



International Federation of Red Cross and Red Crescent Societies  
Fédération internationale des Sociétés de la Croix-Rouge et du Croissant-Rouge  
Federación Internacional de Sociedades de la Cruz Roja y de la Media Luna Roja  
الاتحاد الدولي لجمعيات الصليب الأحمر والهلال الأحمر

# IFRC CCST IN INDONESIA

## SECURITY RULES and REGULATIONS

June 2018

**Approved by:** Giorgio Ferrario  
Head of CCST

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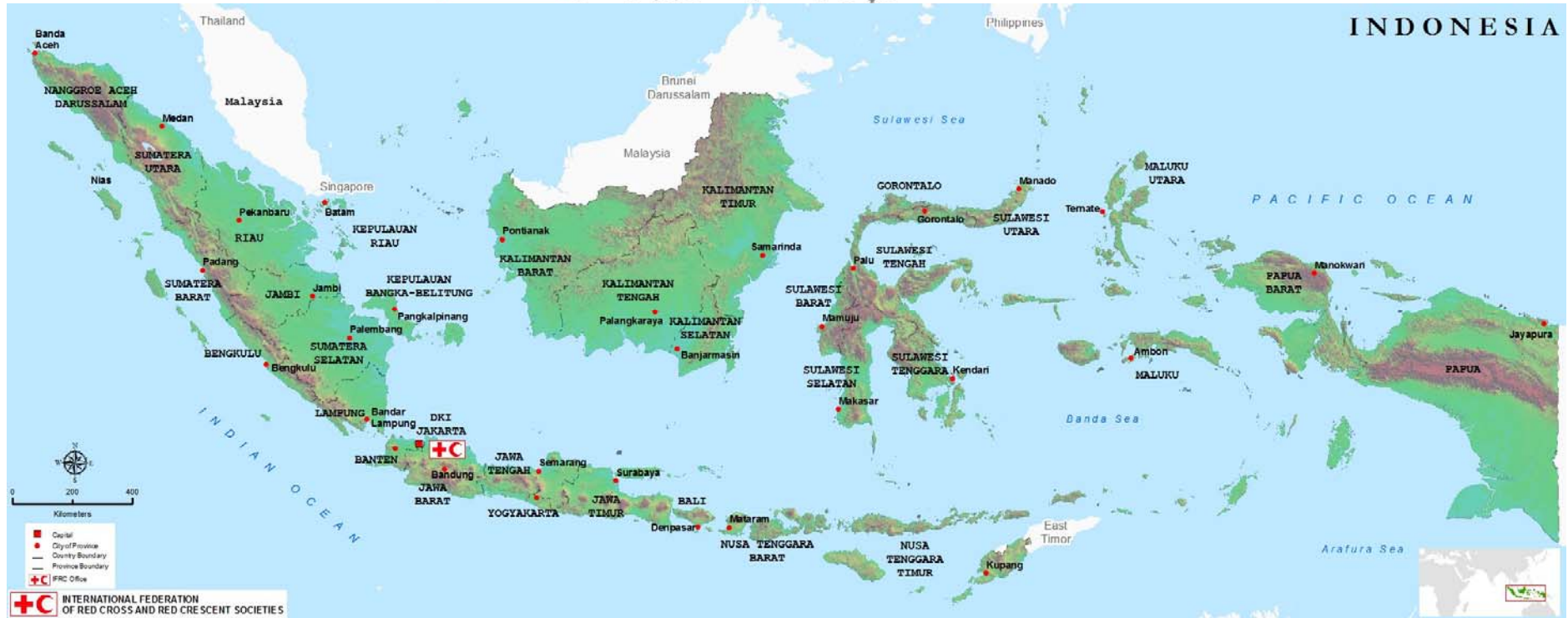


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- Reference:**
- A. Security Framework and Minimum Security Requirements (MSR) for IFRC Field Operations (Version 2.00) dated 29 May 2009
  - B. IFRC Security Framework in International Disaster Response Operations

## INTRODUCTION

### Documents

1. While the Country Cluster Support Team covers both Indonesia and Timor-Leste, part of the IFRC CCST team is based in Timor-Leste, and a specific Security Rules and Regulations is developed for Timor-Leste. The present Rules and Regulations only refer to Indonesia.
2. The purpose of these Security Rules and Regulations is to provide a security framework for IFRC Personnel to operate within an acceptable threshold of risk in Indonesia.
3. This is the latest version of these Rules and Regulations. They replace all previous versions but may be amended at any time by the Head of CCST. Additions or changes will be issued by email.
4. Only Rules and Regulations specific to the IFRC CCST in Indonesia are covered in this revised format. Additional security related documents that are issued separately include:
  - a. Indonesia CCST Specific
    - i. Security Advice and Guidelines
    - ii. Medical Evacuation (MEDEVAC) Plan
    - iii. Relocation Plan
    - iv. Relocation Brief for Non-Essential Personnel
  - b. IFRC Standard
    - i. Red Cross / Red Crescent Code of Conduct
    - ii. Fundamental Principles of the Red Cross Movement
    - iii. Fleet Manual
    - iv. Critical Incident Management Within IFRC Operations
    - v. Security Incident Report Form
    - vi. IFRC e-learning Security training programme

### Application

5. These Regulations are applicable to:



- a. All persons whose legal presence in Indonesia has been obtained through the IFRC (including PNSs and accompanying family members of both IFRC and PNSs) at all times while they are in Indonesia;
- b. Locally hired Staff and Volunteers, only while on duty;
- c. Any persons operating under the IFRC umbrella through global integration or service agreements (including PNS persons and consultants) while visiting Indonesia on an official mission;
- d. Any persons from NSs not included in the above, working bilaterally with PMI and closely coordinating their work with the IFRC office, while visiting Indonesia on an official mission agreed with the HoCCST.

**6.** For the purposes of these regulations, the term “IFRC Personnel” is used to refer to all the above persons throughout this document.

**7.** The Head of CCST has the ultimate responsibility for security in the CCST.

**8.** Integrated PNS Country Coordinators can impose additional Rules and Regulations on the IFRC Personnel that is assigned to their PNSs but they cannot contradict or cancel any of these Rules and Regulations.

**9.** Persons accompanying IFRC Personnel (e.g. spouses or partners, family members) who work for other organisations are usually required to follow that organisation’s own Security Rules and Regulations. While on duty with their organisation, that person will follow the Security Rules and Regulations of their organisation so long as they do not contradict “The Fundamental Principles of The Red Cross / Red Crescent Movement” or violate the “Code of Conduct”. Whilst off-duty, that person will be bound (as a minimum) by these Security Rules and Regulations. More restrictive off-duty rules may be imposed by their respective organisations, but less restrictive ones will be overridden by these rules.

## Compliance

**10.** By signing their copy of the Regulations, each signatory gives a formal acknowledgement that the Regulations have been understood, and commits to abide with them.

**11.** Any breach of these Rules and Regulations will be considered misconduct or gross misconduct in accordance with the IFRC Code of Conduct. As such, security breaches may have disciplinary consequences, up to and including immediate dismissal. Security breaches may also be relevant to any evaluation of the performance of IFRC Personnel.

## Distribution

**12.** An electronic copy of these Rules and Regulations is available to all IFRC Personnel via the IFRC Intranet. Copies will be emailed to all PNS Country Coordinators and IFRC Delegates for further dissemination to staff.

**13.** These Regulations are not considered confidential but should not be distributed outside the Red Cross Movement. (See also section on ‘Confidentiality’ below). Any third parties who are interested in reviewing this document should be referred to the Head of CCST. IFRC Personnel are to destroy (by shredding) or return any hard copies of the Regulations to the CCST at the end of their mission or when the regulations are revised and new issues of the document are distributed.



## IN-COUNTRY SITUATION

### General

**14.** Indonesia is the fourth most populous nation in the world, with some 257 million people inhabiting an archipelago of more than 17,500 islands dispersed across a distance of 6,500 kilometres from west to east. Most people inhabit the five major islands of Java, Sumatra, Kalimantan, Sulawesi and Papua. It is a culturally diverse country, consisting of many ethnic groups and a variety of religions with Islam predominant among them.

Indonesia is situated on the 'ring of fire', a system of fault lines and chains of volcanic mountains located along the Pacific Rim. The archipelago is prone to natural disasters with earthquakes, volcanic eruptions, flooding and landslides occurring often.

Gaining its independence from the Dutch in 1945 after centuries of colonial rule, the country has witnessed a number of political struggles, military rule and more recently in the post- Suharto era, a process of democratic legislative and presidential elections. It has witnessed several separatist movements, one of which led to the separation and independence of East Timor from the Republic in May 2002. Although its economy is one of the fastest growing in the region, the distribution of wealth is uneven with Java deriving most benefit from the natural and industrial resources of the country.

While generally stable, there is still limited potential for unrest in a number of locations across Indonesia. These tend to have their origins in long standing quests for independence or more autonomy, and in some cases religious and ethnic rivalries.

IFRC Personnel should familiarise themselves with the current situation prior to arrival in Indonesia and remain informed throughout their mission.

### Threat

### Assessment

**15.** The majority of our delegates and visiting IFRC Personnel only visit Jakarta, but some may visit other locations across Indonesia. Some areas have been experiencing some level of unrest. While Aceh has been quiet after the 2005 peace agreement, other areas where unrest has been recurrent include Papua, and to a lesser extent the islands of Maluku, and parts of Sulawesi. **Delegates and staff intending to visit these locations need to check first with Head of CCST, who will closely coordinate with PMI (Palang Merah Indonesia).**

**16.** Despite a general benign security environment, IFRC Personnel must be aware that there are several possible threats, both man-made and natural, and some of them may take place quite suddenly. Accordingly, safety and security settings may change quickly to address these threats.

**17.** The main threats faced by IFRC Personnel in Indonesia currently assessed as high are: (See also Risk Matrix attached as Annex F)

- a. Transportation Accidents: Road, Sea and Air (the primary threat faced by IFRC Personnel in Indonesia)
- b. Earthquakes / Natural Disasters
- c. Pandemics / Health Concerns, especially Dengue Fever
- d. Militant attacks



**18.** Somewhat lesser threats faced by IFRC Personnel in Indonesia currently assessed as moderate to low include:

- e. Common criminality, and in particular petty theft and burglaries;
- f. Reputational risk related to Code of Conduct issues and corruption;
- g. Protests and Demonstrations;
- h. General Intimidation of Staff;
- i. Animal (i.e. dog, monkey or snake) attacks;
- j. Conflict related threats, and in particular cross-fire incidents.

**Phases:**

The Federation operates a four colour phase system to distinguish the security situation.		
<b>White phase</b>	Situation normal	No major security concerns
<b>Yellow phase</b>	Situation of heightened tension	Some security concerns, heightened security awareness initiated
<b>Orange phase</b>	Emergency situation	Access to beneficiaries limited, risk to RCRC personnel severe, tight security management needed
<b>Red phase</b>	Relocation or hibernation	Conditions do not allow work, risk to RCRC personnel extreme

All RC Personnel must know the current security phase classification and its implication on the way of working and living in their area of operation 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 Indonesia is white.

**Training**

**19.** All IFRC staff must complete the on-line ‘Stay Safe – Personal Security’ course. All Managers and Budget Holders must complete the additional Stay Safe managers course. Any requests for specialised security training or specific security related information should be directed to the Head of CCST.

**Responsibility**

**20.** **Staff members (and eligible dependents) 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 they are aware of any other risks such as health issues pertaining to the area to which they are planning to travel and are equipped to take the necessary precautions;



- e. To ensure that assets entrusted to them for the performance of their duties plus their personal effects are secure;
- f. To ensure that their documents, including visas etc., are valid and in order;
- g. To ensure that they have relevant contact details at hand in case of an emergency;
- h. To immediately report any security related incidents (see also section on 'Emergencies / Security Incident Reporting' below); and
- i. To always adhere to, respect and uphold all IFRC security rules, regulations and advisories.

**21.** In addition, managers / supervisors are responsible to bring relevant IFRC security rules, regulations and advisories to the attention of their respective staff / subordinates and 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 is to stop and evaluate the situation. If the conditions are uncertain, the team is not to proceed. Only one team member need express doubt for the team to stop and not to proceed further.

#### General

#### Conduct

**22.** All IFRC Personnel are bound by the "Code of Conduct" and the "Fundamental Principles of the Red Cross and Red Crescent Movement", 24 hours a day, 7 days a week, with no exceptions.

#### Cultural

#### Respect

**23.** It is everyone's duty to inform themselves on the political, social, religious and cultural specificity of the environment and respect the society in which he / she lives and works.

**24.** A tidy standard of dress is expected. Jakarta, Yogyakarta, Medan, Bali and most tourist resorts are fairly relaxed about dress code. However, for the rest of the country, and going near places of worship:

- a. Women are required to wear pants or long skirts (at least knee length).
- b. Sleeveless shirts are not recommended outside of Jakarta and places listed above.
- c. Men can wear shorts, but they should be around knee length; women should not wear shorts in public at all.
- d. Public nudity (including topless bathing for women) is not allowed anywhere.

Batik shirts (long sleeves) are considered as adherence to formal dress code, while Batik shirts (short sleeves) are considered informal.

#### Relationships

**25.** In all matters relating to intimate relationships between Delegates and Indonesian Nationals the rules of the Code of Conduct have to be respected in full. In particular, all situations inferring a relationship of economic or psychological dependency are not accepted. In Aceh, where Syari'ah Law applies, no kind of intimate relationships between Delegates and Indonesian nationals is permitted.

**26.** Intimate relationships between IFRC Personnel and beneficiaries are prohibited.





- 27.** The IFRC has zero tolerance for any kind of prostitution or sexual exploitation.

#### IFRC Office and Residences

**28.** Office Security:

IFRC Personnel are to ensure that:

- a) Offices are not to be left open and unattended, all staff are to ensure that the main office doors are closed at all time.
- b) Valuable items and money are not to be left in offices, even if doors are locked.
- c) Confidential documents / materials are to be properly secured.
- d) ID cards are to be used and visible, by all persons having access to the office
- e) First aid kits and fire extinguishers/mitigation measures are present in every office building.
- f) Fire Orders and Evacuation plans will be clearly displayed.
- g) Regular fire/earthquake drills must be carried out.

**29.** Residences:

- a) RC personnel may only reside in accommodation that has been approved by the HoCCST following a security assessment.
- b) IFRC Personnel are responsible for the behaviour and actions of guests they temporarily host at their residence. Such guests are expected to abide by the Red Cross Code of Conduct.
- c) Residences must have serviced dry powder Fire Extinguishers, Fire Blanket and First Aid Kits available
- c) Fire Evacuation plans should be available and be known to all residents
- d) Emergency numbers must be posted in each residence.
- e) Each residence must contain a locked cabinet or small safe for the storage of valuables.

#### IFRC

#### Logo

- 30.** The IFRC logo is to be displayed on IFRC CCST vehicles and CCST premises (excluding residences) as an indicative sign as per instructions of the HoCCST.

#### Curfews

- 31.** No curfews currently in place in Indonesia.

**32.** Unless exceptional circumstances apply, as a rule IFRC Personnel are not to travel outside towns or built up areas between 1800hrs and 0600hrs. All IFRC vehicles on field trips must be in a safe area by 1800hrs, with the only exception of travel on major highways. Delegates are expected to make allowance for a time margin when on a field trip in order to respect this rule.

**33.** Should a curfew be imposed by Head of CCST or local authorities, all delegates must comply strictly with the instructions given.

#### Area Restrictions

- 34.** All of Indonesia is currently classified as IFRC White Phase Area. See Annex A.

- 35.** Although area restrictions previously in place by national authorities on the province of Papua and Maluku have been cancelled, and the whole country is accessible, IFRC Personnel have to obey the following instructions.
- 36.** Papua is experiencing ongoing disturbances, the situation in some places is volatile and the PMI leadership has expressly requested that no Red Cross / Red Crescent expatriate member is to travel to Papua without their explicit approval.
- 37.** The islands of Maluku have experienced social and political unrest and violence in the past. PMI leadership needs to be consulted before Red Cross / Red Crescent expatriate member is to travel to Maluku.
- 38.** Aceh is a semi-autonomous province, and as such special government permission and official documents are required to enter and move around the province. IFRC Personnel should make themselves aware of the specific rules and conditions present in Aceh relating to Syari'ah Law.
- 39.** All visits by IFRC Personnel of any National Society, to areas which are not currently within areas of operation, are to be approved by IFRC Head of CCST, who will in turn share the information with the Secretary General of PMI. Non-integrated PNS should inform the IFRC HoCCST and have approval from PMI.
- 40.** Roads in Jakarta may be closed at certain times due to prevailing security conditions. Head of CCST will advise on any current warnings or prohibitions that may apply.
- 41.** Common sense prevails in that IFRC Personnel, particularly women, should avoid walking alone at night in all regions and areas.

#### Personal

#### Documents

- 42.** Ensure that passports, foreign currency, credit cards, valuables, etc. are kept in a secure place or locked away.
- 43.** In line with what stipulated in the MoU between the IFRC and the Government of Indonesia, delegates on an assignment in Indonesia are provided with an official visa by the Ministry of Foreign Affairs. Delegates are also provided an ID card issued by the Ministry of Foreign Affairs and a Temporary Residential Card. These documents must be always carried by Delegates.
- 44.** Family members accompanying delegates are provided with an official visa by the Ministry of Foreign Affairs. They are also provided an ID card issued by the Ministry of Foreign Affairs and a Temporary Residential Card. These documents must be always carried by Family members.
- 45.** Delegates must at all times carry their IFRC ID card and a photocopy of their Passport and Visa. During all field activities, and when representing the Federation, an IFRC badge must be worn visibly.

#### Photography

- 46.** Never take pictures of military, police or security personnel and strategic infrastructure which includes installations such as bridges, power stations, dams etc.
- 47.** Always ask before taking pictures of people or areas that could be considered sensitive and if in doubt do not take pictures and put away your camera.



## Confidentiality

**48. “Confidential Information”** means all non-public information concerning the IFRC and other members of the Movement. It includes personal information about IFRC Personnel 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, intellectual property relating to the Movement, and all **security alerts, advice, briefs and assessments issued by the Federation.**

**49.** IFRC Personnel are responsible for the safekeeping of confidential and/or sensitive documents (whether paper or electronic) in their possession or used in the course of their work. Hard copies are to be kept in a secure location (locked cabinet, safe, etc.) at all times when not in use. 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 secured, whenever they are not in use. It is furthermore recommended that staff maintain independent back-up copies of relevant files, including their mail archives, either individually or on a file share server provided for that purpose by the IFRC IT Department. In addition, IFRC 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 indemnify the IFRC from any claims, demands or liabilities, including costs and expenses, should you not comply with this agreement at any time.

**50.** These obligations continue after the end of employment with the Federation.

**51.** Disposal of Confidential documents must be via shredding and/or burning.

## Personal

## Privacy

**52.** 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 home phone numbers and the residential addresses of Delegates and National Staff (both locally and abroad) are not to be shared with any third party without the permission of that staff member or the permission of the Head of CCST (with the concurrence and prior knowledge of the staff member).

**53.** In cases where the Law Enforcement or Security Forces request details of a staff member in relation to an investigation, the enquiring officer is to be referred to the Head of CCST who is to be advised immediately of the circumstances.

## Information

## Sharing

**54.** Information is a vital element for evaluating the security situation. Even a seemingly unrelated piece of information may help in seeing the bigger picture. Every staff member has the individual duty to share information with all concerned as an urgent priority.

**55.** Security related information should be shared locally with all IFRC Personnel and with the Head of CCST as a priority.



**56.** Official communication with authorities and/or other groups (UN, Government of Indonesia, Diplomatic, Security Forces, etc.) for the purpose of evaluation of security in sensitive areas must only be done by the Head of CCST.

**57.** IFRC Personnel are to report to the Head of CCST any contact / relationships they have with members of the Diplomatic Community, local political parties, representatives of the Government, Military or other belligerent parties.

#### Media

**58.** The Head of CCST or specifically designated Delegates or local staff are the only IFRC approved spokespersons. As a rule, Delegates and staff are not to make comments to the media unless authorised to do so by the Head of CCST.

### VEHICLE SAFETY

#### General

#### Restrictions

**59.** The CCST maintains a Zero Tolerance policy for drink-driving.

**60.** No weapons or ammunition are to be carried by anyone in any vehicles at any time under any circumstance, without any exceptions.

**61.** The use of armed escorts is prohibited.

**62.** Local speed limits must be respected by all vehicles. If a Red Cross / Red Crescent driver does not comply, he is to be immediately reported to the Senior driver. Maximum speed limits are:

- a. Roads in urban areas - 50 km/h
- b. Roads outside urban areas - 80 km/h
- c. Toll roads (highways) - 80 km/h

**63.** Safety belts must be used in all vehicles at all times, including in the back seat. Vehicle that have seats that are missing seatbelts or have non-functional seatbelts are not to be used. A singular exception in this case applies to large buses.

**64.** Driver fatigue is a major contributing factor to accidents. Drivers are not to drive for more than 10 hours in a single 24-hour period, allowing for suitable breaks during the day. (Every 2 hours for at least 10 minutes and at least 30 minutes for lunch)

**65.** Only the Head of CCST and for PNS managed vehicles, the respective Country Representative (or anyone acting in that capacity) have the authority to permit anyone to drive IFRC or PNS vehicles. Other delegates and staff DO NOT have the authority to lend or issue Red Cross / Red Crescent vehicles to non-authorized persons for any reason, including emergencies.

**66.** As a norm, all IFRC personnel shall use official vehicles or taxis from authorized companies (see below) for transportation during their activities.



**67.** Delegates are not allowed to drive motorcycles at any time in Indonesia. Delegates are only allowed to ride as passengers on motorcycles when other forms of transportation (official vehicle, taxi) are not available, or in case of a large traffic jam that would otherwise impede reaching their destination in acceptable time. In such a case, delegates are only allowed to do so if using a certified company (GRAB, GOJEK) wearing a suitable certified helmet. Other IFRC Personnel riding motorcycles are to correctly wear suitable helmets with fastened chinstraps at all times. All IFRC Personnel is allowed to ride bicycles.

**68.** All IFRC Personnel are allowed to travel on PMI vehicles if an IFRC or PNS vehicle is not allowed.

**69.** For operations which use utility type vehicles with a rear tray, IFRC Personnel are not to travel as passengers on the tray. All those travelling must be within the vehicle.

#### Use of the Logo and Emblem

**70.** All Fleet vehicles must be clearly marked with only the IFRC logo according to the Fleet Manual.

**71.** For the sake of a common identity, PNSs are not allowed to add their National Society logo to vehicles.

#### Official Travel

**72.** All official travel outside town limits requires the use of a Fleet vehicle (or if not available, a PMI vehicle) and a Red Cross / Red Crescent driver. All travel outside town limits must be conducted between 0600 hours and 1800 hours, except for the use of toll roads (highways) which are allowed until 2200 hours.

**73.** The Two Vehicle Rule is mandatory when at Security Phase "ORANGE" and above.

**74.** Passengers other than Red Cross / Red Crescent IFRC Personnel may not be carried in Fleet vehicles while being used on duty without the consent of the Head of CCST or, for PNS managed vehicles, the Country Representative, and must sign a waiver before travelling.

**75.** PMI Chapters / branches are to be informed of your plans to visit their respective areas.

**76.** For all IFRC Personnel a 'Travel Request Form' is required for all official travel to the field.

**77.** Travel into areas with other than Security Phase WHITE needs previous authorisation by the IFRC HoCCST.

**78.** A Copy of the approved Travel Request Form is to be carried by the team leader (delegate, local staff member or driver, depending on the situation), at all times when in the field.

#### Before and During Travel

**79.** All vehicles must be mechanically sound and roadworthy. The fuel, water and oil levels must always be checked, together with spare tyre, first aid kit, road map, tool kit, tow rope and radios before departure.

**80.** A road map of the country and a list of National and Regional Emergency Contact details must always be present in all Fleet vehicles.



- 81.** All Fleet vehicles are to have as a minimum, enough fuel at the end of each day to travel to the next major town. In times of fuel shortages, vehicles are not to be used for anything other than emergencies after they have reached that limit.
- 82.** Drivers are not to use communications equipment, including mobile phones, whilst driving any vehicle.
- 83.** Depending on the country context and the security situation in any specific location, Government, Military and Police vehicles may become potential targets. In case prevailing security situation requires so, IFRC Personnel are not to travel close to them. Stop, allow them to pass and gain at least 200 meters distance from the last vehicle before continuing. If it is necessary to pass a very slow Military or Police vehicle – such as a tractor – then do so as soon and as quickly as possible. Do not sit behind the slow vehicle for long periods and if it is unsafe to pass, drop back and remain patient.

#### Accidents

- 84.** In case of a Road Traffic Accident (RTA) the following procedure is to be followed:
- Contact the senior driver to give an initial report that an accident has occurred. Provide details of who, when, where, what, future intentions/needs.
  - Assist the injured, if any.
  - Contact the nearest police station. Try to get a police report of the accident for insurance purposes. (The senior driver can assist with this).
  - Do not sign any paper.
  - Do not admit responsibility.
  - Do not agree to pay any compensation.
  - The Senior driver is to notify the Head of CCST immediately when there has been an injury or serious damage.
  - A statement of the accident must be recorded and submitted to the Senior driver, and a Security Incident Report is to be completed and forwarded to the Head of CCST within 24 hours of the accident.
  - If the vehicle is to leave possession of Red Cross / Red Crescent IFRC Personnel (i.e. if it is to be abandoned), the antennas, radio handsets and other valuable equipment are to be removed. If possible stickers should also be removed.
  - Exemption to these rules applies if the accident creates a situation that endangers your life (lynch mob, angry and violent population, etc.). Under these circumstances you should try to leave the area ASAP and reach the closest police station. Only attempt to get away if you are 100% sure that you can. If not, remain calm and explain who you are and appeal to the crowd – STAY ALIVE.

#### Public

#### Transport

- 85.** Common sense should apply when getting into any form of authorised public transport (taxis, ojeks, buses and in the future subway) as its level of maintenance and the skill of its driver may detract from its overall level of safety.

#### Medical

#### Emergencies

#### (MEDEVAC)

- 86.** See Annex B.



#### First Aid and PEP Kits

**87.** First Aid kits are to be located in all Red Cross / Red Crescent premises and vehicles and are to be clearly visible and unlocked. They are to be checked quarterly by the delegates residing at the premises to ensure they remain fully equipped and up to date. Delegates are also responsible for checking the contents of first aid kits in vehicles before departing on field trips.

**88.** PEP kits are available at the International SOS for the first three days of treatment, after which the treatment has to be continued at another location.

### COMMUNICATIONS

#### Network

#### and

#### Equipment

**89.** All communications systems used by the IFRC are not secure and may be monitored by others. Sensitive information is not to be sent over either telephone or radio networks.

**90.** IFRC Radio Rooms may be established when the IFRC establishes independent operations in disaster locations. Under such circumstances this section will be expanded to accommodate specific instructions regarding the use of radios including the hours of operation of Radio Rooms.

**91.** All IFRC Vehicles operating in field locations outside a major city are to be equipped with HF and VHF radios as a minimum.

**92.** GSM and Satellite phones are to be pre-programmed with emergency numbers by the IT Department.

**93.** All radio communication is to be either in English or Bahasa Indonesia.

#### Training

**94.** All IFRC Personnel using radios must have attended radio training and only those IFRC Personnel approved by IFRC IT are authorised to use the network.

### EMERGENCIES

#### Critical Incident Management



**95.** A critical incident is defined as a situation that threatens, or has impacted on, the safety / security of IFRC personnel, assets or operations and requires immediate action to mitigate or address the impact. Examples are:

- a. Serious Vehicle Accidents
- b. Building fire
- c. Natural Disaster
- d. Caught in the crossfire, a mine blast or an area being bombarded
- e. Caught in a rally or protest that might, or has, turned violent

**96.** The Critical Incident Management procedure is detailed in a separate document. It is vital that IFRC Personnel involved in an incident contact the HoCCST as soon as possible to allow the procedure to be initiated.

**97.** It is prohibited for IFRC Personnel to mention or comment on any incident to any third party without the direct permission of the Head of CCST.

#### Contingency

#### Planning

**98.** Relocation Plans are to be maintained by the HoCCST for each operational location when established. The Country-specific Relocation Plan is held by the Head of CCST with copies and a BRIEF distributed to Senior IFRC Managers and PNS Country representatives for further dissemination. It is vital that all IFRC Personnel familiarise themselves with these plans and adhere to the required preparations well before the time to act comes.

#### Incident Reporting

**99.** A Security Incident is defined as any situation that has resulted in, or threatened to cause, injury, loss or damage to IFRC Personnel, their personal property or The Federation's Assets or Commodities.

**100.** Breaches of these Security Rules and Regulations and the Federation's Code of Conduct are also classified as a security incident and therefore must be reported accordingly.

**101.** The IFRC Incident Report Format is detailed at Annex C and is to be submitted to the respective (National) Security Officer (in Indonesia the Head of CCST), or (International) Security Focal Point (the IFRC Security Unit) within 48 hours of any incident. An electronic copy can be found on the IFRC Intranet.

### PREMISES AND SITE SECURITY

#### General

**102.** Each premise is different and needs to be officially approved by the HoCCST before a rental agreement is entered into.

#### Access

#### Control

#### Measures





**103.** In compounds / sites / houses where Security Guards are operating, the guard will register every visitor coming and leaving the IFRC premises in his logbook. All visitors entering the IFRC premises will be issued a visitor's card on entry. The card is to be numbered and worn as to be clearly seen. After being registered the visitor will then proceed to the reception. When departing, the visitor will return the visitor's card to the guard.

**104.** The receptionist will call the Red Cross / Red Crescent IFRC Personnel whom the visitor has come to see. This person will come to the reception to meet the visitor and will escort them at all times within the premises, including back to reception at the end of the meeting. Opening hours are 8 am to 5 pm.

**105.** If the visiting person is carrying a bag (not a small handbag) the guards are authorised to ask the person to leave the bag in the guard's room or to allow them to look inside the bag when entering and departing the building to avoid anyone to carry away any IFRC property.

**106.** The guards will register all vehicles not belonging to Red Crescent / Red Crescent Staff, entering and leaving the IFRC premises.

**107.** If any Red Cross / Red Crescent Personnel, regardless of their position within the Movement, has a problem with a Guard and/or refuses to allow the Guard to search them, then that person is to remain in place with the Guard and contact the IFRC HoCCST immediately.

**108.** Refusal to comply with any reasonable request by a Guard will be considered a breach of Security Rules and Regulations.

## FINANCIAL SECURITY

**109.** Detailed finance and banking procedure and regulations have been produced and are available from the Finance Department in GVA. The Finance Department is to maintain an up to date copy of them.

### Authorisation

**110.** Only those duly authorised by the Head of CCST to do so, may engage in, or commit, the IFRC to any financial transactions.

## PERSONAL SECURITY

### Transportation Accidents

**111.** Road vehicle accidents are the biggest risk to Red Cross / Red Crescent staff globally, with Indonesia being no exception. Accordingly, certain rules have been established which are covered under Vehicle Safety in paragraphs 53 to 80 above, and must be adhered to.



**112.** Indonesian airlines as elsewhere in the world have a mixed safety record, with the result being that a set of security guidelines for international and domestic air travel in Indonesia has been created, governing which airlines IFRC staff can use for air travel. Staff are required to make themselves aware of these.

**113.** Likewise, travel by sea within Indonesia, particularly on inter-island ferries, also carries a risk. Such transport should be limited to the minimum, and staff are requested to check with the Head of CCST before undertaking travel by sea in-country.

#### Earthquakes

**114.** Due to Indonesia's position in the Ring of Fire, on a system of fault lines, the risk of earthquakes is very high, as it has been proven by past history. Tremors are regularly experienced at different locations throughout the country. A set of guidelines for dealing with natural disasters is attached to this document as Annex D.

**115.** Each established IFRC office will have a designated earthquake assembly area, as well as a warden system in order that each staff member can be accounted for in the event of an emergency. Annual simulations of earthquake procedures take place.

#### Tsunamis

**116.** Tsunamis can often occur after significant earthquakes and affect low lying coastal areas and Indonesia experienced the most deadly Tsunamis in recent years. Red Cross / Red Crescent IFRC Personnel travelling to areas that are prone to tsunami activity should be aware of the local emergency response measures in place. Should an earthquake occur, always carefully check if a Tsunami alert has been declared. In case of doubt, evacuate from lowland coastal areas to higher grounds. See guidelines attached at Annex D.

#### Pandemics and Health Concerns

**117.** Malaria and Dengue Fever are common in Indonesia and all possible precautions should be taken, such as the use of insect repellent, suitable clothing which covers exposed skin, and taking prophylactic medications appropriate for the area being visited. Please contact the IFRC Health Officer for advice in case of doubt.

**118.** Avian Flu has been prevalent throughout Indonesia for several years. H1N1 virus also made its way into the country. The IFRC has a Business Continuity Plan in place should the situation deteriorate due to a pandemic. Please contact the IFRC Health Officer for information about the present situation and advice.

#### General Intimidation of Staff

**119.** Threatening behaviour both physical and verbal, including the threat of death, is not impossible in Indonesia. The IFRC views such acts or behaviour as criminal in nature and will call on Police to investigate all such instances. Should the perpetrator be identified the IFRC will press charges and, should the threat originate from an IFRC employee or service provider (such as a local contractor), or someone on their behalf, that employee's / service provider's contract will be terminated immediately.

**120.** Any IFRC Personnel overhearing someone make threatening remarks about another Red Cross / Red Crescent person must report the matter to the HoCCST immediately. IFRC Personnel receiving such threats must not hesitate in reporting the incident. Although the vast majority of such threats are idle, additional attention to personal security should be undertaken by those who receive them.



#### Common Criminality and Corruption

**121.** Common Criminality exists within Indonesia as in every other country in the world, with one of the biggest problems being corruption. So far IFRC staff have not been greatly affected by criminal acts such as burglary, theft or assault. However, staff are reminded to be vigilant with their own personal safety and security. The IFRC has zero tolerance for corruption.

**122.** Staff should also be reminded that with the closure of projects there may be an increase in such offences as burglary and theft, typical of exit processes. Under such circumstances staff need to be particularly aware of office, home and personal security.

#### Reputational Risk

**123.** Damage to the reputation of the Red Cross / Red Crescent Movement (ICRC, the Federation, PNS and the PMI) can be caused by non-respect of the Fundamental Principles, making political statements or taking political stands, violations of the Code of Conduct or personal misbehaviour. All IFRC personnel must respect at all times the Fundamental Principles and the Code of Conduct. Should any IFRC personnel become aware of potential reputational risks, s/he is obliged to immediately inform the HoCCST in order to adopt risk management measures.

#### Militant extremism

**124.** Indonesia has experienced a number of acts of militant extremism since 2002, with new significant episodes in January 2016 in the centre of Jakarta and May 2018 in Surabaya. The recent presence of nationals from Indonesia in militant groups in Syria and other Middle East and North Africa countries, and the return of several of those to Indonesia, render the risk of future attacks quite possible.

**125.** While it is impossible to determine when and how such militant groups will strike, the IFRC will continue monitoring the events and take all decisions that may be deemed useful to minimise the exposure of its personnel to such risks.

**126.** All IFRC personnel will comply to the letter any instruction received by the HoCCST in case of events linked to militant extremism, which are aimed at ensuring the safety of IFRC personnel in the first place.

#### Conflict Related

**127.** There is a very slim possibility of IFRC Personnel getting caught in a conflict situation. The HoCCST will continue, in close collaboration with the ICRC, monitoring the evolution of the situation in at risk areas. The strict adherence to these regulations is needed to minimise that risk.

#### Animal Attacks

**128.** Rabies is common throughout Indonesia and when bitten by domesticated or wild animals, immediately seek appropriate medical advice and when needed treatment. In case of poisoning by bites by dogs or other wild animals, pls contact immediately Hospital (Rumah Sakit) Umum, Daerah (RSUD) Tarakan, Central Jakarta, Jalan Kyai Caringin 7 phone +62 213503150.

**129.** IFRC Personnel should be aware of the risk of wild animals if they are working in the field or holidaying in areas where wild animals (including elephants and tigers) pose a risk to humans. Snakes can especially pose



a risk even in urban areas and inside houses. This risk can be exacerbated during the wet season and flooding events when snakes seek out dry locations. All IFRC Personnel should be extremely careful to avoid contacts with dangerous wild animals: always seek advice from local colleagues and avoid areas known for those risks. In case of bites by snakes, pls contact immediately Rumah Sakit Cipto Mangunkusumo, Jalan Diponegoro 71, +62 2115001345.

#### Protests and Demonstrations

**130.** Protests and Demonstrations are common throughout Indonesia. All IFRC Personnel must avoid all kinds of protests and demonstrations, ensuing riots or crowd dispersal methods used by Police.



## **ANNEX A: RELOCATION PLAN**

### **SCOPE**

This Relocation Plan is applicable to all delegates, RC/RC Employed international consultants, family members accompanying delegates and any international personnel operating under the Federation umbrella in the operational area.

### **PHASES**

The Federation is using standardized phases within its international operations as follows:

#### **WHITE – ‘Normality’ - No major security concerns**

- No particular measures need to be taken into consideration. Security incident reports to be sent to the Security Unit as they occur.

#### **YELLOW – Heightened Tension / Low Intensity Conflict - Heightened security awareness**

- HoCCST, in consultation with Security Unit may consider putting in place travel restrictions for visits by external staff if the situation deteriorates
- All security incidents to be reported to HoCCST ASAP for further follow-up
- Regular security updates provided to Security Unit
- Identification and stocking of hibernation location(s)

#### **ORANGE – Emergency Situation – Relocation Commences - Tight security mgmt required**

- Activities continue close to respective offices, expatriate level reduced to acceptable minimum to allow operations to continue
- Programmes reevaluated and prioritised
- HoCCST, in consultation with Security Unit, may put in place a travel restriction for visits by external staff
- No major road movement to take place unless authorised by 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 HoCCST to await further instructions
- All staff must carry mobile phones and essential phone numbers at all times. Ensure phones are fully charged, spare batteries/chargers to be carried
- Delegates and key national staff members issued with VHF handsets (if available)
- Depending on the location and situation, transport will be organised (eg small plane, helicopter) or authorisation given by HoCCST for vehicles to move
- Ensure remaining staff have at least 4-5 days of food and water stocks available
- Steps taken to harden premises with sandbags around walls, tape windows, restricted access to facilities



- Review close down/handover procedures
- Regular updates provided to Security Unit

**RED – Total Relocation – Conditions do not allow work. Extreme danger to RC/RC staff**

- Vehicle use minimised, staff to remain in respective residences/office/prepared hibernation location
- Thorough security checks carried out before any road movement allowed
- No road movement with less than a two car convoy
- Staff to ensure communication with HoCCST for further instructions
- Each expatriate staff member to have 'grab bag' ready, weighing no more than 10kg

Grab bag to contain:

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

- Constant contact between delegation and Security Unit in Geneva
- Close down/handover procedures in accordance with the Delegate's Handbook undertaken on relocation
- If the security situation is so bad that relocation is not possible, staff may be directed to 'hibernate' until they can be relocated or the situation stabilises

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

**CRISIS MANAGEMENT GROUP (CMG)**



The CMG is composed of:

- Head of CCST (Chair): Jan Gelfand
- NSD coordinator: Ahmad Husein
- Country Representative American RC: Kendall RePass

### **LOCATION OF RESIDENCES AND CONTACT NUMBERS**

See Annex 1.

### **LIAISON NETWORKING AND INFORMATION SHARING**

HoCCST will keep in close contact with the National Society, ICRC, Embassies, UN and other NGOs/agencies for up to date situation monitoring, and will communicate regularly with Security Unit in Geneva.

Situation updates will be given to all Federation Managers and PNS Country Coordinators weekly during YELLOW PHASE and daily during ORANGE PHASE and RED PHASE. These briefings will be held at office location. Federation Managers and PNS Country Coordinators are then to brief their own staff (delegates and national staff). Priority is to be given to the rapid dissemination of information to all.

### **ASSEMBLY POINTS**

#### **Primary Assembly Point:**

IFRC CCSST Office  
Wisma PMI  
Jl. Wijaya 1 no. 63, Kebayoran Baru, Jakarta Selatan

#### **Secondary Assembly Point:**

HoCCST residence  
(Jalan Langsat 1 No.20, Kebayoran baru, Jakarta Selatan)

#### **Alternate Assembly Point/s:**

Grand Kemang Hotel  
Jl. Kemang Raya no. 2H, Kebayoran Baru, Jakarta Selatan

#### **Relocation Point/s:**

IFRC Asia Pacific Regional Office  
The Ampwalk Suite 10.02 (North Block)  
218 Jalan Ampang, 50450 Kuala Lumpur, Malaysia

### **ROUTES TO BE USED FOR RELOCATION**

Route to be taken to:



**Primary Assembly Point:**

- Head of CCST: Jl. Melawai Raya and Jl. Iskandar Syah
- ARC Country Representative:

**Secondary Assembly Point:**

- 
- ARC Country Representative: Jl. Radio Dalam

**Alternate Assembly Point:**

- Head of CCST: Jl. Melawai Raya; Jl. Iskandar Syah and Jl. Kemang Raya
- ARC Country Representative:

**Relocation Point:**

- Head of CCST, Jan Gelfand : Jl. Melawai Raya; Jl. Sisingamangaraja; Jl. Sudirman and Jl. Gatot Subroto
- ARC Country Representative: Jl. Kemang Raya; Jl. Iskandarsyah; Jl. Pattimura; Jl. Sudirman and Jl. Gatot Subroto

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

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

**MEANS OF RELOCATION**

**To Assembly and Relocation Points:**

- By RC/RC vehicles (three vehicles)
- Local Taxi (Blue Bird and Silver Bird)
- Charter Air Services

**Exit from Country**

- Scheduled commercial flights from Soekarno-Hatta International Airport
- Chartered aircraft from Halim Perdanakusuma International Airport

**HIBERNATION**

In case it is not possible or deemed too dangerous to move and reach the relocation points, the HoCCST will instruct all IFRC personnel to remain in their location and hibernate (not move) until further notice. Once the conditions will allow for it, the HoCCST will instruct all IFRC personnel of the safe routes to join the relocation points.

**COMMUNICATIONS / REPORTING (pre, during and post relocation)**





#### **Pre-Relocation**

- Mobile Phone
- IFRC Satellite Phone: +8821621115497 / American RC Satellite Phone: +870 776 140 745

#### **During Relocation**

- Mobile Phone
- Satellite Phone +8821621115497 / American RC Satellite Phone: +870 776 140 745

#### **Post Relocation**

- Mobile Phone
- Email

NOTE: Mobile phone networks typically become overloaded during a crisis and it is critical that strict radio procedure be followed to avoid similarly overloading radio networks.

#### **ACTIONS REGARDING NATIONAL STAFF**

IFRC do not relocate national staff across international borders, however will provide assistance, at IFRC expense, for relocation to their homes. Once red phase has been declared, all national staff will be relocated to their homes. National staff relocation process is to be coordinated and tracked by the HoCCST and HR.

#### **ASSETS AND EQUIPMENT TO BE RELOCATED**

- Status Agreement between the Federation and the Government of Indonesia
- Project Agreement with PMI
- Petty cash IDR 20 million

#### **Handover List of Assets and responsibilities**

<b>List of Assets</b>	<b>Responsible</b>
IFRC –CCST Office	PMI Building Management
IFRC-CCST's essential documents: <ul style="list-style-type: none"><li>▪ Status Agreement with the Government of Indonesia</li><li>▪ Project Agreement with PMI</li><li>▪ HR related documents</li></ul>	Sr. Admin Officer Sr. HR Officer
RCRC Vehicles	IFRC Sr. Driver & American RC Driver
Funds and Financial Records	Finance Manager
Delegate's Houses	Sr. Admin Officer

#### **STAFF TASKS, ROLES AND RESPONSIBILITIES**



<b>Tasks and Roles</b>	<b>Responsible</b>
Coordinate and Chair CMG	HoCCST
Monitoring general situation of security developments	HoCCST
Monitoring situation developments via; telecom system, local and international radio and TV broadcasts	HoCCST/CEA & Comms Officer
Ensure hibernation locations are adequately prepared	HoCCST/ Admin
Logistical arrangements for the various phases of relocation	IT / Admin
Listing of all Federation assets to be left behind in CCST and warehouse	HoCCST/Admin/IT
Listing of all Federation assets to be taken with from CCST and warehouse	HoCCST/Admin/IT
Listing of all private assets to be left behind in residences and warehouse	Respective delegates / HOCCST/Admin
Setting up of a VHF network and distribution of hand sets	IT
The assembly and organized movements of all personnel to be relocated	HoCCST
The assembly and organized movements of all personnel to be withdrawn	HR
Appointment of Team leaders/Convoy leaders	HoCCST
The assets to be taken along	HoCCST/ Admin
The management of financial matters	Finance
The management of administrative matters	Admin
Securing of essential and sensitive documents	HoCCST/ Admin
Communication with Secretariat, ICRC, NRCS, Other agencies, Authorities and respective Embassies	HoCCST
Public relations (Communication with local people, the local and international press)	HoCCST/ CEA & Comms
Continuation of programmes	Programme managers
Monitoring of the various tasks being implemented	HoCCST
Current visa for entry countries	HR
Preparation of delegate's dependant's travel arrangements	Respective delegates/ Admin
Office, warehouse & residences security	HoCCST/ Admin
Provision of transport	Admin
Briefing and debriefing of evacuees	HoCCST
Packing of "Grab-bag"	Respective delegates



**List of personnel to be relocated and duties**

**“Essential”** refers to personnel directly involved in the coordination of the relocation during a particular phase or required to conduct life-saving operations in cooperation with the ICRC and Indonesian Red Cross Society.

**“Non-Essential”** refers to Delegates and Managers (inc. PNS Country Coordinators) not involved directly in life saving operations such as programs and administrative & support functions not critical to the relocation

Phase	Status	Priority	Personnel	Duties in all Phases
Orange	Non-Essential	1	Accompanying Family Members	Follow instructions and adhere to timings given
		2	Consultants & Visitors	
		3	Non-Essential Delegates whose family members have departed	
		4	Remaining Non-Essential Delegates	
Red	Non-Essential	5	Delegates withdrawing from life-saving operations <b>EXCEPT</b> those legally seconded to ICRC (who then fall under the ICRC Relocation Plan and for whom this plan no longer applies)	Follow instructions and adhere to timings given
		6	PNS Country Coordinators and Federation Department Managers of Delegates who were involved in life saving operations and remaining administrative and other support Delegates	PNS Country Coordinators & Federation Department Managers must identify the final priority order of withdrawal and specific tasks for each of their Delegates. Ensure Delegates withdraw as per this plan. Ensure Assets secured Ensure Program suspension completed in accordance with contingency planning Adhere to timings instructed by the HoCCST.



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		7	Federation SMG Members	Coordinate all aspects of the relocation in accordance with this plan and instructions issued by the HoCCST Ensure all Departments are fully prepared for the possibility of Phase changes to Orange and/or Red
	Essential	8	HoCCST	Advise all delegates and staff members on the changing situation Liaise with external Security actors and local Security Forces. Maintain communications with GVA Security Unit Account for all Personnel
		9	HoCCST	Manage the SMG and ensure all Department Heads and Country Coordinators adhere to this plan. Issue additional instructions and/or alter this plan as necessary Advise GVA, ICRC and Ministry of Foreign Affairs of completion of withdrawal.

**IFRC Office Address:**

Wisma PMI, 5<sup>th</sup> Floor  
Jl. Wijaya 1, No. 63  
Kebayoran Baru  
Jakarta 12170

Phone No. +62.21.72793440

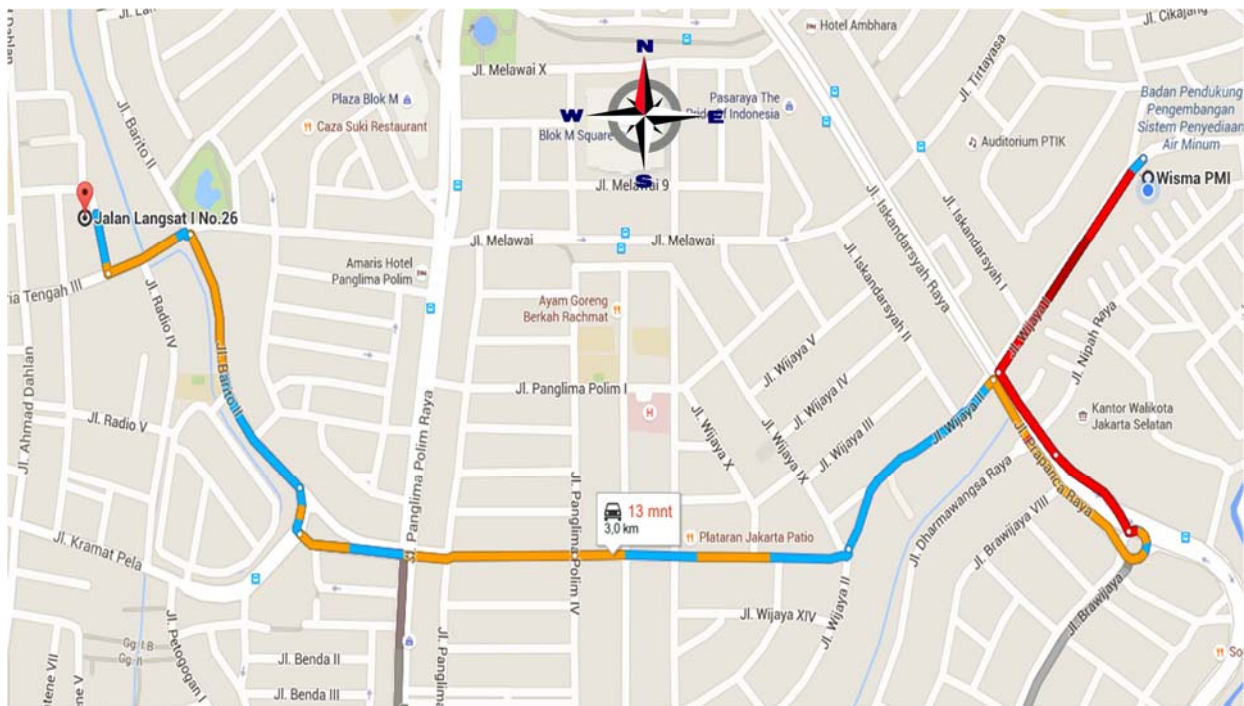
Fax No. +62.21.7279.3446



## Annex A Delegates Residences and Contact Numbers

### HoCCST Residence

Address: Jalan Langsung 1 No.20, Kebayoran baru, Jakarta Selatan  
Longitude: 106.792659  
Latitude: -6.2447855  
Google Map URL: <https://goo.gl/maps/5whQyvQ9zyA2>  
Google map route URL: <https://goo.gl/maps/WcAhmwKsmdl2>



### D. Kendall Re Pass, Country Representative Indonesia, timor-Leste and Pacific

American Red Cross

Address : Apartment Green View Pondok Indah, Tower B, Unit No. 111  
Jl. Sekolah Kencana IV, RT.7/RW.15, Pd. Pinang, Kby. Lama, Kota Jakarta  
Selatan, Daerah Khusus Ibukota Jakarta 12310

Phone : +62 21 751 4761  
Mobile : +62 812 1072 509





## ANNEX B: MEDICAL EVACUATION PROCEDURES

Medical "evacuations" can be divided into two groups:

- **Emergency medical evacuation** can take place within the same country, to a neighbouring country offering more sophisticated health services or to the delegate's home country. It is determined by a severe health situation requiring immediate professional health care of a type and quality not locally available.
- **Medical repatriation** to the delegate's home country is carried out with a commercial carrier in non-life-threatening situations.

Local arrangements for delegates going to a third country for laboratory tests or medical check-up are not to be considered medical evacuations unless the treating physician has ordered / recommended it and there is a degree of urgency to it.

Regardless of the type of "evacuation", the following points apply in all cases:

1. Medical evacuation / repatriation can be implemented as soon as:
  - a. the need is confirmed following medical consultation and is put in writing by the treating physician; and
  - b. you have received the agreement of the insurance company.
2. In cases of serious illness or injuries, where the life of a delegate is in imminent danger the Head of CCST, after getting written confirmation by a qualified medical doctor, can authorise the charter of a special aircraft to the nearest location for adequate medical treatment.
3. The HR Health Officer in Geneva will immediately be informed by the Head of CCST or designate on any health emergency. INTERNATIONAL SOS is to be contacted directly by the Head of CCST or designated person if it concerns Local / National staff on mission, workshop / training etc. **outside** their home country and / or any IFRC contracted delegate / family members. The HR Health Officer is responsible for ensuring immediate and round-the-clock communication between the CCST, the contracting National Society and -- in the case of IFRC contracted delegates -- the insurance company. Next of kin will be contacted by the delegate's National Society and, for Federation-contracted delegates, by the HR Health Officer.

### **Emergency Medical Evacuation within the country / to a neighbouring country / to home country**

In the development of a plan for emergency medical evacuations remember the following main points which will always apply regardless from where and to where the evacuation is taking place:

- Guidelines must be as short and concise as possible
- They must indicate the steps to be taken in their chronological order
- They must indicate both practical procedures (such as contact telephone numbers) and notification procedures (inform Geneva)
- They must clearly indicate who is responsible for what
- They must include provision for within-country evacuations
- They must include contact numbers of airport authorities providing flying and landing clearances. (Some charter and medevac companies require that the Delegations organise the clearances).

It is the responsibility of the CR or designate to identify available referral hospitals and charter companies or air-ambulance services to be used in case of emergency and to include their names and contact numbers in the Plan. In regions where health services for the expatriate community are offered by UN-based structures, contacts will be made accordingly.

### **Medical Repatriation to Home Country**

The medical repatriation is mentioned in this paper as it is the most frequent type of "evacuation" taking place in Federation delegations and needs to be carefully co-ordinated with the insurance company concerned.



A medical repatriation to the delegate's home country can usually be organised within two or maximum three days from the date of the doctor's recommendation. Depending on the health status and the treating physician's recommendations, a medical escort and/or the use of a stretcher might be required. Under such circumstances the carrier will require the treating physician to fill in a medical form called MEDIF. It is at the carrier's discretion to accept or refuse a medical case on board.

**In the organisation of a medical repatriation, co-ordination with the insurance company is essential in order to guarantee the refunding of both the transport and medical expenses the patient will incur in his home country.** In any case, the CR or designate must inform the HR Health Officer, in Geneva, who will then take appropriate action (e.g. contact the delegate's National Society, who informs the insurance company). The insurance company will in turn contact the treating physician before agreeing to the repatriation and its modality. The insurance company has to agree to the repatriation **prior to** its taking place.

**Note 1: Repatriation without medical escort and/or stretcher**

Unless otherwise agreed with the insurance company, it is the responsibility of the Delegation to take care of the booking and, if required by the carrier, have the medical forms filled in by the treating physician. Repatriations are effected in economy class unless otherwise agreed with the insurance, or they will not reimburse the ticket.

**Note 2: Repatriation with medical escort and/or stretcher**

The need for a medical escort will be discussed and agreed between the insurance company and the treating physician. It will be the insurance company who decides if the medical escort is locally identified or if they send their own medical staff. In such situations the insurance company will normally organise the complete repatriation from collection of the patient from the hospital to his/her admission to the hospital in the country of destination.

\*\*\*\*\*

1. In case of severe illness or injury, the delegate should attend either of the following medical facilities as soon as possible (whichever is closest). A determination will then be made as to what further treatment or hospitalisation is required:

INTERNATIONAL SOS Medika Klinik Cipete  
Jl. Puri Sakti No. 10, Cipete  
Jakarta 12410  
**24 hour emergency phone number: +62 (0) 21 750 6001**  
Normal appointment: +62 (0) 21 750 5980

INTERNATIONAL SOS Medika Klinik Kuningan  
Menara Prima 2<sup>nd</sup> Floor  
Jl. Lingkar Mega Kuningan Blok 6.2  
Jakarta 12950  
No 24 hour emergency contact. Working hours are 0800 to 1700.  
Normal appointment: +62 (0) 21 5794 8600





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## **EMERGENCY MEDICAL EVACUATION** **Notification Procedures and Geneva Contact Numbers**

1. At field level the Head of CCST has the final responsibility in ordering an evacuation based on the information he/she receives from the treating physician or, when no medical doctor is available, by any health professional dealing with the case. (Information must be given in writing).
2. The Head of CCST will inform the HR Health Officer (mobile +41 79 217 33 19) or the Duty Officer at the IFRC Secretariat in Geneva according to Security Regulations. Head of CCST will also provide the name and contact telephone number of the treating physician / health professional (if possible). INTERNATIONAL SOS alarm centre Geneva (+41 22 785 64 64) or nearest INTERNATIONAL SOS alarm centre) to be contacted directly by the Head of CCST if it concerns a IFRC contracted delegate / family member or Local / National Staff. The INTERNATIONAL SOS will contact the Health Officer in Field HR / Security.
3. It is the responsibility of the person contacted in the Secretariat in Geneva to forward the information to all relevant parties.
4. It is responsibility of the HR Health Officer to inform the delegate's National Society, who will then contact next of kin and the insurance company\*\*.
5. The insurance company will contact directly the treating physician and agree on modality of evacuation (commercial flight escorted / not escorted or air ambulance).
6. The Head of CCST will be the point of contact for the HR Health Office, for any update on the delegate's health status and evacuation plans.
7. In extreme emergencies, where immediate action is required and the situation is deemed one of "life or death" by a physician in the field, the Head of CCST will take the appropriate steps to ensure the immediate evacuation of the delegate. If normal airlines cannot be used and the insurance company cannot be contacted, the Head of CCST can authorize the charter of a special aircraft to the nearest location for adequate medical treatment (see Handbook for Delegates pages 245-246). The Health Officer will then be advised of progress.

### **Geneva Contact Telephone Numbers**

As stated above in case of any health emergency, be it hospitalization or evacuation, the Health Officer in Geneva has to be immediately informed. If the Health Officer is unreachable one of the following alternatives must be contacted:

- Secretariat Duty Officer, Mobile +41 79 203 44 44

\*\* Delegates must be familiar with their insurance procedures vis-à-vis medical evacuation; i.e., whether they need to contact the insurance company directly (as in case of INTERNATIONAL SOS) or whether this is to be done by their contracting National Society.



## ANNEX C: SECURITY INCIDENT REPORT

**All incidents involving death, serious injury, kidnapping, or which are of special sensitivity, must be reported to the Security Unit by telephone immediately. A completed incident report must follow within 24 hours.**

**All incidents in which IFRC Personnel or property are involved:**

- any physical injury to any person,
- any significant damage to property (whether IFRC property or not),
- any situation in which there was a serious risk of injury or damage, must be reported to the Security Unit by telephone or e-mail within 24 hours. A completed incident report must follow within 48 hours of the incident.

**All other security incidents of any kind must be formally reported to the Security Unit, using this form, within 48 hours of the incident.**

**1. Country:**

**2. Delegation:**

**3. Name of IFRC Personnel involved, and their status:**  
(eg Delegate, Local Staff, Volunteer, National Society, Visitor)

**4. Length of stay in country/mission prior to incident:**

**5. Date, time & place of Incident:**

**6. Type of incident:**  
(eg burglary, theft, robbery, car accident etc):

**7. Description and cause of Incident:**  
(State all relevant details in chronological order. Attach additional pages, maps and/or sketches if applicable.)



8. **Names of Red Cross/Red Crescent staff injured, details of medical treatment and current status:**
  
9. **Details of Red Cross/Red Crescent assets damaged, details of nature and extent of damage, and whether insured:**
  
10. **Details of any injuries or damage sustained by third party:**  
(State details of injury/damage and current status)
  
11. **Were local authorities (e.g. Police, Military, Government Agencies) involved at the scene or afterwards? Has the incident been reported?**
  
12. **Were staff and/or assets involved clearly marked with Red Cross/Red Crescent emblem? Was RC/RC targeted specifically?**
  
13. **Were operational and security procedures/guidelines followed?**  
(If not, provide details of departures from procedures/guidelines)
  
14. **Was the incident the first of its kind?**  
(State previous incidents in chronological order and indicate date of reports)
  
15. **Is there any remaining threat or harm or security risk?**
  
16. **Actions taken in response to incident and additional actions required:**
  
17. **Does the incident raise any issues of special sensitivity, importance or confidentiality?**

Yes/No – If “yes”, please telephone the Security Unit urgently to discuss.

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

**Name:** \_\_\_\_\_

**Title:** \_\_\_\_\_

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



## **ANNEX D: GENERAL SECURITY GUIDELINES FOR NATURAL DISASTERS**

### **Before**

1. Keep informed. Check internet, radio or television for the latest information
2. Ensure your phone number is in the phone tree managed by the HR manager.
3. Plan and practice an evacuation route. This plan should include information on the safest routes to shelters, roads in and out (these may become blocked, so pick more than one evacuation route).
4. Know the location of the nearest hospital or health post.
5. Agree on a regrouping point in a safe area, and make sure this is known to all delegates
6. Make sure you have the following emergency equipment in store:
  - a. Flashlight and extra batteries
  - b. Handset (Motorola) and extra batteries
  - c. First aid kit and manual
  - d. Emergency food and water / Essential medicines
  - e. Basic tools (spade, axe, rope, nails hammer etc.)
  - f. Maps of the area

### **During**

1. Keep yourself updated. If possible, listen to radio or television for the latest information
2. Stay out of damaged buildings

### **After**

1. Regroup in the safe area and conduct a head count. Make sure that all delegates and staff are accounted for, or their whereabouts and condition are known.
2. Inform the Secretariat immediately after an incident.
3. Check yourself for injuries and give first aid to those serious injured.
4. Remember the possibility of new earthquakes, aftershocks, flash flood, mudslides, heavy rain etc. after the initial disaster.
5. Inspect your building for damage and don't go back inside unless you're sure the house is safe. Aftershocks, flash floods, heavy rain etc. can be fatal if the building is already weakened or damaged. Stay out of damaged buildings!
6. Collapsing infrastructures, gas explosions and electrocution from damaged electrical network are some of the major threats after an earthquake.
7. Never touch wires lying on the ground, wires hanging on poles, or objects that may be touching them - they may be carrying current and could injure or kill if touched. Look for electrical system damage - if you see sparks, broken or frayed wires, or if you smell hot insulation, turn off the electricity at the main fuse box or circuit breaker – but only if you consider it safe to do so! Do not attempt to do so in case you have to step in water. Carefully leave the area and call for professional advice.
8. Look for fire hazards, flammable or explosive materials.
9. Check for gas leaks - if you smell gas or hear blowing or hissing noise, quickly leave the area. Warn others! Do not use electrical switches, appliances, telephones or any naked flame if you suspect a gas leak, because sparks can ignite gas.
10. If leaking gas starts to burn, do not try to put the flame out.
11. Keep yourself updated. If possible, listen to radio or television for the latest information

### **Disasters Specifics Guidelines**

#### **Earthquakes**

Be prepared for aftershocks. Although smaller than the main shock, aftershocks cause additional damage and may bring weakened structures down. Aftershocks can occur in the first hours, days, weeks, or even months after the quake.



## Indoors

### *Before*

1. Identify safe places in each room;

- Under sturdy furniture such as a heavy desk or table or against an inside wall.
- Away from where glass could shatter around windows, mirrors, pictures, or where heavy bookcases or other heavy furniture could fall over.

2. Make sure that all staff know where to find the emergency exits, fire extinguishers and First Aid kits, and know how to use them.

### *During*

1. Take cover under or alongside a piece of heavy furniture or against a structural column or a main inside wall and hold on.
2. Cover your head if possible with a pillow etc.
3. Leave the building as soon as possible. Be very careful for falling tiles and other objects. Seek an open area where the risk of falling buildings is minimum.

## Outdoors

### *Before*

1. Make sure all staff know how to respond during and after an earthquake.

### *During*

1. Move into the open, away from buildings, trees, telephone and electrical lines, overpasses or elevated expressways.
2. Once in the open, stay there until the shaking stops.

## In a vehicle

### *During*

1. Move to a clear area away from buildings, trees, overpasses or utility wires.
2. Stop quickly and stay in the vehicle.
3. Once the shaking has stopped, proceed with caution. Avoid bridges or ramps that might have been damaged by the quake.

## Earthquake - After

1. Remember the possibility of new earthquakes or aftershocks!
2. Ensure that every one of your colleagues is safe, check yourself for injuries and give first aid for serious injuries.
3. Inspect your building for damage and don't go back inside unless you're sure it is safe - aftershocks and new earthquakes can be fatal if the building is already damaged. Stay out of damaged buildings!
4. Do not use electrical switches, appliances, telephones or any flame if you suspect a gas leak, because sparks can ignite gas.
5. Collapsing infrastructure, gas explosions and electrocution from damaged electricity utility network are some of the major threats after an earthquake.
6. If you smell gas, hear gas escaping, see a broken gas line or suspect a broken gas line, evacuate the building.
7. If leaking gas starts to burn, get away - do not try to put the flame out.
8. Check for downed or damaged electricity utility lines. Never touch wires lying on the ground, wires hanging on poles, or objects that may be touching them. They may be carrying current and could injure or kill if touched.

## Flooding

1. Flood dangers do not end when the water begins to recede. Stay out of buildings if floodwaters remain around the building and when entering buildings, use extreme caution.



2. Examine walls, floors, doors, and windows to make sure that the building is not in danger of collapsing.
3. Watch out for animals, especially poisonous snakes that may have come into the building with the flood waters.
4. Watch for loose plaster and ceilings that could fall.
5. 15 cm of fast-moving water will knock you off your feet, so do not walk through moving water if it is more than ankle deep. Only 60 cm of water will cause most cars to float. (30 cm of water will float a 700 kg automobile. 60 cm of water floats 1400 kg, the weight of an average vehicle).
6. Have a grab bag with the most essential stuff in case of emergency evacuation, including an emergency kit (water, food, torch and first aid kit), warm tough clothing and personal essentials and valuables in plastic bags.

#### **On foot**

##### *During*

1. Climb to high ground and stay there.
2. Avoid walking through any floodwaters. If it is moving swiftly, even water 15cm deep can sweep you off your feet.

#### **In a vehicle**

##### *During*

1. If you come to a flooded area, turn around and go another way.
2. If your car stalls, abandon it immediately and climb to higher ground. Many deaths have resulted from attempts to move stalled vehicles.
3. Follow recommended evacuation routes as shortcuts may be blocked.
4. Leave early enough to avoid being marooned by flooded roads.

#### **Selecting a vehicle**

1. Use 4x4 vehicles, with wet condition tires.
2. The air intake on many modern cars is located low down at the front of the engine bay and it only takes a small quantity of water sucked into the engine to cause serious damage. All engines are affected but turbo-charged and diesel engines are most vulnerable. The air intake should be positioned as high as possible, preferably to the level of the roofline.
3. Windows should be rolled down manually, not electrically in case the electrical system gets wet and windows can't be rolled down.
4. If fitted with airbag, it is recommended that the airbag, if possible, be turned off (could deploy if electrical system gets wet). Remember to turn the airbag on again when the situation returns to normal.

#### **Driving**

1. Use local experienced drivers and, if possible, always travel with your NS counterpart.
2. If you come to a flooded area, turn around and go another way. If driving on a flooded road be aware that the road bed might not be intact under the flood waters.
3. If unsure about safety, stop the vehicle and observe other vehicles crossing.
4. Always be sure that the area you will exit on the other side of a flooded area or river is clear and accessible.
5. Always drive downstream if water is moving rapidly (rivers etc.)
6. If you have to drive through flood waters try to drive in the highest section of the road if it is safe to do so.
7. Drive with the windows open (for quick escape if needed)
8. Take care if water is fast-moving. Even 30 cm deep water can wash a small car off the road.
9. Drive only fast enough to create a small bow wave in front of the vehicle. This prevents the engine getting wet and the tires not to lose their grip.
10. If the level of flooding has entered the passenger compartments (wet carpets) and the vehicle is fitted with airbag, do not turn the ignition on since it might deploy the airbag.
11. Follow recommended evacuation routes as shortcuts may be blocked.
12. Leave early enough to avoid being marooned by flooded roads.
13. If the vehicle stalls and can't be restarted, leave the vehicle and climb to higher ground. If the vehicle starts to lose grip and begins to float, counter it by opening the doors to let water in to weigh it down. Many deaths have resulted from attempts to move stalled vehicles.
14. If using a boat then make sure that all communication equipment is watertight and use life jackets.



**After a flood:**

1. Remember that just because the water might be gone, the danger might still be present. For example, landmines can be moved by flood waters; stressed and angry wild animals can behave unpredictably.
2. Remember the possibility of new floods and landslides!
3. Ensure that every one of your colleagues is safe. Personally check others for injuries and give first aid for serious injuries.
4. Inspect your building for damage and don't go back inside unless you are sure it is safe.
5. Stay out of a building if it is surrounded by floodwaters, and use extreme caution when entering buildings as there may be hidden damage. The foundations might have been weakened, the electrical system may have shorted out and snakes might have ended up inside.
6. Listen for news reports to learn whether the water supply is safe to drink. Avoid floodwaters as water may be contaminated.
7. Water may also be electrically charged from underground or downed power lines.
8. Avoid moving water.
9. Be aware of areas where floodwaters have receded. Roads may have been weakened and infrastructure undermined. They could collapse under the weight of a car.
10. Stay away from downed power lines.
11. Clean and disinfect everything that got wet, as mud left from floodwater can contain sewage and chemicals.

**Hurricanes/Cyclones**

*Before:*

1. Make sure that all the team members are in safe locations (on high ground) before the hurricane/cyclone hits (the best option of course is to have all in the same location) make sure the house/hotel is in good condition.
2. Check that there is no risk from a storm surge.
3. The property (residence) and surroundings should be free of loose material that could cause injury and damage during extreme winds.
4. Wherever the team members are they should batten down - secure doors, board, and tape or cover the windows (avoiding flying glass and objects coming in).
5. Have a grab bag with the most essential stuff in case of emergency evacuation, including an emergency kit (water, food, torch, and first aid kit), warm tough clothing and personal essentials and valuables in plastic bags.

*During:*

1. Remain indoors - away from windows, skylights and glass doors and remain in the strongest part of the building.
2. In flood prone areas DO NOT USE THE CELLAR since this can be extremely dangerous due to the potential for flooding.
3. If the building you are in starts to break up/fall apart then the only option is to protect yourself with mattress, rugs, blankets or tarpaulin. Hold on to any strong fixture (such as water pipes) or get under a strong heavy table or bed. DO NOT RUN OUT IN THE OPEN!
4. Beware of the "calm eye" - don't assume the cyclone is over - if a calm period appears this is most likely because you are in the "eye" and violent winds will soon resume from the opposite direction.
5. If you are driving, stop and stay clear of trees, power lines and streams.
6. Avoid open flames such as candles and kerosene lamps, as a source of light.
7. Open windows in both ends of the building and take cover in a room without windows.

*After:*

1. You must be careful due to damaged power lines, bridges, buildings, trees, and new floodwaters.
2. Head count to make sure all the team members are safe and sound.

**Hurricanes/Cyclones during flooding**

1. The hurricane/cyclone will make the flooding worse and might create different flood patterns so the teams should not be outside when the cyclone hits, but in safe solid housing.



2. Storm surges or cyclones in areas that are already flooded can undermine building foundations by constant pressure of high water levels and the force of the cyclone. The additional flooding and cyclone can easily also create mudflows and landslides as well.

### Tsunamis/Tidal wave

As tsunamis can be caused by earthquakes occurring at sea, coastal residents should be extra vigilant during an earthquake, particularly with events of greater than 6.0 magnitude on the Richter scale. A noticeable rapid rise or fall in coastal waters can be a sign that a tsunami is approaching. A tsunami is a series of waves. Do not assume that one wave means that the danger is over. The next wave may be larger. Stay out of the area.

#### *Before*

1. Identify safe high ground – the highest point that is accessible to you and reachable in a short time.

#### *During*

1. When you hear a tsunami warning, move at once to higher ground.
2. Never go down to the beach to watch a tsunami come in. If you can see the wave you are too close to escape it. These waves move very quickly, have immense power and often contain debris.

#### **After a tsunami**

1. Remember that just because the water might be gone, the danger might still be present.
2. Stay out of buildings surrounded by water and use extreme caution when entering buildings; there may be hidden damage, the foundations might have been weakened and the electrical system may have shorted out.
3. Listen for news reports to learn whether the water supply is safe to drink. Avoid surrounding floodwaters: water may be contaminated.
4. Water may also be electrically charged from underground or downed power lines.
5. Be aware of areas where waters have receded. Roads may have been weakened and infrastructure undermined. They could collapse under the weight of a car.
6. Stay away from downed power lines.
7. Clean and disinfect everything that got wet, as mud left from water can contain sewage and chemicals.

### Volcanoes

Volcanic eruptions can hurl hot rocks for as far as 30 km. Floods, airborne ash or toxic fumes can spread 160 km or more. If you live or work near a known volcano, active or dormant, be ready to evacuate at a moment's notice. Stay out of the area. A lateral blast of a volcano can travel many km from the mountain. Trying to watch an erupting volcano can be deadly.

- Be prepared for these disasters which can follow a volcanic eruption: Pyroclastic flows, earthquakes, flash floods, landslides and mudflows (*lahar dingin*), thunderstorms, tsunamis.
- Evacuation: although it may seem safe to stay at home or in the office and wait out the eruption, doing so could be very dangerous. The rock debris from a volcano can penetrate roofs, break windows and set buildings on fire. Pyroclastic flows are superheated gas and dust clouds explosively ejected from a volcano during the eruption. These clouds can move faster than a vehicle and kill all life forms it consumes. Leave the area as soon as you can.

#### **Indoors**

##### *Before*

1. Avoid areas downwind of the volcano
2. You want to get to high ground away from the eruption.
3. Get a pair of goggles and a disposable breathing mask

##### *During*

1. Close all windows, doors and dampers.





2. Put all equipment and machinery inside a garage or barn.

*After*

1. Clear roofs of ash fall (ash fall is very heavy and can cause buildings to collapse). This risk is exacerbated if rain falls on ash deposits.

**Outdoors**

*Before*

1. Avoid areas downwind of the volcano

*During*

1. If caught in a rock fall, roll into a ball to protect head.
2. Avoid low-lying area where flash flooding may occur and poisonous gases accumulate.
3. If caught near a stream, beware of mud flows.
4. If possible, seek shelter indoors.

**In vehicle**

*During*

1. Keep car or truck engines off.
2. Avoid driving in heavy ash fall (driving will stir up more ash that can clog engines and stall vehicles).

**Protect yourself**

- Wear long sleeved shirts and pants.
- Use goggles to protect eyes.
- Use a mask or hold a damp cloth over face to help breathing.
- Keep skin covered to avoid irritation or burns
- Stay away from volcanic ash fall, cover your mouth and nose.

**Mudflows/Lahar Dingin in Indonesia**

Mudflows are powerful "rivers" of mud that can move faster than people can walk or run. Mudflows occur when rain falls through ash-carrying clouds or when rivers are dammed during an eruption. They are most dangerous close to stream channels. Remember that flooding may occur after a mudflow.

**Indoor**

*During*

1. Stay inside.
2. Take cover under a desk, table, or other piece of sturdy furniture.

*After*

1. Check the building foundation, chimney and surrounding land for damage.
2. If safe, get away from the affected area (there may be danger of additional flows).

**Outdoors**

*During*

1. Try and get out of the path of the landslide or mudflow.
2. Run to the nearest high ground in a direction away from the path.
3. If rocks and other debris are approaching, run for the nearest shelter such as a group of trees or a building.
4. If escape is not possible, curl into a tight ball, protect your head and say goodbye to the world.

**In a car**

*During*

1. If you come to a mudflow area, turn around and go another way.



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2. If you approach a bridge, first look upstream. If a mudflow is approaching or moving beneath the bridge, do not cross the bridge. The power of the mudflow can destroy a bridge very quickly.
3. If your car stalls, abandon it immediately and climb to higher ground.

### **Feedback, proposals and comments**

Security Unit: [security.unit@ifrc.org](mailto:security.unit@ifrc.org)



**ANNEX E:**

**EMERGENCY CONTACT DETAILS**

		<u>Phone Number</u>
<u>JAKARTA</u>		
<b>Head of CCST</b>	Jan Gelfand  (Landline home)	+62 (0) 811 9690 8324  +62 (0) 21 720 3344



ANNEX F: INDONESIA CCST RISK MATRIX

<b>Threat</b>	<b>Likelihood</b>  (also taking into account particular vulnerabilities as outlined below)  Note: Likelihood is classified on a scale of <i>unlikely &gt; possible &gt; likely &gt; highly likely &gt; certain / imminent.</i>	<b>Impact</b>  (also taking into account particular vulnerabilities as outlined below)  Note: Impact is classified on a scale of <i>negligible &gt; minor &gt; moderate &gt; severe &gt; critical.</i>	<b>Revised Likelihood &amp; Impact</b>  (taking into account the various mitigating factors as set out in these Security Rules and Regulations)	<b>Residual Risk</b>  Note: Risk is classified on a scale of <i>low &gt; moderate &gt; high &gt; extreme.</i>
<b>Transportation Accidents</b>	<i>likely</i>	<i>Severe</i>	Likelihood may be reduced to <i>possible</i> (for serious traffic accidents causing injury or harm to IFRC), however the impact nevertheless remains <i>severe to critical.</i>	<i>High</i>
<b>Earthquakes / Natural Disasters</b>	<i>likely</i>	<i>Severe to critical</i>	Likelihood of such disaster causing injury or harm may be reduced to <i>possible</i> , however the impact nevertheless remains <i>severe to critical.</i>	<i>High</i>
<b>Militant extremism Attacks</b>	<i>likely</i>	<i>severe to critical.</i>	The likelihood of an IFRC staff member being caught up in Militant attacks cannot be excluded. The impact remains severe to critical.	<i>Moderate</i>
<b>Reputational Risk,</b> related to Code of Conduct issues & corruption	<i>Possible</i>	<i>Potentially severe</i>	Likelihood may be reduced to <i>unlikely</i> , however the impact on the organisation nevertheless remains <i>Severe.</i>	<i>High</i>
<b>Pandemics / Health Concerns,</b>	<i>likely</i> especially Dengue	<i>Moderate</i>	Likelihood may be reduced to <i>possible</i> , however the impact of a serious illness affecting a staff member remains <i>moderate</i>	<i>High</i>
<b>Common Criminality,</b> and in particular petty theft and burglaries	<i>Likely</i>	<i>moderate</i>	Likelihood may be reduced to <i>possible</i> , cumulative impact on the organisation remains <i>moderate.</i>	<i>moderate</i>
<b>Protests &amp; Demonstrations</b>	<i>Possible</i>	<i>minor to moderate</i>	The likelihood may be reduced to <i>possible</i> . The impact of such a protest remains <i>minor to moderate.</i>	<i>Low to moderate</i>
<b>General Intimidation of Staff,</b> including sexual harassment	<i>Possible</i>	<i>moderate</i>	Likelihood may be reduced to <i>unlikely</i> , however the impact on affected individuals nevertheless remains <i>moderate</i>	<i>Moderate</i>
<b>Animal attacks</b> (i.e. tiger, snakes, etc.)	<i>unlikely to possible.</i>	<i>moderate</i>	The likelihood of an IFRC staff member	<i>Moderate</i>



			being caught up in a serious animal attack can be further reduced to <b>unlikely</b> . The impact however remains <b>severe to critical</b> .	
<b>Conflict Related Threats,</b> and in particular cross-fire incidents	<i>unlikely to possible.</i>	<i>severe to critical.</i>	The likelihood of an IFRC staff member being caught up in a conflict related incident can be further reduced to <b>unlikely</b> . The impact however remains <b>severe to critical</b> .	<b>Moderate</b>



## CRITICAL INCIDENT MANAGEMENT WITHIN FEDERATION OPERATIONS

### I. Immediate Response:

The below is the basic procedure to be followed in response to a critical incident within the IFRC OFFICE

- 1) Incident reported to Security focal point.
- 2) Security focal point calls (in order) until one is reached, who then informs the others on this list:
  - Head of IFRC Country Cluster office
  - PNS Country Coordinator (if incident involves PNS staff)
  - Head of Admin /HR
  - Security Unit in Geneva informed

Optional, on the advice of the Security Focal Point / decision of the HoCCST:

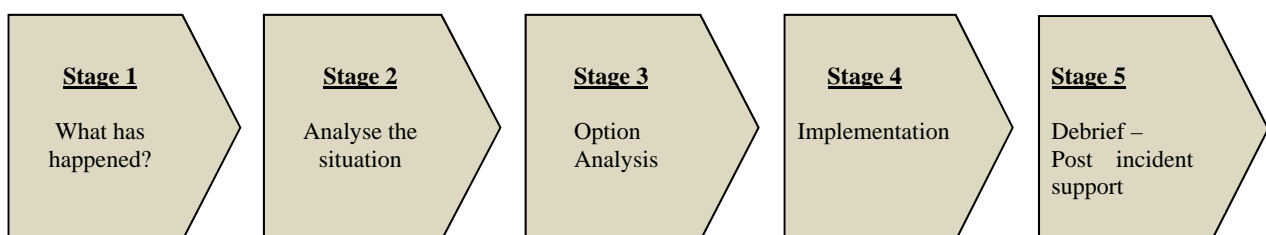
- Sec Gen PMI

(Note: This allows to coordinate immediate support to the incident scene and inform others as per below.)

- 3) HR/Admin contacts local authorities in the area (police, fire brigade, etc.) and requests assistance.
- 4) Security focal SMS Alert of incident to all to ensure no more staff are exposed to the danger.
- 5) Security focal commences collecting information on the incident.
- 6) Head of Admin.HR / PNS CoCo informs Insurance Provider, GVA and relevant PNS HQ and family members (as applicable).
- 7) HoCCST forms Critical Incident Management Team (CIMT – including staff members as outlined above), either chairing it himself/herself, or appointing a Critical Incident Manager (CIM), who directs resources as needed.
- 8) The CIMT takes over all line and operational responsibilities of the incident (as per the process outlined below), report directly to the HoCCST who retains overall authority.

### II. Critical Incident Management Process:

Usually includes five stages as per the diagram below:



#### Stage 1: Establishing What has Happened



The first action must be to identify whether there is any immediate action required to protect life – if so this must be taken.

Verifiable information must be established outlining the details of the incident and an incident log is to be initiated. This is to record the chronology of events, log phone calls, record notes of all meetings and ensure all documents are recorded and filed.

### Stage 2: Analyse the situation / Map the playing field

The primary aim of this stage is to identify the problem and the parameters surrounding the problem:

- RC Movement actors involved (ICRC, NS, PNS) and current status (locations, operational agreements in force)
- Security issues
- External actors involved
- Country context – current situation (disaster, conflict etc), infrastructure (transport, medical, food and water, sanitation), capability of Government, status and capability of NS in country, status of Federation in country, limitations on ability to act
- Legal issues
- Medical issues
- Communications issues
- Media issues
- Determine the end-state objective (injured person evacuated, body repatriated, hostage released)

The CIMT must also decide:

- Whether due to risks to personnel, any programme activities should be suspended or whether personnel should be withdrawn to a more secure location.
- If additional support personnel should be deployed to any field location to assist.
- What information should be circulated internally and externally, and identify any limitations or confidentiality issues.
- If any additional personnel or external specialists should be included in the CIMT.

CIMT members may be assigned specific roles/tasks and responsibilities for managing relations with specific stakeholders.

### Stage 3: Option Analysis

At the start of this stage two questions must be asked:

- Is this situation covered by existing contingency plans – if so, can they be implemented?
- Is the situation severe enough to warrant the activation of a business continuity plan?
- Does the Federation have the internal expertise to manage the incident – if not, where can this be accessed?

If there are no existing contingency plans or no existing continuity plans that can be adapted, then a response plan must be developed. This requires the identification and analysis of options to reach the end-state objective. During this stage the following should be considered:

- Only options and factors that contribute to the identified end-state should be discussed and analysed
- Options should have technical input from all members of the CIMT
- If technical input is required that is not available from CIMT then this must be obtained.
- Options tested against
  - o Fundamental principles
  - o Code of conduct
  - o Limitations imposed by country context
  - o Resources available to implement
- Preferred option is identified and presented to the Director of Regional Director, USG/Director or Secretary General as appropriate for executive decision.



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When considering options and having identified the preferred option the CIMT must always consider the fluid nature of the situation and the potential implication this might have – the question ‘What if?’ (something changes or something new happens) should constantly be tabled.

### Stage 4: Implementation

Implementation of the preferred option should be in the form of a plan. This should:

- Clearly define the objective
- Assign roles
- Detail clear coordination aspects – timings, reporting requirements, interaction with other players – ICRC, PNS, NS, external
- Define clear command and control framework
- Information flow – the CIMT needs to ensure that Federation Media and External Communication Department, ICRC and NS are kept informed on the need for control over information to the press/media and information sharing with our stake holders. This might involve information black outs or preparing press lines, media statements and internal information sharing with NS.

The CIMT’s role is to monitor the implementation and be prepared to adjust things if required.

### Stage 5: Follow Up/Debrief

After the incident has been resolved a debriefing process is to be implemented. In the first instance the incident and situation surrounding the incident is to be fully investigated to determine why it occurred and whether it could have been prevented. Secondly the debrief is to examine how the incident or situation was managed to determine what can be learned and whether the manner in which it was managed could be improved. This process is to work through the incident from start to finish and examine actions taken at each stage.

- Confirm the incident log and sequence of events is accurate
- Were the actions taken appropriate?
- Were existing procedures followed and are these procedures appropriate or do they need changing?
- Lessons should be identified and recorded
- Are there any follow-up requirements: e.g. counselling, legal, insurance related?

A post incident report is to be produced and forwarded to senior management.





### *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 umbrella<sup>1</sup>.

#### **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;

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<sup>1</sup> 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 intergraded Partner National Societies, family members of IFRC employees and integrated Partner National Societies.



## International Federation of Red Cross and Red Crescent Societies

- 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:



**ACKNOWLEDGEMENT  
OF  
FEDERATION SECURITY RULES & REGULATIONS  
For Indonesia**

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

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

Place: \_\_\_\_\_

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