



IFRC VENEZUELA RELOCATION PLAN

SCOPE

*This Relocation Plan is applicable to all those under IFRC security management responsibility. **IFRC in Venezuela does not have national staff, staffing is done through Host National Society.***

1 Security levels/phases and actions.

1.1 Phases

The IFRC uses the IFRC standardised 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**

No particular measures need to be taken. Security incident reports should continue to be sent to the Security Unit as applicable.

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 localised incidents of crime are reported in relation with civil, political and/or organised 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**

- No particular measures need to be taken.



- The Acting HoC, in consultation with the Regional Security Delegate and 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 Acting HoCO and the Security delegate/ Security Unit as soon as possible for follow up.
- Regular security updates to be provided to the Security Unit in Geneva, Director of Region.
- Identification and stocking of hibernation location(s)

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/Trigger points**

- 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**

The following measures must be taken into consideration:

- Activities may continue close to the respective offices, but the number of personnel under IFRC security management, is to be reduced to an acceptable minimum that can allow operations to continue.
- Programmes reevaluated and prioritised
- The Acting Head of Country, in consultation with the Regional Security Delegate/ HoCC, and the Security Unit, will normally implement a travel restriction for visits by external personnel, which are for professional purpose only
- No major road movements are to take place unless explicitly authorised by the authorities/security forces after submission of movement notification.
- Non-Essential expatriate staff who will be taken out of the area of operations are to remain in their respective office structures and ensure they are in touch with the Acting HoC and the Security Delegate to await further instructions.
- All personnel under IFRC security management are always to carry mobile phones and essential phone numbers with them.
- Depending on the location, relocation transport is to be arranged (e.g. small plane, helicopter) or an authorisation may be provided by the Acting HoC for vehicles to move, depending on the situation.
- Ensure that for the remaining personnel there is enough food reserves available (7 days stock)



- Ensure there is an 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, Regional Security Coordinators and Director of Region.

Red Phase 'Relocation or hibernation'

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

- **Indicators/Trigger points**

- Widespread armed confrontations.
- Armed assaults against expatriates and NGO staff.
- Government orders expatriates to withdraw
- Diplomatic or humanitarian community evacuates.
- Direct attack on or against RC/RC Movement.
- Complete breakdown or law and order.

- **Plan of action**

- Vehicle use to be minimised and personnel to remain in their respective offices/homes until further notice.
- Thorough security checks are to be done before any road movement is authorised.
- All road movement requires a two vehicles convoy.
- Personnel to ensure they are in regular contact with the Security Delegate, and to await further instructions.
- Expatriates under IFRC security management should have one Grab bag* of essentials (e.g. documents, some clothes, personal computer, etc.), ready for immediate departure. This should not weigh more than 10 kgs.*
- Regional Security Delegate will provide advise on how to proceed.
- Regular contact between delegation and Security Unit in Geneva.
- When possible, international relocation through use of aircraft should be on commercial flights. All relocation options should be taken with caution, and with up-to-date information on the regional security situations for each and in close coordination with the Regional Security Delegate.
- Relocation points and means will be assessed according to the situation.
- Close down or handover procedures should be in accordance with set procedures. The Security Delegate is to provide assistance as necessary.
- If the situation does not allow for relocation, those under IFRC security management may be directed to 'hibernate' until they can be relocated or until the situation stabilizes.

1.2 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 Acting HoC at his/her discretion. Regional Office and the Security Unit in Geneva must be notified of this designation.
- Orange Phase will be declared by the Acting HoC in consultation with the Regional Director and the Manager of the Security Unit in Geneva.



- Red Phase will be declared by the Acting HoC, 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 Acting HoC 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.

The current phase for the Venezuela Country delegation is ORANGE

***Grab bag to contain:**

- | | |
|---|-------------------------------------|
| • Passport/ID Card | Driver's License |
| • VHF Radio + spare battery and charger | Phone + Phone List |
| • Medication | Medical records/Immunisation cards |
| • Spare Glasses | Prescriptions |
| • Credit cards/ Cash | Plane Tickets |
| • Personal Documents | Laptop & other electronic equipment |
| • Other Personal items | Change of clothes/house keys, etc |
| • Snacks/Drinks | |

1.3 Hibernation

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

Hibernation involves remaining in-doors in prepared locations and waiting to see if the situation stabilises. In the case of hibernation, personnel will be directed to congregate in the following locations:

Hibernation Locations;

Address; Altamira Suites

Address; 5th Avenue Building apartment 3/1 and 5/1

In the location, the following preparations are to be undertaken:

- Hibernation location is to be reinforced as far as possible, e.g. with sandbags, blast film on windows etc as necessary.
- Communication is to be established and maintained between the IFRC Delegation, the IFRC Regional Office, Acting HoC and the Security Unit in Geneva. There should also be regular contact with the Regional Security Delegate. There should 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.



2 Crisis Management Group (CMG)

The CMG will have a central coordinating function and be convened by Acting HoC or designate when the situation so demands. The CMG will monitor developments and assist the Acting HoO with critical decisions as the situation demands.

The CMG is composed of:

- Acting Head of Country Office (Chair)
- Security Surge (Deputy Chair)
- Finance Delegate
- Programs (Secretary)
- National Staff Representatives as appointed by Acting HoCO
- Venezuela Red Cross Secretary General
- ICRC upon invitation if deemed needed.

3 Assembly Points

Assembly points are stage points for relocation.

These sites must be readily identifiable, and consideration must be given to selecting sites that are secure, and large enough to accommodate many people and vehicles. In case staff are required to wait at an assembly point, consideration must also be given to ensuring radio communications, spare fuel and emergency stocks are located there.

Primary Assembly Point: Venezuela Red Cross Headquarters
Alternate Assembly Point/s: Altamira Suites.
Relocation Point/s: Altamira Suites.

4 Routes to be Used for relocation

Routes should be easily identifiable and clearly marked on maps distributed as part of the relocation plan.

If possible, routes should be selected that are not likely to become blocked by people fleeing from a threat. Main roads are to be considered as the priority, with travel along secondary roads to be avoided unless confronted by immediate danger. Consideration should also be given to seasonal changes that might affect routes e.g if there are two road routes and they are both impassable in the wet season, then they should not be considered as alternative routes.

4.1 Route to be taken to:

Primary Assembly Point: Cota 1000 Highway
Alternate Assembly Point/s: Cota 1000 Highway
Relocation Point/s: Cota 1000 Highway

In case somebody is unable to move to the assembly point for any reason, s/he is to:

- Attempt to contact Acting HoC by any means possible, as soon as possible
- Not move from present location before receiving instructions from Acting HoC.
- Not move from present location until the situation is deemed safe enough
- Not take unnecessary risks



As part of contingency planning, procedures are to be established to deal with a situation where staff are overdue at the assembly point.

4.2 Means of Relocation

Within the relocation plan consideration must be given to actions to be taken if a person is missing and not accounted for or if someone is injured and cannot be relocated – i.e. does someone stay behind, liaison with the NS to look after the person, liaison with ICRC if they are remaining to look after the person, requirement of medical relocation using ISOS.

To Assembly and Relocation Points:

- *By RC/RC vehicle*

Exit from Country

- *Scheduled commercial flights from Maiquetía International Airport*
- *Chartered aircraft from Caracas International Airport*
- *Chartered vessel from identified seaport*

For injured or ill staff, the normal MEDEVAC procedure is to be followed (if deemed appropriate in the circumstances). For those unable to be moved the CMG will assess the situation and make a decision based on the circumstances.

5 Communications / Reporting (pre, during and post relocation)

Pre-Relocation

Mobile Phone : +58 424 229 4760

Satellite Phone +88 1622400951

Email: Marissa.soberanis@ifrc.org

During Relocation

Mobile Phone : +58 424 229 4760

Satellite Phone +88 1622400951

Email: Marissa.soberanis@ifrc.org

Post Relocation

Mobile Phone : +58 424 229 4760

Satellite Phone +88 1622400951

Email: Marisa.soberanis@ifrc.org

5.1 Monitoring of situation and information flows

The Acting HoC with the support of Security Delegate is to gather information from all available sources to provide security situation updates.

5.2 Liaison networking (Geneva, RO, CCO, ICRC, NS, PNS, UN, INGO's and Embassies)

The Acting HoC, with the support of Security Delegate, will keep in close communication with the NS, ICRC, Security Regional Coordinator, 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. IFRC Delegates and those under IFRC security management responsibility follow the security advice and directions from the Acting HoC. International**



staff are free to follow the relocation advice/orders of their respective Embassy. However, this must be done in full coordination and consultation with the IFRC Acting HoC.

Regular reports will be submitted to the Security Unit in Geneva, CCO and Regional Office.

6 Action Regarding National staff

Venezuela IFRC Office is doing staffing through hosted National Society.

7 Assets and Equipment's to be relocated

Detailed at Annex D

8 Handover of Offices and Assets

Advice must also be sought from finance, admin and logistics for the standard documents to use. Liaison with the National Society regarding possible handover of office, assets and stocks should also occur. A table outlining what is to happen and who is responsible should be included as an annex.

Annex A

STAFF TASKS, ROLES AND RESPONSIBILITIES

It is imperative that all tasks required to be undertaken prior to and during relocation are identified and roles and responsibilities assigned.

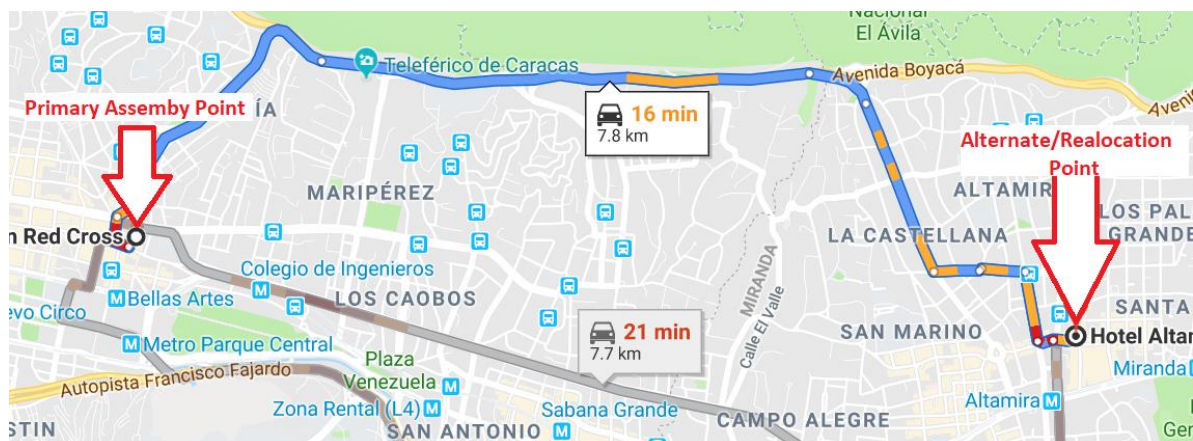
These should be clearly defined and reviewed regularly. This list below is not exhaustive but aims to provide a start for consideration. (Some delegations may have in place a Business Continuity Plan (BCP) which already defines roles).

Tasks and Roles	Responsible
Coordinate and Chair CMG	Marissa Soberanis
Monitoring general situation of security developments	Andrés Echeverría
Monitoring situation developments via; telecom system, local and international radio and TV broadcasts	Andrés Echeverría
Ensure hibernation locations are adequately prepared	Alexander Ruiz
Logistical arrangements for the various phases of relocation	Mauricio Bustamante
Listing of all IFRC assets to be left behind in Del and warehouse	Alexander Ruiz/ Carlos Sejas
Listing of all IFRC assets to be taken with from Del and warehouse	Alexander Ruiz
Listing of all private assets to be left behind in residences and warehouse	Andrés Echeverría
The assembly and organized movements of all personnel to be relocated	Alexander Ruiz
The assembly and organized movements of all personnel to be withdrawn	Alexander Ruiz
Appointment of Team leaders/Convoy leaders	Andrés Echeverría
The assets to be taken along	Andrés Echeverría
The management of financial matters	Alexander Ruiz
The management of administrative matters	Alexander Ruiz
Securing of essential and sensitive documents	Marissa Soberanis
Communication with GVA, CCO, RO, ICRC, HS, PNSs, Other agencies, Authorities and respective Embassies	Marissa Soberanis



Public relations (Communication with local people, the local and international press)	Marissa Soberanis
Continuation of programmes	Danielle Domersant
Monitoring of the various tasks being implemented	Danielle Domersant
Current visa for entry countries	Alexander Ruiz
Office, warehouse & residences security	Andrés Echeverría
Provision of transport	Alexander Ruiz
Briefing and debriefing of evacuees	Andrés Echeverría
Packing of "Grab-bag"	Each Delegate.

Annex B - Map of assembly points and primary Relocation point



Annex C – Location of Residences and Contact numbers

Delegate/Staff	Physical Address	Contact Number
Marissa Soberanis	Altamira Suites	+58 0424 2294760
Holger Moreno	Altamira Suites	+58 424 1513410
Carlos Sejas	Altamira Suites	+58 424 1567477
Jose Torres	Altamira Suites	+58 424 1504727
Alexander Ruiz	Altamira Suites	+58 424 1527731
John Jairo Cataño	Altamira Suites	+58 424 1289957
Andres Echeverría	5 th Avenue Building	+58 424 1529501
Danielle Domersant	5 th Avenue Building	+58 424 971 6195

Annex D - Assets and Equipment's to be relocated

PENDING ADMIN LOGISTIC INPUT



Annex E - List of personnel to be relocated and duties

Phase	Status	Priority	Personnel	Duties in all Phases
Orange	Non-Essential	1	Accompanying Family Members and dependants. IFRC managed expatriates not in senior management positions. Consultants and visitors.	Follow instructions from the Acting HoC and adhere to timings given.
		2	IFRC managed expatriates not essential to continuation of programmes. IFRC managed expatriates exposed to increased health risks: elderly, pregnant or people with reduced immunity.	
		3	IFRC managed expatriates experiencing difficulties in coping with the situation. Technical Delegates. Certain nationalities who may become a target. Admin Officers and Assistants.	
Red	Non-Essential	4	IFRC Crisis Management Group (CMG) Members	HoCO must identify the final priority order of withdrawal and specific tasks for each of the Delegates. Ensure Delegates withdraw as per this plan. Ensure Assets secured. Ensure Program suspension completed in accordance with contingency planning
	Essential	5	Head of Country Office	Liaise with the NS, PNSs, ICRC. As necessary, liaise with the UN, the broader NGO community and external Security actors and local Security Forces. Account for all IFRC Personnel. Maintain communications with the Regional Office, CCO and the Geneva Security Unit Issue additional instructions and/or alter this plan as necessary Advise IFRC in Geneva, ICRC, NS and PNSs of completion of withdrawal.