

## 2019 Welcome Security Briefing

Current Security Phase: **YELLOW**

The IFRC in Chile uses the standard IFRC four-phase security classification system across all field operations. Present situation dictates **YELLOW** Phase.

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

The classification of current phase level is established, and security measures are undertaken in accordance with this level. If orange and/or red phases have been implemented, the decision to return to a lower phase will be taken following consultation with the Federation in Americas Region and HQ in Geneva.

The current phase level should appear in a centralized area at the Headquarters Office in Chile and in all security related documents (SITREPS, INCREPS, etc.).

The security phase situation will affect considerably the security procedures and conduct according to what established in each office Security Procedures.

## Security Management

The Regional Director and HoOFFICE have the ultimate authority and responsibility for the security of all RC/RC personnel at or visiting Santiago de Chile.

A security briefing by the Security Focal Point will be provided to each delegate arriving to Santiago.

The main risks to RC personnel in Santiago are:

- a) Social and Political Violence
- b) Theft of Articles (to include inside Automobiles).
- c) Road Accidents; and
- d) Credit Card Theft.
- e) Purse Snatching

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

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

- f) Pick-Pockets;
- g) Home Robberies;

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

Finally, RC personnel are also exposed to:

- h) Express kidnappings;
- i) Kidnappings / Abductions;
- j) Gender based Violence; and
- k) Murders.

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

## **COUNTRY BRIEFING INFORMATION:**

As many other metropolises in Latin America, security in Santiago has deteriorated in recent 2 years. In addition to crime committed by armed groups (including kidnapping for ransom), there are frequent robberies at gunpoint of passers-by, motorists, and people in their own homes (including apartments) – or, more rarely, in public places (restaurants). Robberies in taxis have diminished.

Every week several people are killed in Santiago, mostly after attempting to resist their assailants. The “Golden Rule” is in effect – “Your life is worth more than anything you may have on you.”

Caution and common-sense measures are therefore advised wherever you are in the city - Violent crimes are less common in the business areas (Centro), hotels used by IFRC, as well as the neighbourhoods where IFRC reside, than in inner city areas. However, no place is completely risk-free;

Personnel visiting Santiago (or indeed other Chilean cities) should carefully note the following points:

- Don't wear jewelry or emblematic clothing that may suggest wealth (especially watches)
- At night, avoid poorly lit areas / streets.
- If/when driving, keep windows and doors closed / locked. At night if there is not much traffic, try not to stop your car at small intersections.
- Be particularly careful around entrances to banks, cash machines, big hotels, casinos, etc.
- When visiting unfamiliar areas of the city, stay informed in advance on the security conditions of the area, and adapt your behavior accordingly.
- If you're looking for a taxi, order one by telephone ( Tele-TAXI for example) or find one at a taxi stand or airport phone desk. Avoid the ones transiting in the street. For long trips, you can also book a car with driver with the company used by the IFRC. UBER and taxi App are OK (However, be advised that these are NOT all legal ).
- If you have no choice but to take a cab in the street, at least make sure that the front passenger seat is not folded down (it has happened that an accomplice is hiding under the seat and, when it's too late, pops up to relieve the customers of their possessions or drive them to a cash machine where they are forced to withdraw money). Take taxis clearly marked with the distinctive signs of well-known radio-taxi companies (legal taxis should also have an updated official sticker on the windshield). It is advisable to stop the taxi at a traffic light to have some time to check for alert signs before getting in. Swapping of bills, especially high value Chilean currency/ notes, for counterfeit ones is a relatively common scam, therefore be careful when handing over these notes to the driver (and if possible, use small change).
- Remember the “Golden Rule” - Never offer resistance to armed aggression, the purpose of which is almost always material (your car, your valuables, etc.). Act calm and make no sudden movements with your hands. It's always a good idea to have some cash available in another pocket.
- Social and Political demonstrations and other protests have become very frequent and violent. Please ensure monitoring of the social networks, television, and coordination with the Chilean Red Cross Security Focal points to ensure we do not wonder or get caught in these

areas. It is always recommended to stay at some distance from them, to avoid being caught in the middle, should tensions erupt and if caught seek refuge inside a cafeteria, restaurant, hotel or if possible, just turn around and go the other way.

#### **SELF AWARENESS:**

- Practice security awareness always. Avoid establishing routine patterns while in Santiago. Be alert to surveillance attempts, suspicious persons or activities and report these to the IFRC Security Focal point at the conference and/or Head of Office Santiago. Get in the habit of “checking in” with your fellow delegates and coordinators at the conference to let them know where you are or when you expect your return. Be alert to possible attempts by the criminal element to actively perform surveillance your daily patterns to possibly target you.

#### **AREA SPECIFICS / RECOMMENDED OFF LIMITS:**

- The general rule of thumb is that it will be recommended off limits if it appears economically depressed. Avoid any areas described as slums unless for operational purposes and authorized by the Head of Office.

#### **MISCELLANEOUS:**

- Prostitution is common in Santiago the RC/RC Code Of Conduct is very clear on the use of prostitutes – “All Staff shall - Not exchange money, employment, goods or services for sex, including sexual favors or other forms of humiliating, degrading or exploitative behavior. This prohibition extends to any use of sex trade workers. Any breach of the CoC will lead to disciplinary action.
- RC/RC personnel must carry a list of essential emergency contact information including, internal and external emergency numbers.
- Do not disrespect local law enforcement officials. If you feel a law enforcement officer is attempting to elicit a bribe, ask for his badge number and notify the Head of Office.

#### **Security Incidents**

All security related incidents including vehicle accidents, theft, break-in, carjacking, threats to RC/RC personnel, personal injury or death and any other incident, which caused harm or potential harm to team members, Federation assets or operations must be immediately reported to the Head of Office. The Head of Office will then inform the Security Focal Point.

Observed security related incidents that do not directly impact RC/RC staff or assets should also be reported to the Security Focal Point. This can be communicated informally by email, telephone, or in person.

#### **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 have a First Aid kit.
- All Federation residences have a First Aid kit.

First Aid training for IFRC Personnel is organised on an annual basis through the Argentinean Red Cross.

**Post Exposure Prophylactic (PEP) kits** are ON HAND and available in the Santiago OFFICE Head Office.

The IFRC Office in Santiago Office has contacted and coordinated with the Argentinean RC to provide further PEP Kits as necessary and the proper training is administered.

***The PEP kit is only used by either a doctor or trained emergency room nurse. The KIT is located at the Head of Office and only he and the Administrative Officer have access to the kit as needed or will coordinate with Argentinean RC.***

PEP Kits is kept in a COOL, DRY and LOCKED area adjacent to the Security Coordinator and HoOFFICE work Station, thus maintaining the proper Chain of Custody of the same.

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

#### **Basic Telephone Numbers / Emergency Contact Numbers:**

**OFFICE Office is within the Argentine RC HQ: Address: Avenida Santa Maria #150, Providencia, Region Metropolitana, Santiago de Chile**



**Working Hours: Monday to Friday 9:00 to 18:30.**

**Dir Telephone.** +54 11 4951 7420

**Focal Point** during your visit is: Mrs. Ruth Romero

Alexandre Claudon. c 911 3004 4360.


Jorge E. Zequeira. **Mob.** +507-6949-5546


**Head of Office :** Ruth Romero. **Mob.** +54 911 3004 4360

**ARO Security Coordinator:** Jorge E. Zequeira. Mob. +507-6949-5546

**Security officers in Geneva:** +41 79 217 33 71 / +41 79 251 80 15 / +41 79 308 98 42

 **100 Bomberos** *Firemen - Permanent attention 24 hours. Emergency care, accidents.*

 **101 / 911** *Policía* **Police** - Permanent attention 24 hours. Direct line with the Radioelectric Command of the Federal Police. \* **31416** (from cell phone) Plan Subte Alert: Complaints related to crimes in underground of Chile.

 **103** *Emergencias Defensa Civil* **Civil Defense Office** - Permanent attention 24 hours. Operates in floods, accidents on public roads, spills of toxic substances, etc.

 **107** *SAME Emergencias* **Emergencias** - Permanent attention 24 hours. Free ambulance service and emergency medical care that covers the entire Santiago City.

**Approved Hotels:**

City Hotel NH – C/Bolivar160, 1066 Santiago, CHILE  
T. 4121-6421 | [sales.nhcity@nh-hotels.com](mailto:sales.nhcity@nh-hotels.com) | [www.nh-hotels.com](http://www.nh-hotels.com)

**Acknowledgement attached for Signatory:**

ACKNOWLEDGEMENT

OF

FEDERATION SECURITY RULES & REGULATIONS

Santiago, Chile 2019

I \_\_\_\_\_, declare that I have received, read and understood the Federation Security Rules & Regulations for the IFRC Cluster in Chile and agree to abide by them.

Signature: \_\_\_\_\_

Place: IFRC OFFICE in Santiago

Date: \_\_\_\_\_