

IFRC RELOCATION PLAN FOR COLOMBIA (2019)

1. Security levels/phases and actions by the delegation.

1.1 Phases

The IFRC in Colombia uses the IFRC standardized security phases used for all IFRC international operations.

White Phase – 'Situation Normal'

"Situation normal: no major security concerns"

- **Indicators/Trigger points**
 - Rare incidents in the field; occasional armed and/or violent contact.
 - Passenger and goods vehicles moving more or less freely throughout the area of operations.
 - No restriction on movement by the authorities or security forces.
 - No or little indication of civil unrest.
 - Low crime rate.
- **Plan of action**

Provided the indicators above apply, no measures need to be taken. Security incident reports are to continue to be sent to the ARO Security Officer.

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

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

- **Indicators/Trigger points**
 - Almost daily but localized incidents of crime are reported in relation with civil, political and/or organized conflict.
 - Passenger and goods vehicle services at times disrupted due to security issues.
 - Checkpoints active and heightened presence of arms carriers.
 - Increase in civil unrest, political and social conflict.
 - Increase in violent crimes.

- **Plan of action**
 - Provided the indicators above apply, no particular measures need to be taken.
 - The Regional Director, in consultation with the Geneva Security Unit, may consider implementing a travel restriction for visits by external personnel if the situation deteriorates.
 - Any incident is to be reported to the Regional Director as soon as possible for follow up.
 - Regular security updates to be provided to the Security Unit in Geneva.

Orange Phase: 'Emergency situation'

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

- **Indicators**
 - Regular and widespread armed contact and security force sweepings.
 - Heightened tension throughout the country and in towns.
 - Civilian transport considerably reduced due to security concerns.
 - Checkpoints active and a heightened presence of arms carriers.
 - Expatriates restricted to major towns/key base locations without clearance to move to the field.
 - Riots, political and social breakdown.
 - Declared state of natural disaster.
 - State of emergency declared by authorities.
 - Uncontrolled violent crime against expatriates.
- **Plan of action**

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

 - Activities may continue close to the respective offices, but the number of RC/RC personnel is to be reduced to an acceptable minimum that can allow operations to continue.
 - The Regional Director, in consultation with the Security Unit, will normally implement a travel restriction for visits by external personnel.
 - No major road movements are to take place unless explicitly authorized by the authorities/security forces after submission of movement notification.
 - Withdrawing expatriate RC/RC personnel are to remain in their respective offices and ensure they are in contact with the Regional Director to await further instructions.
 - All RC/RC personnel are to carry mobile phones and essential phone numbers with them always.
 - Ensure that for any personnel there is enough food reserves available (7 days stock)
 - Ensure there is appropriate communication equipment (phones, and spare batteries etc.) and that these are tested and operational.
 - Review close down/handover procedures
 - Regular security updates to be provided to the Security Unit in Geneva.

Red Phase 'Relocation or hibernation'

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

- **Indicators**
 - Widespread armed confrontations
 - Armed assaults against expatriates and NGO staff
 - Mexican Government orders expatriates to withdraw from specific regions
 - Diplomatic or humanitarian community relocations
 - Direct attack on or against RC/RC Movement
 - Complete breakdown of law and order

- **Plan of action**
 - Vehicle use to be minimized and personnel to remain in their respective offices/homes until further notice.
 - Thorough security checks are to be done before any road movement is authorized.
 - All road movement requires coordination and convoy with NS or ICRC vehicles
 - Personnel to ensure they are in regular contact with the Regional Security Coordinator, and to await further instructions.
 - RC/RC expatriates must have one bag of essentials (e.g. documents, some clothes, personal computer, etc.), ready for immediate departure. This must not weigh more than 20 kg.
 - Regular contact between delegation and Security Unit in Geneva.
 - Where possible, international relocation will commence from the nearest international airport.
 - Relocation overland by vehicle must be taken with caution and up-to-date security information.
 - Relocation points and means will be assessed per the situation.
 - Close down or handover procedures must be in accordance with procedures outlined in the Delegates' Handbook.
 - If the situation does not allow for relocation, RC/RC personnel may be directed to 'hibernate' until they can be relocated or until the situation stabilizes.

1.2 Hibernation

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

Hibernation involves remaining in-doors in prepared locations and waiting to see if the situation stabilizes. In the case of hibernation, the IFRC Country Personnel and family will remain in their apartment in Bogota until otherwise informed. The following preparations are to be undertaken:

- Communication is to be established and maintained between the IFRC Country Office, IFRC Country Cluster Support Office in Peru and with IFRC Americas Regional Office and

the Security Unit in Panama and Geneva. There must be back up communication systems available.

- The hibernation location is to be clearly marked with the IFRC logo and flag unless the security situation is such that this will create an added risk.
- Food, water and fuel reserves are to be established for a minimum of 14 days.
- First aid and hygiene supplies are to be established for 14 days.

1.3 Declaration of Phases

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

2. List of personnel to be relocated and duties

Phase	Status	Priority	Personnel	Duties in all Phases
Orange	Non-Essential	1	Accompanying family members and dependents. RC/RC expatriates not in senior management positions. Consultants and visitors.	Follow instructions from the Regional Director and adhere to timings given.
		2	RC/RC expatriates not essential to continuation of programmes. RC/RC expatriates exposed to increased health risks: elderly, pregnant or people with reduced immunity.	
		3	RC/RC expatriates experiencing difficulties in coping with the situation. Technical Delegates. Certain nationalities that may become a target. Admin Officers and Assistants.	
Red	Essential	4	Operations Manager	<p>Liaise with the CRC, ICRC.</p> <p>As necessary, liaise with the UN, the broader NGO community and external Security actors and local Security Forces.</p> <p>Account for all IFRC Personnel.</p> <p>Maintain communications with the Regional Security Unit and Regional Director</p> <p>Issue additional instructions and/or alter this plan as necessary</p> <p>Advise IFRC in Geneva, ICRC and PRC of completion of withdrawal.</p>

3. Location of residences and contact numbers

Delegate/Staff	Physical Address	Contact Number
Nadia Khoury-Operations Manager	BOG: Calle 65 No.2-28, apart 310	+57 3508094505
Diany Romo- National Staff	BOG: Carrera 2 # 11 - 72	+57 3229031187
Juan Carlos Alvarez- National Staff	BOG: Carrera 99 No.69-81 interior 11 apt 501	+57 3207034441

Rest of personnel on attached list.

4. Crisis support liaison

CMG (Crisis Management Group) is lead by the CRC and the Group maintain regular meetings to evaluate the security situation and the impact in the operations, projects and work at field level.

The CMG is composed of:

- *Executive Director CRC (Chair)*
- *Director of Strategic Alliances CRC*
- *Manager, Disaster Risk Management, CRC*
- *Security Focal Point CRC*
- *Head of Spanish Red Cross*
- *Head of Norwegian Red Cross*
- *Head of German Red Cross*
- *IFRC Operations Manager*
- *ICRC Deputy Head of Delegation*
- *ICRC Head of Cooperation*

5. Staff actions during and individual preparations tasks before relocation.

Tasks and Roles	Responsible
Coordinate	Operations Manager
Monitoring general situation of security developments	Operations Manager
Monitoring situation developments via; telecom system, local and international radio and TV broadcasts	Operations Manager
Ensure hibernation locations are adequately prepared	Operations Manager
Logistical arrangements for the various phases of relocation	National Staff Vector Control
Listing of all IFRC assets to be left behind in Del and warehouse	National Staff Vector Control
Listing of all IFRC assets to be taken with from Del and warehouse	National Staff Vector Control
Listing of all private assets to be left behind in residences	Each member of Del. make a list
The assembly and organized movements of all personnel to be relocated	Operations Manager
The assembly and organized movements of all personnel to be withdrawn	Operations Manager
Appointment of Team leaders/Convoy leaders	Operations Manager

The management of financial matters	IFRC Senior Finance Officer
The management of administrative matters	IFRC Senior Finance Officer
Securing of essential and sensitive documents	Operations Manager
Communication with GVA, CCO, RO, ICRC, HS, PNSs, Other agencies, Authorities and respective Embassies	Operations Manager/ Head Cluster
Public relations (Communication with local people, the local and international press)	Operations Manager/ Head Cluster
Continuation of programs	PMER Officer for appeal
Monitoring of the various tasks being implemented	PMER Officer for appeal
Current visa for entry countries	Operations Manager with Lima IFRC Office & Legal advisor from CRC
Preparation of delegate's dependent's travel arrangements	N/A
Office, warehouse & residences security	National Staff Vector Control
Provision of transport	National Staff Vector Control
Briefing and debriefing of evacuees	Operations Manager
Packing of "Grab-bag"	Each member of Del.

6. Assembly points

Primary Assembly Point (PAP): Colombian Red Cross Headquarters / IFRC Country Office

This site has been chosen for hibernation due to its position. This site is relatively secure, and large enough to accommodate all IFRC staff. There must be communication equipment and emergency stocks (including medical supplies, food, water and fuel). This structure is designed and built for this purpose.

Secondary Assembly Point (SAP): ICRC Office Bogota

This site has been chosen for hibernation due to its secure position. This site is relative secure, large enough to accommodate a small camp and vehicles. There is communication equipment, emergency stocks, and a hospital nearby.

7. Routes to be used for the relocation

7.1 Will be advised accordingly. Should anybody be unable for whatever reason to assemble at PAP or SAP, then s/he must:

- Attempt to contact Operations Manager, or another appropriate person;
- Not move from present location before receiving new instructions from the Operations Manager and the situation is perceived as safe;
- Not take unnecessary risks.

7.2 Relocation points and means from Bogota:

- Primary means: By air –El Dorado International Airport
- Final last resort by road to either Medellin or Cali.

8. Communications / reporting (pre, during and post relocation)

8.1 Pre-relocation

Land phone IFRC office in BOG, EC: +57 (1) 4376300 – ext. 7033

Mobile Phone / VHF Handset as back-up (if available) / Satellite Phone / email:

- IFRCs Operations Manager - +57 350 809 4505
- IFRC National Staff (Juan Carlos Alvarez Londono) + 573207034441
- IFRC National Staff (Diany Romo) + 573229031187
- Head of Cluster- Andean Countries + 51 997555639
- Security focal point in PANAMA +507 6949 5546
- Security Unit in Geneva informed - +41 79 251 8015 (Julian Harris, habla español)

Other numbers:

- CRUZ ROJA 132
- Emergencias CR Colombiana 24/7/365
- +57 (1) 4376369
- +57 3102199098
- +57 3102602323
- + 57 3202398480
- Security Adviser, Gaston Sanchez, Colombian Red Cross
+ 57 3102324988 (gaston.sanchez@cruzrojacolombiana.org)
- ICRC Radio Room BOGOTA 24H
+57 1 3128165
+573102509407
Whatsapp + 57 3213617758

Security and Coordination COLOMBIA: nadia.khoury@ifrc.org michele.detomaso@ifrc.org
Regional Security Coordinator, point in PANAMA - Jorge.zequeira@ifrc.org /+507 6949 5546

8.2 During relocation

Mobile Phone / VHF Handset as back-up (if available) / Satellite Phone
IFRC Colombia : +57 (1) 4376300 – ext. 7033 +57 350 809 4505; nadia.khoury@ifrc.org
Security focal point in PANAMA - Jorge.zequeira@ifrc.org / +507 6949 5546

8.3 Post relocation

Land phone in IFRC Lima Office: +51 1 221 9006
Mobile Michele Detomaso, Head of Country Cluster: +51 997 555 639
IFRC Colombia : +57 (1) 4376300 – ext. 7033 +57 350 809 4505; nadia.khoury@ifrc.org
IFRC Colombia - +57 (1) 4376300 – ext. 7033 Security Unit in Geneva informed - +41 79 251 8015 (Julian Harris, habla español) but also

In case of Yellow Phase is to turn into Orange phase, the IFRC Delegation, together with ICRC delegation and CRC will agree about the VHF availability for all RCRC delegations.

9. Monitoring of situation and information flows

The Operations Manager with the support of Regional Security focal point is to gather information from all available sources to provide security situation updates. The default will be one SitRep per day provided to all RC/RC personnel (at 18:00), with additional briefings as the situation demands.

10. Liaison networking (Geneva, ICRC, PRC, UN, INGO's and Embassies)

The Operations Manager, with the support of regional Security focal point, will keep in close communication with the PRC, ICRC security contact point, UN security unit, and other security contacts, as appropriate, for up-to-date situation monitoring. Information from Embassies regarding Hibernation/Relocation plans will be taken into consideration, **(N.B. Federation Delegates have no obligation to relocate on Embassy recommendation/orders since they are under Federation contract)**. Regular reports will be submitted to the Security Unit in Geneva.

11. Assets and equipment to be relocated.

All equipment and assets to be remain in Delegate's residences. A list of equipment and materials must be made available.

12. Relocation Bag

Personal Relocation Bags are not to weigh more than 20 kg. The following must be included:

Passports	Prescriptions
ID card	Credit card, bank check and cash
Federation Badge	Plane tickets (if issued)
Contract	Your personal fixed assets list
Drivers License	Laptop and other smaller electronics
Cellular Phone / Sat Phone (if issued)	Change of clothes
Medications	Spare keys (house, flat, car etc.)
Medical records / immunization cards	Snacks and drinks
Spare glasses	Personal hygiene items
School records for children (if applicable)	Mosquito dome
Birth certificates	Sleeping bag
Marriage certificates (if applicable)	Personal items