

**FEDERATION DELEGATION
IN
JAMAICA**

SECURITY REGULATIONS

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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 IFRC Office in Kingston, Jamaica in particular, and in the country as a whole.

This is the latest version of the Security Regulations for the Federation Delegation in **Jamaica**. These Regulations replace all previous security regulations in country and may be amended at any time by the most senior IFRC Officer in-country, in consultation with the Head, Country Cluster Support Team (CCST) in Trinidad and the Security Officer, Americas Regional Security Advisor, in the Americas Regional Office (ARO).

Additional security-related documents available locally include:

- *IFRC Jamaica Office Welcome Briefing and Packet*
- *Any IFRC Security Advisories*
- *IFRC Jamaica Office Medical Evacuation Plan*
- *IFRC Jamaica Office Relocation Plan*
- *IFRC Jamaica Office 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 Head, Country Cluster Support Team 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.

Due to the importance of 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 Regional Security Coordinator, Security Unit in Geneva or the Country Representative/HoCC. 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 only 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 senior IFRC Officer in country should also ensure that key regulations and guidelines 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

Jamaica currently serves as the host nation for the management of the IFRC's Caribbean Zika Project. The International Federation of Red Cross and Red Crescent Societies has had a presence in Jamaica since 2016.

a) Law Enforcement:

The Jamaica Constabulary Force (JCF) is the primary state agency responsible for the protection of life and property of all citizens and visitors of Jamaica. Headquartered in Kingston, the local constabulary is present throughout the island in area and divisional headquarters and local police stations. While shootings and the murder rate showed an increase within the last (available) reporting year (2016), there was a 15% reduction in incidents of all other major crimes over the same period.

Should any Federation Asset need to interact with the local constabulary it should be noted that English is the official language.

b) Telecommunications:

Telecommunications in Jamaica include radio, television, fixed and mobile telephones, and the Internet. The telephone communication system is fully digital with three mobile operators – Cable and Wireless – FLOW, Digicel, and Claro. Digicel uses a GSM¹ wireless system, while Claro utilizes the CDMA² standard and FLOW utilizes both of these on its network. Cable and Wireless landlines having declined to roughly about 300,000 as of 2006, launched a land line service called HomeFone Prepaid that allows customers to pay for minutes they use rather than a set monthly service fee. Privately owned Radio Jamaica Limited and its subsidiaries operate multiple radio stations. There are roughly 70 other privately owned radio stations (2007) in the country. Radio Jamaica Limited and its subsidiaries also operate multiple TV stations, as well as subscription cable services. There are two other privately owned television stations.

c) Currency (Money):

The Jamaican dollar (JaD) is accepted currency in Jamaica. The country is well served by commercial banks - both local and internationally based, with branches located throughout the island. The country is well served by "cambios" authorized by the Central Bank of Jamaica and supervised and licensed by the Bank of Jamaica (BoJ). As these are monitored to ensure compliance with the BoJ's Operating Directions and adherence to the money laundering regulations of the Proceeds of Crime Act (POCA),

¹ Global System for Mobile Communicaitons

² Code-Division Multiple Access

they are the only non-commercial bank sites where IFRC personnel should convert currency.

Effective February 18, 2018 the lowest coin denomination in legal circulation is the \$1.00 coin.

While credit cards are widely accepted and used, it is recommended to use them only in reputable businesses.

2.2 Risk Assessment

Security incidents can occur 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 and with the IFRC Representative in-country.

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.

While violent crime (such as home invasions, armed robberies, and homicide) and sexual assaults occur frequently, even at all-inclusive resorts, the latest available statistics from the Jamaica Constabulary Force (first quarter of 2016) indicated that murders across the island were down by 6%, and shootings by 8%. The same statistics showed robberies down by 33%, and break-ins reduced by 46. Other violent crimes have also seen reductions across the board including rape (39%), larceny (60%) and aggravated assault (36%). IFRC personnel are reminded to exercise vigilance when driving outside of Kingston at night.

The main threats to RC personnel in Jamaica are:

- a) Home invasions
- b) Armed robberies
- c) Homicide
- d) Sexual assaults

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

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

- a) Theft of Articles from inside automobiles
- b) Road Accidents
- c) Credit Card Theft

d) Pick-Pockets

e) Purse Snatching

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

Finally, RC personnel are also exposed to:

f) Express kidnappings

g) Gang Violence

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

	Insignificant	Minor	Moderate	Severe	Critical
Imminent					
Highly Likely					
Probable		Vehicle/Road Accidents fraud,	Assault / Armed Robberies		
Possible		Credit Card Theft Petty Crimes/Theft	Earthquakes Floods	Sexual Assault Rape	
Not probable				Homicide Home Invasions	

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

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 on the area that will be visited.

All personnel are to comply with any restrictions put in place by the Program Coordinator (Senior IFRC Officer on site) in accordance with the current situation and designated phase level.

The current phase in Jamaica is **YELLOW**

Crime in Jamaica is **MODERATE**, and in some areas, it is growing, particularly because of the activities of youth gangs.

Some parts of Kingston, Montego Bay and Spanish Town may be deemed to be high crime areas. For your general safety, you should review the latest-issued [Crime and Safety Report](#) for Jamaica and follow the general safety guidance provided there ¹.

3 – General Security

As there is a risk of street crime, you should avoid secluded places or situations and not walk or drive alone at night. Be aware of your surroundings and attempt to keep a low profile, and always have a contingency plan for emergency situations. Ensure that your personal belongings, passports, other travel documents and ID Cards are secure at all times. You should not carry large sums of cash or valuables in public. Cash and valuables should be deposited in hotel safes wherever possible.

Be vigilant when using ATM cash machines installed in public places, usually outside banks. There have been cases of people being robbed after withdrawing cash from these machines. There have also been instances of devices being inserted in ATMs, which allow cards to be cloned.

Beware of pickpockets in busy thoroughfares, on buses and at bus stations. Occasional armed hold-ups may also be carried out. Be alert for muggers, particularly in any areas where unemployment, street crime and drug usage are high.

You should use registered taxi companies, and whenever possible call a taxi company rather than hail a taxi in the street. It is advisable to travel accompanied by someone you know, and not to sit in the front seat of a taxi. Ensure that you do not get in a taxi with unknown passengers and instruct the driver not stop and pick up any additional passengers.

1. Crime and Safety Report Published by the Bureau of Diplomatic Security, Department of State, United States of America.

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 Americas Regional Office in consultation with the Regional Security Coordinator or the Manager of the Security Unit GVA, the Country Representative/HoCC 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/HoCC 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 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.

a) Common Crime Prevention in Jamaica:

Use prudence and exercise good personal judgment when moving around the country, especially in Kingston, Montego Bay and Spanish Town.

Whenever possible **DO NOT WALK THE STREETS DURING NIGHT TIME!**

Always use seat belts in vehicles, and keep doors locked. If the vehicle you are in is an air-conditioned one, keep the windows closed as well.

NEVER LEAVE ANY VALUABLES OR DOCUMENTS IN YOUR PARKED VEHICLE! When you park, always empty your vehicle and activate your car alarm, if available.

In congested and/or tourist areas, expect pickpockets and purse-snatchers, despite police presence. Minimize the amount of cash, credit cards, jewellery and other valuables carried with you to the absolutely necessary (minimum)!

NEVER RESIST AN ARMED ASSAILANT! Your life is more important than your belongings. Always observe your surroundings before and while using an ATM. If possible, use ATMs located inside commercial venues, rather than those placed on the street. Avoid making withdrawals from ATMs placed on the street at night-time.

Avoid flagging taxis in the street. Use Hotel/Radio Taxis instead. If you must take a street taxi, a red "PPV" license plate indicates that it is a licensed public passenger vehicle. If not, it is an unauthorized taxi, commonly known as a "robot". In any case, you should make someone aware and pass on the licence plate number. Also, make sure the taxi driver is aware that you are being expected and that his licence plate was transmitted.

Avoid getting caught up in any demonstration. Pay attention to local news media to remain informed of local events. If a road is reported closed, do not take chances but rather re-route or postpone your travel.

b) Road Safety in Jamaica:

The minimum driving age in Jamaica is 18, however to drive a rental car you need to be at least 21 years old² and must have held your licence for at least two years. As long as it is printed in English, your domestic driving licence is acceptable. You should also carry a copy of the information page of your passport, proof of insurance and the vehicle's registration document. A minimum of third party fire and theft cover is required for all vehicles in Jamaica and all hire cars must have fully comprehensive insurance. Be advised that in Jamaica vehicles drive on the left-hand side of the road.

While driving is on the left, with overtaking on the right as in the United Kingdom, you should be cautious when turning, considering who has the right of way. Be aware that cars - especially taxis, may stop suddenly and without indication.

It is the law in Jamaica that all occupants of a moving car must wear seatbelts. You will be fined if caught without one.

The blood alcohol content (BAC) limit in Jamaica is 35mg per 100 ml of blood. As this means that even one drink may put you over the limit, it is safer not to drink and drive at all.

There is a good system of more than 8,000 miles of paved roads but care is required. Where there are no pavements, many people walk along the road and are difficult to see at night. The speed limits are as follows: 110 kilometres per hour (kph) for freeways unless otherwise indicated; 80 kph for open roads and 50 kph in built-up areas including towns and villages. It is recommended that these be strictly observed as accidents caused by speed are very common. Be aware that Kingston, Montego Bay, Spanish Town and Ocho Rios can get very congested in rush hour.

Most parking is unregulated and finding a space in the cities can be very difficult. It is safer to utilise a municipal garage with paid parking. If you have parked inconsiderately and are causing an obstruction or have overstayed your welcome, you will be ticketed and may be towed.

There is no provision in the Disability Act (2014) to deal with parking designated for the disabled and sanctions for breaches. However, some government offices and private sector entities have allotted parking spaces for persons with disabilities or those transporting them.

Usually, if parking attendants are shown a valid card or sticker designating the vehicle or its passenger as being entitled to same, they will usually facilitate them with the most accessible spot. Note, they may sometimes ask for cash in exchange for this consideration, but it is your choice whether or not to give them any money.

You will receive a ticket from the police if you contravene any traffic offences. The imposed fines can be paid at any police station in Jamaica. Sometimes you might be asked for cash, but this is not legal, and you should insist on being given the ticket.

Driving in rural areas or in the mountains can be quite dangerous, especially in rainy weather, as roads are winding, and local drivers are unlikely to slow down. Watch out for potholes and take special care when driving at night as there can often be pedestrians or animals in the road which are difficult to see due to a lack of lighting. You should also beware if you are prone to travel sickness.

You should not stop for hitchhikers or anyone who seems to be in trouble as it could be a trap. Contact the authorities with as many details as soon as you are able.

While there are no specific regulations for towing a vehicle or trailer, you should make sure that any attachment is secure and that other drivers are aware of your actions.

A red "PPV" license plate indicates a licensed public passenger vehicle. **If not, it is an unauthorized taxi**, commonly known as a "robot" and are not recommended. The Jamaica Union of Travellers Association (JUTA) or local hotel taxis are to be used. Note that public buses are often overcrowded and a venue for crime.

c) Demonstrations:

Should any demonstrations occur, you should avoid being caught up in same. Prior to setting out, you should ensure that you are aware of alternate routes to your destination.

You should make it a habit to monitor local radio and TV news bulletins in order to be able to avoid all demonstrations.

d) Maritime Safety:

You should be extremely careful when as in some locations there are strong currents and undertows. These beaches do not always have signs warning of the dangers and drowning incidents do occur.

Several coastal areas are not fully meeting all the established standards for various water quality parameters. You should check with the National Environmental Protection Agency regarding beaches safe for bathing.

e) General Conduct of Personnel in Jamaica:

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.

In order to act in a coherent manner within the given environment, personnel must understand and respect the local culture and traditions. It is everyone's duty to be informed about and to adapt to the society in which he/she lives and works. Adaptation requires common sense and respect for local sensitivities and determines the way we are perceived, i.e. our institutional image.

There is no other specific curfew in force for Federation personnel in Jamaica under normal conditions. Should it become necessary for this to be done, all personnel will be expected to strictly observe any such limitations.

f) Other/Additional Points:

The consumption of alcohol is not permitted when driving Federation vehicles.

While, illegal narcotic substances (Drugs) are easily available and relatively cheap in Jamaica, possession of marijuana (also called herb, weed, ganja), cocaine (coke), crack, or any "Hard" drug is illegal in Jamaica, brings stiff fines and imprisonment and is strictly forbidden by the Code of Conduct.

Consumption of ANY illegal substances is strictly prohibited by the Code of Conduct.

3.5 Relationships:

Under no circumstances is there to be 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 persons are strongly discouraged. This guidance includes locally employed staff.

3.6 Curfew and Area Restriction

Currently there is no curfew in place in Jamaica. Should any curfew be enforced, the limitations of these must be strictly respected by all IFRC personnel and their dependents.

3.7 Personal Documents:

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

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

Your original passport should be secured at your home, in the safe at the RC office or in the hotel in which you are staying.

Don't carry all your necessary valuables/documents in one place/bag. Keep small change in a separate, easily accessible location.

Separate your house keys from those of the IFRC office. You should also separate all keys from your wallet since, if stolen together, a house break-in at your residence/office/hotel is more likely!

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.) always 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 most senior IFRC Officer based at the Jamaica Office or the Head, Caribbean Country Cluster Support Team 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 most senior IFRC Officer based at the Jamaica Office or the Head, Caribbean Country Cluster Support Team.

3.10 Cameras:

Use of cameras must be approved by the most senior IFRC Officer based at the Jamaica Office or the Head, Caribbean Country Cluster Support Team. 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 most senior IFRC Officer based at the Jamaica Office or the Head, Caribbean Country Cluster Support Team.

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

4.2 Internal Movement / Field Trips

All field trips are to correspond to an operational goal and must be authorised by the IFRC Program / Country Representative.

All drivers must carry their drivers licence, proof of insurance and vehicle registration. You should also carry a copy of your passport's information page and entry visa.

As far as possible, travel outside of city limits, both official and private, should 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.

Public transportation should be used with caution. Buses and Taxis may not be in optimum working condition. Unless negotiated upon your entering them, route taxis in Jamaica can make frequent and unexpected stops, picking up more passengers along the route. Only radio taxis (ordered by phone) are restricted from this practice.

Hotels can arrange for transportation. Although this is usually more expensive, it is much safer than flagging down a taxi in the streets. If you must flag a taxi, fix the fare before boarding the car, insisting that you remain the only passenger.

Bus lines – public or private, are not recommended for regular travel.

Be aware that domestic air travel with smaller aircraft operates under visual flight rules (VFR), which require a pilot to be able to see outside the cockpit to control the aircraft's altitude, navigate, and avoid obstacles and other aircraft. This means operating within specific requirements including minimum visibility, and distance from clouds. Thus, such flights may be subject to delays caused by the weather.

4.3 Motor Vehicles

All Federation vehicles must be clearly identified with the International Federation's logo.

While the blood alcohol content (BAC) limit in Jamaica is 35 mg per 100ml of blood, **the Federation has a 0 % tolerance level of alcohol and driving. Thus, means that it will not be tolerated for any person to be under the influence of alcohol while driving a Federation vehicle.**

The law requires that all occupants of a moving vehicle (except persons traveling in the back of buses) must use seatbelts. If motorists and passengers do not comply with the seatbelt law, they can be penalized and required to pay a fee of \$2,500.

Holders of most foreign driving licenses are entitled to drive in Jamaica for 12 months from their date of arrival, provided the license is valid for all of that period. **For a longer stay, a Jamaican license must be obtained. No person under 17 years may drive a car or a motorcycle.** In order to rent a vehicle, you will need to have held a valid driver's licence for at least two years however, some rental companies may charge a 'young driver surcharge' for persons under 25 years of age.

Driving a car in Jamaica can be hazardous and difficult as a result of dense traffic, poor traffic planning, disregard for traffic rules, poorly maintained or unpaved roads, and a lack of effective signs and signals.

The standard speed limits within the country must be respected by all IFRC personnel. These limits are:

Roads in urban areas - 60 kilometres per hour (km/h)

Roads outside urban areas - 80 to 100km/h

Highway 2000 – 110km/h

4.4 Use of Federation Vehicles

Only Federation authorized, and tested drivers can operate an IFRC vehicle.

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.

Drivers are responsible for reporting all their vehicle movement outside the town areas to the Program Coordinator at the IFRC Jamaica Office. The local speed limits and traffic regulations must be respected.

The Two Vehicle Rule (minimum two Toyota L.C with both VHF and HF radio coverage) is mandatory when traveling outside the Kingston, Montego Bay and Major City Limits.

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/HoCC.
- 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 Kingston requires the approval from the Program Coordinator, NS Security and Fleet Coordination.

The Delegation Field Trip approval procedures in place:

- ***The Field Trip Request Form is to be completed and signed by technical coordinator and submitted to the NS Fleet Coordinator 48 hours/ 2 days (maximum 72 and minimum 24 hours) prior to the Field Trip occurring.***
- ***Request form is to be vetted by NS Security Focal Point***
- ***Request is to be approved by Program Coordinator.***

The Delegation Movement Tracking system in place:

- ***Operations, delegation, department, heads and/or designated representatives will always monitor movement. In times of emergencies a dedicated radio room will be set up by IT, an administration, fleet officer and/or duty officer will be informed and monitoring arrivals and departures;***
- ***Movement Leads will always report: vehicles used, passengers, contact details, planned route, all departure information, reporting points (if there are any), stopovers, deviations and arrival at destination;***
- ***Means of communications to be used are Cellular Phone (Primary) and (Land Line) alternate. Other Means of Communications authorized are WhatsApp and Skype.***

General Rules:

a) Area Restrictions:

Currently, there are no HIGH Security Warning Levels in Jamaica.

High-crime areas of Kingston include, but are not limited to: Mountain View, Trench Town, Tivoli Gardens, Standpipe, Cassava Piece, Grants Pen, and Arnett Gardens.

High-crime areas of Montego Bay include, but are not limited to: Flankers, Canterbury, Norwood, Rose Heights, Clavers Street, and Hart Street. The downtown Hip Strip of bars, clubs, and vendors in Montego Bay is an area in which tourists should be on the lookout for pickpockets and petty theft.

b) Overnight Locations for Long Journeys:

All overnight locations for long journeys should be previously coordinated and approved by NS Director General, Security and the Program Coordinator. Whenever this is not possible / feasible (Times of emergency / crisis) all overnight locations should be called in to the Program Coordinator monitoring the movement.

c) Phone Check-ins:

Movement Leads will report as a minimum: Start of movement, key progress (rest) points / areas reached, stopovers, deviations, overnight locations, breakdowns, accidents and arrivals at destination.

Whenever a movement takes place, phone check-ins will include as a minimum the following information: license plate number of and identification of vehicles used, passengers, contact details, planned route, all departure information, reporting points (all), stopovers, deviations and arrival at destination.

4.7 Convoys

When the delegates or other IFRC personnel utilize convoys for movement, IFRC specific requirements as stated in Security and Fleet regulations will apply. The MINIMUM required instructions are:

- a) All vehicles will have PRIMARY and ALTERNATE means of communications.***
- b) When VHF radios are in use they will be set to the “pre-approved” and “pre-coordinated” channel agreed to by the Jamaica RC. This step ensures that the convoy has internal communications authorized and coordinated by the host RC.***
- c) The vehicles are to keep a distance of minimum 50 and maximum 200 meters.***
- d) The lead vehicle is always responsible to keep in visual contact with the next vehicle and setting the speed according to the distance back to the following car.***

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 vehicle 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 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 / POC is to be notified immediately (phone no: +507-6676-7064 radio call sign: Fleet POC)

- h) A statement of the accident **must** be recorded and submitted to the Fleet Manager within 24 hours of the accident. An information copy is to be forwarded to the security Focal Point also within 24 hours of the accident.
- i) If the vehicle has to be abandoned, take off the antennas, radios, flag and if possible remove the stickers.

4.11 Boat Regulations –

- a) Within the CCST and Jamaica and the Jamaica RC/RC Delegation the final authorization rests with the Head of CSST.
- b) All Service Providers should be properly vetted by security for safety and security compliance.
- c) Authorized service providers will be determined by the Americas Regional Logistics Office and/or authorized contracting officer.
- d) ALL Safety and Security equipment required on board, including communications equipment will be strictly adhered to prior to IFRC RC/RC use.
- e) Safety Equipment (such as life vests and flotation equipment) will be worn by staff at all times.
- f) Properly Certified boat captains and staff will always be used.
- g) Proper maritime and riverine regulations, protocols and procedures will be strictly adhered to.

For further details please see “Stay safe – The International Federation’s guide to a safer mission, pages 68 – 69.

4.12 Rotary Wing (Helicopter) Regulations.

- a) Within the CCST and Jamaica RC/RC Delegation the final authorization for rotary wing (helicopter) usage rests with the senior IFRC Program Coordinator on site or Head of CCST.
- b) All Rotary Wing (Helicopter) Service Providers should be properly vetted through the National Civil Air Service (Office) and security for safety and security compliance.
- c) Authorized service providers will be determined by the Americas Regional Logistics Office and/or authorized contracting officer.
- d) ALL Safety and Security equipment required on board, including communications equipment will be strictly adhered to prior to IFRC RC/RC use.
- e) Safety Equipment (such as life vests, oxygen systems (whenever required), proper seat belts and flotation equipment) will be worn by staff at all times.
- f) Properly certified pilots, co-pilots and staff will always be used.
- g) Proper International Airline Regulations (OACI) and National Civil Air regulations, protocols and procedures will be strictly adhered to at all times.

For further details please see “Stay safe – The International Federation’s guide to a safer mission, pages 66 – 68.

4.13 Fixed Wing Aircraft Regulations.

- a) Within the ARO and Jamaica RC/RC Delegation the final authorization rests with the Director or Deputy Director ARO.
- b) All Rotary Wing (Helicopter) Service Providers should be properly vetted through the National Civil Air Service (Office) and security for safety and security compliance.
- c) Authorized service providers will be determined by the Americas Regional Logistics Office and/or authorized contracting officer.
- d) ALL Safety and Security equipment required on board, including communications equipment will be strictly adhered to prior to IFRC RC/RC use.
- e) Safety Equipment (such as life vests, oxygen systems (whenever required), proper seat belts and flotation equipment) will be worn by staff at all times.
- f) Properly certified pilots, co-pilots and staff will always be used.
- g) Proper International Airline Regulations (OACI) and National Civil Air regulations, protocols and procedures will be strictly adhered to at all times.

For further details please see “Stay safe – The International Federation’s guide to a safer mission, pages 66 – 68.

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.

- a) Existing Equipment:
 - a. IFRC Provided Cell Phone Communications (with Messenger and WhatsApp).
 - b. Cisco Systems Broadband / Land Line Communications.
 - c. Satellite Communications Systems – INMARSAT – 3ea. In Jamaica.
 - d. Lap Tops and Computer Systems with Skype for Business and Personal Skype Service.
 - e. VHF/HF (Multiband) Telecommunications system.
- b) Means of communication available within the IFRC Jamaica Office:
 - a. Primary: IFRC provided Cellular Phone.
 - b. Alternate: Broad Band / Land Line Communications.
 - c. Second Alternate: Satellite Communications.

- d. Emergency / Field Operations: HF and VHF (Multiband) Radio.
Telecommunications using existing radio rooms (24 hours of operation).
- e. Vehicles / Messenger: Absolutely final (last resort) means of communications.
- c) Primary and secondary means of communications for field movements are:
 - a. Primary: VHF/HF (Multiband) Radio Communications.
 - b. Secondary: IFRC Provided Cell Phone Communications.
 - c. Alternate: Satellite Communications.
- d) Other related means of communication utilized by the IFRC Jamaica Office are:
 - a. WhatsApp Messenger for fast and direct (punctual) communications.
 - b. Cell Message Service (Messenger), also for fast and direct (punctual) communications
 - c. Skype and Skype for Business – All other corporate and direct communications, Meetings, teleconferences, etc.

Further details are available in “Stay safe – The International Federation’s guide to a safer mission, pages 121 – 134.

6. OFFICES, RESIDENTIAL AND SITE SECURITY

6.1 Office Security

Personnel are to ensure that:

- a) Offices are not left open and unattended. All staff **are to ensure** that their office doors are closed and locked even when left vacant 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.

Related Rules and Procedures:

- a) Access control measures:
 - a. Alarm system – The NS has an alarm system that is activated after duty hours and remains active at night and during weekends, holidays and after duty hours:
 - i. Security Alarm System Warden – Security and Administrative Office in the NS.
 - ii. Alarm Hours:
 - 1. Weekdays - 1800 HRS to 0500 HRS.
 - 2. Holidays: ALL DAY/NIGHT.
 - 3. Weekends: ALL DAY / NIGHT
 - iii. Fire Alarm -Jamaica RC and IFRC Program staff are trained in raising an alarm using various means - whistles/blow horns, radio, telephone and voice commands.

- iv. The IFRC Jamaica Office has a Fire alarm. Absolutely any person may press the emergency button or raise an alarm by using any means at their disposal.
 - v. As soon as an alarm is sounded/raised, evacuate the building immediately and then the senior IFRC Officer on site must contact the Jamaica Fire Brigade.
 - vi. As soon as the source, extent, and danger of fire have been identified, relevant information is passed on to all within the building.
 - vii. The Program Coordinator is responsible for instructions for orderly evacuation of individual / visiting delegates, staff and local personnel.
 - viii. After the alarm, move to the muster point/assembly area and wait until the 'All Clear' is given by a member of the Jamaica Fire Brigade or JaRC Security Team.
 - ix. The ranking IFRC officer on site is responsible for taking a head count at gathering points, and checking for possible injuries immediately following an alarm, evacuation and possible fire-fighting activities.
- b) Office hours / after hours rules:
- a. Non-Emergency Office Hours: Monday to Friday - 0800 HRS to 1700 HRS.
 - b. Non-Emergency Extended Office Hours: Monday to Friday - 0900 HRS to 1800 HRS.
- c) Procedure for visitors: e.g. to be registered with reception JaRC, to be issued a visitor's ID by JaRC and to be accompanied by their host at all times;
- d) Key control system, alarm code and access code system is carefully maintained (and coordinated) by the IFRC Program Coordinator and the JaRC.

For further details see "Stay safe – The International Federation's guide to a safer mission, pages 77 – 89.

6.2 Residential Security

a) Federation Residences:

- a. IFRC and attached (PNS) personnel may only reside in Federation allocated accommodation that has been approved by the Program Coordinator and Head of CSST following a security assessment.
- b. Expatriate staff, including those on short-term visits to Jamaica, may only reside in approved accommodations (Hotels and other types of lodging).
- c. The Regional Security Office and/or the Security Designated Representative (in-country / NS Security with IFRC Security Parameters) and the Director of Americas Region or his Designated Representative will approve all residences, and personnel are to reside in these allocated residences.
- d. ALL IFRC and affiliated Partnering National Societies in Jamaica will strictly abide by the IFRC / CCST residential rules, regulations, policies and procedures.
- e. Whenever possible, recruit staff who have been employed and recommended by a friend or a reputable agency. Take the time to check references with the referees named. It may be necessary to obtain a translation (if foreign national) from a trusted employee who speaks the language. All domestic staff should be briefed on security procedures and contingency plans and updated as circumstances change.
- f. Buildings in the country can reach up to 17 stories high. As, the Jamaica Fire Department is not equipped for high floor rescues and altitude, for safety and security purposes, the IFRC ARO recommends living quarters be located a maximum of 7 floors above the pool deck or garage.
- g. Some areas of the country may not be deemed safe enough to live because of limited or poor access, precarious refurbishment practices and unsafe structures, as well as high crime rates. For further information on these areas and restrictions please refer to the CCST administrative policies, procedures and arrangements.

b) Hotels and Accommodation:

- a. Several international hotels are present in Jamaica. Avoid compromising your security for a cheaper – and likely less safe – place to stay.
- b. Just as in residential security, when staying overnight in a high-rise building it is recommended to request accommodations in floor 2-7 (max 7 floors above the pool deck or garage) and try to avoid a higher floor. Fire is a hazard in Jamaica and the Jamaica Fire Department is not equipped for high floor rescues.

- c. Please secure ALL your valuables and documents in the room/hotel safety deposit boxes.
 - d. Carry a copy of your passport instead of the original document.
-
- c) ALL IFRC residences WILL have specified and approved, access control measures that as a minimum will include alarm systems and/or guards, cameras, fire alarms, smoke alarms, Co2 alarms, fire extinguishers and fire suppression systems.
 - d) ALL IFRC residences will have window and door grills if access is within stories (levels) from the ground, double locks, backup generator systems and water tanks / storage.
 - e) Fire-fighting and basic first aid equipment must be installed and available in all residences and temporary lodging facilities occupied by IFRC personnel.
 - f) For further related security and safety provisions, please refer to the IFRC residential, administrative and current security policies, procedures and updates.

6.3 Site/Warehouse Security

Should it become necessary to utilize/establish an IFRC-run facility (aside from that of the office embedded at the JaRC), the following measures must be implemented:

- a) ALL IFRC Access control measures including alarm systems (and/or guards, if indicated by a threat assessment);
- b) Fire-fighting and first aid equipment installed, operational and available
- c) Key control system; and
- d) Any other related provisions as may be dictated by the particular situation.

For further details see “Stay safe – The International Federation’s guide to a safer mission, pages 100 – 101.

6.4 Cash Security

Since physical security focuses the proper maintenance and control of assets, it includes cash security as one aspect of which all organizations should be mindful. Strong internal controls must be implemented to safeguard the organization’s resources and to protect employees from misguided accusations or charges of mishandling of funds. Thus, the following guidelines must be followed regarding any and all IFRC cash assets.

1. All responsibilities in the cash handling process must be clearly defined and documented.
2. Duties must be clearly segregation as this minimizes the possibility of employees concealing errors or irregularities and ensures that assets are trackable to specific cash handlers. The following Policies and Guidelines govern the management of IFRC financial assets and must be followed always – IFRC Financial and

Administrative Policies; IFRC Finance, IFRC Administrative Policies, Procedures; and IFRC Minimum Security Requirements (MSR).

3. In accordance with MSR Senior field managers are to implement clear rules on finance security management, covering storage, cash transport, payments and disbursements, in accordance with financial procedures. Thus, the responsibility for finance security falls to the most senior IFRC officer based at the IFRC Jamaica Office.
4. All cash is to be held in a lockable container and the level of cash outstanding at any time kept to a minimum.
5. Holdings in excess of CHF 600 (USD 500) are to be held in a safe. If operated by a key then the custodian of the safe shall be the senior IFRC officer on site. Another key should be held off-site by the Program Finance Manager or his/her designated representative.
6. It is not recommended for the safe to have a combination lock. However, for safes with combination locks, the opening code is to be put inside an envelope with a signature across the envelope seal. The envelope is to be marked as being the property of the Delegation/Office and held off-site, **but not in the same place as the second key**. No other recording of the combination code is to be made.

Authorized Signatories:

1. With respect to signatories for Federation bank accounts:
2. Only IFRC delegates and national staff appointees may be signatories to IFRC bank accounts.
3. The IFRC Program Manager will be signatory to the IFRC bank account.
4. The Program Finance Manager will serve as a second signatory.
5. IFRC Finance Department policies designate that financial accounts hold the signature of at least one of the official signatories. However, the signature may only be applied if all supporting documents are in order.
6. Finance staff processing payments and reconciling bank accounts are not to be bank account signatories whenever possible.

Cash Transport:

1. As a general rule of thumb, funds for Federation Offices and personnel are to be transferred by the Secretariat's Finance Department to the bank where the Americas Regional Office has its account(s). The movement of funds within a country and/or a region should also be transferred by and to banks. In these cases, funds should not to be hand-carried by Federation staff or delegates.
2. The transport of cash by Federation employees is therefore an exception to the paragraph above and is to be done only in exceptional circumstances ONLY. For Example: a critical and immediate need of funds or local banking problem and with approval of the Head of CCST, ARO Director or Deputy Director.
3. If such a circumstance should arise, no IFRC staff member or delegate is allowed to transport more than USD 5,000 (or equivalent) from one location to another.
4. In such a situation, every IFRC staff member and delegate carrying between USD 2,500 and USD 5,000 (or equivalent) MUST advise the Insurance Officer

in the administration department, GVA at least 24 hours before departure for insurance reasons.

5. Whenever cashing checks or soliciting cash from an institution or transporting cash from point to point, the IFRC representative will comply with the following:
 - i. NEVER take the SAME route to the banking institution.
 - ii. Alternate banking institutions whenever possible. If there are only one or two banks in country, be unpredictable (never at the same time, at the same day of the week or with the same vehicle).
 - iii. Do not show, count, present or flash money outside the financial or the IFRC institution. Cash should always be transported in a secure (locked) cash receptacle, inside a manila envelope (avoiding undue attention due to packaging).

7. MEDICAL

7.1 Medical Emergencies

In all cases of Medical emergency immediately contact/Inform: Head, Caribbean Country Cluster Josephine Shields-Recass (868) 722 3662.

Details of Medical Evacuations procedures are available on Fednet under HR/Health. Where there are different arrangements for different parts of the operation then these should be specified.

The Medevac Plan is attached as an Annex to the Security Regulations.

In case of any health emergency, be it hospitalization or evacuation, the Head, CCST must be immediately informed, and will in turn contact the Health Officer in Geneva. If the HR Health Officer is unreachable, one of the Secretariat Security Unit's mobile numbers must be contacted:

- HR Health Officer Hannele Hagman +41 79 217 33 19
 - Secretariat Security Unit, Mobiles +41 792173371, +41 79251 8015, +41 793089842
 - **Next of kin will be contacted by the IFRC personnel/delegate's National Society and, for Federation-contracted delegates, by the HR Health Officer.**
- a) Insurance:
- a. Expatriate personnel are to ensure that the insurance cover provided for them by the Federation or contracting National Society's Delegates covers:
 - sickness
 - accident
 - plane risk
 - luggage/personal effects
 - medical repatriation/evacuation.
 - b) Regionally and locally recruited personnel are covered by a health plan provided through the IFRC Program and should be issued a card by the company
 - c) RC Personnel are encouraged to provide confidential health information to the Head, CCST on any health problems, which may require special attention.
 - d) Ensure all necessary vaccinations have been obtained and that they are up to date.
 - e) Medical Emergencies:
 - a. All IFRC Personnel are encouraged to seek medical advice in case of any health problems.

- b. All RC Personnel should carry first aid kits and regularly update their knowledge on first aid.

Cities in Kingston and Montego Bay have hospitals are equipped with intensive care units, however most other communities could have lesser services, facilities and/clinics. Recommended hospitals are:

University Hospital of the West Indies, Private Wing (Tony Thwaites Wing)

Address: 7 Herb McKenley Drive, Mona, JMAAKN Kingston 7, Jamaica

Tel: + 1 876 977 0309

Website: www.ttwing.com

University Hospital of the West Indies

Address: UHWI Ring Rd ,Mona, Kingston 7, Jamaica

Tel: + 1 876 927 1620 / 29

Website: www.uhwi.gov.jm

Hospiten Montego Bay-AMC SEM S.A.

Address: Lot/Apt2. Spring Estate - P.O. Box 2520 Half Moon, Rose Hall, St. James, Montego Bay, Jamaica

Tel: + 1 876 953 3649 / 9310 / 3981

Website: www.hospiten.com.mx/es/hospitales-y-centros/hospiten-montego-bay

- f) Hospitals and larger clinic centres usually require a Guarantee of Payment (GOP) letter before attending a patient. They usually accept local and international credit and debit cards. If the hospital does not have a Direct payment agreement with the IFRC insurance company / International SOS, a credit/debit card will be necessary.
- g) Ambulance service outside the urban centres may be scarce.
- h) Have a credit card with a high available credit limit (> 2,000 USD) in case you need to go to a private hospital.
- i) Health issues like Malaria, Dengue Fever, Yellow Fever and Chikungunya exist in some parts of Jamaica. As these are all carried by mosquitoes. You are advised to cover up and use insect repellent.
- j) Medical Hospitalization Plan:
In case of severe illness or injury, IFRC personnel should be admitted as soon as possible to one of the abovementioned Hospitals and follow these steps:
- Ill or injured IFRC personnel must contact the senior IFRC staff member in country or DG, JaRC and ask for help in the case she/he cannot drive or take a taxi to the doctor or hospital.

- The senior IFRC staff member in country or DG, JaRC should provide a personal assistant to the ill or injured IFRC personnel.
 - If in need of cash advance, the IFRC Program or CSST emergency cash should be used for that.
 - If the illness or injury takes place on mission in third country, inform the Head, CCST immediately and contact the DG, host NS for their assistance.
 - If the condition of the IFRC personnel is severe and does not allow for road transport, the Head, CCST can authorize an air-evacuation.
 - The Head, CCST or his/her designate will inform the HR Health Officer and/or the Duty Officer at the Federation Secretariat in Geneva according to the Security Regulations and will also provide the name and contact telephone number of the treating physician (once available).
 - It is the responsibility of the HR Health Officer, to inform the IFRC personnel/delegate's National Society of IFRC personnel/delegate's condition. The NS will then contact the next of kin and the insurance company.
 - The Head, CCST or his/her designate will be the point of contact for HR Health Officer for any update on the IFRC personnel/delegate's health status until his/her discharge from hospital or evacuation.
 - Regardless of the type of "evacuation", all points outlined in this regulation apply in all cases.
- k) Local arrangements for IFRC personnel/delegates going to a third country for laboratory tests or medical checkup are **not to be considered medical evacuations unless the treating physician has ordered/recommended it and there is a character of urgency to it.**
- l) The doctor at the hospital will advise if the IFRC personnel/delegate requires a medical evacuation. This information will be forwarded **via the HR Health Officer**, to the delegate's insurance company who will liaise directly with the treating physician for the co-ordination of the evacuation.
- m) Emergency medical evacuation can take place within the same country, to a neighboring country offering more sophisticated health services or to the IFRC personnel/delegate's home country. It is determined by the severity of the health situation requiring immediate professional health care of a type and quality not locally available.
- n) Medical evacuation/repatriation can be implemented as soon as:
- The need is confirmed following medical consultation and is put in writing by the treating physician; and you have received the agreement of the insurance

company.

- In cases of serious illness or injuries, where the life of the IFRC personnel/delegate is in imminent danger the Country Representative, after getting written confirmation by a qualified medical doctor, can authorize the charter of a special aircraft to the nearest location for adequate medical treatment.
- The HR Health Officer in Geneva will immediately be informed by the Director of Region or designate on any health emergency. International SOS to be contacted directly by the Country Representative or designate person if it concerns Local/National staff on mission, workshop/training etc. outside their home country or/and any Federation contracted delegate/family members.
- The HR Health Officer is responsible for ensuring immediate and round-the-clock communication between the delegation, the contracting National Society and in the case of Federation-contracted delegates - the insurance company.

Before contacting the air-ambulance service makes sure you have the following details ready:

- An evacuation point (patient's location) and destination (target medical facility – country, city, town)
 - Name, age/DoB, sex and nationality of the patient
 - Reasons for requesting evacuation (severe illness, accident)
 - Details on patient's condition. If patient is already in hospital give physician's name and contact number.
-
- In case of medical evacuation from the field, be aware of the time required for the patient to reach the airstrip. (This information is required if the flying time of the air-ambulance is shorter than the road transport time to reach the airstrip).
 - Make sure you have patient's passport, visa(s), vaccination card and insurance card ready.
 - In the case of the death of IFRC personnel/delegate or their relative's death Jamaica or while on mission, the JaRC support will be required to facilitate the expatriation of the body. Head, CCST or his/her designate must inform the relevant embassy/consulate of the death. (SOS needs to be informed as they arrange the repatriation.)
- o) In non-life-threatening situations, medical repatriation to the IFRC personnel/delegate's home country is to be carried out with a commercial carrier.
- p) Recommended Emergency Agencies / Numbers are:

THE JAMAICA CONSTABULARY FORCE

119 – FOR EMERGENCIES

119 – MISSING PERSONS
119 - AIR/SEA RESCUE
311 - REPORT A CRIME

REPORT STOLEN ITEMS - cibhq@jcf.gov.jm

JAMAICA FIRE BRIGADE – 110

AMBULANCE SERVICE - 110

Emergency Medical Service E.M.S.

Sav-la-Mar 955-3331
Negril 957-3776
Ironshore 953-9826
Lucea 956-3835

St. John's Ambulance

Kingston 926-7656
Ocho Rios 994-1126
Port Antonio 715-1999
Sav-la-Mar 955-4004

Office of Disaster Preparedness and Emergency Management

(876) 906-9674-5 or (876) 754-9077-8
Toll Free: 1-888-2255-637 FREE

Women's Crisis Centre

929-2997/9038 Kingston
952-9533-4 Montego Bay

Coast Guard

967-8031/8223/8190-3 Kingston
973-3256 Discovery Bay

INTERNATIONAL CALLS

Country Code: +1-876

Calls from Jamaica to the US, Canada, and other North American Numbering Plan (NANP) Caribbean nations, are dialled as 1 + NANP area code + 7-digit number.

Calls from Jamaica to non-NANP countries are as 011 + country code + local area code + phone number.

7.1 Medical Evacuation (SEE Annex C)

7.2 First Aid and First Aid kits.

- A First Aid kit is located in all the IFRC Building Areas / Offices, fixed to the wall close to the bathrooms.
- All Federation vehicles must have a First Aid kit.
- All Federation residences must have a First Aid kit.

First Aid training for IFRC Personnel will be organised on an annual basis through the Jamaica Red Cross. The IFRC Program Administrative Assistant will be responsible for arranging the training with JaRC.

7.3 A Post Exposure Prophylactic (PEP) kit is available in the Jamaica Program Office.

The IFRC Program Office in Jamaica will coordinate with the Jamaican Authorities / Red Cross also to provide additional PEP Kits in addition to the PEP Kit purchased from Geneva if necessary.

The PEP Kit will be administered by a Medical Professional (Doctor or authorized PA or trained ER Nurse) in the nearest hospital (preferably one of the three Hospitals mentioned above). If for any reason, there is not authorized physicians or medical personnel available, the Program Coordinator 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.

The PEP Kit will be kept in a COOL, DRY and LOCKED area at the Program Coordinator's work Station, 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 are in the process of being developed and are posted prominently throughout the office.

a) Basic Fire Safety:

- a. First, for your own safety, only attempt to fight fires if you feel confident to do so and are not putting yourself or any other person in danger.

- b. DG, JaRC or his/her designate has the overall responsibility of the fire safety management at JaRC Headquarters.
 - c. Fire-fighting and first aid equipment will be installed throughout the IFRC's Jamaica office.
 - d. There are two types of fire extinguishers on the compound:
 - i. 6 kg ABC-Powder – Fire extinguisher, which can be used against all types of fire (Fuel, Solid material and electrical).
 - ii. 8 kg CO₂ fire extinguisher – Fuel and electrical fires. NOT TO BE USED ON HUMANS.
 - e. EXIT-signs are in place on pillars of the building corridors for fire and earth quake/aftershocks – level 1, 2, 3, 4 and level 5.
 - f. Fire extinguishers are placed in the building according to the Jamaica Fire Department plan.
 - g. IFRC personnel are given training and instructions (at least annually) about their roles and tasks in case of fire on the building.
 - h. In serious cases the Jamaican RC CIMT- procedures will be implemented.
 - i. In case of the fire, explosion or gas leak the most senior IFRC officer on site will order the evacuation of the IFRC office to (one of) the identified evacuation points.
- b) Emergency / Fire Training and Drills:
- a. The most senior IFRC office on site is responsible for coordinating all fire-related training.
 - b. All IFRC staff should read and understand the fire safety and response instructions.
 - c. Fire safety drills are to be conducted at least annually.
 - d. New staff must be exposed to fire safety information on assumption of duty.
 - e. All employees must be informed about any new fire risks.
 - f. The results of all drills should be kept in support of the office fire safety and evacuation plan.
 - g. Barbecues are not allowed within 20 metres from buildings or vehicles and 100 metres from fuel containers.
 - h. All staff are to familiarize themselves with these guidelines.
 - i. Fire drills are to be conducted annually. The senior IFRC Officer on site is responsible for ensuring that this drill takes place.

8.2 Relocation Plan

A Relocation Plan for the IFRC Jamaica Office is held by the CCST, with copies and a distributed to Senior Federation Managers and PNS Country Coordinators for further dissemination.

ALL IFRC Jamaica Office staff are to be familiar with the relocation plan.

9. INCIDENT REPORTING

The IFRC Jamaica Office Incident Report Format is to be aligned with that of the Federation, detailed at CIM Annex.

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 the Incident Reporting Annex and FedNet.

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



**ACKNOWLEDGEMENT
OF
FEDERATION SECURITY RULES & REGULATIONS
For Jamaica Program Office (JPO)**

I _____, declare that I have received, read and understood the Federation Security Rules & Regulations for the IFRC Program Office in Jamaica 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 umbrella³.

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

³ 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: Key Contact Details / Arrival and Departures
- B: Relocation Plan
- C: Medevac Plan
- D: Incident Report
- E. Maps
- F. CIM Plan

ANNEX A - 1

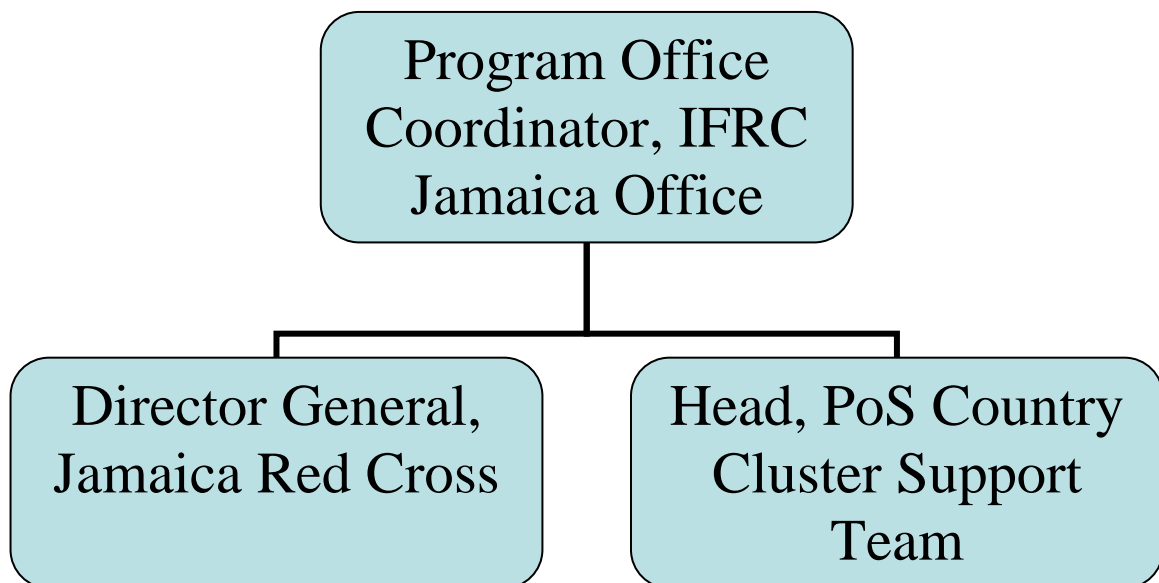
(Arrival and Departure to and from Norman Manley International Airport)

ARRIVAL AT AIRPORT	
Steps	Description
1	Before your arrival at the Norman Manley International Airport, you should have previously ensured that that you have organized/are aware of your means of transportation from the airport to your destination/hotel.
2	Upon your arrival at the airport, once you have gone through Customs and if you are to be met by IFRC/JaRC personnel/RC-facilitated transportation, there will be a driver awaiting your arrival with a sign that has the Federation/JaRC Logo. Please identify yourself to that driver.
3	He/she will go to fetch the vehicle to take you to your place of destination, or he/she will inform you to wait at the pickup curb for the vehicle or you can follow the driver straight to the vehicle (depending on the number of bags and how heavy these are).
4	In cases where the flight(s) are delayed, we recommend that you get in touch with one of the emergency contacts as soon as possible so that the transport agency can be contacted as necessary.

DEPARTURE FROM AIRPORT	
Steps	Description
1.	<p>Before your departure from the Norman Manley International Airport, you should have</p> <ul style="list-style-type: none"> • confirmed that travel is still required. • ensured that you have organized/are aware of your means of transportation from your departure point/hotel to the airport. • ensured that you have organized/are aware of your means of transportation from the airport to your immediate destination.
2.	Upon your arrival at the airport, once you have checked in your luggage and yourself at the check in counter you will go through Customs. Shortly thereafter you can either go to one of the airport lounges or straight to your departure gate.
3.	In cases where the flights are delayed or cancelled, we recommend that you contact the emergency telephone number(s) as soon as possible so that your ground transportation can be rescheduled accordingly.

ANNEX A -2

IFRC Jamaica Call Tree



ANNEX B
RELOCATION PLAN

ANNEC C
MEDEVAC PLAN

ANNEX D
INCIDENT REPORT

ANNEX E
MAPS

ANNEX F
CIM Plan

1. put rescuers at ease.