

INTERNATION FEDERATION OF THE RED CROSS AND RED CRESCENT SOCIETIES
COUNTRY CLUSTER OFFICE

in

HONDURAS

Security phase is **Multiple Phases** (see [5.2](#) for more information)

SECURITY WELCOME BRIEF

The information contained in this document is confidential and privileged against disclosure except for the purposes of IFRC and PNS use.

Approval:

Approval Level	Function	Date of Approval	Typing name indicates approval
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2 INTRODUCTION

This Security Welcome Brief is not intended to replace the full IFRC Security plans which should also be read by RC personnel entering the country. This Brief is designed to be able to give the reader the most important elements from the five other IFRC Security Plans in a concise manner and should be considered to be an aide memoire to complement the full security documentation.

The purpose of these Security Regulations is to provide a security framework for RC personnel under IFRC security management responsibility, to operate within Honduras.

3 SECURITY MANAGEMENT

Security incidents can occur anywhere and at any time. Therefore, visitors must never let down their guard, and must always keep a high security awareness both individually and collectively. All visitors are responsible for their own security and must take all possible measures to minimize or avoid potential risks. Always share security information with your colleagues and IFRC Office.

3.1 Main risks to visitors in Honduras

Main Security Categories	Specific threat, description & recommendations
<p>1. Crime</p>	<p>Travel to Honduras continues to pose a serious challenge due to the frequency of violent and opportunistic crime. The government lacks adequate resources to tackle the problem, and the capacity of the police and the military is limited. Furthermore, issues such as high rates of youth unemployment, poverty and easy access to firearms have contributed to high incidence of crime.</p> <p><u>Opportunistic crime/petty theft</u></p> <p>In metropolitan areas such as the capital Tegucigalpa and the commercial city of San Pedro Sula (Cortés department), petty and opportunistic crime pose the greatest risk. Pedestrians have been targeted by armed robbers; even in central business districts during daylight, it is not recommended to travel on foot. Pickpockets are also known to operate at hotels and airports.</p> <p>Armed robbery of foreigners has taken place at major tourist destinations including Copán (Copán department) and Roatán Island (Islas de la Bahía department) and in and around the popular north-coast resort town of Tela.</p> <p>(Atlántida department). Residential break-ins, even in affluent urban areas, also pose a credible threat.</p> <p><u>Violent crime; gang violence</u></p>

	<p>Violent crime by armed criminals is a serious concern in all areas of the country. The risk of foreigners falling victim to violent crime is higher in urban centres, especially in impoverished neighbourhoods where rival gangs fight for control. Anti-gang operations by the Honduran National Police and the Military Police Public Order Battalion (PMOP) in 2018 have pushed a portion of gang members out of the cities. However, this has come at the cost of an increase in violent gang-related crime in rural areas as gang leaders have sought to re-establish operations away from urban areas.</p> <p>Most of the violence occurs between rival ‘maras’ or youth gangs – particularly the Mara Salvatrucha (MS-13) and Barrio 18 (18th Street) gangs – connected to drug trafficking. However, the incidental risk to bystanders from clashes between rival gangs or with the security forces is considerable. Honduras has one of the highest homicide rates in the world. In 2020, it had a rate of 9.3 homicides per 100,000. Gang violence is a key driver of high murder rates, with most homicide victims linked to organized criminal groups.</p> <p>Roatan and the Bay Islands have lower rates of crime, especially violent crime, than the rest of Honduras and present a relatively safe environment.</p> <p><u>Carjacking</u></p> <p>Carjacking and highway robbery is a serious concern, particularly on the main highway (CA-5) between San Pedro Sula and Siguatepeque (Comayagua department), with the utmost risk on the stretch between Potrerillos (Cortés department) and Pito Solo in the lake area (Comayagua department). Similar incidents have been reported on the highway between San Pedro Sula (Comayagua department) and Tela (Atlántida department) with the highest risk near the palm tree plantations near El Progreso (Yoro department).</p> <p>In addition, roads that have witnessed armed attacks include routes from Limones (Colón department) to La Unión (Lempira department), from Olancho (Olancho department) via Salama (Olancho department) to Saba (Colón department), from Gualaco to San Esteban (both in Olancho department) and from La Esperanza (Intibucá department) to Gracias (Lempira department). As basic preventative measures, drivers should travel during daylight hours only, with valuables out of sight, and keep doors locked and windows closed.</p> <p><u>Kidnapping</u></p> <p>Kidnapping remains a significant problem throughout Honduras. Foreigners face the greatest risk from short-duration express kidnappings, particularly in Tegucigalpa and San Pedro Sula. An express kidnap is similar to a street mugging, except the victim is often detained for several hours as their bank accounts are emptied, and their credit cards stolen. RCRC personnel should exercise heightened caution when using ATMs; only those in secure locations such as shopping centers, hotel lobbies or banks should be used. Please be advised that it is recommended to use the ATMs inside the Airport.</p> <p>Virtual kidnapping is also a concern. In this type of kidnapping, victims are telephoned, told that a family member has been kidnapped, and are threatened into making ransom payments. In many cases, the criminals do not intend, or are unable, to physically confront the victims. Ensure families and loved ones know about these phenomena. Filling out proof of life forms is required for all staff traveling to Honduras.</p>
<p>2. Natural Hazards</p>	<p>Honduras can be affected by hurricanes and floods, especially during the rainy season, from June to November. Additionally, the country is vulnerable to droughts and forest fires during the dry season, which lasts roughly from February to May. Mild earthquakes are common. The latest weather-related information in Spanish is available at the Honduran national civil protection website (COPECO)</p> <p>Please always remain calm and seek safe shelter. Always visualize the exit routes from your hotel and if you are not there, look for a safe place. During a hurricane</p>

	<p>remain indoors – away from windows, skylights and glass doors – and remain in the strongest part of the building.</p> <p>In flood-prone areas do not use the cellar or basement since these areas can be extremely dangerous due to existing flooding. If the building you are in starts to break up or fall apart, then the only option is to protect yourself with a mattress, rugs, blankets or tarpaulin, and to hold on to any strong fixtures (such as water pipes), or get under a strong, heavy table or bed.</p>
<p>3. Health Hazards</p>	<p>COVID-19 Restrictions -</p> <p>Inbound - Travelers entering the country by air must fill out a form online at www.prechequeo.inm.gob.hn, and present a negative COVID-19 test result within 72 hours of their arrival. Travelers suspected to have COVID-19 (as well as those who have been in contact with someone who has COVID-19) will be placed in a medical center for quarantine. All other travelers will be asked to self-isolate for 14 days upon arrival. (Until further notice)</p> <p>Travelers arriving from highly affected countries will be required to provide precise trip details regarding the countries they visited and transited through in the last 30 days. (Until further notice)</p> <p>A negative COVID-19 test is required upon entry. (Until further notice)</p> <p>Outbound - There are no known restrictions on outbound travel. (Until further notice)</p> <p>Please check that you have the corresponding vaccinations to enter the country, in case you require medication please make sure you take with you enough stock during your mission in case the medicines cannot be found in the country. Remember to always use repellent and sunscreen.</p> <p>COVID -19: PROTECTION MEASURES:</p> <p>Please adhere to and follow BCP plans in place for country, please strictly follow Bio Safety and personal Hygiene procedures. The NS also has strict regulations in place for business continuity they must be followed at all times.</p> <p>Dengue, Chikungunya, Zika and Leptospirosis are still threats to keep in mind. Use repellents, long clothes. Know the Medical Guide of the Office in case of any emergencies.</p>
<p>4. Road/Water/Air Safety</p>	<p>Automobile accidents; mostly due to lack of road safety education and excessive consumption of toxic substances while driving.</p>

3.2 Security phase

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. For complete information please see Stay Safe for Managers (Page 42) “Operational security phases”

All RC personnel are to comply with any restrictions put in place by the Senior Manager in accordance with the current situation and designated phase level.

The current overall **Security phase** in Honduras is **Multiple Phases**

If Multiple Phases please indicate which geographical areas are in which phase and where IFRC has presence.

<p>White phase</p>	<p>Areas at White Phase (No major security concerns) Major cities (Tegucigalpa- San Pedro Sula)</p>	<p>IFRC Presence Yes</p>
<p>Yellow phase</p>	<p>Areas at Yellow Phase (Some security concerns, heightened security awareness initiated) Country wide</p>	<p>IFRC Presence Yes</p>

Orange phase	<p>Areas at Orange Phase (Access to beneficiaries limited, risk to RCRC personnel severe, tight security management needed)</p> <p>Certain areas and colonies of Tegucigalpa and San Pedro Sula, Border areas to the North, and some eastern coastal areas, see list in section 5.3, this is checked and changed daily at local level by NS and Head CCST</p>	IFRC Presence Yes
Red phase	<p>Areas that are Red Phase (Conditions do not allow work, risk to RCRC personnel extreme)</p> <p>Specific colonies of Tegucigalpa, San Pedro Sula and some rural areas</p>	IFRC Presence No

On arrival all staff will be briefed on which areas are OFF LIMITS, as due to current exceptional circumstances it is hard to accurately predict the security situation in many areas of the country. The RED areas will be determined on a case-by-case basis, daily by the CCST head in coordination with the NS and Regional Security team. The rest of the IFRC team and will be briefed on any changes. It will be responsibility of each mission member to ensure that they are up to date with any changes in the security phase in their area of operations.

4 IN-COUNTRY SITUATION

Honduras is one of the countries with highest rates of violence in the Americas, however the current Government of the Republic has managed to stabilize the situation with an aggressive program to combat drug trafficking, gangs and organized crime. Three cities stand out for their high rates of violence: Tegucigalpa, San Pedro Sula and La Ceiba. At the end of 2021 and the beginning of 2022, the country has been undergoing through Presidential Elections and Presidential transitions. The general population is pleased with this transition and by the time being everything is stable and in order. Given this situation low but possible outbursts by specific sectors of the general population may occur. The International Federation and the National Society have established rules to improve the safety of staff in operations, services, and programs. IFRC has its CCST Office, located in Comayaguela 1st avenue between 7th and 8th street inside the Honduran Red Cross headquarters, open from 8am to 4pm from Monday through Friday. Since November 2020, an emergency operation response is taking place due to the Hurricanes ETA e Iota in Central America.



4.1 People & Society

Honduras Spans: 112 412 km²

Population figures (with date of info): 9.746.117 (2019)

Ethnic Groups: Lencas, Xicaques or Tolupanes, Garifunas, Misquitos, Payas or Pech, Sumos or Tawahkas, Chortís.

Languages: the official language is Spanish

Religions: Catholicism

5 VISITOR INFORMATION

5.1 IFRC office addresses

Between 7th and 8th Ave. Calle Real, Building Honduran Red Cross, Comayagüela, MDC, Tegucigalpa, Honduras (entre la 7ma y 8va Ave. Calle Real, Edificio Cruz Roja Hondureña, Comayagüela, MDC, Tegucigalpa, Honduras).

Hours: 8:00am to 4:00pm

Weekends and Holidays: Office closed unless there is a mission or eventuality

Head of Country Cluster: Nelson Aly Rodríguez (Phone: +504 22204009 / 22371800 Ext. 304 Mob: +504 99860160 Email: nelson.alyrodriguez@ifrc.org)

Please note that the schedules are under a context of normality. Since 2020, the country is going through a COVID19 pandemic and IFRC Honduran office is in a working from home modality. For exceptional cases of face-to-face visits, you must have the explicit authorization of the HCCST Nelson Aly Rodriguez, you must comply with the Honduran Red Cross parameters for Biosafety measures, you must wear a mask at all times when meeting with more people, you must respect physical distance and only go to the office for essential work matters until the office changes its pandemic working mode. Please avoid visit the office when feeling sick

5.2 Contacts

The **Head of Country Office** Nelson Aly Rodriguez has the ultimate responsibility for security in the Honduras. However, for security concerns it is also possible to contact Senior Security Officer Jorge Zequeira WhatsApp +507 6949 5546 , **Email:** jorge.zequeira@ifrc.org and security.america@ifrc.org

Admin Staff Honduras: Luis Stauffer luis.stauffer@ifrc.org +504 95870604

Honduran Red Cross Security Focal Point: Luis Knight +504 2237-1800, +504 33994717 Mob: +504 94351015 Email: luis.knight@cruzroja.org.hn.

5.3 No go Zones / Curfew

- High Risk areas in Tegucigalpa, Honduras:
 - Barrio el centro Comayagüela, Colonia la Sosa, Colonia San Miguel, Colonia Nueva Suyapa, Colonia el Hato de en medio, Colonia Villanueva, Colonia Los Pinos, Colonia Kennedy, Colonia Divina, Colonia Monseñor Fiallos, Colonia Centroamérica Oeste, Colonia Torocagua, Colonia el Carrizal, Colonia Villa Unión, Colonia Flor del Campo, y Residencial Plaza.
- High Risk Areas in San Pedro Sula, Honduras:
 - El zapotal, Colonia Armenta, Barrio Guadalupe, Colonia Modelo, Barrio Santa Ana, Barrio Concepción, Colonia Ideal, Colonia el Carmen, Barrio el Limonar, Barrio Suyapa, Barrio Paz Barahona, Barrio Medina, Barrio San Jose, Barrio Lempira, Colonia Fernández Guzmán, Colonia Tepeaca, Colonia Satélite, Chamelecón, Colonia Felipe Zelaya, Barrio Rivera Hernández

If traveling to any of these locations please inform your OPS Manager or Head of country cluster for approval.

The offices of the Honduran Red Cross are in Comayagüela, which has an elevated risk of street crime. Therefore, in this area all staff and volunteers should keep a low profile and not wear jewellery, watches etc. nor carry openly expensive items with them.

In Tegucigalpa, there are more than 300 slums. For information on security risks you can access the NS Security focal point, the CCST head or the local IFRC security coordinator. These areas are considered Off Limits unless doing official movement duties and must be visited only with CCST head approval and with NS personnel

Remember there is a curfew in effect for all IFRC personnel, (18:00 – 06:00), you must be back at the hotel no later than 18:00. Do not exceed this time and do not go out at night . The National Society can provide more

information on no go areas as well.

5.4 Host National Society

Honduran Red Cross Address: Between 7th and 8th Ave. Calle Real, Building Honduran Red Cross, Comayagüela, MDC, Tegucigalpa Honduran Red Cross Security Focal Point: Luis Knight +504 2237-1800, +504 33994717 Mob: +504 94351015 Email: luis.knight@cruzroja.org.hn. Dress code for Honduras: As a result of a security incident at the end of 2019, in which a member of one of the violent gangs operating in Honduras was arrested with weapons and wearing a Honduras Red Cross vest, the Honduran National Society had a series of bilateral meetings with government agencies, security forces and armed forces, to give clarity on the subject and propose an approved dress code for all HRC members and members of the movement who have humanitarian activities in the country. The code is available upon request from ARO Security, NS and Honduras CCST office.

5.5 International Vaccination Certificates

The yellow fever vaccine is mandatory for all travelers coming from a country where yellow fever exists (endemic). Source: vacunas.org/Honduras. Ensure to carry your vaccination certificate on arrival.

5.6 Health Situation / Infrastructure

Dengue fever is a risk throughout the country, especially during the rainy season. Zika may be present in some areas. The first locally transmitted cases were reported in January 2016 and the country experienced a large outbreak that year with over 30,000 cases. Some Zika associated birth defects have been reported. The disease is considered an ongoing risk. Over 200 cases were reported in 2019 from several regions including Cortes, Municipality of the Central District, Yoro, Santa Barbara, Atlantida, Municipality of San Pedro Sula, Lempira, Olancho and Comayagua. Malaria is present in most areas of Honduras including Roatan and other Bay Islands. There is no malaria in San Pedro Sula and Tegucigalpa. Please refer to for COVID-19 information in annexes

5.7 Passport & Visa

It is the travellers' responsibility to verify if a visa is required for their nationalities.

5.8 Airport

Palmerola International, is now full operation in and has replaced airport Toncontin as the main airport serving the capital. Toncontin now only serves as an in-country flight only airport.

Severe weather conditions, including heavy rainfall, can cause considerable disruption to flights. Please arrange official transportation with IFRC Head of Country Cluster. No informal taxis or transportation is allowed in the country. In many cases Honduran Red Cross can support with official transportation. The person that will pick you up will be duly identified with IFRC emblem. If you are not picked up or cannot see the driver please contact:

Luis Stauffer- IFRC Country Cluster Admin Staff

Email : luis.stauffer@ifrc.org

Whatspp +504 95870604

Local phone: +504 2220-4009

Elsa Matamoros- NS Logistics

Email: elsa.matamoros@cruzroja.org.hn

WhatsApp +504 8953 8901

Local Phone +504 8953 8901

5.9 Climate

The climate is tropical in the lowland and coastal areas, and cooler in the more mountainous northern areas. The rainy season is May to November. The wettest months are generally August and September. Mean temperatures in Tegucigalpa are 20°C (67°F) in January and 23°C (73°F) in July. San Pedro Sula is considerably hotter and more humid. The northern coastal region is affected by tropical storms and hurricanes between June and September.

5.10 Accommodation

There are all kinds of hotels, lodges, and inns available in Tegucigalpa. The IFRC has negotiated special rates, comfort and security, obtaining discounts for Red Cross staff. For this reason coordinate with the HCCST in Tegucigalpa, to make your reservations.

Thefts can occur anywhere, so it will be necessary to take measures necessary, the Federation has carefully selected the hotels in Tegucigalpa that can be considered safe for delegates and staff:

Hotel Plaza Juan Carlos, Hotel LQ by winghdahm, Hotel Plaza San Martín Hotel Plaza El General, located near the Center of the city, all in the same sector and with within easy reach of the IFRC and the Honduran Red Cross offices.

Voltage: 110 volts Frequency: 60 Hz – plugs are Type A & B

5.11 Food /Drinks

Drinking tap water is not recommended. Use bottled water. Avoid eating food from sidewalk vendors.

5.12 Banking and Currency

The national currency is the lempira (HNL). US dollars or traveler's cheques in dollars are preferred and widely used. Major credit cards are accepted in hotels and restaurants. Currency can be exchanged at banks and hotels in major cities. ATMs are available in major cities and towns. RCRC personnel should

use ATMs located inside banks, hotels, and shopping centers to mitigate the potential for crime.

1 USD = 24,45 HNL (Lempiras)

5.13 Transport

Please coordinate transportation with the Head of Country Cluster. Generally, a vehicle and National Society staff will be arranged for pick up. They should be properly identified with the Red Cross emblem. Please have your transportation information before leaving your home location. Public transportation is not allowed for personnel going on mission.

The use of the safety belt is mandatory as well, speed limits must be adhered to.

For full regulations on Field movement see "TRAVEL / MOVEMENT CONTROL (ANNEX G)" of Security Regulations.

Boat trips in your private time are on your own responsibility.

6 COMMUNICATIONS

The telecommunications network is adequate, particularly when using the facilities in hotels or offices. Major mobile providers in Honduras include Tigo, Hondutel and Claro. It is encouraged that people travelling to Honduras buy a local sim card at the airport.

6.1 List of useful telephone numbers:

- Police: 911
- Ambulance: 911
- Fire service: 911

7 GENERAL CONDUCT

7.1 Local Customs/Traditional Law

There are severe penalties for drug trafficking (15 to 20 years in prison and a very large fine) and drug use (from three to nine months in a rehabilitation center). Honduran prisons are overcrowded and violent. Homosexuality is not illegal, although currently there are no provisions in Honduran legislation guaranteeing freedom from discrimination on the grounds of sexual orientation. There is no recognition of same-sex marriage in Honduras. Local people are largely tolerant of individuals' personal lifestyles and small displays of affection between same-sex couples are accepted. There is a more conservative attitude outside Tegucigalpa City and public displays of affection by same-sex couples are not recommended. Anti-gay attitude is prevalent. Catholicism is the main religion in Honduras – though American Evangelical missionary groups are having an impact – and with it come traditional values and roles. Family is very important, and children tend to grow up and settle close to their parents, though increasingly Honduran youngsters are going to the US to send back some money. Hondurans are very friendly, and, overall, glad to have visitors in their country and keen to tell you about where they come from. Greeting shop assistants is polite, and in smaller towns a simple “buenos días” can win you new friends in no time. A ten percent tip is the norm for waiters and tour guides but is not expected in taxis. Haggling is not widespread, but a bit of gentle negotiation can earn you a discount at a hotel. For tattoos, it is important to remember that the great diversity of tattoos represents codes for the MS13 and Pandilla18 groups, which when seen in some of the team members, can send erroneous messages and perhaps generate a reputational crisis.

7.2 Personal Documents

At all times, IFRC staff must carry their IFRC ID card and

- Photocopy of passport and visa
- National Society ID card if IFRC not valid
- [Choose an item.](#)

All IFRC personnel must be identifiable whilst on mission.

Local requirements will be set forth by the CCST Head it could be the IFRC identification/visibility rules or the NS logo but all RC/RC members on mission should be identified as per the local mandate.

7.3 Cameras

Never take pictures of military, police or security personnel. Always ask before taking pictures of people or places, even for professional purposes, if in doubt - Do Not Take pictures and put away your camera.

8 MEDICAL EMERGENCY

In all cases of Medical emergency contact:

In all cases of medical emergency contact: Head of Country Cluster Nelson Aly Rodríguez (Phone: (504) 22204009 / 22371800 Ext. 304 Mob: (504) 99860160 Email: nelson.alyrodriguez@ifrc.org) In case of COVID-19 related issues please contact COVID-19 Staff Health (+41(0)79 895 38 03 Email staffhealth.covid19@ifrc.org

It is also possible to contact the Senior Health Officer (Tel. +41 (0)22 730 4417, Mob. +41 (0)79 217 3319), directly.

In Honduras in rainy weather outbreaks of classical and dengue hemorrhagic fever are very frequent, now Chikungunya and ZIKA, staff and volunteers are urged to protect themselves. In case of serious illness with rapid onset, contact the IFRC HCCST for assistance with transportation to the hospital and rapid follow-up through the system. Malaria is also present in the rural areas In case of need for medical evacuation, the HCCST will contact the Staff Health and Regional Security Coordinator or designate to facilitate emergency medical evacuation according to the IFRC's Standard Operating Procedures.

In case of Emergency Evacuation please refer to **Medical Evacuation Procedures**.

8.1 Hospitals

In case of severe illness or injury, IFRC recommends the following Hospitals / Doctors:

- Tegucigalpa
 - Hospital Medical Center; Colonia Las Minitas, Ave. Juan Lindo, Tegucigalpa MDC, Tel. 504-22801500
 - Hospital La Policlínica: 3ra. Avenida entre 7 y 8 calle Comayagüela. Teléfono. 2373260 /65. 2237-3260 / 22373261 / 2237-3262
 - Hospital Centro Médico: Barrio La Granja, Comayagüela, 3ra Calle, 1ra avenida. Tel. 504-22250028 / 504- 22254060
 - Hospital Centro Médico: Barrio La Granja, Comayagüela, 3ra Calle, 1ra avenida. Tel. 504-22250028 / 504- 22254060
- San Pedro Sula
 - Hospital y clínica CEMESA, Colonia Altamira, Blvd. Del Sur Teléfono: (+504) 2516-0174.
 - Clínicas del valle, Blvd. del norte frente a TEXACO palenque Teléfono (+504) 2537-8400. Del Sur Teléfono: (+504) 2516-0174.

8.2 PEP Kits

The IFRC office in Honduras; PEP Kit that is located in the Honduran Red Cross building located in Comayaguela 1st avenue between 7th and 8th street. Contact HCCST or NS Security Focal Point for access.

Post Exposure Prophylaxis (PEP) kits (for exposure to HIV/AIDS, rabies or a post-rape situation), are available in the IFRC CCST office Contact number: +504 9986 0160, Hospital Medical Center Colonia Las Minitas, Ave. Juan Lindo, Tegucigalpa MDC, Tel. 504-22801500 Hospital y clínica CEMESA, Colonia Altamira, Blvd. Del Sur Teléfono: (+504) 2516-0174. San Pedro Sula.

9 CRITICAL INCIDENT MANAGEMENT

See also IFRC Critical Incident Management Plan

In the event of a Critical Incident (an incident that threatens or has impacted on the safety/security of IFRC personnel, assets or operations to the extent that there is significant disruption or incapacity to operate) the Critical Incident Management Plan (CIMP) will be put into effect.

At the field level any RC personnel involved in a critical incident will have the responsibility to provide a first response to an imminent or actual critical incident:

- a) Ensure the wellbeing of those directly affected by the critical incident – self included;
- b) Prevent further harm to others;
- c) Ensure as far as possible, programme continuity;
- d) Limit damage to IFRC assets and reputation.
- e) As soon as safely possible contact **Regional Security Coordinator Jorge Zequeira (Mob: +507 6949 5546 , +507 6674 1584 , +507 6747 3149 , +507 6382 6355 , WhatsApp +507 6949 5546 , Email: jorge.zequeira@ifrc.org and security.america@ifrc.org)**, and report the incident

- ✓ **Who** exactly is involved (both IFRC staff and others)? Get full names and spelling if needed.
- ✓ **What** happened? Details of any injuries, particularly of IFRC staff.
- ✓ **Where** did it happen?
- ✓ **When** did it happen? When was the exact time of the incident.
- ✓ **Which** IFRC staff are accounted/unaccounted for?

- √ **What** is being done as a follow up in the field at this time – is any assistance required?
- √ **Who knows?** Who is aware of the incident? Staff, Families, Media?
- √ **Why** did it happen? Perhaps this is not known, but its good to ask in case the cause is clear.
- √ **Contact.** Agree on a time to speak again (preferably within next 30 min) and tell them to keep their phone ON (ringer/alerts on).
- √ **Any other information**