

**FEDERATION DELEGATION  
IN  
EL SALVADOR**

**SECURITY REGULATIONS**

**CONFIDENTIAL**

**Updated: February, 2018**

**Approved by: Country Coordinator/HoD/HoRD**

**Date:**

\_\_\_\_\_  
\_\_\_\_\_

### **Background to the Security Regulations**

***These Model Regulations are intended to be a template, so far as possible covering all aspects of security likely to arise within a delegation and in the course of a delegation's operations. The Model Regulations can be adapted to a particular operation. If so, some of the issues detailed below may not be relevant. The Country Coordinator should exercise his/her professional judgment in this regard.***

***Comments and guidance from the Security Unit are written in bold italics (like this) and square brackets or in a shaded text box, like this one. Such comments and guidance are provided for informational purposes, and do not form a part of the regulations themselves and should be deleted from the final version.***

***Details to be filled in by the delegation, such as the country in which the delegation is located, are indicated in square brackets and shading, as follows:***

“...operating within El Salvador”

***These regulations do not replace existing specific regulations, such as those concerning Human Resources, Fleet, Logistics and so on. These regulations are aimed to be used in tandem with such regulations. It is desirable to review all potentially relevant regulations before issuing these Security Regulations, to minimise inconsistencies.***

***Where there is an inconsistency, the Country Coordinator should determine which regulations take priority. Where the same subject matter is dealt with in different regulations, consideration should be given to consolidating the different versions for inclusion in the Security Regulations (for example driving regulations). Again the Country Coordinator should exercise his/her judgment as to the most appropriate arrangement.***

***In accordance with the IFRC Minimum Security Requirements signed by the Secretary General Security Regulations are to be reviewed every six months or if there is a significant change in the security environment to ensure that they are current and relevant to the situation.***

***Please contact the regional security coordinator [Jorge.zequeira@ifrc.org](mailto:Jorge.zequeira@ifrc.org) and security unit via [security.unit@ifrc.org](mailto:security.unit@ifrc.org) for any points of clarification or for further information.***

	Page		Page
1 – INTRODUCTION		4.9 Rented Vehicles	
1.1 Introduction		4.10 Accidents	
1.2 Application		4.11 Boat Regulations	
1.3 Compliance.		4.12 Helicopter Regulations	
1.4 Distribution		4.13 Fixed Wing Aircraft Regulations	
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: Key Contact Details	
4.3 Motor Vehicles		B: Relocation Plan Brief	
4.4 Use of Federation Vehicles		C: Medevac Plan	
4.5 Restrictions		D: Incident Report	
4.6 Movement Control - Notification Process		E: Guidelines	
4.7 Convoys		F: Maps	
4.8 Motorcycles			

## **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 *El Salvador*.

This is the latest version of the Security Regulations for the Federation Delegation in El Salvador. 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:

- *[Country Welcome Brief]*
- *[IFRC Security Advisories]*
- *[Medical Evacuation (MEDEVAC) 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 Coordinator 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 Coordinator. 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**

The tropical country of El Salvador has a population of 6.7 million people and is situated within 20,741 km<sup>2</sup> in Central America. El Salvador borders Honduras to the west, Honduras on the north and east, and Nicaragua is located to south-west of the Fonseca Gulf. The country is divided into 14 departments and 35 per cent of the total population lives in the country's capital, San Salvador. Spanish is the official language and Catholicism and Protestantism are the predominant religions.

As a small nation, El Salvador's relatively high population density and mountainous terrain impede traffickers from transporting their goods by air. Nonetheless, the country is home to overland smuggling routes that have been used for decades to traffic humans, weapons, contraband, and, more recently, illicit drugs. Porous borders with neighboring Honduras and Guatemala aid the movement of illegal goods in and through the country. Additionally, El Salvador's short coastline provides traffickers numerous places to unload and repackage drugs into smaller quantities for the journey north, or for distribution and sale to the country's domestic drug market.

#### **History**

After more than a decade of civil war in which over 75,000 people lost their lives, the Salvadoran government and leftist guerrillas signed a peace agreement in 1992. The peace accords were hailed as a success by the international community, particularly efforts to create an integrated police force that included members of the rebel coalition, the Farabundo Marti Liberation Front (Frente Farabundo Marti para la Liberación Nacional - FMLN). Yet violence in El Salvador did not end with the war. Instead, the accords opened a new type of violent criminal conflict, which has led to political and social turmoil that threatens to upend the achievement the accords once represented.

#### **Criminal Groups**

The first phase of this post-war criminal spree included both former military and ex-combatants. Some former guerrillas, for example, never gave up their weapons and instead created criminal enterprises, engaging in car theft, kidnapping, and human smuggling.

The second phase came with the rise of street gangs, commonly referred to as "maras." In El Salvador, there are two dominant gangs, the Mara Salvatrucha 13 (MS13) and the Barrio 18. The myriad reasons for their growth include: poverty, marginalization, lack of access to basic services and educational opportunities, dysfunctional families, rapid and unplanned urbanization, repatriation of gang members from the United States, a pre-existing culture of violence, and access to weapons leftover from the region's civil wars.

The government responded to the threat posed by gangs with a harsh "mano dura," or "iron fist," approach. This repressive approach, however, did not produce the desired effects, and served to further marginalize the country's youth, stimulate gang recruitment, and double

the prison population. Within prisons, the gangs built operational sanctuaries where they could manage their activities without fear of the law or rival gangs.

The gangs primarily engage in extortion, kidnapping and domestic drug distribution, selling crack, powder cocaine, amphetamines, and marijuana in mostly poor neighborhoods. They have also been contracted by larger organizations for murders or other specific tasks, and there are some signs the gangs are looking to expand into bulk distribution and international trafficking.

In March 2012, the Salvadoran government and church secretly brokered a truce between the Barrio 18 and MS-13 gangs, granting concessions to imprisoned gang leaders in exchange for a reduction in violence. As part of the truce, the government implemented "peace zones," or areas where the gangs pledged to halt criminal activity and the government promised to withdraw the military. After its implementation, the truce did lead to a drop in the murder rate, but violence began rising again in 2014 after the truce began to break down. However, many questioned the truce's effectiveness, with some theorizing the homicide rate was artificially low because victims were being "disappeared" by gang members.

The disintegration of the truce contributed to an escalation in El Salvador's violence levels. In particular, during 2015, the gangs stepped up attacks on Salvadoran security forces, which some observers viewed as a means of pressuring the government to reopen truce negotiations and grant the gangs certain concessions. Inter- and intra-gang violence also increased, and by the end of 2015 El Salvador had a homicide rate of over 100 per 100,000 -- the highest in the world.

The experience of the truce also led to debate over the nature of the gangs. More specifically, there were concerns the truce allowed the gangs to become more cohesive and sophisticated. Indeed, there have been reports of gang leaders meeting with Mexican criminal organizations -- such as the Zetas -- potentially indicating a move into the international drug trade. Yet security officials typically consider the gangs as lacking the discipline and sophistication to make reliable partners.

The last phase of El Salvador's violent and tumultuous post-1992 period involved the emergence of increasingly sophisticated local drug transportation groups. These so-called "transportistas" have their roots in moving contraband across the borders with Honduras, Nicaragua and Guatemala during the civil war. They continue to use these routes to move cargoes that include migrants, contraband, pirated goods, precursor chemicals, and illegal drugs.

These drug transport networks often operate with the aid of corrupt border, police, and military officials. Two of the main transport networks in El Salvador are the Perrones and Taxis Cartel. While these transportistas are not tied to particular drug trafficking organizations, their services are for hire to Colombian and Mexican cartels, including powerful Mexican groups like the Sinaloa Cartel and Zetas. While the transportistas are responsible for drug shipments transiting El Salvador, the gangs are largely responsible for much of the violent crime in the country.

## Security Forces

El Salvador has around 16,000 active personnel in its armed forces and another 16,000 officers in the National Civil Police (Policia Nacional Civil – PNC). Serving as a police officer in El Salvador is an extremely dangerous job, and PNC officers typically begin making less than \$500 per month. Beginning in 2014, security forces increasingly became the target of attacks by gang members, driving desertions from the PNC. To supplement shortcomings and lack of resources, El Salvador routinely calls on the military to supplement the PNC in its duties.

As gang violence in El Salvador has risen, there have been indications of armed forces members engaging in extrajudicial killings of suspected criminals.

## Judicial System

Accompanying and exacerbating El Salvador's general insecurity is a weak judicial system that promotes impunity. Indeed, the majority of crimes to unresolved -- impunity rates are estimated to be around 90 percent -- and suspects may spend years behind bars before facing trial.

Corruption with El Salvador's judicial system is another key issue. Police are routinely found to be active or complicit in criminal activity, and firearms from government stockpiles regularly turn up on the black market or in the hands of criminals. Judges have also been discovered to be accepting bribes from organized crime groups in exchange for favoritism. In 2012, it was announced 80 percent of the country's judges were under investigation for complaints made against them. Nonetheless, many officials may see little choice but to cooperate with criminals when faced with death threats and other forms of intimidation.

There has been some pressure from the international community for El Salvador to establish a body similar to the UN-backed International Commission Against Impunity in Guatemala (Comisión Internacional contra la Impunidad en Guatemala – CICIG) to compensate for its judicial shortcomings. Salvadoran political leaders, however, have so far refused to take such action.

El Salvador's weak judicial system has also contributed to a death squad phenomenon, with instances surfacing of citizens and possibly police conducting "social cleansing" of criminals and others deemed undesirable.

## Prisons

El Salvador's prisons are notoriously under-resourced, dangerous, and overcrowded. Years of tough anti-gang legislation have filled the country's 24 penal institutions, with space for around 8,500 inmates, to 325 percent capacity (roughly 33,000 inmates). Contributing to rampant overcrowding has been the use of pre-trial detention, which can sometimes leave suspects languishing in prison for months or years before they see a judge.

El Salvador's prisons have largely been divided along gang lines, with members of different gangs sent to different prisons. This policy has allowed the MS13 and Barrio 18 to establish complete hegemony over the prisons they control, turning them into centers for



recruitment, criminal operations, and gang consolidation -- de facto gang headquarters. This is facilitated by understaffed and under-resourced facilities, which means prison guards are typically relegated to simply standing watch on prison walls and leaving inmates in control of day-to-day life.

The dynamic between the gangs' imprisoned leadership and members on the street is crucial for understanding El Salvador's gang phenomenon. Free gang members are expected to provide for those behind bars by sending money and supplies, and incarcerated gang leaders not uncommonly direct criminal activity on the streets via cell phone and message couriers. This symbiotic relationship rests partly on the logic that all gang members will, at one point or another, spend time in jail, and, once there, will need the gang's protection in order to survive -- a form of "prison insurance." The leadership of the MS13 and Barrio 18 has traditionally been held in maximum-security facilities, such as the infamous Zacatecoluca prison.

## **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.

***The sections below identifying high, moderate and low risks should be used and/or adjusted as appropriate.***

The main risk / threats to Red Cross Personnel in El Salvador are;

- a) ***Street robbery;***
- b) ***Traffic accidents***
- c) ***Getting trapped in crossfire***

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

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

- d) ***Natural hazards***
- e) ***Major seismic movement***
- f) ***Extorsions***

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

Finally, RC personnel are also exposed to:

- g) ***Kidnapping;***
- h) ***Murders;*** and
- i) ***Civil unrest***

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.		
<b>White phase</b>	Situation normal	No major security concerns
<b>Yellow phase</b>	Situation of heightened tension	Some security concerns, heightened security awareness initiated
<b>Orange phase</b>	Emergency situation	Access to beneficiaries limited, risk to RCRC personnel severe, tight security management needed
<b>Red phase</b>	Relocation or hibernation	Conditions do not allow work, risk to RCRC personnel extreme

All RC Personnel must know the current security phase classification and it's 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 El Salvador is: **YELLOW 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 Americas Regional Director in consultation with the Manager of the Security Unit GVA, the Country Coordinator may decide not to display the logo for security reasons.

Protective flags on vehicles may only be used with approval of the Country Coordinator 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.

El Salvador does not differ significantly on the other "Latin" countries of the region when it comes to traditions and local customs. It is a relatively traditional society where a lot of emphasis is put on polite manners. Salvadorans are generally very friendly and accommodating and are often curious of your origin and your mission.

A lot of emphasis is put on the status, title and authority of a person. Personal contacts matter. And as in any Latin country, diplomacy and courtesy is appreciated and "direct" style of doing business in official context is often frowned upon. Spanish speakers should use the more formal "Usted" instead of the informal "Tu/Vos" when addressing people.

As a Red Cross delegate you may be asked to participate in official events or meetings. If you are invited as member of the "main table" you are often expected to give a speech or some words of courtesy. Check the protocol beforehand from your hosts.

The customs in the countryside do not differ much from those of the cities. When visiting communities pay special attention to the community leaders and elders. It is also advisable to program a courtesy visit to the local authorities, i.e. the Mayor (Alcalde) of the community.

As regards to dresscode, the typical "Red Cross Uniform" (a Red Cross shirt with jeans/khakis) suffices well in the workplace but a more formal dress-code (suit or Guayabera) is advisable in meetings with the higher authorities. Women should dress in equal manner and with moderation: do not use low cut shirts or shorts skirts – many women in the country may seem to do so, but this is frowned upon especially in the workplace. Avoid wearing excessive jewelry: rings, earrings etc. especially when visiting local communities as this may cause resentment and is against the public image of the Red Cross among the general society.

It is not permitted to drink alcohol or appear the influence of alcohol when working or when wearing clothing featuring the emblem.

Please exercise the normal caution when talking about politics and religion – many Salvadorans are very religious. Although protestant churches have gained ground from the predominant Catholic Church, the common denominator is that most of these churches have a conservative way of looking into life that reflects into the social values of the society as a whole.

Most significant factor of the Salvadoran national psyche is the armed conflict of the 1980s. Many Salvadorans will talk openly about the civil war but do bear in mind that almost every person alive that time was involved in it and suffered from it – either themselves directly or by losing family members or friends. Both sides committed atrocities during the conflict and although many Salvadorans tried to stay out of the way of the warring parties, the old resentments may resurface. The Salvadorans often stress the peace process as a success story and the need to look forward. The Red Cross played a significant role during the conflict – many of the colleagues were involved in these activities and have the stories to tell. Nevertheless, exercise discretion if discussing the theme.

### **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. Such relationships may also be an “abuse of power”. The Federation’s Code of Conduct states that abuse of power includes all forms of exploitation, including sexual. The Code states that acts that will be considered to be an abuse of power include:

- Any act which could be considered harassment, discriminatory or racist.
- All forms of exploitation, abuse, neglect or violence.
- All forms of sexual activity with children (persons under the age of 18), including contact and non-contact sexual abuse, regardless of the age of majority or age of consent locally (Mistaken belief of the age of a child is not a defence).
- Exchange of money, employment, goods, or services for sex, including sexual favours or other forms of humiliating, degrading, compromising or exploitative behaviour.
- Sexual relationships with those who look to the Federation for protection or assistance.
- Not reporting concerns or suspicions regarding power abuse, for example sexual abuse or exploitation, by a fellow worker, whether or not in the same agency.

### **3.6 Curfew and Area Restriction**

*There are currently no curfews. However, note the following:*

- The immediate area around Salvadoran RC Headquarters is unsafe. Avoid working in the HQ after dark (between 18hrs and 7hrs) - walking in the neighbourhood is strictly forbidden after dark and should be cautioned during daytime. Wait for your transport inside.
- There are no 100% safe neighborhoods in San Salvador. Even the safer or richer neighborhoods may have a less affluent areas. The slightly safer neighborhoods include San Benito (“Zona Rosa”) and Santa Elena area.

- Even in these neighborhoods walking is to be avoided during daytime and forbidden during the night – unless you are inside an upscale shopping centre (Gran Vía, Multiplaza, Galerías). Avoid Multicentro.
- San Salvador centre should not be visited without somebody accompanying you.
- Many provincial towns are dangerous after dark. In the countryside situation depends community by community. Always consult the NS colleagues or IFRC of the current security situation.
- Project-related movement is not permitted after dark (whole El Salvador) without a prior authorisation of the Country Coordinator.
- When in the field always checks with Salvadoran Red Cross what the restrictions regarding movement are. There are many zones where walking is strictly forbidden day and/or night.

### **3.7 Personal Documents:**

At all times, delegates must carry their Federation ID card and a photocopy of their passport and visa

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

At all times, delegates and local staff must carry:

- Federation ID card
- Federation badge (must be worn during all field activities, and when representing the Federation)
- Document “Identidad Personal” issued by Foreign Ministry of El Salvador
- International and national drivers’ license.
- List of key addresses and phone numbers.
- Some local currency and USD in case of unforeseen expenses.
- Note that there are several Police check-points in all of the major roads. It is therefore important to carry the necessary identification/documentation with you.

### **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 anyone 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 Coordinator 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 Coordinator.

### **3.10 Cameras:**

Use of camera's must be approved by the Country Coordinator. 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 Coordinator.

## **4. TRAVEL / MOVEMENT CONTROL**

### **4.1 International Travel**

Staffs 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) and National Society;
- b) Fill out the travel checklist

- c) Organize your air travel by daylight hours with enough time to transfer from the airport to the City and vice versa
- d) Field trips must be reviewed previously
- e) Obtain and read the receiving delegation's security briefing/welcome pack (usually a shortened version of the delegation's rules & regulations);
- f) 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;
- g) Obtain emergency contact details for the delegation.
- h) Obtain the name and address of the hotel or final destination.
- i) Report daily by text phone or email.

#### **4.2 Internal Movement / Field Trips**

All Field trips are to correspond to an operational goal, and must be authorised by the Country Coordinator.

Travel outside of town limits, both official and private, 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.

Use only IFRC or RC movement vehicles for movement, liaise with NS as much as possible. If necessary, coordinate with NS to cover expenses of vehicle and driver

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. In case of specific exemption this must be consulted with the Director of Zone or the Focal point.

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 to 60 km/h

Roads outside urban areas - 60 to 100 km/h

#### **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 and the local staff are responsible for reporting all their vehicle movement outside the town areas to the radio room. 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 emblem 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 Coordinator.
- 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 outside related travel outside San Salvador require the approval from the Country Coordinator. It is advisable to send all leisure travel plans inside the country for the Country Coordinator for information. All travel have to be informed in writing or email. It is strongly advised to avoid travelling to El Salvador and Honduras in your own car. If travelling to these places, use Pullmantur buses instead.

#### **4.7 Field Trip Security**

There are currently no Federation vehicles in El Salvador. The following rules apply:

- Be conducted in Salvadoran Red Cross or PNS vehicles, requested through normal channels of the NS/PNS. The Salvadoran Red Cross/PNS in question field trip protocol and security rules are to be used.
- Correspond to an operational goal, and wherever possible, delegates are to join up with other delegates visiting the same area.
- Be authorised by the IFRC Country Coordinator or his/her designated authority
- The Federation is prohibited from using armed escorts.

#### **4.8 Motorcycles**

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

#### **4.9 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.

#### **4.10 Accidents**

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

- a) Ensure that further accidents at the scene are prevented
- b) Assist the injured, if any.
- c) Call the delegation and/or Salvadoran Red Cross (COE) and give position and character of the accident (who, when, where, what, future intentions/needs).
- d) Contact, if possible, the nearest police station (try to get a police report of the accident for insurance purpose).
- e) Do not admit responsibility and do not sign any paper.
- f) No agreement to pay any compensation is to be entered into without consultation with legal and security.
- g) The fleet manager is to be notified immediately (phone no + 503 2239 – 4931)
- h) A statement of the accident must be recorded and submitted to the Country Coordinator within 24 hours of the accident. Country Coordinator will inform Salvadoran Red Cross and Security Unit and zone security responsible.
- i) If the vehicle has to be abandoned, take off the antennas, radios, flag and if possible remove the stickers

#### **4.11 Helicopter Regulations-**

This could be use in case of emergencies to use that the following requirements must fulfill. For further details see “Stay safe – The International Federation’s guide to a safer mission, pages 66 – 68.

- a) Authorization process within the delegation, with previous coordination with the ARD;
- b) Authorized service providers in coordination with the Salvadorian Red Cross;

## **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.

### **5.2 Radios**

There are currently no radios for Federation staff. Even though the NS has a VHF frequency for the 60 branches at national level. Also, the SRCS is part of the Central America Radio network.

### **5.3 Emergency**

N/A

### **5.4 Reports**

N/A

## **6. OFFICE, RESIDENTIAL AND SITE SECURITY**

### **6.1 Office Security**

The Federation / CREPD staff currently work within in the Salvadoran Red Cross Headquarters. Note the following:

- Office is within the Salvadorian Red Cross building. It is open from Monday to Friday in a regular schedule (8h00-17h00). In case you need to work during the weekends or holidays, a special permission must be required to the National Society
- There is 24-hrs security provided by a private security company. Nevertheless, remember that there are a lot of people moving in the premises day and night.
- Office not to be left open and unattended, all delegates and workers **are to ensure** that their office doors are closed and locked even when you leave it for short periods.
- Take your computer with you after the day has ended to ensure more security.
- Valuable items and money are not to be left in offices, even if doors are locked – there have been robberies.
- Confidential documents / material are to be properly secured.
- If offices are vacated for a longer period, computers are to be turned off.

**CREPD / IFRC Office Address:** The CREPD / IFRC Office is located within the Headquarters of the Salvadorian Red Cross at: 17 Calle Pte. Y Avenida Henry Dunant, Centro de Gobierno, San Salvador, El Salvador.

### **6.2 Residential Security**

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

All delegates must reside in a guarded compound. Nevertheless, despite this, bear in mind that security concerns may arise.

### **6.3 Site/ Warehouse Security**

The Country Office doesn't have a specific warehouse. Even though the SRCS has a warehouse that used to be a regional warehouse for the Central America

### **6.4 Cash Security**

- All cash is to be held in a lockable container and the level of cash outstanding at any time kept to a minimum.

## **7. MEDICAL**

### **7.1 Medical Emergencies**

Please see Annex A: MEDAVAC Plan for details (what hospitals to use, what ambulance services to use).

### **7.2 First Aid kits.**

- First Aid kits are in the following place in Salvadoran RC Headquarters: Centre of Operations (COE) 2<sup>nd</sup> floor main building, Medical Clinic ground floor 10mts right to the main entrance, all COE ambulances.
- To date there are not Federation vehicles, but in case we have a big operation they must have a First aid kits

### **7.3 PEP Kits.**

In case of exposure to the HIV virus (for example, health workers who accidentally prick themselves with an infected needle, other situations of possible exposure may be sexual assault), preventive post-exposure treatment are available at the IFRC Office (Edgardo Barahona and/or Jorge E. Zequeira) and treatment should begin as soon as possible after it has occurred. The fact and must be continued for an approximate period of 4 weeks.

In addition, the IFRC staff has access and will coordinate with the Salvadoran Red Cross for PEP kits located in Hospital Nacional Rosales.

***The PEP kit should only be used by either a doctor or trained emergency room nurse.***

## **8. CONTINGENCY PLANNING**

### **8.1 Fire**

In Salvadorian Red Cross the fire extinguishers are located: Emergency Operation Center (type ABC), and the IFRC Office (Type B, C) both 2<sup>nd</sup> Floor of the Main building.

## **8.2 Relocation Plan**

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

## **9. INCIDENT REPORTING**

**The Federation Incident Report Format is detailed at Annex D**

### **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, resulting 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 D.

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

Annexes:

- A: Key Contact Details
- B: Medevac Plan
- D: Incident Report



International Federation  
of Red Cross and Red Crescent Societies

**ACKNOWLEDGEMENT  
OF  
FEDERATION SECURITY RULES & REGULATIONS  
For El Salvador**

I \_\_\_\_\_, declare that I have received, read and understood the Federation Security Rules & Regulations for El Salvador 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 forms part of your contract with IFRC and must be signed by all IFRC personnel.**

### **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 successful resolution of any such event.

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

### **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 expected to:**

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

In the event of a serious incident, the IFRC reserves the right to communicate only with the contact persons you named at the time of your engagement. It is your responsibility to update your contact information in *MyHR*.

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 expectations upon me in terms of security measures. I also acknowledge the risks inherent in my humanitarian work.

Read and accepted \_\_\_\_\_ (signed) \_\_\_\_\_  
(name)

\_\_\_\_\_ (date) \_\_\_\_\_ (place) \_\_\_\_\_