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| NEPAL Field Security Plan – November 2023 |
| 7 November 2023 |

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# Introduction

Field Security Plan is to maintain important level of awareness to our operating environment contributing transparent communication and simple security and safety procedures to reduce all kinds of risk. Our security management system is a living system, and it must be continually fed with refresher training, orientation, collection and contextual analysis of the latest information, an active network of relationships on the ground that can continually contribute to keeping us safe on a daily basis.

CRS Nepal provides this security plan to all staff and agency guests (including dependent family members of international staff) residing, working in, or visiting the Nepal country program. 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 Nepal. It does not repeat generic security rules or procedures that are common to most operations in insecure locations.

While reading this document, remember that, as stated in the Overseas Safety and Security policy ([POL-HRD-INT-0005](https://crsorg.sharepoint.com/%3Ab%3A/r/sites/Policies-and-Procedures/Human%20Resources/OVERSEAS%20SAFETY%20AND%20SECURITY.pdf?csf=1&e=eKT6b6)), 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. The areas evaluated are CRS and partners project catchment districts in Nepal which is attached as Annex 1.

# About CRS Nepal

CRS started working in Nepal after the mega earthquakes of 25th April and 12th May in 2015. CRS with coordination of Caritas Nepal (National NGO registered with the Nepal Government), Caritas international member organizations (CIMOs) and Government of Nepal started emergency response program in 2015 linking to earthquake recovery and further to development program in the various districts of Nepal. Summary of CRS Nepal programs can be found as Annex 2.

# General Overview

**Nepal** is a landlock country and borders [China](https://en.wikipedia.org/wiki/China) in the north and [India](https://en.wikipedia.org/wiki/India) in the south, east and west, while [Bangladesh](https://en.wikipedia.org/wiki/Bangladesh) is located within only 27 km (17 mile) of its southeastern tip and [Bhutan](https://en.wikipedia.org/wiki/Bhutan) is separated from it by the Indian state of [Sikkim](https://en.wikipedia.org/wiki/Sikkim). Nepal has a [diverse geography](https://en.wikipedia.org/wiki/Geography_of_Nepal), including [fertile plains](https://en.wikipedia.org/wiki/Terai), subalpine forested hills, and eight of the world's ten [tallest mountains](https://en.wikipedia.org/wiki/List_of_highest_mountains#List), including [Mount Everest](https://en.wikipedia.org/wiki/Mount_Everest), the highest point on Earth. [Kathmandu](https://en.wikipedia.org/wiki/Kathmandu) is the capital and the largest city. Nepal is a multiethnic country with [Nepali](https://en.wikipedia.org/wiki/Nepali_language) as the official language. Nepal is a federal republic comprising [7 provinces](https://en.wikipedia.org/wiki/List_of_provinces_of_Nepal). Each province is composed of 8 to 14 districts.

CRS consider**s Nepal** to be security level **phase one** (Situation Normal/ Calm) and **phase two** (Situation Normal but restricted) state in the areas where CRS operates and there is no threats and no exceptional tension or targeted threats against I/NGOs or CRS.

**Political system:**

The politics of Nepal functions within the framework of a parliamentary [republic](https://en.wikipedia.org/wiki/Republic) with a [multi-party system](https://en.wikipedia.org/wiki/Multi-party_system) under the new constitution of Federal system. Nepal has a conflict between the Nepalese Government forces and the Community Party of Nepal (Maoist) between 1996 and 2006 resulted in human rights abuses across the country. The political solution has been made in 2007 as rebel Maoist party joined to political mainstreaming. The Maoists fractional group “Biplav” carries out demonstrations, strike (Bandh) time to time including some violent acts against the Government activities until recent days.

**Covid-19 Pandemic:**

Nepal Government imposed the complete locked from March to August 2020 and again in April to July 2021. CRS project work in the local community has been affected as vehicular movements have been restricted in the several districts including CRS project area and Kathmandu valley. The second and third phase Covid-19 wave throughout the country badly affected the nation’s economy as many businesses were closed and thousands remain unemployed including migrant workers returned to Nepal. Updates of the impact of Covid-19 Pandemic can be found as Annex 3.

Thousands of people have been affected economically, socially and psychologically as the rate of deprivation in the mass population increased dramatically within long period of the lockdown. Further, health experts say if proper precautions are not taken, Nepal could see a massive surge in **Covid-19,** burdening the country’s already [fragile and exhausted health care system](https://kathmandupost.com/health/2020/05/13/if-covid-19-cases-continue-to-increase-at-current-rate-nepal-s-health-infrastructure-could-easily-be-overwhelmed-doctors-warn). All CRS staff members and partners have been trained and orientated on Covid-19 health safety and precautionary measures. CRS staff members follow strict Covid-19 health safety protocols in all offices, community and in project sites.

**Relevant Government websites:**

MOHP website [**https://mohp.gov.np/en**](https://mohp.gov.np/en)

MOHA website [**https://covid19.ndrrma.gov.np/**](https://nam03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fcovid19.ndrrma.gov.np%2F&data=01%7C01%7Cmilan.mukhia%40crs.org%7C2997549c98ef4d32382808d8436d7477%7Cb80c308cd08d4b07915c11a92d9cc6bd%7C0&sdata=4Hwo6josZ4prGSGb8Gdai0daEgqSxdI5n0wi9G4bK40%3D&reserved=0)

CCMC website <https://www.immigration.gov.np/>

EDCD website [**http://www.edcd.gov.np/news/covid-19-situation-updates**](https://nam03.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.edcd.gov.np%2Fnews%2Fcovid-19-situation-updates&data=01%7C01%7Cmilan.mukhia%40crs.org%7C2997549c98ef4d32382808d8436d7477%7Cb80c308cd08d4b07915c11a92d9cc6bd%7C0&sdata=Unriyb%2FUTKBC%2B0jRm4RrmpQP5uztLUtLhD9TCrbtpAA%3D&reserved=0)

**Crime:**

Although relatively low, crime in Kathmandu and throughout the country has risen in some categories and declined in others. In a number of recent cases, criminals have used sophisticated scams to commit crimes, particularly in Kathmandu or urban areas. There continue to be reports of robberies, burglaries, gender based domestic violence and sexual assaults involving foreigners, including in the popular tourist areas of Thamel and Bouddha in Kathmandu. Visitors should remain aware of their environment and avoid carrying large sums of cash or wearing expensive jewelry.

**Bandhs (General Strikes):**

**"**Bandhs" (forced closure of businesses and schools and halting of vehicular traffic) occur frequently and are used as a form of political agitation. Bandhs can be unpredictable and may include violent incidents. In past years, bandhs have lasted for periods from a few hours to several days or weeks, causing shortages of daily food supplies and bringing traffic to a halt. Individuals who do not comply with a bandh may be harassed. Bandhs in trekking areas are infrequent but do occur from time to time. Although bandh activity generally is not directed at foreign travelers, tourists defying bandhs may be subject to intimidation and/or violence. Most of the Bandhs are related to political as Nepal has the track record of instability of the political parties in the governing power and it is often that oppositions have the strong hold to conduct Bandhs.

**Road Accidents:**

In Nepal, vehicles are driven on the left-hand side of the road. Travel via road in areas outside the Kathmandu Valley remains dangerous. In general, roads are in poor condition and lack basic safety features, resulting in significant numbers of accidents and fatalities. Further, there are major constructions in the highway which increases traffic obstruction and chances of road accident. Deaths from motorcycle accidents have risen dramatically since last recent years. It is dangerous to travel on the roof of buses as live electrical and other communication wires hang low in many places. Traffic police impose fines and detain individuals for riding on the roof of buses. Long-distance buses often drive recklessly and bus accidents involving multiple fatalities are not uncommon. Traffic includes buses, mini-vans, cars, bicycles and motorcycles. Some stretch of eastern and western highways connecting to Kathmandu valley has wider road compared to other parts, and occurred fatal road accidents due to higher speed. The speed level inside the towns and cities are 20-40 KM and highways are from 40-60 KM per hour.

**Plane crash:**

Nepal ranks 33 out of the 207 countries ordered based on the number of plane crashes between 1990 and 2023. Nepal faced their worst plane crash in January 2023 with 68 people dead people. Experts say conditions such as inclement weather, low visibility and mountainous topography all contribute to Nepal's reputation as a notoriously dangerous place to fly. The last two domestic plane crashes were from Yeti Airlines and Tara Airlines. CRS Nepal allows travel on Buddha airline which has “Above average safety/regulatory record” as per ISOS January 2023 Airline Risk Rating which is inline with AIN recommendation.

**Natural disasters – Earthquakes:**

According to the U.S. Geological Survey, “Seismicity in the Himalaya dominantly results from the continental collision of the India and Eurasia plates, which are converging at a relative rate of 40-50 mm/year. Northward under thrusting of India beneath Eurasia generates numerous earthquakes and consequently makes this area one of the most seismically hazardous regions on Earth.” More information on past and the potential for earthquakes in Nepal can be found at the [USGS web site](http://earthquake.usgs.gov/earthquakes/eventpage/us2000292y#region-info). Two mega earthquakes stroke in 25th April and 12th May in 2015 followed by hundreds of aftermaths in Nepal. Also, earthquake stroke in Lamjung district in June 2021 which is CRS project area. Further, earthquake stroke in Jajarkot and Rukum in November 2023. CRS has been implementing recovery and reconstruction program actively in Nepal since 2015.

**Natural disasters – Landslides and floods:**

Other natural disaster includes landslides and floods are rampant in the monsoon (May-Sept). Thousands of people temporarily displaced every year due to flood and landslides. More than 300 people were killed by landslide, flood and lightening every year in the monsoon of 2020 and 2021 (period of May-July).

**Dengue:**

Dengue is a viral infection transmitted to humans through the bite of infected mosquitoes. Dengue is considered a year-round threat in Nepal, with the highest risk occurring from June through September in low terai belt and hilly region. Stagnant waters of any type are favorite breeding spot for the mosquitoes. Dengue patient infects mosquitos during the first three days of illness. Infected mosquitos transmit virus eleven days after its infection and remains infective probably throughout its life (not more than 6 weeks). According to WHO, a single bite of infected mosquito can cause Dengue. The symptoms normally surface 4 – 10 days after the person has been bitten. Dengue should be suspected when a high fever (40°C/104°F).

Also, It is advisable to take precautionary measures (relevant pills/drugs) prior to travel to terai belt of Nepal and wear full sleeves and carry mosquito repellent all the time.

**Human trafficking:**

Human trafficking is one of the major problems in Nepal. Nepali victims are trafficked within Nepal and sent to India, the Middle East, and Malaysia where they are forced to become prostitutes, domestic servants, low paid factory and mine workers, circus performers, child soldiers, and others. Sex trafficking is particularly rampant within Nepal and thousands of women and girls are trafficked to India alone each year. Since the social media is strong in Nepal, the study shows that the human trafficking cases are lesser in figures as compared to the time before 6-10 years.

**Health:**

The most common risks are contaminated water/food, carbon monoxide poisoning, and communicable diseases include bacterial dysentery, amoebic dysentery, traveler’s diarrhea are common. Inefficient gas stoves used to heat rooms in the winter if not properly managed and maintained can produce carbon monoxide. Communicable diseases such as Typhoid and cholera (during monsoon) are also common, and vaccinations against these illnesses are highly recommended. Extreme climatic variations also pose a health risk, with sunstroke and dehydration risks during the summer, and hypothermia and frostbite risks during the winter. It is therefore essential to dress and plan appropriately for any extended trips to field locations. Except in main cities, public medical facilities are limited, and the standard of care is low. Many local hospitals lack basic hygiene, medications and supplies.

Covid-19 information desks are installed in all major hospitals and health facilities throughout the country from where the Covid-19 related information such as vaccine, isolation facilities, quarantine, etc. can be obtained.

**Cyber-crime:**

With wider availability of information technology, cyber-crime is a growing trend. [Gadgetbyte](https://www.gadgetbytenepal.com/5-cyber-crimes-nepal/) identified five types of cyber-crime in Nepal, including social media related crime, privacy-related, fake profile marketing, threats using email, web-site hacking, unauthorized access and on-line business of restricted materials.

**Media:**

Local media works actively in Nepal and they have been running after big projects of I/NGOs. They use any kind of information to gather project related information, activities or personnel and get them published in newspaper when they want. Thus, CRS and partners will have to be very careful while talking to local media. It is advisable that only authorized person should talk to media following CRS communication guidelines.

**Decision making and Security Focal Point (SFP) per program:**

All security decisions will be made by the CM or his/her designate in consultation with the Regional Director. The CM’s decisions will be based on consultation with other Senior management team (SMT), Country Management Team (CMT), and as required at the field office level. HoOps is the responsible focal point for ensuring that the security guidelines are understood and adhered to and that any incidents or threats to the security and safety of CRS staff in their area are immediately communicated to Security focal points (SFPs) per program, CM and HoOps.

Since CRS program is scattered in multiple districts therefore CP has segregated the particular roles and responsibilities to Program based Security Focal Point (SFP). Organization Chart for the SFP is attached as Annex 4. Constant Companion with SFC is attached as Annex 5.

# CRS Nepal general information:

To date, CRS staff have not been a direct target of any type of organized violence or staff member/s involved in the criminal act. CRS project work in the community has recently been halted for 3 weeks due to election on November 2022. There have been several strikes and demonstrations caused by political factors, including transportation strikes.

The presence of foreign NGOs and staff are well accepted by the general public, but self-interest groups can target NGOs as a means of forcing political interests. Communities tend to be more traditional and conservative in most of the rural and interior of the country and are very open to the support and assistance provided by NGOs. However, it is important to learn and show respect for local customs, be aware of underlying inter-community tensions and reaffirm CRS’ impartiality, independence and accountability.

There are no direct threats to CRS or staff members in terms of security. Besides Covid-19 and Dengue cases, other major categories of security concern for this country overall are social, economic, political and infrastructure due to geographical built of the country.

# CRS Country Risk Assessment

CRS has a duty to inform its staff about the risks in the environment where they work. Summary of Country Risk Rating is attached as Annex 6.

# Risk Reducing Measures

Based on its CRS Country 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 the course of their work. Staff who do not comply with these measures may receive disciplinary action, including termination of employment.

## Staff Travel & Movement

* No road travel is permitted outside of city limits before dawn or after dusk. CRS vehicles and motorcycles are not allowed to drive in the dark.
* Restricted Areas: No CRS staff movement will take place to the restricted area declared by the Government, local government authorities, United Nations security or AIN (alliance for international NGOs in Nepal).
* Curfew: All CRS staff follows strict curfew rules especially for road travel.
* Travel authorization: Prior approval on travel authorization from supervisor.
* The Covid-19 health precautionary measures is mandatory (wear mask, wash hands, keep 2 m physical distance, use hand sanitizer).
* Pre-departure procedures: All CRS staff must know the schedule of their travel before -hand including information of the places to visit. A briefing will be set by the trip leader (or program manager) on particular field trip followed by “Do’s and Dont’s”. The essential documents need to be carried by the travelers including office ID card, mobile phone/charger, Thuraya (where possible), Copy of Covid-19 vaccine card, first aid – medication and required cash fund.
* Route verification: CRS staff members travelling to field must consult with Driver Team Lead for route clearance/verification prior to their departure when needed. CRS Driver Team Lead may advise to change the route depending local situation or environment.
* Checkpoint procedures: Always slow down the vehicle speed, and curl down the side window glasses. Talk gently to security personnel and answer their queries to the points only.
* Field bag: During the extreme emergency or disaster relief period, staff member is required to take a personal field bag. This bag should have the contents mentioned in Section 7.

## Road Safety

Road traffic collisions are the most likely hazard to cause injury or death to CRS and partner staff. Project participants’ involvement in a CRS traffic collision could also cause devastating harm to CRS’ reputation and the acceptance with the community we are serving. Therefore, there must be strict compliance with road safety requirements, with the key elements being:

* Seatbelts **must** be worn in the **front and rear** of the vehicle at all times when a vehicle is in motion.
* Drivers **must not** operate phones **in any way** when a vehicle is in motion.
* Speed limits will be adhered to.

Disciplinary action should be initiated against staff that do not follow the above listed requirements.

## Drivers

On the Nepal country program, we have dedicated drivers and some staff who are permitted to drive. All persons driving program vehicles and on CRS work-related travel must be authorized to do so by the CM.

Drivers have a lead role in providing staff safety. Drivers are therefore not only responsible for their vehicles and their driving, but for the conduct of the staff in the vehicle. Drivers must ensure the following requirements are followed:

* The driver must ensure that all passengers’ in the vehicle are wearing seatbelts. The driver should not put the vehicle in motion until all passengers’ are wearing their seatbelts. (S)he can refuse to put the vehicle in motion until (s)he has obtained full compliance.
* The driver must not operate a phone in any way if the vehicle is in motion. (S)he must pull over to read texts or to respond to, or make, any calls.
* Speed limits will be followed – and where there is no posted speed limit, speeds must be appropriate to the situation and road conditions.
* The driver will not eat, smoke, drink or any other activity that impedes vehicle operation when the vehicle is in motion.
* The driver must not operate vehicles under the influence of alcohol or drugs.
* The driver should ensure door locks are locked when the vehicle is in motion.
* All drivers must keep a valid driver’s license with them at all times.
* It is the driver’s responsibility to ensure that the vehicle is in good working condition (engine, oil, water, screen wash, etc.) on a daily basis and prior to departing on a field trip. The driver will report any defect to the Driver Team Lead.
* Conduct daily checks of the equipment (spare tires, jack, first aid kit, fire extinguisher, documentation, fuel, etc.).
* Drivers are responsible for the security of vehicles. Vehicles must be parked and secured accordingly.
* The driver must compile relevant documentation (such as vehicle usage / mileage reports).
* The driver must ensure non-CRS passengers must sign the vehicle waiver form before the journey commences.

## Motorcycle Safety

Motorcycles create a great deal of additional risk to their riders compared to drivers of cars and other four-wheeled vehicles, mainly due to motorcycles providing no protective shell around the rider. It is always the preferred option that CRS-related road travel will be in four-wheeled vehicles, although CRS does allow the use of motorcycles in limited circumstances.

Only staff authorized **by the HoOps** can ride CRS motorcycles. The authorization process involves having many steps signed off on the ‘Authorization to Drive CRS Motorcycles’ form. Riders will also need to sign the ‘Disclaimer for Authorized Users of Motorcyles’ form.

The following safety rules have been developed by this country program in relation to motorcycle use. They must be strictly adhered to:

* Helmets must be worn at all times by the rider and passenger of the motorcycle. Helmets must offer face protection.
* Hi-visibility vests must be worn by the rider at all times.
* The carrying of passengers should be avoided if possible. Only CRS staff and partner staff can be carried as passengers on CRS motorcycles. Passengers must be over 18 years old.
* Motorcycle lights must be kept switched on at all times.
* The rider must not operate a phone in any way if the vehicle is in motion. (S)he must pull over to read texts or to respond to, or make, any calls.
* Speed limits will be followed – and where there is no posted speed limit, speeds must be appropriate to the situation and road conditions.
* The rider must not ride under the influence of alcohol or drugs.
* It is the rider’s responsibility to ensure that the motorcycle is in good working condition (engine, oil, water, etc.) before the trip. The driver will report any defect to the relevant operations focal person.
* The driver must compile relevant documentation (such as vehicle usage / mileage reports).

## Earthquake Response Drill

CRS currently has multiple offices in Nepal. All the office buildings have been technically assessed and categorized as earthquake resistance building certificated by the concern Municipality offices or concern department at the district level. The staff are aware of the building structure and premises that they are working.

SFP in each location/office are responsible to conduct Earthquake Response Drill.

Earthquakes sometimes start with a slight swaying or rumbling before developing into a much more serious and destructive shaking. This may give you an opportunity to escape the building or seek adequate cover.

**Drill**

If you feel a rumbling motion or hear a rumbling noise, or if you feel a swaying or shaking motion, treat it as an earthquake and do the following immediately:

If the rumbling, swaying or shaking motion is light:

* Shout “earthquake” and alert other staff members.
* Make your way quickly out of the building and stand by the open area, car park / parking lot.
* Do not use the elevators.

If the swaying or shaking motion does not enable you to walk:

* Drop to the floor.
* Move away from windows and tall items like furniture that may fall on you.
* Sit in the doorway of your office with your arms over your head and your feet braced in the doorway.

Once the swaying or shaking has stopped, or has reduced to a level that enables walking:

* Make your way quickly out of the building and stand by the open area, free office compound, car park / parking lot.
* Stay away from damaged buildings, power lines and trees.
* Conduct a headcount of all staff members and identify if anyone is missing.
* Beware of after-shocks. It is better to remain outside 30 minutes before returning to the building.
* Even if no structural damage is observed to the buildings in the compound, a staff member should go through the building and check for cracks and other damage before other staff are allowed to return.

## Fire Response and Drill

The Fire Response and drill will be conducted per office location, situation and potential risks. The SFP in each office/location will conduct the fire response and drill where deem necessary.

The fire extinguishers are placed in all offices of CRS.

**Drill**

If you witness a fire starting, and you believe it is safe to do so:

* Attempt to extinguish the fire with a fire extinguisher.
* Shout, “Fire, fire, fire”. Notify other staff of the fire.
* If it is not safe to attempt to put out the fire or the extinguisher has no effect, conduct the same drill as the rest of the building occupants, as follows.

If you hear the fire alarm, smell smoke, or hear someone shouting “Fire, fire, fire”:

* Quickly make you way out of the building – do not run. Do not use the elevator.
* Make your way to the meeting-point in the car park / parking lot.
* Inform the guard-staff of the fire. They may not be aware.
* Call the fire department.
* Conduct a headcount and identify any missing staff members.
* Do not re-enter the building until you are told it is safe to do so.

If fire prevents you escaping from the building:

* Try and get into an office / room with an outward facing window.
* Try and block the gap at the bottom of the door to prevent smoke entering the room.
* Call other staff members by phone and let them know where you are.
* Await rescue from the fire brigade.

# Standard Operating Procedures

**General check list for field bag:**

* Technical Equipment: Sat phone, GPS & compass, VHF handset with batteries and charger, laptop (space permitting), SW radio receiver, flashlight.
* Documents: Passport or other official ID, cash (both USD and local currency), insurance documents, International SOS card for expat, Constant Companion, list of key personal contacts.
* Clothing: at least one change of clothing, underwear, socks, towel, sunhat/sunglasses.
* Medicines & Toiletries; anti-malarial medicine, insect repellent which includes DEET, Picardin, IR3535, oil of lemon eucalyptus, para-methane-diol or 2-undecanone, first-aid kit with sterile needles, 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 liter of water, chocolate or high energy bars, high energy drink powder, dried fruit or nuts

**Communications**

* Daily check-ins: 6-7 PM is the radio check-in time every day where possible during emergencies.
* Redundant communications: Thurya or mobile (if network)

**Site Security**

* Offices hours: 9 AM to 6 PM.
* Office entry/exit procedures: Register or use digitized attendance during entry and exit.
* Identification required: CRS official identity card or visitor’s identity card
* Procedures for non-staff visitors: CRS staff who has appointment with visitors will inform guard with the detail in advance.
* Guest house entry/exit procedures: Same as office procedure.

**Personal and Professional integrity**

* CRS staff are not permitted to join any political mass/demonstration with CRS visibility i.e. t-shirt, cap, jacket, etc.
* CRS staff are not permitted to enter into political debate with the staff in office, in the working community or in public area.

# Incident Reporting

It is essential that all safety and security incidents are reported so that support can be provided if required and so that CRS has a clear picture of the issues facing its staff. All incidents must be reported. 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”.

The definition is intentionally broad and includes all incidents that directly or indirectly affect or impact CRS, its staff, property, programs, reputation, partners, project participants, or an inability to move or gain access to communities. A “near miss” is: any event, which under slightly different circumstances, may have resulted in an incident.

If such an incident occurs, staff needs to immediately inform the Immediate Supervisor, designated Security Focal Points (SFP). The person reporting the incident 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.

**All incidents should be reported using the online reporting portal at** [**http://securityincident.crs.org/**](http://securityincident.crs.org/) **within 24 hours.** (Any incident deemed critical[[1]](#footnote-2) or above should be reported to the Regional Director by the Country Manager.)

It is not possible to give every example of reportable incidents, but the following should be indicative:

* 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, arrest of CRS staff, etc.)
* Traffic collisions, even if they did not result in injury or damage.
* Negative or harmful social media coverage about CRS, its staff, partners or programs.
* Accidents or injuries effecting the agency's personnel, assets, or partners.

# Medical Support and International SOS

**Medical support**

During the course of their work, staff may find themselves in a situation where they need to call for immediate medical support or quickly take someone to get medical support. In CRS field locations, call immediately to supervisor and SFPs for assistance to get to nearby hospital/health facility. If you do not know the location of the nearest medical center while in the field or any medical assistance is needed within Kathmandu valley, please consult immediately to SFPs.

**Essential Services**

Survivors of critical incidents, including but not limited to safeguarding incidents, may need swift access to essential services. Such services are listed in Annex 7.

**International SOS (ISOS)**

CRS has contracted International SOS (ISOS) to provide support to all staffs. Once a call is received by ISOS they will determine the nature of the request and direct the caller to their in-house doctors or security specialists to provide assistance or advice. In brief, ISOS can provide the following services:

* Advice on the most suitable medical facilities. Emergency and routine medical advice.
* Pre-trip information on travel health issues.
* Medically-supervised evacuation.
* Dispatch of medication and medical supplies.

**Calling ISOS About Medical Treatment**

As explained above, all staff can call ISOS for support and advice - at no cost to the staff member. However, it should be remembered that ISOS is not an insurance provider, so any follow-on treatment that ISOS recommends will need to be paid for by your health insurance policy (or the CRS travel insurance policy in certain circumstances).

|  |  |  |
| --- | --- | --- |
| **Calling from:** | **Assistance Center** | **Number** |
| U.S. or Canada | Philadelphia, PA | +1-800-523-6586+1-215-942-8226 |
| Asia, Australia or the Pacific Rim | Singapore | +65-6338-7800 |

# Psycho-Social Support to CRS Staff

Mental and emotional health directly contributes to your physical health and safety. All CRS staff and their families have access to *free, confidential, short-term* emotional support and counseling to promote healthy, well-rounded lives. If you require longer-term counselling, we recommend utilizing your health insurance benefit to access an appropriate provider.

**Country Program Staff and Families.**

Staff who receive their benefits through a CRS Country Program or Regional Office, and their household members, can access free, confidential support from Workplace Options (WPO). Counsellors provide counselling in local languages and offer information, assessment, action-planning, crisis intervention assistance, and/or short-term problem resolution and referrals.

* Email: support@resourcesforyourlife.com
* Web: [www.global.resourcesforyourlife.com](http://www.global.resourcesforyourlife.com) (username: CRS)
* More information on WPO can be obtained [here](https://crsorg.sharepoint.com/sites/Human-Resources/SitePages/CP%20Staff%20Support.aspx).
* A direct link to country-specific WPO phone numbers can be found [here](https://crsorg.sharepoint.com/%3Ax%3A/r/sites/Human-Resources/_layouts/15/Doc.aspx?sourcedoc=%7B622F8011-5282-4E27-AB3D-E09E6F1ED1E8%7D&file=Catholic%20Relief%20Services%20Phone%20Grid_1.27.21.xlsx&action=default&mobileredirect=true).

**Expatriate and U.S. Staff and Families**

U.S.-based and expat staff, and adult members of their households, can access BHS as the primary Employee Assistance Program (EAP). In-the-moment counselors can help with work-life balance, wellness, and overall well-being and offer referrals to short-term counselling.

* Phone: +18003272251
* Web: [www.portal.BHSonline.com](http://www.portal.BHSonline.com) (username: CRS)

Expat staff and their spouses can also reach out to the Headington institute for access to psychologists who can help them better manage the work-related stress attached to difficult assignments and living outside one’s home country and/or address the experience of a critical incident.

* Email: support@headington-institute.org
* Phone: +16262299336

# Hibernation, Relocation and Evacuation

**Purpose**

The purpose of the hibernation, relocation and evacuation plan (HREP) is to provide CRS staff with a safe exit strategy for leaving field offices and the country in the event of the situation deteriorating to such an extent that the Country Manager deems this necessary.

Definitions

Definitions are included within the HREP to ensure there is a common understanding to all staff involved in managing the processes of the terminology used by CRS. There are three elements of a HREP: Hibernation, Relocation and Evacuation.

**Hibernation**

Hibernation is remaining in place, normally within the office or residence, until assistance can be provided, or until the situation stabilizes. Typically this is either a sudden onset of violence or breakdown in law and order with little or no warning, or when preparing to relocate or evacuate. Hibernation requires locations to be pre-stocked with resilience measures (food, water, fuel, communications sources of light and power, etc) to ensure staff can safely remain there. Hibernation also accounts for closing down an office and reducing the impact to CRS if the office is subsequently compromised / damaged, to include the backing up of data and shredding of confidential files.

**Relocation**

Relocation is the movement of staff from an unsafe location to a safer location within the country of operation. This is usually the office or residence or some other place within the country that can provide a more secure environment. This will occur when sufficient warning of an imminent breakdown has been received in advance, or during a deteriorating security situation.

**Evacuation**

Evacuation is the movement of international staff or visitors out of the country. It may be taken pre-emptively – it is often easier to evacuate international staff early on routine flights and forms of transportation than after a serious deterioration in security when routine flights may be disrupted or halted and significant numbers of other people are also trying to evacuate from the country.

## **Responsibilities, Authorities and Rights**

**Authority and Delegation**

**Hibernation:** The Country Manager is responsible for ordering hibernation.

**Relocation:** The Country Manager is responsible and has authority to order a relocation. If possible, this should be in consultation with the Regional Director. The Country Manager (CM) approves return.

**Evacuation:** The Country Manager is responsible and has authority to order an evacuation. If possible, this should be in consultation with Regional Director. The Regional Director must authorize the return of international staff after an evacuation.

No Right to Remain

CRS has the right to withdraw its staff from situations that it considers dangerous, and all staff are obliged to obey these instructions. This applies at project level within a country, and to a country program as a whole. Failure to follow such instructions may lead to disciplinary action or termination of contract, subject to level of seriousness.

Individual Right to Withdraw

Individuals working remotely, or who find themselves isolated during a crisis, should use their judgement concerning safety in their area. CRS policy dictates that all staff members are authorized to relocate/evacuate on their own authority if they feel their safety is threatened.

Every effort should be made to communicate with their manager during the process. Once in a safe area, the individual must contact their manager or HQ immediately. No one may return to an area after relocation or evacuation without specific authorization, according to the procedure stated above.

## **Nepal - HRE Context**

**Staff Impacted:** *All CRS Staff*

**Procedures for working when activities are suspended:** All field visit will require prior approvals from CM or delegate.

**Communications procedure:** CM or delegate will provide more guidance on the Communications procedure during temporary suspension of activities.

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

**Staff Impacted:** *All CRS Staff (including dependent family members of international staff)*

**Procedures for relocating:** CM will inform International Staff with the relocation procedures

**Communications procedure:** CM or delegate will provide more guidance on the communications procedure during relocation.

This plan is intended to improve the coordination and efficiency of the evacuation of CRS staffs (including dependent family members of international staff) in the unlikely event that the security situation in Nepal deteriorates to such an extent as to require either the relocation within the country, the evacuation of CRS national staffs, or the partial or total evacuation of international staff. It is written as guidance to staff and provides options available to the Country Manager and international staff members in Nepal, as well as to the Regional Director and CRS/HQ. This plan is by no means intended to substitute for individual judgment in cases where events dictate deviations from the specific actions contained in this plan. However, the plan gives CRS management a useful tool when preparing and executing various types of actions within the evacuation plan as well as identifying key persons, their contact information, and individual responsibilities.

**Throughout this document, the “designate” of the Country Manager means the Head of Operations and/or Head of Programs.**

The best way to improve the security and efficiency of an evacuation is to prepare for it. CRS Nepal has developed a system for monitoring security events, reporting significant events both on the national and region levels, and analyzing current trends and up-to-the-moment developments.

The core members of the Risk Management Team is updated in **Annex 8.** This team provides the Security Focal Person with vital information to make critical programmatic and operational decisions, to advise the Regional Director and CRS/HQ of the current situation, and to recommend activation of the evacuation plan.

1. Activating the evacuation plan

The Country Manager, or in his/her absence his/her designate, is responsible for activating this plan. The decision to activate any part of this plan should be coordinated and approved by the Regional Director. Activation of any part of this plan may be also decided by the Regional Director. The criteria for activation of any part of this plan may include, but are not limited to:

* Widespread civil unrest or open conflict that severely constrain CRS movement and activities
* Deterioration of the security environment up to or beyond the point where CRS protocols are able to mitigate risk to staff
* Departure of essential US embassy or UN personnel for security reasons.
* Departure of other international NGO essential staff for security reasons.
* Specific targeting of CRS, credible threats against CRS, or explicit warnings from trusted partners.
* Specific targeting of US NGOs or credible threats.
* Specific targeting of US citizens or credible threats.
1. Preparation for Evacuation

The Country Manager, or in his/her absence his/her designate, will notify all staff to be evacuated about the decision and the plan to be used in the evacuation. The Head of Operations/SFP will inform the Country Manager if any staff to be evacuated could not be reached and report their last known position and how to proceed to contact those staff members.

All communications should end with a statement of proposed means, time, and location of next contact.

It is important that all parties know which plan will be followed, so that communication with staff’s families can be made and external accommodations can be prepared for evacuating staff. If possible, the CM or his/her designate will notify donors about the disposition of public-donor funded commodities and equipment.

In the event an individual staff member cannot be evacuated, the person should attempt to ensure reliable lines of communication. **Individual staff members who refuse to evacuate when a decision to evacuate is ordered release CRS from liability for their safety and will be subject to disciplinary action, up to and including termination.**

**Temporary / Permanent Relocation of Staff Residence**

The Country Manager, or in his/her absence his/her designate, may determine that a singular event or a series of events pose sufficient risk to an international staff member in or around their residence to necessitate relocation from that residence. He or she will notify the staff member of the activation of this part of the plan and the expected duration of the relocation.

The Country Manager, or in his/her absence his/her designate, will determine whether the situation permits staff members to gather necessary belongings from their residence. Staff members may return to their residence after a review of the security situation by the SFP. In the event that the security situation in and around a staff residence does not improve, the Country Manager, or in his/her absence his/her designate, may recommend the staff member to obtain a new residence. The Country Manager, or in his/her absence his/her designate, will notify the Regional Director of any temporary or permanent changes in staff residences.

The Country Manager, or in his/her absence his/her designate, may determine that the security situation warrants the relocation of offices. Under such circumstances, the SFP will meet to decide the safest location to move an office to allow programmatic activities to continue. The decision to relocate any office must be approved by the Regional Director.

**Personal belongings:** Potential evacuees should assemble personal belongings to be taken during an evacuation, including passports and visas, money (convertible currencies), driver’s license and other identification documents, cell phone, Constant Companion, flashlight (with extra batteries). Each employee is responsible for taking his/her office laptop computer and backing up all sensitive files in case the laptop is confiscated.

**Travel Luggage:** The traditional luggage allowance for evacuees is one suitcase of 20 kilos and one carry-on bag, if the evacuation is done by airplane. Pets should not be brought along. Arrange prior care with a trusted friend. List of items to be carried during HBR is attached as Annex 9.

**Evacuation of Dependents or Particular Staff**

The Country Manager, or in his/her absence his/her designate, may determine that the general security situation has deteriorated to such an extent as to necessitate the temporary or permanent relocation of dependents. Similarly, the security situation may deteriorate to the point where a particular staff member’s contributions to ongoing programming are outweighed by the risks to that person, requiring his/her relocation.

The Head of Operations will make all international travel arrangements for international staff and/or their dependents to their home of record, CRS HQ, or another safe location within the Region approved by the Regional Director through Corporate Traveler.

1. Preparation for Evacuation

Depending on the security situation, CRS Nepal has prepared several different scenarios and routes for possible total evacuation. Common to all plans are selected meeting places for regrouping.

***Plan A: Evacuation through Field Office***

|  |
| --- |
| **Assumptions:** Airport functioning and accessible to staff and routes to field office is still open**Meeting Places:** CRS Field Office |

Staff should make their way to the Field Office, or, if the Field Office is inaccessible, another meeting place designated by the CM. Once there, CRS or rental vehicles will be allocated for transportation. The Head of Operations/SFP will contact any missing international staff members and inform the Country Manager of their location. Once organized, the international staff and dependents will proceed to Tribhubhan International Airport in a safe and timely manner for relocation by regularly scheduled commercial flights. Upon arrival, international staff and dependents, depending on their destination, must make contact either with the CRS office in the country of destination or the Regional Director.

International staff in the field at the time of the call for evacuation must notify the Country Manager, or in his absence his designate, about proposed routes and possible meeting places. If possible, these staff should attempt to join other international staff evacuating from same location.

***Plan B: Evacuation through Kathmandu***

|  |
| --- |
| **Assumptions:** Airport functioning and accessible to staff and routes to field office is still open**Meeting Places:** CRS Country Office |

Staff should make their way to the Country Office, or, if the Country Office is inaccessible, another meeting place designated by the CM. Once there, CRS or rental vehicles will be allocated for transportation. The Head of Operations/SFP will contact any missing international staff members and inform the Country Manager of their location. Once organized, the international staff and dependents will proceed to Tribhubhan International Airport in a safe and timely manner for relocation by regularly scheduled commercial flights. Upon arrival, international staff and dependents, depending on their destination, must make contact either with the CRS office in the country of destination or the Regional Director.

* + **Office evacuation**

**Likely scenarios:** In case of medical reasons such as Pandemic.

**Communications/alert system: Please see below section**

**Procedures for evacuating:** Gather your personal belongings and leave the area using safest route in coordination with Head of Operations/SFP.

**Security Communication Tree**

The purpose of the communication tree is to efficiently distribute important security information to all CRS staff when needed. Under normal circumstances, the line of communication is as follows:

Head of Operations/Security Focal Point in coordination with the Country Manager decides what information needs to be shared with all staff members. Head of Operations/Security Focal Point conveys the information to all staff via email, whatsapp group or phone.

Under crisis situations the communication tree hierarchy remains in place however, highest priority is given to sharing information with those staff members in immediate danger. The communication tree also works in reverse for information from the field offices.

All CRS staff must maintain a working, fully charged mobile phone. Contact numbers for the CM, HoOPs, (security focal persons), Project Managers/Directors, and all other important contacts must be saved into the phones for easy access.

Reporting of security incidents:

Field Offices: Staff must communicate, immediately, to the SFP and Project Managers/Directors any information, concerns, threats or rumors which could have a bearing on the security of staff and operations in Field Offices. SFP will be responsible for passing the information to the Head of Operations and CM. Reports of security incidents directly involving CRS staff or property must be immediately shared, first verbally, and then via email.

Country Office: Staff must communicate, immediately, to the Head of Operations (HoOps)/ SFP any information, concerns, threats or rumors which could have a bearing on the security of staff and operations in Country Office. HoOPs will be responsible for passing the information up reporting lines to the CM. Reports of security incidents directly involving CRS staff or property must be immediately shared, first verbally, and then via email.

Consultation on any security-related decisions:

Staff must always consult, immediately, with the security focal point, through their supervisors, when faced with decisions involving potential security risks. No manager should make such a decision by themselves unless communication and consultation are impossible. If staff find themselves forced to make a security-related decision without consultation, they must always choose the option that puts staff at least risk, regardless of other factors.

**Priority Levels**

|  |  |
| --- | --- |
| **Priority 1** | * Staff members in immediate personal danger due to the conditions of the crisis.
* Staff members exposed to specific life-threatening situations as result of their affiliation with CRS and/or due to natural causes or a medical condition
 |
| **Priority 2** | * Individuals other than Crisis Management Staff
 |
| **Priority 3** | * Crisis Management Staff & National Re-locatable Staff
 |

**Maps of CRS Locations in Nepal**



## **Potential Triggers for Evacuation or Relocation**

* CRS, INGOs, NGOs, or US citizens are directly or indirectly targeted.
* The threat of heavy fighting, attacks, looting, etc. interrupt program operations or expose staff to unreasonable risks.
* Rapid deterioration of the economic situation including hyperinflation affected to security situation.
* CRS has no access to program beneficiaries, i.e. the program cannot be implemented.
* Mass civil unrest and gradual fragmentation of the country,
* An individual expresses his/her personal desire to evacuate included reason for evacuation request.
* Essential staff of other INGOs, NGOs depart for security reasons.
* Essential US Embassy staff or UN personnel depart for security reasons, particularly if this will affect CRS’ evacuation capacity. Keep in mind that there are often political implications that factor into both the USG and UN decisions to order evacuation of personnel; as such CRS will often call for evacuation prior to the US or UN announcing their own evacuation decision.

## **HRE Scenarios in Brief**

|  |  |
| --- | --- |
|  **Possible Scenarios in Nepal: HRE**  | **Actions**  |
| **Scenario 1**  | Security or safety situation when Country/Field office in must close  | **Hibernation** of Country/Field office | * Close office
* Temporary relocation of relocatable international staff to safer location in or out of the country.
* Non-relocatable staff advised to leave the area (Staff to move with laptops and mobile phones and to secure remaining assets before leaving).
* Local staff are sent home
* Activate emergency cash fund.
* FM and security focal point staff will ensure collection of relevant data backups and financial information.
* If feasible, CRS to pay national staff salary in advance.
 |
| **Scenario 2**  | Security or safety situation when CRS cannot continue programming. | Staff go into **hibernation** in the area designated by CMPotential **relocation** of field based staff back to home location | * Staff told to stop field visits and return to their base location.
* Program activities suspended.
* Staff remain at the area designated by CM until the situation returns to normal (if this is anticipated).
* Dependent upon the scenario, staff are relocated back to home location.
* If possible, program activities are re-commenced remotely. If not, program activities remain suspended.
 |
| **Scenario 3** | CR determines that Nepal-based international staffs require evacuating   | **Evacuation** of international staff.**Hibernate** if evacuation not possible. | * Staff are booked on commercial airline flights.
* If commercial airline options are not available, operations team should contact to arrange a charter flight.
 |

|  |  |
| --- | --- |
| Date Evaluation Completed | November 2023 |
| Next Revision Due | December 2024 |
| Objective | The Field Security Plan establishes the management of security risks for operations in CRS Nepal from a strategic, operational, and tactical perspective in order to outline a system that reduces risk to CRS staff and agency guests (including dependent family member of international staff), operations, and activities.  |
| Prepared by | Ashim Jung Thapa, Head of Operations  |
| Reviewed by | Donough Ryan, Acing Country Representative Marieke Van Weerden, Acting Regional Safety and Security Advisor  |

#

# Annex 1 – Office Location

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#** | **Area evaluated** | **Level of risk** | **#of staffs** | **Implementing Partner** |
| 1 | Kathmandu Valley | Level 2 | 26 | Caritas Nepal, NSET |
| 2 | LERP Lamjung | Level 1 | 2 | RCDC |
| 3 | EPRP- Palpa, Butwal and Banke | Level 2 | 6 | Caritas Nepal |
| 4 | ReCoVER- Tanahun, Lamjung, Kaski, Chitwan and Makuwanpur  | Level 1 | 20 | 1. Lumanti2. SAPPROS |
| 5 | NHSRP working districts and Farmer to Farmer (F2F) districts | Level 2 | 17 |   |
| **Total** | **71** |  |

# Annex 2 – Summary of CRS Nepal programs

CRS started its operational presence in Nepal in response to the 2015 earthquake, providing immediate emergency response support to 23,000 disaster-affected families in multiple districts and earthquake recovery support to almost 30,000 households. In 2021, CRS expanded its earthquake recovery and resilience programming to respond to the Lamjung earthquake and also through its ReCoVER program to support 4,000 most vulnerable households yet to be reached with housing, livelihoods, and WASH assistance by humanitarian actors. In the seven years since the disaster, CRS has become a key stakeholder in the national-reconstruction effort, supporting the GoN in setting reconstruction standards through Housing Recovery and Reconstruction Platform (HRRP), recently renamed the National Housing and Settlements Resilience Platform (NHSRP). NHSRP was established to support the government authorities, and Partner Organizations (POs) with coordination of the post-earthquake housing reconstruction. The platform, led by CRS since 2017, has now evolved to support resilient housing coordination for any types of disaster including flooding, landslides, and fires.

CRS Nepal is also supporting the agriculture and livelihoods sector in Nepal with multiple research projects on cash crops and goats value chains and its ongoing USAID Farmer to Farmer program which provides technical assistance from US agriculture experts to organizations in Nepal, improving farmer’s productivity, access to markets, and technical knowledge. Gender Equality and Social Inclusion (GESI) and Safeguarding have been focus areas of all CRS programming in Nepal with advances made in HR systems, community participation, and organizational management. CRS currently has an emergency response program in shelter and will be looking to extend and scale this program throughout Province 5 beyond the current CEERP.

# Annex 3 – Covid 19 data for Nepal

|  |  |  |
| --- | --- | --- |
| **#** | **Particulars** | **Number** |
| 1 | Number of Positive Cases |  1,003,361  |
| 2 | Number of Deaths |  12,031  |
|  |  |  |
|  | Date of update | 6/20/2023 |

# Annex 4 – Organization Chart for Security Focal Person

# Annex 5 - Constant Companion

**CRS NEPAL CONSTANT COMPANION** IN CASE OF EMERGENCY-SAFETY AND SECURITY CONTACT (Last Updated on: 3 November 2023)

**This should be with all staffs at all the times in case of emergency.**

|  |  |
| --- | --- |
| **PERSONAL - emergency details to be completed by carrier.****Name:****Blood Group:****Vital Medicinal Info:****Personal Emergency Contact Information:****Personal Emergency Phone Number:** | **Risk Rating****Security Level 1 – Situation Normal/Calm:** Chitwan, Makawanpur, Tanahun, Lamjung and Kaski**Security Level 2 – Normal but Restricted:** Nepal, Kathmandu, Palpa, F2F Working Areas, NHSRP Working Areas and Banke |
| **Key Travel Logistics-Local Travel:****Name and Position:** Sushil Subedi, Driver Team Lead**Email:** sushil.subedi@crs.org**Phone Number:** +977 9851016936 |
| **CP Focal Point****Name and Position:** Bandana Risal, Country Manager**Email:** bandana.risal@crs.org**Phone Number:** +977 9806554554G.P.O. 8975, EPC 419 Kathmandu, Nepal | **Key Travel Logistics-International Air Travel (Corporate Traveler):****Working hours: Monday – Friday 09:00-18:00**Email: crs.sg@sg.fcm.travel, avan.teh@sg.fcm.travel and helen.chin@sg.fcm.travel**Phone Number:** +65 6593 4473 |
| **Country Security Focal Point****Name and Position:** Ashim Jung Thapa, Head of Operations**Email:** ashimjung.thapa@crs.org**Phone Number:** +977 9851183077 and +977 9810131212 | **Key Travel Logistics-International Air Travel (Corporate Traveler):****After working hours:**Email: afterhours@sg.fcm.travel, shirnie.tiew@my.fcm.travel and stephanie.hah@my.fcm.travel **Phone Number:** +65 6593 4473 |
| **Regional Security Focal Points****Name and Position:** Marc D’Silva, Regional DirectorEmail: marc.dsilva@crs.org**Phone Number:** +855 12857906**Name and Position:** Hok Thong, Deputy Regional Director/Operations**Email:** thong.hok@crs.org**Phone Number:** +855 85555773 | **Headquarter Security Focal Points** **Name and Position:** Marieke Van Weerden, Acting Regional Safety and Security Advisor**Email:** marieke.vanweerden@crs.org**Phone Number:** +316 4846 4174**CRS HQ Security Emergency (24/7):** +1 410 951 7525 / Marieke Van Weerden: +316 4846 4174 |

**Nepal Emergency Numbers:** Ambulance Dial 102, Fire Dial 101, Police Dial 100, Traffic Police Dial 103, Telephone enquiry Dial 197 (Landline)

**Security Alert- US citizen:** Per the October 19, 2023 US Department of State Security Alert for Worldwide Caution - All US citizens are required to enroll in the [Smart Traveler Enrollment Program](https://nam11.safelinks.protection.outlook.com/?url=https%3A%2F%2Fstep.state.gov%2Fstep%2F&data=05%7C01%7Cashimjung.thapa%40crs.org%7C693f3eb64ba74f35d38708dbd12ceb76%7Cb80c308cd08d4b07915c11a92d9cc6bd%7C0%7C0%7C638333763104620398%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=mjNABRBiZoZI%2BFsSsc0DjcAqTamgwD359j6g2kYFM7s%3D&reserved=0)to receive security messages from the US Embassy in Nepal and make it easier to locate you in the event of an emergency. Kindly share confirmation of your registration with CRS Nepal Country Security Focal point (ashimjung.thapa@crs.org) before your arrival in country.

\*\*US citizens can contact the U.S. Embassy in Kathmandu located at Maharajgunj at CONSKTM@state.gov. After-hours emergency number for U.S. citizens is +(977) 01-423-4000.

|  |  |  |
| --- | --- | --- |
| **Kathmandu** | **Project Implemented across Province** | **Project Implemented in Lumbini Province and Lamjung District** |
| **Country Office,** Sanepa Ward # 02, Lalitpur, Nepal**Google Map:** M8P2+PP Sanepa, Lalitpur | **National Housing and Settlement Resilience Platform (NHSRP) National office**, Damkal, Pulchowk, Ward number 20, Lalitpur/ National | **Project Field Office Palpa/Banke Lumbini,** Palpa/Banke**Google Map:** VH82+M67 CRS Nepal Tansen 32500, Palpa**Google Map**: 5MGM+5CQ, H 12, Kohalpur 21904, Banke**Project Field Office Lamjung**Tamu Sangrahalaya Marg, Besishahar, Ward number 07, Lamjung**Google Map:** 69JH+W27 Besisahar, Lamjung |
| **CRS Kathmandu Security Focal Point: Anjali KC****Email:** anjali.kc@crs.org**Phone Number: +977** 9851123233**Head of Programs:** Aude Bertrand**Email:** aude.bertrand@crs.org **Phone Number**: +977 9802097625 | **NHSRP Security Focal Point:** Rahul Pratap Singh**Email:** rahulpratap.singh@crs.org **Phone Number:** +977 9849401345**Deputy National Coordinator & Technical Advisor:** Reshma Shrestha**Email:** reshma.shrestha@crs.org **Phone Number:** +977 9810330774 | **EPRP Security Focal Point:** Chandi Prasad Pokharel**Email:** chandiprasad.pokharel@crs.org**Phone Number:** +977 9842965640**LERP Security Focal Point:** Chandi Prasad Pokharel**Email:** chandiprasad.pokharel@crs.org**Phone Number:** +977 9842965640 |
| **Lalitpur Medical Emergency Contacts**  | **NHSRP Provincial Medical Emergency Contacts**  | **Lumbini Medical Emergency Contacts**  |
| Grande Hospital: 01-5159266Norvic Hospital: 01-4223807Nepal Mediciti Hospital: 01-4217766Star Hospital, Lalitpur: 01-5550197CIWEC: 01-4424111 | Koshi Hospital, Biratnager, Province#1: +977 21512011, +977 21516626Provincial Hospital, Janakpur, Province#2: +977 041527146, +977 041526937Hetauda Hospital, Hetauda, Province#3: +977 057523978Paschimanchal Community Hospital, Pokhara, Province#4: +977 061538888Deukhuri Community Hospital, Dang Dekhuri, Province#5: +977082540606Karnali Province Hospital, Birendranagar, Surkhet, Province#6: +977 083523200, +977 083522200Seti Pradeshik Hospital, Dhangadi, Province#7: +977 091525911 | Lumbini Medical College, Palpa: 075-411201Gorkha Apollo Hospital, Gorkha: 064-421223Bheri Hospital, Location: 081-534120Nursing Home, Nepalgunj: 081-522458Nepalgunj Medical College, Kohalpur: 081-540405Lamjung Model Hospital, Lamjung: 066-520004 |
| **National Housing and Settlement Resilience Platform (NHSRP) National office**, Damkal, Pulchowk, Ward number 20, Lalitpur/ National**Google Map:** M8G8+2VW Pulchowk, Lalitpur | **Farmer 2 Farmar (F2F)/Working area Province 3, 5, 6 & 7** | **Project Field Office of ReCoVER: Tanahu, Kaski, Lamjung, Chitwan, Makuwanpur** Cluster 1: Byas Ward No. 01, Damauli, Kaski**Google Map:** X7GF+762 Byas, TanahunCluster 2: Hetauda Municipality, Hetauda, Makuwanpur**Google Map:** C2JR+79H Hetauda, Makwanpur |
| **NHSRP Security Focal Point:** Rahul Pratap Singh**Email:** rahulpratap.singh@crs.org **Phone Number:** +977 9849401345**Deputy National Coordinator & Technical Advisor:** Reshma Shrestha**Email:** reshma.shrestha@crs.org **Phone Number:** +977 9810330774 | **F2F Security Focal Point:** Chhan Bhattachan**Email:** chhan.bhattachan@crs.org **Phone Number:** +977 9841390786**F2F Project Director:** Nirmal Gadal**Email:** nirmal.gadal@crs.org **Phone Number:** +977 9851073671 | **ReCoVER Security Focal Point:** Roshan Phuyal**Email:** roshan.phuyal@crs.org **Phone Number:** +977 9849845093**Project Director:** Mehul Savla**Email:**  mehul.savla@crs.org **Phone Number:** +977 9828717654 |
| **Lalitpur Medical Emergency Contacts**  | **F2F Areas Medical Emergency Contacts** | **ReCoVER District Medical Emergency Contacts** |
| Grande Hospital: 01-5159266Norvic Hospital: 01-4223807Nepal Mediciti Hospital: 01-4217766Star Hospital, Lalitpur: 01-5550197CIWEC: 01-4424111 | Hetauda City Hospital, Makawanpur: 057-520315Nava Jivan Hospital, Kailali: 091-521233UCMS and Teaching Hospital, Ruandehi: 071-506138Mid Western Regional Hospital, Surkhet: 083-520200 | National Apollo Hospital, Tanahu: 065-561811 Hetauda City Hospital, Makawanpur: 057-520315Manipal Teaching Hospital, Kaski: 061-526416Lamjung Model Hospital, Lamjung: 066-520004Bharatpur Hospital, Chitwan: 056-524300 |

# Annex 6 – Summary of Risk Rating

|  |  |
| --- | --- |
| **FY23 Risk Assessment** | **Level** |
| Country | Nepal | 2- Normal but Restricted |
| Location 1 | Kathmandu | 2- Normal but Restricted |
| Location 2 | Chitwan, Makawanpur, Tanahun, Lamjung and Kaski | 1- Situation Normal/Calm |
| Location 3 | Palpa | 2- Normal but Restricted |
| Location 4 | Lamjung | 1- Situation Normal/Calm |
| Location 5 | F2F Working Areas | 2- Normal but Restricted |
| Location 6 | NHSRP Working Areas | 2- Normal but Restricted |
| Location 7 | Banke | 2- Normal but Restricted |

# Annex 7 – Mapping of Essential Services

|  |
| --- |
| Mapping of Essential Services  |
| Following a report of a critical incident, particularly safeguarding incidents, survivors must be offered support to access key services that could aid in their recovery from the incident/s. It is important to have such information readily available as the timeliness of the referral can have a direct impact on the efficacy of the service provided. For example, sexual assault survivors often need to receive critical medical care within 72 hours of an assault, in order to reduce the likelihood of potential lifelong adverse consequences. Similarly, evidence indicates that following a critical incident, expeditious access to psychosocial support can reduce the long-term impact of the event/s on a survivor’s day to day functioning and wellbeing. When undertaking a referral related to a critical incident, remember:If possible, the referral should be completed by a protection or safeguarding focal pointSecure the survivor’s consent (or their legal guardian) before making any referralsMaintain confidentiality – use secure means to share information and only share information with others on a ‘need to know’ basisEnsure any documentation related to the referral is securely storedFollow up to ensure that the requested service has been provided |
| Name of Service Provider  | Contact Details  | Comments  |
| Area/Region: Nepal |
| MEDICAL/HEALTH (e.g. Provider of emergency medical care for injuries, HIV/AIDS post exposure prophylaxis kits, forensic documentation) |
| CIWEC ClinicNepal Mediciti Hospital Nepal International Clinic (NIC)Patan Hospital  Dhulikhel Hospital Gorkha Hospital United Mission Hospital, PalpaCovid-19 hotline numbers all over Nepal | Lainchaur, opposite British EmbassyKathmandu, NepalTel: 01-4424111, 01-4435232(Opens 24 hours including emergency)Nakhu Road, Karyabinayak, Lalitpur, NepalTel: 01-4217766Lal Durbar Marg, Kathmandu, NepalTel: 1-4435357Lagangkhel, Lalitpur, Nepal Tel:  01-5522295(opens 24 hours) Dhulikhel HospitalDhulikhel, Kavre, Kathmandu, Nepal Tel: 011-490497(opens 24 hours) Gorkha town Gorkha, Nepal Tel: 064-420208Bhusaldanda, Tanen, Palpa, NepalTel: 75-520111 / 520958Free Hotlines: 1115 and 1133Tel: 9851255837, 9851255834,985125589851255834,9851255837,9851255839 | International SOS-recommended institution for general and emergency medical services include women health, dental, Dermatology and health screening package. COVID-19 testing is available. Institution for general and emergency medical services include women health, dental, Dermatology and health screening package. Emergency medical services and women health General and emergency medical services include women health, dental and Dermatology. Covid-19 test and Covid-19 patient admission on referral. General and emergency medical services include women health, dental, dermatology and health screening package. Covid-19 test and Covid-19 patient admission on referral. General and emergency medical services include women health, dental and Dermatology.General medical services and emergency services. These contact numbers will provide up-to-date COVID information and testing. |
| LEGAL SERVICES (e.g. paralegal service, legal aid) |
| Corporate Lawyer’s Chamber Pvt. Ltd. | Anamnagar, Kathmandu, Nepal Tel: 01-4102830(Lawyer Prabin Kharel)  | Project registration with Govt. ministries, expatriate visa-work permit, HR related issues, labor law of Nepal.  |
| PSYCHOSOCIAL SERVICES (e.g. counselling, gender-based violence case management, child protection case management) |
| TPO Nepal (NGO) | Anek Marg, Kathmandu, NepalTel: 01-4424082 | Emergency Individual and group psychosocial counselling, trauma & stress management training.  |
| SECURITY SERVICES (e.g. Police, community leaders, committees that serve a mediation function) |
| Garud Security Pvt. Ltd. Jawalakhel Police StationGender-Based Violence  | Banshidhar Marg, Kathmandu, NepalTel:  01-4441012(opens 24 hours)Jawalakhel Lalitpur, NepalTel: 01-5551055Free Hotline: 100 (24 hours) Free Helpline: 1145 ASHA Crisis Center: 9801193088 | Office security services & management Handles criminal activities based on complaints & reports and process investigation.  Service will pick-up and provide safe temporary housing  |
| OTHER RELEVANT SERVICES (e.g. shelter, food) – Optional |
| Hotel Kutumba Hotel Vivanta Hotel SummitHotel Himalayan Horizon Hotel Sri NagarHotel Club DenovoGorkha LodgeGateway Himalayan Resort Pvt. Ltd.Foodmandu (ready made food supplies in Kathmandu valley)  | Bakhundole (near CRS office), Lalitpur, NepalTel: 01-5010741Jhamsikhel, Road 3, Lalitpur 44600, Nepal Tel: 01-5525002Kupondole Height (near CRS office, Lalitpur, NepalTel: 01-5522843Bansghari, Dhulikhel, Kavre, Nepal Tel: 01-4225092Hotel Sri Nagar, Tansen, Palpa, Nepal Tel: 075-520045Kalika Nagar 11, Butwal, NepalTel: 071-438885Gorkha Bazar, Gorkha, Nepal Tel: 985-6056082Beshishahar-7 Lamjung, NepalTel: 977-66521301/521302 Tel: 01-4444177, 01-4440979, 9802034008 | Accommodation, restaurant, cafeteria, meeting hall Accommodation, restaurant, cafeteria, meeting hall Accommodation, restaurant, cafeteria and business centre, meeting halls.  Accommodation, restaurant, cafeteria and business centre, meeting hallsAccommodation, restaurant, cafeteria and business centre, meeting hallsAccommodation, restaurant, cafeteriaAccommodation and restaurant Accommodation, restaurant, cafeteria, meeting hall   |
|  |

# Annex 8 – Country Management Team

|  |  |
| --- | --- |
| **S#** | **Name** |
| 1 | Kailash Shrestha |
| 2 | Sujata Rijal |
| 3 | Spanjila Shrestha |
| 4 | Anjali KC |
| 5 | Nirmal Gadal |
| 6 | Arun Sharma |
| 7 | Reshma Shrestha |
| 8 | Bibek1 Shrestha |

# Annex 9 - Hibernation, Relocation, Evacuation and Resilience Checklists

Note that this is information to assist staff prepare, not respond. Content should be linked to the processes you have outlined in your evacuation plan. Content should be context specific. For example, advice given to staff in guest houses will be different than those given to staff in their own accommodation.

|  |  |
| --- | --- |
| **Personal Departure Kit (Go-Bag)**Staff should assemble their own ‘go-bag’. * The bag should be ideally be a water resistant back-pack that is easy to carry.
* The bag should not exceed 15Kg of clothing and personal effects per individual.
* Carry essential items in a small bag waterproof bag in case it becomes necessary to restrict baggage further.
* Expect, and pack for, long delays at departure/arrival airports or other holding areas.

At a minimum the go-bag should contain:* Current passport, visa, work permit or residence card, if applicable.
* All host country ID papers and driver’s license
* Credit cards, cash and travelers’ cheques
* Personal medical kit and prescription medicines
* Snack foods of high energy value.
* Bottle of drinking water.
* Change of clothing.
* Hat. For warmth or shade, dependent upon climate.
* Insect repellant. Sun block.
* Space blanket.
* Phone and charger.
* Torch / flashlight and / or head torch
* Toiletries
 | **Basic Vehicle Equipment**Provisions to include (where possible), but not limited to:* Bottled water, 3L per person per day
* Comprehensive and complete medical kit
* Radios if available
* Heavy duty tow rope in good condition
* 20L jerry can non-potable water
* 20 Liter jerry cans of fuel (enough for anticipated evac journey)
* Tool kit for the respective vehicle
* Complete set of wheel changing equipment, in good working order
* Spare tire corresponding to that vehicle
* Extra maps, road and topographical

**Vehicles. Safe Haven Activation – Preparing to Evacuate*** Conduct roadworthiness vehicle checks daily.
* Conduct vehicle equipment checks each day.
* Refuel at the end of each day (for as long as fuel stations remain open).
 |
| **Evacuation Preparation - Communications**Identify contact information for staff and safe-haven locations and send it to the CM. Ensure communications redundancy, to include:* Civilian radio and spare batteries
* Mobile phones + spare charged batteries / powerbank
* Land-line telephone
* Sat phone (if possible).
* Internet communications, including mobile ‘uplinks’ if available.
 | **Safe-Haven Preparation**Food on hand for 28 days:* Canned food – providing vegetables and protein
* Canned / dry / UHT milk
* Long life food such as pasta and rice (carbohydrates)
* 21L of bottled drinking water per person per week
* Additional water for washing and cooking – fill a bath tub and other receptacles).

Other essentials:* Candles and matches
* First aid kit and medicines (inc pain relief)
* Covid PPE
* Personal hygiene products
* Toilet roll and paper towels
* Cleaning products, such as bleach and dish soap
* Flashlight / torch / lamps with spare batteries
* Charcoal and grill / gas canister and stove
* Cash reserve.
 |

# Annex 10 – Covid-19 Precaution

**Covid - Mask Safety**

 **How to Use a Mask?**

▪ Wash hands with alcohol-based hand rub or soap and water before putting on the mask.

▪ Cloth face coverings should fit snugly but comfortably against the side of the face and be secured with ties or ear loops.

▪ Replace the mask with a new one as soon as it is damp.

▪ Avoid touching the mask while using it, if you do clean your hands with alcohol based hand rub or soap and water.

**How to safely remove a used Mask?**

▪ Individuals should be careful not to touch their eyes, nose, and mouth when removing their cloth face covering and wash hands immediately after removing.

▪ Wash hands with alcohol-based hand rub or soap and water after removing the mask.

**Why to wear Non-medical mask/Cloth Mask?**

▪ To slow the spread of the virus and help people who may have the virus and do not know it from transmitting it to others.

▪ The cloth face coverings recommended are not surgical masks or N-95 respirators. Those are critical supplies that must continue be reserved for healthcare workers and other medical first responders.

**What type of Non-medical mask/Cloth Mask should be used?**

▪ Including multiple layers of fabric

▪ Allowing for breathing without restriction

▪ Able to be laundered and machine dried without damage or change to shape

**When to wear Non-medical mask/Cloth Mask?**

▪ In public settings where other social distancing measures are difficult to maintain (e.g., grocery stores and pharmacies), **especially** in areas of significant community-based transmission.

**Who should not wear Cloth Mask?**

▪ young children under age 2

▪ anyone who has trouble breathing or is unconscious.

▪ anyone incapacitated or unable to remove the cloth face covering without assistance

**Who should wear Medical Masks?**

▪ Anyone confirmed or suspected of COVID-19

▪ Healthcare Worker in a Healthcare setting

▪ Caregiver for a confirmed or suspected COVID-19 case

**Should Mask be washed or otherwise cleaned regularly? How regularly?**

▪ Yes, Cloth mask should be washed after each use in public settings, washing at the end of every day is recommended.

▪ No, medical mask such as KN95, N95, blue/green surgical medical mask cannot be washed and should be discarded after one-time use in public.

**How does one safely clean and sterilize/disinfect a cloth mask?**

▪ A washing machine or proper handwash with use of detergent and air/sun drying after wash will suffice to clean and sterilize a cloth mask.

▪ For best sterilization, it is recommended to let the used cloth mask sit in boiling water for five minutes. The downside is that depending on the cloth your mask is made of, a few rounds of boiling could damage it or affect breathability.

 **Responding Covid-19 positive case in Workplace**

• Step 1: Timeline for responding to COVID-19 infection report

• Step 2: Discussion with diagnosed staff

• Step 3: Notification to all staff members

• Step 4: Notification to Partners or third business parties

**General information: CRS Nepal adopts the global CRS practices based on U.S. Centers for Disease Control and Preventions (CDC), Government of Nepal Ministry of Health and Population (MOHP) as well as the World Health Organization (WHO).**

* CRS will always take steps to ensure the health safety of all staff, business partners, and their families. We are proud of our workforce and offer our whole-hearted support of and continued commitment to everyone’s health and safety in these unprecedented times.
* If a CRS staff who has been in the office/in the field is confirmed with COVID-19 infection, CRS Nepal will inform relevant staff of their possible exposure to COVID-19 in the office/in the field.
* Importance of staff personal responsibility to self-monitor and share COVID-19 symptoms (*e.g*., fever, cough, or shortness of breath).
* CRS and staff will follow Covid-19 guidance from CRS/WHO/Ministry of Health/local public health authorities on how best to slow the spread of this disease and protect workers, customers, clients, and the general public.
* CRS is permitted to ask staff if they are experiencing COVID-19 symptoms, including fever or chills and a cough or sore throat.
* CRS staff are required to declare personal underlying heath conditions as well as underlying health conditions of sharing the same living space. CRS will maintain all information about staff/dependents illness as a confidential medical record.

**STEP 1: Timeline for responding to COVID-19 infection report**

**Immediately**

* CRS handles this situation to avoid exposure to others, while protecting the dignity and privacy of the individual at the same time.
* If the staff is currently in the office/project area, quickly determine a strategy to contact Covid-19 designated hospital and inform family member/s, including key contact information with locations here for easy reference within Nepal:
* <https://mohp.gov.np/en>
* <https://heoc.mohp.gov.np/>
* <http://www.edcd.gov.np/>
* <https://www.facebook.com/mohpnep/>
* Hotline Numbers: 1133 (24/7), 1115 (6AM to 10PM), 9851255837, 9851255834 (8 AM to 8 PM)

**Within 2 Hours**

* Conduct urgent CMT meeting on whatsapp or teams, including immediate supervisor of staff.
* Assess & confirm whether to send other staff for testing and close the office.
* Assign one key staff member get the additional information on corona positive staff – could be supervisor, HR or other - and his/her recent activities, preparing the list of likely individuals to have had close contact with positive staff.
* Work schedule & area visited in the past 14 days (areas/locations)
* Name other staff, colleagues, locations visited in the past 14 days
* Time spent in any community in the last 14 days
* Meeting with any donors/visitors/vendors or other business partners in the last 14 days

**Within 5 Hours**

* Transition to working remotely and inform CRS staff of likelihood to return to the office after 10 to 14 days.

**Within 24-48 Hours**

* Open outside doors and windows to increase air circulation in the area.
* COVID-19 Focal Point for Office Safety to arrange for thorough cleaning/disinfecting per CRS/WHO guidance.
* Consult with CRS ASIA region.
* HR provides support to staff and family for regular and COVID-19 insurance reimbursements, sharing any expenses not covered by insurance with SMT.

**STEP 2: Discussion with diagnosed staff**

* If the Staff is onsite when the diagnosis is revealed, S/he immediately should be isolated in an enclosed space, such as a conference room or office.
* The staff should be advised to seek medical attention immediately and assisted leave the workplace for Covid-19 designated hospital/safer place.
* Covid-19 hospitalization/isolation will be in reference to WHO/Ministry of health regulation.
* The Government of Nepal requires that covid-19 positive staff need to be admitted in designated Covid-19 hospitals only (Please note: all clinics or hospitals do not accept Covid-19 patients)
* <https://mohp.gov.np/en>
* <https://heoc.mohp.gov.np/>
* <http://www.edcd.gov.np/>
* <https://www.facebook.com/mohpnep/>
* Hotline Numbers: 1133 (24/7), 1115 (6AM to 10PM), 9851255837, 9851255834 (8 AM to 8 PM)
* Discuss and confirm sick leave to be taken for 14 days of isolation/quarantine.
* Discuss and address transition of work plan during isolation/quarantine period.

**STEP 3: Notification to all associated staff members (staff that have interacted with infected staff member)**

* Recommend or assist other associated staff members for testing to nearby Hospital or Covid-19 Health facility.
* In the event that other associated staff member is found positive, further essential steps will be taken as above.
* Office remains closed. Only staff with prior written authorization will be permitted access to the facility, only if necessary.

**STEP 4: Notification to associated partners and third business parties (partners and vendors who interacted with infected staff member)**

* CRS prioritize all partners & third business parties to be aware of this situation so that one can self-monitor for development of symptoms and, if necessary, self-isolate and/or seek medical attention.

**STEP 5: Media notice (only if appropriate or applicable)**

* Any notice to media outlets requires careful consideration and balancing of the need to provide notice with privacy and confidentiality concerns.
* Ideally, no public notice should be warranted or needed. If, however, the need for public notification is desired, no contain on personal detail and information is provided.

*(Community may see positive cases people differently even s/he is completely healed).*

1. A critical incident is defined as: a direct and ongoing threat to life; one or more incidents cause the rapid deterioration in the security situation and/or business continuity is at imminent risk. If not effectively managed, a crisis incident will have significant negative impact on the Agency’s stability. [↑](#footnote-ref-2)