

# SECURITY GUIDELINES OF AMNESTY INTERNATIONAL NEPAL

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## GENERAL – SCOPE OF APPLICATION

These security guidelines sets out Amnesty International (AI) Nepal’s policy regarding safety and security issues that may affect AI Nepal office, its staff and volunteer or mission delegates working in or from the AI Nepal Office.

### 1. RESPONSIBILITIES / SECURITY OF PERSONS

Amnesty International Nepal is committed to ensuring the safety and security of its staff, and volunteers.

Amnesty International Nepal considers that its responsibility, in regard to the safety and security of its staffs and volunteers is not limited only to working hours and/or work related issues.

However, the responsibility for ensuring the safety and security also rests with the individuals involved. At all times, Amnesty International Nepal's staff and volunteers must act in a responsible and careful manner and avoid impulsive or rush decisions or actions.

Above all, staff and volunteers should bear in mind at all times that Amnesty International’s objectives and methods of work do not require you to take risks that you consider unacceptable. Moreover the nature of the work of Amnesty International does not require us to take the same level of risks humanitarian organisations might be willing to take as much of the work AI does can be done “from a distance” as we are not a service provider.

The Director is responsible to oversee the security issues, including for collecting and analyzing security related information, the office safety systems in emergency situations, as well as routine preparations for disasters or security threats.

#### Specifics on personal security:

There are responsibilities for each individual in terms of security.

#### Each individual:

- must consider security as her/his individual responsibility as well;
- is responsible for making considered judgments about her/his own security;
- must **avoid taking unacceptable risks** which can bring others into danger as well;
- has the **duty to take part in active risk management** which includes: to observe the current situation and developments, to report information, incidents, crimes and accidents.
- must **familiarise her/himself with the local security plan**;
- must carry certain documents (AI Nepal ID card and/or copy of citizenship or driving license, or passport, and a list of key telephone numbers).



## 2. INFORMATION GATHERING

Information gathering will essentially originate from the Staff at the AI Nepal Office. Information will also be taken from the local AI Groups and partners. It is the responsibility of the Director to collect, analyse and share the security related information with the Board and other staff members and to ensure that everybody is informed about the most recent developments.

**Security reports** must be produced by the Director out of the information gathered **at least on a quarterly basis (during Board meetings)** in normal situations and as often as necessary in periods of emergency or tension.

A **log book** for routine record keeping of office security incidents must be maintained by the Director (or someone delegated by her or him). This log book includes reports by the security guards of any noteworthy incidents, phone threats, and petty thefts, observed prowlers or mugging or any other incidents related to A I Nepal staff / volunteers outside the Office.

## 3. INFORMATION SHARING

Any information that affects the security of staff in the Office or outside the Office must be shared collectively. This shall include any noteworthy incidents, phone threats or anonymous phone calls, suspicious visits to the place of residence, harassment and intimidation, inquiries in regard to AI staff/ volunteers by unknown persons, petty thefts, etc. All these type of incidents must be considered as serious and reported to the Director. The Director is responsible for providing the Board with security reports.

## 4. SECURITY MEETINGS

Security issues should be a part of the Agenda of the regular Board meeting and also the regular staff meetings. Agenda for security meetings could include:

- review of political situation and risk level;
- review of checks on security equipment and drills;
- check on validity of insurance policies (health, vehicle, premises etc)
- review of security procedures

Elements of a Security Information Update could be:

### *a) In-country risks*

- Background to conflict, political unrest or other sources of danger: context analysis
- Analysis of the risks for AI staff and volunteer arising from conflict, political risk or other sources of danger:

Situational analysis

- identify areas, districts and travel routes where there is a risk;
- identify the risks in the areas concerned (conflict, mines, bad roads, crime,);
- what sort of people are at risk?

Sources will include:

- public sources-newspapers, radio, TV;



- research contacts, NGOs (get to know which are willing to network *on* security information sharing), embassies, media in the country;
- assessments by relevant research staff, and/ or reporting from local groups, individual members
- other source, e.g. those who travel and know the situation in specific areas.

*b) Risks arising from Amnesty International's work*

- identify constituencies on which Amnesty International reports or campaigns might provoke a hostile response from any group (government, military, non-governmental entity).
- ensure that the strategy for publishing such reports or carrying out actions contains a risk assessment.
- identify actions which might minimise risks to the AI Nepal office and staff and volunteers of such a publication or action.

## 5. SECURITY OF EQUIPMENT (AT THE AI NEPAL OFFICE)

**Ensure that all security equipment is kept in good order, all staff should know how to use the equipment and those instructions for equipment and contact numbers are readily available**

Security equipment includes: telephone, intruder alarms, Closed circuit camera, the office safe, locks, fences, security lights and gate, the official vehicles.

## 6. SECURITY OF DOCUMENTS AND DATA (AT THE AI NEPAL OFFICE)

Ensure that documents and diskettes are kept in locked filing cabinets when not in use and that the keys are put away safely.

Do not leave PCs on when you are not at the desk (lock up your screen with a password)

Confidential documents, e-mails and other written materials which are being discarded should be destroyed through the use of a shredder and “bum basket”.

All offices should be locked in absence of the staff members (weekends, holidays, night time, prolonged absence etc.).

**Each individual staff member should take responsibility for her or his own materials.**

## 7. CONFIDENTIAL DOCUMENTS

Confidential documents should be kept in the office and not taken with you while travelling and/or at home in order to work from there.

### *Sensitive documents*

They include: names of contacts, contracts, code numbers, information about bank accounts, passports, ID cards, plane tickets etc.

They **should be kept in a very secure place** (a locked drawer, cupboard or safe).

## 8. EMERGENCY CONTACT LISTS

It is imperative that we keep and update a contact list comprising the contact address of the Office staff, the Board, the IS, Police and other services such as hospital.



## 9. HOW TO HANDLE VISITORS

Visitors must ring the bell at the gate and the guard will open the gate.

It is ensured that a guard is kept standby at the gate so that s/he can speak and see visitors before deciding whether they should be admitted.

The Guard asks the visitors for their identification/names, and if they have an appointment, he then checks the appointment book and admits those with an appointment. He also calls the visited staff member and lets him/her know that his/her visitor(s) have arrived.

## 10- STANDARD OPERATING PROCEDURES FOR DIFFICULT SITUATIONS

### General guidelines of conduct for difficult situations

- Keep calm, do not lose your temper and do not panic;
- Offer no resistance and do not use violence;
- Do not make any sudden moves;
- Remain friendly and cooperative;
- Report the incident to the local administrative authorities and police; to the AI Nepal Office (in the report you should also give an assessment as to whether a repetition of the situation is likely and what preventive measures should be taken)
- Training of staff and volunteers (who need to make frequent travels on AI business) on how to conduct themselves during security risk situations.

### Scenarios

These are just a few worst case scenarios which might occur. Some standard operating procedures are listed for the various situations. They are certainly not exhaustive.

#### (1) Demonstration at the AI Nepal Office gate

- a. find out the motive if possible; evaluate whether it is appropriate to receive a delegation;
- b. explain Amnesty International's work on the issue and negotiate if feasible;
- c. ensure everyone remains indoors;
- d. alert the Board and the IS by phone or e-mail;

#### (2) If demonstration becomes violent:

- a. call security and police;
- b. secure doors and windows and enter safe area within the premises;
- c. evacuate when possible;

N.B: if the car is not available or if it is not advisable to use the car, call friends to stand by at a nearby place. if the phone lines are cut off, use mobile phones to call security.

#### (3) Threats received through the phone, mail or through the media

- a. take all threats seriously
- b. call Head of Office or person responsible for security
- c. inform the police, local authorities
- d. try to obtain information about the sources of the threat (where from? against whom? an individual, Amnesty International, NGOs generally?)
- e. consider security measures including evacuation.



f. write a brief report after each event within 24 hours

(4) Kidnapping

- a) If you are the victim, do not make promises, cooperate and try to escape only if you feel it is safe to do so.
- b) If you are **not** the victim, contact the AI Nepal Office immediately then inform the local security unit.

(5) Arrest

- a) If you are the victim, ask to be informed of the reason for your arrest; ask for your colleagues and/ or AI Nepal office to be informed.

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