

# 4 Overseas Safety Management

## —Security Measures and Crisis Management—



Practical anti-car jacking training provided at JICA South Africa Office

### JICA's Security Measures

JICA activities take place in developing countries. All personnel dispatched by JICA, such as experts, consultants, and volunteers like Japan Overseas Cooperation Volunteers (JOCV), reside in developing countries. In general, developing countries have problems with poverty, which in some countries leads to high incidents of general crimes.

Also, countries that are not democratic tend to be subject to coup d'état, and some suffer from prolonged civil wars that last for many years. Furthermore, there are some personnel who live and work in countries where police and national militaries do not function adequately after the civil wars end.

In order to secure safe living and working environments for those involved in international cooperation who continue to carry out their activities under such conditions, JICA has implemented the following security measures and crisis management policies.

#### 1. Implementation of Training and Seminars before Departure

JICA provides training in security measures for experts, volunteers, and accompanying families before departure. The training contains explanations regarding regional characteristics of crime and public safety; how to choose dwellings; how to get along with local residents; how to safe-keep valuables; how to react to holdups and car-jackings from the viewpoint of crime prevention; and emergency actions.

After arriving at the assignment site, JICA overseas offices offer individual orientations in updated local security situations and anti-crime measures. In addition, the JICA overseas offices hold Public Safety Control Report Councils twice a year for everyone related to JICA. This council provides local safety information furnished by overseas offices, as well as experiences and information that is shared by everyone involved, including experts, volunteers, and accompanying

families.

Specific know-how of updated safety measures, are presented by those who live and work in the same country in this council. For instance, through this council, strategies for keeping a low profile to prevent crime, such as how to take out money while shopping; what types of bags are appropriate to bring; how to dress and wear jewelry appropriate to local situations; and where to safe-keep valuables, are given to new residents who have just been dispatched by those who have stayed for a long time.

#### 2. Posting Security Officers/Advisors

In order to strengthen on-site security measures, JICA utilizes human resources that are familiar with the country's public security measures. The security officers devote themselves, almost around the clock, to a wide range of work, including the collection and transmission of safety information on a daily basis, crime prevention in residential areas, and prevention of traffic accidents. The security officers are knowledgeable both about local crime trends and behavior of Japanese people, and based on both aspects, conduct appropriate safety guidance.

#### 3. Establishing an Emergency Communication Network

JICA establishes an emergency contact system covering all staff at each overseas office. Communications by telephone, mobile telephone, pager INMARSAT, (International Maritime Satellite Organization), and satellite mobile telephone are taken into account for regular occasions and at the same time are secured in emergencies for safety confirmation. This double communication system is positioned as a key to all security measures.

#### 4. Dispatch of Study Team for Security Measures

JICA dispatches study teams to check local safety situations in countries where there is a concern about safety. Based on the outcome of such local research, country-specific security measures are enacted in detail. For instance, in one coun-

try, the security situation is analyzed according to province/state to determine the range of activities for JICA personnel and to make adjustments in response to aid needs.

In addition, security expert teams are dispatched from Japan to the countries that have high incidence rates of general crime. They teach safety guidance regarding residential crime prevention, anti-firearm crime measures, and anti-car-jacking measures to those who live there and work for JICA.

#### 5. Financial Assistance for Security Equipment and Security Guards

JICA pays a part of the cost for installation of security equipment, the hiring of security guards, and installing alarm

security systems in dwellings of experts and volunteers. JICA also assists in construction work such as raising fence heights, reinforcing doors and windows, and installing iron bars on windows if necessary. Alarm systems to call security guards are utilized, if the services are available.

#### 6. Implementation of a 24-hour Crisis-management System

JICA headquarters has a 24-hour, 365-day emergency contact system that can receive and respond to emergency reports from overseas at any time, even outside of regular working hours, such as weekday nights and holidays.

## Front Line

### ● Dominican Republic Former Training Participant Becomes a Security Officer

#### In Gratitude to Japanese People Who Transferred Techniques

#### Security Measures

#### Participation in criminal identification seminar

A training participant from the Dominican Republic named Jose Raphael Castro attended a JICA training course called the Criminal Identification Seminar, which was held in Osaka in January and February 2002. The one-month training finished in a flash for him. He actively participated in the training and was surprised at the high standard of Japanese police skills. He was deeply moved by the diligence and kindness of Japanese people, including the officers of the Osaka Prefectural Police who transferred their skills to him. He decided to improve the public safety of the Dominican Republic by utilizing the skills he learned and, at the same time, he hoped to repay the Japanese people some day.

#### Becoming a security officer

After returning home to his job in the national police, he had an unexpected opportunity to repay the Japanese people. The JICA office was looking for a new

security officer and asked Castro if he was interested in the position. The jobs of a security officer, an advisor employed by JICA, include providing security advice and dealing with crimes and accidents. After checking the job description, he immediately applied for the position and became a security officer in May 2002.

#### For Japanese people

In the Dominican Republic, where public safety has been deteriorating, purse snatchings and other thefts have been reported. Robberies against JICA staff members have also taken place. When a crime involving JICA staff occurs, the security officer requests the National Police officer in charge to send officers immediately and joins the investigation at the crime scene.

Preventing crimes and the recurrence of crimes is also an important job of a security officer. The security officer organizes Public Safety Control Report Councils about twice a year to provide explanations about criminal trends and measures to prevent crimes, in cooperation with police and embassy staff. The



Security officer who was a training participant

officer also conducts patrols of residences of JICA staff members. As more than 100 people work for JICA in the Dominican Republic, there are numerous tasks. Castro has been performing each of these tasks promptly and thoroughly and already enjoys considerable trust from JICA staff members.

Fortunately, no cases of JICA staff members being injured or killed have taken place for several years in the Dominican Republic. However, the job of a security officer is becoming more important in a country where public safety has been deteriorating.

(JICA Dominican Republic Office)