

**FEDERATION DELEGATION
IN
VENEZUELA**

SECURITY REGULATIONS

Updated: **Version 1**

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Date: **October 2019.**

Background to the Security Regulations

These Model Regulations are intended to be a template, so far as possible covering all aspects of security likely to arise within a delegation and in the course of a delegation's operations. The Model Regulations can be adapted to a particular operation. If so, some of the issues detailed below may not be relevant. The Acting Head of Country should exercise his/her professional judgment in this regard.

Comments and guidance from the Security Unit are written in bold italics (like this) and square brackets or in a shaded text box, like this one. Such comments and guidance are provided for informational purposes, and do not form a part of the regulations themselves and should be deleted from the final version.

Details to be filled in by the delegation, such as the country in which the delegation is located, are indicated in square brackets and shading, as follows:

“...operating within Venezuela.”

These regulations do not replace existing specific regulations, such as those concerning Human Resources, Fleet, Logistics and so on. These regulations are aimed to be used in tandem with such regulations. It is desirable to review all potentially relevant regulations before issuing these Security Regulations, to minimise inconsistencies.

Where there is an inconsistency, the Acting Head of Country should determine which regulations take priority. Where the same subject matter is dealt with in different regulations, consideration should be given to consolidating the different versions for inclusion in the Security Regulations (for example driving regulations). Again, the Acting HoC should exercise his/her judgment as to the most appropriate arrangement.

In accordance with the IFRC Minimum Security Requirements signed by the Secretary General Security Regulations are to be reviewed every six months or if there is a significant change in the security environment to ensure that they are current and relevant to the situation.

Please contact the security unit via security.unit@ifrc.org for any points of clarification or for further information.

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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 Venezuela

This is the latest version of the Security Regulations for the Federation Country Office in [Venezuela]. These Regulations replace all previous security regulations in-country and may be amended at any time by the Acting Head of Country, in consultation with the Regional Security Coordinator in Panama and the Security Unit of the Federation in Geneva.

Additional security related documents available locally include:

- *[Country Security Welcome Brief]*
- *[Medical Evacuation (MEDEVAC) Plan]*
- *[Critical Incident Management Plan (CIM)]*

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 ***Acting HoC***, **Marissa Soberanis** has the ultimate responsibility for security in the delegation. The responsibility of the operation within the country is responsibility of project manager.

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.

Because of the importance for the safety of individuals and the delegation, any breach of security may 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, and if it is necessary to the Security Unit in Geneva*. 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 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 Head of Country Office and Security Focal Point should also ensure that key regulations are included in a welcome pack and that a briefing is provided to all personnel entering the operational area.

The missions to Venezuela are unaccompanied and restricted to RC and IFRC activities.

2 - COUNTRY SITUATION

2.1 In country Situation

Venezuela has one of the highest homicide rates in the world. Minor and violent crimes represent the main security risk for all, national or foreign. The high crime rate is fuelled by persistent poverty, public institutional weaknesses (such as corruption and the lack of an effective judicial system), the influence of drug trafficking, the proliferation of arms and police whose actions do not conform to the law.

While crime is endemic in the poorest urban neighbourhoods, no urban area should be considered immune. Assaults on passers-by, cars and houses are frequent in residential areas and in the main parking lots of shopping malls. Most crime in Venezuela is perpetrated by small, poorly organised criminal gangs operating in disadvantaged areas.

On the other hand, there is now a high trend in crime stealing physical assets (cars, phones, parts, crops). The lack of cash and access to it has also caused crime patterns to change. In the past, cash was stolen, robbed or they went with the person to the cashier to get the money. Nowadays, due to the lack of cash and the limits of the cards (the value that can be taken out in a day is minimal) there is a tendency to the theft of physical assets.

The following states report high levels of insecurity: Carabobo (centre), Zulia (west), Aragua (centre), Barinas (south-west), Bolívar (southeast), Cojedes (centre), Falcón (west), Guárico (west-central), Trujillo (south-west region of the Andes) and Portuguesa (centre-west). Crime levels are generally lower in rural areas, except for certain areas in the states of Zulia, Táchira and Apure near the border with Colombia, where the influence of organized groups is present.

Humanitarian Evolution:

Recent political developments in Venezuela have led to a deterioration of what was already a challenging economic and social situation. The situation in the country is volatile and is evolving quickly. These factors, combined with high levels of violence in some areas, have forced a huge number of people to leave the country in the last 18-24 months, and have left many of those remaining without access to food, adequate medical care and employment.

With the growing risk of political instrumentalization of aid in Venezuela, it is important that the Red Cross and Red Crescent Movement avoids being manipulated. We must emphasize our neutral, impartial and independent humanitarian mandate and our focus on meeting the most urgent needs of the Venezuelan people.

Border Situation:

The border area with Colombia is the scenario of a heavy dynamic due the increased population movement and the operation of irregular groups that contribute to insecurity. Border crossings are also prone to closure with little or no warning. On the other hand, relations between Venezuela and Guyana have deteriorated because of the territorial claim of Esequibo, a region rich in minerals and oil. The government asserts its claim over a large part of the maritime sector, an area where energy companies have rights to explore oil deposits under an agreement with the government of Guyana.

In addition, the rigorous border control has increased due the constant military exercises and the tension between border countries. This affection covers Venezuelan side affecting the state of Apure, both border crossings (Guasdalito and Puerto Páez), Zulia, Táchira and Bolívar.

Environment and Social Stress

Due to the deterioration of the economic situation and difficulties to access basic services as water, electricity and fuel social exhaustion is generated among the population and have resulted in constant public demonstrations on the main routes and plazas. The economic situation is stressed by the low salaries and protests organized by trade unions demanding improvement of working conditions.

Protection and security concerns are emerging as Venezuela increases generalized violence and economic pressures, placing it with third most dangerous country in the world.

The recognition of Juan Guaido by at least 50 countries as the only legal and legitimate President of the Republic, has generated a dual, governing body that generates an atmosphere of political and social uncertainty in the Andean nation. At the same time the dynamics of the National Assembly is affected resulting in the no approbation of new laws that could improve the national situation and economic development.

2.2 Risk Assessment

Security incidents can appear 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.

The sections below identifying high, moderate and low risks should be used and/or adjusted as appropriate.

The main risks to RC personnel in Venezuela are:

- a) ***Political Violence (Political Issues and social unrest)***
- b) ***Violent Demonstrations***
- c) ***Assault***

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

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

- d) ***Food shortage***
- e) ***Medical shortages***
- f) ***Lack of cash /finances***
- g) ***Kidnapping***

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

Finally, RC personnel are also exposed to:

- h) ***Murders;***
- i) ***Manipulation for the use of information and use of the emblem***

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

	Insignificant	Minor	Moderate	Severe	Critical
Imminent					
Highly Likely			Robberies, Theft, fraud,	Demonstrations Political / Social Unrest / Violence	
Probable		Vehicule Accidents	Assault	Infectuous / Childhood Disesesas Common Diseases	Access to food / shortages Kidnapping
Possible			Earthquakes Floods Mudslaides	Murder	
Not probable				Sexual Abuse Rape	

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 the implication on the way of working and living in their area of operations or area that will be visited.

All personnel are to comply with any restrictions put in place by the senior field manager in accordance with the current situation and designated phase level.

The current phase in Venezuela continues to be: **ORANGE PHASE**

3 – General Security

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 Americas Regional Director in consultation with the Manager of the Security Unit GVA, the Acting Head of Country may decide not to display the logo for security reasons.

Protective flags on vehicles may only be used with approval of the Acting Head of Country, in consultation the Regional Security Coordinator in Panama, following consultation with the Manager of the Security Unit in GVA, the ICRC and / or the NS RC/RC. Due the context in Venezuela, the red jackets and IFRC emblem are not authorized to use.

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 with approval of the Acting Head of Country in Venezuela, in consultation with the Regional Security Coordinator in Panama, following consultation with the Manager of the Security Unit in GVA, the ICRC and / or the NS RC/RC.

Red Cross or Red Crescent flags may be used to identify Federation premises, compounds, refugee camps and other official sites in cases of disturbances.

NB: The National Society has already raised the RC flag outside its headquarters building and hospitals. Revised

3.2 Responsibility

Staff members on mission 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 at any moment any staff member has serious doubts about the security conditions during a mission or activity, the entire team must stop and evaluate the situation. If the conditions are uncertain, the team must not to proceed. Only one team member needs 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. Failure to complain Code of Conduct and Regulations, could result in disciplinary action.

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.

No family members or guests are authorized during this mission. *AS MISSION PROGRESSESS THIS POINT OF THE REGULATION COULD BE UPDATED.*

3.4 Local Customs/Traditional Law:

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 in. Adaptation requires common sense, feeling and respect for local sensitivities and determines the way we are perceived, i.e. our institutional image.

Venezuela does not differ significantly on the other "Latin" countries of the region when it comes to traditions and local customs. It is a relatively traditional society where a lot of emphasis is put on polite manners.

A lot of emphasis is put on the status, title and authority of a person. Personal contacts matter. And as in any Latin country, diplomacy and courtesy is appreciated and "direct" style of doing business in official context is often frowned upon.

As a Red Cross Member, you may be asked to participate in official events or meetings. If you are invited as member of the “main table” you are often expected to give a speech or some words of courtesy. Check the protocol beforehand from your hosts.

The customs in the countryside do not differ much from those of the cities. When visiting communities pay special attention to the community leaders and elders. It is also advisable to program a courtesy visit to the local authorities.

About to dress code, the typical “Red Cross Uniform” (a red cross shirt with jeans/khakis) suffices well in the workplace but a more formal dress-code (suit) is advisable in meetings with the higher authorities. Women should dress in equal manner and with moderation: do not use low cut shirts or shorts skirts – many women in the country may seem to do so, but this is frowned upon especially in the workplace. Avoid wearing excessive jewellery: rings, earrings etc. especially when visiting local communities as this may cause resentment and is against the public image of the Red Cross among the general society.

It is **not permitted** to drink alcohol or appear the influence of alcohol when working or when wearing clothing featuring the emblem.

Please exercise special caution when others are talking about politics. Remember, you may not and should not express your opinion, whatever that may be.

Meetings **IN PRIVATE** - If you do not want it to be known ... Do not speak, on the Internet, nor on the telephone (including WhatsApp and Messenger) and be aware that hotel lobbies are well monitored.

3.5 Relationships:

Under no circumstances are there be any 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 women or men by delegates are strongly discouraged, this includes locally employed staff. Such relationships may also be an “abuse of power”. The Federation’s Code of Conduct states that abuse of power includes all forms of exploitation, including sexual. The Code of Conduct states that acts that will be considered an abuse of power include:

- Any act which could be considered harassment, discriminatory or racist.
- All forms of exploitation, abuse, neglect or violence.
- All forms of sexual activity with children (persons under the age of 18), including contact and non-contact sexual abuse, regardless of the age of majority or age of consent locally (Mistaken belief of the age of a child is not a defence).
- Exchange of money, employment, goods, or services for sex, including sexual favours or other forms of humiliating, degrading, compromising or exploitative behaviour.

- Sexual relationships with those who look to the Federation for protection or assistance.
- Not reporting concerns or suspicions regarding power abuse, for example sexual abuse or exploitation, by a fellow worker, whether in the same agency.

3.6 Curfew and Area Restriction:

There are currently no curfews. However, the Country Delegation Office has determined no personnel on Mission from the IFRC note the following:

- The immediate area around Venezuelan RC Headquarters is unsafe. Avoid working in the HQ after dark (between 17hrs and 6hrs) - walking in the neighbourhood is strictly forbidden after dark and should be cautioned during daytime. Wait for your transport inside.
- There are no 100% safe neighbourhoods in Venezuela. Even the safer or richer neighbourhoods may have a less affluent areas.
- Many provincial towns are dangerous after dark. In the countryside situation depends community by community. Always consult the NS colleagues or IFRC of the current security situation.
- Project-related movement is not permitted after dark without a prior authorisation of the Acting Head of Country in Venezuela, especially in boarder areas.
- When in the field always check with the Security Focal Point in Venezuela and the Venezuelan Red Cross, at least every two hours, what the conditions regarding movement, environmental and social conditions are at that moment. There are many zones where walking is strictly forbidden day and/or night. Under no circumstances will anyone in Venezuela take public transportation or travel in vehicles other than RCRC vehicles.
- All Missions will be approved in IFRC Venezuela Mission Orders.

3.7 Personal Documents:

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

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

At all times, delegates and local staff must carry:

- Federation ID card
- Federation badge (must be worn during all field activities, and when representing the Federation)
- Document "Identidad Personal" issued by Foreign Ministry of Venezuela
- International and national drivers' license.
- List of key addresses and phone numbers.
- Debit card in case of unforeseen expenses.
- Note that there are several Police checkpoints in all the major roads. It is therefore important to carry the necessary identification/documentation with you.

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.) at all times and must not leave, nor 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.
- e) Information received by informal sources, such as cellular applications (WhatsApp), should be deleted from the devices and back up only information validated by official sources must be use. (it is common to have cell phone records by police and military personnel)
- f) Restricted use and controlled publications in social networks referring to the mission and situation of the country.
Re-mailing should be reviewed to ensure that the content does not carry confidential information or that it is not of interest to the dictionary.

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 lodging phone numbers and 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 Acting Head of Country in Venezuela, or designated security focal point.

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 Acting Head of Country, Security Focal Point in Venezuela and Regional Coordinator and Americas Director Regional Office.

3.10 Cameras:

Use of camera's must be approved by Acting Head of Country. 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 Acting Head of Country in Venezuela.

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 to the Acting Head of Country in Venezuela the intended travel, mission, number of days, point of contracts in country the receiving delegation of their intended travel (provided there is a delegation in-country);
- b) Obtain and read the receiving delegation's security briefing/welcome pack (usually a shortened version of the delegation's rules & regulations);
- c) Obtain details (i.e. name & phone number) of who will meet them on arrival at the point of entry, or alternatively, details of the form of in-country commercial transport (e.g. a recommended taxi operator) to be used in order to reach the accommodation or destination;
- d) Obtain emergency contact details for the delegation.
- e) All Travel Order must be approved by the Regional Security Coordinator.
- f) Obtain the name and address of the hotel or destination, and ensure the traveller has the name of driver and the vehicle picking up them at the airport.

4.2 Internal Movement / Field Trips

ALL Field movement will be properly and previously authorized in a standard IFRC Movement / Mission Order.

All Field movements and travel are to correspond to an operational goal and must be authorised by the Acting Head of Country, during day light hours only.

Official travel outside of town/city limits, must be conducted during daylight hours. Fieldtrips/visits must be planned so that all RC vehicles and personnel are in a base / safe area a minimum 1 hour before nightfall. Routes (including alternate routes) and times must be informed prior to any movement to the Acting Head of Country and in country Security Focal Point.

The Federation is prohibited from using armed escorts.

4.3 Motor Vehicles:

No delegate is to drive themselves, except in case of an emergency, local drivers must always be used.

The Federation has a 0 % tolerance level of alcohol, drugs or illicit substances and driving. In plain terms this means that it will not be tolerated for any person/driver to be under the influence of these while driving a RCRC vehicle.

The standard speed limits within the country are:

Roads in urban areas - 40 to 60 km/h
Roads outside urban areas - 60 to 100 km/h

4.4 Use of RCRC Vehicles

ONLY RCRC Vehicles will be used.

Safety belts **must always be used**, including back seats when there are available belts.

Drivers are not to use communications equipment, including mobile phones, whilst driving a vehicle. Passengers should not be text or calling while on route.

If an incident happens, the vehicle must be stopped in order to report.

The delegates and the local staff are responsible for reporting all their vehicle movement outside the town areas to Projects Manager Delegate or designated representative.

4.5 Restrictions:

The following general restrictions apply to vehicles undertaking field trips:

- a) All RCRC vehicles must be clearly marked with the emblem ONLY, (sticklers clearly visible/clean) accordingly to the standards of the Federation (logistics).
- b) Authorization to remove the stickers from vehicles can only be given by Federation Security Regional Coordinator in Panama.
- c) Passengers other than RC employees may not be carried in RCRC vehicles without the consent of the Head of office in Venezuela.
- d) Passengers other than RC personnel must be required to sign a waiver before travelling in Federation vehicles.

- e) No weapons will be carried in RCRC/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 requires the approval in country Security Coordinator and Acting Head of Country. All travel must be informed in writing or email.

The local speed limits must be respected. The schedule for mobility and work in mission in Venezuela is from **0600 to 1800 HRS**. In Venezuela, there is an excess of registration points by the authorities. It is recommended that staff lower their windows or turn on internal lights to be identified in easy way and to avoid misunderstandings.

If you are traveling by car, close the doors and lift the windows. Also, do not leave objects or documents in sight when parking.

Never travel at night.

4.7 Field Trip/Visit Security:

The IFRC will provide a vehicle to the National Society for the use of all personnel in Venezuela. The NS will provide the driver for all movements and will be available based on the needs of the mission. Likewise, our staff is authorized to travel (if necessary) in ICRC vehicles with all their emblems and / or Diplomatic Badge / International Mission.

The following rules apply:

- With a previous security monitoring in order to ensure a proper deployment
- be authorised by the Head of office or his/her designated authority
- The Federation is prohibited from using armed escorts.

It is very important to always inform the staff of the IFRC, ICRC and NS offices of the itineraries. Once in the country, the visitor is required to travel only with the necessary documents and relevant telephone numbers: hotel where he / she is, the office where he / she will work, the contact persons. Never move alone! Always use the authorized taxi service indicated by the IFRC Office and trusted by the ICRC and the NS.

4.8 Motorcycles:

All personnel under IFRC security responsibility are not to ride or travel on motorcycles at any time while on mission, unless they are locally contacted personnel.

4.9 Rented vehicles:

Any rented vehicles must be authorized by the Head of Office, and approved based on the mission terms of reference, needs and available finances.

All 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 RCRC/ 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 without consultation with legal and security.
- g) The fleet manager is to be notified immediately
- h) A statement of the accident **must** be recorded and submitted within 24 hours of the accident.
- i) If the vehicle must be abandoned, take off the antennas, radios, flag and if possible, remove the stickers

4.12 Helicopter Regulations-

This could be use in case of emergencies to use that the following requirements must fulfil. For further details see "Stay safe – The International Federation's guide to a safer mission, pages 66 – 68.

- a) Authorization process within the delegation, with previous coordination with the ARO;
- b) Authorized service providers in coordination with the Venezuelan Red Cross;

4.12 Air Transportation

All mission personnel in Venezuela (either long or short stay) must have a ticket with open return (flexible), with the clearance of the Regional Coordinator Security Advisor, and previously informed to the Acting Head of Country.

5. COMMUNICATIONS

5.1 Communication Means:

At least one form of communications means is to be carried and RC personnel must always be reachable. Take notice that roaming must be turn on to receive international calls. In addition, there is a currently restriction to make external international calls out of Venezuela.

5.1 Radios:

There are currently no radios for Federation staff. The IFRC staff is not allowed to use NS radios.

5.2 Mobile and satellite communications:

Currently Venezuela has the following mobile companies DIGITEL and MOVISTAR. It is required that all personnel acquire a local chip for communications.

Satellite communications will be use as a means of backup communication.

6. OFFICE, RESIDENTIAL AND SITE SECURITY

6.1 Office Security:

The Federation staff currently works in the Venezuelan Red Cross Headquarters. Note the following:

- Office is within the Venezuela Red Cross building. It is open from Monday to Friday in a regular schedule (8h00-17h00).
- There is 24-hrs security provided by a private security company. Nevertheless, remember that there are a lot of people moving in the premise's day and night.
- Office is never to be left open and unattended. All delegates and workers are to ensure that their office doors are closed and locked, even when they leave it for short periods.
- Take your computer with you after the day has ended to ensure more security.
- Valuable items and money are not to be left in offices, even if doors are locked – there have been robberies.
- Confidential documents / materials are to be properly secured.
- If offices are vacated for a long period of time, computers are to be turned off.

6.2 Residential Security:

RCRC personnel may only reside in Federation allocated accommodation that has been approved by the Acting Head of Country and Security Focal Point following a security assessment.

All delegates must reside in a guarded compound. Nevertheless, despite this, bear in mind that security concerns may arise.

6.3 Site/Warehouse Security:

N/A

6.4 Cash Security:

All cash is to be held in a lockable container and the level of cash in the premises at any time kept to a minimum.

7. MEDICAL

7.1 Medical Emergencies:

Please see Annex A: MEDAVAC Plan for details (what hospitals to use, what ambulance services to use).

7.2 First Aid kits:

- First Aid kits will be in the IFRC office
- RCRC/ Federation vehicles, they must have a First aid kit

7.3 PEP Kits:

Post Exposure Prophylactic (PEP) kits is available at the IFRC office in Caracas.

The IFRC Office in Caracas Office has contacted and coordinated with the and Venezuelan RC to also provide PEP Kits in addition to the (1) PEP Kit purchased form Geneva.

The PEP Kit will be administered by a Medical Professional (Doctor or authorized PA or trained ER Nurse) in the nearest hospital (preferably at the VRC Hospital or one of the Private Hospitals). If for any reason, there is not authorized physicians or medical personnel available, the Country Office 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.

PEP Kits will be kept in a COOL, DRY and LOCKED area adjacent to the Security FP or Acting Head of Country and in country Security Focal Point workstation, 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:

In Venezuela Red Cross the fire extinguishers are located throughout the building. All personnel staying for more than one week at the main VRC facilities must have an internal tour and be instructed on the safety and evacuation measures which could be presented during the stay.

9. INCIDENT REPORTING

The Federation Incident Report Format is detailed at Annex D

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, carjacking 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).
- All other relevant security and safety reports

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 Annex D.

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

Annexes:

- A: Key Contact Details
- B: Medevac Plan
- D: Incident Report



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 umbrella¹.

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).

¹ 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.

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 completion of the "Stay safe – IFRC Personal Security" e-learning course and familiarize 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;
- 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 *My HR* 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: