

Contents

1 Personal safety and security

- 1.1 Travel preparations
- 1.2 Security awareness
- 1.3 Cultural awareness

2 Safety and security at home and in your hotel

- 2.1 Outside your home
- 2.2 Inside your home
- 2.3 At the hotel
- 2.4 Communication
- 2.5 Children
- 2.6 Domestic staff and drivers

3 On the move

- 3.1 At the airport
- 3.2 Vehicles
- 3.3 Public transport
- 3.4 Traffic accidents

4 Political threats and terrorism

- 4.1 Demonstrations and social unrest
- 4.2 Checkpoints and roadblocks
- 4.3 Bomb threats and bomb alerts
- 4.4 Suspicious post and other objects
- 4.5 Occupation of the Chancery
- 4.6 Terrorism

5 Crime

- 5.1 Street crime and armed robbery
- 5.2 Carjacking
- 5.3 Caught in crossfire
- 5.4 Kidnapping and hostage-taking
- 5.5 Express kidnapping
- 5.6 Sexual violence

6 Natural disasters

- 6.1 Earthquakes
- 6.2 Floods
- 6.3 Tornadoes and hurricanes
- 6.4 Volcanic eruptions
- 6.5 Tsunamis

7 Miscellaneous

- 7.1 Arrest/detention
- 7.2 Landmines, UXOs and IEDs
- 7.3 Nuclear, biological and chemical threats
- 7.4 Trapped under a collapsed building
- 7.5 Medical emergencies
- 7.6 Stress and trauma

1.1 Travel preparations

- Prepare thoroughly before you travel. Check the internet for the latest information on the local culture and political situation in the place(s) you are going to. For current travel advice and country information, visit www.minbuza.nl and <http://www.minbuza.nl/reizen-en-landen/reisadviezen>.
- Make sure that your passport, visa, vaccination papers and other documents are up to date. Bear in mind that your passport is often required to be valid for at least six months after your departure.
- Keep a copy of your passport, visa and other travel documents in your hand luggage and a digital copy in your mailbox or secure USB stick.
- Make sure you have alternative payment options (credit card and cash – US dollars or euros, depending on the local situation).
- Take out adequate insurance for your journey and period of residence abroad.
- Get the necessary vaccinations and take any other important medical precautions.
- Take along your yellow book with proof of any mandatory vaccinations (e.g. for yellow fever).
- If necessary, take along a medical passport or a certificate from your doctor with details (in English and French) of any personal medication and health issues such as allergies.
- Take a first aid kit, including sterile needles and an accompanying declaration.
- Make reservations as far as possible in advance and only use reliable travel organisations and airlines.
- If possible arrange to be picked up by a reputable taxi firm or other reliable transport when you arrive at your destination airport.

1.2 Security awareness

- Respect and accept the security measures in place during your journey and period of residence.
- Show initiative and use your common sense.

1.3 Cultural awareness

- Be well informed about what is considered acceptable behaviour in the country where you will be staying.
- Dress appropriately, with respect for local culture.
- Be friendly, respectful and tactful when dealing with locals.
- Make an effort to learn the language of the country. Greeting people in their language can make a great difference.

2.1 Outside your home

- Make sure that your accommodation has the necessary safety and security features such as well-fitting doors and windows with locks and security grilles where needed.
- Make sure you have good outside lighting (LED), possibly with a motion sensor or time switch.
- Don't put a nameplate on your door. Alternatively, use a neutral nameplate that only mentions your surname – not your first name or the title 'Ms' or 'Mrs'.
- Don't have objects or garden furniture (such as large waste bins, tall shrubs, etc.) near the entrance which intruders could hide behind or use for climbing up to a higher window or balcony. Store ladders indoors and secure them with a chain and lock.
- Get to know the neighbourhood where you live.
- Get to know your neighbours. Arrange with them what they should do if they see anything suspicious.
- Examine potential escape routes from your home, your children's school and/or your office.

2.2 Inside your home

- Store valuable documents and property in a built-in or securely anchored safe, or leave them behind in the Netherlands.
- Lock all doors and windows at night and whenever you leave the building.
- Don't leave a key in the lock. Keep keys in a permanent, accessible place indoors where they are not visible from the outside.
- Always turn on your alarm (if you have one) when leaving your home.
- If possible, draw the curtains in the evening.
- Limit the number of spare keys and make a note of everyone who has one.
- Replace locks if keys are lost or stolen.
- Arrange with your office what to do in an emergency. For instance, set up a telephone tree with your colleagues and test it out at least once every three months.
- Make sure alarm numbers are clearly visible on every telephone.
- Protect your home with fire extinguishers, fire blankets, smoke alarms and carbon monoxide alarms. Check them yourself (or have them checked regularly by a reliable company) and be able to operate them. If in doubt, contact your office.
- Check the fire alarm and the availability of local emergency services.
- Make sure your family know the escape routes from your home and give them regular practice in using them.
- If your home has panic buttons, find out where they are and how to use them.
- If your home has a safe haven/strong room, know the procedure for using it. Have regular practice drills with all the family members living at your address.
- Make sure the following items are always available in the safe haven: emergency rations and water supply for at least three days, bucket with lid, toilet paper, emergency equipment (torch, batteries, tin opener, knife, scissors, first aid kit, fire extinguishers, blankets, candles, matches, battery charger, ventilator, medicines and important documents), radio/television, games/books/toys and communication equipment.

Leaving your home unattended for long periods

- Ask your domestic staff or another reliable person to keep an eye on your home.
- Keep valuable equipment out of sight.
- Use time switches for lamps, radios, and TVs.
- Make sure that someone empties your post-box daily, or get your post delivered to another address.
- Tell your colleagues and friends the dates when you will be away and give them your contact details.
- Don't make your absence known on social media such as Facebook or Twitter.

2.3 At the hotel

- When you arrive, check for escape routes, smoke alarms and fire extinguishers.
- Hotels are not always burglar-proof so don't take valuable items with you if you don't need them. Necessary valuables should be stored at the chancery or in the hotel safe.
- Whenever you leave your room, shut – and preferably lock – all doors and windows.
- Always keep the door on a chain when you are in your room.
- If your room key gets lost or stolen, ask for a different hotel room.
- Use the main entrance to the hotel so that staff know when you leave or return to your room.
- If anything suspicious happens in the corridor, stay in your room and call the reception.
- Arrange for takeaway meals to be left at the reception or with the reception staff, not directly delivered to your hotel room.
- Take a smoke alarm and batteries with you.
- Familiarise yourself with the surroundings of your hotel.

2.4 Communication

- Make sure you always have more than one means of communication available (landline telephone, mobile phone, internet, walkie-talkie, satellite telephone), so that if one becomes unusable, you will still have an alternative.
- Make sure your emergency communication equipment is always charged and check that the connection is still working.
- If you have to travel to high-risk locations, make sure one person always knows where you and your family are, and inform them when you arrive at and leave the location.
- When answering the phone, don't give your name. Just say hello or good morning in the local language.
- Consider getting an unlisted telephone number and switch off caller ID when phoning people you don't know.
- Be cautious about giving out your phone numbers or other contact details to strangers.
- If you doubt the caller's identity, ask for their name and phone number. Check the details and then call the person back.

2.5 Children

- Involve your children in preventive security measures and if they are old enough, teach them how to use them. If they are still small, make it a game.
- Teach children what to do in an emergency (phone the alarm number, go to the next-door neighbours, etc.).
- Teach your children important words in the local language.
- Listen to what your children tell you. Children are very observant and will quickly spot when something is unusual.
- Check whether playing outside (on the street or in a public playground) is likely to be risky.
- Make sure teachers know who will be picking up your children from school.
- Regularly remind your children about the procedures to be followed in an emergency, so that they don't forget.

2.6 Domestic staff and drivers

- Consult your office when hiring domestic staff. Check that new staff are trustworthy.
- Check the identity documents (originals, not copies) of new staff, and keep a copy for yourself.
- Consider asking for a certificate of good conduct.
- Choose your driver, if you have one, as carefully as you choose other staff. Make sure your driver observes the traffic rules and speed limits.
- Find out from your colleagues what is customary when dealing with domestic staff. Tell your staff what you expect of them, in case there are cultural differences.
- Make sure that your staff can always reach you. Give them your mobile phone number.
- Explain to your staff what security measures they must observe, such as not talking to other people about your home, family, habits, etc.
- If you have to dismiss a member of your domestic staff, try to part on good terms. After all, your ex-staff will know a great deal about you, your family and your habits. Consider consulting cases of dismissal with your office.

3.1 At the airport

- Only use luggage that can be locked (see e.g. Pacsafe.com).
- Take precautions against identity theft.
- Mark your luggage labels only with your business address or the address where you are staying during your trip and your mobile telephone number.
- Always keep a close watch on your personal property and never leave it unattended. Don't entrust your luggage to anyone who offers their services as a porter or taxi driver.
- Arrange with the office who is to collect you and where and how you will recognise them.
- Be on the alert for pickpockets.
- Don't have any dealings with unofficial money changers.
- Check in online. If this is not possible, check in early to avoid standing in queues (where you could be vulnerable to pickpockets, possible attacks, etc.).

3.2 Vehicles

- Discuss with the office which type of vehicle is best suited to the local security situation. Possibly a relatively inconspicuous vehicle or a four-wheel-drive.
- When buying a car, consider electronic security features such as a starter immobiliser, a fuel pump immobiliser, a car alarm, central locking, locks on the fuel tank and spare wheel, tinted glass and a satellite navigation system.
- Make sure the vehicle is well maintained, has sufficient fuel (possibly including emergency fuel in a jerry can) and is equipped for emergencies (a first-aid kit is essential).
- Always have plenty of bottled water in the car.
- Avoid routine; vary routes and departure times.
- Avoid known trouble-spots and back streets.
- Never give lifts to hitch-hikers.
- Drive with all doors locked.
- Don't open windows more than one-third.
- Only park in enclosed, secured garages or in monitored car parks.
- Don't park or arrange to be dropped in a location that you don't trust, for example because there are suspicious people hanging around or you think you may have been followed. Instead, drive on to a safe location (e.g. the nearest police station).

3.3 Public transport

- Ask the office which forms of public transport are safe to use, in terms of both crime and traffic accidents.
- Avoid using unofficial taxis. Book in advance where possible and only use accredited taxi firms. If you are travelling by taxi, you might consider giving the details to a contact.
- Don't get into a taxi that is already carrying a passenger.
- Avoid badly-lit, empty metro and bus stations that are underground, especially after dark.
- Avoid empty compartments. Sit where the driver/conductor can see you.
- Keep a careful watch on your luggage.

3.4 Traffic accidents

- Make sure that you always have communication equipment (mobile phone and, if appropriate, walkie-talkie and/or satellite phone) in your car and that it is charged, so that you can phone for assistance (the office and/or emergency services).
- Contact home and the office as soon as you can to let them know what has happened.
- Always have a first-aid kit in the car.
- Consult the office on what to do if you are involved in a traffic accident. Depending on the circumstances, you could be at extra risk, particularly if a local has been injured and an angry crowd gathers. If the situation is unsafe, stay in your car until help arrives or drive on and send another vehicle to deal with the incident.
- Talk to the office about having a sign in the car which explains in the local language that you cannot get out of your car and that someone at the office will be getting in touch shortly.
- If possible, stop quickly and safely and park the car at the side of the road. Treat everyone at the scene of the accident respectfully and stay calm, even if you didn't cause the accident yourself.
- Cooperate with the local police.
- After the accident has been sorted out, draw up a detailed report of what happened and/or (after consulting with the office) get the local police to draw up an official report.

4.1 Demonstrations and social unrest

- Avoid demonstrations (even peaceful ones), crowds and locations where social unrest occurs. Peaceful demonstrations can quickly turn violent.
- If you find yourself near a demonstration or mass gathering, try not to attract attention and get away as fast as you can.
- If you get caught up in a demonstration while driving, shut all the car doors and windows. Stay calm and polite. Don't stop, but drive on slowly.
- If the demonstration is unscheduled, inform the office immediately. Tell them where it is taking place and what kind of demonstration it is.

4.2 Checkpoints and roadblocks

- These guidelines apply whether you are driving or being driven, either by your own driver or in a taxi.
- You may be confronted with official police or military checkpoints or unofficial roadblocks operated by militias or criminals. Beware: individuals sometimes pose as members of the police or armed forces in order to fool people into thinking that a checkpoint is official.
- As you approach a checkpoint, slow down and stop several metres away from the barrier.
- Observe the checkpoint from a distance, without stopping, in order to take stock of the situation (does everything look normal or are there signs that something might be wrong?).
- If things look like they might turn violent, or if you foresee major problems, try to turn round and drive away quietly in the opposite direction. However, don't drive away if you are being threatened at gunpoint. Switch off the radio as you approach the checkpoint.
- All passengers should take off their sunglasses as the vehicle approaches the checkpoint.
- After dark, dip the headlights and keep them on low beam. Also switch on the lights inside the vehicle.
- Don't get out of the car unless your life is in danger or you have been told that you will be killed if you do not get out of the car.
- Don't make any sudden moves. Announce any movements you intend to make, like putting your hand into your bag to retrieve documents.
- If there are several people in the car, appoint one person to do the talking. The other passengers should speak only if asked a direct question.
- If one person is appointed to leave the car, decide whether it is safer to let a second person accompany them. Never leave children alone in the car.
- Be prepared to answer questions about your journey and the passengers and have all documents ready.
- Only allow your vehicle to be searched if the situation is life-threatening.
- If you are held at gunpoint, follow instructions calmly.
- If you are not allowed to pass through the checkpoint/roadblock, turn round calmly and drive back to where you came from. Report the incident to the office as soon as possible.

When driving in a convoy:

- There should be enough distance between vehicles to allow for manoeuvres such as turning. The golden rule is that you should be able to see the back tyres of the car in front of you.
- If the vehicle at the front appears to be having trouble at the checkpoint, one of the cars at the back of the convoy should immediately get in touch with the office.

4.3 Bomb threats and bomb alerts

What to do if there is a bomb threat or alert at your office:

- Prevent panic.
- Evacuate the room containing the alleged explosive device.
- Don't touch potential explosives.
- Don't go near a suspicious object with a walkie-talkie, mobile telephone or other device that gives off radiation.
- Always contact the security coordinator or other competent authority.

Bomb threats or alerts received by phone:

- Always take a bomb threat seriously: never assume it's a hoax or false alarm.
- Stay calm.
- Take note of:
 - The time when the call was received.
 - Whether the caller was male or female.
 - Clues such as background noises.
- If possible, ask the caller what time the bomb is due to go off, where it is, what it looks like, the type of explosive, and the motivation for the attack. Note who took the call and what measures were taken.
- Don't talk about a bomb threat to anyone except the security coordinator or other competent authority.

Written bomb threat or alert:

- A bomb threat or alert communicated by letter may contain clues to the perpetrator's identity (like fingerprints and DNA). Avoid handling it.
- If a threat is communicated by fax, email or social media, contact the security coordinator immediately.

Car bomb threats:

- Before you get into your car, search it thoroughly (if necessary with an angled mirror) for signs of anything unusual, like an object that has been moved or something that does not belong there or otherwise looks suspicious.
- If you notice anything suspicious, don't open the car door or start the engine. Move away from the vehicle and contact the office immediately.

4.4 Suspicious post and other objects

Recognising suspicious letters and packages:

Be on your guard if:

- The object has an unusual or irregular shape or structure.
- The object is lighter, heavier or more rigid than you would expect.
- The addressee is unknown.
- The object is addressed to someone who no longer works for the Ministry.
- There are spelling mistakes in the address.
- The object is marked as 'confidential' or 'personal'.
- The location on the postmark is different from that in the sender's address.
- There is too much postage (the sender wants to make sure it is delivered).
- The object has an odd postmark or is oddly addressed.
- The object arrives unexpectedly and the sender is unusual or unidentifiable.

Recognising letter or package bombs:

In addition to the features listed above, a package may contain explosives if:

- It is heavier on one side.
- Its weight is not in proportion to its size.
- The packaging is dirty or has greasy marks (this suggests that the explosive is 'sweating'). However, bear in mind that, as a result of rapid technological advances, letters and package bombs are ever harder to detect.

What to do:

- Don't touch or open suspicious-looking envelopes or packages.
- If you receive suspicious-looking post, inform the security coordinator at the office (but not by mobile phone if the suspicious object is near you). The security coordinator will get help (police, medical assistance and the fire service) and will report the incident.
- Make sure no one comes near the suspicious object.
- Anyone who has touched a suspicious object should wash their hands.

What to do if suspicious post is opened by mistake and turns out to contain powder:

- Evacuate the room where the substance was discovered.
- The person who opened the letter or was in its immediate vicinity should – if unharmed – take a shower (using soap) and then put on clean clothes.
- The person should be isolated in a closed area to prevent the risk of contamination.
- Switch off ventilators and air conditioners.
- Draw up a list of the people who were in the room and may have been contaminated. Give the list to the medical personnel.
- Inform the office's security coordinator that some suspicious post has been opened. The security coordinator will get help (police, medical assistance and the fire service) and will report the incident.

How to deal with suspicious objects:

If you come upon a suspicious object, you should immediately contact the security coordinator, who will call in a local expert. While waiting for the expert(s) to arrive, you should take the following measures:

- Do not touch the object.
- Do not inspect or open the object.
- Do not move suspicious objects from the place where they have been left or where you find them.
- Evacuate the premises and immediate vicinity.
- Make sure that everyone keeps a safe distance (100 metres) but know where your staff members are.
- Take a colour photo or write a thorough description of the object.
- Make a note of precisely where the object is located.
- Open doors and windows.
- Shut off gas and fuel pipes.
- Remove flammable materials and dangerous substances from the vicinity of the suspicious object.

To avoid false alarms:

Staff at the office should ask their relatives and other associates to:

- Address letters clearly, with the name and the address of the sender also clearly visible.
- Make sure the name and address of the sender are also clearly visible on packages and where appropriate to send a prior or accompanying letter describing the contents and appearance of the package.

4.5 Occupation of the office

Your sole aim should be to survive. Stay calm and follow instructions given by the people occupying the premises.

See the sections on Abduction, Captivity and Release in section 5.4.

4.6 Terrorism

If applicable: keep up to date on national reports of possible terrorist activities and discuss them at the office. In the event of a high threat:

- Avoid strategic locations such as government buildings, police stations and military barracks.
- Avoid places where there is an inherently higher risk, such as markets, mosques and restaurants frequented by Westerners and high-ranking individuals.
- In a restaurant, avoid seats by the window.
- Make sure your hotel room is located away from the main entrance, not on the street side and not on the ground floor.

Always remember: none of your possessions is worth risking your life for.

5.1 Street crime and armed robbery

Precautions against theft and armed robbery from vehicles:

- Keep handbags, laptop bags and mobile telephones out of sight. Have your car fitted with tinted glass or (in consultation with the office) dark film.
- Keep the doors, windows, and roof closed while you are driving.
- Keep sufficient distance between yourself and the vehicle in front of you, so that you have enough room to manoeuvre if something unexpected happens.
- Avoid known trouble spots, back streets and shortcuts.

How to avoid being robbed or mugged in the street:

- Carry yourself confidently and look like you know what you are doing.
- Keep a low profile:
 - Don't attract attention by your behaviour.
 - Stay calm; don't lose your temper.
 - Don't wear conspicuous jewellery or expensive clothes.
 - Don't carry your money where it can be seen.
 - Don't carry conspicuous cameras or recording equipment. (In some countries, the authorities might suspect you of spying.)
 - Carry some spare cash that you can hand over if necessary. (If you have nothing on you, the frustrated attacker may turn aggressive.)
- Make sure that you know which areas of town to avoid at certain times.
- Avoid walking alone. Walking with a group of people makes you less vulnerable.
- Take busy streets.
- Stay away from rallies and public meetings.
- Walk on the side of the street where the traffic is coming towards you.

If you are robbed or mugged:

- Stay calm and cooperate with the attackers.
- Hand over all your valuables. (As a precaution, always have something that you can hand over immediately.)
- Don't make any sudden moves. Announce any movements you intend to make.
- Immediately after the incident, go to a safe place and inform the security coordinator. In consultation with the office, report the attack to the local security authorities.
- Running away may be the best option – despite the risks involved – but only if you are convinced that the attackers intend to kill you or inflict serious injury.
- Muggings and armed robbery can also happen in your home, hotel or public locations. Much of the above advice applies in such cases.

5.2 Carjacking

Carjacking is stealing a car when the driver is sitting at the wheel or is about to get out. The carjacker is usually armed, and threatens the driver into giving up the car.

How to prevent carjacking:

- Buy a make of car that is known not to be popular with thieves. The office may be able to advise you.
- Have a good look around as you get into your car, because this is precisely the moment when carjackers tend to strike.
- Keep the doors, windows and roof closed while you are driving.
- Be alert while waiting at traffic lights or in a traffic jam.
- After sunset, consider not stopping when the traffic lights are red – just look around carefully and drive ahead if it is safe. Discuss this tactic with the office first.

What to do in the event of a carjacking:

- Stay calm and cooperate with the attackers.
- Keep your hands in sight.
- Announce any movements you intend to make, like releasing your seat belt. Stay calm and if instructed to get out of the car, do so quietly.
- Surrender any valuables if requested.
- Don't throw away the car keys.
- Running away may be the best option – despite the risks involved – but only if you are convinced that the attackers intend to kill you or inflict serious injury.

5.3 Caught in crossfire

Getting caught in crossfire means being involved in an incident where people are shooting from various sides, but you are not the target. Violence of this kind may be criminal or political.

If you are on foot:

- Lie down flat on the ground and don't move.
- If possible, roll over into a nearby ditch or safe cover to avoid being hit by stray bullets.

If you are driving a vehicle:

- If the shots are coming from ahead of you, try to turn the vehicle round and drive back in the direction you've just come from.
- If the shots are coming from behind you, accelerate and keep on driving.
- If you don't know where the shots are coming from, get out of the car and lie down flat on the ground beside it, preferably in a ditch or other safe cover.

5.4 Kidnapping and hostage-taking

Remember: your sole aim is to survive.

The difference between kidnapping and hostage-taking is that a hostage is held in a known location (for instance when the office is occupied). In a kidnapping, the location is unknown.

A kidnapping has four phases:

1. Abduction

- Once you have been captured, don't struggle, don't say anything that will antagonise your captors and don't act the hero.
- Stay calm, be cooperative and don't make any sudden movements.
- It's perfectly normal to be afraid. However, do not grovel or beg and try not to cry. Try to breathe normally and accept the situation. Try to seek comfort in pleasant thoughts or prayer.
- Keep a low profile. Observe your captors, but not openly. Listen carefully to them, be polite and don't argue.

2. Transportation

- If you need medicines or medical care, make a polite request to your captors.
- Listen carefully to what your captors say and don't argue with them.

3. Captivity

- Prepare yourself for a long period of captivity.
- Take good care of yourself and set up a daily routine that includes sleep, physical exercise and personal hygiene. Eat the food and drink provided, even if you have no appetite.
- Keep yourself alert by setting yourself brainteasers and puzzles. Keep track of the date.
- Try to establish a rapport with your captors. Show that you are a human being like them by talking about your children and/or family.
- Don't believe everything you are told, to avoid disappointment if it turns out to be untrue.

4. Release

- If your release has been negotiated, follow instructions carefully and make no sudden movements.
- Be prepared for setbacks and delays.
- If an attempt is made to rescue you, lie flat on the ground and protect your head and neck with your arms.
- When the situation is stable, or when you receive instructions, identify yourself.

The Capture, Transportation and Captivity phases described in section 5.4 also apply to hostage-taking.

5.5 Express kidnapping

Express kidnapping is a method of abduction that occurs mainly in Latin America and Africa. The victim is taken to a series of cashpoint machines (ATMs) and forced to withdraw money from their account. You may also be forced to give your personal identification number (PIN) and held for several hours while your captors plunder your account(s).

The Capture, Transportation and Captivity phases described in section 5.4 also apply to express kidnapping.

5.6 Sexual violence

- Avoid badly lit, remote and unsafe locations and don't go out alone at night.
- Always be alert to your surroundings. This may help you to detect unsafe situations early on. A person who looks alert is also less likely to be attacked.
- Adapt your style of dress to the local culture.
- Trust your instinct. If you feel unsafe somewhere, leave immediately.
- If someone follows you in the street, a multi-storey car park or along a station platform, or if you find yourself at close quarters with a suspicious person in a lift or stairway, look them straight in the eye and ask them a question, like 'Could you tell me the time?' This may scare off a potential attacker because of the risk that you would subsequently be able to identify them.

What to do if you are attacked:

- Offer passive resistance: do or say anything that will discourage an attacker from forcing you to have sex.
- Offer active resistance: shout for help, raise the alarm (by blowing a whistle or pressing an alarm button), run to a safe place or resist with all your strength.
- Shout 'Fire!' not 'Help!' (Anyone who hears you will wonder what is going on. 'Help!' is likely to make other people afraid.)
- Give in: this is a last resort – only do it if your life is at stake, for instance if you are being threatened with a weapon. Your goal should be to survive at all costs.

6.1 Earthquakes

Safety precautions:

- If you live in a place that is prone to earthquakes, secure any furniture (e.g. a cupboard) that could fall over, by anchoring it to the wall. Install latches on kitchen drawers and cupboard doors to prevent them from opening during a quake.
- Designate a safe place in your home where you and your family can shelter in an emergency: e.g. a sturdy table to hide under or an interior wall to duck down beside. If you are staying at a hotel, look for a suitable spot when you arrive, such as a sturdy table, desk or doorway.
- Prepare a survival pack containing bottled drinking water, non-perishable food, a torch, batteries, helmets for everyone, a first-aid kit and medicines.
- Decide with your family on a safe place where you will meet up after an earthquake. It should be an open space away from buildings, trees, street lamps, traffic lights and power lines.

What to do during and after an earthquake:

At home:

- Stay indoors.
- Lie down on the floor, take cover under a sturdy table or desk, or in a doorway. Stay there until the quake stops.
- Stay away from windows and objects that could fall on top of you (such as bookcases and lamps).
- After the quake has stopped go cautiously but quickly outside and move to an open space. Be prepared for aftershocks. What you experienced may have been only preshocks.
- Don't use matches or cigarette lighters: there may be gas leaks.
- Administer first aid if necessary.
- Don't go indoors until you are certain that the aftershocks are over. If the earthquake is severe, consider getting your home checked for the risk of subsidence or collapse.

Outside:

- Look for open spaces away from buildings, trees, street lamps, traffic lights and electric cables.
- Lie flat on the ground.
- Protect your head and neck with your arms until the quake is over.

In a car:

- Stop the car at the side of the road. If you are a passenger, ask the driver to stop well away from any buildings, in case they collapse.
- Stay in the vehicle.
- Protect your head and neck with your arms until the quake is over.

6.2 Floods

- Store valuables and other important property above the expected floodwater level.
- Make sure there is enough living space on the top floor of your home, where the water cannot reach. If you live in a block of flats, make an arrangement with your upstairs neighbours.
- Store your emergency kit above the expected floodwater level: this includes non-perishable food, bottles of water, cooking facilities, communication equipment, materials for an improvised toilet, a first-aid kit, life-jackets and possibly an inflatable dinghy to escape in.

6.3 Tornadoes and hurricanes

A tornado is an exceptionally violent, funnel-like storm of strong winds that moves rapidly across a narrow area of land, usually with a cloud of debris in its wake. It is apt to change direction abruptly. A hurricane is an exceptionally severe storm.

Precautions:

- Consult the office about a suitable shelter at the office or other premises in the area. Decide on a suitable shelter at your home or the hotel where you are staying. A hall or small windowless room in the centre of the house is best, preferably a bathroom or walk-in cupboard.
- Have an emergency kit ready: non-perishable food, bottled water, a torch and batteries, a portable radio, a first-aid kit and medicines.
- Make sure you are familiar with the various phases of the public warning and emergency alerts system in the country where you live.
- Listen to the weather forecasts on radio and television.
- Discuss the precautions with your family and the office and run through the procedures with your family.

During a tornado or hurricane:

- Turn off the gas and electricity.
- Go to the official shelter or the place in your house you have designated as a shelter. If there is nowhere to go, shelter under heavy furniture, sitting on the ground and protecting your head with your arms.
- If you are out of doors or in a moving vehicle, leave the vehicle immediately and find a safe place to shelter: in a building or a ditch, or under a bridge or a flyover.
- Wait until you are sure the hurricane or tornado is over.

6.4 Volcanic eruptions

Precautions:

- Discuss with the office what evacuation arrangements are in place for the area and building where you live. Talk your family through the procedures.
- Make sure you are familiar with the early warning system used locally and keep up to date on the level of volcanic activity.
- Make sure you have an emergency kit ready at home: bottled drinking water, non-perishable food, a torch, batteries, a battery-operated radio, a first-aid kit, medicines and dust masks.

During a volcanic eruption:

- If no evacuation has taken place, or while you are waiting to be evacuated: shut doors, windows and all vents, e.g. for the air conditioning, kitchen extractor fan and chimney.
- Stay indoors until the volcanic ash cloud has passed.
- If you cannot stay indoors, wear long trousers, long-sleeved shirts and a pair of glasses. Cover your mouth and nose with a damp cloth.
- While volcanic dust is raining down, don't drive your car unless absolutely necessary.
- When you are evacuated, take only essential items and move to a safer area away from lava flows and the volcanic ash cloud.

6.5 Tsunamis

- Make sure you are familiar with the tsunami warning system and the various phases of alert relating to tsunamis (tidal waves).
- Be prepared for an evacuation: make a list of the necessities you will need to put together quickly if there is a tsunami alert.
- Identify at least two potential escape routes to higher ground.
- In the event of a tsunami, grab essential items and flee to higher ground.

7.1 Arrest/detention

- Stay calm and be polite.
- Try to find out why you have been arrested.
- Try to contact your office and/or the Embassy or Consulate so that they can get in touch with the institution or individuals detaining you.
- Politely request any essential medication that you will need if detained for a prolonged period.
- Make sure that any confiscated property is listed and that you are given a copy.

7.2 Landmines, UXOs and IEDs

If you live and/or work in an area where there are landmines, unexploded ordnance (UXOs) and improvised explosive devices (IEDs):

- Familiarise yourself with the commonest forms of these devices in your area.
- The golden rule is: if you haven't put it there yourself, don't touch it!
- Make sure you are familiar with the local method for marking landmines and UXOs and with local information on their whereabouts.
- Consult with your office or the authorities on how to act and who to contact if you come across one of these devices.
- Use only main routes (don't go off-road) and make sure you always tell someone if you are going to an area where there are likely to be landmines, UXOs and/or IEDs.

7.3 Nuclear, biological and chemical threats

- Read information issued by the government of the country where you are living, and follow their instructions. The extent and effects of the problem may be so diverse (as in the 2011 nuclear power plant disaster in Japan) that no general instructions can be issued.

7.4 Trapped under a collapsed building

In the aftermath of an earthquake or explosion, you could find yourself trapped in the ruins of a collapsed building. If this happens:

- Don't ignite a cigarette lighter – there could be gas leaks.
- Avoid stirring up dust.
- Cover your mouth with a handkerchief or piece of cloth (preferably dampened).
- Tap rhythmically on a pipe or wall, preferably with a piece of metal. Rescue workers are trained to spot these signals.
- Don't cry out for help: the effort will cause you to breathe in dust and possibly choke. It is also important to conserve oxygen as there may be only a limited supply in the part of the building where you are trapped.

7.5 Medical emergencies

- Make sure you always have a first-aid kit with you – at home, at work, at your hotel and in the car.
- You are advised to attend a course in life-saving first aid skills before going abroad.
- Before you leave, or as soon as you arrive, find out which are the most reliable medical institutions in the place(s) you will be going and how to get there.

7.6 Stress and trauma

Stress is a risk to both health and security. Be alert to possible signs of stress in yourself and those around you and talk openly about the cause.

The following may be indications that a person is suffering from stress:

- Uncharacteristic behaviour
- Talking much more or much less than usual
- Eating much more or much less than usual
- Being easily upset
- Headache
- Depression
- Symptoms with no identifiable cause
- Indecisiveness
- Poor concentration
- Sleeping problems
- Excessive consumption of alcohol or drugs

Trauma is a reaction to an unexpected event that triggers violent feelings. If trauma is not addressed, it can lead to post-traumatic stress disorder (PTSD). Not all shocking events cause trauma, and individual responses will vary. Much depends on the type of event, an individual's previous experiences and their perception of the event in question.

If a traumatic event occurs:

- Contact the security coordinator and report the incident.
- The traumatised person should primarily be supported by those close to them (family, colleagues, and boss).
- Further assistance and help may be provided by your employer's medical officer or welfare officer at your own request or that of your partner, your line manager/colleague, or the personnel and management adviser.