



International Federation
of Red Cross and Red Crescent Societies

**FEDERATION DELEGATION
IN
COSTA RICA**

SECURITY REGULATIONS

**INTERNAL DOCUMENT
(NOT FOR DISTRIBUTION)**

Updated: July 2019

Approved by: Country Representative/HoD/HoRD

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Table of Contents

	Page		Page
1 – INTRODUCTION		4.9 Motorcycles	
1.1 Introduction		4.10 Rented vehicles	
1.2 Application		4.11 Accidents	
1.3 Compliance.			
1.4 Distribution			
2 – COUNTRY SITUATION		5 – COMMUNICATIONS	
2.1 In – Country Situational		5.1 Communication Means	
2.2 Threat Assessment		6 – OFFICE, RESIDENTIAL & SITE SECURITY	
2.3 Phases		6.1 Office Security	
3 – GENERAL SECURITY		6.2 Residential Security	
3.1 Federation Logo		6.3 Site / Warehouse Security	
3.2 Responsibility		6.4 Cash security	
3.3 General Conduct		7 – MEDICAL	
3.4 Local Customs & Traditional Law		7.1 Medical Emergencies	
3.5 Relationships		7.2 First Aid Kits	
3.6 Curfews & Area Restrictions		7.3 PEP Kits	
3.7 Personal Documents		8 – CONTINGENCY PLANNING	
3.8 Confidentiality		8.1 Fire	
3.9 Personal Privacy		8.2 Relocation Plan	
3.10 Cameras		9 – INCIDENT REPORTING	
3.11 Information/Media		9.1 General	
4 – TRAVEL / MOVEMENT CONTROL		9.2 Reporting	
4.1 International Travel		ANNEXES	
4.2 Internal Movement / Field Trips		A: Incident Report	
4.3 Motor Vehicles			
4.4 Use of Federation Vehicles			
4.5 Restrictions			
4.6 Movement Control - Notification Process			
4.7 Fields Trip Security			
4.8 Convoys			

1 - INTRODUCTION

Security Rules and Regulations cannot cover all situations in a deteriorating security environment. The use of common sense is essential to individual and collective security.

Always be alert and never panic.

1.1 Introduction

The purpose of these Security Regulations is to provide a security framework for Red Cross/Red Crescent personnel to operate within Costa Rica.

This is the latest version of the Security Regulations for the Federation Office in San Jose, Costa Rica. These Regulations replace all previous security regulations in-country and may be amended at any time by the Country Coordinator, in consultation with the Security Unit of the Federation in Geneva.

Additional security related documents available locally include:

- Visitors Welcoming Pack Brief
- Emergency Relocation Plan
- Medical Evacuation (MEDEVAC) Plan
- CIM Plan

1.2 Application

These Regulations are applicable to all delegates, staff on loan, local staff during work hours, volunteers working with the Federation, visitors, RC/RC Employed consultants, family members accompanying delegates and any personnel operating under the Federation umbrella in the operational area. For the purposes of these regulations, the term "RC Personnel" is used to refer to the above personnel. RC Personnel hosting visitors are responsible for ensuring any visitors to the operational area abide by these Regulations.

The Country Representative/HoD has the ultimate responsibility for security in the delegation.

1.3 Compliance

By signing their copy of the Regulations, each signatory gives a formal acknowledgement that they have understood them and commits to abide by them.

Because of the importance for the safety of individuals and the delegation as a whole, any breach of security may be considered to be misconduct or gross misconduct in accordance with the Federation Code of Conduct. As such, security breaches may have disciplinary consequences, up to and including the immediate termination of an assignment or mission, or dismissal.

1.4 Distribution

Copies of country-specific rules & regulations are issued to each staff member (including PNS staff operating under the Federation's security umbrella) at the beginning of their tenure, with the completed signature page to be retained by the respective HR unit/department or focal point.

These Regulations are not to be distributed outside the RC/RC Movement. Any third parties who are interested in reviewing this document should be referred to the security unit or the Country Representative/HoD. Personnel are to destroy (by shredding) or return any hard copies of these rules & regulations to the delegation at the end of their mission.

Local Staff / Volunteers

Consideration should be given to local staff and volunteers who may not speak the official language of the delegation. In such instances a translated version of the regulations that are applicable to them should be made available for them to review and sign. Note: Security Regulations are applicable to Local Staff and volunteers during working hours and as such not all regulations may be applicable e.g. curfew

Visitors

It may be unrealistic to expect visitors to an operational area to read and have a clear understanding of these Regulations. In addition to providing RC Personnel with a copy of the Regulations, the Country Representative/HoD should also ensure that key regulations are included in a welcome pack and that a briefing is provided to all personnel entering the operational area.

2 - COUNTRY SITUATION

2.1 In country Situation

Federation Office Background:

The IFRC Office in San José, Costa Rica, was established in 1980 as the Regional IFRC Office for the Americas according to the agreement with the Government of the Republic of Costa Rica (Law 6500). However, after the Regional Office moved to Panama, a small office of the IFRC remained in the country. At the moment, it has the status of International Mission recognized by the Government and registered in the Foreign Affairs Office of the Republic of Costa Rica.

Country Historical Background:

Although explored by the Spanish early in the 16th century, initial attempts at colonizing Costa Rica proved unsuccessful due to a combination of factors, including disease from mosquito-infested swamps, brutal heat, resistance by natives, and pirate raids. It was not until 1563 that a permanent settlement of Cartago was established in the cooler, fertile central highlands. The area remained a colony for some two and a half centuries. In 1821, Costa Rica became one of several Central American provinces that jointly declared their independence from Spain. Two years later it joined the United Provinces of Central America, but this federation disintegrated in 1838, at which time Costa Rica proclaimed its sovereignty and independence. Since the late 19th century, only two brief periods of violence have marred the country's democratic development. In 1949, Costa Rica dissolved its armed forces. Although it still maintains a large agricultural sector, Costa Rica has expanded its economy to include strong technology and tourism industries. The standard of living is relatively high. Land ownership is widespread.

Demographic profile:

Costa Rica's political stability, high standard of living, and well-developed social benefits system set it apart from its Central American neighbours. Through the government's sustained social spending - almost 20% of GDP annually - Costa Rica has made tremendous progress toward achieving its goal of providing universal access to education, healthcare, clean water, sanitation, and electricity. Since the 1970s, expansion of these services has led to a rapid decline in infant mortality, an increase in life expectancy at birth, and a sharp decrease in the birth rate. The average number of children born per women has fallen from about 7 in the 1960s to 3.5 in the early 1980s to below replacement level today. Costa Rica's poverty rate is lower than in most Latin American countries, but it has stalled at around 20% for almost two decades.

Costa Rica is a popular regional immigration destination because of its job opportunities and social programs. Almost 9% of the population is foreign-born, with Nicaraguans comprising nearly three-quarters of the foreign population. Many Nicaraguans who perform unskilled seasonal labor enter Costa Rica illegally or overstay their visas, which continues to be a source of tension. Less than 3% of Costa Rica's population lives abroad. The overwhelming

majority of expatriates have settled in the United States after completing a university degree or in order to work in a highly skilled field.

Economy - overview:

Since 2010 Costa Rica has enjoyed strong and stable economic growth - 4.3% in 2016. Exports of bananas, coffee, sugar, and beef are the backbone of its commodity exports. Various industrial and processed agricultural products have broadened exports in recent years, as have high value-added goods, including medical devices. And Costa Rica's impressive biodiversity makes it a key destination for ecotourism.

Foreign investors remain attracted by the country's political stability and relatively high education levels, as well as the incentives offered in the free-trade zones; Costa Rica has attracted one of the highest levels of foreign direct investment per capita in Latin America. The US-Central American-Dominican Republic Free Trade Agreement (CAFTA-DR), which entered into force on 1 January, helped increase foreign direct investment in key sectors of the economy, including insurance and telecommunication. However, poor infrastructure, high energy costs, a complex bureaucracy, weak investor protection, and uncertainty of contract enforcement impede greater investment.

Costa Rica's economy also faces challenges due to a rising fiscal deficit, rising public debt, and relatively low levels of domestic revenue. Poverty has remained around 20-25% for nearly 20 years, and the government's strong social safety net has eroded due to increased constraints on its expenditures. Costa Rica's credit rating was downgraded from stable to negative in 2015, upping pressure on lending rates - which could hurt small business, on the budget deficit - which could hurt infrastructure development, and on the rate of return on investment - which could soften foreign direct investment. Unlike the rest of Central America, Costa Rica is not highly dependent on remittances - which represented just 0.7% of GDP in 2015, but instead relies on FDI - which accounted for 4% of GDP.

Disputes - international:

Costa Rica and Nicaragua regularly file border dispute cases over the delimitations of the San Juan River and the northern tip of Calero Island to the International Court of Justice (ICJ); in 2009, the ICJ ruled that Costa Rican vessels carrying out police activities could not use the river, but official Costa Rican vessels providing essential services to riverside inhabitants and Costa Rican tourists could travel freely on the river; in 2011, the ICJ provisionally ruled that both countries must remove personnel from the disputed area; in 2013, the ICJ rejected Nicaragua's 2012 suit to halt Costa Rica's construction of a highway paralleling the river on the grounds of irreparable environmental damage; in 2013, the ICJ, regarding the disputed territory, ordered that Nicaragua should refrain from dredging or canal construction and refill and repair damage caused by trenches connecting the river to the Caribbean and upheld its 2010 ruling that Nicaragua must remove all personnel; in early 2014, Costa Rica brought Nicaragua to the ICJ over offshore oil concessions in the disputed region

Trafficking in persons:

current situation: Costa Rica is a source, transit, and destination country for men, women, and children subjected to sex trafficking and forced labor; Costa Rican women and children, as well as those from Nicaragua, the Dominican Republic, and other Latin American countries, are sex trafficked in Costa Rica; child sex tourism is a particular problem with offenders coming from the US and Europe; men and children from Central America, including indigenous Panamanians, and Asia are exploited in agriculture, construction, fishing, and commerce; Nicaraguans transit Costa Rica to reach Panama, where some are subjected to forced labor or sex trafficking

tier rating: Tier 2 Watch List – Costa Rica does not fully comply with the minimum standards for the elimination of trafficking; however, it is making significant efforts to do so; anti-trafficking law enforcement efforts declined in 2014, with fewer prosecutions and no convictions and no actions taken against complicit government personnel; some officials conflated trafficking with smuggling, and authorities reported the diversion of funds to combat smuggling hindered anti-trafficking efforts; the government identified more victims than the previous year but did not make progress in ensuring that victims received adequate protective services; specialized services were limited and mostly provided by NGOs without government support, even from a dedicated fund for anti-trafficking efforts; victims services were virtually non-existent outside of the capital (2015)

Illicit drugs:

transshipment country for cocaine and heroin from South America; illicit production of cannabis in remote areas; domestic cocaine consumption, particularly crack cocaine, is rising; significant consumption of amphetamines; seizures of smuggled cash in Costa Rica and at the main border crossing to enter Costa Rica from Nicaragua have risen in recent years (2008)

Adapted from CIA World Factbook (07/18/2017)
<https://www.cia.gov/library/publications/the-world-factbook/geos/cs.html>

2.2 Risk Assessment

Security incidents can appear anywhere and at any time. Therefore, RC Personnel must never let down their guard, and must always keep a high security awareness both individually and collectively. All RC Personnel are responsible for their own security and must take all possible measures to minimize or eliminate potential risks. Always share security information with your colleagues.

NB: The threats identified should come from the situation analysis followed by the risk analysis which must analyse each threat, the level to which is organisation is vulnerable to that threat and the resultant risk. After this analysis, you will identify measures to mitigate the risks, some of which will be included in these regulations. The risks identified below should be on the basis of the resultant or residual risk determined after mitigation measures have been decided. The sections below identifying high, moderate and low risks should be used and/or adjusted as appropriate.

The main risks to RC personnel in Costa Rica are:

- a) Opportunistic theft. The most common types of theft involve vehicle burglaries, home robberies, pickpocketing, smash-and-grabs, mugging, and purse/wallet snatching. Random acts of petty theft remain the primary area of concern; however, armed robberies do occur, even in daylight.
- b) Car accidents due to road conditions and bad or even nonexistent signposting. Roads are often in poor condition, and large potholes are common and can cause severe damage to vehicles.
- c) Environmental hazards: Costa Rica is located in an active earthquake and volcanic zone; also strong rains may lead to serious flooding, landslips, strong winds and thunderstorms.

with the resultant (residual) risks currently assessed as high.

To a somewhat lesser extent, personnel are also exposed to:

- a) Contracting Zika, chikungunya or dengue. Costa Rica is currently in Alert Level 2 (of 3) according to the Center for Disease Control.
- b) Organized crime groups are of significant concern. Both Costa Rican nationals and third county nationals participate in organized crime: car theft rings, drug traffickers, petty thieves, and burglars. Porous borders allow the country to be utilized to traffic drugs and other contraband.
- c) Credit card theft/fraud. Victims may maintain physical possession of their card, but their credit cards information is stolen and later used.

with the resultant (residual) risks currently assessed as moderate.

Finally, RC personnel are also exposed to:

- a) At the beach, drownings represent an important danger. Rip currents have swept even strong swimmers out to sea.
- b) Serious crimes occur against visitors (armed robberies, sexual assaults, murders), although less frequent.
- c) The kidnapping rate is very low. The majority of kidnappings are a result of feuds between rival criminal organizations.

with the resultant (residual) risk currently assessed as low.

2.3 Phases

The Federation operates a four colour phase system to distinguish the security situation.		
White phase	Situation normal	No major security concerns
Yellow phase	Situation of heightened tension	Some security concerns, heightened security awareness initiated
Orange phase	Emergency situation	Access to beneficiaries limited, risk to RCRC personnel severe, tight security management needed

Red phase	Relocation or hibernation	Conditions do not allow work, risk to RCRC personnel extreme
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All RC Personnel must know the current security phase classification and its implication on the way of working and living in their area of operation or area that will be visited.

All personnel are to comply with any restrictions put in place by the senior field manager in accordance with the current situation and designated phase level.

The current phase in Costa Rica is **white phase**.

3 – General Security

3.1 Federation Logo

The Federation logo (the Red Cross and Red Crescent, adjacent to one another, within a red rectangle) is to be displayed on Federation vehicles and official Delegation premises as an indicative sign. In exceptional cases and following prior authorization from the Director of Region in consultation with the Regional Security Coordinator or the Manager of the Security Unit GVA, the Country Representative/HoD may decide not to display the logo for security reasons.

Protective flags on vehicles may only be used with approval of the Country Representative /HoD following consultation with the Manager of the Security Unit in GVA, the ICRC and / or the NS RC/RC.

NB: The Federation logo has no legal protective value and is not to be used as a sign of protection. A single red cross or red crescent on a white background is used as a protective sign in case of armed conflict or internal disturbances, with the prior approval of the Country Representative/HoD in consultation with the Security Unit as noted above.

Red Cross or Red Crescent flags may be used to identify Federation premises, compounds, refugee camps and other official sites in cases of disturbances

3.2 Responsibility

Staff members (and eligible dependents) are first and foremost themselves responsible for their own security. This includes but is not limited to:

- a) The requirement to keep themselves informed on the general (security) situation in the area;
- b) To maintain situational awareness, i.e. to know where they are and where they are going;
- c) To ensure that others are aware where they are and where they intend to go, especially when travelling overland or during the hours of darkness;
- d) To ensure that assets entrusted to them in the performance of their duties plus their personal effects are secure;

- e) To ensure that their documents, including visas etc., are valid and in order;
- f) To ensure that they have relevant contact details at hand in case of an emergency;
- g) To immediately report any security related incidents (see also section on 'Emergencies' / 'Security Incident Reporting' below); and
- h) To otherwise adhere to all IFRC security rules, regulations and advisories.

Managers/supervisors are responsible to bring relevant IFRC security rules, regulations and advisories to the attention of their respective staff/subordinates, plus ensure that they are adhered to.

If at any moment any staff member has serious doubts about the security conditions during a mission or activity, the entire team is to stop and evaluate the situation. If the conditions are uncertain, the team is not to proceed. Only one team member need express doubt for the team to stop and not to proceed further.

3.3 General Conduct

All RC Personnel are bound by the Code of Conduct and the Fundamental Principles of the Red Cross and Red Crescent, 24 hours a day, 7 days a week, with no exceptions.

IFRC premises and assets (including computers, printers and email accounts, etc.) are solely provided for work purposes. They are NOT to be used to produce or disseminate material which may be perceived as inconsistent with the Movement's Fundamental Principles or the Code of Conduct. Contravention of the above will be viewed as a security incident and may lead to disciplinary consequences.

Personnel are responsible for the behavior and actions of guests they invite into their residence or who authorized and are travelling with them in an IFRC/PNS vehicle. Such guests are expected to abide by the Red Cross 'Code of Conduct'.

3.4 Local Customs/Traditional Law:

In order to act in a coherent manner within the given environment, the RC personnel must understand and respect the local culture and traditions. It is everyone's duty to inform him/herself on the political, social, religious and cultural specificity of the environment and try to adapt to the society in which he/she lives and works. Adaptation requires common sense, feeling and respect for local sensitivities and determines the way we are perceived, i.e. our institutional image.

Some of the costarrican customs include:

Alcohol

It is illegal to drink alcohol in the street or in public places in Costa Rica according to the law N.º 9.047.

Greetings

It is common to say hello and goodbye to friends and acquaintances with a light kiss on the cheek – or an air kiss accompanied by a kissing sound. Note that women kiss women and

women kiss men, but men do not kiss men; instead, they either shake hands or give each other a one-armed hug. In formal or business settings, a firm handshake is the typical greeting.

Timelines

Costa Ricans are famous for observing Tico time, known locally as "la hora tica." Costa Ricans habitually arrive late, often by 30 minutes or more, to dinner, appointments, and get-togethers – anything but the movies or the appointments at the public health clinics, for which they line up hours in advance. Many Costa Ricans do not view late arrivals as rude – and their tardiness is not meant to offend – so it's best to adjust your expectations and tell your friends to arrive earlier than you'd like.

Similarly, the word "ahora," which is Spanish for "now," means "later" or "tomorrow" in Costa Rica. If someone tells you they'll meet you "ahora" or are leaving "ahora mas tarde," it's best to clarify exactly when you'll see each other.

Gender issues

Costa Rican culture is historically "machista", or male-dominant – similar to 1950's America. For example, women traditionally take care of household chores, while men strive to be the breadwinners. Women are expected to dress nicely and wear makeup, and men don't hesitate to show their appreciation with whistles and verbal compliments. Machismo has also fuelled relationship infidelity; taking (and flaunting) a mistress was once considered a source of pride.

However, Costa Rica has changed over the last several decades. While machismo and gender differences still exist, sexism and gender inequality are no longer as acceptable as they once were.

Non-confrontation

Costa Rican culture is very courteous, and confrontation and accusations are usually considered impolite. It's uncommon for a Costa Rican to get angry in public, even when complaint is warranted. In fact, Costa Ricans are taught from a young age to protest peacefully, and civil unrest is almost always expressed in planned, organized marches. Additionally, most locals are loath to say no, instead promising "maybe." Keep in mind that a maybe is not an attempt to lie or mislead; it's simply the Costa Rican way of not hurting a friend's feelings. To blend in, try not to stir the pot or get offended when a maybe turns out to mean no; just adjust your expectations and interpret "puede ser" the way a Costa Rican would.

Dress

Costa Ricans take pride in their appearance and dress well. In business situations, both men and women dress formally but not as conservatively as in North America. Outside the office, men and women dress informally, although casual dress in Costa Rica is fancier than you might expect. For example, men rarely wear shorts except at the beach, and women's jeans are often accompanied by stiletto heels and heavy makeup. Women of all sizes wear very tight and revealing clothes – bras are often colour-coordinated to match an outfit's accessories.

Taboos/ unacceptable behaviour

Costa Rica is a Catholic country, and religious values are respected, if not always observed. Topics such as pre-marital sex, abortion, and gay marriage are generally avoided. Costa Ricans are very polite, so be sure not to put your feet on furniture; always say please and thank you.

Typically, small towns and rural areas are more conservative than big cities, especially those in the Central Valley. Beach towns, which are frequented by tourists and expats, are also more liberal than other parts of Costa Rica. The best tactic is to err on the side of caution at all times, or at least until you have discovered what behaviour is acceptable in your town.

Adapted from: <https://www.costarica.com/culture/customs-etiquette> (07/18/2017)

3.5 Relationships:

Under no circumstances are there be any sexual relations/contact of any kind between Federation personnel and those who look to the Federation for protection or assistance. This includes beneficiaries, children, and vulnerable local people. Sexual relations/contact with commercial sex workers is also strictly forbidden. Any breach of these rules may result in summary dismissal, or even criminal prosecution.

Intimate relationships between delegates and local women or men by delegates are strongly discouraged, this includes locally employed staff.

3.6 Curfew and Area Restriction

There is no official or unofficial curfew in Costa Rica.

3.7 Personal Documents:

At all times, delegates must carry their Federation ID card and a photocopy of their passport, visa and stamped page of entry to the country.

A Federation badge must be worn during all field activities, and when representing the Federation

National staff must carry at all times an ID card.

3.8 Confidentiality

“Confidential Information” means all non-public information concerning the Federation and other members of the Movement. It includes personal information about staff or beneficiaries, business information of any kind, financial or accounting information, technical material, donor and sponsor information, research and development material, operational and policy information, HR information, IT programs and related information, and intellectual property relating to the Movement.

RC Personnel are personally responsible for the confidential and/or sensitive documents (whether paper or electronic) in their possession or used in the course of their work. Documents of a sensitive nature are to be kept in a secure location (locked cabinet, safe, etc.) at all times and must not be left open in the office.

Personal computers, laptops, servers, external hard-drives or USB flash-drives that may contain documents of a confidential or sensitive nature must be password protected and themselves secured, whenever they are not in use. In addition RC Personnel are:

- a) Not to disclose Confidential Information to any one outside the Federation, except as necessary in the proper course of your employment.
- b) Not to use Confidential Information for personal gain.
- c) To agree that any documentation (written or electronic) created or used containing Confidential Information during their employment will be the property of the Federation.
- d) Deliver any such documentation to the Federation whenever requested by the Federation, and in any case immediately upon the end of your employment.

These obligations continue after the end of employment with the Federation.

3.9 Personal Privacy

The privacy of staff is to be ensured by those entrusted to handle their personal information. Documents that hold personal information regarding staff members are confidential. In particular, GSM and home phone numbers and the residential addresses of delegates and national staff (both locally and abroad) are not to be shared with any third party without the explicit permission of that staff member or the permission of the Country Representative/HoD along with the knowledge of the involved staff member

In cases where the authorities request details of a staff member in relation to an investigation, the enquiring officer is to be referred to the Country Representative/HoD.

3.10 Cameras:

Use of camera's must be approved by the Head of Delegation. Never take pictures of military, police or security people. Always ask before taking pictures of persons or areas, even for professional purposes, if in doubt - Do Not Take pictures and put away your camera.

3.11 Information / Media

RC Personnel are not to discuss operational activities with the media unless specifically authorised to do so by the Country Representative/Head of Delegation.

4. TRAVEL / MOVEMENT CONTROL

4.1 International Travel

Staff intending to travel internationally on official business are required to do the following, prior to their departure:

- a) Inform the receiving delegation of their intended travel (provided there is a delegation in-country);
- b) Obtain and read the receiving delegation's security briefing/welcome pack (usually a shortened version of the delegation's rules & regulations);
- c) Obtain details (i.e. name & phone number) of who will meet them on arrival at the point of entry, or alternatively, details of the form of in-country commercial transport (e.g. a recommended taxi operator) to be used in order to reach the accommodation or final destination;
- d) Obtain emergency contact details for the delegation, and
- e) Obtain the name and address of the hotel or final destination.

4.2 Internal Movement / Field Trips

All Field trip are to correspond to an operational goal, and must be authorised by the Country Representative/HoD.

Official travel outside of town limits, must be conducted during daylight. Field-trips must be planned so that all Federation vehicles and personnel are in a base / safe area a minimum 1 hour before nightfall.

The Federation is prohibited from using armed escorts.

4.3 Motor Vehicles

No delegate is to drive themselves, except in case of an emergency, local drivers must be used at all times.

It is allowed for delegates to travel after working hours in urban areas.

The Federation has a 0 % tolerance level of alcohol and driving. In plain terms this means that it will not be tolerated for any person/driver to be under the influence of alcohol while driving a Federation vehicle.

The standard speed limits within the country are:

Roads in urban areas - 40 km/h unless specified differently.

Roads outside urban areas 60 km/h unless specified differently.

Under Costa Rican law, all passengers inside the vehicle must use seatbelts.

4.4 Use of Federation Vehicles

Safety belts must be used at all times, including back seats when there are available belts.

Drivers are not to use communications equipment, including mobile phones, whilst driving a vehicle.

The delegates are responsible for reporting all their vehicle movement outside the town areas to the radio room or to the Country Representative. The local speed limits must be respected.

4.5 Restrictions

The following general restrictions apply to vehicles undertaking field trips:

- a) All Federation vehicles must be clearly marked with the Federation logo ONLY, (sticklers clearly visible/clean) accordingly to the standards of the Federation (logistic).
- b) Authorization to remove the stickers from Federations vehicles can only be given by Federation Secretariat Geneva via the Security Unit.
- c) Passengers other than RC employees may not be carried in Federation vehicles without the consent of the Country Representative/HoD.
- d) Passengers other than RC personnel must be required to sign a waiver before travelling in Federation vehicles.
- e) No weapons to be carried in Federation vehicles at any time under any circumstances.
- f) Military and police vehicles are potential targets. Movement vehicles are not to travel in convoy with them.

4.6 Movement Control – Notification Process

All travel outside any major urban area requires the approval from the Country Representative/HoD.

4.7 Field Trip Security

Entering to slums areas should be coordinated with the Country Representative/ HoD 48 hours before the mission.

4.8 Convoys

The delegation does not utilize convoys.

4.9 Motorcycles

Delegates are not authorized to ride or travel on motorcycles at any time while on mission.

4.10 Rented vehicles

All rented vehicles, including delegates privately rented vehicles, must comply to standards set for all IFRC vehicles, i.e. to be mechanically sound and road-worthy as set forth in Fleet Manual.

4.11 Accidents

In case a Federation vehicle is involved in an accident the following procedures are to be followed:

- a) Call the police and traffic police 911. Also use this number to call an ambulance if necessary.
- b) Ensure that further accidents at the scene are prevented
- c) Assist the injured, if any.
- d) Call the delegation and give position and character of the accident (who, when, where, what, future intentions/needs).
- e) Contact, if possible, the nearest police station (try to get a police report of the accident for insurance purpose).
- f) Do not admit responsibility and do not sign any paper.
- g) No agreement to pay any compensation is to be entered into without consultation with legal and security.
- h) The HoD is to be notified immediately (phone no +506 87083899)
- i) A statement of the accident **must** be recorded and submitted to the HoD within 24 hours of the accident. An information copy is to be forwarded to Regional Security focal point.
- j) If the vehicle has to be abandoned, take off the antennas, radios, flag and if possible remove the stickers.

5. COMMUNICATIONS

5.1 Communication Means

At least one form of communications means is to be carried and RC personnel must be reachable at all times.

All RCRC personal (national/international staff and delegates) must have a mobile phone at all times.

6. OFFICE, RESIDENTIAL AND SITE SECURITY

6.1 Office Security

Personnel are to ensure that:

- a) offices are not to be left open and unattended, all staff **are to ensure** that their office doors are closed and locked even when you leave it for short periods.
- b) valuable items and money are not to be left in offices, even if doors are locked.
- c) confidential documents / material are to be properly secured.
- d) ID cards should be used and visible, by **all persons** having access to the office.
- e) Office hours are from 8am to 5pm. Outside office hours a security guard is in charge of allowing people entering the premises.

- f) The IFRC office in San Jose is within the building of the Costa Rican Red Cross HQ. Red Cross staff must ensure that visitors are in the building with a staff of the Federation or the Costa Rican Red Cross.
- g) **The IFRC Office Address is:** Avenida 8, entre calles 14 y 16, San José, Costa Rica.

6.2 Residential Security

RC personnel may only reside in Federation allocated accommodation that has been approved by the HoD following a security assessment.

6.3 Site/Warehouse Security

Warehouse is within the IFRC Office.

6.4 Cash Security

The IFRC Office does not manage money within the premises.

7. MEDICAL

7.1 Medical Emergencies

- In all cases of Medical emergency contact the Country Representative: Andrés Morales
phone number +506 87083899
Email: andres.morales@ifrc.org

More information in the Visitors Welcoming Briefing Pack.

7.2 First Aid kits.

First Aid kits are located at the IFRC Office.

All Federation vehicles are to have a First aid kit

7.3 Post Exposure Prophylactic (PEP)

The IFRC Office in the San Jose, has a PEP Kit on hand, located at the Delegate's Work Station / Office. The IFRC CR Office has also contacted and coordinated with the Costa Rican Red Cross and to provide any additional kits PEP Kits, in addition to the PEP Kit purchased form Geneva.

The PEP Kit will be administered by a Medical Professional (Doctor or authorized PA or trained ER Nurse) in the nearest hospital. If for any reason, there is not authorized physicians or medical personnel available, the HoCSST will call the Health Unit in Geneva and International SOS so that a doctor can administer it.

The PEP kit should only be used by either a doctor or trained emergency room nurse. Specify where the KIT is located and those personnel who are authorised to use them with contact details.

PEP Kits will be kept in a COOL, DRY and LOCKED area in the Delegate's workstation, thus maintaining the proper Chain of Custody of the same.

Strict Chain of Custody IAW Health and Security Regulations WILL be followed.

8. CONTINGENCY PLANNING

8.1 Fire

Fire emergency guidelines have been developed and are posted prominently throughout the office.

All staff are to familiarize themselves with these guidelines and fire drills are to be conducted annually.

8.2 Relocation Plan

The Country-specific Relocation Plan is held by the HoD, with copies and a BRIEF distributed to Senior Federation Managers and PNS Country Coordinators for further dissemination.

Managers are to ensure that all staff as familiar with the relocation plan.

9. INCIDENT REPORTING

The Federation Incident Report Format is detailed at Annex 1

9.1 General

The Federation uses a broad definition for what constitutes a security incident. The definition includes but is not limited to:

- Theft, burglary and all other crimes.
- Robbery, car-jacking and all instances where weapons are used.
- Harassment or threats (all types).
- Acts of war such as shelling, mines, firing, military aggression.
- Looting.
- Vehicle collisions/accidents (always).
- Medical evacuation or relocation of delegates (always).

The definition applies to field staff including all Federation delegates and their in-country dependants, visiting Federation staff and delegation visitors, RDRT delegates, PNS's working under the Federation security umbrella, local staff during working hours and National Society and volunteers in course of their duty working for the Federation.

9.2 Reporting

An incident involving the above mentioned personnel or Federation assets/commodities, and which results in situations/actions where the person's physical safety, their private belongings or Federations property or commodity security is jeopardised are to be reported as a security incident. Breaches of these security regulations and the Federation's Code of Conduct are also classified as a security incident. Security incidents are to be reported using the format in Annex 1.

It is important to include even minor incidents or those that where narrowly avoided. If in doubt, the incident is to be submitted.



**ACKNOWLEDGEMENT
OF
FEDERATION SECURITY RULES & REGULATIONS
For IFRC Office San José, Costa Rica.**

I _____, declare that I have received, read and understood the Federation Security Rules & Regulations for IFRC Office in San José, Costa Rica and agree to abide by them.

Signature: _____

Place: _____

Date: _____

Acknowledgement of risk: security in the field

In accordance with the mandate of the International Federation of Red Cross and Red Crescent Societies (IFRC), you may be asked to work in complex political or social environments, or in countries in which you might encounter dangerous conditions. Although the degree of risk will vary from country to country, security incidents can occur in all delegations.

Please read the information below carefully. This document must be signed by all IFRC Staff and personnel under the IFRC security umbrella¹.

Risks

You may be exposed not only to the risks associated with armed conflict but also to crime, abduction, illness, natural disasters and accidents. Unfortunately, physical and psychological harm, with possibly fatal results, are part of the possible risks associated with humanitarian work.

You should also be aware that the IFRC's policy in the event of abduction is not to pay any ransom. However, the IFRC has established Critical Incident Management (CIM) procedures and will work closely with other components of the International Red Cross and Red Crescent movement to assist in the resolution of any such event to the best of its ability.

Neither the National Society in country nor the IFRC accept any liability for any loss, injury or death sustained by IFRC personnel.

Duty of Care and support provided by IFRC to all personnel:

- Training on personal security including e-learning courses on the IFRC Learning Platform;
- Appropriate security briefing at the start of your mission, and during your mission if required, including country-specific security plans and emergency procedures for the delegation / sub office / team;
- Regular information on security issues, including weekly Security Unit Hot Spots updates sent via email, and access to the Security pages on FedNet containing various security support tools;
- 24/7 security advice
- Access to stress counsellors;
- Repatriation support (if required).

Security is a personal responsibility and IFRC personnel are responsible to take adequate security measures to ensure their own personal security.

All IFRC personnel are required to:

- Successfully complete the "Stay safe – IFRC Personal Security" e-learning course and familiarise themselves with the security guidelines in "Stay Safe: The International

¹ This shall include IFRC Staff: IFRC contracted national and international staff and seconded staff, as well as those under IFRC security umbrella: consultants of IFRC, official visitors of the IFRC, IFRC interns, IFRC volunteers, personnel of integrated Partner National Societies, family members of IFRC employees and integrated Partner National Societies.

Federation’s guide to a safer mission”. Personnel with managerial responsibilities must also successfully complete the “Stay safe – IFRC Security Management” e-learning course;

- Be aware of and fully comply with the country-specific security plans and emergency procedures for the delegation / sub office / team they are working with;
- Ensure they are aware of the security context in their environment, any changes therein and report such information to their manager;
- Raise any concerns regarding the security information they have been provided with and/or security in the delegation immediately with the head of delegation.

Deliberate breach of security procedures or instructions is considered as gross misconduct. Personnel found to have breached security procedures may be subject to disciplinary action.

If you have any doubts about the risks you are prepared to accept, you should seek the support and advice of your manager. You are also entitled to ask to be repatriated at any time.

For the IFRC Staff, in the event of a serious incident, the IFRC reserves the right to communicate only with the contact persons named by the IFRC staff at the time of your engagement. It is the responsibility of the employee to update your contact information in MyHR or relevant form as indicated by relevant delegation.

For individuals, other than IFRC Staff falling under the security umbrella of the IFRC, please provide below the contact information of the person to be contacted in case of an emergency.

Any dispute with respect to or in connection with this Acknowledgement of risk shall be exclusively and finally settled by means of arbitration, to the exclusion of national jurisdiction.

Acknowledgement

I confirm that I have been informed of the potential security risks associated with working with the IFRC, as well as the support I may obtain, and the security requirements identified above. I also acknowledge the risks inherent to humanitarian work.

Read and accepted,
(signed)..... (name)
 (place)(date)

Emergency contact information of personnel under IFRC umbrella other than IFRC Staff:

Name:

Relationship:

Contact Number:

Address:

Email:

Annexes:

A: Incident Report