



International Federation of Red Cross and Red Crescent Societies

Expanded Welcome Security Briefing

Current Security Phase: **YELLOW**

The International Federation of the Red Cross and Red Crescent Societies (IFRC) uses the standard IFRC four-phase security classification system across all field operations. Present situation dictates **YELLOW** Phase

White phase	Situation is normal	No major security concerns
Yellow phase	Situation of heightened tension initiated	Some security concerns. Heightened security awareness
Orange phase	Emergency situation	Access to beneficiaries limited. Risk to Red Cross and Red Crescent personnel severe, and tight security management needed
Red phase	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 HQ in Geneva.

The current phase level should appear in all the security boards in the guard posts, field offices, HQ offices 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.



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The Current Situation

Effective January 18th, 2018, the Government of Jamaica declared a State of Emergency for St. James Parish, which includes Montego Bay. This has led to more intensive law enforcement activities in response to recent violence including shooting incidents. IFRC personnel should follow local advice¹, including restrictions in selected areas. IFRC personnel should limit all movements outside of resorts/hotels in the area at this time, and exercise particular care if travelling at night. Travel to and from the airport or for field visits should be undertaken with organized tour operators, and transport should be arranged or provided by the hotels.

Local media have reported that a major military operation is underway in parts of St James. This may result in road closures and travel delays. IFRC personnel should exercise caution if in the area.

Public order incidents and demonstrations can occur across Jamaica, and may cause significant disruption to traffic and public transportation. You should avoid all demonstrations; they have the potential to turn violent and are often used by criminals as cover for robbery and theft.

Security Management

The Director of Americas Regional Office (ARO) has the ultimate authority and responsibility for the security of all RC/RC personnel in its area of operations.

Second in authority are the Director General of the Jamaica Red Cross Society (JRC) and the Head of the Country Cluster Support Team (English Speaking Caribbean and Suriname).

A security briefing by the Program Coordinator / Security Focal Point will be provided to each new delegate assigned in Jamaica.

All field teams must have a security focal point for their team that ensure constant security reporting to the Program Coordinator.

Primary Risks / Threats to IFRC Personnel in Jamaica

- Petty Theft
- Theft of computers and other technical equipment left in vehicles.
- Pick-pocketing
- Credit card cloning or Skimming
- Identity theft
- Home robberies and home invasions
- Express Kidnappings

¹ This advice can be obtained from Jamaican Red Cross Colleagues, the local media and through bulletins provided by the embassies or diplomatic missions resident in Jamaica



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- Drugs (dealing and trans-shipment)
- Gun violence

These listings are not in priority order.

COUNTRY BRIEFING INFORMATION:

The overall criminal threat in Jamaica is **CRITICAL**.

Crime levels are high, particularly in and around certain areas of Kingston and Montego Bay. Gang violence and shootings are common, although usually confined to inner city neighbourhoods. Be especially cautious if you're travelling to West Kingston, Grant's Pen, August Town, Harbour View, Spanish Town and certain parts of Montego Bay, including Flankers, Barrett Town, Norwood, Glendevon, Rose Heights and Mount Salem.

The motive for most attacks on foreigners is robbery. There are mobile police patrols, but you should take steps to protect yourself and your belongings. Be vigilant at all times, even if you're staying with colleagues. Don't walk alone in isolated areas or on deserted beaches, even during the day. Take particular care when withdrawing money from ATMs. Don't carry large amounts of cash or wear eye-catching jewellery. Try to vary which restaurants you use. Using the same place too often might make you a target for thieves. Avoid using buses at night.

Most hotels and resorts are well guarded, but robberies can occur. Follow hotel security procedures. Use hotel safe, lock windows and doors and report suspicious activity. If you are in residential accommodation, make sure proper door locks and window grilles are fitted and consider employing a guard and fitting a house alarm. Gated and guarded compounds are normally the safest type of accommodation.

Financial Scams

Serious financial scams originate in Jamaica. The most notorious is referred to as the "Lotto Scam," sometimes called "Advance Fee Fraud." The victim is led to believe that a Jamaican lottery prize will be released after payment of "fees."

Sexual Assault

The U.S. Embassy reports having received more than a dozen reports of sexual assaults against American visitors to Jamaica in a twelve-month period. Most of these took place at all-inclusive resorts; most were allegedly perpetrated by resort staff.

Demonstrations

Public order incidents and demonstrations can occur across Jamaica, and may cause significant disruption to traffic and public transportation. You should avoid all demonstrations; they have the potential to turn violent and are often used by criminals as cover for robbery and theft.



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Local travel

The Jamaican police may impose curfews at short notice for specific towns or areas.

Air travel

Safety concerns have been raised about INSEL Air. The US and Netherlands authorities have prohibited their staff from using the airline while safety checks are being carried out. IFRC staff are advised to do the same as a precaution.

Travelling to and from Norman Manley International Airport

There have been outbreaks of violence in recent years in the Mountain View area on the route between Kingston and Norman Manley International Airport. Therefore, you should avoid the Mountain View Avenue route and use the alternative signposted Humming Bird route via South Camp Road instead.

There have been instances where foreign nationals have been robbed when travelling to private accommodation from Norman Manley International Airport. Be especially vigilant when travelling from the airport to your accommodation.

Road Travel

If you aren't familiar with Kingston, don't drive in the city. If you get lost, you risk putting yourself and your passengers in personal danger. Some hire cars and minibuses don't have seatbelts fitted in the rear. Check with the hire car company before you arrive.

Road accidents and fatalities are common. Many roads are badly maintained with poor signage. Roads in rural areas are narrow, winding and poorly lit at night. Speeding and drink-driving are common.

Drive defensively, and take great care on the roads, whether you are in a vehicle or a pedestrian. Drivers and front seat passengers must wear seat belts at all times. Keep the windows up and doors locked. Be particularly vigilant when stopping at junctions or traffic lights. Criminals are known to use techniques which distract drivers to gain access to vehicles to steal handbags and other items of value.

If you do become involved in a traffic accident, Jamaican norms prohibit both parties from moving their vehicles until the transit police arrive and document the scene. If the accident is a major and there are deaths or serious injuries. Immediately notify the Security Focal point, the Director General of the JRC and the Head of the Country Cluster Support Team.

If the traffic accident is a minor one, both parties can directly fill in the insurance paperwork and turn it into the insurance company for settlement. IF the vehicle belongs to the Federation (Fleet Vehicle), you **MUST** call the Fleet Manager or fleet focal point.

Hurricanes, tropical storms and road-works can temporarily block roads. Check your route in advance.



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Only use Jamaica Tourist Board (JTB) approved taxis or minibuses for local transportation, field visits and airport transfers. Don't hail a taxi in the street and don't share a taxi with strangers. Most hotels and resorts have assigned JTB drivers who carry photo ID and display a prominent blue JTB sticker on the front windscreen. Licensed taxis – called 'contract carriages' – have red PPV license plates (those without such plates are unlicensed).

Best Practices

- Criminals are commonly armed; in the event of being confronted, do not resist or antagonize your assailants. Quickly report the incident to the Security Focal Point, the Director General of the JRC and the Head of the Country Cluster Support Team.
- To avoid becoming a crime victim never go out alone while in your free time in Jamaica. Stay in groups of two or more and remain alert to your surroundings at all times.
- Avoid inner-city areas of Kingston and other urban centers, especially after dark
- Shout for help immediately if you feel threatened or encounter individuals who make you feel uncomfortable
- Do not leave cash, passports, or other valuables unsecured in hotel rooms, cars or public areas.
- Always secure your valuables in the room safe or hotel safe deposit box.
- Avoid using ATMs in poorly lit or remote areas.
- Avoid using credit cards if possible; there have been cases of credit cards being cloned and fraudulent charges being made to the members account.
- Do not wear flashy or expensive jewelry; do not carry or flash large sums of cash; do not wear emblematic clothing / hats.
- Watch for pickpockets while standing in or moving through the crowd.
- City Buses are off limits.
- Do not allow any taxi drivers to stop and pick up additional fares while transporting you. Suspects may pose as additional fares to enter the taxi and rob occupants.
- If you become the victim of a violent crime compliance with the assailant is strongly recommended.
- Never carry a stranger's baggage
- Given the "critical" criminal situation in Jamaica, both violent and non-violent crime is rising. The best protection preventative measures you can employ are utilization of good judgment and common sense.

SELF AWARENESS:

- Practice security awareness at all times. Avoid establishing routine patterns while in Jamaica for extended periods. Be alert to surveillance attempts, suspicious persons or activities and report these to the Security Focal point, the Director General of the JRC and the Head of the Country Cluster Support Team. Get in the habit of "checking in" with your fellow delegates and coordinators to let



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them know where you are or when you expect your return. Be alert to possible attempts by hostile criminals to actively perform surveillance your daily patterns to possibly target you.

AREA SPECIFICS / RECOMMENDED OFF LIMITS:

It is recommended that the following areas be off limits unless previous permission by the Security Focal Point, the Director General of the JRC and the Head of the Country Cluster Support Team is provided:

Kingston

Violence and shootings occur regularly in some areas of Kingston. IFRC personnel are prohibited from traveling to the following areas without permission: downtown Kingston, which is defined as the areas between Mountain View Avenue and Hagley Park Road, and south of Half Way Tree and Old Hope Roads, and includes Trench Town, Tivoli Gardens, and Arnett Gardens; Standpipe, Grants Pen, and Cassava Piece.

Montego Bay

Violence and shootings occur regularly in some areas of Montego Bay. IFRC personnel are prohibited from traveling to the following areas without permission: Flankers, Canterbury, Norwood, Rose Heights, Clavers Street, and Hart Street.

Spanish Town

Violence and shootings occur regularly. IFRC Personnel are prohibited from traveling to Spanish Town.

MEDICAL EMERGENCIES

Comprehensive emergency medical services are located only in Kingston and Montego Bay. Medical facilities outside of Kingston and Montego Bay are not recommended by the IFRC.

Visitors in need of medical attention should make every effort to reach Kingston or Montego Bay. Doctors and hospitals often require cash payment prior to providing services.

Serious cases or cases requiring prolonged hospitalization may require international evacuation to a country where a higher level of care is available.

The following are health concerns in Jamaica:

- Diarrhea
- Dengue, Zika, and other mosquito-borne illnesses
- H1NI – We encourage you to have your flu shot before coming to Jamaica.
- Ciguatera Poisoning
- Marine hazards including jellyfish, coral and sea urchins.



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- HIV/AIDS.

MISCELLANEOUS:

- Breach of communications network: If no cellphone network coverage is available, IFRC Delegates are requested to stay at home. Then the security focal point, in accordance with the Director General of the JRC, will make sure that every delegates and families are safe at home. Delegates and dependents will then be advised by the Senior Management Team what to do according to the local situation (stay at home, or go to the office...). Satellite phones would be activated and carried by the Senior Management team.
- 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 Security Focal point, the Director General of the JRC and the Head of the Country Cluster Support Team immediately.

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 Security Focal Point, the Director General of the JRC and the Head of the Country Cluster Support Team

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.

BASIC TELEPHONE NUMBERS:

Note that roaming agreements exist with most international mobile phone companies and coverage is available in most parts of the island. The two providers of mobile services in country are FLOW and Digicel where a local phone or SIM card can be accessed of necessary.

Emergency Contact numbers

- The Director General of the Jamaica Red Cross – Yvonne Clarke. Tel: + 1 876 984 7861; + 1 876 984 8807; + 1 876 832 6185
- The Acting of Head of the Country Cluster Support Team – Kwan Ho Timothy Lam. Tel: +1.868.461.3639
- ARO Security Focal Point - Jorge E. Zequeira. Tel: + 507 6949 5546
- Security officer in Geneva: + 41 79 217 33 71; + 41 79 251 80 15; + 41 79 308 98 42
- Focal point during the visit _____



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- **Fire and Police Emergencies 119**

Hotels²

- Spanish Court Hotel <http://www.spanishcourthotel.com/> Tel: + 1 876 926 0000
- Courtleigh and Suites <http://courtleigh.com/> Tel: + 1 876 929 9000
- Knutsford Court Hotel <http://www.knutsfordcourt.com/> Tel: +1 876 929 1000
- Four Seasons Hotel <http://www.hotelfourseasonsjam.com/> Tel: + 1 876 926 8805

Taxi Services

- Juta Tours <http://www.jutatourskingstonjm.com/> Tel: +1 876 927 4536; +1 876 927 4534
- JCAL Tours <http://www.jcaltours.com/home> Tel: +1 876 952 7574

Hospital Services:

In Kingston

- **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

In Montego Bay

- **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

For serious medical problems requiring medical evacuation – International SoS

Tel: + 1 215 245 4707; +1 215 942 8226

Acknowledgement attached for Signatory:

² The following hotels are recommended by the JRC and are in the Kingston Area



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ACKNOWLEDGEMENT
OF
FEDERATION SECURITY RULES & REGULATIONS
Jamaica 2019

I _____, declare that I have received, read and understood the Federation Security Rules & Regulations for the IFRC office in Jamaica and agree to abide by them.

Signature: _____

Place : IFRC Office C/o Jamaica Red Cross Headquarters. Central Village, St Catherine Parish Jamaica.

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



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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 Federation's guide to a safer mission". Personnel with managerial responsibilities must also successfully complete the "Stay safe – IFRC Security Management" e-learning course;

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.



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- 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: