Phone Management during Emergencies

020-762-6666

1. Introduction:

As part of the Westgate Lessons Learned, UNDSS-Kenya, UNON Business Continuity Unit, Staff Development and Training Unit (SDTU) and Joint Medical Services (JMS) developed a common approach to phone management to improve response to staff members during a crisis situation.

The usual responders to security incidents are the UNDSS Security Control Room (SCR) officers who can be reached 24/7 at the following number - indicated on ground passes: **020-762-6666** (+254-20-762-6666 from abroad; 26666 from a UN extension). **This number is operational at all times.** However, in case of a crisis, a **Single Emergency Number** system has been established for the UNDSS SCR and the Crisis Hotline Call Centre (CHCC), with possible interaction with the Joint Medical Services (JMS).

The Single Emergency Number will be activated once a **crisis** has been declared by Senior UN officials (Designated Official, Chief Security Adviser, Chair of the Crisis Management Team or Incident Commander). The most likely scenarios for activation are: Mass Casualties Incidents (MCI) at a UN facility, or outside a UN facility if the location is identified as being possibly frequented by a significant number UN staff members or dependants; major epidemics and natural disasters.

What is the Security Control Room (SCR)?
The Security Control Room is located at UNON and manned by Safety & Security Services (SSS) officers 24/7. The SCR Controllers ensure a wide range of duties, including responding to requests for assistance received from UN staff members and other personnel covered under the UN Security Management System (UNSMS).

What is the Crisis Hotline Call Centre (CHCC)?
The Crisis Hotline Call Centre (CHCC) is a stand-by facility located at UNON, to be quickly activated in the immediate aftermath of a major incident affecting the United Nations in Kenya, or in instances where another type of crisis occurs (major epidemics, natural disaster) and necessitates sustained assistance to staff members and their families.
The CHCC is manned by trained volunteers (CCVs) amongst UN staff members.

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2. **When will the Single Emergency Number (020-762-6666) be operational?**

The Single Emergency Number system will be operational once the CHCC is manned and operational. As it is composed of volunteers who are not necessarily physically present at UNON (in particular outside of office hours) and who need to make their way to the CHCC, the estimated effective activation time to date is:

- During working hours: 30 to 45 minutes;
- Outside working hours: one to two hours.

UNDSS will send an all-staff SMS (text message) and email to inform staff of the effective activation of the Single Emergency Number.

Until CHCC Volunteers reach their post and the Single Emergency Number is activated, the primary responders will be the officers at the Security Control Room. At the onset of a crisis the telephone lines of the Security Control Room are likely to be engaged, and the security staff overwhelmed.

As such, **until you receive notification (SMS, email) of the Single Emergency Number activation, ONLY call the Security Control Room if you are directly involved in the incident or if you are seeking to provide information on another staff member/dependant directly involved in the incident.**

Help us improve our response time: Become a CHCC Volunteer

Staff members interested in becoming CHCC Volunteers can express their interest to Ms. Mumbi Mbocha, Mumbi.Mbocha@unon.org, or Mr Malcolm Attard, Malcolm.attard@unon.org.

A training session will be organised in the upcoming months, and trained CHCC Volunteers will be asked to participate in refreshers/simulation exercises two or three times a year.

To ensure prompter activation outside working hours, staff members **residing in the vicinity of UNON** (Gigiri, Runda, Westlands, Parklands etc.) are particularly encouraged to volunteer.

3. **What to expect when calling the Single Emergency Number (020-762-6666)?**

When dialling the Single Emergency Number (**+254-20-762-6666**, **020-762-6666** or **26666**), you will be automatically redirected to a **pre-recorded message** reading as follows:

> *"You have reached the UN Gigiri Crisis Centre.*
> *If you are in immediate physical danger: press 1;*
> *Any other queries: press 2".*

This simple Automated Voice Response will allow initial **triage** of the calls; when pressing 1 ("immediate physical danger"), you will be redirected to the Security Control Room; when pressing 2 ("any other requests"), you will be redirected to the Crisis Hotline Call Centre.

This initial triage is designed to allow the Security Control Room to exclusively focus on staff members and dependants requiring immediate attention and action on the part of UNDSS in case of a major incident. **As a staff member, you are therefore responsible for determining the urgency of your situation**.

4. **"Immediate Physical Danger": When should you press 1?**

You should press 1 to talk to the Security Control Room if you are in any of the following situations:

- You are **physically present** on the site of the incident –whether injured or not;
- You are **not on site but know someone** (colleague; eligible dependant) who is/might be physically present on the site of the incident –whether injured or not;
- You are safe but have witnessed the incident and want to **communicate security-related information**;

If you are injured, your responder will transfer your call to the Joint Medical Services (JMS) for further medical advice. Please note that in case of a major / mass casualty incident, JMS will focus in priority on the staff members and dependants who are physically injured and have not had access to a medical facility.

If you are NOT in immediate physical danger, or if you are NOT seeking to provide information on another person who is involved in the incident, please refrain from pressing 1: Press 2 ("Any other request"), contact your warden or your AFP Security Officer / Focal Point to avoid diverting the Security Control Room resources. PLEASE BEAR IN MIND THAT THIS SIMPLE MEASURE CAN SAVE THE LIVES OF THOSE DIRECTLY INVOLVED IN THE INCIDENT.

5. **"Any other Queries": When should you press 2?**

You should press 2 if:

- You are **NOT** physically present on the site of the incident;
- You would like to obtain **information** about the operational impact of the ongoing incident (movement restrictions; possible lockdown; traffic and alternate routes etc.);
- You have not yet been contacted by your warden, or cannot contact your warden / your communication tree point of contact and want to **account for yourself** (*please allow sufficient time for your warden / communication tree to contact you)*;
- You would like to enquire about particular, **non-security related issues** (human resources; admin, etc.).

Kindly note that in order to preserve the safety and security of UN staff members and dependants possibly involved in the incident, UNDSS and the CHCC are unlikely to disseminate detailed information on the unfolding events.

UNDSS will regularly send SMS, emails and other updates (on Twitter and Facebook, https://twitter.com/UNDSS_Kenya and https://www.facebook.com/dss.kenya, and UNON public website, www.unon.org), mostly aimed at informing you of the recommended security posture and operational impact of the incident.

Please bear in mind that it will be difficult for responders to answer generic information requests ex: *"What is going on?"*. You should stay tuned to other sources of information (media, TV, radio etc.).

Information you will be asked to provide by responders (SCR and CHCC)
In order to identify you and ensure adequate follow-up, SCR and CHCC will ask you to provide the following details:
- **Your Name**: Consider memorizing your name in phonetic alphabet (ex: *Juliett-Alfa-Mike-Echo-Sierra*: J-A-M-E-S)
- **Your Agency/Organization**
- **Your Index Number**: This will help us confirm your identity, in particular in cases of misspelling of your name. Have your dependants memorize it.
- **Your exact location**
- **Your contact details**
- **Your current situation**

6. **Phone Management: A few tips**

- Carry your mobile phone with you at all times, preferably in a pocket of your clothes rather than in a bag as you are very likely to drop or lose your bag in case of an emergency. Make sure it is always fully charged when you leave the house/office.

- Make sure that all numbers you require in an emergency are programmed into your phone and are easily accessible. If it is a prepaid line, make sure you have enough credit to enable you to make calls. These numbers should include the Safety and Security Service (SSS) Control Room / Single Emergency Number (020-762-6666), your agency security focal point, your Warden, your senior managers, family members, DPU and the UN Joint Medical Service.

- Purchase an alternate phone/SIM card from a different service provider. Mobile phone coverage is sometimes better with one service provider than with another and it may also be the case that one of the service provider's lines are unavailable.

- If you have a spare battery for your phone, make sure it is charged and take it with you. Know how your cell phone works. Especially during prolonged emergency situations, you may need to conserve battery power by turning the backlight off or switching the phone off altogether.

- Emergency phone numbers are also available in UNDSS weekly security advisories; additionally, we recommended that you print them out and keep a hard copy in your pockets or wallet (in case your phone gets lost/discharged/broken during the incident).

- Whilst your phone might be a life-saving tool to locate you, it can also attract the attention of the attackers and help them to locate you if it rings/beeps/flashes; in these kinds of situations, make sure you turn the phone on silent mode, deactivate the backlight, make only a limited number of calls and advise family and friends not to call you. Encourage others present with you to follow these recommendations.

Brief your eligible dependants and share this advisory with them!