, is where a country has the full right, power and ability to govern itself without any interference from outside sources or bodies. Our work with the National Disaster Management Agencies (NMDAs) of many countries seeks to enable and empower them to retain (Strategic) sovereignty, along with (Tactical) control of an event wherever possible.

Rescue Global achieves this through effective mentoring, liaison with all stakeholders, sharing and developing best practices, as well as helping NMDAs benefit from international assistance when required, whilst ensuring proper protocols and systems are maintained and developed.

We believe that successful DRR&R requires intelligent actions in the ‘Response’ phase, most often the domain of the humanitarian assistance and relief organisations, as well as in the pre- and post-disaster phases, most often the concern of the development sector. We reject the notion that these phases should be mutually exclusive.

OUR GOVERNANCE

Rescue Global is committed to high standards of governance through rigorous checks and balances, guaranteed by both external accreditation and best practice internal management systems. Our standards of governance, guided by our values, are unique in the humanitarian sector and are leading the way to establish a new benchmark of accountability. This brochure details our values and the governance systems we have put in place.

DISASTER RISK REDUCTION & RESPONSE
RESCUE GLOBAL VALUES

Empowerment
Rescue Global is devoted to empowerment at all levels – local, national, and regional. We provide decision makers with the information, resources and support required to reduce long-term disaster risk by building relevant capacity, as well as response capability in the immediate term, in order to save lives.

Integrity
Rescue Global is committed to modelling trustworthiness and accountability and conducting all activity in an honest and ethical manner. We strive for consistency and maintain alignment between what we say, what we do and how we do it. Rescue Global holds itself to impeccable standards and careful stewardship of, and responsibility for, all resources and environments it uses or influences. Rescue Global prioritises situational awareness on all levels – respecting and embracing local laws, governance and cultural norms.

Excellence
Rescue Global champions a systematic approach to DRR&R and is committed to excellence in its standards, governance and results.

Adaptability
DRR&R requires expertise and experience with adaptability. Our team represents a mosaic of expertise from the emergency services, government, private sector, charities, academia, military and nonprofit sectors.

Collaboration
Rescue Global aims to collaborate at all levels – local, national and regional. Coordinating resources is fundamental to successful DRR&R. Rescue Global actively seeks out cross-sector partnerships through our Crisis and Disaster Resilience Alliance (CaDRA).

Diversity
Rescue Global believes that a diverse team is one in which every member is valued, regardless of their age, gender, race, religion, disability, sexual orientation or personal beliefs. We champion diversity at all levels of our organisation.

Performance Management
Rescue Global operates a Performance Management system that ensures the contribution of every individual member of staff, programme team member, manager and board member, is aligned to achieve specific Business Objectives. These Business Objectives then deliver and satisfy our six core Business Drivers. Rescue Global’s Business Drivers are central to how we achieve our mission: To Save Life.

Our core Business Drivers guarantee that we plan, prepare, act, review and continuously improve, directed by our values and standards, with value for money and efficient risk management at the heart of all that we do.
QUALITY MANAGEMENT

Rescue Global has full ISO 9001 Quality Management accreditation with the prestigious British Standards Institution (BSI). This accreditation ensures our organisation is focused around the following principles:

**Client Focus**
Understanding our clients, their requirements, and tailoring our services to support and strengthen their capability.

**Leadership**
Championing the principles of quality management, good governance and continuous improvement.

**Engagement of People**
Ensuring all staff play an active, conscious role in delivering our mission and seeking opportunities for continuous improvement.

**Process Approach**
Rescue Global is managed through a clearly defined set of interlinked processes to ensure clarity, and consistency. Our processes are managed as a system delivering ISO 9001 Quality Management, and ISO 31000 Risk Management requirements, using the MoR Enterprise Risk Management system (see page 9).

**Improvement**
Every Rescue Global operation is subject to a thorough evaluation process, which includes feedback from all staff, partners and clients. This enables us to learn from our experiences, prevent mistakes being repeated, and seize opportunities to improve our service delivery and the positive impact we can have.

**Evidence-Based Decision-Making**
Decisions for internal management and for service delivery are based on known facts and on assessing risks and opportunities for likely events or outcomes.

**Relationship Management**
Rescue Global works closely with partners through our CaDRA program to increase reach and impact in delivering our mission. We work with suppliers to ensure quality, and a good fit for our purposes. With key suppliers we actively seek long-term mutually beneficial partnerships through our partnership programme.

ENTERPRISE RISK MANAGEMENT

Rescue Global operates in accordance with the industry-approved Management of Risk (MoR) system. Our organisation-wide Enterprise Risk Management (ERM) system, is designed to meet many of the requirements of ISO 9001:2015 Quality Management, and ISO 31000 Risk Management.

In order to achieve our business objectives, Risks, Assumptions, Issues and Dependencies (RAID), are identified, analysed, and response plans developed, at the strategic, programme, project and operational levels. ERM enables understanding of the relationships between risks across these perspectives, and across specialist risk areas. This allows organisation-wide risk exposure to be managed within agreed appetite and tolerance levels, and to agreed protocols, as defined in our Risk Management Policy.

ENTERPRISE RISK MANAGEMENT

- **Strategic Risk**
- **Programme Risk**
- **Operational Risk**
- **Project Risk**
OPERATIONS MANAGEMENT

Rescue Global operations are managed through our Operations Management Procedure (OMP) which is described in the diagram below. The procedure is driven by current and future client requirements, and is controlled by the application of Enterprise Risk Management protocols. The OMP sits across the strategic level (green) and the operational level (blue) of Rescue Global’s operations. It delivers three functions: Prepare, Respond and Evaluate. The levels and functions overlap during two key processes: the Capability Review (which occurs annually) and the Operations Planning Process (which is enacted for every operation). During the annual Capability Review and the Operations Planning Process, RAID (Risks, Assumptions, Issues and Dependencies) are recorded and managed in accordance with our Risk Management Policy.

The Operational Planning Process, entitled ‘The 7 Questions’, is based on the British military planning process. It aims to define a client request and its context, and produce a workable plan to deliver the effects required in the right place with the correct resources, whilst addressing risk throughout. The process works by answering seven key questions that need to be addressed in order to produce an effective plan. The questions are inter-related, with preceding questions driving successive ones or providing them with context. The process is also dynamic: as the situation changes, or more information is available, questions can be reviewed to ensure that planning remains valid. A core training objective is to ensure that all staff are proficient and understand the process. The process is scalable and is adjusted by those involved in planning to ensure it is fit for purpose.
Rescue Global has global insurance coverage for our operational, training and consulting activities. Rescue Global ensures that we protect our organisation, staff, equipment, clients, partners and stakeholders, for all reasonable eventualities. Types and levels of insurance held are:

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<thead>
<tr>
<th>INSURANCE TYPE</th>
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<tr>
<td>Employers Liability</td>
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<td>Public Liability / Products Liability</td>
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<td>Professional Indemnity</td>
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If you would like to learn more about the Disaster Risk Reduction and Response capabilities of Rescue Global, or to find out how you can assist us through partnering or volunteering, please visit:

www.rescueglobal.org