



IFRC TEMPLATE RELOCATION PLAN

SCOPE

This Relocation Plan is applicable to all those under IFRC security management responsibility. This includes PNS employees which fall under IFRC security management through integration or other type of formal arrangement. This includes national staff, employed consultants, volunteers, interns, family members accompanying delegates, official visitors to the delegation and any international personnel operating under the IFRC umbrella in the operational area.

In principle, IFRC do not relocate national staff across international borders, however will provide assistance, at IFRC expense, for in-country relocation. In general, this means national staff will be relocated to their original homes. However, it must not be assumed that national staff will want to move, and delegations must discuss with staff members well in advance in order that a list of relocation sites can be prepared at phase yellow. Contractual provisions will continue throughout the relocation process.

Some national staff may genuinely fear persecution and therefore request relocation. Such situations are to be treated as the exception rather than the norm. In such cases the Delegation should pursue legal instruments and national procedures available to provide asylum to people with genuine fear of persecution. Discussions with the ICRC, NS and the UN in this regard is important.

1 Security levels/phases and actions.

1.1 Phases

The IFRC uses the IFRC standardised security phases used for all IFRC international operations.

White Phase – 'Situation Normal'

"Situation normal: no major security concerns"

- **Indicators/Trigger points (these are just to be used as general indicators must be adopted to your specific context)**
 - Rare incidents in the field; occasional armed and/or violent contact.
 - Passenger and goods vehicles moving more or less freely throughout the area of operations.
 - No restriction on movement by the authorities or security forces.
 - No or little indication of civil unrest.
 - Low crime rate.
- **Plan of action**

Provided the indicators above apply, no particular measures need to be taken. Security incident reports should continue to be sent to the Security Unit as applicable.



Yellow Phase: 'Situation of Heightened Tension' / 'low intensity conflict'

"Working conditions allow programmes to continue: there are some security concerns – a situation of heightened security awareness is initiated"

- **Indicators/Trigger points** (*these are just to be used as general indicators must be adopted to your specific context*)
 - Almost daily but localised incidents of crime are reported in relation with civil, political and/or organised conflict.
 - Passenger and goods vehicle services at times disrupted due to security issues.
 - Checkpoints active and heightened presence of arms carriers.
 - Increase in civil unrest, political and social conflict.
 - Increase in violent crimes.
- **Plan of action**
 - Provided the indicators above apply, no particular measures need to be taken.
 - The HoCO, in consultation with the Regional Security Delegate and Geneva Security Unit, may consider implementing a travel restriction for visits by external personnel if the situation deteriorates.
 - Any incident is to be reported to the HoCO and the Security delegate/ Security Unit as soon as possible for follow up.
 - Regular security updates to be provided to the Security Unit in Geneva, Director of Region and HoCC.
 - Identification and stocking of hibernation location(s)

Orange Phase: 'Emergency situation'

"Working conditions do not allow proper access to beneficiaries. Risk to RC/RC personnel severe. Tight security management needed. Need to reduce number of expatriates and activities."

- **Indicators/Trigger points** (*these are just to be used as general indicators must be adopted to your specific context*)
 - Regular and widespread armed contact and security force sweepings.
 - Heightened tension throughout the country and in towns.
 - Civilian transport considerably reduced due to security concerns.
 - Checkpoints active and a heightened presence of arms carriers.
 - Expatriates restricted to major towns/key base locations without clearance to move to the field.
 - Riots, political and social breakdown.
 - Declared state of natural disaster.
 - State of emergency declared by authorities.
 - Uncontrolled violent crime against expatriates.
- **Plan of action**

Provided indicators above apply, the following measures must be taken into consideration:



- Activities may continue close to the respective offices, but the number of personnel under IFRCF security management, is to be reduced to an acceptable minimum that can allow operations to continue.
- Programmes reevaluated and prioritised
- The Head of Country Office, in consultation with the Regional Security Delegate/ HoCC, and the Security Unit, will normally implement a travel restriction for visits by external personnel.
- No major road movements are to take place unless explicitly authorised by the authorities/security forces after submission of movement notification.
- Non-Essential expatriate staff who will be taken out of the area of operations are to remain in their respective office structures and ensure they are in touch with the HoCO and the Security Delegate to await further instructions.
- All personnel under IFRC security management are to carry mobile phones and essential phone numbers with them at all times.
- All personnel under IFRC security management, including designated local, staff are issued with VHF handsets.
- Depending on the location, relocation transport is to be arranged (e.g. small plane, helicopter) or an authorisation may be provided by the HoCO for vehicles to move, depending on the situation.
- Ensure that for the remaining personnel there is enough food reserves available (7 days stock)
- Ensure there is an appropriate communication equipment (phones, and spare batteries etc.) and that these are tested and operational.
- Steps taken to strengthen premises (e.g sandbags around walls, windows taped etc, restricted access to facilities).
- Review close down/handover procedures
- Regular security updates to be provided to the Security Unit in Geneva, HoCC and Director of Region.

Red Phase 'Relocation or hibernation'

"The security conditions do not allow work: risk to RC/RC personnel extreme."

- **Indicators/Trigger points (these are just to be used as general indicators must be adopted to your specific context)**
 - Widespread armed confrontations.
 - Armed assaults against expatriates and NGO staff.
 - Government orders expatriates to withdraw
 - Diplomatic or humanitarian community evacuates.
 - Direct attack on or against RC/RC Movement.
 - Complete breakdown or law and order.
- **Plan of action**
 - Vehicle use to be minimised and personnel to remain in their respective offices/homes until further notice.
 - Thorough security checks are to be done before any road movement is authorised.
 - All road movement requires a two vehicles convoy.
 - Personnel to ensure they are in regular contact with the Security Delegate, and to await further instructions.



- Expatriates under IFRC security management should have one Grab bag* of essentials (e.g. documents, some clothes, personal computer, etc.), ready for immediate departure. This should not weigh more than 10 kgs.*
- Regional Security Delegate will provide advise on how to proceed.
- Regular contact between delegation and Security Unit in Geneva.
- When possible, international relocation through use of air craft should be on commercial flights. All relocation options should be taken with caution, and with up-to-date information on the regional security situations for each and in close coordination with the Regional Security Delegate.
- Relocation points and means will be assessed according to the situation.
- Close down or handover procedures should be in accordance with set procedures. The Security Delegate is to provide assistance as necessary.
- If the situation does not allow for relocation, those under IFRC security management may be directed to 'hibernate' until they can be relocated or until the situation stabilizes.

1.2 Declaration of Phases

- The security phases may be implemented in sequential order or as the situation dictates.
- Different operational areas within the same country may have different security phases if the security situation varies in across the country.
- Yellow Phase will be declared by the HoCO at his/her discretion. The HoCC, Regional Office and the Security Unit in Geneva must be notified of this designation.
- Orange Phase will be declared by the HoCO in consultation with the Regional Director and the Manager of the Security Unit in Geneva. HoCC will also be kept updated and informed.
- Red Phase will be declared by the HoCO, following authorisation of the Director of Regional Office, after consultation with the Manager of the Security Unit in Geneva. This process is subject to time constraints.
- A return to 'normal' may be implemented by the HoCO with respect to Yellow or White Phases. If Orange and Red Phases have been implemented, the decision to return to a lower phase will be taken by the Regional Director and the Manager of the Security Unit Geneva. HoCC will also be kept updated and informed.

The current phase for the Costa Rican delegation is white

*Grab bag to contain:

- | | |
|---|-------------------------------------|
| • Passport/ID Card | Driver's License |
| • VHF Radio + spare battery and charger | Phone + Phone List |
| • Medication | Medical records/Immunisation cards |
| • Spare Glasses | Prescriptions |
| • Credit cards/ Cash | Plane Tickets |
| • Personal Documents | Laptop & other electronic equipment |
| • Other Personal items | Change of clothes/house keys, etc |
| • Snacks/Drinks | |



1.3 Hibernation

In some circumstances, particularly in Red and Orange Phases, the options to hibernate may be considered the preferred option by the HoCO acting on the advice of the Security Unit in Geneva.

Hibernation involves remaining in-doors in prepared locations and waiting to see if the situation stabilises. In the case of hibernation, personnel will be directed to congregate in the following locations:

Hibernation Locations:

IFRC Delegate's Home

In the location, the following preparations are to be undertaken:

- Hibernation location is to be reinforced as far as possible, e.g. with sandbags, blast film on windows etc as necessary.
- Communication is to be established and maintained between the IFRC Delegation, the IFRC Regional Office, HoCC and the Security Unit in Geneva. There should also be regular contact with the Regional Security Delegate. There should be back up communication systems available.
- The hibernation location is to be clearly marked with the IFRC logo and flag unless the security situation is such that this will create an added risk.
- Food, water and fuel reserves are to be established for a minimum of 14 days.
- First aid and hygiene supplies are to be established for 14 days.

2 Crisis Management Group (CMG)

The CMG will have a central coordinating function and be convened by HoCO or designate when the situation so demands. The CMG will monitor developments and assist the HoCO with critical decisions as the situation demands.

The CMG is composed of:

- Head of Country Office (Chair)
- Security Regional Focal Point (Deputy Chair)
- Costa Rican Red Cross Security Focal Point
- Finance Delegate
- ICRC upon invitation if deemed needed.

3 Assembly Points

Assembly points are stage points for relocation.

These sites must be readily identifiable and consideration must be given to selecting sites that are secure, and large enough to accommodate many people and vehicles. In case staff are required to wait at an assembly point, consideration must also be given to ensuring radio communications, spare fuel and emergency stocks are located there.

Primary Assembly Point: IFRC Office in San Jose

Secondary Assembly Point: Costa Rican Red Cross Administrative Building

4 Routes to be Used for relocation



4.1 Route to be taken to:

Primary Assembly Point: Ruta de Circunvalacion 39

Secondary Assembly Point: Ruta de Circunvalacion 39

In case somebody is unable to move to the assembly point for any reason, s/he is to:

- Attempt to contact HoCO by any means possible, as soon as possible
- Not move from present location before receiving instructions from HoCO
- Not move from present location until the situation is deemed safe enough
- Not take unnecessary risks
- Stay with family

4.2 Means of Relocation

To Assembly and Relocation Points:

- *By RC/RC vehicle*

Exit from Country

- *Scheduled commercial flights from Juan Santamaría International Airport (Alajuela/San José) or Daniel Oduber International Airport (Guanacaste)*
- *Chartered aircraft from Juan Santamaría International Airport (Alajuela/San José) or Daniel Oduber International Airport (Guanacaste)International Airport*
- *Chartered vessel from identified seaport*

Consideration to be given to staff injured or all eg. For injured or ill staff the normal MEDEVAC procedure is to be followed (if deemed appropriate in the circumstances). For those unable to be moved the CMG will assess the situation and make a decision based on the circumstances.

5 Communications / Reporting (pre, during and post relocation)

pre-Relocation

Phone +506 2528 0201

Mob. +506 8708 3899

During Relocation

Phone +506 2528 0201

Mob. +506 8708 3899

Post Relocation

Phone +506 2528 0201

Mob. +506 8708 3899

5.1 Monitoring of situation and information flows



The HoCO with the support of Regional Security Delegate is to gather information from all available sources to provide security situation updates.

5.2 Liaison networking (Geneva, RO, CCO, ICRC, NS, PNS, UN, INGO's and Embassies)

The HoCO, with the support of Security Delegate, will keep in close communication with the NS, PNSs, ICRC Security contact point, UN Security unit, and other security contacts, as appropriate, for up-to-date situation monitoring. Information from Embassies regarding Hibernation/Relocation plans will be taken into consideration, **(N.B. IFRC Delegates and those under IFRC security management responsibility follow the security advice and directions from the HoCO. International staff are free to follow the relocation advice/orders of their respective Embassy. However, this must be done in full coordination and consultation with the IFRC HoCO.**

Regular reports will be submitted to the Security Unit in Geneva, CCO and Regional Office.

6 Action Regarding National staff

In principle, IFRC do not relocate national staff across international borders, however will provide assistance, at IFRC expense, for in-country relocation. In general, this means national staff will be relocated to their original homes. However, it must not be assumed that national staff will want to move, and delegations must discuss with staff members well in advance in order that a list of relocation sites can be prepared at phase yellow. Contractual provisions will continue throughout the relocation process.

Some national staff may genuinely fear persecution and therefore request relocation. Such situations are to be treated as the exception rather than the norm. In such cases the Delegation should pursue legal instruments and national procedures available to provide asylum to people with genuine fear of persecution. Discussions with the ICRC, NS and the UN in this regard is important.

7 Assets and Equipment's to be relocated

No required

8 Handover of Offices and Assets

Advice must also be sought from finance, admin and logistics for the standard documents to use. Liaison with the National Society regarding possible handover of office, assets and stocks should also occur. A table outlining what is to happen and who is responsible should be included as an annex.

Annex A

STAFF TASKS, ROLES AND RESPONSIBILITIES

It is imperative that all tasks required to be undertaken prior to and during relocation are identified and roles and responsibilities assigned.

These should be clearly defined and reviewed regularly. This list below is not exhaustive but aims to provide a start for consideration. (Some delegations may have in place a Business Continuity Plan (BCP) which already defines roles).

Tasks and Roles	Responsible
Coordinate and Chair CMG	HoD
Monitoring general situation of security developments	HoD



Monitoring situation developments via; telecom system, local and international radio and TV broadcasts	HoD
Ensure hibernation locations are adequately prepared	HoD
Logistical arrangements for the various phases of relocation	HoD
Listing of all IFRC assets to be left behind in Del and warehouse	HoD
Listing of all IFRC assets to be taken with from Del and warehouse	HoD
Listing of all private assets to be left behind in residences and warehouse	HoD
Setting up of a VHF network and distribution of hand sets	HoD
The assembly and organized movements of all personnel to be relocated	HoD
The assembly and organized movements of all personnel to be withdrawn	HoD
Appointment of Team leaders/Convoy leaders	HoD
The assets to be taken along	HoD
The management of financial matters	HoD
The management of administrative matters	HoD
Securing of essential and sensitive documents	HoD
Communication with GVA, CCO, RO, ICRC, HS, PNSs, Other agencies, Authorities and respective Embassies	HoD
Public relations (Communication with local people, the local and international press	HoD
Continuation of programmes	HoD
Monitoring of the various tasks being implemented	HoD
Current visa for entry countries	HoD
Preparation of delegate's dependant's travel arrangements	HoD
Office, warehouse & residences security	HoD
Provision of transport	HoD
Briefing and debriefing of evacuees	HoD
Packing of "Grab-bag"	HoD



Annex B - Map of assembly points and primary Relocation point

International Federation of the Red Cross (IFRC)



Costa Rican Red Cross Administrative Headquarters





Annex C – Location of Residences and Contact numbers

Delegate/Staff	Physical Address	Contact Number
Andres Morales	Condominio Santa Ana Park, Santa Ana, San Jose	+506 87083899
Beatriz Bonilla	350 norte del Mercado Municipal, Paraiso, Cartago	+506 85172605

Annex D - Assets and Equipment's to be relocated

No required

Annex E - List of personnel to be relocated and duties

Phase	Status	Priority	Personnel	Duties in all Phases
Orange	Non-Essential	1	Accompanying Family Members and dependants. IFRC managed expatriates not in senior management positions. Consultants and visitors.	Follow instructions from the HoCO and adhere to timings given.
		2	IFRC managed expatriates not essential to continuation of programmes. IFRC managed expatriates exposed to increased health risks: elderly, pregnant or people with reduced immunity.	
		3	IFRC managed expatriates experiencing difficulties in coping with the situation. Technical Delegates. Certain nationalities who may become a target. Admin Officers and Assistants.	
Red	Non-Essential	4	IFRC Crisis Management Group (CMG) Members	HoCO must identify the final priority order of withdrawal and specific tasks for each of the Delegates. Ensure Delegates withdraw as per this plan. Ensure Assets secured. Ensure Program suspension completed in accordance with contingency planning
	Essential	5	Head of Country Office	Liaise with the NS, PNSs, ICRC. As necessary, liaise with the UN, the broader NGO community and external Security actors and local Security Forces. Account for all IFRC Personnel. Maintain communications with the Regional Office, CCO and the Geneva Security Unit Issue additional instructions and/or alter this plan as necessary Advise IFRC in Geneva, ICRC, NS and PNSs of completion of withdrawal.