





UGANDA Field Security Plan

February 2022

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You can find a digital copy of this document on the Uganda security page on myCRS by clicking <u>here.</u>

1) Introduction

The aim of the Field Security Plan is to inform all staff and guests of location specific security rules and procedures that apply to or are in effect for CRS in Uganda. It does not repeat generic security rules or procedures that are common to most operations in insecure locations. For those, please refer to CRS Staff Security and Safety Guidelines (in English, French, Spanish or Arabic).

While reading this document, remember that, as stated in the Overseas Safety and Security policy (POL-HRD-INT-0005), CRS recognizes that staff safety and security is best assured when CRS and staff are well integrated into the local community and valued for their contributions to local development and humanitarian relief. Thus, CRS works to build and maintain the acceptance of local authorities, partner agencies, communities, and other stakeholders for its presence and for the work the organization performs.

Security is everyone's job. CRS expects all staff to actively participate in and contribute to maintenance of safety and security measures, awareness of security risks and team security, and coordination with other humanitarian actors. If any individual staff member feels like an activity has crossed into an unacceptable level of risk, they have the discretionary right to withdraw from such activity. If there is time to safely do so, we encourage staff to discuss this decision with their supervisor and/or the country leadership.

Area Evaluated	Uganda: specifically, CRS areas of project implementations – Karamoja, West Nile, Bunyoro, Western Uganda, Buganda Region, Northern Uganda.
Date Evaluation Completed	October 2020, ongoing
Next Revision Due	April 2022
Overall Level of Risk	Acceptable 2
Objective	The Field Security Plan establishes the management of security risks for operations in CRS Uganda Country Program from a strategic, operational, and tactical perspective in order to outline a system that reduces risk to CRS staff, operations, and activities.
Prepared by	Patrick Hillary Opio- Supply Chain Manager- Security Focal Person
Reviewed by	Abdoul Aziz Laye, Head of Operations

2) Operating Environment

CRS began working in Uganda since 1965 in partnership with the local Catholic Church and Caritas to reach the most vulnerable people. CRS Uganda implements in all regions with a focus in the west, central and east. Projects span in the areas of health, including child wellbeing and national systems strengthening; agricultural livelihoods and markets; resilience and landscape restoration; emergency response and recovery; and microfinance

General Overview

Because of the conditions described below, CRS considers Uganda to be security level II OR Normal/Restricted. There are no perceived direct or indirect threat to CRS or its staff The major category OR categories of concern for this country overall are Political, Security, and Health & Safety.

There is distinct risk related to cattle rustling and armed warriors in Karamoja region, though not directly targeting CRS but leads to restriction of movement sometimes and CRS staffs, partners and project participants can be caught at the wrong place and wrong time.

Social, Economic, OR OR Health & Safety OR Infrastructure OR Access & Humanitarian Space OR Tolerance & Discrimination]. There is a distinct risk related to [Social, Economic, Political OR Security OR Health & Safety OR Infrastructure OR Access & Humanitarian Space OR Tolerance & Discrimination] concerns in [sub-country location]. [Insert screenshot of the country locations and security levels from your country security page. Insert chart from page 1 of the Country Risk Rating system]

Recent Incidents/Events

The month of October and November 2021 saw some bomb blasts in the capital Kampala, on November 16, 2021, two explosions went off within 5 minutes of each other killing three people and injuring many others in the Capital City Kampala, this happened close to the Uganda Police Headquarters and the Parliament of Uganda building. Since then, the have been several arrests and the Uganda soldiers, the UPDF have been deployed in DRC Congo allegedly to follow up the attackers, the Allied Democratic Forces ADF- who operate from DRC Congo.

In early February 2021 Uganda re-elected President Yoweri Museveni and his NRM party for another 5 years term in office. The campaigns were married by violence against the opposition's parties, sadly during election violence in October 2020, demonstrations broke out in the central business district of Kampala because of arrest of the main opposition candidate then Mr. Robert Kyagulanyi. This led to death of many people and many more were injured.

Key Upcoming Dates and Events

Date: January 10, 2022, onwards.

Event: Schools, economy, will re-open after almost 2 years, curfew will be lifted as well Security Implications: Possible increase in COVID19 spread, possible security threat from free night movement.

3) Risk Assessment

CRS has a duty to inform its staff about the risks in the environment where they work. Below is a summary of the risks CRS has identified for Uganda Country Program. There is a description of each threat, followed by a risk rating. The risk rating is a combination of how likely CRS staff are likely to encounter the threat and how much of an impact that threat would cause should an incident occur.

Road Traffic Accidents

Risk: High

Where: Everywhere in the country especially on the major roads **When:** All the time, even when walking motorcycles can know you

Who is at risk: Everyone is at risk if you are on the road.

How staff could be harmed: Through motor vehicle accident as well as use of motorcycles

Street Crime, Armed Robberies and Thefts

Risk: Medium

Where: Majorly on the road and downtown

When: Throughout the day

Who is at risk: Everyone is at risk.

How staff could be harmed: When in contact with armed robbers especially when one tries to resist

Political, Economic & Civil Violence/Unrests/interference

Risk: Medium

Political interference

Where: Major towns and project areas

When: During election period or project start up

Who is at risk: Everyone is at risk

How staff could be harmed: Carrying out activities during tense political period or locations

Epidemics and outbreaks of contagious diseases.

Risk: Medium

(Hep B, Cholera, Meningitis, Malaria)

Where: Mostly Rural areas
When: Throughout the year
Who is at risk: Everyone is at risk

How staff could be harmed: Getting in contact and sick from difference diseases, not taking necessary

precautions

Petty crime eg Office and residential break-ins etc

Risk: Medium

Where: Every where

When: Always but mostly at night Who is at risk: Everyone is at risk

How staff could be harmed: When staffs are caught in the office and try to resist, or even at the

residence due to lack of cooperation and or willingness to respond fast.

4) Risk Reducing Measures

Risk Reducing Measures for Specific Risks in Uganda.

Based on its Risk Assessment, CRS has established ways to reduce risk in the work environment. All staff should be familiar with these measures and practice them during their work. Staff who do not comply with these measures may receive disciplinary action, including up to termination of employment.

The Golden Rules - for Uganda

Staff Travel & Movement

The CRS Uganda have clearly laid down procedure from travel and movement within the country, department share travel request with the Administration department who allocated vehicles/Drivers on weekly basis. There is also travel policy and guidelines clearly states the requirement for travel travels, COVID has as well complicated travel requirements, though this has continued to be eased up as of February 2022. There is specific timeline for travels to different location with latest departure time indicated, specific location/distance traveled then take break, this is throughout the country. There is clearly no travel on highways during the dark, except t to the airport where can travel anytime of the day or night. Any deviation from the policy is only approved by the Country Representative or his designated, violation is ground for disciplinary means up to and including termination of contract.

Restricted Areas:

The CRS Uganda Country program does not have specific location of NO TRAVEL; however, you are advised to be more careful when travelling in Karamoja due to armed elements and in Kampala due to petty crime as well as occasional elements of terrorism, good to avoid crowded place. Travel after dark on the highways is totally not acceptable and no movement for visitors, international staff in the crowded part of the city\, this is within the central business district. The areas in Kampala which are NO GO area is downtown in Nakivubo Stadium and Owino Market especially for non-Ugandans as these places are very crowded, risk for spreading COVID19 but also the rate of petty crime is very high. Because of risk of Islamic fundamentality because of Uganda armed forces presence in Somalia as well as the history of risk of terrorism through bombardment, it is important that staffs and visitors always avoid crowded places through out the country especially areas of over night celebrations, areas that do not have proper security system in place such as well manned entrance, lack of CCTV cameras.

Curfew:

Since the COVID 19 pandemic, the Uganda government implemented one of the longest COVID 19 restrictions in the region and in Africa with curfew restricting movements across the country, there was exceptions only for airport transfers, essentials worker eg medical personnel, utilities service providers and trucks. As of February 2022, these restrictions have since been lifted with the complete opening the economy, night life and free movement across the country. This has so far been well managed though with slight increase in crime rate across the country.

That said the Uganda Country Program have a no main road travel across the country after dark roughly form 07:00pm to 07:00am, this is to mitigate the risk of driving when fatigue, other reckless road users, possible banditry activities. When night fall is due and you are still far off form your destination and on the major road, please make sure you reach out to the CR and ensure you get the stay in the nearest prequalified hotels. Any rare exception to this policy can only be approved by the CR or his delegate but it is very rare. All CRS vehicles must be parked at designated location either CRS office, designated hotel, CRS guesthouse or police station.

Travel authorization:

Travel withing the country program is organized and authorized through the respective departments, staffs are required to put in a travel request through the project in sight system and that is approved by the Budget Manager and onwards to the Fleet Officer who organize in country movement. There is a weekly travel matrix shared with all staffs clearly indicating the travel to the different location, routes to follow, Drivers name as well as passengers names.

Except no travel at night, CRS Uganda does not have any travel restrictions in place but with the COVID 19 Pandemic there was several travel authorization requirements such as making sure that the number of staffs in the vehicle is managed. The requirement for travel into the different countries' Pre-departure procedures is strictly followed and enforced, <u>Travel Policy</u>

Route verification:

The fleet officer in Kampala and the Admin Manager/Officer in the sub offices with the drivers will know and give you advice on the routes to follow and agree with them. Whenever there are issues, they will with the guidance of the Security Focal Persons and Country Representative give alternative routes. Note that the routes we use, and follow are very specific and does not really change much, though in Karamoja often times because of security reason we do change, for example when travelling from Moroto to Kotido there are alternative routes to follow base on incidences but also the road condition as it get quite impassable during the rainy season.

Checkpoint procedures:

Military check points are rare in Uganda n the recent past, but there are several traffic checks points as you travel out of the city, these are mostly manned by the traffic officers of Uganda Police Force along with armed police officers, as there have often been cases when Traffic Officers have been assaulted at the check points. Please leave the Driver to communicate with the checkpoint officials. As you approach the check point slow down, lower vehicle window glasses, remove dark shade and wait for the officers to give you signal to move on or not. In case of any incidence in the check point please report immediately after you have left the check point.

Convoy Procedures:

If there is need to use a convoy for any reason, for now it is not required in any part of the country, but situation could change. Ensure that there is communication between the team members, keep distance of about 500 meters apart, keep visible sight of each other always. Make sure you keep in touch with the office to report any incidence that might arise.

Convoys are common to mitigate the risk of being targeted, it can be with the same organizations vehicles or pooled together with other agencies, it gives strength in number but also incase of targeted attached on specific individual that is minimize.

Field bag:

Uganda Country program security level may not require that staff have well stocked field bag, but we know that situation can easily change and with the numbers of Kilometers we drive to the next sub office or town, the road condition, requirement to keep in touch, it is important that staff pack well for their field trips, making sure that the necessary requirement are included.

Staff travelling away from the home of record for full day trip or for many days of overnight are recommended to carry a big for the trip with the following recommended content. While there is no

complete list as our needs and requirements are different, the listed items below will come in handy for long trips and night trips away from family or home of record.

For more help on what first aid/medicine you could require, check out these <u>first aid kit</u> <u>recommendations</u>]. For staff traveling on day trips AND/OR overnight trips to Karamoja, Kyangwali, Yumbe and other remote location in the country, each staff member is required to take a personal field bag. This bag should have the following contents:

- Technical Equipment: Sat phone, laptop with charger, flashlight, mobile phone with charger and enough credit.
- Documents: Passport or other official ID, cash (both USD and local currency), insurance documents, International SOS card, Constant Companion, list of key personal contacts,
- Clothing: at least one change of clothing, underwear, socks, towel, sunhat/sunglasses
- Medicines & Toiletries; anti-malarial medicine, mosquito repellent, first aid kid, water purification tablets, wash kit, emergency anti-diarrheal drugs, oral rehydration salts, antihistamine, acetaminophen, ibuprofen, aspirin, personal prescription medicines, glasses/contact lenses, contact lens cleaning fluid, comb, tampons, sunblock, toilet paper.
- Food & Drink: at least 1 litre of water, chocolate or high energy bars, high energy drink powder, dried fruit, or nuts

Communications

Daily check-ins:

Daily check in is not required but it is good practice to keep in touch when travelling out of home of record but also the Country Program have all staff WhatsApp's group and different other WhatsApp's group for the sub offices, project teams that we use for updating each other in case of incidence, the CIMT and SLT as well have a WhatsApp's group. Social media have made it easy for people to keep in touch, Uganda has good phone and internet coverage across the country though some locations it might not be very strong.

Redundant communications:

If the regular communication lines such as phones and internet is cut off like it happens a few times during the election period in early 2021, we shall activate the use of satellite phones that are in each office and assigned to specific individuals' staffs in the Country Program. These phones are expensive because they pick their network from the satellite but are worth having during times when regular phone networks is down.

 Site Security Procedures (Complete for Each Office Location, or Partner location if staff are colocated/seconded)

Address/neighborhood (link to location on map/coordinates)

Plot 577. Block 15, Nsambya Road (map) | P.O. Box 30086, Kampala, Uganda Phone +256-392-265658 | Cell: +256-784-916-529

Office entry/exit procedures:

The CRS office in Kampala is located near the US embassy in three buildings all connected. There is one Gate that is designated for visitors and out of the compound visitors parking. Staffs and Visitors are provided with access tag that they carry along to access the different main entrances. All visitors are registered at the gate and wear visitors Tags.

Identification required:

All CRS staffs and visitors will carry identification card into the office along with access card to open main entrance doors. Visitors for supplies and other meetings must register at the gate and carry visitors' tag.

Procedures for non-staff visitors:

With the onset of COVID 19 Pandemic, the procedure for non-CRS staffs and visitors to access the office was adjusted. Only the CR approves in person training and meetings in the office since the COVID19 restrictions. Other visitors must register, get visitors tag before being given access into the office. Deliveries into the office is on specific days Mondays and Thursdays.

Guest house entry/exit procedures:

CRS Uganda has one Guesthouse in Kampala, Yumbe and Moroto, the Guesthouses are met for visiting staffs and some long-term stay, Guest house is booked through Admin department, there is Guards at the gate and house keepers, access into the house is through the Admin team by being provided a key.

Emergency Procedures/Drills

For each office location, you must adjust the drills/procedures to account for the layout and characteristics of the building and its location. If the CP has multiple offices, guesthouses, project sites, etc, it is best to have response drills for each location listed as attachments so that they can be printed off and posted at each location. You cannot have one drill that is appropriate for all locations. Drills need to include what to do, where to go, where to meet/check-in, etc.

o Fire

The office is equipped with firefighting equipment especially the fire extinguishers, please familiarize yourself on where they are located and ensure that you know how to operate it.

The Administration department are tasked with making sure that these equipment's are serviced and functional all the time incase of emergency.

In case of fire outbreak move fast to the assembly point in the parking lot and away from the building

Earthquake

Uganda has had some earthquake in the past years but not frequent because we lie within the equator, the earthquake has not been major damage but has cause injuries especially on poorly built structure and in. If happens lie down to the lower-level ground if at all is possible. Ensure that you inform others for them to act as well as many might not know it is actually an earthquake.

Hibernation at Office

The Country Representative is responsible for calling on staff and visitors in different location to hibernate including the sub offices. If hibernation is called, Security Focal Persons in each location through the heads of sectors must account for all the staffs and visitors and report to the Country Representative. Currently we do not have and do not see the need for safe room in Uganda CP, this is not going to change anytime soon. Hibernation will be for specific time, lasting hours to allow the security focal person and CIMT assess the situation, we do not currently stock hibernation kits but have in the past advised staffs to stock in their residences as needed.

The Security Focal Persons can call for Hibernation and immediately inform the CR/CIMT but only the CR through consultation with the CIMT will call off hibernation.

Active Shooter/Attack

Uganda like other countries in the world have some handgun everywhere, the possibility of active shoot is medium. If that happens, please lie low near a hard cover to first determine the direction from which the shooting is coming from.

Demonstration outside CRS office

The CRS Uganda country office is located right next to the US Embassy but from the back access, as well as several Catholic Church properties close by this exposes the area to possible public demonstration. The CRS office itself would not attract direct demonstrations but cannot be ruled out. If there is a demonstration Infront of the CRS Office, all staffs are advised to stay inside the office and avoid getting out or watching through the windows. The nearby police post will be notified as well as the embassy and other NGOs close by. If demonstration is turning violent and does not look to end soon, staffs will be asked to leave the office from the behind small gate.

Personal and Professional integrity

Don't engage in political discussions as these will normally escalate to heated arguments.

Stay away from areas of demonstration as often this will turn into violence behaviors and running battles with security personal.

Road Safety SOPs

- Minimum requirements (eg seatbelts, phones, speed limits)
- Expectations for Drivers All CRS Uganda Drivers are expected to exhibit high standard of driving skills due to the bad nature of the road and poor road use by the man road users. Our travel guide gives Driver's requirement to take break every 2-3 hours, No Driver should operate vehicle when under the influence, too fatigued, no use of cell phones while driving, must observe speed limits the tracker is very helpful for the monthly report.
- Vehicles Vehicles are only operated when they are fully insured and mechanically sound, Drivers and the Fleet Officer monitor and report all requirement for vehicle repairs, maintenance, and documentations. With COVID 19 every vehicle must be equipped and adhere to the COVID19 SoPs. Small equipment sch are fire extinguishers, first aid kits, spare tired, fuel cards must be check before the start of every journey.
- Expatriate driving Expatriate staffs are allowed to drive CRS vehicle upon passing driving test that will be administered by the Fleet Officer and thereafter approved by the Country Representatives. Expatriates' staffs are also required to get Ugandan Driving permits or have their driving permits validated in the Ministry of works transport and communication.
- Public Transportation The use of public taxi is not allowed for visitors and expatriate staffs, public motorcycles use (bodaboda) is also not allowed because they do not observe the basic safety measures. There is decent taxi such as Uber for vehicles that expatriate staffs can use.

- Traffic Accidents In case of traffic accident do not admit liability and or record statement
 without informing the Country Representative and the Fleet Officer who will advise on
 the steps to take. Ensure you are safe away from the crowd as soon as possible and seek
 police support if they are nearby.
- Abnormal Circumstances (eg unsafe to stop) Make use of the constant companion, always have it on you. In case you cannot stop drive to the nearest police station or at least a buildup area where you can get support.
- Shootings Near/Against CRS Vehicles Lie low and shield away from the direction of the shooting, if unable to move please raise up your hand and surrender it is better than trying to run.

5) Incident Reporting, Medical Support & Contingencies

Incident Reporting

It is essential to report all safety and security incidents so that appropriate support can be provided and so that CRS has a clear picture of the issues facing its staff. **All incidents must be reported**, both through in-country reporting channels and to the Global Safety & Security Unit.

The CRS definition of a reportable incident is: "Any event, action, occurrence, or near miss that caused, or had the potential to cause, adverse effects to CRS." This definition is intentionally broad and includes all incidents that directly or indirectly affect or impact CRS, its staff, property, programs, reputation, partners, beneficiaries, or an inability to move or gain access to communities. A "near miss" includes any event, which under slightly different circumstances, could have resulted in an incident.

In addition to events that directly affect CRS, we encourage you to report incidents that affect our partners or peer organizations, and incidents that occur in an area where CRS operates but had no tangible impact to CRS. All incidents should be reported, including those that occur outside normal working hours for national staff, or during personal time for international staff.

It is not possible to list all examples of reportable incidents, but they include:

- Instances where a change to the security context resulted in suspension of CRS travel or program activities.
- Crimes involving personnel and property (e.g. harassment, threats, theft, burglary, robbery, carjacking, assault, fraud, vandalism etc.)
- Traffic collisions, even if they did not result in injury or damage.
- Arrest, detention, kidnapping, or hostage taking of CRS staff, family members, or implementing partners.
- Terrorist attacks, acts of armed conflict, or violence affecting CRS or humanitarian operations.
- Negative or harmful social/media coverage about CRS, its staff, implementing partners, or programs.
- Accidents or injuries effecting the agency's personnel, assets, or partners.

Immediate Incident Notification: Any CRS staff or visitors involved in or who witness a safety or security incident are required to immediately notify their Supervisor, Security Manager/SFP, or CR by phone or instant messenger. The person making the notification should describe WHO was affected, WHAT happened, WHEN and WHERE it happened, and WHAT ACTIONS staff have already done and what actions they would like the Country Program to do.

Incident Report: Once the incident is over or is under control, an Incident Report must be submitted to the <u>Global Safety & Security Incident Reporting System</u> (within 24 hours of occurrence). Non-staff, including partners or third-party witnesses, may also use the system to submit a report. Reporters are encouraged to provide their contact details to ensure appropriate follow-up is conducted, however reports can be submitted anonymously. Staff do not need to seek approval from any in-country person before submitting an online report. Each person involved in an incident is encouraged to submit their own report.

Additional Resources: Visit the <u>Incident Reporting sharepoint site</u> to see specific examples of reportable incidents, read detailed FAQs, and reference a step-by-step guide to incident reporting.

Medical Support

(For medical support for Local staff, See Area Security Procedures (risk reducing measures))
CRS has contracted with International SOS to provide support all international travelers and their, ISOS can provide the following medical services:

- Emergency and routine medical advice
- Medical and dental referrals
- Inpatient admission and locating a physician
- Outpatient referrals for minor medical incidents
- Coordination with your insurance provider and assistance with claims
- Coordination of communication to loved ones in the event of an incident
- Medically supervised evacuation (MEDEVAC)
- Coordination of counselling following a security incident
- Translations and interpreters available as needed

Health Challenges & Medical Evacuation: When a visitor or staff member is outside of their home country and falls ill or is injured it is important to call International SOS as soon as is practical. Their medical team will provide expert advice and assistance to locate and facilitate required care. This will assist in getting them the care they need, which may include a higher level of care than what is locally available.

Medical evacuation (MEDEVAC)) is used when a medical emergency occurs in areas where local medical assistance or emergency hospital care is unavailable or inadequate. In any medical emergency, medical assistance/treatment must be provided at the nearest pre-identified and designated medical facility to stabilize the patient before evacuation to better medical facilities.

Staff Care & Psychological Support: All CP staff and members of their household now have access to confidential psychosocial support through Workplace Options (WPO). This includes 6 free sessions (per

incident, per year) in a wide variety of languages and modalities. Further resources on CRS staff care can be found here.

Essential services: Survivors may need swift access to essential services, these services for are listed in **Appendix C.**

The Uganda CP works with other INGOs to share services and mitigate risks, we have list of service providers across the country that can be reached for different services, the list is HERE

Contingencies for Specific Risks in Uganda

This space covers guidance that *any* staff member would need to know should they be caught in a security situation that is not expected as part of their daily work. This section does not include situations which only require staff to follow the Immediate Incident Reporting procedures listed above. This will cover situations that require affected staff to do more than just report an incident.

One of the ways CRS can mitigate risk is by adjusting its operations to limit the exposure of staff. This can be done in one of three ways, (1) asking staff to work from home, (2) temporarily suspending activities, or (3) relocating staff.

While we cannot predict exactly when we would need to enact these measures, there are some scenarios to which we will likely response with operational adjustments. Below describes these likely scenarios, how operations will be adjusted, and how country program management will inform staff of these adjustments.

Working from home

Likely scenarios: Demonstration, COVID19 restrictions, curfew hours.

Staff Impacted: All staffs

Procedures for working from home: Since COVID we have flexi policy and work from home guide

Communications procedure: social media and e mail as well as phone calls

• Temporary suspension of activities

Likely scenarios: Nationwide demonstration, total lockdown in movement, school closure etc

Staff Impacted: All Staffs

Procedures for working when activities are suspended: **Will be determine based on internet availability** Communications procedure: **social media, e mails and phone calls**

• Relocation:

During the course of their work, staff my find themselves in a situation where they need to leave and area quickly and unexpectedly for non-medical reasons.

Likely scenarios: **Pending total lock down, major event eg election coming up** Staff Impacted:

National Staff – Not applicable in Uganda CP.

International Staff- and Dependents = 18

Procedures for relocating:

From Sub offices to Kampala/Entebbe and out of the country depending on the situation.

Communications procedure: Through the CR via e mail, social media and phone calls

Office evacuation

Likely scenarios: Fire, high spread of COVID19 in the office, government requirement eg registration issues

Communications/alert system: Via the CR on e-mail, social media, phone calls

Procedures for evacuating: Responsibility with Admin team to dress down, ensure equipment secured, Security company informed

Rendezvous point: Parking lot and outside the compound

• Hunker down in office

Likely scenarios: Temporary disruption of movement, demonstration in town or close by, bomb scare of explosions

Communications/alert system: **WhatsApp's group and e mail communications**Shelter/Safe haven: **Respective offices, ground floor, away from windows.**

6) Maps

There are several maps here in attached for Uganda and the sub offices <u>HERE</u> Uganda <u>HERE</u> Moroto, <u>HERE</u> Yumbe, <u>HERE</u> Kyanwali

7) Appendices

Appendix A: Constant Companion

The Uganda CP constant Companion is HERE

Appendix B: Communications Tree

Currently we do not have a communication tree but use all staff WhatsApp's group and going through the staff's department to make sure everyone receives information.

Appendix C - MAPPING OF ESSENTIAL SERVICES

The updated list is essential service providers is **HERE**