

## Hyderabad Risk Assessment

### **RISK ASSESSMENT for CAST PROJECTS in Hyderabad, India**

Your safety is very important to us. This document covers the basics you need to be aware of before you travel to Hyderabad with us. Points 1 – 11 cover general points regarding the overall trip and sections 12-14 relate to the specific projects you may be working on in Hyderabad, specifically Rasool Pura. You should take this risk assessment with you to India in order to refer to it during your trip. You should also read your induction pack thoroughly alongside this document. If you need help or advice, please contact Jane Miller, the CAST Project Co-ordinator for India at [india@cast-uk.com](mailto:india@cast-uk.com)

**Please read this document carefully, act on the points which we suggest, and have a great trip! Thank you!**

	Risk	Ways to reduce the potential risk
<b>1. Travel</b>		
<b>1.1</b>	Difficulties in travel between designated UK airport to Mumbai	<ul style="list-style-type: none"> <li>• Fly from the designated UK airport detailed in your acceptance letter with your team.</li> <li>• Ensure you arrive at the airport at least three hours before the flight in order to check in with your team.</li> <li>• Ensure your luggage is packed and presented appropriately.</li> <li>• Ensure you have a passport which is valid, with the correct visa and take all relevant tickets/booking numbers/bank cards/insurance details with you to the airport.</li> <li>• Notify relevant members of your team should you have certain requirements when you travel.</li> </ul>
<b>1.2</b>	Difficulties in travel between Mumbai and Hyderabad	<ul style="list-style-type: none"> <li>• There is a coach service provided to travel between the international and domestic airports in Mumbai.</li> <li>• Do not go into Mumbai even you have a while to wait for the next flight. Mumbai is a huge city and many of you are not familiar with India so stay in the airport to avoid getting lost.</li> </ul>
<b>1.3</b>	Difficulties in travel from the airport in Hyderabad to your accommodation	<ul style="list-style-type: none"> <li>• You will arrive as a team and be met by members of the Bhumi team in Hyderabad.</li> <li>• Bhumi contact phone numbers as well as other useful numbers within India are in your induction pack.</li> </ul>
<b>1.4</b>	Not having the relevant documents: visas, insurance.	<ul style="list-style-type: none"> <li>• A 6 month tourist visa is required, available from embassies in Edinburgh, Birmingham and London or via post.</li> <li>• Appropriate insurance should be obtained well in advance to your trip through a reputable company.</li> </ul>
<b>1.5</b>	Difficulties in travel to and from rasool	<ul style="list-style-type: none"> <li>• Travel via auto rickshaw. Ensure you always have the address of where you are going written down.</li> </ul>

If you have any queries/concerns contact Jane Miller, CAST Project Co-coordinator for India at [India@cast-uk.com](mailto:India@cast-uk.com)  
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		pura	<ul style="list-style-type: none"> <li>• Ensure you carry a mobile phone and contact numbers for your team leader and volunteer co-ordinator (numbers provided in induction pack and acceptance letter).</li> <li>• Ensure you have adequate change. Auto drivers will often say they don't have change in an attempt to get more money, so avoid this by having lots of change.</li> <li>• Do not take valuable belongings. Volunteers only require change for a taxi and mobile phones</li> <li>• Always agree the price of the taxi before you get in. There will be a Bhumi representative with you so do as you are told by them, they are there to look after you.</li> <li>• Try and learn the way to the testing centre as soon as possible so you can direct the driver. Try to avoid having to wander through the slum without a member of the Bhumi team.</li> <li>• Mopeds are widely used, including by members of the Bhumi team and we would advise you not to accept lifts on them.</li> </ul>
	<b>1.6</b>	Pick pockets	<ul style="list-style-type: none"> <li>• You may be at higher risk of pick pockets (especially children) when walking around the busy streets or on public transport.</li> <li>• To try ensure that your bags are always zipped shut and are carried diagonally across one shoulder rather than on your back or hung over one shoulder.</li> </ul>
<b>2. Accommodation</b>			
	<b>2.1</b>	Theft/break in	<ul style="list-style-type: none"> <li>• Ensure the flat is always locked whether you are in or out of the flat.</li> <li>• Shut all windows and doors when not in the flat.</li> <li>• Avoid taking valuable items unnecessarily (especially jewellery).</li> <li>• Discuss with your team where valuable items are to be kept.</li> <li>• Turn off all plug sockets, water, and lights when ever you leave the flat unattended.</li> <li>• You will have a cook and a house cleaner; they may request that you lock your valuables away to avoid misunderstandings. Whether they do or not you should do this. If there is no lockable cupboard or room you should lock them in your suitcase.</li> </ul>
	<b>2.2</b>	Entering/leaving the accommodation at night	<ul style="list-style-type: none"> <li>• The stairwell is dark and automatic lights do not always work. Make sure you take a torch or some form of light (e.g. mobile phone) when going out at night.</li> <li>• Concrete steps can be slippery when wet.</li> </ul>

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			<ul style="list-style-type: none"> <li>• Take care on the steps as they may be uneven.</li> <li>• The paths are very uneven and often non existent meaning you have to walk on the road so take extra care and use a torch if necessary.</li> <li>• When walking to the block of flats at night the access is off the main street so make sure you don't go out alone and take a mobile phone with you (kept out of sight).</li> <li>• Be sensitive of the neighbours and keep noise to an absolute minimum after 9:00pm.</li> </ul>
	<b>2.3</b>	Electrical faults/fire	<ul style="list-style-type: none"> <li>• Although there should not be faults with the electricity supply you should take care when using plug sockets and not leave items plugged in unsupervised.</li> <li>• Do not leave the gas stove unattended.</li> <li>• Ensure you know where exits and extinguishers are.</li> <li>• Be aware the plumbing can be temperamental.</li> <li>• Power cuts can occur; if they do then they will usually be sorted within the hour.</li> </ul>
	<b>2.4</b>	Cultural awareness	<ul style="list-style-type: none"> <li>• You will have a housekeeper and a cook, please be aware that if they are male they may feel very uncomfortable if you wear shorts and vests in the flat when they are there.</li> <li>• The apartment CAST volunteers reside in is above the standard of living most people experience. Volunteers should be aware of this at all times.</li> <li>• Many people in the Hyderabad live in poverty or know people who do. As such, volunteers should avoid openly complaining about comparatively lavish accommodation.</li> <li>• Be aware that in India, it is normal to stare and this is not seen as offensive, therefore please understand this cultural difference and do not take it personally. Please ensure that you refrain from making comments about any such behaviour as this will certainly cause more attention to be drawn to you than if you ignore.</li> </ul>
<b>3. Medical</b>			
	<b>3.1</b>	Need to use local medical facilities	<ul style="list-style-type: none"> <li>• Volunteers should consider their health carefully before participating in the project. It is the responsibility of the individual volunteer to discuss their individual needs with their GP prior to their trip.</li> <li>• Volunteers should carry double doses of all prescribed medicines with them in case of losses.</li> <li>• Volunteers should take a well equipped first aid kit and it may be advisable to take a sterile kit (containing needles, syringes and suturing kits) just in case a trip to the doctors is needed.</li> </ul>

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		<ul style="list-style-type: none"> <li>• It is the responsibility of individual volunteer to discuss health concerns with their team leaders or the relevant CAST officers.</li> <li>• Some of the local health centres may be considered as safe to use, talk to a member of the Bhumi team if you think you need to see a doctor.</li> </ul>
<b>3.2</b>	Lack of appropriate vaccinations	<ul style="list-style-type: none"> <li>• Volunteers should ensure they visit their GP/practice nurse well in advance of their trip.</li> <li>• It is the responsibility of the volunteer to discuss the nature of their work with their GP/practice nurse to ensure they receive all necessary vaccinations.</li> </ul>
<b>3.3</b>	General illness	<ul style="list-style-type: none"> <li>• Sickness and diarrhoea is common when visiting India due to the nature of the food. It is the volunteers responsibility to take medication for this including rehydration salts</li> <li>• Volunteers should inform the team leader if they feel unable to attend a project due to illness.</li> </ul>
<b>3.4</b>	HIV	<ul style="list-style-type: none"> <li>• HIV/AIDS is rife within India and CAST cannot guarantee that the project beneficiaries they work with do not carry the virus.</li> <li>• Risk of infection with HIV whilst working with infected children/adults is via infected blood coming into contact with your blood (e.g. in an open cut) or mucous membranes (e.g. the eye or the inside of the nose). The risk is therefore very low due to the nature of our work. However volunteers should take reasonable precautions such as covering any cuts with plasters. If a child/adult cuts themselves or is bleeding please alert a member of staff rather than manage it yourself.</li> <li>• You are not required to change nappies (where it is possible to come into contact with blood in faeces/urine).</li> <li>• If you do come into contact with blood or bodily fluids make sure you wash immediately.</li> <li>• It is not a requirement for volunteers to work anywhere they do not feel comfortable.</li> </ul>
<b>3.5</b>	Malaria	<ul style="list-style-type: none"> <li>• At the minute Hyderabad is not considered to be high risk for malaria but you should always check with your doctor at the same time that you get advice regarding vaccinations.</li> <li>• Even if the risk of malaria is low it is still advisable to avoid bites by covering up and using repellent as the bites can be very uncomfortable.</li> </ul>
<b>3.5</b>	Head lice	<ul style="list-style-type: none"> <li>• It is possible that some of the children/adults may have head lice. It is the responsibility of the volunteer to take treatments for head lice if you wish. Tea-tree shampoo can act as a deterrent.</li> </ul>

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	<b>3.6</b>	Other	<ul style="list-style-type: none"> <li>• Some of the people we work with have TB and Hepatitis.</li> <li>• Volunteers should ensure they have been sufficiently vaccinated.</li> <li>• Food poisoning is often a worry; the Bhumi team will advise you on where to eat. Do not eat the food from street vendors.</li> </ul>
<b>4.</b>	<b>Use of equipment</b>		
	<b>4.1</b>	Risk of using equipment	N/A for general volunteers
	<b>4.2</b>	Maintenance of equipment	Notify staff if equipment is broken or unsafe.
<b>5.</b>	<b>Catering</b>		
	<b>5.1</b>	Local food not able to satisfy special dietary requirements	<ul style="list-style-type: none"> <li>• If volunteers have special dietary requirements, it is their responsibility to take appropriate foods and food supplements from the UK and alert team leaders.</li> </ul>
	<b>5.2</b>	Risk of illness from eating local food	<ul style="list-style-type: none"> <li>• Food is available from the local market/shops and restaurants. It is the responsibility of volunteers to be sensible when buying and cooking food supplies.</li> </ul>
	<b>5.3</b>	Etiquette	<ul style="list-style-type: none"> <li>• Indians eat with their hands, there will usually be cutlery available but you should feel encouraged to try it their way. Always use your right hand! The left hand is used for toileting and people may take offence if you use it for eating.</li> </ul>
<b>6.</b>	<b>Personal safety</b>		
	<b>6.1</b>	Accident/emergency	<ul style="list-style-type: none"> <li>• Volunteers are responsible for their own safety.</li> <li>• It is the responsibility of the volunteer to have the appropriate insurance.</li> <li>• If a volunteer is aware of a potential issue which may affect their safety, this should be discussed with the CAST project co-ordinator and team leaders prior to their trip.</li> <li>• Accidents should be reported on the accident form.</li> </ul>
	<b>6.2</b>	Working alone	<ul style="list-style-type: none"> <li>• Volunteers should not be working alone at any time. If you find yourself in this situation you must find another team member immediately.</li> <li>• Volunteers must read the risk assessments for all the projects and follow and act upon the advice given.</li> <li>• It is the responsibility of the volunteer to read the information in the induction pack regarding their projects thoroughly.</li> </ul>
	<b>6.4</b>	Risk of	<ul style="list-style-type: none"> <li>• Volunteers are responsible for their own personal safety.</li> </ul>

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		mugging/assault in India	<p>Volunteers should not go out alone, especially at night. It is advised that if you do go out at night that you are always accompanied by a member of the Bhumi team.</p> <ul style="list-style-type: none"> <li>• Do not have valuable items visible on your person.</li> <li>• Be sensitive and sensible when withdrawing money from the bank.</li> <li>• Do not act distastefully (e.g. shouting, mimicking, clearly describing downfalls).</li> <li>• People may stare at you but they are just intrigued and mean no harm, do not take offence and be pleasant at all times.</li> </ul>
	<b>6.4</b>	Terrorism scares	<ul style="list-style-type: none"> <li>• There has been worries surrounding terrorism attacks in India however security, especially that in and around airports has been increased accordingly.</li> <li>• The foreign office website contains the most up to date information which you should check before your trip and while you are there.</li> </ul>
<b>7.</b>	<b>Physical hazards</b>		
	<b>7.1</b>	Risk of injury when out around Hyderabad and out on day trips	<ul style="list-style-type: none"> <li>• It is the responsibility of the volunteer to be sensible and to take sensible precautions to avoid injury (e.g. sensible footwear when walking to avoid injury due to pot holes).</li> <li>• Be aware that as you will be visiting India during the monsoon season, it is advisable that you bring footwear with you that are suitable for wet weather. (Although remember that it is also very hot so Wellingtons are not advised!)</li> </ul>
	<b>7.2</b>	Risk of illness/harm due to climate.	<ul style="list-style-type: none"> <li>• It is very hot in India and volunteers must take precautions for this.</li> <li>• Volunteers should wear a high factor sun cream and always carry a bottle of water.</li> <li>• It is really vital that you ensure that you are drinking enough water, the normal 2 litres a day will not suffice when you are working in such hot conditions, and if you fail to keep your fluids up you are likely to fall ill quickly.</li> <li>• Stay in the shade as much as possible.</li> </ul>
	<b>7.3</b>	Monsoon	<ul style="list-style-type: none"> <li>• It is monsoon from July to October and you must be aware of the risks which accompany this. The Bhumi team have been experiencing the Monsoon for many years, so whilst it is unlikely you will experience any problems during this season, it is important to follow their advice.</li> </ul>
<b>8.</b>	<b>Biological Hazards</b>		

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	<b>8.1</b>	Risk of injury from animals	<ul style="list-style-type: none"> <li>• Mosquitoes are especially prevalent and volunteers should obtain necessary items in order to tackle this prior to their trip. See section 3.5.</li> <li>• Stray dogs wonder the streets in India, especially Rasool pura, but generally do not go too near humans. It is the responsibility of the volunteer to avoid them. It is up to individual volunteers whether they choose to have the rabies vaccine. See section 3.2.</li> <li>• Cows are very precious animals in Indian culture and are often found wandering the streets, volunteers must respect this.</li> <li>• There are often goats and chickens wandering around Rasool pura, they are harmless and the children play with them but it is advised not to go too near them.</li> </ul>
<b>9. Culture</b>			
	<b>9.1</b>	Risk of offending local people	<ul style="list-style-type: none"> <li>• Volunteers should dress modestly and conduct themselves in a manner which fits their work. It may be considered offensive to show your shoulders or knees so vests with thin straps and skirts/shorts above the knees are not appropriate. You will find that if you dress inappropriately you will receive a lot of (often unwanted) attention, so not only it is in the interest of people around you, it is also in your interest to dress modestly.</li> <li>• Volunteers should respect the religious beliefs held by team members and the various religions held by the Indian people you will be working amongst. The trip is very likely to involve a trip to a temple, follow the rules and if you are unsure ask a Bhumi team member, they will be happy to help.</li> <li>• Volunteers are expected to respect Indian laws.</li> <li>• Volunteers should be aware that their accommodation in India is above the average standard and be sensitive when discussing how people live.</li> <li>• British people have not been travelling to Hyderabad and foreigners are generally a novelty. Don't take offense if local people watch or observe you.</li> <li>• Men especially may stare at female volunteers. This is usually meaningless and should not cause alarm.</li> </ul>
<b>10 Stress</b>			

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		Risk of loneliness, isolation and home sickness	<ul style="list-style-type: none"> <li>• It is the responsibility of the volunteer to discuss concerns with their team leaders. Please feel free to contact team members and your team leader in the run up to your trip if you are having any worries or concerns.</li> <li>• Volunteers should work with their team in order to form friendships and contribute socially.</li> <li>• Volunteers may make use of the local internet café and cheap phone cards to maintain contact with home.</li> <li>• Volunteers should make the most of training days and forums in order to get to know their team.</li> <li>• India is an amazing country but it can be overwhelming so it is a good idea to read about the country before you go.</li> </ul>
<b>11</b>	<b>Photography</b>		
		Taking photos inappropriately	<ul style="list-style-type: none"> <li>• There are no rules or regulations with regards to taking photos but you must be sensitive when doing so.</li> <li>• You will find that the team you will be working with in India will be happy to have their photo taken with you, please remember that they are used to this, and to seeing this type of equipment. Many people from the community in Rasool pura may have never seen a camera and so will be amazed by it, do not take this as an 'ok' to having a photo taken.</li> <li>• Please be aware that it is often against mothers religious/spiritual beliefs to let their baby have their photograph taken. Therefore it is ESSENTIAL that you ask to take any photos.</li> <li>• Aside from when you are working with the mothers at the testing centre, please be sensitive when taking photos. Be sensitive to the environment in which you are working, and that whilst Rasool pura is a new interesting place for you, it is home to hundreds of people who may be offended that for you it is something to take a photograph of.</li> <li>• The main guideline for photography is that photos are positive!</li> </ul>

Whilst we have made every effort to provide a comprehensive risk assessment, as with anything there may be unforeseen risks. If you encounter any of these on your trip please inform your team leader. Life Improvement For Everyone and our partners cannot accept any liability for any accidents/incidents occurring during your trip unless there is a clear indication of negligence on our part. Please work with us to make your trip as safe and enjoyable as possible. Thank you and have a great trip!

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Please ensure that:

- a) You have read and understood the risks described in sections 1 – 11 above.
- b) You are willing to undertake the work involved despite the potential risks.
- c) You will take responsibility for your own safety and well-being during your trip based on an awareness of the above risks.

If you have any queries/concerns contact Jane Miller, CAST Project Co-coordinator for India at [India@cast-uk.com](mailto:India@cast-uk.com)

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