

"SAFETY & SECURITY"

AIFO's security policy and operational guidelines



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INDEX

1. PREMISE.....	2
1.1 AIFO’s mission.....	2
1.2 Terminology and strategy	3
2. SECURITY STRUCTURE AND MANAGEMENT	4
2.1 Coverage of the policy	4
2.2 Roles and responsibilities.....	4
2.3 Training.....	5
3. SECURITY OPERATIONAL GUIDELINES	6
3.1 Risk assessment and analysis.....	6
3.1.1 Country Security Profile	6
3.1.2 Security status	6
3.1.3 Country Security Plan	7
3.2 Identification and visibility	7
3.3 Organization’s facilities	7
3.4 Traveling.....	8
3.4.1 Vehicles and drivers.....	8
3.4.2 Checkpoints and roadblocks	8
3.5 Communications	9
3.6 Behavior.....	9
3.6.1 Female staff.....	9
3.6.2 Personal health	10
3.7 Mines and UXOs.....	11
3.8 Stress	11
3.9 Evacuation measurement	11
3.9.1 Pre-evacuation and evacuation.....	11
3.9.2 Medevac	12
4. SPREADING OF THIS DOCUMENT	13
ANNEX 1: COUNTRY SECURITY PROFILE	14
ANNEX 2: PRE - DRIVING CHECKLIST	20
ANNEX 3: VEHICLE DAILY LOGBOOK	21
ANNEX 4: PHONETIC ALPHABET	22
ANNEX 5: BASIC MEDICAL KIT	23
ANNEX 6: EVACUATION CHECK LIST	24
APPENDIX: EMERGENCY NUMBERS AND INSURANCE DETAILS	25
BIBLIOGRAPHY	26
LIST OF USEFUL WEB-SITES	27
PERSONAL NOTES	28

1. PREMISE

For aid and development personnel, working environments are often extremely dangerous. Front emergency relief location have very clear security risks but it has been shown that long-term development programmes are virtually as risky for both international and national staff. That is why “Safety and Security” is so important for the continued protection of our staff, and why this is such an important issue for those of us involved in management.¹

1.1 AIFO’s mission

Started in 1961, inspired by the thoughts of French journalist Raoul Follereau, AIFO is an independent Italian non-governmental organization. AIFO has chosen to focus its activities in supporting leprosy affected persons and persons with disabilities through integrated development projects, with particular attention towards the poorest and vulnerable groups of persons, in a spirit of partnership.

AIFO is active in four main areas:

- fight against leprosy as part of integrated primary health care;
- promotion of rights of persons with disabilities through community-based rehabilitation approach;
- support to needy children in risk situations;
- development education and inter-culture through promotion of a just and tolerant world, where diversity is valued.

Moreover, AIFO decided to intervene in humanitarian aid, but only in those countries where it is already present with long-lasting development projects; this because AIFO knows the environment of those countries, has trusted local partners and besides is well-known by the local population.

The work of AIFO is aimed to enhance the respect of the human rights of persons affected by leprosy and by disability and to recognize their special value. AIFO opposes any kind of discrimination, especially towards persons affected by leprosy and persons with disabilities and promotes special attention towards the needs of more vulnerable groups like poor, women and children. Thus AIFO continues to promote integrated approaches, thinking of persons globally, keeping account of the historical, social and cultural context of local communities and promoting the use of locally available resources.

AIFO works with these fundamental operating principles:

- To seek an equilibrium between activities which answer immediate needs and those which promote a durable and sustainable development.
- To seek to fight against the causes of under-development, discrimination and poverty
- To seek to give voice to persons affected with leprosy and persons with disabilities so that they can mobilize public opinion and change policies and actions which affect their lives.
- To seek an equilibrium between interventions in area where these can have most impact and the areas where such activities are most needed.

¹ See People in Aid, *Policy Pot, Safety and Security*, May 2003, page 1.

1.2 Terminology and strategy

Humanitarian aid work may be extremely dangerous, but at the same time also long-term development programmes are virtually as risky for both international and national staff. The working environments have become more dangerous than ever in the past few years and today humanitarian workers are more and more the target of international violence and aggression. That is why the deep consideration of safety and security issues is so important.

Many and increasing are the incidents that may happen to humanitarian workers: accidents, robberies (armed and not), attacks to humanitarian convoys, kidnapping, sexual assaults, rapes, physical assaults and health emergencies.

In this context, we define **safety** as the protection and prevention of possibly harmful events having casual and/or accidental nature; this means the construction of a safe working environment.

We define **security** as the protection of humanitarian personnel and assets from violence and theft, having a malicious or culpable nature; this means the adoptions of particular procedures to be applied by all staff.

Thus security depends from the capability of the NGO to build a safe working environment and to design and adopt good security procedures, but it also depend from the capability of NGO to achieve safe organizational asset and to maintain with a high degree of integrity its name and reputation.

AIFO chooses as security strategy a mix between acceptance and protection. AIFO opted to bring humanitarian aid only in those countries where it has long-term development projects. Thus because of its long presence in the field, AIFO is well known and respected by local population: this means that people trust the Organization and AIFO is accepted by local population. Nevertheless it is very likely that equipment and other goods may be a possible target for thieves and casual and accidental events. Therefore, even when there is wide local support for the organisation, it need at least some protection. In any case AIFO shall surely refuse resort to deterrence.

AIFO deems that only a low level of security risk for its staff is acceptable, and it will consequently act reducing as much as possible any kind of hazard and danger. AIFO believes that safety and security exist when its staff are enabled to work without undue risks to their health and life.

2. SECURITY STRUCTURE AND MANAGEMENT

2.1 Coverage of the policy

AIFO strongly believes in promoting local resources and in building networks and partnerships with local organizations. This is likely to make the programme more sustainable, more culturally appropriate and more cost-effective, therefore more acceptable to local people and more secure.

In fact in many countries AIFO is present as a technical and financial partner for local organisations and not as implementing NGO and in most of the countries AIFO staff is composed by local people.

The security policy and procedures are intended for all AIFO field staff, both local and international. However, particular issues as insurance and evacuation are intended only for international staff, if not differently decided case by case (see paragraph 3.9).

Submitting the security policy and the security procedures is compulsory also for any international mission to any AIFO's project. Any persons from headquarter, any AIFO Board's member and any AIFO consultant shall receive the present guidelines and if necessary the Country Security Profile (see paragraph 3.1.3) before leaving, and once in the field they must follow them.

Where AIFO has the function of technical and financial partner, it motivates its partner to produce security policy and guidelines in order to preserve its workers' safety and security.

2.2 Roles and responsibilities

Bearing in mind that all staff are responsible for security also with their behaviours on and off duty, for doing all they can to ensure their own security, as well as the security of their colleagues and others and thus are involved in contributing to good security procedures, AIFO has created this security structure.

AIFO's headquarters (HQ) are composed by several Project Managers (PMs) who have an operational-managing task, and the Director of Projects Division (Dir.), who has the final responsibility.

The headquarters are responsible for:

- a. setting the security policy and standard operating procedures through a consultative process (both PMs and Dir. are responsible for);
- b. preparing the expatriated field staff through security training (PM is responsible for);
- c. taking the final decision about deployment, relocation and evacuation (Dir.). If the situation is urgent and if the field manager is unable to contact the HQ, HQ delegates AIFO Country Coordinator and AIFO Representative to decide on whether to evacuate;
- d. ensuring that the various Country Coordinators and Representatives set the security procedures in place according to the security guidelines of the organization (PM);
- e. motivating all its local partner to produce security policy and guidelines (PM).

In the field where an AIFO office is present, the person in charge of security matters will be AIFO Coordinator or AIFO Representative. S/he will have the authority and responsibility:

- for the material, financial and personnel security in the Country;
- to inform and train on security issues all the field staff;
- to design and implement further operating procedures deemed appropriate to those specific environments;
- to implement, run and supervise the procedures described in this handbook;
- to report to the headquarters about accidents, threats and security.

Sharing of information between these actors (HQ, Country Coordinators/Representatives and staff) is fundamental in order to enhance security, as well is fundamental communication of field staff with local population to collect useful information.

2.3 Training

The new expatriated personnel will be trained on security before their leaving on the basis of this document and moreover providing them the Country Security Profile of their destination. Staff on duty at the publication of this Guide Lines will be asked to read and to apply them by three months. AIFO Coordinators and Representatives are responsible for training all the field staff on the basis of this document, by three months. Any persons from headquarters, any AIFO Board's member and any consultant shall receive the present guidelines before leaving.

3. SECURITY OPERATIONAL GUIDELINES

3.1 Risk assessment and analysis

3.1.1 Country Security Profile

As AIFO chose to commit in humanitarian aid only in those countries where it is already present carrying out development projects, its knowledge and awareness about risk and threats is quite deep. Nonetheless, if a humanitarian emergency occurred the security profile of that country has changed and it is very important to update and revise it.

AIFO Country Coordinators and Representatives is responsible to draw up a Country Security Profile (see Annex 1) which will be regularly transmitted to AIFO headquarters.

The first part of the document is a summary of relevant data of the country, like Government and detailed political situation, ethnic composition, AIFO's contacts, etc.

The second part of the document is focused on the kind of threats the staff has to face (potential human and natural threats), and people in charge for security in the Country, like presence and location of Italian and/or European Embassies.

In normal conditions, the Country Security Profile will be updated yearly. If a humanitarian emergency occur, the Profile has to be immediately updated and transmitted to HQ, adding a particular report of the emergency; following updating has to be made quarterly if not differently needed.

3.1.2 Security status

The analysis of the security situation made in order to compile the Country Security Profile, will allow AIFO Coordinators/Representatives and the Headquarters to assign a security status level to the country:

LEVEL 1 –NORMAL STATUS: regular operations ongoing, total freedom of movements.

LEVEL 2 –ATTENTION STATUS: regular operations ongoing, field visit depending on the area interested by the trouble.

LEVEL 3 –ALERT STATUS: only the office work is ongoing, any trip outside the duty station is forbidden as well as any field visit.

LEVEL 4 –HYBERNATION STATUS: suspension of any programme activities and, on HQ decision, relocation of the staff in a safer area of the country; all the pre-evacuation measures must be set in place.

LEVEL 5 –EVACUATION: all the expatriated and if necessary the local staff are evacuated from the Country to the nearest safe destination.

3.1.3 Country Security Plan

In those Countries where AIFO has an office and where risks and threat are particularly severe and grave, the HQ may decide to develop a Country Security Profile. In case, AIFO Coordinator/Representative together with the PM will elaborate the Country Security Plan following these key points (source: People in Aid, *Policy Pot, Safety and Security*, May 2003, p 17):

- Line of Authority
- Risk Assessment Process
- Security Strategy
- Crisis Management Strategy
- Personal Safety and Security
 - Relationships with local community
 - Moving around the local community
 - Residential arrangements
 - Situational awareness
 - Specific security concerns for women
- Standard Operating Procedures
 - Site selection and security
 - Handling cash
 - Document security
 - Communications
 - Transportation and vehicle maintenance
 - Incident response. Eg, carjacking, robbery, ambush, etc.
 - Incident reporting
 - Landmines and bombs (where appropriate)
 - Evacuation plans
 - Contingency plans
 - Medical emergency
 - Natural disaster
 - Kidnapping
 - Media relations
 - Stress and Trauma Prevention

3.2 Identification and visibility

As acceptance is part of AIFO's security strategy, it is important that the local population can easily recognize the organization and not confuse it with any others.

All AIFO vehicles must not be confused with any army or armed force, thus the vehicles colours are important.

AIFO will decide case by case the display of any logo on vehicles, buildings, roofs, taking in consideration particular donor rule and particular contexts.

3.3 Organization's facilities

Some issues have to be carefully checked when renting/buying any kind of building for the organization (offices, warehouses, accommodation buildings):

- identity of the owner: s/he must be reliable and of good reputation; the building must not relate the organization with a particular party;
- the location should be in a secure area, far from military installation and sensitive objectives;
- if the building is located in an area prone to flooding, earthquakes or other problems, it must have adequate protection measures;
- the quality of building construction should be high, as well as electrical, gas, phone systems;

- the building must have secure windows and doors.

In general, the buildings must be chosen in order to ensure the safety of work environment and to avoid any kind of health risk. Moreover they must be secure: on one hand they have to be difficultly accessible to thieves and other ill-disposed people, and on the other hand they have to demonstrate the impartiality and transparency of AIFO.

AIFO Coordinator/Representative in accordance with HQ will decide case by case if employee night-guards; in any case is strictly forbidden the use of armed guards.

3.4 Traveling

In many contexts, the majority of security incidents occur during travel. Road accidents are one of the most common causes of death and injury for humanitarian staff. Good security procedures are seriously undermined if road safety is ignored.

3.4.1 Vehicles and drivers

All vehicles used must be in good condition. Thus it is important that cars and others vehicles are checked daily in order to ensure their safety: see Annex 2 for checklist.

All drivers are required to carry out the daily checks on their vehicles and have to be qualified; all staff must insist on defensive, safe and considerate driving. Staff expected to drive 4x4 vehicles should be trained to drive them properly.

AIFO Coordinator/Representative will decide the necessity for all staff to keep a Daily Logbook (see Annex 3). In case, old copies of the Logbook have to be conserved in the office archive.

If permissions for travel are required from local authorities, leaders or groups, great care must be taken to ensure that those permissions are obtained, and the relevant documents carried by those travelling.

3.4.2 Checkpoints and roadblocks

While checkpoints are set by regular troops and/or police in order to control people or limit/forbid the access in a particular area, roadblocks are set by irregular troops with aggressive purposes or by civilian protesting.

It is very important to adopt a very careful behaviour approaching both checkpoints and roadblocks:

- observe the situation from a distance without stopping, in order to understand what is happening and the behaviour of the driver of the vehicle in front of you; if the situation is not good and if it is possible, turn away;
- if possible, inform the base station by mobile/radio when you are approaching the checkpoint, then switch off radio and any other device that can capture the attention of the checkpoints/roadblocks holder. When leaving the checkpoint, inform base that you have passed the checkpoint;
- establish that only one person (normally the most experienced) is in charge to speak for all passengers; however everyone must be ready to answer questions about the occupants, the journey, the vehicle and anything in it; all negotiations must be conducted from inside the car;
- remain calm, move very slowly and announce what you are going to do before doing it; the hands must be free and visible, as well as your face;
- provide all the requested document, but try to give them a certified copy of your passport and not the original;
- be friendly and respectful but also firm, hiding tension and anger; try to establish with the guards a good relationship;
- if any of the passengers is requested to go inside the guard post consider whether is safer for another persons to accompany her/him;

3.5 Communications

A good communication system is fundamental for security. Every staff member must be informed of security procedures and of any other information about security; if there are any changes in the situation all staff must be informed suddenly. It is important to create a cooperative atmosphere among staff members.

The most part of the communication between staff is verbal. It is important to have at least once a week a staff meeting, where information can circulate. Information about cash, materials and goods movements must be reserved, and if necessary just the persons directly involved in operation are informed about the subject. The Country Office must also have regular communication with headquarters.

If any employee has to travel for working reasons, s/he must inform the Coordinator/Representative and the rest of the staff about: destination, duration of the travel, foreseen arrival and return, people to meet. It is compulsory to have a communication system that enables communication between AIFO's Country Office and AIFO's staff in the field; this system could be GSM mobile phone, radio VHF-UHF, e-mail or as last resource satellite phones. Every AIFO's employee has to know the international standard phonetic alphabet (see Annex 4).

3.6 Behavior

The behaviour of humanitarian staff, both on and off duty, gives important signals to local people. If staff are consistently considerate, modest and interested in local people, that will promote the organisation's acceptance among those people. If staff appear arrogant, rude, immoral by local standards, or express sympathy with one party to the conflict, the organisation's acceptance will diminish and so will its level of security. This is valid both for working and free time.

All international staff will be briefed on the culture(s) in which they are going to work, preferably both before arrival and on arrival in the field.

Sexual relationships between international team members with individuals in the community, would in some cultures be offensive to local laws and customs, and in some cases could put the team at risk. It is necessary to pay the greatest attention and to use the greatest respect in these delicate issues.

3.6.1 Female staff

In many situations, women can be at risk from different threats than men, or the same threat can be graver for women than men. The following personal security advice is likely to be applicable to all staff, but may be especially helpful to women. People should use their judgement as to which of them are applicable in their situation. Some suggestions follow:

- Look confident (even if don't feel confident): you are less likely to appear vulnerable to attack.
- In public, dress and behave in an unobtrusive manner, bearing in mind local culture and gender roles. This does not necessarily mean international staff adopting local patterns of dress and behaviour, but acting in a manner that is seen by local culture as acceptable for expatriates, taking into account the expatriates' culture and the needs of their work. It can be a difficult balance to strike.
- Wear comfortable shoes.
- If meeting someone you don't know well, inform a colleague of your plan. Consider meeting him/her in a public place where there will be other people.
- When meeting people, if there is any risk of misunderstanding about your intentions, speak up and communicate your wishes clearly.
- If you are unsure about a location or a person, leave immediately.
- Do not use taxis unless the taxi driver and/or the taxi company is known and trusted. Agree the fare before beginning the trip.

- In many situations it may not be advisable to walk alone, or drive alone, particularly at night. Avoid isolated, unsafe or poorly lit locations.
- Avoid bars or clubs where crime is known to take place.
- Carry an alarm and/or a radio or mobile phone.
- Socialise in groups rather than alone.
- Share accommodation rather than living alone.

3.6.2 Personal health

As in any other workplace, humanitarian/development employees have to take care of their health; but for expatriated staff the change of environment characterized by different climate, different lifestyle, stressful working conditions and different possible disease, can rise risks for their health.

Expatriated workers have to prepare themselves; nowadays the only compulsory vaccination concern yellow fever. They must always ask to their doctors advice on health, vaccinations and any other medical matters.

Workers can find here useful health information for specific country destination:
<http://www.who.int/ith/countries/en/>

They have to adopt precautionary measures and correct behaviours like:

- drink only bottled water and avoid ice and cocktails which are prepared with ice unless it has been made from safe water;
- avoid brushing the teeth with unsafe water;
- avoid uncooked food, apart from fruit and vegetables that can be peeled or shelled, and avoid fruits with damaged skins;
- eat only food that has been cooked thoroughly and is still hot;
- avoid ice cream from unreliable sources, including street vendors;
- boil un-pasteurised milk before consumption;
- avoid dishes containing raw or undercooked eggs;
- avoid cooked food that has been kept at room temperature for several ours;
- be aware of the toilette hygiene;
- be aware of the kitchenware;
- do not wear dark or coloured clothes which could be of attraction for insects; specially in the evening wear long sleeves clothes;
- obtain local advice on the possible presence of dangerous animals or insects.

Before the departure, international workers may have an advise by AIFO's Director of Health Support Department.

It is recommended to bring main drugs and medicines, and in addition it is important to have some useful sanitary tools: see Annex 5 for suitable list.

All staff should be aware of which local medical facilities are recommended, and which should be avoided. All staff must know the location of medical facilities.

It is good practice for staff to carry in their purse or wallet a record of basic medical data and any special medical requirements they may have, including:

- Blood group;
- Allergies (e.g. to antibiotics);
- Any existing disorders;
- Any medication currently being taken;
- Vaccination record (note that some countries require certificates of vaccination as a condition of entry).

This information should be written both in English and in local language if appropriate.

3.7 Mines and UXOs

Mines, booby traps or unexploded ordnance (UXO) are extremely dangerous. Unexploded ordnance is unexploded ammunition such as bombs, grenades, rockets, shells or bullets. It is also sometimes referred to as “explosive remnants of war” (ERW).

Before entering any area where there may be a threat from mines, booby traps or UXO all staff have to be properly trained in Mine Risk Education (MRE) by a qualified instructor.

In an area where mines, booby traps or UXO may exist, it is vital that all staff are fully aware of the threat; trained in how to avoid it and how deal with an emergency; and equipped as necessary. AIFO Coordinator/Representative will make sure that all staff know what to do and whom to contact for help in case of a mine/UXO emergency. S/he will collect any available documentation/map and deliver it to staff members.

Some correct behaviours are:

- Avoid going anywhere unless you are sure that it is clear of all mines.
- Avoid touching or approaching any object which may be a mine, booby trap or UXO.
- Proximity to mines and UXO is always dangerous and should be avoided.
- Even objects that appear to have exploded should not be approached.
- Use only roads and tracks that have been well used, recently, by others and do not move onto the verges of roads: stay on the tarmac (or if not tarmac, on the well-used road surface); this applies when in a vehicle and on foot.

For further advice on mine awareness and procedures, see the UN/CARE International Landmine and UN Mine Action: <http://www.mineaction.org/index.cfm>.

3.8 Stress

Stress is a severe risk for health and security. Causes of stress can be various and different, as stress signals can be. Thus it is important a good atmosphere between colleagues, because work companions can help each other a lot through listening and counselling, paying attention to any sign of stress.

At the end of a mission and of any complex task is necessary a detailed debriefing with the colleagues, in order to distress properly. If you feel the need of a more specialized help, you should immediately make use of a proper assistance.

It is important also to pay attention to signals of “burnout”, which are similar to stress signals but more severe. “Burnout” is often used to describe a person who has become exhausted.

3.9 Evacuation measurement

Evacuation measurement are intended only for expatriated staff. In exceptional situations, where lives are at risk, AIFO’s Director of Project Division will decide case by case whether to evacuate particular local staff member. In other cases nationally-recruited staff may continue running the programme, or a modified version of it, while the international staff are absent. This may be possible if the risks to nationally-recruited staff are significantly lower than to international staff.

3.9.1 Pre-evacuation and evacuation

When the security status level (see § 3.1.2) is 4, this means that the situation is getting seriously dangerous, and thus it is necessary to plan evacuation and set in place pre-evacuation measurement:

- 1- When the pre evacuation status is declared all the staff members must be ready to leave.
- 2- Prepare salaries and other money required by national staff.
- 3- Back up important files onto disks, delete sensitive files, and destroy sensitive documents.
- 4- Potential evacuees should assemble personal belongings to be taken during an evacuation, including:

- Passport and visa;
 - Driver's licence and other identification;
 - Extra cash (convertible currency);
 - Hand-held radio with extra batteries;
 - Contact list;
 - Any medical essentials;
 - Torch/flashlight with extra batteries;
 - One bag of personal belongings not exceeding 15 kg.
- 5- Stock the assembly area with appropriate supplies, including the following:
- Food;
 - Water;
 - Candles and matches;
 - Toilet and related supplies;
 - Power source;
 - Communications equipment;
 - Torches/flashlights;
 - Cooking equipment;
 - Reading material;
 - Spare fuel for vehicles.

All the vehicles must be ready with full reservoir and spare fuel in container (quantity=reservoir). All the vehicles must be loaded with a ration of canned food able to maintain all the occupants for 2 days.

- 6- Coordinate closely with embassies, other NGOs, the UN, and other agencies as appropriate; Country Coordinator/Representative must consult the Italian diplomatic mission in the Country and the other relevant international agencies.
- 7- Hide high-value property which will remain. Options may include distributing among trusted staff if it will not put them at unacceptable risk; hiding in roof spaces; or burying. Remove logos from vehicles which may be stolen. Ensure you keep copies of serial numbers of high-value equipment.
- 8- Give clear instructions regarding responsibilities and leadership roles to those staff staying behind. Establish means of continued communication between remaining staff and those evacuating. Provide authorisation documents to key national staff, if necessary.
- 9- The copy of the map of the itinerary for leaving the Country must be delivered to all the expatriated team members. A meeting point for evacuation must be established in the duty station.
- 10- The order of evacuation is given by AIFO Coordinator/Representative.

If headquarters take the decision to evacuate, evacuate to the nearest safe destination. Keep in contact with key national staff, as far as possible, and once the evacuation is complete inform HQ, relevant embassies, and key national staff.

Remember that usually also non-Italian volunteers from other Countries of the European Union can turn up at the Italian Embassy or an other Embassy of the European Union in the Country, as well as the Italian volunteers can turn up to other EU Countries' Embassies.

See also Annex 6 for evacuation check list.

3.9.2 Medevac

If local doctors and/or local medical facilities cannot provide the proper medical assistance when staff member is injured or ill, they will advise for medical evacuation (medevac). The procedures will be the ones agreed with the medical evacuation company contracted.

AIFO Coordinator will make sure that all staff will know the procedures for calling the medevac.

4. SPREADING OF THIS DOCUMENT

The following key actors:

- AIFO Board's members
- the 4 Directors of AIFO's Departments
- all staff of AIFO Project Division
- all AIFO Coordinators and AIFO Representatives
- all Project Reference Persons

must have and know the present document, in the last updated version.

All the international persons (AIFO Board members, AIFO employees from HQ, consultants, and any others) going for missions to any AIFO's project must receive and know the present document in the last updated version, the Country Security Profile and in case the Country Security Plan.

ANNEX 1

COUNTRY SECURITY PROFILE

COUNTRY: _____

DATE: _____

SECURITY STATUS: _____

PART 1 –GENERAL SITUATION:

GOVERNMENT	
FORM OF GOV.	
PRIME MINISTER'S NAME	
PRIME MINISTER'S PARTY	
GOV. IN FORCE SINCE	
GOV. EXPIRING ON	

POLITICAL PARTIES IN THE GOVERNMENT		
NAME OF THE PARTY	LEADER OF THE PARTY	NOTES

OPPOSITION AND OTHER POLITICAL PARTIES OR MOVEMENTS (included paramilitary and revolutionary forces)		
NAME	LEADER(s)	NOTES

KEY LOCAL PERSONALITIES		
NAME	PARTY/ ORGANIZATION/ ..	NOTES

POPULATION	
TOT. POPULATION	
LANGUAGE	
MAIN RELIGIONS	
MAIN ETNIES	

**AIFO'S CONTACTS AND RELEVANT ACTORS RELATED TO
HUMANITARIAN/DEVELOPMENT WORK**

GOVERNMENTAL

TYPE OF INSTITUTION/ ORGANISATION	RELEVANT TO	CONTACT PERSON	ADDRESS, PHONE, MAIL

OTHERS

TYPE OF INSTITUTION/ ORGANISATION	RELEVANT TO	CONTACT PERSON	ADDRESS, PHONE, MAIL

PART 2 –SECURITY IN THE COUNTRY:

CURRENT SECURITY SITUATION	
<p>CONFLICTS – describe type of conflicts and the parties engaged and possible tension</p>	
<p>NATURAL DISASTERS –describe the potential natural dangers (monsoon, hurricanes, ...)</p>	
<p>TERRORISM – describe any previous act of terrorism</p>	
<p>CRIMES –describe the most common crimes (with a special attention to corruption)</p>	
<p>GEOGRAPHICAL AREA AT RISK (of clashes and/or natural disaster, INCLUDING CITIES AREAS AT RISK OF CRIMES)</p>	
<p>PARTICULAR SECURITY MEASURES (curfew, no-entry zone, quarantine zone,..)</p>	
<p>MOST RECENT SECURITY ACCIDENTS</p>	

DRIVING RULES AND CUSTOMS
LOCATION OF NEAREST MEDICAL FACILITIES

PEOPLE IN CHARGE OF SECURITY TO BE CONTACTED IN NATIONAL DIPLOMATIC MISSIONS (Note: you should include contact persons for all nationalities of the expatriated staff)		
EMBASSIES		
COUNTRY (include Embassy's address and normal contacts)	CONTACT PERSON FOR EMERGENCY	EMERGENCY PHONE NUMBERS/ RADIO CHANNELS
SECURITY OFFICERS ASSIGNED TO INTERNATIONAL ORGANISATIONS (EU, UN ..)		
COUNTRY(include Organisation's address and normal contacts)	CONTACT PERSON FOR EMERGENCY	EMERGENCY PHONE NUMBERS

POLICE/MILITARY FORCES (include names, contacts, particular notes)	
COUNTRY'S MILITARY FORCE	
COUNTRY'S POLICE FORCE	
INTERNATIONAL MILITARY FORCE	
INTERNATIONAL POLICE FORCE	

ANNEX 2

PRE - DRIVING CHECKLIST

- 1- **Fuel** tank should be full; depending on context AIFO Coordinator/Representative will decide if it is necessary to bring spare fuel.
- 2- Check daily the level of **oils, coolant** fluid, **water, screen-wash fluid**.
- 3- **Tyres** conditions should be checked daily; the spare wheel should be checked once a week. When driving in a very bad environment the spare wheels must be two.
- 4- In winter **tires chains** have to be on board and checked weekly.
- 5- Check daily if **wipers and lights** work properly.
- 6- A **first aid kit** must be available on every vehicle; the kit contents should be checked monthly and refilled if used.
- 7- Some **basic tools** have to be available in the cars:
 - torch/flash light and spare batteries;
 - spare lights;
 - rope;
 - screwdriver and tools for changing a wheel;
 - map;
 - blanket.
- 8- Check daily the **radio** and antenna conditions, if the vehicle has one.
- 9- Check all **vehicles documents**:
 - ownership documents;
 - insurance certificate;
 - authorisation documents.
- 10- If the travel length is more than 300 km, a 48 hours **ration of water and food** must be brought.

ANNEX 3

VEHICLE DAILY LOGBOOK

DATE	VEHICLE CODE/PLATE	DRIVER	VEHICLE PASSENGERS	DESTINATION	PLACE AND TIME OF DEPARTURE	PLACE AND TIME OF ARRIVAL

ANNEX 4

PHONETIC ALPHABET

When spelling letters on the radio/phone, or using letters in callsigns, the international phonetic alphabet is used. All radio/phone users should know this alphabet by heart:

A	ALFA
B	BRAVO
C	CHARLIE
D	DELTA
E	ECHO
F	FOXTROT
G	GOLF
H	HOTEL
I	INDIA
J	JULIET
K	KILO
L	LIMA
M	MIKE
N	NOVEMBER
O	OSCAR
P	PAPA
Q	QUEBEC
R	ROMEO
S	SIERRA
T	TANGO
U	UNIFORM
V	VICTOR
W	WHISKY
X	X-RAY
Y	YANKEE
Z	ZULU

ANNEX 5

BASIC MEDICAL KIT

[source: <http://www.who.int/ith/en/>]

Contents of a basic medical kit:

First-aid items:

- adhesive tape
- antiseptic wound cleanser
- bandages
- emollient eye drops
- insect repellent
- insect bite treatment
- nasal decongestant
- oral rehydration salts
- scissors and safety pins
- simple analgesic (e.g. paracetamol)
- sterile dressing
- clinical thermometer.

Additional items according to destination and individual needs:

- antidiarrhoeal medication
- antifungal powder
- antimalarial medication and mosquito bed net
- condoms
- medication for any pre-existing medical condition
- sedatives
- sterile syringes and needles
- water disinfectant
- other items to meet foreseeable needs, according to the destination and duration of the visit.

Any traveller with a chronic illness should carry all necessary medication for the journey and for the entire duration of the trip in their hand luggage. The name and contact details of their physician should be carried on their person with other travel documents, together with information about the medical condition and treatment, and details of medication (generic drug names included) and prescribed doses. A physician's letter certifying the necessity for any drugs or other medical items (e.g. syringes) carried by the traveller that may be questioned by customs officials should also be carried.

ANNEX 6

EVACUATION CHECK LIST

<i>At the meeting place for personnel</i>	<i>For the closing of the office</i>	<i>For international personnel</i>
1. Food supplies and cooking equipments	1. Security copies of documents	1. Passports and visa for country of escape
2. Water supplies	2. Save/delete important data	2. Extra cash (convertible currency)
3. Hygiene articles	3. Salary payments/advances for household personnel	3. Credit cards/cheques
4. Tools	4. References for personnel	4. Hygiene articles
5. Generator	5. Contact lists	5. Medicine/glasses
6. Communication equipment (telephone, radio, satellite telephone)	6. Setting up of an “Information Centre”	6. Satellite telephone/held radio with extra batteries
7. Batteries and battery charger	7. Inventory lists	7. Max 15 Kg luggage
8. Flashlights/candles and matches	8. Closing of bank accounts	8. Information to UN/Italian or EU Countries Embassy
9. Responsibility for the vehicles	9. Contract with local NGO	9. Secure house/apartment
10. Fuel and spare parts	10. Information to UN/Italian or EU Countries Embassy	10. Inventory lists
11. Sheets of plastic, rope	11. Removal of stickers	11. Map of the itinerary for leaving the Country
12. Keys for cars immediately available	12. Information to landlord	12. Information to landlord
13. Park the cars ready to leave immediately		
14. Reading materials/Maps		

APPENDIX

EMERGENCY NUMBERS AND INSURANCE DETAILS

EMERGENCY NUMBERS:

Italian Foreign Ministry – Crisis Unit
Tel. +39.06.36225

AIFO Headquarters
Tel. +39.051.4393211 (reception)

AIFO – Director of Projects Division
Tel. +39.051. 4393205 (direct line)
Tel. +39. 348 5109198 (mobile)

AIFO INSURANCE DETAILS:

AIFO provides a Policy to each expatriated personnel: an Assimoco Policy for short and long term periods.

Broker:

CAES (Consorzio Assicurativo Etico Solidale) Società Cooperativa Sociale a.r.l.
Via Roma, 15
21053 Castellanza (VA)
Tel. 0331 500998 Fax. 00331 482913
consorziocaes@libero.it
www.consorziocaes.org

For ordinary and *NON URGENT* matters:

Contact AIFO Headquarters
Tel. +39.051.4393211 (reception)

Be ready to communicate immediately: type of action requested; name and surname; your telephone number.

For *VERY URGENT* matters:

AIFO will provide you with the needed instructions before leaving Italy.

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BIBLIOGRAPHY

CESVI

CESVI security guidelines, 2004, CESVI HQ

ECHO

Generic Security Guide for Humanitarian Organization, 2004, ECHO

ECHO

Security Training Directory for Humanitarian Organization, 2004, ECHO

ECHO

Security Report for Humanitarian Organization, 2004, ECHO

People in Aid,

Policy pot: Security and Safety, may 2003

LIST OF USEFUL WEB-SITES

ITALIAN MINISTRY OF FOREIGN AFFAIRS:

<http://www.esteri.it>

EUROPEAN UNION:

<http://europa.eu.int/>

<http://europa.eu.int/comm/echo/> *European Commission Humanitarian Office (ECHO)*

UNITED NATIONS:

<http://www.un.org/>

<http://www.undp.org/> *United Nations Development Programme (UNDP)*

<http://www.unhcr.ch/> *United Nations High Commissioner for Refugees (UNHCR)*

<http://www.unicef.org/> *United Nations Children's Fund (UNICEF)*

<http://www.unfpa.org/> *United Nations Fund for Population Assistance (UNFPA)*

<http://ochaonline.un.org/> *United Nations Office for the Coordination of Humanitarian Affairs (OCHA)*

<http://www.who.int/en/> *World Health Organisation (WHO)*

<http://www.mineaction.org/index.cfm> *United Nations Mine Action*

COUNTRY PROFILES:

<http://www.cia.gov/cia/publications/factbook/>

<http://www.who.int/ith/countries/en/>

<http://www.viaggiasesicuri.mae.aci.it/aciWeb/it/home.jsp>

INTERNATIONAL ORGANIZATION:

<http://www.icrc.org/> *International Committee of the Red Cross*

THE HUMANITARIAN COMMUNITY:

<http://www.reliefweb.int/> *Relief Web*

<http://www.sphereproject.org/> *Sphere Project*

<http://www.peopleinaid.org/> *People in Aid*

<http://www.alertnet.org/> *Reuters Alert Net*

