

UNITED NATIONS
NATIONS UNIES

UNITED NATIONS CIVILIAN POLICE HANDBOOK



UNITED NATIONS
DEPARTMENT OF
PEACEKEEPING
OPERATIONS

UNITED NATIONS CIVILIAN POLICE HANDBOOK

United Nations Department of Peace-keeping Operations

United Nations Civilian Police Handbook

The first draft of the United Nations Civilian Police Handbook requires further comments from the United Nations Chief Police Commissioners and Member States participating in United Nations Civilian Police operations. The draft is distributed by the Department of Peace-keeping Operations/Office of Planning & Support/Training Unit in cooperation with the Civilian Police Unit, New York, 1995.

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PREFACE

This handbook is designed to assist United Nations Civilian Police in the performance of their duties in the field. It provides general information on UN Peace-keeping in general and, covers the guiding principles of United Nations civilian police missions and the common concept of operations.

The handbook provides guiding instructions and performance criteria for the United Nations civilian police.

The main segment of the book provides details on subjects considered important for the field performance, such as duty in headquarters, police stations and patrol duty, reporting as well as the techniques used in liaison, mediation and negotiation.

Some of the rules in this book are laid down in other UN documents and as such they have to be observed. It is indicated by a reference to the document in question.

This handbook has been developed with due regard for experience gained in the field.

This handbook is not intended to replace or supersede the Rules and Regulations of the UN, related administrative issuances, the Mission's Standard Operating Procedures or other Directives issued by the Mission.

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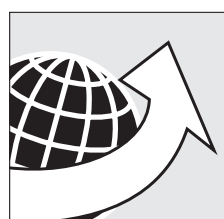
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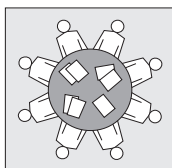
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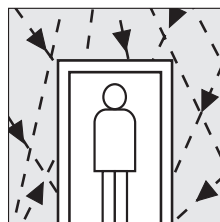
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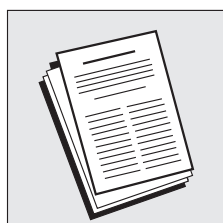
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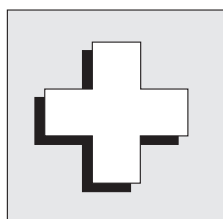
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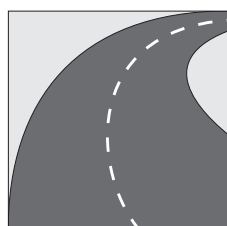


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CHAPTER

1

UNITED NATIONS PEACE-KEEPING



THE UN CHARTER



The United Nations Charter came into force in 1945. It expressed the view of the founders. The Charter provides the terms of reference for the various elements of the United Nations in fulfilling its responsibilities.

The primary purpose of the United Nations is: *“To maintain international peace and security and to that end: To take effective collective measures for the prevention and removal of threats to the peace, and for the suppression of acts of aggression or other breaches of the peace, and to bring by peaceful means, and in conformity with the principles of justice and international law, adjustment or settlement of international disputes or situations which might lead to a breach of the peace...”* (Article 1).

Peace-keeping, as such, is not specifically provided for in the Charter, except for the provision that *“The Security Council may establish such subsidiary organs as it deems necessary for the performance of its functions”* (Article 29).

Chapter VI, provides for the settlement of disputes by a variety of peaceful measures, including negotiation; enquiry; mediation; conciliation; arbitration; and judicial settlement (Article 33). The Security Council is authorized to call on the parties to settle their disputes by peaceful means or to make recommendations (Article 37). Thus, the decisions or recommendations of the Council for the appropriate terms of settlement of an international dispute should be carried out by the parties themselves.

Chapter VII, is essentially coercive and designed to deal with threats to peace, breaches of the peace and acts of aggression. Under the direction of Chapter VII, the United Nations Security Council should determine the existence of any threat to the peace, breach of the peace, or act of aggression and to make recommendations or decide what



measures shall be taken to maintain or restore international peace and security (Article 39).

Before resorting to enforcement, the Security Council may call on the parties concerned to comply with such provisional measures as it considers necessary (Article 40). These measures may include complete or partial interruption of economic relations and means of communication, the severance of diplomatic relations (Article 41) or such action by air, sea or land forces as may be necessary to maintain or restore international peace and security (Article 42).

Chapter VIII of the Charter encourages regional arrangements for the peaceful settlement of local disputes before referring them to the Security Council, providing such arrangements are consistent with the Purposes and Principle of the United Nations (Article 52). When appropriate, the Security Council may utilize regional arrangements or agencies for enforcement action under its authority (Article 53).

PEACE-KEEPING EXPERIENCE

The United Nations represents the most cooperative effort to secure world peace that has ever existed. From its inception, it has fostered international efforts aimed toward the maintenance of international peace and security. Successes have been hard won and have built one upon another in a continuing process of expansion of scope and complexity.

CONCEPTS

In an effort to be responsive to the dynamic challenges facing the United Nations, the Secretary-General of the United Nations has set forth seven categories for future UN efforts to restore peace and security. These seven concepts reflect the growing scope and complexity of UN



activities and provide useful insight into how the world can more fully embrace and achieve the objectives of the UN Charter. They are:

Preventive Diplomacy is action to prevent disputes from developing between parties, prevent existing disputes from escalating into conflicts and to limit the spread of the latter when they occur.

Peace-making is diplomatic action to bring hostile parties to negotiated agreements through such peaceful means as those foreseen under Chapter VI of the UN Charter.

Peace-keeping is a United Nations presence in the field (normally involving military and civilian personnel), with the consent of the parties, to implement or monitor the implementation of arrangements relating to the control of conflicts (cease-fire, separation of forces, etc.) and their resolution (partial or comprehensive settlements) or to ensure the safe delivery of humanitarian relief.

Peace-enforcement may be needed when all other efforts fail. The authority for enforcement is provided by Chapter VII of the Charter, and includes the use of armed force to maintain or restore international peace and security in situations in which the Security Council has determined the existence of a threat to the peace, breach of the peace or act of aggression.

Peace-building is critical in the aftermath of conflict. Peace-building includes the identification and support of measures and structures which will promote peace and build trust and interaction among former enemies, in order to avoid a relapse into conflict.

Sanctions are to apply measures not involving the use of armed force in order to maintain or restore international peace and security. Such measures are commonly referred to as sanctions. This legal basis is recalled in order to underline that the purpose of sanctions is to modify the behaviour



of a party that is threatening international peace and security and not to punish or otherwise exact retribution.

Disarmament is the assembly, control and disposal of weapons. Micro-disarmament is the practical disarmament in the context of the conflicts the United Nations is actually dealing with. Micro-disarmament is relevant to post-conflict peace-building. Disarmament can also follow enforcement action. All sanction's regimes include an arms embargo.

UNIVERSAL PRINCIPLES

A peace-keeping mission derives its legitimacy from international support, adherence to statutory law and conventions and the credibility of the force. The universal principles of peace-keeping apply to the entire structure of the operation. It is essential that all elements of a peace-keeping mission comprehend and comply with these principles. These principles serves as both a guide and a common frame of reference for all participants in peace-keeping operations. They are built on a clear and achievable mandate and continuous active backing of the Security Council.

FUNDAMENTALS OF PEACE-KEEPING

Consent. UN Peace-keeping Operations are established with the consent and cooperation of the main parties involved in a conflict.

Impartiality. A UN force must be impartial in character. The force cannot take sides without becoming part of the conflict it has been mandated to control and resolve.

Minimum Use of Force. In peace-keeping operations, force will not be used to carry out the mandate. Minimum use of force does not exclude self-defence of United



Nations personnel and property. The use of force must be clearly defined in the rules of engagement (ROE).

Credibility. The credibility of a peace-keeping operation is confirmation of its ability to accomplish its mandate. To effectively carry out its mandate and earn the confidence of the parties, a peace-keeping force must be composed of trained personnel who are well equipped and possess high professional standards.

Negotiation and Mediation. Negotiation and mediation have enormous potential in de-escalating a conflict, to promote a secure environment and to develop peaceful and lasting solutions to a conflict.

OPERATIONAL AND TACTICAL CONSIDERATIONS

A peace-keeping mission is primarily a political operation. The head of the mission is responsible for establishing the inter-operability of the various components of the mission, considering the political objectives defined in the mandate. The frame of reference for dealing with rapidly-changing or unanticipated situations that require an immediate response is:

Transparency. Transparency is consistent with the prevailing requirements for security. All parties should be fully aware of the motives, mission and intentions of the operation.

Coordination. A peace-keeping operation may involve a wide range of organizations, e.g., United Nations relief agencies and non-governmental organizations. Personnel at all levels should seek to establish and nurture coordination within the mission, with United Nations headquarters, within their operational areas and with the local population.

Liaison. Communication should be established at every possible level at the earliest opportunity.



Information. Information is essential for the force in order to make continuously updated assessments of the attitudes and capabilities of the parties concerned.

Limitations and Restrictions. The area of operations is strictly defined, operations to gather information are limited, and the Rules of Engagement will normally forbid the use of force unless absolutely necessary for self-defense.

Armaments. Peace-keeping forces are normally lightly armed, and will deploy with only the armaments required for self-defense, consistent with the mandate and the situation in the area of operations.

Visibility. The physical visibility of a force is enhanced by wearing distinctive, easily recognized United Nations headgear, badges, signs and insignia. Peace-keeping forces must also make their intentions perfectly clear to all parties.

Mobility. Peace-keeping forces must be mobile in order to navigate large areas. They must have the capacity to respond rapidly to incidents.

Centralization. All activities of the force and all incidents it encounters may have political ramifications. Therefore, reporting and decision-making may be more centralized than in standard military operation. Forces must have adequate communication systems to facilitate the rapid transmission of information from the lowest level in the field to the mission headquarters.

Self-sufficiency. Peace-keeping units should arrive in the area of operations, as soon as possible, with sufficient stores to operate until a logistics base is in place.

COMPOSITION OF PKOS



The composition of a UN Peace-keeping Operation and, subsequently, the tasks for the operation depends on the problems to be solved in the conflict area, and the political agreement established between the UN and the conflicting groups or parties. The tailoring of the organization of the UN Operation is completed by selecting the assets needed to fulfill the mandate. It may involve considerations concerning the following subjects:

Diplomatic and political officers and staff members, with tasks that may range from political negotiations to supervising, monitoring and direct control of all administrative bodies and offices.

Human rights component, which undertakes human rights activities such as monitoring the observance of human rights and fundamental freedoms, the prevention of human rights abuses and the development and implementation of human rights education programmes.

Civil administration component, is monitoring, supervising or having direct control of foreign affairs, national defence, finance, public security and information.

Electoral component, which undertakes tasks in organization and supervising a free and fair general election or referendum.

Repatriation component, takes care of refugees, displaced persons, political prisoners and other detainees. The component organizes resettlement processes. This may also involve rehabilitation to organize the initiation of the process of rehabilitation, covering the immediate needs and laying the groundwork for future plans.

Civilian Police component, to undertake the supervision or control of local civil police in order to ensure that law and order are maintained effectively and impartially, and



that the human rights and fundamental freedoms are fully protected.

Border Monitors, to monitor any embargo imposed by the United Nations along parts of an internationally recognized border.

Military component. The tasks can generally be summarized as the separation of opposing sides, the establishment of a buffer zone or equivalent, the supervision of truce or cease-fire agreement, the prevention of armed conflict between nations or within a nation, and the contribution to the maintenance of law and order and a return to normal conditions.

The operation is always supported by the **International Staff and Field Service**. The administration itself is headed by the Chief Administrative Officer (CAO) taking care of the administrative, financial, communications, logistics and security aspects.

There may be a need for **Local Recruitment**. The authority to recruit local personnel is delegated to the Chief Administrative Officer. The Force Commander/Chief Military Observer may request the recruitment of local staff as needed. The terms and conditions of employment for locally-recruited personnel are, to the extent possible, following the practice prevailing in the host country.

DEPARTMENT OF PEACE-KEEPING OPERATIONS



Ref.: ST/SGB/Organization, Section: DPKO.

The Security Council is the authority for mandating and terminating United Nations Peace-keeping Operations. Command of Peace-keeping Operations is vested in the Secretary-General, under the authority of the Security Council.

The Under-Secretary-General for the Department of Peace-keeping Operations (DPKO), is delegated by the Secretary-General, with responsibility for the planning, preparation, conduct and direction of all United Nations field operations, in particular peace-keeping operations, and assists in the provision of substantive services to the Security Council and the General Assembly; it provides secretariat services to the Special Committee on Peace-keeping Operations.

The Department consists of:

- **Office of the Under-Secretary-General**
- **Military Adviser**
- **Policy and Analysis Unit**
- **Situation Centre**
- **Executive Office**
- **Office of Operations**
 - Africa Division
 - Asia and Middle East Division
 - Europe and Latin America Division
- **Office of Planning and Support**
 - Planning Division
 - Mission Planning Service
 - Civilian Police Unit
 - Demining Unit
 - Training Unit



- Field Administration and Logistics Division
- Finance Management Support Service
- Logistics and Communications Service
- Personnel Management and Support Service

CHAIN OF COMMAND

When a peace-keeping force performs non-military functions not limited to military tasks (multidimensional force), it may require large civilian components in addition to the military component, e.g., civilian police or electoral monitors. In such cases, overall command in the field is normally exercised by a civilian official the Special Representative of the Secretary-General (SRSG) to whom the heads of the various components report. The Secretary-General provides the SRSG with legal and political advisers and with a civilian administrative staff.

DEFINITIONS

Operational Authority/ Prerogatives de Commandement, means the authority granted to a commander to use the operational capabilities of assigned forces to undertake mandated missions and tasks. There are three degrees of operational authority which can apply to the assignment of military forces in United Nations peace operations: Operational Command (UN), Operational Control (UN) and Tactical Control (UN).

Operational Command/Commandement opérationnel (UN). The authority granted to a commander to assign missions or tasks to subordinate commanders, to deploy units, to reassign forces, and to retain or delegate operational and/or tactical control as may be deemed necessary. It does not of itself include responsibility for administration or logistics.



Note: Operational Command is the highest level of operational authority which can be given to an appointed commander who is acting outside of his own national chain of command. It is the authority to task military assets in detail utilizing the full range of their inherent operational capabilities without requiring the prior consent of the Troop-Contributing Country. Traditionally, this level of operational authority is seldom authorized by Member States outside their national chain of command.

Operational Control/Contrôle opérationnel (UN), means the authority granted to a commander to direct forces assigned so that the commander may accomplish specific missions or tasks which are usually limited by function, time, or location (or a combination), to deploy units concerned, and to retain or assign tactical control of those units. It does not include authority to assign separate employment of components of the units concerned. It of itself includes responsibility for administrative or logistics.

Note: Operational Control is a more restrictive level of authority than Operational Command. Under Operational Control, forces are assigned by Troop-Contributing Countries for specific missions or tasks which are normally limited by function, time or location or a combination thereof. These limitations are derived from the relevant Security Council Resolution/Mandate. Where forces are placed under Operational Control, a United Nations Force Commander cannot change the mission of those forces or deploy them outside the area of responsibility previously agreed to by the Troop-Contributing Country without the prior consent of this country. Further, a United Nations commander cannot separate contingents by assigning



tasks to components of the units concerned. Finally, under Operational Control as well as under Operational Command, a United Nations commander cannot divide contingents supplies, administer discipline, promote anyone, or change their internal organization.

National Command/Commandement national. A command that is organized by, and functions under the authority of, a specific nation. It may or may not be placed under a UN commander.

National Commander/Commandant national. A national commander, territorial or functional, who is normally not in the UN chain of command.

Area Command/Commandement de Zone. A command which is composed of those organized elements of one or more of the armed services, designated to operate in a specific geographical area, which are placed under a single commander.

Base Command/Commandement des Bases. An area containing a military base or group of such bases organized under one commander.

STRUCTURE OF THE UNITED NATIONS

Ref.: Department of Public Information: Basic Facts about the United Nations.

GENERAL ASSEMBLY

The General Assembly is the main deliberative organ. It is composed of representatives of all Member States, each of which has one vote.

Decisions on important questions, such as those on peace and security, admission of new Members and budgetary



matters, require a two-thirds majority. Decisions on other questions are reached by a simple majority.

The General Assembly meets once a year in a regular session. Special sessions can be convened at the request of the Security Council, or a majority of Members of the UN or of one Member if the majority of Members concurs. An emergency special session may be called within twenty-four hours of a request by the Security Council on the vote of any nine members of the Council or by a majority of Members concurs.

Because of the great number of questions which the Assembly is called upon to consider, the Assembly allocates most questions to its six Main Committees:

FIRST COMMITTEE

(Disarmament and related international security matters),

SECOND COMMITTEE (Economic and Financial),

THIRD COMMITTEE (Social, Humanitarian and Cultural),

FOURTH COMMITTEE (Special Political and Decolonization),

FIFTH COMMITTEE (Administrative and Budgetary)

SIXTH COMMITTEE (Legal).

THE SECURITY COUNCIL

The Security Council has primary responsibility, under the Charter, for the maintenance of international peace and security.

The Council has 15 members: five permanent members - China, France, the Russian Federation, the United Kingdom and the United States - and 10 elected by the General Assembly for two-year terms.



Each member has one vote. Decisions on substantive matters require nine votes, with none of the five Permanent Members casting a negative vote.

Under the Charter, all Members of the United Nations agree to accept and carry out the decisions of the Security Council.

STRUCTURE OF THE SECRETARIAT

The Secretariat, an international staff working at United Nations Headquarters in New York and in the field, carries out the diverse day-to-day work of the Organization. It services the other organs of the United Nations and administers the programmes and policies laid down by them. At its head is the Secretary-General, who is appointed by the General Assembly on the recommendation of the Security Council for a term of five years.

- Executive Office of the Secretary-General **EOSG**
- Office of Internal Oversight Services **OIOS**
- Department of Public Information **DPI**
- Office of Legal Affairs **OLA**
- Department of Peace-keeping Operations **DPKO**
- Department of Political Affairs **DPA**
- Department of Humanitarian Affairs **DHA**
- Department of Administration and Management **DAM**
- Department for Policy Coordination and Sustainable Development **DPCSD**
- Department for Economic and Social Information and Policy Analysis **DESIPA**
- Department for Development Support and Management Services **DDSMS**



United Nations programmes and organs

(representative list only):

- Office of the United Nations High Commissioner for Refugees **UNHCR**
- United Nations Office at Geneva
- United Nations Centre for Human Rights **UNCHR**
- United Nations International Drug Control Programme **UNDCP**
- United Nations Office at Vienna
- United Nations Conference on Trade and Development **UNCTAD**
- United Nations Environment Programme **UNEP**
- United Nations Centre for Human Settlements **UNCHS**
- United Nations Relief and Works Agency for Palestinian Refugees in the Near East **UNWRA**

Regional Commissions:

- Economic Commission for Africa **ECA**
- Economic Commission for Europe **ECE**
- Economic Commission for Latin America and the Caribbean **ECLAC**
- Economic and Social Commission for Asia and the Pacific **ESCAP**
- Economic and Social Commission for Western Asia **ESCWA**



The Civilian Police observer may meet some of these Programmes, Agencies or Commissions working in connection with or as a part of the peace-keeping operation. The more common are:

UNHCR/Office of the United Nations High Commissioner for Refugees, voluntarily financed, extends international protection to more than 18 million refugees, seeking to ensure that they receive asylum and favourable legal status in their asylum country. HQ: Geneva.

UNICEF/United Nations Children's Fund, voluntarily financed, helps developing countries, at their request, to improve the quality of life of their children, through low-cost community-based services in maternal and child health, nutrition, sanitation and education, as well as emergency relief. HQ: New York.

UNIDIR/United Nations Institute for Disarmament Research, undertakes independent research on disarmament and related problems, particularly international security issues. HQ: Geneva.

UNWRA/United Nations Relief and Works Agency for Palestine Refugees in the Near East, voluntarily financed, mainly from Governments, provides education, training, health and relief services to some 2.4 million Arab refugees in Jordan, Lebanon, the Syrian Arab Republic and the occupied territories of the West Bank and Gaza Strip. HQ: Vienna.

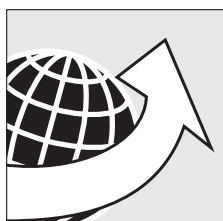
UNV/United Nations Volunteers; qualified, experienced and motivated professionals from 120 countries sharing skills on volunteer terms in UN. HQ: Geneva.

UNDP/United Nations Development Programme, the world's largest channel for multilateral technical and pre-investment assistance to developing countries, supporting more than 6,000 projects in some 150 countries. HQ: New York.

CHAPTER **2**

CIVILIAN POLICE DUTIES





Chain of Command. Whilst serving as United Nations Civilian Observer or Monitor, you will be responsible to a Civilian Police Commissioner designated for that particular mission. A Civilian Police Observer will discharge his functions and duties, and regulate his conduct solely with the interests of the United Nations in view and will not seek or accept orders or instructions from his government or any other authority external to the United Nations. Furthermore, the Civilian Police Observer is to maintain impartiality and objectivity in his dealings, and therefore is discouraged from having any family or close friendship ties with individuals or organizations in the countries in the mission area which could give rise to any doubts about his neutrality.

Language Skills. Consideration for selection as an observer should take into account familiarity with whichever language is determined as the 'mission official language'. As a minimum, the officer should be proficient in at least one of those languages (in the majority of cases these will be either English, French or Spanish, although Arabic, Chinese and Russian are also listed as 'official' UN languages).

Legal. The observer enjoys certain legal and international privileges and immunities: these are defined under Article VI (Experts on Missions for the United Nations) of the Convention on Privileges and Immunities of the United Nations, which are (usually) adhered to by the governments in a mission area. Notwithstanding international acceptance of the philosophy of Article VI, observers must also adhere to their own country's laws and regulations governing their behaviour. In fact, in instances of gross misbehaviour, an observer's national authorities shall take whatever legal or disciplinary action which may be necessary. The Secretary-General has the right and authority to waive the immunities and international privileges accorded to an observer in any



case where, in his opinion, such immunities and privileges would impede the course of justice.

Arms. The Security Council may, in exceptional cases, authorize a United Nations Civilian Police operation to carry arms. In such cases, an instruction for the use of arms will be established for this purpose.

De-escalation. UN Civilian Police observers should, whenever possible, endeavour to actively limit or prevent disputes from increasing in tension or scale, or erupting into open conflict and violence. Employment of preventive diplomacy can ensure that such disputes remain at a manageable, negotiable level and, accordingly, any increase in conflict magnitude may be averted by forecasting, and de-escalating, predictable crises.

Personal Qualities. The observer must realize that he will be performing his duties in an environment foreign to that of his home nation, usually encumbered by difficult living conditions, in high stress situations, and often in a language not necessarily his 'mother tongue'. As representatives of the UN and his home country, the individual nominated as an observer must be carefully selected to ensure that he is capable of performing the tasks required of him, and that his actions and overall presentation will reflect favourably upon the UN and his home nation. Accordingly, the policemen selected must be physically fit, of sound mental character, mature in attitude and outlook, and possess the appropriate career qualifications for the mission.

Physical Fitness. Observers must operate at peak efficiency for prolonged periods; accordingly, policemen selected for observer duties are to be in as good health and physical condition as possible. The Civilian Police observer's duties will often be patrol on foot, or by four-



wheel drive vehicle, sometimes for several days, during which time he will be dependent upon the local infrastructure for support (food, accommodation, medical, etc.), and must therefore be able to cope with the numerous physical demands this type of life-style imposes. Therefore, it is imperative that the policeman selected:

- Is in excellent health and physical condition;
- Has a high level of physical endurance and stamina;
- Does not suffer from any allergies or other medical conditions which may be difficult to treat in areas with limited medical facilities.

Mental Fitness. Equally as important as physical fitness is mental fitness. The policeman selected to be an observer must possess a strong character, be of a well-balanced personality and be of good mental health. He must be free of neurotic or other psychological problems, and it is imperative that he is able to operate in conditions of extreme stress and physical danger. In many circumstances his actions and words will mean the difference between success and failure, and thus he must be scrupulously honest, loyal, brave and professional. The effective observer will display the following personality traits:

- Good judgement, supported by a common-sense approach to problem-solving;
- An objective attitude, displaying tact and impartiality;
- A polite demeanour, combined with a firm, but flexible, honest approach;
- A considerable self-discipline and patience;
- A friendly, open approach to other nationalities, and a ready sense of humour;



- An ability to influence others, engendered in imaginative-ness and persuasiveness; and
- Have demonstrated credibility in leadership.

Maturity. The policeman selected for observer duty should be well-trained and experienced, and accordingly, be of the highest professional calibre. He would preferably be of the equivalent rank to a Captain or Major and would satisfy the following selection criteria:

- Be representative of his national background;
- Be competent in the mission language (usually English, although French and Spanish are common);
- Be comfortable in operational and social environments both of the contributing countries' policeman and the parties in conflict;
- Have the appropriate operational skills necessary to perform the duties of the appointment for which he is selected;
- Have the mental capability to enable him to understand the organization and functional arrangements of the parties in conflict;
- Be capable of conducting analytical investigations into alleged incidents, and of compiling and submitting factual and impartial recommendations.

National. Notwithstanding the observer's representational responsibilities to the UN, the policeman selected must also recognize his responsibilities to his own country. Whilst serving with the UN, the policeman must bear in mind, that he may be the only representative of his home country in the mission area and, accordingly, must project a good image of himself and his country. He must at all times comport himself with dignity and professional bearing, and



must not become involved in any activities which could bring his country into disrepute.

All matters related to national issues are normally handled by the Senior Police Officer in the national contingent.

Idealism vs. Realism. The observer must be able to differentiate between 'idealistic' and 'realistic' attitudes and approaches to problems. Analysis of problems and clear and factual reporting to superior officers must not be understated. The policeman's ability to determine courses of action that are achievable rather than desirable is a quality not to be overlooked.

SOCIAL CUSTOMS & ETIQUETTE

Cultural Awareness. Officers selected as observers must display an understanding of the differences between their own national culture and economic background and that of the host nation. In many instances, the policeman's training will have a sense of acceptance of other cultures and beliefs, however as a 'goodwill ambassador' he must remember that his role in the UN mission is to facilitate conflict resolution, and not one to impose solutions.

Attitudinal Problems. As a 'goodwill ambassador' of the United Nations, the policeman's attitude to his duties and environment should reflect the international respect that is expected of UN personnel serving overseas. The Observer must display tolerance of other cultures, some of which may differ markedly in respect of personal deportment and habits from his own. He must respect local cultures, customs and behaviour patterns.



Personal Habits / Actions. Police observers must be aware that although their personal behaviour may be considered normal in their own society, some of these habits may cause offence in other societies. For example: a seemingly simple gesture such as patting a small child on the head is considered highly offensive in Bhuddist and Islamic societies. Many societies also have strict rules concerning relationships between males and females as well as the respect due to spiritual leaders, religious artefacts and places of worship. Prospective police observers should make every effort to prepare for the mission to which they are assigned by use of public libraries and Consulates or Embassies. Consult with police observers who have previously served in the mission, to ensure that neither they, nor other male or female members of the mission, inadvertently cause any offence. ‘Souveniring’ of religious artefacts is viewed as both a sacrilegious and criminal offence.

Most religious elders will be happy to discuss their faith with interested ‘nonbeliever’ as long as the approach is made in a respectful manner, and which will not compromise the elder’s position in his society.

In the event, that cultural differences unwittingly cause offence, explain politely and patiently that such differences are unavoidable, but understanding each other’s point of view can help resolve disputes.

DEALING WITH CULTURAL SHOCK

Cultural Shocks are not unusual phenomena in itself, it is merely the natural response by an individual when he is taken from his own, national and ethnic environment to that of another, within which he feels some discomfort or disorientation. The professional police observer will be able, because of his background and training, to overcome the obstacles imposed by such relocation. Some person-



nel will deal with the problem more effectively than others. Those observers, who have the benefit of previous tours, will overcome the phenomenon more quickly than 'first-timers'. Ideally, comprehensive pre-departure preparation and research will assist in lessening the impact upon the individual than would otherwise be the case.

'Face'. Observers must understand the importance placed on 'face' (i.e. the 'personal' perception of respect) that is important in many cultures, - especially important in negotiations when, for example, a cease-fire is being discussed, if one or other of the combatants is seen to be losing ground in the negotiation and consequently will 'lose face' amongst his peers. Representatives of parties may be compelled to say one thing whilst meaning another in an effort to avoid being seen as the weaker negotiator in such circumstances, leading to contradictory positions becoming apparent at a later stage, to the detriment of the negotiations.

DO'S & DON'TS

Do keep strictly **neutral**, and display **impartiality** to all parties in the dispute;

Do impress upon local commanders that you are to be granted freedom of movement appropriate to the mandate applicable to your area;

Do ensure that local commanders are aware of the provisions and requirements to report any breaches of applicable agreements and cease-fires;

Do be alert to efforts to undermine your authority and impartiality;

Do take into account personal and environmental security threats;



Do practice documentary security measures to ensure that no unauthorized persons view UN 'sensitive' material;

Do consider the likelihood that all radio communications will be monitored, and phrase messages accordingly;

Do be aware that local employees and interpreters may have a vested interest in matters which require sensitive handling;

Do be aware of the possible loyalty of the host population to previous governments;

Do inform your superiors of your plans and forecast activities, and maintain close liaison with your fellow observers in adjacent AOs;

Do encourage a frank and open exchange of viewpoints during discussions and conferences;

Do compile accurate reports (including sketches and drawings where necessary) and ensure timely submission to your HQ;

Do be particularly respectful of your responsibilities when using UN equipment and transportation assets;

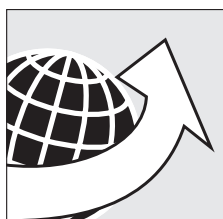
Do remember to keep calm and patient when dealing with parties who require the use of interpreters to negotiate, and talk to the parties' representative, not the interpreter;

Do remember to watch what you eat and drink, and avoid uncooked foods unless you are certain that they are not contaminated;

Do try to maintain the health and sanitation practices to which you are accustomed, in order to maintain your health;

Do remember that your good behaviour and the image that you present is your security;

Do be aware that you may be required to stand duty for long periods without adequate rest, and that a peace-



keeper is considered to be 'on-duty' 24 hours a day, 7 days a week;

Do maintain your uniform and equipment to present the best possible image, and ensure visibility of your UN accoutrements (i.e. flag, beret, etc.) at all times whilst on duty;

Do remember that although temporarily assigned to one party or the other of a dispute, **you are still a UN CIVPOL Observer and must remain neutral and impartial at all times;**

Don't take part in any illegal activities (ie prohibited substance abuse) or 'black-market' trade in goods;

Don't allow yourself to become involved in surreptitious sexual liaisons which could compromise your neutrality and impartiality, or affect your personal hygiene (Sexually Transmitted Diseases, STD's);

Don't criticize the host nation or the parties involved in the dispute;

Don't collect unauthorized 'souvenirs' (i.e. weapons/unexploded ordnance/religious artefacts);

Don't over-consume alcohol;

Don't dress in a manner that would be offensive to the local population, or bring the UN or your home nation into disrepute;

Don't openly carry marked maps or documents across cease-fire lines;

Don't express political or police opinions to nationals of either party to a dispute;



Don't make unauthorized press or media statements (i.e. be aware of alleged 'authorized' persons enquiring about the progress of a particular matter);

Don't allow disagreements with support personnel to create a hostile/ non-productive working environment;

Don't take, or allow photographs to be taken in areas which are subject to dispute, unless specifically authorized to do so;

Don't allow local gossip or hearsay to influence decisions or reports to your superiors, unless you can certify all the facts expressed; and

Don't allow yourself to be coerced into saying or doing anything which could reflect poorly upon you, your home nation or the UN.

Don't forget that as an ambassador of the United Nations, and your own Nation, that your behaviour and bearing will influence how others view the United Nations organization as a whole.

OPERATIONAL ISSUES

Peace Operations, are those operations which are encompassed by the term's Preventive Diplomacy, Peace-making, Peace-keeping, Peace-enforcement and Peace-building.

Conflict Resolution. Simply stated, conflict resolution is the means by which pre-existing, or potential, disputes are resolved by mediation.

Mediation of Disputes. Mediation by negotiation is one of the most powerful tools available to the police



observer in his tasks of de-escalation of conflict. Objective and effectively controlled negotiations, at all levels of command, can be instrumental to the development of mutual respect between the belligerent parties and the police observer. Negotiations should ideally be structured with the aim of achieving a mutually-agreed solution to the problem.

CIVPOL Component. From the operational standpoint, the Civilian Police is a separate component of the Peacekeeping Mission under the command of a Police Commissioner, who reports directly to the Special Representative. At the same time the CIVPOL Component will complement and work closely with other components, e.g. military, humanitarian, electoral and administrative components in the mission. A strong interrelationship with other components must be assured to guarantee the success of the CIVPOL mandate.

Principal Functions. The principal function of the United Nations Civilian Police is to monitor the local police decided by the Security Council in the adopted resolution for the mission. In the UNCIVPOL role of supervision and control of the local police, the protection of human rights should be ensured as described in the Guidelines for UNCIVPOL, e.g.: “The role of the United Nations police monitors would be to ensure that the local police forces carried out their duties without discriminating against persons of any nationality or abusing anyone’s human rights”. Even when the role of monitoring the local police has been the principal function, additional functions may be given to the UNCIVPOL. In several missions an additional function has been training of local police or assistance to such training. In missions where an election is scheduled during the mandate period, UNCIVPOL will perform tasks related to the election and assist the Electoral Component. Another function can be assistance to Humanitarian Agencies.



Depending on the mandate, the tasks may be:

- To observe the conduct and performance of the local police and judicial investigative authorities in the arrest, detention and interrogation of persons charged with a crime, the general handling of prisoners and the searching of residences.
- To accompany local police on patrols.
- To attend the scenes of crime.
- To conduct investigations as required, where the inquiry by the local investigative body is seen to be inadequate, due to bias, indifference or deliberate intent to mislead the course of justice.
- To conduct independent patrols and observe the presence or absence of local police.
- To observe and monitor the movement of refugees and displaced persons.
- To observe gatherings, rallies and demonstrations.
- To visit prisons and observe treatment of prisoners.
- To follow investigations against minorities, through the judicial system and monitor the final result.
- To assist humanitarian aid agencies and Civil Affairs component.
- To help defuse inter-communal tensions.
- To record and report all incidents as directed.
- To monitor the tranquillity and the maintenance of law and order in the vicinity of voter registration offices and polling stations.
- To monitor that no person is denied entry into the aforementioned centres for the purpose of registration or voting.



- To assist in the reorganization and training of the local police.
- To conduct on-the-job training of the local police.

NEED FOR IMPARTIALITY AND TRANSPARENCY OF OPERATING PROCEDURES

In order to maintain impartiality and objectivity, and display transparency of operating procedures, thereby best prosecuting his responsibilities as a United Nations Civilian Police observer, the policeman selected will need to discharge his functions and duties and regulate his conduct, solely with the interests of the United Nations in view. To achieve this goal, he, therefore, will not seek or accept orders or instructions from his government or any other authority external to the United Nations. Furthermore, the observer is discouraged from having any family or close friendship ties with individuals or organizations from the countries in the mission area which could give rise to any doubts about his neutrality and personal integrity.

Observers should aim to preserve and demonstrate impartiality wherever possible as a display of favouritism, to one side or the other, in a dispute will result in loss of trust and confidence of the other party and, consequently, erode any trust which may have built up. Furthermore, compromised impartiality may cause escalation of the dispute and subsequent failure of the mission.

ORGANIZATION AND DAILY ROUTINE



The organization of a CIVPOL Component may be different from one mission to another and is dependent on several factors, e.g. the mandate, the specific tasks and the personnel strength. A basic organization, as shown in Annex B, is provided as a guideline.

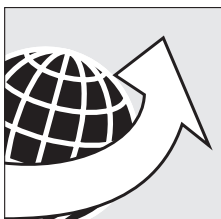
While serving in the United Nations, the Position/Title allocated a policeman by the UNCIVPOL Commissioner always takes precedence over the national rank.

The duty and tasks for each particular mission and, each particular post in a CIVPOL HQ or CIVPOL Regional HQ are covered in the mission's Standard Operating Procedures (SOP). Consequently, only brief advice will be given regarding the duties at CIVPOL Headquarters or District stations.

Staff Duties. The importance of "Staff Duties" should not be underestimated. The CIVPOL officers will not only be deployed in patrol teams, but also in the functions as HQ Personnel, Regional Chiefs, Station Commanders, Operations Officers, Duty Officers or Administrative Officers. It is therefore imperative that Police Officers, chosen for a UN mission, are competent in their ability to compose concise and accurate reports and recommendations. Recent completion of "UN Police Officer's Course" or "UN Staff Officer's Course" would be extremely beneficial to the prospective CIVPOL monitor.

UNCIVPOL DISTRICT POLICE STATION OR DETACHMENT

The **Station Commander** and his Staff (Operations and Administrative Officers) are usually on duty seven days a week. The Station Commander and/or his deputy (Operations Officer) are normally responsible for liaison with the local police. The local police station should be visited every day to establish a procedure of mutual understanding.



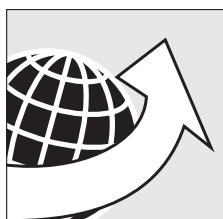
The Operations Officer is under the Station Commander responsible for the conduct of the daily duty and the accurate reporting of incidents to Regional HQ. Examples of reports are shown in Chapter 4, “Incident Report” and “Supplementary Report”. The latter are to be used when additional information in the same case is reported the following day or later.

If the Personnel strength permits, the **Duty Officers’** shift should cover 24 hours. If this is not possible, the DO should be “On call” during nights hours. The Duty Officers are responsible for the radio and telecommunication and for the documentation of the radio/fax transmission, as well as daily situation reports. Examples of report forms are shown in Chapter 4, “Daily Shift Log” and “Daily Situation Report”.

It is often necessary to use CIVPOL **Liaison Officers**. The Liaison Officer liaises with the ICRC, UNHCR, Local Red Cross, NGO’s and is also under the Operations Officer responsible for the documentation and reporting of humanitarian matters. An example of reporting form is shown in Chapter 4, “Humanitarian Aid Request”.

CIVPOL officers in the patrol group should be on duty according to a roster covering as much of the day as possible. Some patrols are on duty in the morning shift while other patrols are in the afternoon shift. Night-patrolling should be performed if the security situation permits operations after sunset.

Village patrols should be conducted in the entire area of responsibility (AOR). Village patrols could be done either as vehicle patrol or foot patrol, the latter in the village where the UNCIVPOL station is located. During the patrolling, you should visit local police stations, local Red Cross, schools, etc. and try to get familiar with the AOR. It is to your benefit,



if you have met the local police officers before you have to present their station with your first case of complaints.

When returning to your station, a Patrol Report should be submitted, reflecting the observations you and your colleague have made. During your visits to the different villages in your AOR, you will get to know the ethnic composition of the village, names of the Mayor, local Police Chief, etc. This information should be documented in a Village Information, which will be completed step-by-step. It has to be emphasized that this information is only for your further cooperation with the authorities in the village/area and should not be considered as any kind of intelligence gathering. An example of mentioned reports is shown in Chapter 4.

Special Patrols may be carried out to visit prisons, for escorts duties or assistance to humanitarian organizations.

Joint Patrols with the Local Police are usually difficult to establish, but should be done whenever possible. It is advisable that UNCIVPOL and Local Police patrol conducts the patrol in their respective vehicles, even in cases where the patrol route is exactly the same for both patrols.

Note:

- While on patrol, always use maps with no additional markings. Maps marked with UN locations may be acceptable.
- While on patrol, always make sure that you have radio contact with your HQ and report when leaving your vehicle.
- When approaching checkpoints, slow down your speed, stop and talk to the guard. Don't hand over your ID-card, but show it if so requested.



- Be aware that speeding has caused far too many UN fatalities.
- Bear in mind that you are a guest in the country and are using their roads.

Assistance. The task is generally complementary to all other tasks. It is carried out jointly with UN agencies and/or NGOs which provides humanitarian assistance. CIVPOL may be requested to ensure the security of refugees and displaced persons and safeguard their human rights.

CIVPOL may also be tasked to provide and guarantee security, as well as a neutral political environment with no intimidation or interference in a UN supervised electoral process.

OTHER DUTIES

UNCIVPOL observers will maintain a close working relationship with other UN elements involved in civilian law enforcement.

Being present in a UN operations area, observers are obliged to record and report in accordance with the UN mandate. This also involves reporting on any important event of violation of human rights, security matters and any other serious incident that may threaten the stability of the area.

TRAINING

If the mandate so requires, the UNCIVPOL will provide training of the local police.

The training is conducted either as on-the-job-training or by courses conducted in training centres.

Training on the Job. That type of training requires the UNCIVPOL trainers to work in close cooperation with the local police units.



The subjects are:

- Basic duties of the police detachment;
- Police patrols (purpose and modalities);
- Basic police reports (arrest, incidents, witness interview, search, seize).
- Communication procedures.

The topics are conducted as practical exercises in the local environment.

Courses in Training Centres. When the local security situation and the public structures permit, CIVPOL may be requested to organize and conduct courses.

One type of course is often referred to as "**refresher courses**".

The subjects are:

- Essential principles of police duty;
- Criminal code and procedural code;
- Interview technique;
- Searching and seizing;
- Patrolling;
- Community relations;
- Police records;
- Traffic control and traffic accidents;
- Use of firearms;
- Communication procedure;
- Crime scene investigation.

The CIVPOL trainers are often chosen among former policemen or civilians vetted on the basis of specific standards.



The students are often selected local police officers and local police teachers.

Another type of course is **a recruit course**.

The topics are:

- Drills;
- Field range exercises;
- Self defence techniques;
- First aid procedures;
- Driving skills;
- Physical training.

The courses are conducted by local teachers selected among entrusted senior police officers. CIVPOL trainers are involved in joint planning activities and the supervision of the courses.

The students are newly-recruited policemen.

When the security situation is more stable, CIVPOL trainers may provide training for selected officers and/or NAOs of the local police.

The **Aim** of these courses is to give the local police the capacity to train their policemen themselves.

Special attention will be required in evaluating the students as they are intended to be the future police trainers.

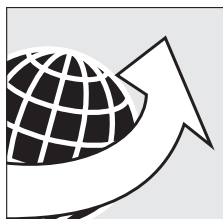
COMMUNICATIONS



Written / Electronic. Communications, both written and spoken, will be the observer's "tools of trade". For many policemen, the spoken form will probably be in a language other than their own national tongue. It is imperative that policemen chosen for UN duty are familiar with the UN mission language. The importance of staff duties as well as clarity and accuracy of written reports have been emphasized earlier in this Section.

Media Awareness. Policemen selected for duty with UN missions are reminded of the effect that the media may exert upon political leaders and policy makers. It is common for media representatives to attempt to ingratiate themselves with UN personnel, in order to obtain rides on UN transport assets and thereby, present themselves as "accredited" or "UN-sponsored" spokesmen. Observers are reminded of their obligation to:

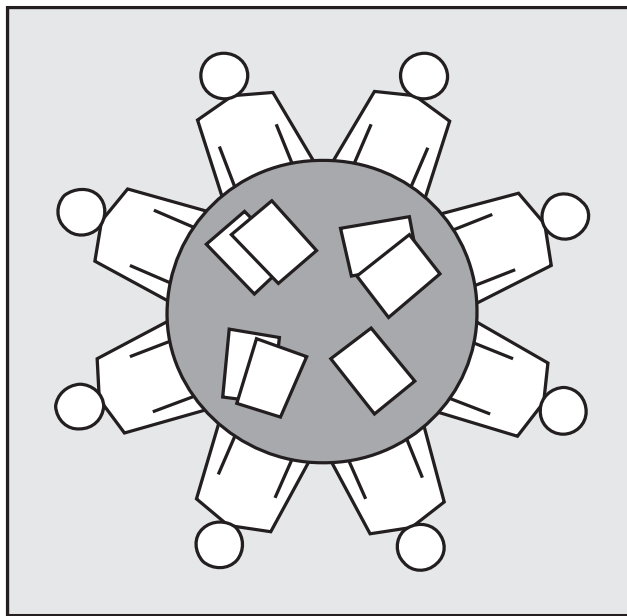
- Always note and report the presence of news media.
- Only discuss factual matters within your area of responsibility, if you are unable to avoid speaking to journalists.
- Refer all other questions to the Public Information Officer (PIO).
- Think before speaking, be polite and helpful, but firm when referring journalists to a higher authority.
- Be honest and positive, whilst remaining professional and dignified,
- Never give formal interviews without prior approval from the mission PIO, and do not discuss UN operations, plans or procedures at any time with journalists.
- Never divulge information about local forces which might be of use to opponents (i.e. be particularly careful in social environments).



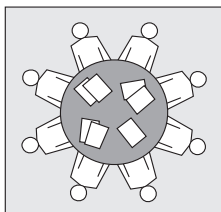
- Never speculate, nor provide an opinion as to what might or might not happen in certain circumstances.
- Never mislead or take sides.
- Never allow the media to pressure you into saying things that you would rather not say or that you should not discuss.

CHAPTER **3**

LIAISON, NEGOTIATION AND MEDIATION



INTRODUCTION



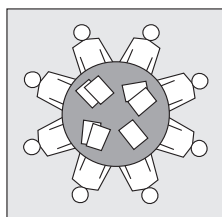
Negotiation, mediation and diplomatic activities are the concern of governments and experienced diplomats. Their approach to mediation and negotiation involves political considerations rather than practical military issues.

Peace-keeping operations can contain elements of both small and large-scale confrontations which have to be dealt with during the de-escalating effort.

United Nations peace-keeping operations are prepared and organized to handle both civilian and military aspects. As a unique feature, UN field operations have a well developed system providing liaison from government down to the local level. Liaison officers, military observers, civilian police and officers in UN units perform the actual day-to-day duty. (See SOP for the actual mission.)

Negotiation Techniques. The observer may be required to mediate and negotiate concessions to locally-imposed restrictions and limitations in order to allow him to complete his mission. Some points to note in respect of both behaviour and action during such negotiations are:

- maintain dignity and politeness during dealings with other persons;
- remain respectful towards all with whom he deals;
- remember to pay military and social compliments to hosts and representatives involved in the negotiations;
- always agree prior to the next meeting:
 - on location, time, attendees, content/subject matter to be discussed;
 - perhaps most importantly, the nature of documentation (i.e. agenda and “Minutes” to record what was discussed and, hopefully, agreed).



Negotiation plan.

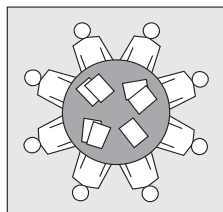
The overall purposes which require implementation of negotiation are:

- identification and isolation of areas of disputes;
- prevention of escalation;
- down-scaling of differences in perception of areas of conflict;
- resolution of disputes;
- preventive action against recurrence of disputes.

Topics, likely to be discussed:

- POW exchange;
- repatriation of war-dead;
- SOFA and the UN conduct of tasks;
- possible areas of limitation;
- administration of the area between opposing the forces;
- freedom of movement;
- traffic in and out of the AOS, movements within the AOS;
- conditions for the population in the AOS;
- exploitation of natural resources and infrastructure;
- refugees and displaced persons;
- communication between UN and the parties.

NEGOTIATION PREPARATIONS



As in all matters and tasks, the planning and preparation are the key to success.

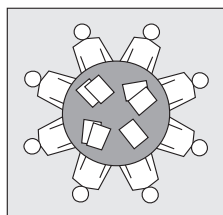
- **Do your homework -**

The following considerations apply:

- what is the problem/task?
- has it been dealt with before?
- why has it come up at this time?
- what is the background/history?
- obtain all possible information about the immediate conflict and outline the options for a settlement;
- read previous reports on the matter;
- what was the UN conclusion and how does it relate to previous/future arrangements?
- whom are the persons involved, name, rank, personality, authority, religion, attitudes?
- what are your options, limitations, frame, mandate, etc.?
- when and where will the negotiation take place (get confirmation);
- establish an agenda for the meeting.

- **Internal preparations**

- who is going to do the talking?
- who is taking notes (can notes be taken - a tape recorder be used)?
- decide on the role of the interpreter;
- are you all going to attend the meeting (driver, extra team?)



- decide on need for specialists (weapons, mines, economic, cultural, etc.).

- **Final preparations**

- be at the place for the meeting in due time, in good shape and well dressed;
- make ready for seating, security, parking and communication;
- consider coffee, “drinks”, food, smoking;
- place agenda, pencils and writing pads on the table.

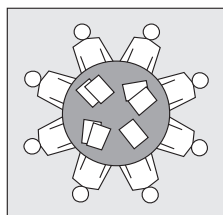
CONDUCT OF NEGOTIATION

THE OPENING TALKS

- take your time and be patient;
- remember the customary salutations and exchanges of courtesies (in accordance with the local habit);
- introduce yourself and your team (wear name tag);
- outline the framework of the meeting;
- some introductory small talk may be useful and polite (gives everybody a chance to get used to the way the common language is used and it offers a chance to assess the mood);
- offer/take refreshments.

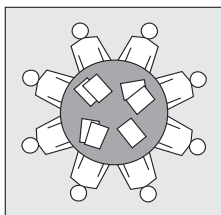
THE MAIN TALKS

- if possible let your counterpart start, and listen to him, do not interrupt, be patient;
- start to agree on the agenda subjects;



- if incorrect information is given, state the actual facts (supported by evidence) but do not argue;
- state the UN point of view (facts only);
- if there are differences in points of view, note the view of the counterpart and highlight the point of view of the opposite side (eventually also the UN attitude). Declare that you will come back to the issue after an investigation of the key problems. Carry out your investigation and negotiation in a similar manner with the other party;
- in some cases the task of the UN team includes conveying complaints, either from the opposing party or from the UN itself. Make sure that the complaint is clear in all its details - preferably confirmed in writing;
- **make no promises** or admissions, unless the situation or your mandate clearly states you can do so. Do not reveal anything about one party that could be exploited by the other party. To be impartial and correct are of the greatest importance;
- always be restrained if one of the parties expresses a negative view about the UN, the opposing party's morale, politics or methods. Try to make everybody accept the UN mandate and the solution it promotes. Make careful reminders about agreements, actual arrangements and past practices;
- complete the negotiation by repeating what has been agreed upon, if possible have it confirmed in writing;
- agree upon a time and place for further negotiations;
- do not forget final polite phrases, etc.

THE FOLLOW-UP



The reporting of results and the follow-up on the meeting are very important for the credibility of the UN operation:

- prepare a short verbal briefing for your headquarters (involve all UN members present at the meeting);
- prepare a detailed written report on the negotiation, facts, conclusions, recommendations and arrangements;
- contribute to other general information systems in accordance with the SOP.

MEDIATION

The technique applied in mediation is basically the same as for negotiation. The most important difference is that representatives for the opposing parties are present in the same location.

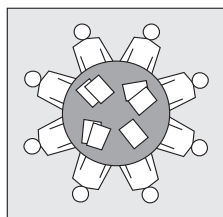
This calls for careful considerations concerning security measures as well as pre-accepted subjects for the meeting.

PREPARATIONS

- Meet the parties separately before the meeting;
- discuss the subjects, make an approved agenda and distribute it before the meeting;
- select a meeting place (“a no man’s land” or secured area);
- establish the conditions for the meeting - armed/unarmed - how many persons - interpreters - communications - seating - who goes first - separate rooms;
- consider possible solutions to the main issue.

CONDUCT OF MEDIATION

- Start the meeting by reading the agreed agenda;



- if there has been a previous meeting give the result and the status of what has been implemented;
- appear neutral, observe objectivity and remain respectful;
- try to balance the outcome (“one for you and another one for me”);
- on one hand, no subversions and on the other hand, do not jump to conclusions - let the parties negotiate;
- if nothing has been agreed on, maybe they can agree to meet again.

No one can change the past, but you may be able to change the future.

FOLLOW-UP

(As mentioned under negotiation.)

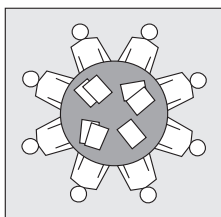
THE USE OF INTERPRETERS

The United Nations provides the interpreters. They are often recruited from the local population and paid a salary in accordance with a UN contract. Not all of them may be working in a full-time job. Whenever an interpreter is needed, you need to make sure that arrangements are made for the pick-up and transportation of the interpreter to the meeting place.

The interpreter is a vital part of you and your job. He or she is an “interpretation aid” attached to your ears and mouth.

You will give the interpreter instructions before the meeting. He or she must:

- act with a “non-visible” attitude;
- be fully impartial;
- translate your sentences with the greatest accuracy;

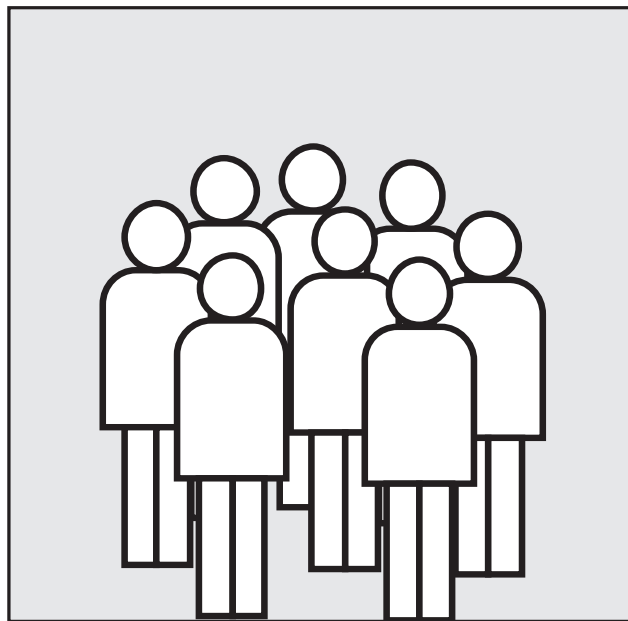


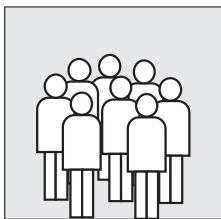
- not add anything to your sentences or try to explain your sentence;
- never participate in the discussion.

During the interpretation you will watch the eyes of your counterpart (not the interpreter) to see if the “non-verbal communication” appears to be in line with your sentence.

CHAPTER **4**

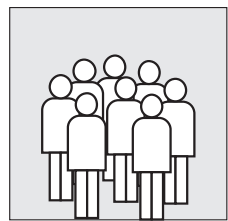
STAFF DUTIES AND REPORTING





Written staff work can pose difficulties in United Nations PKOs because of the varied backgrounds, nationalities and staff systems of the participants. To minimize such difficulties it is necessary to aim for simplicity in the language and construction of the documents.

Official letters are formal letters used within the PKO concerned, and between PKOs and UN Headquarters, New York.



Example of an Official Letter:
*Ref.: Guideline Standard Operating Procedure, 91-15137
and UN Editorial Manual, ST/DCS/2.*

SECURITY CLASSIFICATION

Copy_____ of _____Copies
Address of Sender

Reference _____
Addressee/s

SUBJECT _____

References A

B

1

.....

2

a

b

(1)

(a)

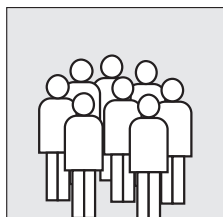
i

ii

SIGNATURE BLOCK

Annexes
Enclosures
Copies

SECURITY CLASSIFICATION



Inter Office Memo is used for internal correspondence within the HQ. It is designed to save time and may be handwritten.

Example of an Inter Office Memo:

*Ref.: Guideline Standard Operating Procedure, 91-15137
and UN Editorial Manual ST/DCS/2.*

UNITED NATIONS PEACE-KEEPING OPERATION AND UN LOGO (1)

TO: (2)

DATE:

(2)

THROUGH: (2)

REF:

(2) _____

FROM: (2)..... (4)

SUBJECT (2)

1 (3)

.....

2 (3)

..... (3)

a

b (3)

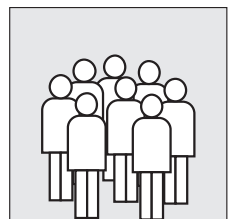
(4)

Copy to:

.....

NOTES:

- (1) *The inter office memo will normally be written on the headed notepaper of the particular operation involved (e.g. UNITED NATIONS INTERIM FORCE IN LEBANON).*
- (2) *Unlike the other formats these headings will be part of the notepaper.*
- (3) *Normal paragraphing.*
- (4) *No signature block. Normally the sender will sign after his or her typed names.*



Minutes of Meetings are an essential part of any meeting. Minutes are **NOT** a verbatim account of all discussions, argument and counter-argument, but the essence of important discussions should be recorded so that readers not attending obtain appropriate and adequate information.

Example of Minutes of Meetings:
Ref.: Guideline Standard Operation Procedures, 91-15137 and UN Editorial Manual ST/DCS/2

SECURITY CLASSIFICATION (1)

Copy _____ of _____ Copies (2)

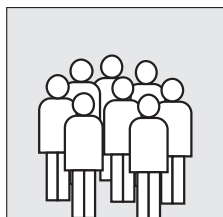
File Ref

Distrubution (3)

Attendance (4) Chairman
.....
.....
..... Secretary

Ser No.	Discussion	Action by
1 (5)	Item heading (6) (7) It was agreed/decided/directed/ instructed that(8)	... (9)
2 (5)	Item heading (6)	
Distribution (3)	(10) D.E. SCRIBE Major Secretary

SECURITY CLASSIFICATION (1)



NOTES

- (1) *See SOPs.*
- (2) *Only in case of Classification UN Secret.*
- (3) *Distribution List Serial Letter or put distribution at bottom of last page. Specify if numbered copies.*
- (4) *List of those present.*
- (5) *To correspond with number on agenda.*
- (6) *Commence with relevant agenda item heading.*
- (7) *Essential elements of discussion only.*
- (8) *Always finish item with one of these options.*
- (9) *Name or appointment of whoever tasked with decision/instruction etc.*
- (10) *Signed after approval of text by chairman.*

OPERATIONAL REPORTS

Daily Situations Report All peace-keeping missions are required to provide UN headquarters with daily situations reports (SITREP).

SITREPs are not intended to replace the normal detailed communications between Missions and Headquarters on specific matters.

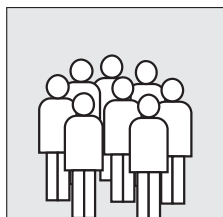
The daily SITREP should cover the period midnight to midnight local time.

Ref.: DPKO outgoing faxes to all missions. 1994

The topics mentioned under the individual headlines will be reported to the extent necessary in accordance with the mandate of the mission and the situation on the ground.

If a single topic takes more space than one page, the topic is commonly reported on as an annex to the SITREP for practical reasons.

Before you start working - see the mission SOP.



HIGHLIGHTS

The Highlights cover the major events or trends of the reporting period. This should include any new political, military or humanitarian developments and any major casualties plus any significant developments which could impact on the safety and security of UN personnel. Further details would be provided in topic paragraphs below.

*NOTE: The HIGHLIGHTS paragraph is **not** the same as the GENERAL SITUATION.*

POLITICAL

Any governmental or political events directly affecting the mission or the mission's mandate.

Meetings: In-country, international. Proposed, actual, dates, attendance, decisions and outcome.

Elections: Proposed, actual, dates, attendance, decisions and outcome.

Negotiations: Proposed, actual, dates, attendance, decisions and outcome.

Internal political parties: Formation, alliances, change of leadership, change of direction.

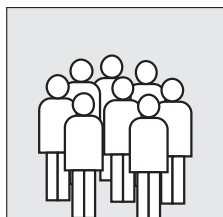
Setting up of councils, local government.

Any political decisions which affect the mission.

MILITARY

Any military events of significance during the reporting period: Cease-fire agreements, military action (both by UN and factional forces), aid to the civil powers, use of new weapons, escalation of violence, changes in operating procedures, new alliances.

UN Forces. Significant troop movements: Formation of new sector or regional commands and units. Changes to



mission deployment or withdrawal of national contingents. Relocation of national contingents.

Factional Forces. Significant troop movement or redeployment. New commanders. Changes to weapons or formations.

Military assessments.

RESTRICTION ON UN MOVEMENT

Status of routes. Blocking, either natural or man-made roadblocks and who is responsible for the block. Which routes are open or closed?

HUMANITARIAN

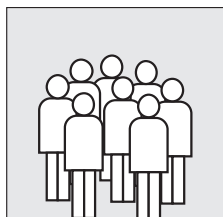
Significant developments. Problems encountered in provision and support of aid distribution; road, rail, air, sea.

Refugees: Numbers, locations, movement, housing, feeding or health problems.

Infrastructure: Hospitals, roads, power and water supply, schools. UN helps in providing or repairing infrastructure.

CIVIL AFFAIRS

Important developments affecting electoral activity, Civilian Police operations, mine-clearing, or UN agencies in areas of responsibility (could include NGOs if applicable), where they impact on mission activities, if not covered elsewhere. Coverage of other organizations' activities, when applicable, to enhance the ability of managers at Headquarters to liaise at this level on behalf of the mission concerned. (Not to include wider governmental or political activities which will go into the political section of the report).



SECURITY AND SAFETY OF PERSONNEL

Any information noted or activity observed that affects, or could affect, safety of UN personnel.

Targeting or threats against UN personnel, kidnapping, extortion, murder.

CASUALTIES

Death and injuries. Separate military, civilian police, and civilian, and classify as to whether it was from hostile action, accident, natural causes, i.e. heart attack, etc.

LOGISTICS

Major logistic activities or problems affecting operations: Equipment, accommodation, transport (both strategic and tactical), food, power, fuel, money.

COMMENTS

Comments by the person in charge (SRSG, FC, CMO or SECTOR CMDR).

REPORT WRITING STYLE GUIDE

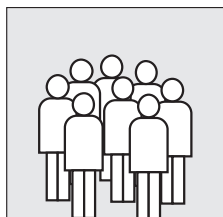
This guide is intended to aid Staff Officers and Duty Officers in the writing and editing of reports.

Ref.: United Nations Editorial Manual, ST/DCS/2. United Nations Correspondence Manual, ST/DCS/4. The Oxford English Dictionary.

ABBREVIATIONS

Unusual abbreviations or acronyms should be spelled out fully the first time that they are used in a document.

Use USA, not US, as an adjective describing the United States. This is because reports are sometimes telexed in



upper-case and the noun “us” can be confused with the adjective “US” in the upper-case.

Abbreviations for reports should be in upper-case, e.g. NOTICAS, SITREP, SINCREP.

Should you come across any abbreviations which are unknown, check back with the originator and follow the rule mentioned above when you report.

CAPITALIZATION

Capitalization of words in English is never easy. Proper names are almost always capitalized, along with titles when they are attached to names. Example: President C.....

The titles of organizations are also capitalized. Example: the Royal Cambodian Armed Forces.

But a generic description of something is rarely capitalized. Example: The presidents of the parties will meet tomorrow.

Note that when a title is used to signify a specific individual, it should be capitalized. Example: President J... is visiting the UN. The President will speak on 22 March.

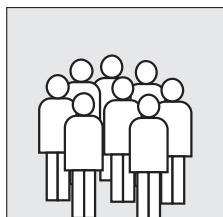
Government is almost always capitalized, even when used generally.

DATES

Dates should follow the format: Day, Month, Year. Example: 22 March 1995.

To avoid confusion do not use “today” or “yesterday”, use dates instead. All dates should be written in full, i.e. 02 November.

When in doubt, begin the report statement with the date of the event. Example: On 13 December.....



One need not insert the year unless the event is related to another year. Example: All USA soldiers will depart by 31 March 1995.

FORMAT

Reports may carry a header and footer with a UN Classification.

Maps or diagrams used to illustrate a particular point are to be included in the report, if technical means for the layout and the communication of the report are available.

When writing the reports, take care to leave the correct spaces after punctuation marks:

After a full stop (.) or colon (:) leave two spaces. After a comma (,) or semi colon (;) leave one space. This makes the document easier to read.

GRAMMAR

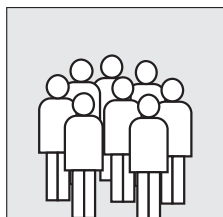
Two equal phrases in one sentence require a semi-colon (;). Example: They fired; we fired back.

The three word rule: Any prepositional phrase at the beginning of a sentence with three or more words in it, e.g. "In the winter", must have a comma after it.

Adverbs, such as "reportedly" or "recently", should come close to the verb to which they relate. Rarely should they begin a sentence.

Media is a plural noun and is therefore followed by the plural form of a verb when media is used as a subject. Example: The media report that.....

When describing armed forces, avoid using just the title of the forces or unit. Write: "The NPFL attacked a village" or "NPFL forces attacked a village".



MEDIA

Media reports should be accredited at the end of the sentence or paragraph with the source in brackets, i.e. (AFP), (ITN) or (REUTER) etc.

When using media reports always indicate the source, e.g. “The media report that....” If it is not clear how reliable the media report may be, use phrases such as “UNITA-controlled media sources claim that....”

NAMES AND PLACES

Always use the person’s title or Mr. or Ms. Example: Mr. Cle....., Secretary-General Boutros-Ghali, etc.

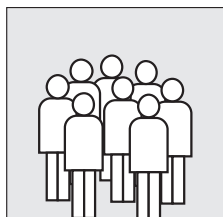
As a general rule, the United Nations says “the Government of Canada”. (Note the capitalization.) This avoids confusion since there can be many governments at various levels in a country. If you are in doubt whether a particular government is recognized by the United Nations, check the list of “Permanent Missions to the United Nations”. Only recognized governments can have representatives or observers at the UN.

If a place or region is not internationally recognized, put the name in quotation marks when describing it. Example: “ABKHAZIA” or the “ABKHAZIAN defence minister”.

All place names should be typed in capital letters, e.g. TUZLA, SUKHUMI etc.

When a geographical expression is part of a name, it should be capitalized. Example: Sector East, State of California, New York City.

When referring to a place name that is not on the map, indicate its distance and direction from a marked place name.



NUMBERS

The numbers from one to ten are usually spelled out in full, e.g. seven. Those above ten are usually expressed as figures, e.g. 42. But there are exceptions e.g. “between seven and eleven”, or “the 4th Brigade”, or “07 November”.

Avoid having a number which is expressed as a figure as the first word in a sentence. Example: Eight soldiers were observed.

SEQUENCING

If incidents are referred to by date, ensure that they are put down in the correct sequence, i.e. “On 21 December, a meeting took place between..... On 23 December, three vehicles..

SPELLING

Be aware of that the UN uses International English (British spelling as described in the Concise Oxford Dictionary).

Common spelling problems:

Cease-fire, peace-keeping, and machine-gun are always hyphenated when they are used as nouns. Middle East is not hyphenated.

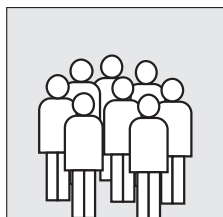
Small arms is always plural and is two words.

Logistics as a noun is always in the plural.

Battalion has two “t”s and one l in English.

“It’s” is an abbreviation in English for “it is”. The possessive “its” has no apostrophe.

Secretary-General is always hyphenated and written in full.



STYLE

Refer to the UN Correspondence Manual and the UN Editorial Manual when in doubt as to matters of style, abbreviations or format.

Ensure that correct titles are used for individuals, CMO, FC etc.

OTHER REPORTS

The number of different reports the operational UNCIVPOL needs to be familiar with depends to a great extent on the mandate of the mission and the situation on the ground.

The below-mentioned examples should not be considered a comprehensive selection of report forms. You may also find minor deviations in the content of the reports depending on the mission in question, therefore review the SOP for the actual mission before you start reporting.

Note: Diskettes with the report forms, shown as examples in Chapter 4, can be requested by calling the DPKO Training Unit.

DAILY OCCURRENCE REPORT - D. O. R.

CIVPOL	DOR No.	FROM DATE	TIME	TO DATE	TIME

DEPLOYMENT BY NATIONALITY

Nat															
No.															
Nat															
No.															

CTO	Leave	AWOL	Sick	TOTAL	Equip- ment	U/S	Opera- tional
					Vehicles		
INTERPRETERS:					Radios		

1. General Situation:

2. Villages and areas patrolled:

3. Meetings held:

4. Cooperation with local authorities and other agencies:

CHAPTER 4. ***STAFF DUTIES AND REPORTING***

5. Separation zone - patrols / incidents:

6. Humanitarian aid:

7. Restriction of movement.

8. Information of interest:

9. Status of crossing points:

10. Request for joint patrols within the next twenty-four (24) hours:

11. Number of hours in patrol in ZOS:

12. Number of hours in ZOS sub-stations:

PATROL REPORT

Date:		CIVPOL STATION:
NAMES OF OBSERVERS/MONITORS		I.D.
INTERPRETER:		I.D.
TYPE OF PATROL:		I.D.
DESTINATION:		
IS AREA CLEAR OF MINES:		
TIME PATROL BEGAN:		
TIME PATROL ENDED:		
REPORT:	INCIDENT REFERENCE	

Observer/Monitor:

Station Commander:

Signature

Signature

UN RESTRICTED

(when filled in)

INCIDENT REPORT

Sector	Date & Time	Incident No.	Incident Date & Time
	CIVPOL I.D.	CIVPOL NAME	Local Police Informed
LOCATION:		AMR:	
NATURE OF INCIDENT:		CATEGORY:	

VICTIM/COMPLAINANT/WITNESS/SUSPECT

LAST NAME:_____ FIRST NAME:_____

DATE OF BIRTH:___/___/___ SEX:___ ETHNIC GROUP_____

ADDRESS:_____ CITY:_____

REMARKS:_____

VICTIM/COMPLAINANT/WITNESS/SUSPECT/OTHER

LAST NAME:_____ FIRST NAME:_____

DATE OF BIRTH:___/___/___ SEX:___ ETHNIC GROUP_____

ADDRESS:_____ CITY:_____

REMARKS:_____

Brief Summary:

UN RESTRICTED

(when filled in)

INCIDENT REPORT (continued)

INCIDENT NO.: _____

VICTIM/WITNESS EXPLANATION - LOCAL POLICE/CIVPOL ACTION -
DETAILS

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.**OBSERVER/MONITOR I.D. #**

Signature

STATION COMMANDER

Signature

UN RESTRICTED

INCIDENT REPORT - SUPPLEMENTARY

SECTOR	DATE & TIME	INCIDENT NO.	INCIDENT DATE
CIVPOL I.D.		CIVPOL NAME	
NATURE OF INCIDENT			CATEGORY:

STATION COMMANDER
Signature

DISTRIBUTION:

STATUS:

HUMANITARIAN AID REQUEST

SECTOR	DATE & TIME	REQUEST NO.	CIVPOL I.D.

CIVPOL MONITORS NAME:	NATURE OF REQUEST	MEDICINE:____ FOOD:_____ CLOTHES:_____
-----------------------	-------------------	--

GRID # OF TOWN/VILLAGE	REFUGEE YES / NO
------------------------	-----------------------

Last Name:_____ First Name:_____

Date of Birth: / / Sex: Ethnic Group:_____

Address:_____ Town/village:_____

Do you possess any land?: YES / NO

Number of family members you support:_____

Are you registered at the Local Red Cross?: YES / NO

Previous aid received: DATE: / /

Have you seen a doctor?: YES / NO DATE: / /

Prescription: YES / NO DATE: / / Copy attached: YES / NO

Have you visited a pharmacy?: YES / NO

DISTRIBUTION:

NHCR_____ ICRC_____ CIVAFF_____ BATT_____

MORTALITY DATA FOR THE MONTH

Station: _____ Date: _____

File Number: _____

Mortality Data for the month of: _____

Date From: _____ To: _____

Source of Data: _____

NUMBER OF DEATHS

	Violent Deaths	Non - Violent Deaths
Age 0 - 16		
Age 17 +		

General Information:

Humanitarian Aid:

Water Supply:

Contagious Diseases:

Observer/Monitor: _____

Station Commander: _____

LOCAL POLICE SITUATION INFORMATION

Police Commander	Name_____ Rank_____ Age____ Capabilities (1) _____							
Police Strength	Rank							Total
	Number							
Barracks	Situation							
	Capacity							
	Facilities							
Vehicle (1)	Type							
	Radio							
	Capacity							
	Condition							
Weapons (1)	Type & Amount							
	Amm. Type/No.							
Radio/Comm. Situation (1)								
Operational Capabilities (1)								
Territorial Organization (1)								
Level of Police Training (1)								
Judicial System: Impartiality (Prison-Males-Females) (1)								
Standard of Records and File Keeping (1)								
Relationships w/ Local Authorities Population (1)								

Notes: (1) Brief Report

VILLAGE INFORMATION

VILLAGE (NAME) (A)							
CITY HALL (B)							
Population	Ethnic Origin	Males (1)	Females (1)	Children (1)	Total	Births	Deaths (1)
	_____	_____	_____	_____	_____	_____	_____
	_____	_____	_____	_____	_____	_____	_____
Refugees	Ethnic Origin	Males (1)	Females (1)	Children (1)	Total	Births	Deaths (1)
	_____	_____	_____	_____	_____	_____	_____
	_____	_____	_____	_____	_____	_____	_____
Pop./Refugees Relationships (brief report)	_____ _____ _____						
Offences (C)	_____ _____						
Production (D)	Agriculture: _____ Animals: _____ Industry: _____						
Health (E)							
Black Market (F)							
Deficient Items (G)							
Roads & Water (H)							

Notes - (1) Number

A: Village name, square kilometres, name and distance to adjacent villages.

B: Mayor, name and ethnic origin and Councillor's number and ethnic origin.

C: Kind, number and ages.

D: Type and amount.

E: Main illnesses, number of doctors, nurses and hospital beds.

F: Dollar exchange, type of good and prices.

G: Type of food and others (diesel, gasoline, wood, medicines, etc.).

H: Total (Km), in use (Km).

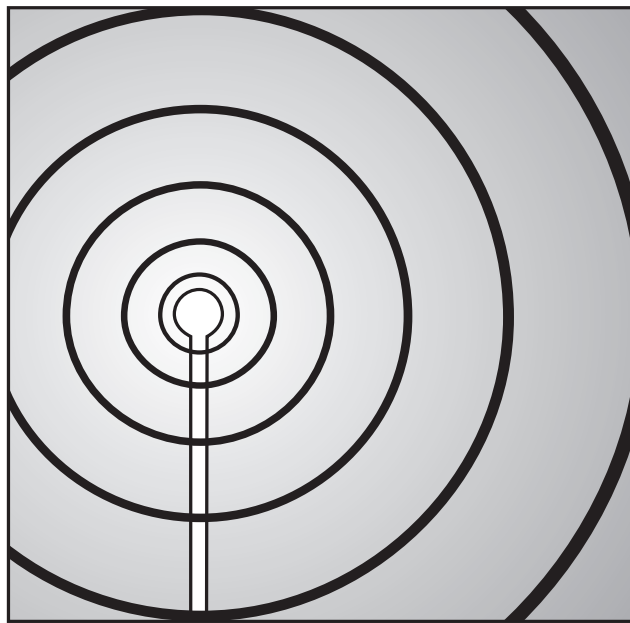
DAILY SHIFT LOG**DATE:** _____

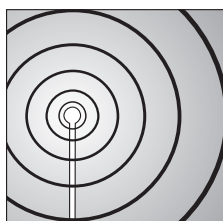
TIME	KEY-WORD	OCCURRENCE
21.00	DUTY	LAGERSTAM on duty as duty officer.
07.10	RADIO CHECK	RADIO CHECK with E4. Our station reported loud and clear
08.00	OFF	LAGERSTAM off duty after a quiet night - NTR.
08.00	ON DUTY	Monitor THOMAS as day duty officer. Day shifts: McGING, BLAIR, HOLM, ALOMOUSH and PEREZ. Evening Duty Monitor: SHAQUIL, Evening Shift: LIONEL and KHAIR
10.05	OUT	E40 and A48 with BLAIR and PEREZ to DARDIA to pickup ALOMOUSH
10.45	OUT	E41 with GEORGES and DRAGAN out on patrol.
11.05	OUT	E42 with E4B to DALJ area and HQ.
12.00	IN	E42 RTS.
12.05	IN	E42 with GEORGES and interpreter DRAGAN RTS.
12.06	OUT	E42 and E47 with McGING to accommodation for lunch
13.00	OUT	E41 RTS
13.25	IN	E40 RTS
13.30	IN	E41 with HOLM to his accommodation.
13.40	OUT	E40 with TAKER, DRAGAN to VUKOVAR.
14.00	OUT	I monitored SHAQUIL sign as duty officer.
14.30	ON DUTY	E42 with McGING and ALOMOUSH.
14.55	OUT	E42 returns to the Station with McGING
15.00	IN	E40 RTS with BLAIR.

TIME	KEY-WORD	OCCURRENCE
15.01	OUT	E40 with KHAIR and LIONEL to HQ to deliver mail.
15.05	OUT	E42 and E47 with McGING and ALOMOUSH.
15.15	IN	E41 return to Station with BLAIR.
16.35	IN	E42 RTS. with McGING
16.40	OUT	E41 RTS. with ALOMOUSH.
16.50	IN/OUT	E41 RTS. with BLAIR.
17.10	OUT	E42 and hand set E47 with McGING.
18.35	IN	E40 RTS
21.00	OUT	I monitored SHAQIL hand over the Charge of Station to monitor FILHO after completing my evening shift duty. No international telephone call was made. Nothing special to report. P.M. SHAQIE
21.00	DUTY	Monitor FILHO on duty as duty officer.
07.05	RADIO CHECK	Loud and clear.
08.00	OUT OF DUTY	Monitor FILHO out of duty. NTR.

CHAPTER
5

INTRODUCTION TO COMMUNICATIONS





The authority for a UN operation to install and operate communications systems, i.e. radio communications, including satellite, mobile and hand-held radio, telephone, telegraph, facsimile or any other means, is stated in the Status of Force Agreement for the specific operation.

The United Nations peace-keeping operation shall enjoy the facilities with respect to communications provided in Article III of the Convention and shall, in coordination with the Government(s), use such facilities as may be required for the performance of its task.

Issues with respect to communications which may arise, and which are not specifically provided for in the present Agreement, shall be dealt with pursuant to the relevant provisions of the Convention.

Subject to the provisions of the paragraph:

- The United Nations peace-keeping operations shall have authority to install and operate radio sending and receiving stations, as well as satellite systems to connect appropriate points within the territory of host countries, and to exchange traffic data with the United Nations global telecommunications network.

The telecommunications services shall be operated in accordance with the International Telecommunications Convention and Regulations and the frequencies on which any such stations may be operated shall be decided upon in cooperation with the Government and shall be communicated by the United Nations to the International Frequency Registration Board.

The United Nations peace-keeping operation shall enjoy, within the territory of host country/territory, the right to unrestricted communication by radio (including satellite, mobile and hand-held radio), telephone, telegraph, facsimile or any other means, and of establishing the necessary facilities for maintaining such communication within and



between premises of the United Nations peace-keeping operations, including the laying of cables and land lines and the establishment of fixed and mobile radio sending, receiving and repeater stations.

The frequencies at which the radios will operate shall be decided upon in cooperation with the Government. It is understood that connections with the local systems of telegraphs, telex and telephones will be charged at the most favourable rate.

The United Nations peace-keeping operation may make arrangements, through its own facilities, for the processing and transport of private mail addressed to or emanating from members of the United Nations peace-keeping operations.

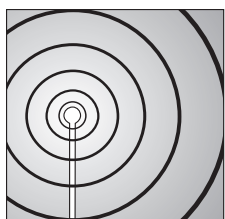
The Government shall be informed of the nature of such arrangements and shall not interfere with or apply censorship to the mail of the United Nations peace-keeping operation or its members.

In the event that postal arrangements applying to private mail of members of the United Nations peace-keeping operation are extended to transfer of currency or the transport of packages and parcels, the conditions under which such operations are conducted shall be agreed with the Government.

The peace-keeping tasks of the UN Force within the area of operation requires an efficient signal system.

The Operation Support Manual (OSM) provides a comprehensive statement of the level of communication services provided for the mission.

For various reasons, the nature of the assignment can be entirely specific to duties with UN and, essentially, different from normal military procedure.



This calls for more stringent control from senior headquarters over subordinate formations and units than what is normal practice.

- **The telecommunications service** between Force HQ and the Secretary-General in New York will be operated by Field Service Officers.
- **The Peace-keeping Force** assists in providing and maintaining equipment needed for telephone communication from its headquarters to contingents and between contingents, if such assistance is required and equipment cannot be provided by the contingents.
- **Peace-keeping Force responsibilities**
The Peace-keeping Force assists in allotment and maintenance of equipment needed for radio communication from Peace-keeping Force HQ to the headquarters of contingents.

Special radio equipment may be authorized by the Force for communication with outposts or for patrols where normal contingent equipment is inadequate for the task.

Contingents may use their national language on communications net within their own unit. On UN communications net the language is the official mission language, normally English, but some missions have had French and Spanish as their official language.

PROCEDURE FOR RADIO COMMUNICATION



1. PREPARING THE SET FOR OPERATION

- Make sure that there is a power source, that it is sufficient and ensure correct connection to the radio set.
- Check the antenna and all cable assemblies ensuring tight and correct connection to the set.
- Connect the audio accessories and check proper operation of function switches.

2. TRANSMITTING, GENERAL INSTRUCTIONS

- Decide what you are going to say ensuring that it will be clear and brief.
- Make sure no one else is speaking on the net when you start.
- Remember to divide your message into sensible phrases, make pauses and maintain a natural rhythm to your speech.
- Avoid excessive calling and unofficial transmissions.
- Use standard pronunciation. Emphasize vowels sufficiently. Avoid extreme pitch, speak in a moderately strong voice, do not shout.
- Keep a distance of about 5 cm between the microphone and your lips. Shield your microphone from background noises.



3. PHONETICS

The following international phonetic alphabet shall be used:

Ltr	Phonetic Equivalent	Numeral	Spoken as
A	ALFA	Ø	ZERO
B	BRAVO	1	WUN
C	CHARLIE	2	TOO
D	DELTA	3	THU-REE
E	ECHO	4	FO-WER
F	FOXTROT	5	FI-YIV
G	GOLF	6	SIX
H	HOTEL	7	SEVEN
I	INDIA	8	ATE
J	JULIETT	9	NINER
K	KILO
L	LIMA		
M	MIKE		
N	NOVEMBER		
O	OSCAR	Examples :	
P	PAPA		
Q	QUEBEC		
R	ROMEO		
S	SIERRA	12	TWELVE
T	TANGO	44	FO-WER FO-WER
U	UNIFORM	90	NINER ZERO
V	VICTOR	136	WUN THUH-REE SIX
W	WHISKEY	500	FI-YIV HUNDRED
X	XRAY	7000	SEVEN THOUSAND
Y	YANKEE	1478	WUN FO-WER
Z	ZULU		SEVEN ATE
		19A	WUN NINER ALFA

In general, numbers are transmitted digit by digit except that multiples of hundreds and thousands are spoken as such.

4. PROCEDURE WORDS

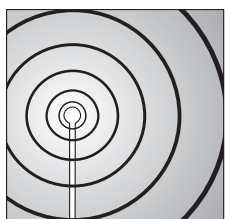
The following is the list of most common prowords (except precedence prowords) to be used and their meanings:

PROWORD	MEANING
ACKNOWLEDGE!	Confirm that you have received my message and will comply. (WILCO)
AFFIRMATIVE NEGATIVE	Yes/Correct No/Incorrect
ALL AFTER ...	Everything that you (I) transmitted after ... (Keyword)
ALL BEFORE ...	Everything that you (I) transmitted before ... (Keyword)
CORRECT (THAT IS CORRECT) CORRECTION	What you have transmitted is correct, you are correct. <ul style="list-style-type: none"> • An error has been made in this transmission. It will continue with the last word (group) correctly transmitted. • An error has been made in this transmission. The correct version is ... • That which follows is a corrected version in answer to your request for verification.
WRONG	Your last transmission was incorrect. The correct version is ...
DISREGARD THIS TRANSMISSION - OUT	This transmission is an error. Disregard it. (This proword shall not be used to cancel any message that has already been completely transmitted and for which receipt or acknowledgement has been received.)
DO NOT ANSWER - OUT	Station(s) called are not to answer this call, acknowledge this message, or otherwise to transmit in connection with this transmission.

PROWORD	MEANING
SILENCE -SILENCE - SILENCE ! SILENCE LIFTED	Cease all transmissions on this net immediately. Will be maintained until lifted. Silence is lifted. The net is free for traffic.
END OF MESSAGE - OVER (OUT) END OF TEXT	This concludes the message just transmitted (and the message instructions pertaining to a formal message). The textual part of a formal message ends. Stand by for the message instructions immediately following.
FETCH ...! ...SPEAKING	I wish to speak on the radio to that person (appointment title). Requested person is now using the radio by himself.
FIGURES	Numerals or numbers will follow. (This proword is not used with the call signs, time definitions, grid references, bearings, distances, etc., especially in fixed-form reports.)
FROM TO THIS IS ...	THIS IS ... The originator of this formal message is indicated by the address designation immediately following. The addressees whose designations will immediately follow are to take action on this formal message. This transmission is from the station whose designation immediately follows.
MESSAGE MESSAGE FOLLOWS	I have an informal message for you. A formal message which requires recording is about to follow.
OVER	This is the end of my turn of transmitting. A response is expected. Go ahead, transmit.

PROWORD	MEANING
OUT	This is the end of my transmission to you. No answer or acknowledgement is expected.
OUT TO YOU -	Do not answer, I have nothing more for you, I shall now call some other station on the net.
READ BACK!	Repeat the entire following transmission back to me exactly as received.
I READ BACK	The following is my reply to your request to read back.
SAY AGAIN	Repeat all of your last transmission. Followed by identification data ALL AFTER, ALL BEFORE, WORD AFTER, WORD BEFORE it means: Repeat...(portion indicated).
I SAY AGAIN	I am repeating my transmission or portion indicated.
SEND!	Go ahead with your transmission.
SEND YOUR MESSAGE!	Go ahead, transmit: I am ready to copy.
...SPEAK SLOWER	Reduce the speed of your transmission. (Normally used in connection with request for repetition.)
I SPELL	I shall spell the next word, group or equivalent phonetically. (Not used when transmitting coded groups only.)
RELAY TO...	Transmit the following message to all addressees or to the address designation immediately following.
RELAY THROUGH	Send this message by way of call sign.

PROWORD	MEANING
THROUGH ME	I am in contact with the station you are calling, I can act as a relay station.
MESSAGE PASSED TO ...	Your message has been passed to ...
ROGER	I have received your last transmission satisfactorily.
ROGER SO FAR?	Have you received this part of my message satisfactorily?
WILCO	I have received your message, understand it, and will comply. (To be used only by the addressee.) ROGER and WILCO are never used together.
UNKNOWN STATION	The identity of the station calling or with whom I am attempting to establish communication is unknown.
VERIFY	Verify entire message (or portion indicated) with the originator and send correct version. To be used only at discretion of or by the addressee to which the questioned message was directed.
I VERIFY	That which follows has been verified at your request and is repeated. To be used only as reply to VERIFY.
WAIT (WAIT - WAIT) WAIT - OUT	I must pause for a few seconds. I must pause longer than some seconds, and I will call you again when ready.
WORD AFTER...	The word of the message to which I have referred is that which follows...
WORD BEFORE...	The word of the message to which I have referred is that which precedes...
WORDS TWICE	Communication is difficult. Transmit (ing) each phrase (group) twice. This proword can be used as an order, request or as information.



5. EXAMPLE OF CONVERSATION

The Proword THIS IS or FROM is used to indicate the calling station.

ALFA - THIS IS CHARLIE - MESSAGE - OVER
FROM ALFA - SEND - OVER

THIS IS CHARLIE - WATCH FOR FALLEN ROCKS ON
ROAD BIRKET - I SPELL - BRAVO INDIA ROMEO KILO
ECHO TANGO - BIRKET - OVER
FROM ALFA - WILCO - OUT

6. REPORT OF RECEPTION

The following phrases are for use when initiating and answering queries concerning signal strength and readability.

RADIO CHECK	What is my signal strength and readability, how do you read me?
-------------	---

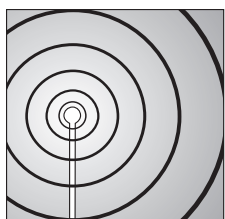
YOU ARE (I READ YOU)	Your signal strength and readability is as follows...
-------------------------	---

Reports of signal strength:

LOUD	Your signal is strong.
GOOD	Your signal is good.
WEAK	I can hear you only with difficulty.
VERY WEAK	I can hear you only with great difficulty.
NOTHING HEARD	I cannot hear you at all.

Reports of signal readability:

CLEAR	Excellent quality.
READABLE	Good quality. No difficulties in reading you.
DISTORTED	I have trouble in reading you.
WITH INTERFERENCE	I have trouble in reading you due to interference.
NOT READABLE	I can hear that you transmit, but I cannot read you at all.



Example:

52 THIS IS 11 - RADIO CHECK - OVER
THIS IS 52 - YOU ARE LOUD AND CLEAR - OVER
THIS IS 11 - YOU ARE LOUD AND CLEAR AS WELL - OUT

7. FORMAL MESSAGE

Formal message parts should be transmitted in the following order:

- Preliminary call.
- Proword MESSAGE FOLLOWS (SEND YOUR MESSAGE).
- Abbreviated call with relay and transmission instructions, if any (READ BACK, RELAY TO, etc.).
- Message handling order = precedence (normally one of the following: FLASH, OPERATIONAL IMMEDIATE, PRIORITY or ROUTINE).
- Date and time group (14 0630 Z Jan).
- Proword FROM followed by originator's call sign.
- Proword TO followed by action addressee's call sign.
- Proword INFO followed by info addressee's call sign.
- Proword TEXT BEGINS.
- Security classification (normally one of the following: UNCLASSIFIED, RESTRICTED, CONFIDENTIAL, or SECRET).
- The originator and the number of the message.
- The actual text.
- Proword END OF TEXT if final instructions are to follow, otherwise END OF MESSAGE.

SIGNAL SECURITY



The very nature of a UN Peace-keeping Operation means that **signal security** is not a matter of high priority. Normally, the need for signal security is only between the Force HQ and the UN HQ in New York for reports including political judgements and assessments.

However, it should, be noted that there are no restrictions against using signal security systems in the Force and in contingents.

It is important that operational procedures for reports etc. are made in such a way that no involved party in a conflict can exploit information they may have monitored on UN radio nets.

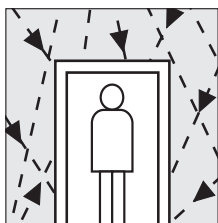
Personnel operating UN communications systems must have a good command of spoken English and radio voice procedures.

CHAPTER

6

SECURITY AND SAFETY





Civilian Police personnel are to be cognizant of their responsibilities in respect of personal and site security. The nature of UN Civilian Police Mission duties indicates a necessity for greater security-awareness than would be the case in most policemen's country of origin.

GENERAL SECURITY MEASURES

Neutrality. A display of neutrality contributes to your own protection as well as to the protection of the force. It further ensures that you do not become a target of needless hostility. Ensure that the UN flag is prominently displayed on buildings and vehicles.

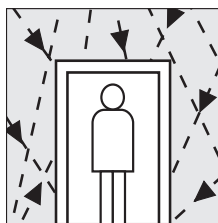
Photography. Photography may become a point of concern. Do not photograph military installations, equipment and personnel or any other sensitive area or object. Mission SOPs will promulgate specific instructions about this matter.

Sites and Accommodation. Observers must always remain on guard against the possibility of attack by extremist fringe groups; do not develop regular times for routine tasks; do not become complacent and predictable.

Personnel. Exercise extreme caution when discussing UN operational matters and, in particular, when handling documents in the presence of local staff and non-UN personnel.

UN Identification Cards. Each UN mission issues mission specific Identification Cards (ID cards). To ensure verifiable and accurate identification as a member of the UN you are to carry your ID card at all times. Your ID card is to be presented whenever demanded by:

- any local authority acting within the scope of his official duties;



- any member of the UN mission performing guard or police duty; or
- any member of the UN mission senior in rank to the ID card holder.

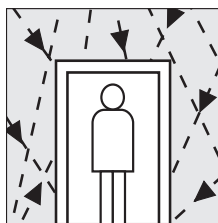
Do not lose your ID card!!

PERSONAL SECURITY MEASURES

Personal Precautions. Never carry large sums of money or other valuables which would make you attractive to bandits or hijackers. Avoid any political behaviour or speech which would draw unfavourable attention to the UN, and make you a potential target. Never pretend to be any kind of expert who could be useful for extreme political factions.

Hijack. Events have demonstrated that UN personnel are potential targets. It is imperative that immediate action can be taken by the UN mission in case of hijack:

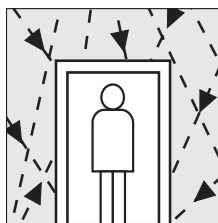
- If involved in a hijack situation, stay calm, do not provoke or antagonize the abductors, try to negotiate, do whatever you are forced to do. Watch your body language, move slowly, try to defuse the situation. Appear to be innocent, don't try to save anything but your life. Never try to hide anything, or throw away the vehicle keys or to obliterate any property.
- It is imperative that an "Initial Alert" is broadcast. UN mission reaction can only be efficient if it is initiated by a timely and accurate alert, if possible passed by the potential victim if the situation allows, or by a witness to the incident. This message and subsequent traffic pertaining to it will be given absolute priority by Operations Staff.
- The following is the authorized hijack message text:



- “HIJACK”
- Incident location: An Approximate Map Reference (AMR) is the most useful indicator but this may not always be possible. Other simple indicators may be utilized, e.g. km N/S/W/E of UN Position Number, road junction, village, etc.
- Information on hijackers: If available, details such as number and description of hijackers, vehicle colour/make/ registration number, if armed, direction of flight, etc. Example: “All stations, this is CALL SIGN, Hijack! Hijack! Hijack!”

Remember:
***If you attempt to dispatch a radio message
 keep the microphone out of sight!***

- The hijackers are to be cooperated with and no attempt is to be made to flee.
- The hijackers are to be informed that we are unarmed police observers in their country in the service of peace and that we have no malice toward them.
- If the hijackers insist on stealing the vehicle, they are to be requested to allow all personal belongings to be removed from the vehicle. This is to include all UN equipment. For this reason it is essential that UNMO’s do not bring unnecessary equipment when going on patrol.
- In two-vehicle patrols, the rear vehicle should not attempt to render assistance, but it should retire to a safe distance, inform the HQ of the situation and be prepared to render assistance when the hijackers have left.
- Should the UNPO’s be hijacked with their vehicle, then the non-hijacked vehicle is to follow at a safe distance



whilst keeping in continuous contact with the HQ. The HQ is to make every effort to try and make contact with the faction the hijackers belong to and arrange the release of the UNPO's.

Detainment. If you are detained, there is no reason to conceal anything from the abductors. Make it clear that you are a member of a UN mission and that your duty is a peaceful one. Explain the mandate of your mission and that it has the support of all Member States of the United Nations, and the consent of all parties to the conflict in question. Do not hide your personality, or fear any punishment because of saying something you were forced to.

Under these circumstances your first task is to survive!

- Try to find out the reason for your detainment and act accordingly.
- Be aware that everything will be done by UN to save your life.
- Do not provoke your “detainers”, but attempt to find out what their interest is in you.
- Never do anything which could undermine the fact that you are a UN-member.
- Avoid any resistance which could be misinterpreted by your detainers. They will probably be skilled in extracting information from people.
- Trust in the efforts of UN and all other nations involved to achieve your release.
- Try to remain as healthy as possible.

MINES



Where to expect mines.

- Bottlenecks and defiles.
- Verges of roads and tracks.
- Anywhere in unmetalled tracks.
- In diversions around obstacles.
- In exits from roads.
- Around abandoned equipment.
- In damaged roads.(Installations to delay repair).

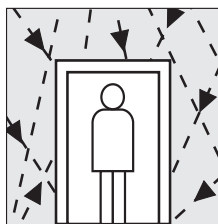
Movements in mined areas.

- Be alert for signs of mines (objects natural or artificial out of place in surrounds).
- Do not walk on road verges.
- Mark and report finds.
- If in a vehicle which is halted in a minefield, withdraw in the vehicles track until clear.
- Be wary in moving over most obvious and easy ground.
- If caught in a mined or trapped area on foot, make for the nearest safe area (hard road or recent vehicle tracks). Feel with hands for anti-personnel mines near the surface or trip-wires.

Precautions for drivers.

- Drive in the centre of the road, clear of verges.
- Stay on the road at halts.
- Avoid turning of roads.
- Vary routes in and out (roadside bombs).
- Avoid excessive speed.

SNIPER FIRE



When **sniper fire** may be expected at any time and in any place, all personnel must be constantly vigilant and use their common sense. Personnel should **not**:

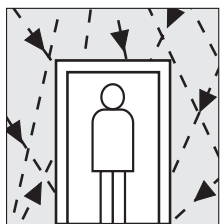
- Stand by open windows.
- Leave the curtains/blinds open at night when the lights are on in occupied rooms.
- Remain stationary for longer than necessary when on a vehicle patrol.

In buildings. Should personnel be subjected to sniper fire, then they are to take cover immediately. If near a window, they should move in cover to a position where they have a substantial wall between themselves and the direction from which the fire was directed.

When in vehicles:

- Should personnel be subjected to sniper fire when **stationary** then they should exit the area immediately. If the sniper fire is accurate, then they should dismount the vehicle and take cover. If possible they should radio for assistance and an armed armoured escort will be dispatched to protect their egress from the area they are in.
- Should the personnel, **when moving**, receive sniper fire, then they are to speed up to the safest possible speed and exit the area immediately.

LOST RADIO CONTACT



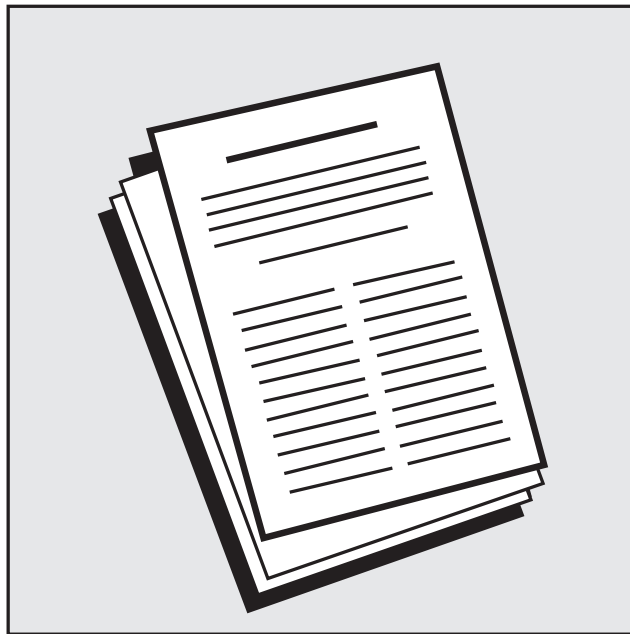
In the event of loss of radio contact on patrolling, an attempt should be made to use a spare set. If no contact, move the vehicle to a higher ground and try again. If none of the attempts work, the patrol is to return to the last known location where communication was achieved.

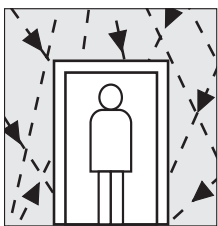
On losing radio contact with a patrol, the controlling team-site is to inform higher HQ with the last known location of the patrol.

The HQ is then to contact UN units, local authorities and armed elements in the area where contact was lost with the patrol. They are to arrange a vehicle escort to search for the missing patrol.

CHAPTER **7**

ADMINISTRATIVE AND LOGISTIC MATTERS

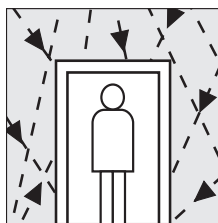




Much of the administrative information required by Civilian Police is included in “Notes for the Guidance of UNCIVPOL on Assignment” to established missions.

The note for the specific mission contains guidance on the following:

- **General Background** (for the mission).
Information on the mission, historical overview of the country, the mandate, geography, UN military units, size and operation, composition, civilian personnel and duty stations.
- **UNCIVPOL.**
Definition, conduct and performance, privileges and immunities, financial liabilities.
- **Qualifications.**
Professional, physical, other requirements.
- **Duration of tour of duty.**
Administrative matters.
- **Duty schedule, leave and compensatory time off.**
Hours of duty, leave, compensatory time off.
- **Travel documents required before departure to mission.**
Responsibility, passport, visas, international certificate of vaccination, photographs.
- **Medical examinations.**
Initial medical examination before departure, blood type.
- **Travel to the mission.**
Class and route, travel schedule.
- **Shipment and insurance of personal baggage.**
Baggage allowance, insurance.



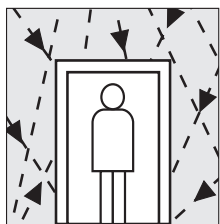
- **Clothing and equipment.**
General information, selection of clothing and equipment, c and e allowance.
- **Living conditions in the mission area.**
Climate, living accommodation, electric current, food, medical, hospital and dental facilities and expenses, mail.
- **Travel and mission subsistence allowance.**
Entitlement, compensation claims, disability payments, beneficiary, death.
- **Compensation for loss of personal effects.**
Entitlements, limitations.
- **Dependants of UNCIVPOL.**

Annexes:

- I. Text of undertaking to be signed by UNCIVPOL.
- II. Privileges and immunities for UNCIVPOL.
- III. Personal data for travel arrangements form
- IV. Clothing and equipment guide list.
- V. Advisory Board on Compensation Claims form letter.
- VI. UN Medical Standards for Peace-keeping/Special Missions.
- VII. Medical Examination and Documentation.
- VIII. UN Medical Service Form (MS.2).
- IX. Immunization requirements for Mission.
- X. Special Medical Information (according to the mission).

The note for the Guidance of UNCIVPOL on Assignment is delivered to the prospective observer in his home country before departure to the mission area through his national authority.

LOGISTICS SUPPORT



The logistic system for any UNCIVPOL Observer operation is designed to conduct the following tasks:

- the maintenance of the UNCIVPOL mission,
- the planning and support of its operational requirements,
- the planning, provisioning and coordination of logistics and communications, general stores, rations, electronic data processing and petrol, oil, and lubricants,
- the control of the allocation of transport facilities,
- the supervision and review of the administrative activities of the mission; and
- the management and operation of postal services, movement control and security arrangements.

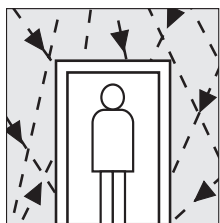
The **Operation Support Manual** provides a comprehensive and detailed statement on how the services are provided.

LOGISTIC COMMAND AND CONTROL

Within the DPKO the administrative and logistic support related to field missions is performed by the Field Administration & Logistic Division (FALD). To complete these tasks, FALD works in close cooperation with Department of Administration & Management concerning commercial purchase and transportation services, personnel administration and recruitment and programme planning, budget and finance.

CHIEF ADMINISTRATIVE OFFICER (CAO)

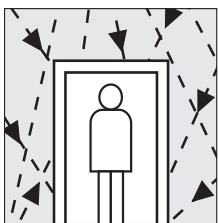
Under the overall authority of the head of mission, on behalf of FALD, the CAO is responsible for providing the requisite support to the mission. He advises the Head of



Mission on all matters relating to the civilian administration of the mission; plans and forecasts the mission's personnel and financial requirements, provide overall management, and exercises budgetary control.

The Chief Administrative Officer's organization, is as follows:

- the Chief Civilian Personnel Officer (CPO) is responsible for the administration of all civilian personnel in the mission.
- the Chief General Services Section (CGSO) is responsible for the provision of mail, courier and central registry operations, service institutes, travel and traffic services, office supplies and general stores, UN property management, building and facilities management, and security and safety.
- the Chief Finance Officer (CFO) is responsible for the maintenance of the mission budget, commitment accounting, and all financial transaction settlements.
- the Chief Transportation Officer (CTO) is responsible for coordination and the allocation, distribution, accounting, and maintenance of UN owned vehicles. The CTO may also run a motor pool of UN owned and rental vehicles.
- the Chief Communication Officer (CCO) is responsible for global communication between UN missions and UN New York, intra-theatre communications services to civilian components and military installations not covered by military signal elements/units and the maintenance of UN owned communications equipment.
- the Chief Procurement Officer (CPO) is responsible for the procurement of all materiel and services required for all elements.

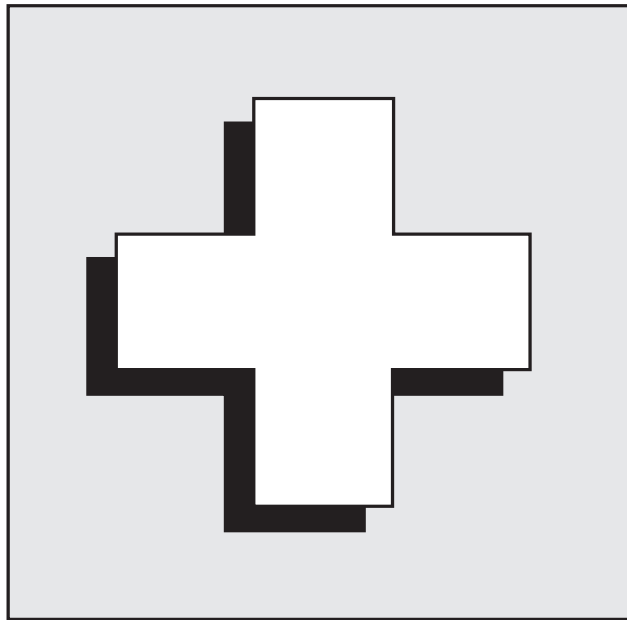


- the Electronic Services Section provides computer related services to all elements of the mission and arrange for programming and hardware support.

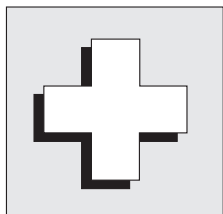
Note: In personnel issues involving UNCIVPOL, the CAO works in close cooperation with the Police Commissioner.

CHAPTER 8

FIRST AID AND HEALTH PRECAUTIONS



PRINCIPLES



Safety first. In case of an accident, bring the patient to a safe place (shade, away from a vehicle line on a highway, away from fuel leaks or minefields).

Stay calm, act with care, but decisively.

Assess carefully:

- Does he/she breathe and is the air passage clear?
- How does he/she react? (conscious and alert, drowsy, unconscious)
- How is the pulse?
- Is the victim bleeding?

These four situations may require immediate action. Gently assess the nature of injuries/illness and administer the necessary care. Position the patient appropriately and reassure the patient. You should remain calm. Never leave an unconscious or severely injured patient without supervision.

Call for help or get somebody to call for CASEVAC at closest Medical Clinic or Headquarters/Teamsite.

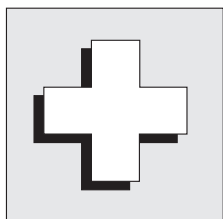
If several casualties are dispersed in an area, mark their location clearly (light at night).

UNCONSCIOUSNESS

Causes: Head injury, heat stroke, failure of blood circulation or respiration, shock, intoxication.

Procedures

- Turn patient on the uninjured side, open his mouth and clear air passages;
- Avoid unnecessary movements;



- Never force an unconscious patient to swallow fluids;
- Never leave the victim alone, observe the respiration and pulse.

Special risks: Vomiting and air passage obstruction, respiratory arrest.

RESPIRATORY ARREST

Patients with respiratory arrest rapidly become unconscious. Expired Air Resuscitation (EAR) has to be initiated as soon as possible, within less than 30 seconds.

Causes: Airways obstruction, cardiac arrest, electric shock, head injury, chest injury, internal bleeding and shock, intoxication, severe illness.

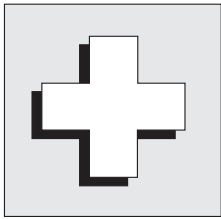
Procedures

- Clear the air passages;
- Elevate the jaw, open the mouth;
- Start mouth-to-mouth or mouth-to-nose respiration;
- Blow all your air through the mouth or the nose to inflate the lungs;
- Observe the chest rising, then listen for air being exhaled;
- Repeat this cycle 15 times per minute;
- Continue until spontaneous breathing starts or a doctor arrives.

CARDIAC ARREST

Unconscious, no pulse and no breathing means cardiac and respiratory arrest.

Causes: Respiratory arrest, heart disease, advanced heart stroke, severe accident.



Procedures

If experienced, start immediately cardio pulmonary resuscitation (CPR)= expired air resuscitation plus external compression - with 60 chest compressions a minute (including one mouth-to-mouth ventilation every 5 compressions).

BLEEDING

External Bleeding

- Elevate the wounded extremity;
- Apply a compression bandage on the wound;
- Check after 2 minutes; if bleeding continues, apply a second compressing bandage on top of the first bandage.

(Use of an arterial tourniquet only in exceptional circumstances - amputation with bleeding artery in spite of dressing - and as near the bleeding point as possible.)

Internal Bleeding

May occur after blunt injuries involving soft tissue (legs, buttocks, back), chest or abdomen. Swelling and pain are the main findings.

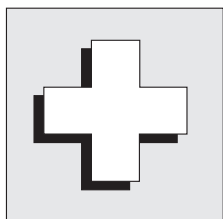
The suspicion of internal bleeding always requires immediate CASEVAC, since shock may develop rapidly.

SHOCK

Causes: Severe external or internal loss of blood, severe dehydration, heat stroke, in rare cases severe illness.

Symptoms:

- Moist, pale and cool skin;
- Dizziness, confusion, restlessness and combativeness, unconsciousness;
- Rapid and superficial pulse at rest (above 100/min);
- Additional symptoms of the underlying disorder.



Procedures

- Patient in a supine position with head down;
- Shock positioning with legs elevated at a 45° angle;
- Side positioning if patient is unconscious;
- Eliminate the cause of the shock (stop loss of blood, force patient to drink if he/she is fully conscious);
- Set i.v. or s.c. infusion, if trained.

NOTE: ALL shock patients require CASEVAC.

HEAT EXHAUSTION AND HEAT STROKE

These are potentially dangerous conditions caused by heat exposure and affect mostly non-acclimatized, dehydrated persons. If heat exhaustion is not treated immediately, the condition can progress to heat-stroke, which is a life-threatening emergency.

Confusion and unconsciousness may rapidly follow the symptoms of heat exhaustion.

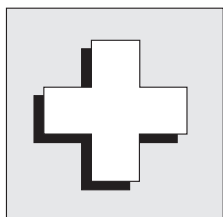
Symptoms:

- Thirst, vomiting, muscle cramps, headache, hot (red skin, confusion, rapid pulse, unconsciousness).

Prevention

Stay in shaded areas, avoid physical work during hot day-time and make frequent rest periods (15 min./h).

Drink, **before** exposing yourself to the heat, ensure adequate fluid intake more than listening to your thirst, increase quantities when exercising or when temperature or humidity rise.



Rules	Temp	above 35° C	1-2 litres per working hour 8- 15 litres per day
	Temp	30° - 35° C	1 litre per 2 working hours 5 litres per day
	Temp	below 30° C	3 litres per day

Treatment

Treat the early signs of heat exhaustion by moving the patient to a cool and shaded place, splash the victim with ample water, fan, supply cold drinks continuously.

Ask for CASEVAC if confusion does not decrease within one hour.

BURNS

Immediately cool the burned area with cold water for 15 minutes. Do not break blisters or apply cream. Apply clean dressings, soaked with clean water if possible and transport for further medical treatment.

If patient is conscious: supply frequent drinks of water.

FRACTURES AND LARGER WOUNDS

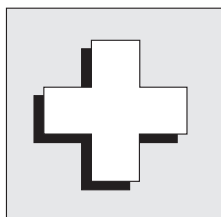
Immobilization and external fixation is the best way to prevent further tissue damage.

That reduces both pains and loss of blood.

Procedures

Avoid unnecessary movement of limb, cover the wound, arrest bleeding, prepare material for external fixation and, when necessary, prepare lengths and soft cover or splint the fracture to the other non-injured limb, immobilizing the joint above and below.

NOTE: suspicion of back injuries (severe back/vertebral pain):



Do not move the patient. Stabilize the position (with rolled blanket for example) and put him on a solid flat surface.

Initiate CASEVAC and mention "back injury" for specific transport equipment.

HEAD INJURY

Blunt and open head injuries mainly occur in car accidents, falls, or are caused by direct blows. Penetrating head injuries may be caused by foreign bodies (bullet or fragments of missiles, mines, grenades, etc.) Unconsciousness is the leading symptom; it can develop slowly over hours.

Cerebral damage or bleeding must be suspected when the patient:

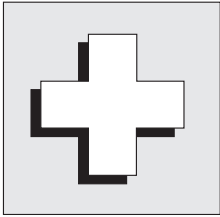
- Becomes drowsy, irritable, disoriented or irrational;
- Complains of a headache;
- Vomits;
- Does not respond adequately, becomes unconscious or may have seizure;
- Loses consciousness.

All patients with suspected head injuries represent emergencies where immediate CASEVAC is necessary.

Never leave the patient alone. If unconscious, turn the victim on the side and put a support under the head.

SNAKE BITE

A snake bite is a medical emergency, but it is rarely deadly. More than 75% of the bites inflict the lower limbs.



Prevention

- Protect legs with boots and trousers;
- Watch your step;
- Don't turn over stones with bare hands.
- Retreat when you see a snake, never touch a "dead" snake;
- Avoid sleeping on the floor. Turn and shake clothes, boots and sleeping bags before use.

Treatment

- Remain calm;
- Make sure it was a snake bite (if possible, kill the snake and take it for later identification);
- Provide medication for pain (analgesics) and stand-by assistance;
- Cool the affected area;
- Disinfect with Betadine or soap;
- Immobilize the patient and the bitten area;
- Initiate CASEVAC to the nearest Medical Section.

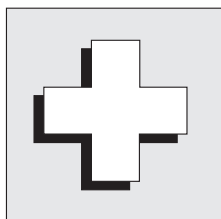
Snake antivenoms are available only at the Medical Clinics. Doctors only may use the serum for treatment of patients.

SCORPION BITE

Scorpion bites are more painful than snakes bites, but less dangerous. In most cases, they do not require immediate medical attention, but to be sure call the nearest Medical Clinic for advice. An antivenom is usually not required.

Procedure

- Disinfect the area with Betadine;



- Elevate and cool the affected limb;
- Provide medication for pain;
- Immobilize the limb.

BRUISES

Procedure

- Clean the area and apply an ice-pack directly to the damaged area for 10 minutes;
- Cover with a clean bandage;
- Elevate and splint the affected area.

CUTS

Procedure

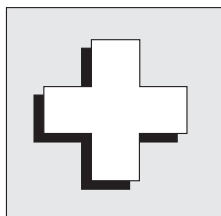
- Use ample Betadine or soap;
- Protect the wound with proper dressing;
- Immobilize to prevent swelling and infection;
- If the cut is deep or extensive or involves face or hands , call for CASEVAC (suturing may be necessary).

EYE PROTECTION

Extreme light, dry air, heat, and dusty winds are all hazardous to your eyes.

- Use goggles or sunglasses;
- Avoid direct strong airflow to the face (air-conditioning/ventilation of the car or patient's head too close to open window in the car);
- Do not rub your eyes once you have developed an irritation, but eliminate the possible cause;
- Once irritation has developed flush your eyes with clean water and apply eye drops every two hours.

FOOT CARE

**Procedure**

- Keep feet clean and dry;
- Wash and massage daily;
- Change socks daily;
- Elevate feet when possible;
- Frequently apply ointment to dry skin.

CASEVAC/MEDEVAC REQUEST

A CASEVAC or MEDEVAC request could be transmitted by either telephone or radio. When using radio, review the SOP to see if special frequencies are allocated for the purpose - if not - use the OPS-channel.

CASEVAC: by definition is the casualty evacuation from points of injury to the next suitable level of care. The time-factor has first priority.

The following information must be available to initiate a CASEVAC :

- Your own location: Call sign of unit/teamsite/sector HQ and/or name of person requesting evacuation.
- Nature of injury or illness: (e.g., head injury, broken leg, heatstroke, snakebite, unconsciousness).
- Casualty-location: (e.g., G.P.S. coordinates, teamsite, road between X and Y, on patrol 50 kilometres north of...).
- Number of casualties.
- Additional remarks: (e.g., nature of accident, possible local hazards like fire, explosions, hostile activities), conditions of patient stable/deteriorating).

MESSAGE:

CASEVAC - CASEVAC - CASEVAC

From: (i.e. Unit or Team)

TO: (i.e. Medical Unit or Unit with ambulances or helicopters) See SOP.

Date-Time-Group

A. Request AMBULANCE/HELICOPTER: _____

B. Requesting Contingent/Unit: _____

C. Location of patient(s) in AMR or description: _____

D. Degree of URGENCY: (immediate, delayed, not urgent) _____

E. Time of Injury/Accident: _____

F. Number of persons to be evacuated: _____

G. Type of casualty : (death, injury, illness): _____

H. Description of injuries (diagnosis)

Patient 1: _____

Patient 2: _____

I. CASEVAC/EMERGENCY TEAM is/is not required: _____

J. Area and marking of LZ: _____

K. Additional information sent with patient/or ASAP by radio: _____

ADDITIONAL INFORMATION:

Rank _____ Name _____ Sex: _____ ID _____

NO. _____

Unit _____ Nationality _____ Date of Birth _____

Blood group _____

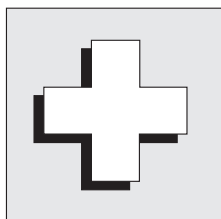
Short medical history to follow YES/NO _____

Any known allergies _____

The patient was evacuated from accident site at time _____

**Record and time of all medical treatment provided on site
(drugs, fluids, tourniquet, dressing, splinting, catheters,
etc.).**

**STAY ON STAND-BY, CONTINUE FIRST AID
PREPARE G.P.S. COORDINATES/PATIENTS LOCATION**

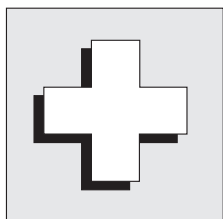


Immediately following the receipt of information concerning a casualty, mission headquarters must inform United Nations Headquarter by a preliminary cable which shall include all relevant details available at the time of dispatch.

NOTICAS

In the case of death, the unit concerned shall advise its national headquarters to inform the next of kin and to notify mission headquarters immediately when that has been done. No mention of the deceased's name shall be made in any public statement before such notification has been received. Following the despatch of the preliminary information to United Nations Headquarters, a notification of Casualty (NOTICAS) shall be prepared by the Chief Military Personnel Officer (CMPO) of the mission as follows:

- a. NOTICAS number;
- b. Name of mission;
- c. Service Number;
- d. United Nations ID card number and date of birth;
- e. Rank;
- f. Last name and (in brackets) first and middle name;
- h. Sex;
- l. Nationality;
- m. Next of kin (name, address and relationship);
- n. Category (e.g., contingent number, MILOB, etc.);
- o. On duty at the time of the occurrence (yes or no);
- p. Date of occurrence (day, month, year);
- m. Time (local time);
- n. Place;
- o. Type of casualty (death, injury or illness);
- p. Cause of casualty.



The NOTICAS shall be prepared in the name of the DOA/CAO and dispatched to UNITED NATIONS Headquarters Director of FALD.

(Tel: _____)

(Fax: _____)

The DOA/CAO is responsible for notifying United Nations Headquarters immediately in case of a death, serious injury or illness of internationally- or locally-recruited civilian staff members following the NOTICAS procedure described above.

MEDEVAC

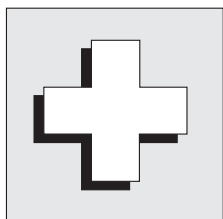
By definition is the evacuation of medical cases between the level of care established in theatre (intra-theatre MEDEVAC) or to medical facilities out of theatre (inter-theatre MEDEVAC).

Message: MEDEVAC - MEDEVAC - MEDEVAC
(same form as per CASEVAC)

ALCOHOL AND FOOD

The military observer must be aware that differing ethnic cultures have different attitudes and requirements concerning food preparation and handling, and some ethnic cultures expressly forbid consumption of alcohol. Some general rules are:

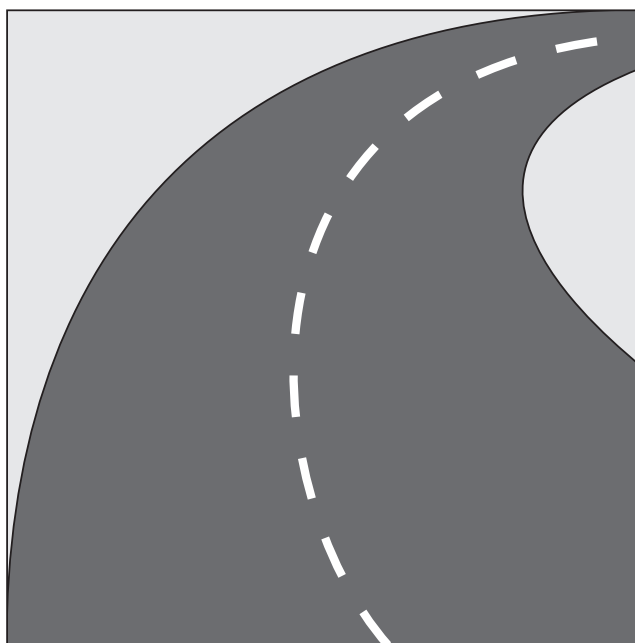
- Avoid local spirituous liquors and excessive consumption of alcohol.
- Spicy and highly-seasoned foods should be consumed only in moderation until you are confident of your digestive tolerances.
- Raw vegetables, salads, cold sauces (gravies), and dairy products should be avoided unless their source or origin can be verified.



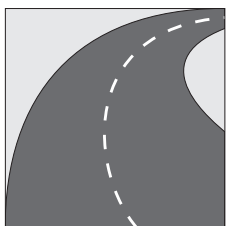
- Fresh fruits should be avoided unless the outer skin is unbroken and which can be removed prior to consumption.
- Use only canned or boiled milk and, similarly, ensure water purification tablets are used, or water is boiled prior to consumption. Water should be kept at the boiling temperature for at least 10 minutes.
- Well-cooked foods are normally safe to eat, but common-sense must prevail.

CHAPTER 9

MISCELLANEOUS



DRIVING



Driver's Permit. To drive a United Nations owned vehicle requires a UN driver's permit. It is obtained on the basis of an International Driver's license after having passed a special UN driver's test. All Civilian Police observers are required to drive UN vehicles in performing their duties.

Driver's responsibility. Besides driving the vehicle in a secure and safe manner, the driver has special responsibilities toward the United Nations.

The driver of any UN vehicle is responsible for:

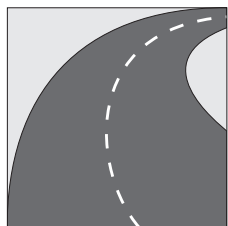
- Carrying out the first parade service on his vehicle in accordance with special instruction.
- Ensuring that the vehicle documentation is complete and that his journey is properly authorized.
- Ensuring that the vehicle load and equipment is complete and secure.
- Reporting any defects or damage to the MTO.
- Arranging vehicle servicing and repair as required.
- Arranging the issue of fuel, lubricants and vehicle consumables.
- Adherence to all local traffic regulations and Directives issued by the Administration of the mission.

REPORTS AND RETURNS

Communications State, Information Technologic State and Vehicle State are returns which contain details of equipment held. These returns are normally done monthly. See SOP for date of submission.

The vehicle trip ticket is normally completed on a daily basis.

SAFETY



The Civilian Police observers should bear in mind that by far the biggest number of casualties in UN operations are caused by traffic accidents or driving under off-road conditions. The traffic pattern, the roads and the terrain is very often different to the conditions most observers are familiar with from their home country. This calls for extra caution.

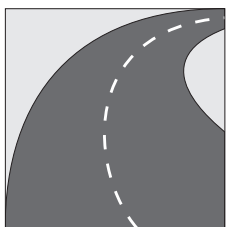
WINTER

Rain, ice and snow impose the most difficult driving conditions on all drivers.

Some hints to make driving safer.

Your vehicle needs to be properly **prepared**, so start with these checks before you go.

- All lights should be clean and working.
- Screen washers and wipers need to work effectively and the washer bottle should be full. Some anti-freeze agents should be added to the water.
- Anti-freeze should be in the radiator.
- Windows should be clean inside and out and free from ice and snow.
- Mirrors should be completely clean.
- Tyres should be inflated to the right pressure - with plenty of tread.
- The battery should be fully charged and topped up.
- Diesel engined vehicles should be filled up with winter grade fuel.
- Check the weather forecast before you go - and be prepared.



On the road. Speed is a crucial factor in difficult weather conditions, and should always be lower than when the weather is good. In winter conditions always keep a safe distance behind other vehicles and keep a keener watch on other cars, motor cyclists and cyclists in case they run into difficulty suddenly.

A good driver always bears in mind the particular characteristics of different weather conditions.

Ice. One of the most potentially dangerous conditions that drivers face is icy roads. To remain in control, it is essential to do everything more carefully than normal. Slow down as soon as you are aware of ice, steer gently avoiding harsh turns.

Keep in the highest gear you can, and if you have to brake, use short, even applications, not heavy sustained pressure.

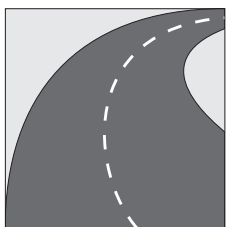
Rain. Rain makes roads perilous at any time of year, but in winter it usually means much worse visibility, particularly when there is heavy spray from other vehicles. Therefore switch on dipped headlights to see and be seen.

Slow down and watch for large pools of water in heavy storms. Hitting these at speed can cause even the most experienced drivers to lose control.

At night rain worsens the glare from headlights so it is vital to keep the speed down in such conditions. When street lighting is good use dim/dip headlights to reduce the glare all round, but use dipped headlights if you need them to see the road.

Stopping distances are much greater on wet roads so allow plenty of room between yourself and the vehicle in front.

Snow. One of the main problems of driving in falling snow is poor visibility, therefore switch on your lights.



The other major problem is lack of adhesion to the road surface which can happen even on treated roads until the snow has melted. So drive slowly on snow in the highest gear possible at that speed and, as with ice, manoeuvre gently and avoid harsh braking.

Overtaking needs much more care than usual. If you overtake salt-spreading trucks or snowploughs the road ahead will probably be untreated and still treacherous.

Children might be playing in towns and villages so watch out for them.

Getting caught in severe snow conditions can be both uncomfortable and dangerous.

So if you must set out take hot drinks, food, warm clothing or blankets and a shovel with you if severe weather conditions are forecasted. Also, wearing a fluorescent band will make you more visible if you have to get out of your car.

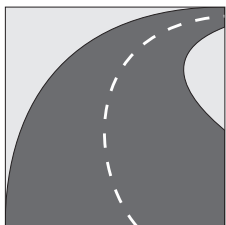
Fog. In winter bad visibility frequently goes hand in hand with icy roads when freezing fog occurs. In these conditions, speed should be absolutely minimal.

Dipped headlights should be turned on as soon as you run into fog. Turn your rear fog lamps on if the visibility is less than 100 metres.

Hail. Hail usually occurs unexpectedly and can be almost blinding for drivers. But it does not usually last long, so slow down to a safe speed, turn dipped headlights on and if you can safely do so, pull off the road until the storm blows over. For some time after a hailstorm, the road will be slushy so still drive slowly and gently.

Winter sun. Winter sun dazzle is an underestimated hazard. The winter sun is lower in the sky so reduce speed and use your visor to lessen the dazzle effect.

DESERT DRIVING



Sand storm. Sand storms occur very often suddenly. If there are animals in the area (goats or camels) some warning signs may be observed in advance. Animals start fleeing in a direction away from the sandstorm. In light sandstorms, driving may be continued provided same rules are observed as mentioned under “fog”. If the flying sand is dense, the engine of the vehicle should be stopped to avoid sand in the filters and an engine break-down. Take the necessary precautions to warn other travellers of the stationary vehicle.

Sand dunes across the road/tracks could be dealt with in the following manner. Speed up the vehicle to a speed high enough to cross the dune (but not much more). Keep a straight line while passing through the loose sand. Keep the front wheels in a straight forward position (do not attempt to turn). Keep a constant speed until you are on firm surface again.

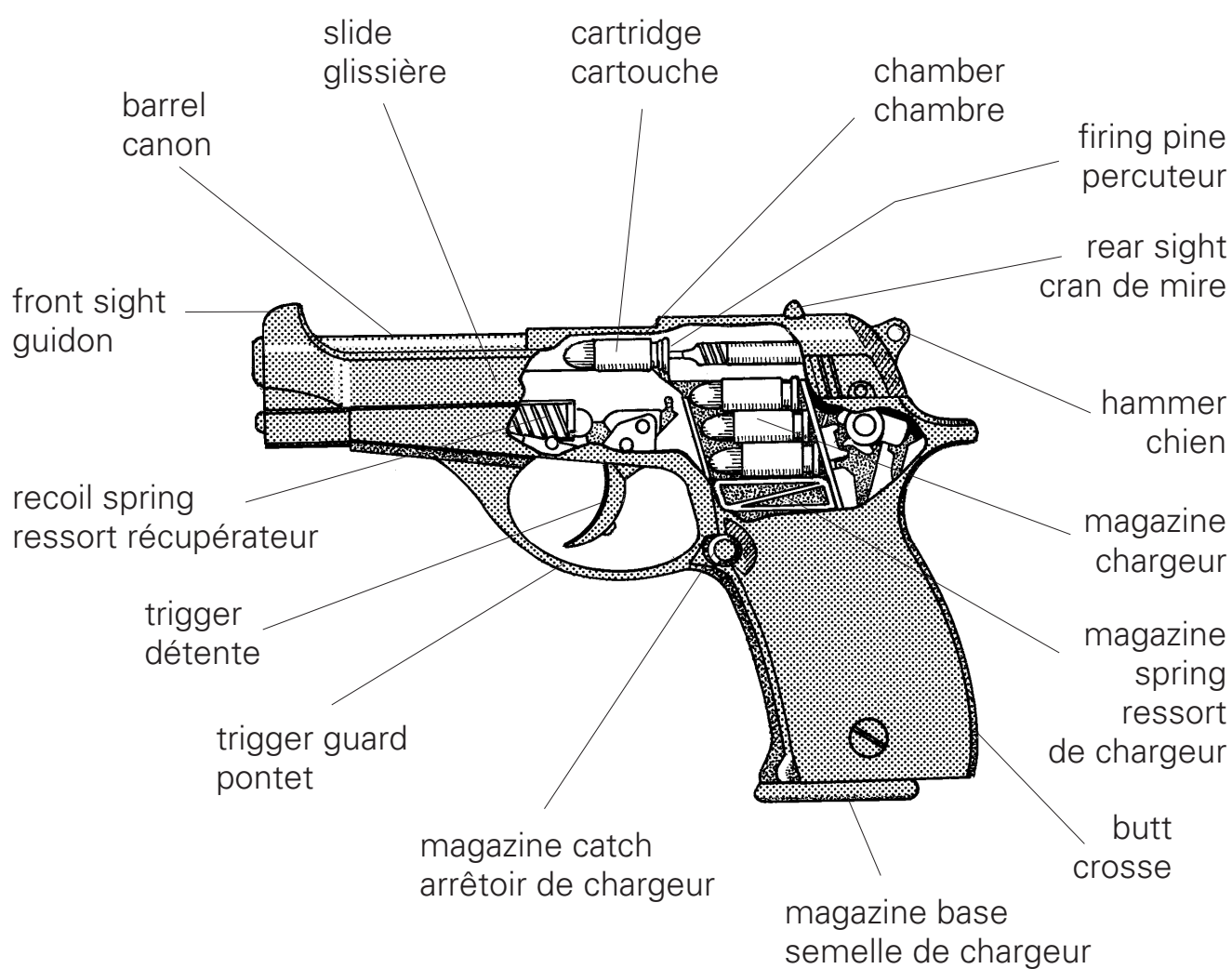
Stuck in the sand. When stuck in the sand, you should try to get out in the same tracks as you got in. If you are so firmly stuck that further assistance is required you should:

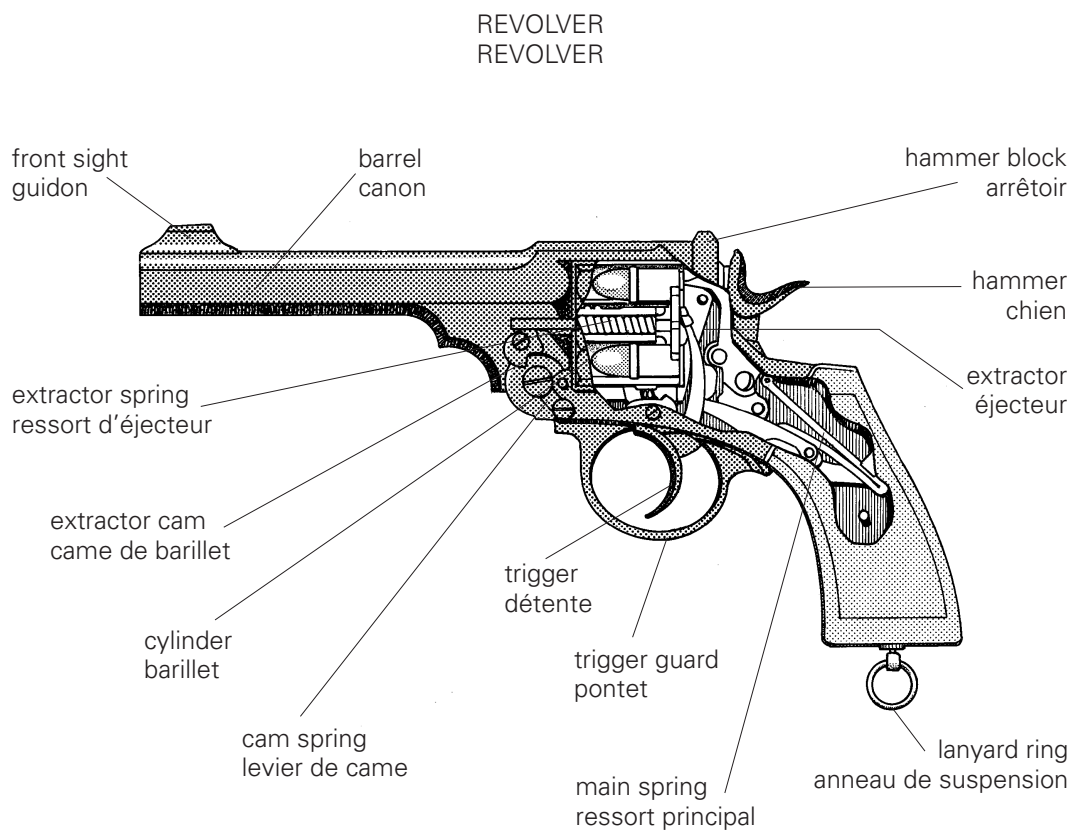
- Lift the vehicle using the jack close to the wheel stuck. The jack should be placed on a piece of wood big enough to create a firm basis for the jack.
- Shovel the loose sand away from under the wheel.
- Place sandbags (filled 1/3rd with sand) under the wheel to create a firm track.
- Reverse slowly.

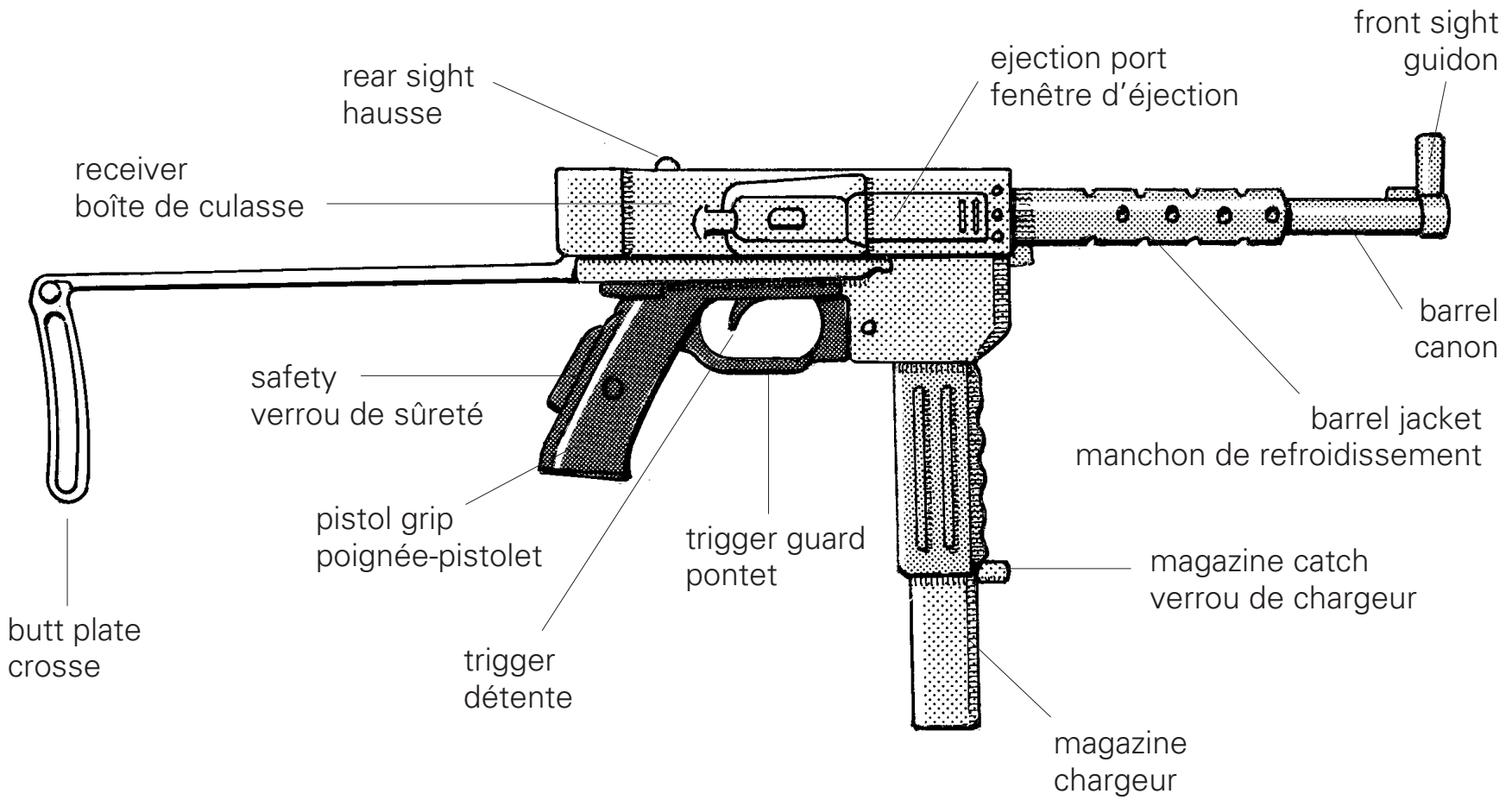
ANNEX

A

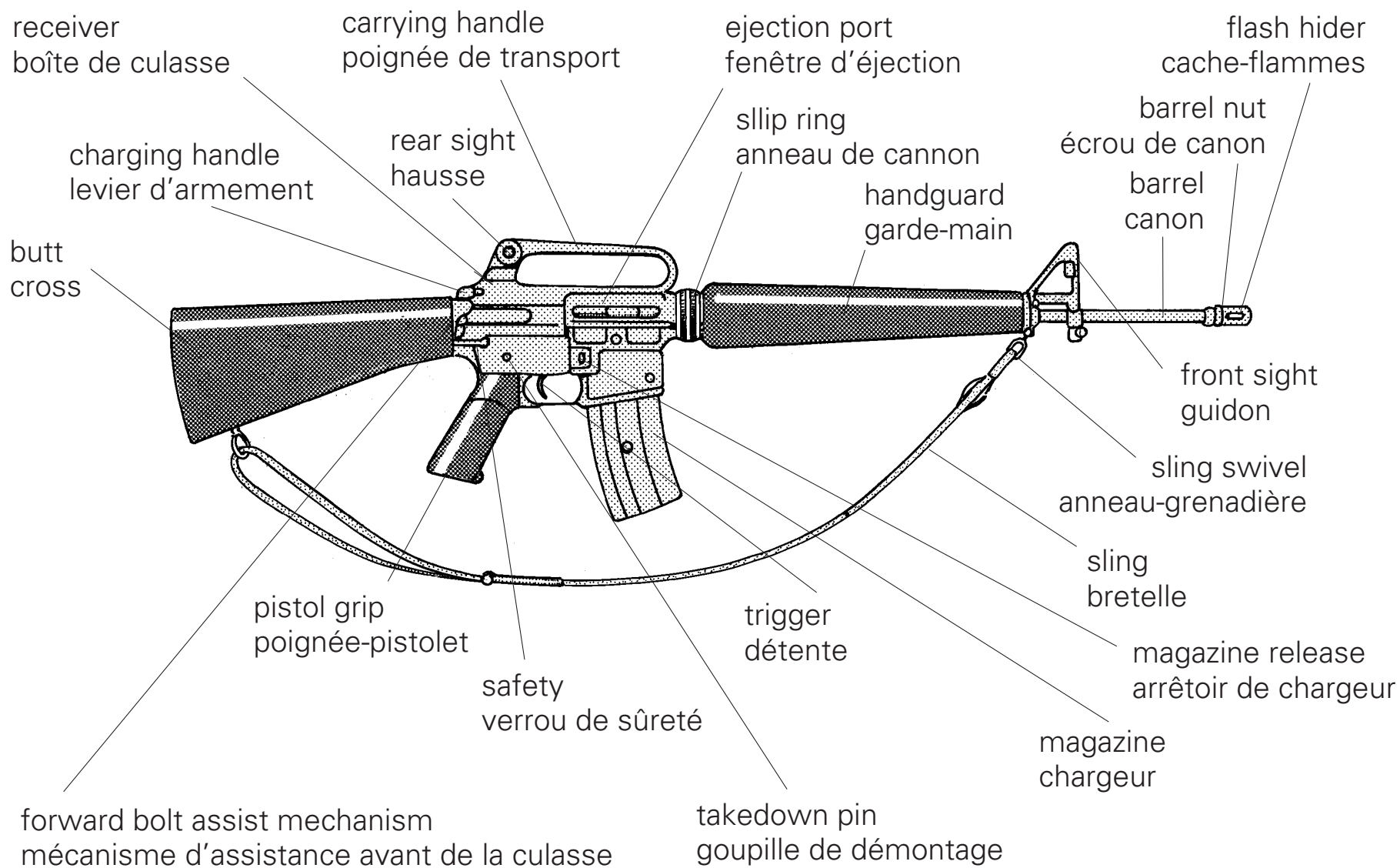
ENGLISH/FRENCH PICTURE DICTIONARY

PISTOL
PISTOLET

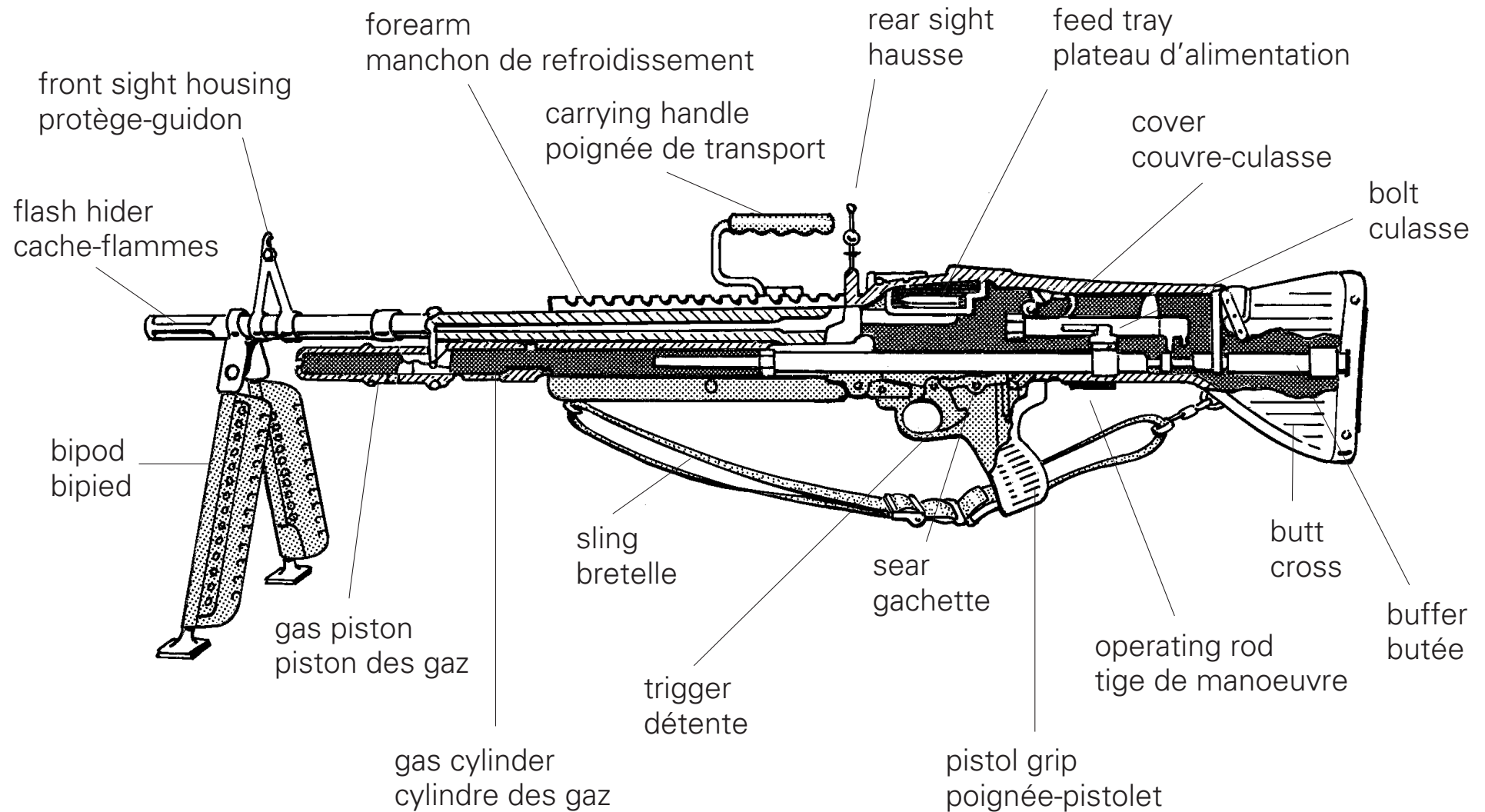


SUBMACHINE GUN
PISTOLET-MITRAILLEUR

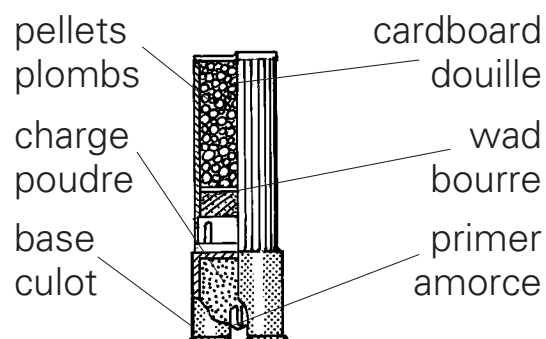
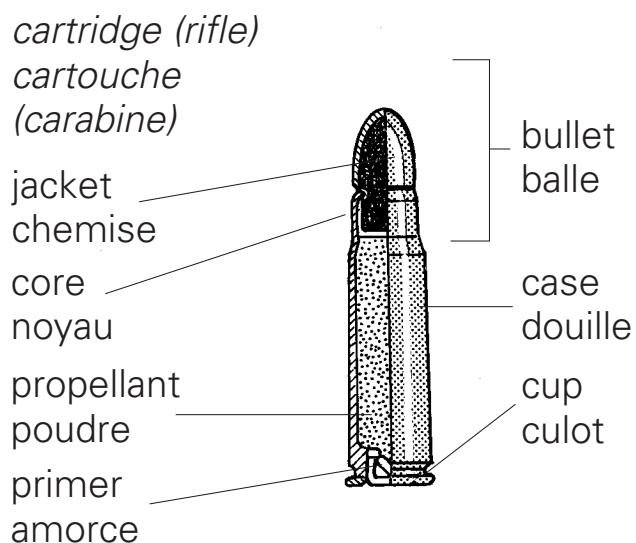
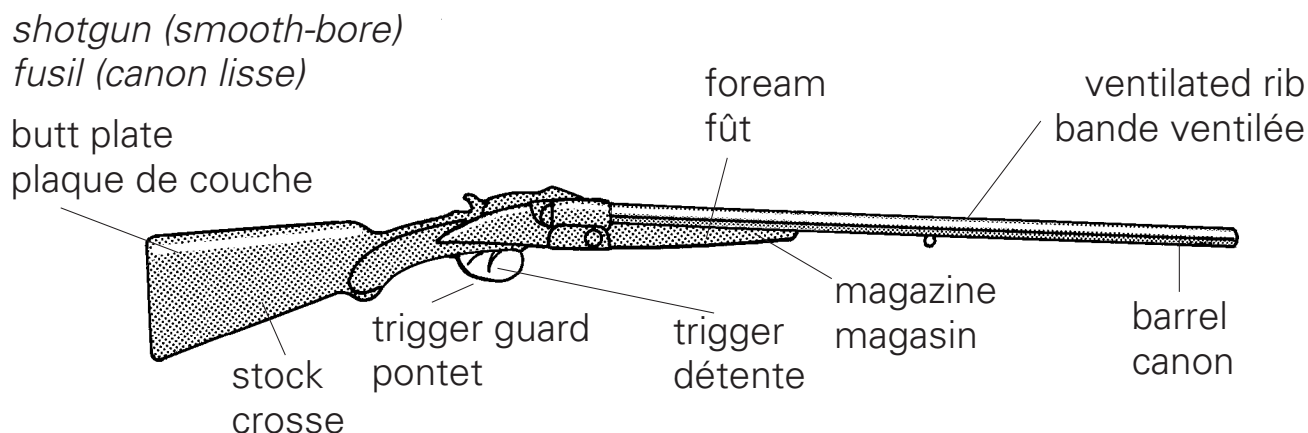
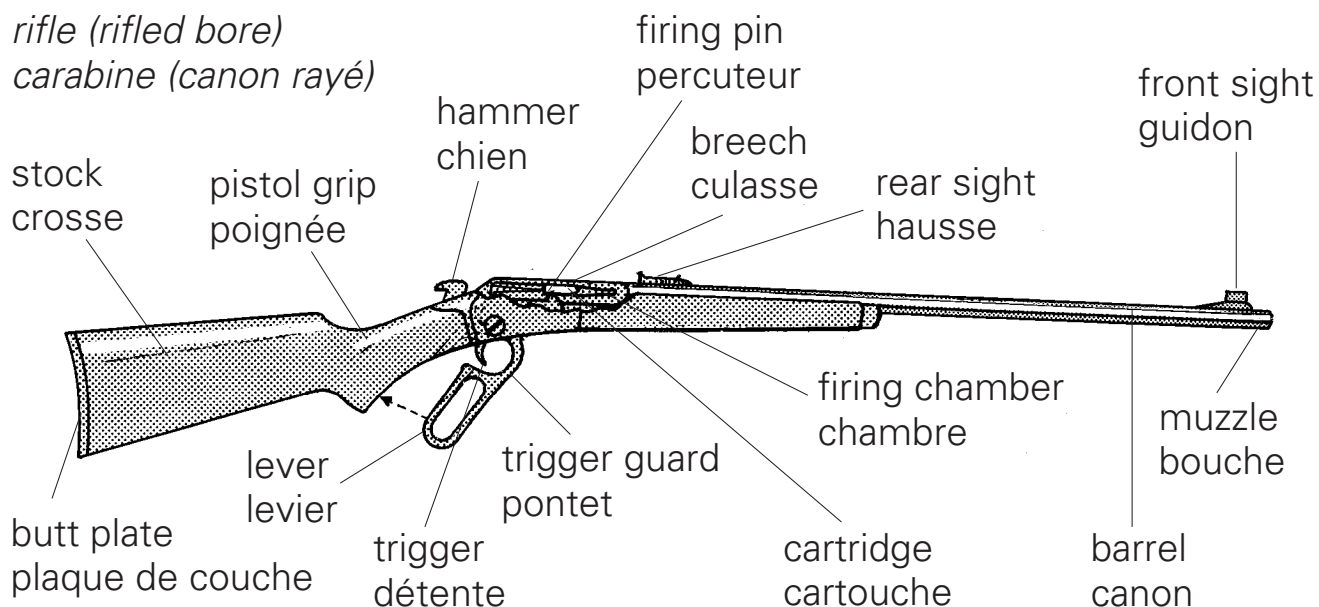
AUTOMATIC RIFLE FUSIL AUTOMATIQUE



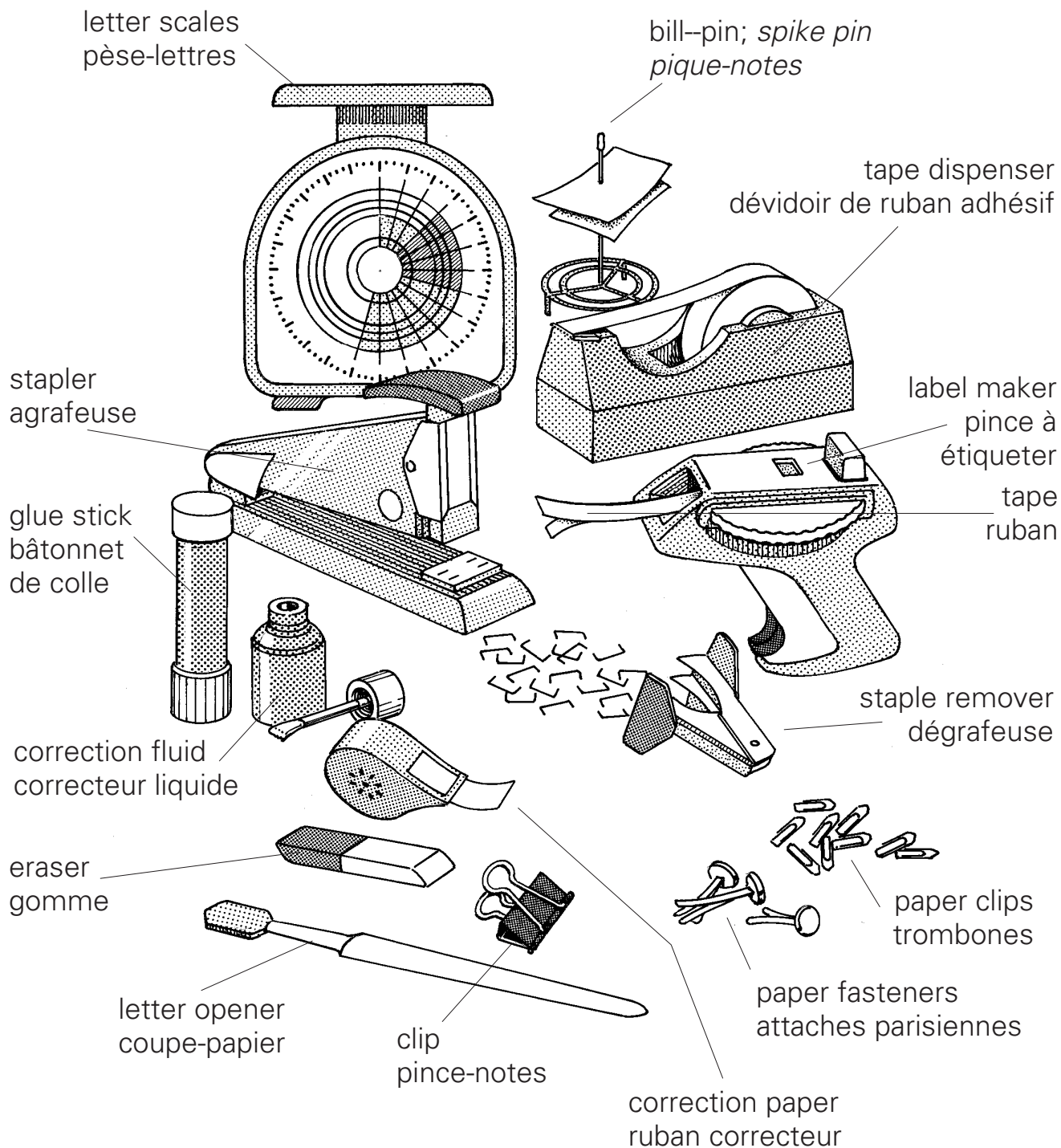
LIGHT MACHINE GUN FUSIL-MITRAILLEUR

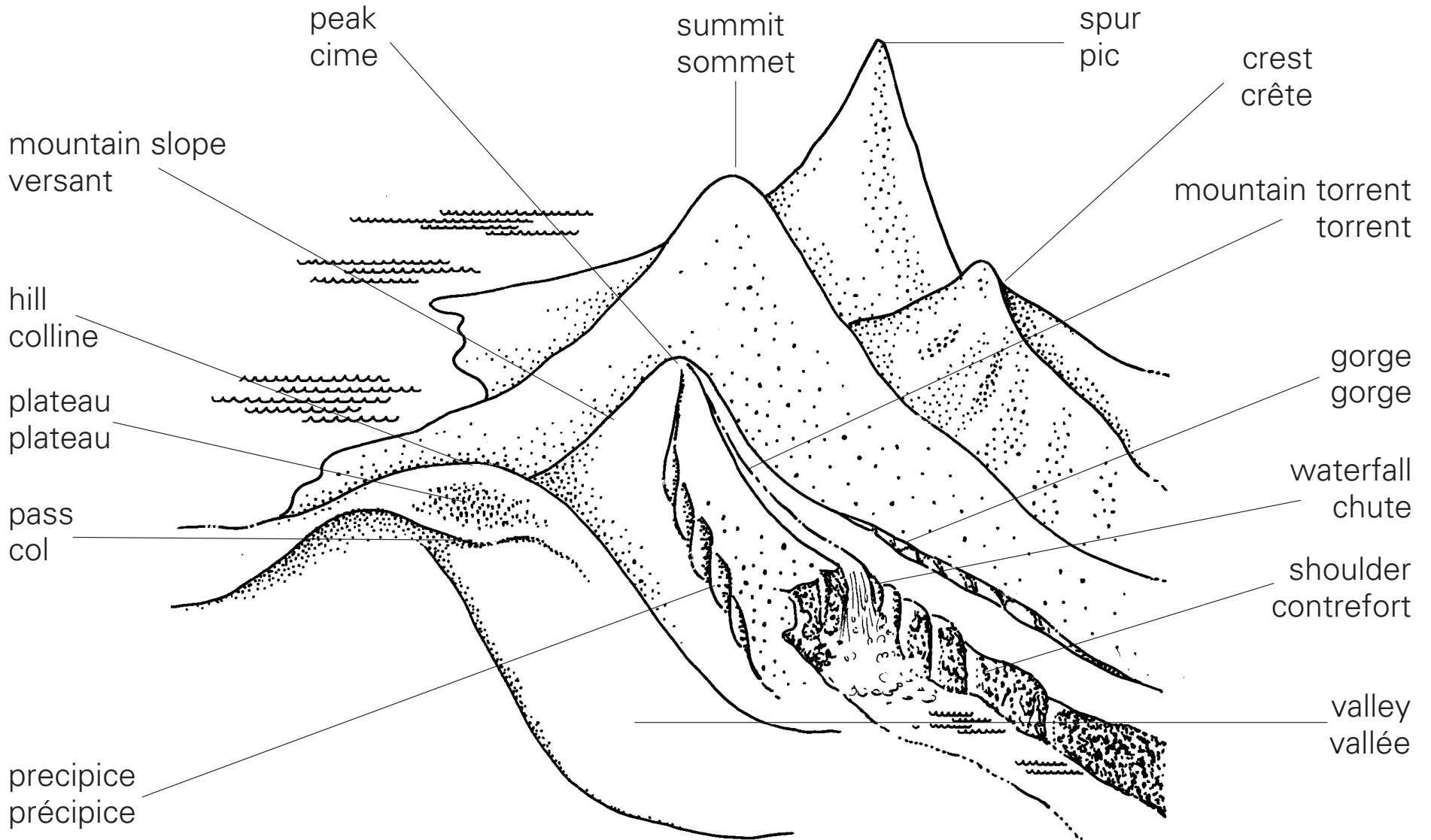


HUNTING WEAPONS ARMES DE CHASSE

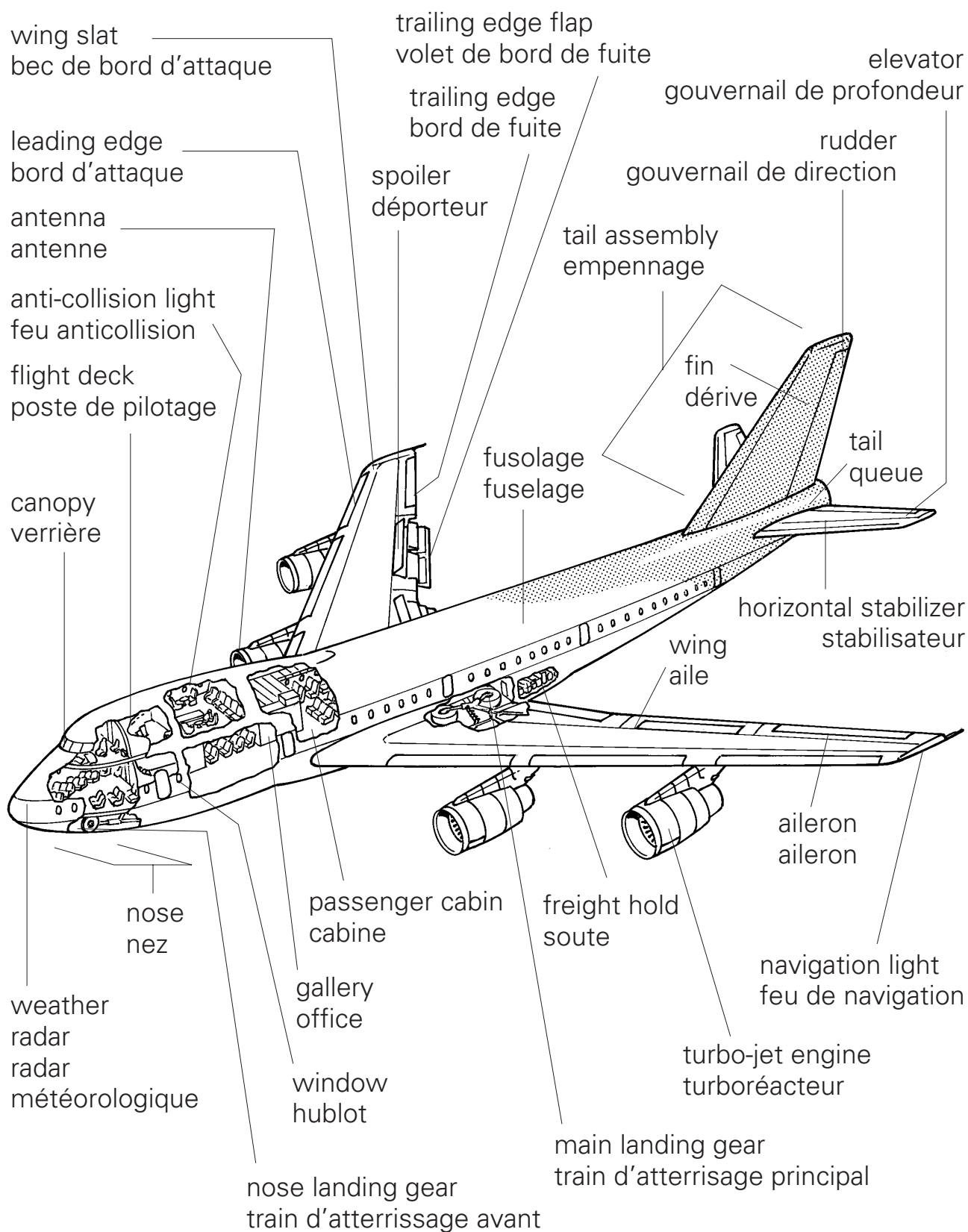


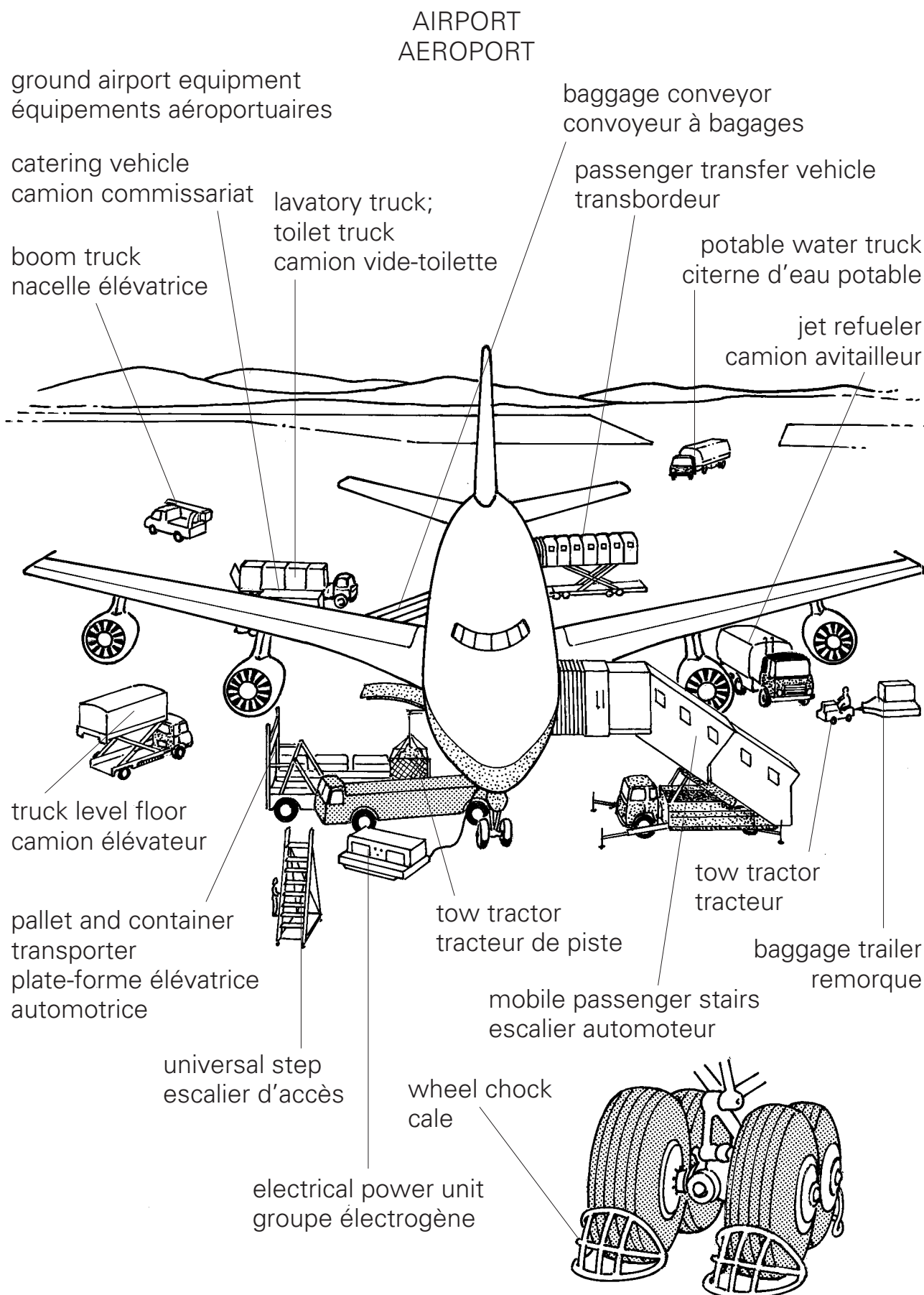
STATIONERY
ARTICLES DE BUREAU



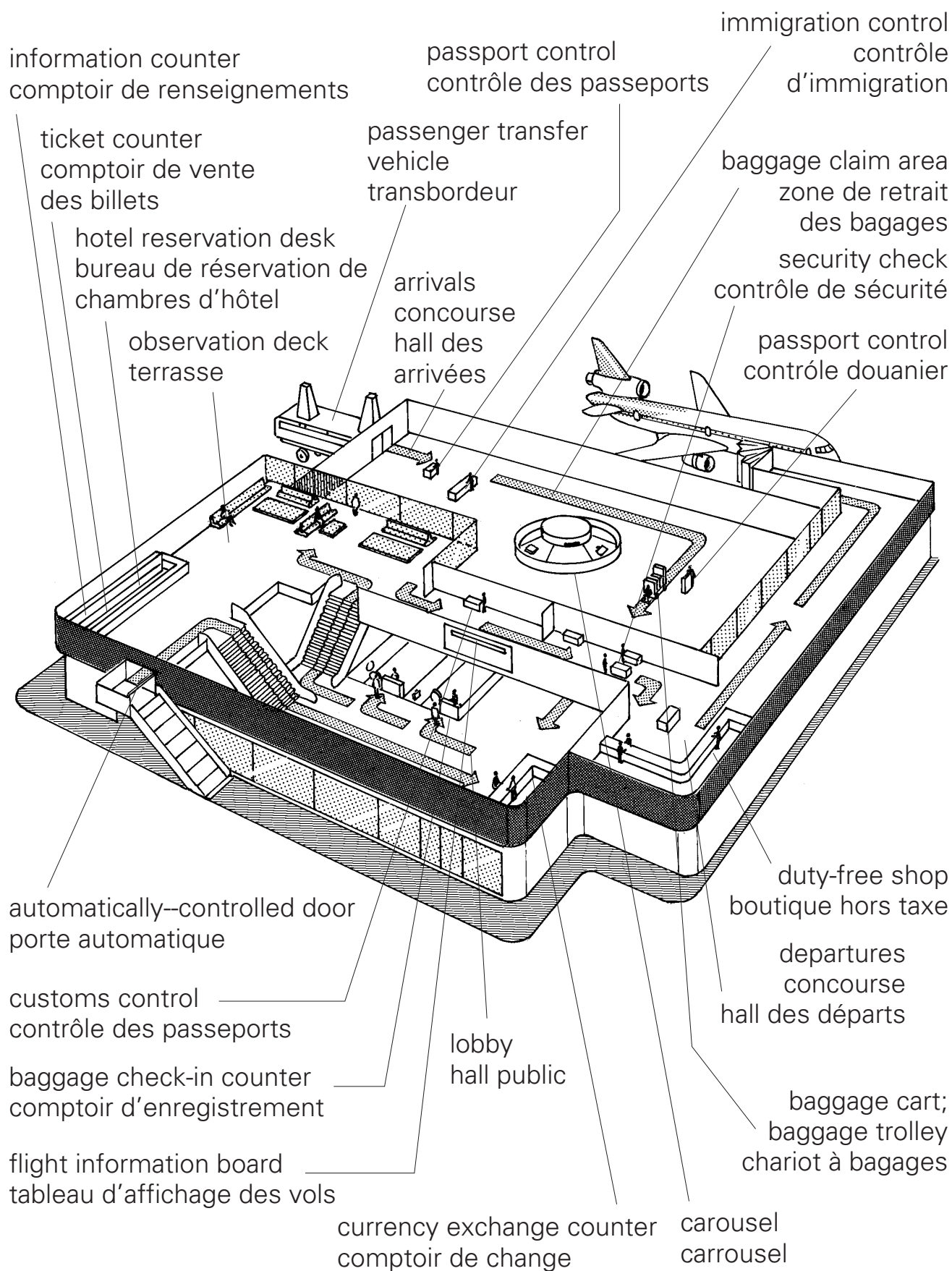
MOUNTAIN
MONTAGNE

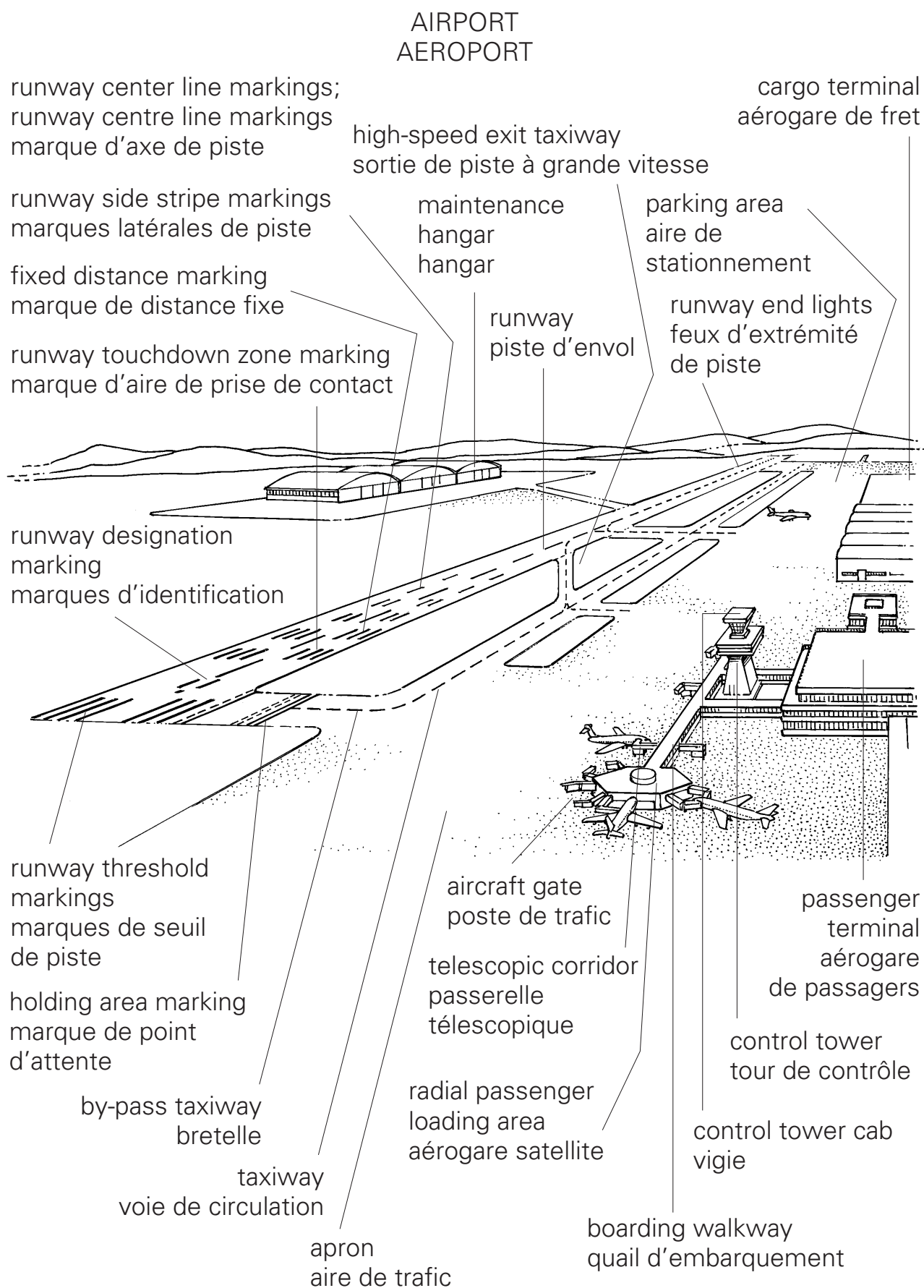
LONG-RANGE JET
AVION LONG-COURRIER



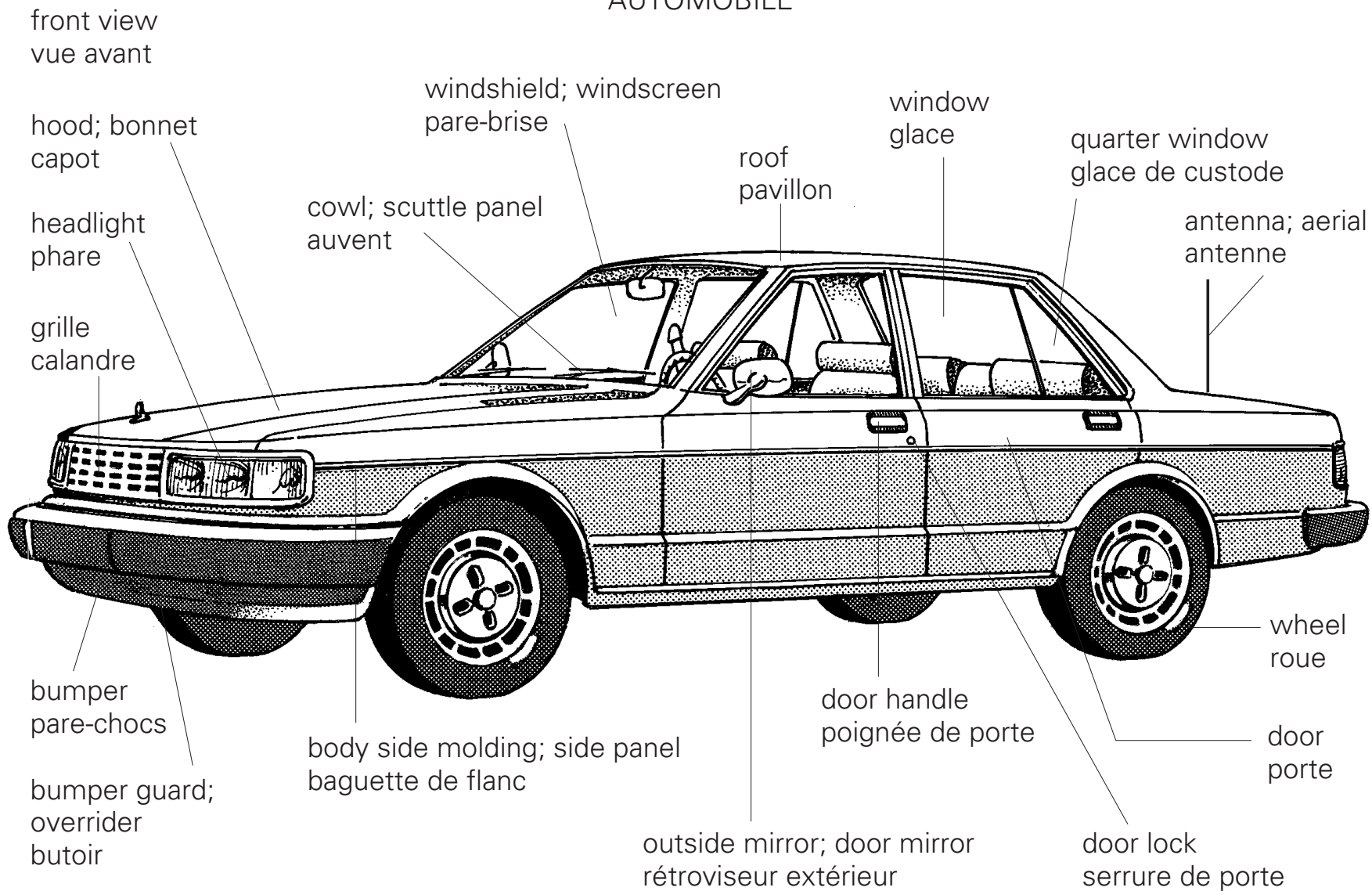


PASSENGER TERMINAL
AEROGARE DES PASSAGERS

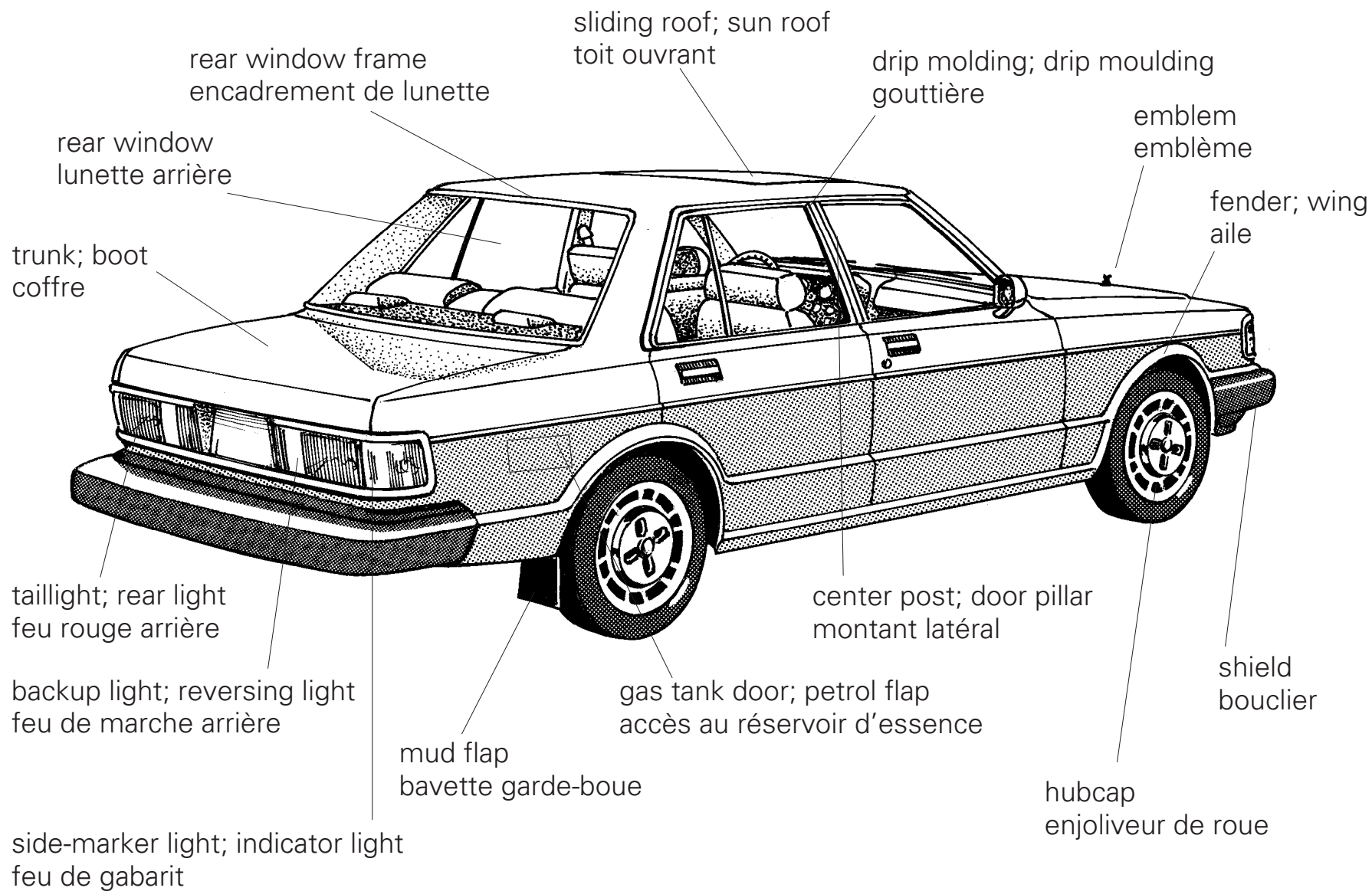




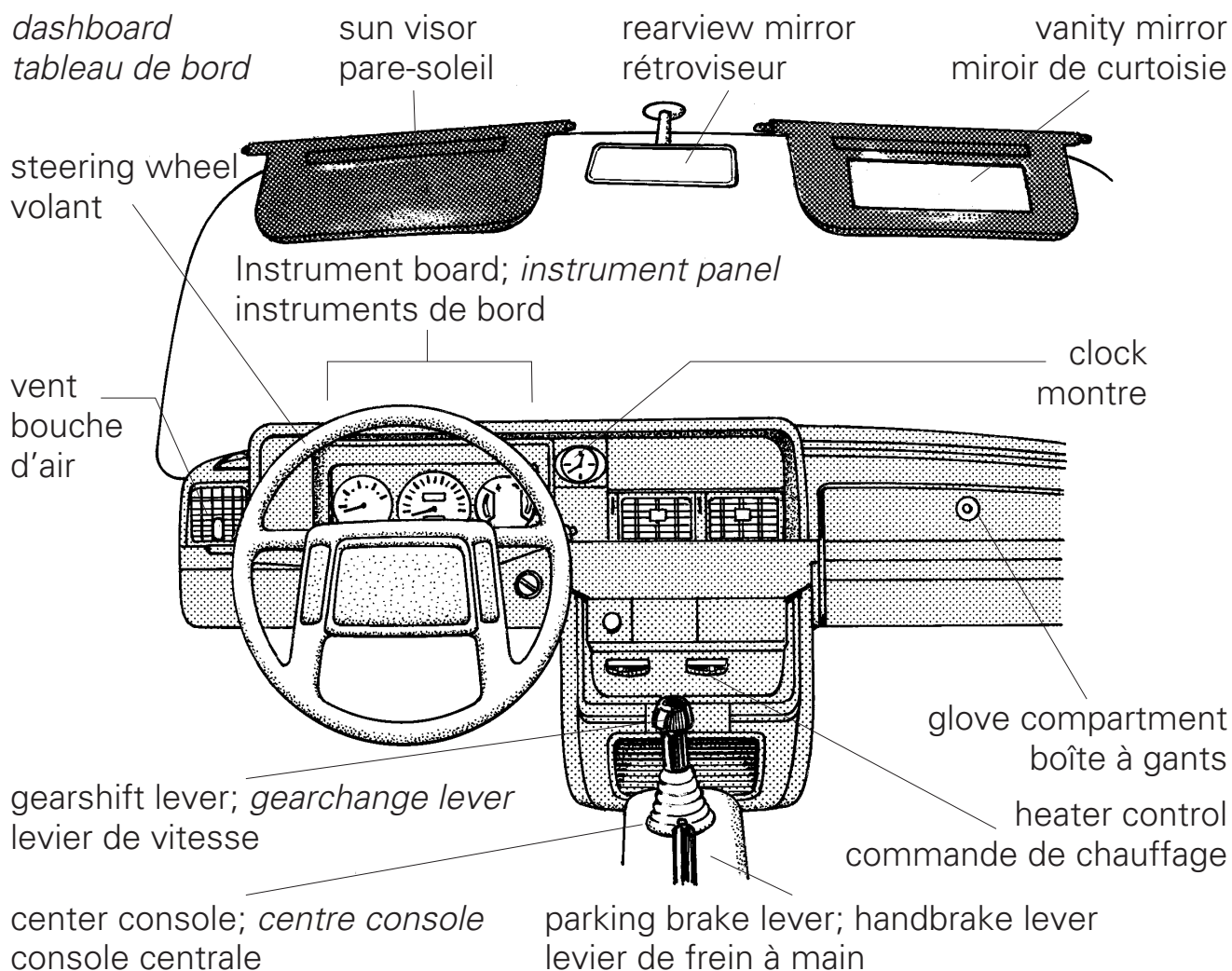
AUTOMOBILE; CAR
AUTOMOBILE



REAR VIEW
VUE ARRIERE

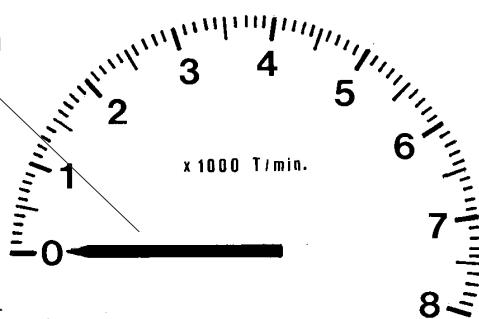


AUTOMOBILE; CAR AUTOMOBILE

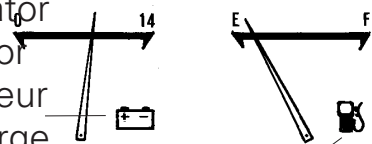


Instrument board; instruments panel instruments de bord

revolution
counter
compte-
tours

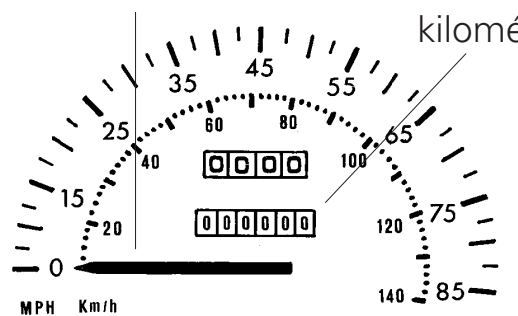


Alternator
indicator
indicateur
de charge

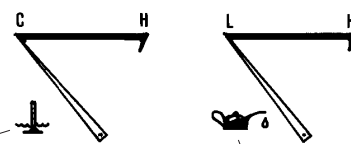


fuel indicator
indicateur de niveau
de carburant

speedometer
indicateur de vitesse



odometer
compteur
kilométrique



temperature indicator
indicateur de température
du liquide de refroidissement

oil indicator
indicateur de
niveau d'huile

AUTOMOBILE; CAR
AUTOMOBILE

door
porte

interior door lock button
bouton de verrouillage

steering
direction

wiper switch
commande d'essuie-glace

turn sign lever; *indicator switch*
manette de clignotant

dimmer switch
dip switch
inverseur
route-croisement
steering column
colonne de
direction

steering wheel
volant

arm rest
accoudoir

Interior
door handle
poignée
intérieure

clutch pedal
pédale de
débrayage

brake pedal
pédale de frein

gas pedal;
accelerator pedal
pédale d'accélérateur

window regulator handle; *window winder handle*
manivelle de lève-glace

seats
sièges

seat belt
ceinture de
sécurité

buckle
boucle

rear seat
banquette arrière

backrest, *squab*
dossier

headrest
appui-tête

bucket seat
siège-baquet

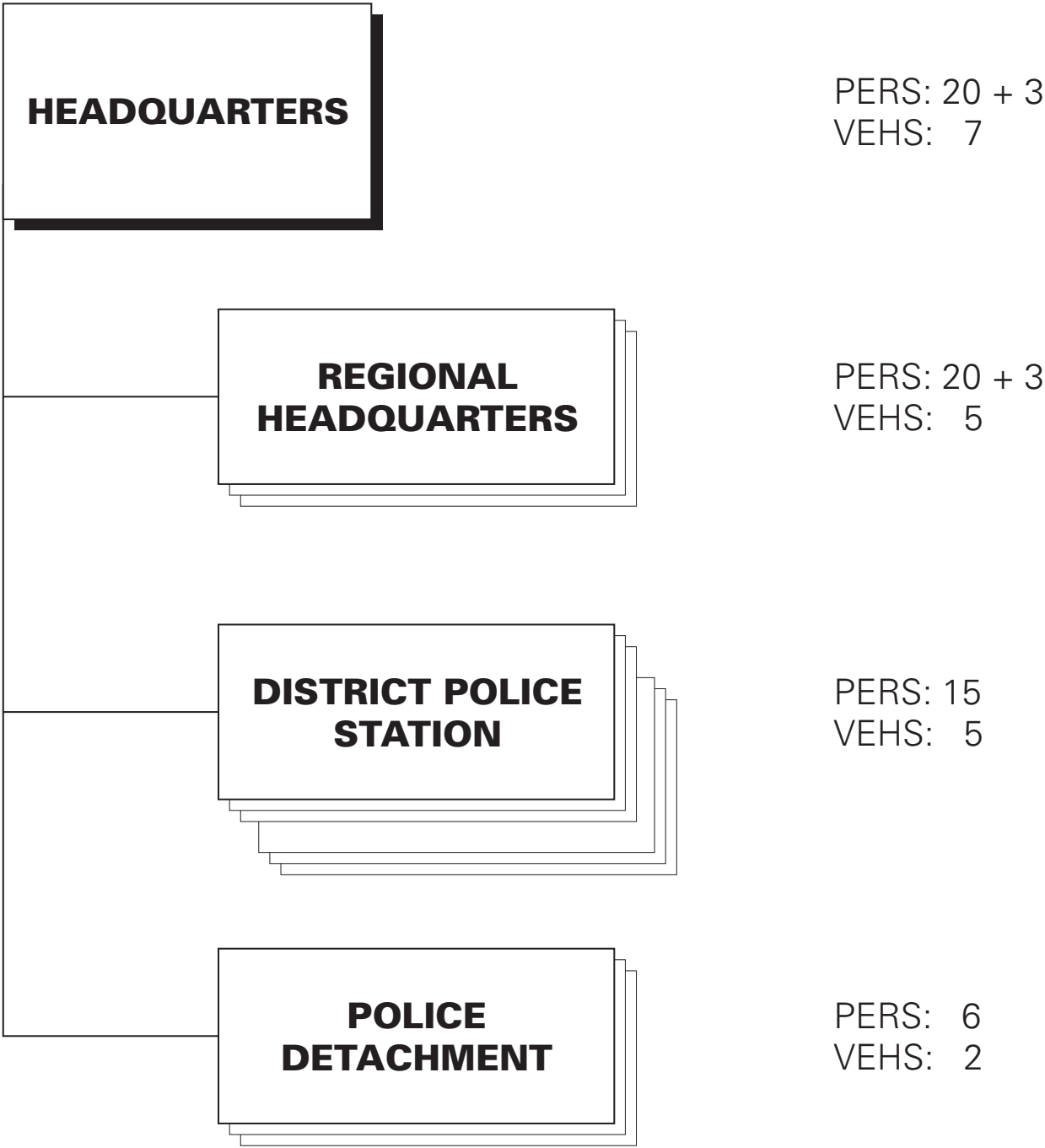
release handle
commande de dossier

ANNEX

B

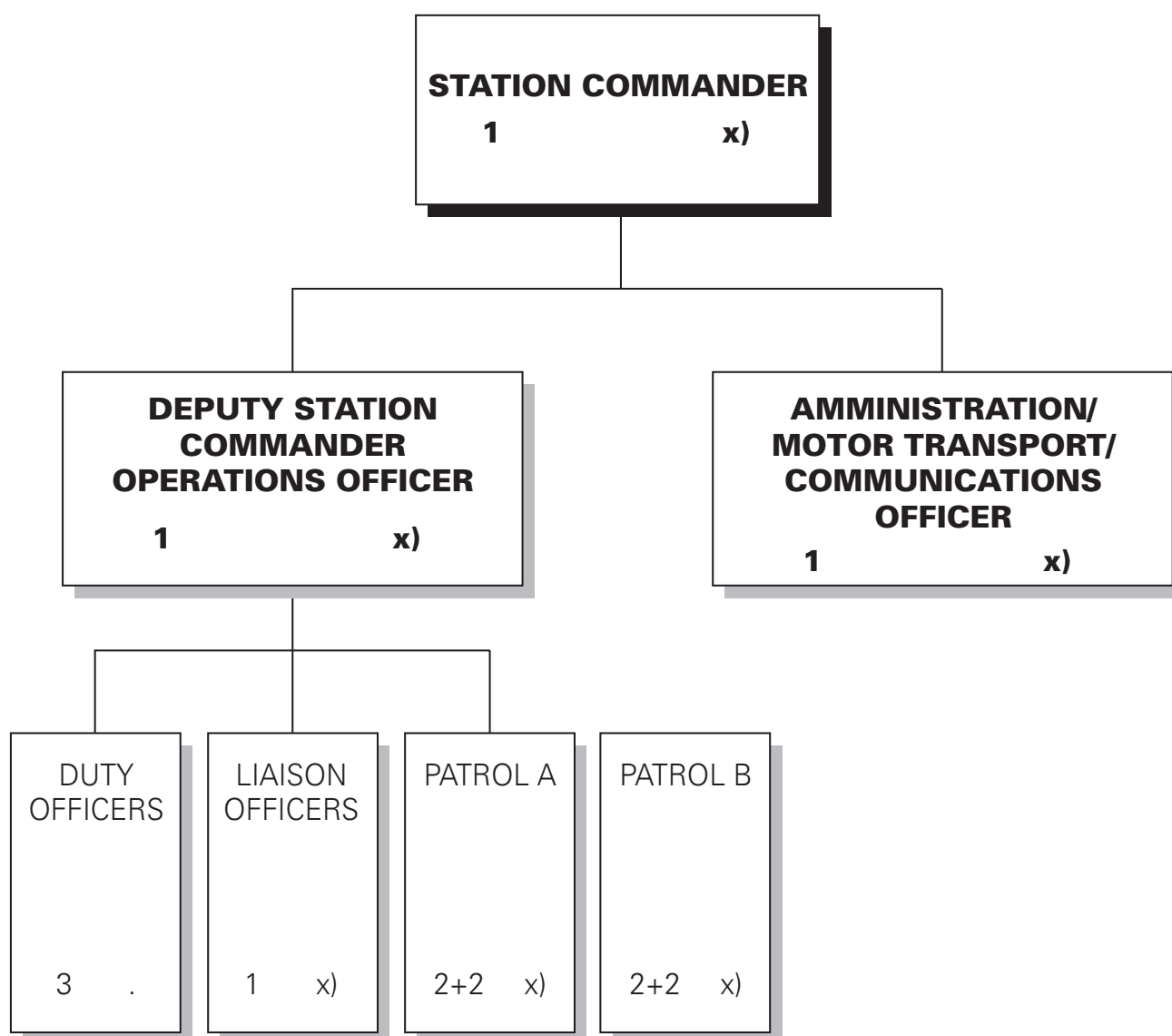
GUIDELINE ORGANIZATION FOR UNITED NATIONS CIVILIAN POLICE

UN CIVILIAN POLICE COMPONENT
(UNCIVPOL)



The number of vehicles and equipment for the CIVPOL Component is dependent on the number of "Regional HQs", "District Police Stations" and "Police Detachments".

DISTRICT POLICE STATION



PERSONNEL STRENGTH: 15 CIVPOL

x) VEHICLES DISTRIBUTION IN UNCIVPOL DISTRICT STATIONS

2 POLICEMEN IN PATROL A AND B, RESPECTIVELY, ARE ON DUTY MORNING SHIFT AND 2 POLICEMEN ARE ON DUTY AFTERNOON SHIFT

ANNEX
C

***UNIVERSAL DECLARATION OF
HUMAN RIGHTS***

Article 1

All human beings are born free and equal in dignity and rights. They are endowed with reason and conscience and should act towards one another in a spirit of brotherhood.

Article 2

Everyone is entitled to all the rights and freedoms set forth in this Declaration, without distinction of any kind, such as race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status.

Furthermore, no distinction shall be made on the basis of the political, jurisdictional or international status of the country or territory to which a person belongs, whether it be independent, trust, non-self-governing or under any other limitation of sovereignty.

Article 3

Everyone has the right to life, liberty and security of person.

Article 4

No one shall be held in slavery or servitude; slavery and the slave trade shall be prohibited in all their forms.

Article 5

No one shall be subjected to torture or to cruel, inhuman or degrading treatment or punishment.

Article 6

Everyone has the right to recognition everywhere as a person before the law.

Article 7

All are equal before the law and are entitled without any discrimination to equal protection of the law. All are entitled to equal protection against any discrimination in violation of this Declaration and against any incitement to such discrimination.

Article 8

Everyone has the right to an effective remedy by the competent national tribunals for acts violating the fundamental rights granted him by the constitution or by law.

Article 9

No one shall be subjected to arbitrary arrest, detention or exile.

Article 10

Everyone is entitled in full equality to a fair and public hearing by an independent and impartial tribunal, in the determination of his rights and obligations and of any criminal charge against him.

Article 11

1. Everyone charged with a penal offence has the right to be presumed innocent until proved guilty according to law in a public trial at which he has had all the guarantees necessary for his defence.
2. No one shall be held guilty of any penal offence on account of any act or omission which did not constitute a penal offence, under national or international law, at the time when it was committed.

Nor shall a heavier penalty be imposed than the one that was applicable at the time the penal offence was committed.

Article 12

No one shall be subjected to arbitrary interference with his privacy, family, home or correspondence, nor to attacks upon his honour and reputation. Everyone has the right to the protection of the law against such interference or attacks.

Article 13

1. Everyone has the right to freedom of movement and residence within the borders of each state.
2. Everyone has the right to leave any country, including his own, and to return to his country.

Article 14

1. Everyone has the right to seek and to enjoy in other countries asylum from persecution.
2. This right may not be invoked in the case of prosecutions genuinely arising from non-political crimes or from acts contrary to the purposes and principles of the United Nations.

Article 15

1. Everyone has the right to a nationality.
2. No one shall be arbitrarily deprived of his nationality nor denied the right to change his nationality.

Article 16

1. Men and women of full age, without any limitation due to race, nationality or religion, have the right to marry and to found a family. They are entitled to equal rights as to marriage, during marriage and at its dissolution.
2. Marriage shall be entered into only with the free and full consent of the intending spouses.
3. The family is the natural and fundamental group unit of society and is entitled to protection by society and the State.

Article 17

1. Everyone has the right to own property alone as well as in association with others.
2. No one shall be arbitrarily deprived of his property.

Article 18

Everyone has the right to freedom of thought, conscience and religion; this right includes freedom to change his religion or belief, and freedom, either alone or in community with others and in public or private, to manifest his religion or belief in teaching, practice, worship and observance.

Article 19

Everyone has the right to freedom of opinion and expression; this right includes freedom to hold opinions without interference and to seek, receive and impart information and ideas through any media and regardless of frontiers.

Article 20

1. Everyone has the right to freedom of peaceful assembly and association.
2. No one may be compelled to belong to an association.

Article 21

1. Everyone has the right to take part in the government of his country, directly or through freely chosen representatives.
2. Everyone has the right of equal access to public service in his country.
3. The will of the people shall be the basis of the authority of government; this will shall be expressed in periodic and genuine elections which shall be by universal and equal suffrage and shall be held by secret vote or by equivalent free voting procedures.

Article 22

Everyone, as a member of society, has the right to social security and is entitled to realization, through national effort and international co-operation and in accordance with the organization and resources of each State, of the economic, social and cultural rights indispensable for his dignity and the free development of his personality.

Article 23

1. Everyone has the right to work, to free choice of employment, to just and favourable conditions of work and to protection against unemployment.

2. Everyone, without any discrimination, has the right to equal pay for equal work.
3. Everyone who works has the right to just and favourable remuneration ensuring for himself and his family an existence worthy of human dignity, and supplemented, if necessary, by other means of social protection.
4. Everyone has the right to form and to join trade unions for the protection of his interests.

Article 24

Everyone has the right to rest and leisure, including reasonable limitation of working hours and periodic holidays with pay.

Article 25

1. Everyone has the right to a standard of living adequate for the health and well-being of himself and of his family, including food, clothing, housing and medical care and necessary social services, and the right to security in the event of unemployment, sickness, disability, widowhood, old age or other lack of livelihood in circumstances beyond his control.
2. Motherhood and childhood are entitled to special care and assistance. All children, whether born in or out of wedlock, shall enjoy the same social protection.

Article 26

1. Everyone has the right to education. Education shall be free, at least in the elementary and fundamental stages. Elementary education shall be compulsory.

Technical and professional education shall be made generally available and higher education shall be equally accessible to all on the basis of merit.

2. Education shall be directed to the full development of the human personality and to the strengthening of respect for human rights and fundamental freedoms. It shall promote understanding, tolerance and friendship among all nations, racial or religious groups, and shall further the activities of the United Nations for the maintenance of peace.
3. Parents have a prior right to choose the kind of education that shall be given to their children.

Article 27

1. Everyone has the right freely to participate in the cultural life of the community, to enjoy the arts and to share in scientific advancement and its benefits.
2. Everyone has the right to the protection of the moral and material interests resulting from any scientific, literary or artistic production of which he is the author.

Article 28

Everyone is entitled to a social and international order in which the rights and freedoms set forth in this Declaration can be fully realized.

Article 29

1. Everyone has duties to the community in which alone the free and full development of his personality is possible.

2. In the exercise of his rights and freedoms, everyone shall be subject only to such limitations as are determined by law solely for the purpose of securing due recognition and respect for the rights and freedoms of others and of meeting the just requirements of morality, public order and the general welfare in a democratic society.
3. These rights and freedoms may in no case be exercised contrary to the purposes and principles of the United Nations.

Article 30

Nothing in this Declaration may be interpreted as implying for any State, group or person any right to engage in any activity or to perform any act aimed at the destruction of any of the rights and freedoms set forth herein.

ANNEX

D

***UNITED NATIONS CRIMINAL JUSTICE
STANDARDS FOR PEACE--KEEPING POLICE***

Handbook prepared
by the
Crime Prevention and Criminal Justice Branch

UNITED NATIONS OFFICE AT VIENNA

February 1994

ESSENTIAL PRINCIPLES

POLICE:

- Force to be used only when strictly necessary and not excessively.
- Firearms to be used exceptionally and only as a last resort.
- Arrests to be made only on legal grounds and when necessary.
- Persons in detention to be treated humanely.

VICTIMS:

- Victims of crime to be given assistance.
- Victims of armed conflicts, riots and other disturbances to be protected.

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FOREWORD

The international standards and norms summarized in this handbook incorporate basic principles of criminal justice, human rights and humanitarian law, for the use of the civilian police components of United Nations peace-keeping operations. One of their main responsibilities is to monitor law enforcement activities of local officials, so that they carry out their tasks with full respect for universally-accepted human rights and criminal justice standards. In view of these important functions, it is expected that United Nations personnel would set an example, in strictly adhering to the spirit and the letter of the principles contained therein and in overseeing their application.

The handbook attempts to provide a compact overview of relevant international standards and norms, readily accessible to those with monitoring functions in the field of criminal justice. As such, it is designed to serve both as a basis for reporting on the activities of local law enforcement officials and as a reference source in working with them. It can also be utilized as a starting tool for planning and implementing training courses, or developing training curricula.

The legal status of the standards and norms outlined in the handbook varies. The provisions contained in multilateral treaties concluded under the auspices of the United Nations, such as the International Covenant on Civil and Political Rights, impose specific obligations on States Parties that ratify or accede to them. Such treaties are, therefore, legally binding.

Other standards, such as the Code of Conduct for Law Enforcement Officials, aim to avoid possible abuses and to ensure humane practices, having received widespread acceptance by the international community. Most of them were developed by the quinquennial congresses on the prevention of crime and the treatment of offenders, convened by the United Nations, and were adopted by Governments at the General Assembly or the Economic and Social Council.

FOREWORD

As such, these instruments have an undeniable moral force, providing practical guidance to States on their conduct.

Some of the norms, such as the Geneva Conventions, have the status of customary international law. Thus, they impose binding legal obligations on all States and the humanitarian rules which they contain must be observed also in time of armed conflict.

For a precise listing of the applicable standards and norms, the “sources” at the end of the handbook should be consulted. Their full text can be found either in the **Compendium of United Nations Standards and Norms in Crime Prevention and Criminal Justice**, United Nations sales publication, NO.E.92.IV.1.(ST/CSDHA/16), or in **Human Rights: A Compilation of International Instruments**, United Nations sales publication, No. E.93.XIV.1 (Vol. 1. Part 1).

This publication has drawn on the valuable input of many colleagues in the field, in particular members of CIVPOL of the United Nations Protection Force in the former Yugoslavia (UNPROFOR) and of the United Nations Transitional Authority in Cambodia (UNTAC). It is hoped that it will prove useful also in other United Nations peace-keeping operations, acting as a catalyst for change in law enforcement and police behaviour, as well as a guide for effective and fair criminal justice administration. If these aims are achieved, it will no doubt contribute to a more effective promotion and protection of human rights and fundamental freedoms.

THE ROLE OF THE POLICE

Law enforcement officials shall at all times fulfil the duty imposed on them by law, by serving the community and by protecting all persons against illegal acts, consistent with the high degree of responsibility required by their profession. Footnote 1.

Law enforcement officials shall respect and protect human dignity and maintain and uphold the human rights of all persons. Footnote 2.

Law enforcement officials shall not commit any act of corruption. Footnote 3.

The term “law enforcement officials” includes all officers of the law, whether appointed or elected, who exercise police powers, especially the powers of arrest or detention. Footnote 4.

In countries where police powers are exercised by military authorities, whether uniformed or not, or by State security forces, the definition of law enforcement officials shall be regarded as including such services. Footnote 5.

1. ARREST

- 1.1 Everyone has the right to liberty and security of the person. Footnote 6.
- 1.2 Everyone has the right to liberty of movement. Footnote 7.
- 1.3 Everyone has the right to the protection of the law from arbitrary or unlawful interference with privacy, family, home or correspondence and unlawful attacks on honour and reputation. Footnote 8.
- 1.4 Arrest is depriving a person of his or her liberty, otherwise expressed as “the act of apprehending a person for the alleged commission of an offence or by the action of an authority. Footnote 9. No law enforcement official shall make any arrest which is unlawful or unnecessary. Footnote 10.
- 1.5 Anyone who is arrested shall be given a lawful reason for the arrest at the time of the arrest. Footnote 11.
- 1.6 If any charges are made against an arrested person, that person must be promptly informed of the charges. Footnote 12.
- 1.7 Anyone who is arrested or detained on a criminal charge shall be brought promptly before a judge or an authority with similar powers. Footnote 13.
- 1.8 Any person who is arrested or detained has the right to ask a judge or an authority with similar powers to decide without delay on the lawfulness of the arrest or detention, or an order of release if the detention is not lawful. Footnote 14.
- 1.9 The arrested or detained person is entitled to trial without unreasonable delay or to release. Footnote 15.
- 1.10 If the court or authority decides that the arrest or detention was unlawful, it should order release without delay. Footnote 16.

- 1.11 The arrested or detained person is entitled to be released if, among other reasons, a trial is not held within a reasonable time. Any conditions of the release must be reasonable such as guarantees to appear for trial. Footnote 17.
- 1.12 All persons arrested or detained, with or without a criminal charge, shall have access to a lawyer or other legal representative, and adequate opportunities to communicate with that legal representative. Footnote 18.
- 1.13 Public authorities, including law enforcement officials, shall ensure that lawyers are able to perform all of their professional duties without intimidation, hindrance, harassment, or improper interference. Footnote 19.
- 1.14 Law enforcement officials must record in writing relevant information when an arrest is made which must include:
Footnote 20.
1. The reason for the arrest;
 2. The time of the arrest;
 3. The time of taking the arrested person to a place of custody;
 4. The time of the first appearance of the arrested person before a judge or a similar authority;
 5. The identity of any law enforcement officials involved; and
 6. Precise information about the place of custody.
- 1.15 These records must be communicated clearly to the detained person or to the lawyer or other legal representative of the detained person. Footnote 21.
- 1.16 Promptly after arrest, a detained person is entitled to have his or her family notified about the arrest or detention, and the place of imprisonment. Footnote 22.

- 1.17 Notice of a person's transfer from one place of detention or imprisonment to another must be given promptly to the person's family or to other representatives chosen by the detainee or prisoner. Footnote 23.
- 1.18 Accused persons shall not be forced to confess guilt, or to testify against themselves. Footnote 24. When interrogating a detained or imprisoned person, law enforcement officials shall not use violence, threats, drugs or other methods designed to intimidate or confuse the person concerned. Footnote 25.
- 1.19 A written record must be kept of the length of any interrogation of a detained or imprisoned person. Footnote 26.
- 1.20 A written record must be kept of the intervals between interrogations of any detained or imprisoned person. Footnote 27.
- 1.21 A written record must be kept of the identity of the officials who conduct any interrogations of any detained or imprisoned person, and a record of the name(s) of any other person(s) present. Footnote 28.
- 1.22 These written records shall be examined and certified by a senior law enforcement official or a member of the judiciary or legal profession.
- 1.23 A detained or imprisoned person shall have access to the information described in paragraphs 1.14 - 1.22 above, either personally or through his or her legal representative, if any. Footnote 29.
- 1.24 The arrested or detained person is entitled to have the assistance of an interpreter during the interrogation if that person cannot understand or speak the language used. Footnote 30.
- 1.25 Law enforcement officials shall apply the law which established the minimum age below which children shall be presumed not to have the capacity to infringe the penal law. Footnote 31.

2. FORCE AND FIREARMS

- 2.1 Everyone has the right to liberty and security of the person. Footnote 32.
- 2.2 Everyone has the right to peaceful assembly and to freedom of association with others. Footnote 33.
- 2.3 Law enforcement officials shall neither use physical force or violence unless other methods will not work, nor use more force than is absolutely necessary to achieve the legitimate law enforcement objective. Footnote 34.
- 2.4 Law enforcement officials shall not use a firearm with the intention to kill any person unless it is completely unavoidable in order to protect the life of the law enforcement official or the life of any other person. Footnote 35.
- 2.5 Law enforcement officials shall not use firearms against persons except in the following circumstances and only when less extreme means are insufficient to achieve the following objectives: Footnote 36.
1. To defend themselves or others against the imminent threat of death or serious injury;
 2. To prevent a particularly serious crime that involved a grave threat to life;
 3. To arrest a person who is causing a serious threat to life and is resisting appropriate efforts to stop the threat; and
 4. To prevent the escape of someone who is causing a serious threat to life.
- 2.6 If police or public security officers do use firearms against persons in the circumstances set out in paragraph 2.5 above, they must: Footnote 37.

1. Identify themselves as law enforcement officials;
 2. Give a clear warning of the intent to use firearms; and
 3. Give enough time for the warning to be obeyed unless to do so would:
 - (a) Create a serious risk for the law enforcement official; or
 - (b) Create a serious risk of death or serious harm to other persons; or
 - (c) Clearly be inappropriate or pointless in the circumstances.
- 2.7 Whenever the lawful use of force or firearms is unavoidable, law enforcement officials shall:
1. Act with restraint and only use the amount of force necessary to achieve the legitimate law enforcement objective; Footnote 38.
 2. Respect human life and cause the minimum amount of injury to people; Footnote 39.
 3. Cause the minimum amount of damage to property; Footnote 40.
 4. As soon as possible, help anyone who is hurt and render medical aid if needed; Footnote 41; and
 5. As soon as possible, ensure that relatives or friends of people injured or affected by the incident are notified. Footnote 42.
- 2.8 Whenever a firearm is used by a law enforcement official, a report must be made to a superior officer as soon as possible. Footnote 43.
- 2.9 Anyone affected by the use of force or firearms is entitled to ask the authorities for a formal investigation or review (including a review by a judge or similar authority). If police or public security officers do use firearms against persons in the circumstances set out in paragraph 2.5 above, they must:

If death has occurred, dependents of the deceased person have the right to obtain a review. A legal representative of a person affected by the use of firearms also has the right to seek a review. Footnote 44.

- 2.10 Superior officials shall be held responsible if they know, or should have known, that law enforcement officials under their command are resorting, or have resorted, to the unlawful use of force and firearms, and the superior officials did not take all measures in their power to prevent, suppress and report such use. Footnote 45.
- 2.11 Obedience to superior orders shall be no defence if law enforcement officials knew that orders to use force and firearms resulting in death or serious injury of a person were unlawful and had a reasonable opportunity to refuse to follow them. In any case, responsibility also rests on the superiors who gave the unlawful orders. Footnote 46.

3. TRIALS

- 3.1 Everyone charged with a criminal offence is entitled to a fair and public hearing, by a competent, independent and impartial tribunal. It is the duty of all governmental institutions, including the police, to respect and observe the independence of the judiciary. Footnote 47.
- 3.2 No one, including law enforcement officials, shall attempt to influence a judge's decision through improper restrictions, offers, pressures, threats or any other interference, for any reason. Footnote 48.
- 3.3 When there is reason to believe that evidence was obtained by unlawful methods, all necessary steps should be taken to ensure that those responsible for these methods are brought to justice. Footnote 49.

4. VICTIMS

“Victims” refer to those people, either individually or collectively, who have suffered harm, including mental and physical injury, emotional suffering, economic loss or substantial impairment of their fundamental rights, through acts or omissions that are in violation of criminal law operative with the relevant country. Footnote 50.

- 4.1 Victims are entitled to access to the mechanisms of justice and to prompt redress as provided for by national legislation for the harm they have suffered. Footnote 51.
- 4.2 Victims should be informed of the options for seeking redress through such mechanism. Footnote 52.
- 4.3 Victims should be informed of the steps they must take in proceedings, and also about the scope, timing and progress of the proceedings and of the disposition of their cases. Footnote 53.
- 4.4 Measures should be taken to ensure the privacy and safety of victims from intimidation and retaliation. Footnote 54.
- 4.5 Victims should be informed of the availability of health and social services and other relevant assistance. Footnote 55.
- 4.6 In providing assistance to victims, law enforcement officials should give attention to victims who have special needs because of the nature of the harm inflicted on them or because of actors such as gender, age, disability, ethnic or social origin, or cultural beliefs or practices. Footnote 56.

5. DETAINEES AND PRISONERS

“Detainee” or “detained person” means any person deprived of personal liberty except as a result of conviction for an offence. Footnote 57.

“Imprisoned person” or “prisoner” means any person deprived of personal liberty as a result of conviction for an offence. Footnote 58.

- 5.1 All persons deprived of their liberty shall be treated humanely. Footnote 59.
- 5.2 Detained persons shall be held in officially recognized places. Information shall be readily made available to the detainee’s family and legal representative. Footnote 60.
- 5.3 Decisions about the duration and legality of detention or imprisonment of a person must be made by a judge or similar authority. Footnote 61.
- 5.4 There shall be no discrimination in detention or imprisonment on the grounds of race, colour, gender, language, religion, political beliefs, national or social origin, property, birth or other status. Footnote 62. Religious and moral beliefs of the detainee shall be respected. Footnote 63.
- 5.5 Different categories of prisoners are to be detained separately. Juvenile detainees are to be kept separate from adult detainees; male detainees from female detainees. Footnote 64.
- 5.6 A detained person shall receive prompt and full information about any order of detention, including the reasons for the detention. Footnote 65.

- 5.7 A detained or imprisoned person has the right to be visited by family members, and shall be given adequate opportunity to communicate with the outside world. Footnote 66.
- 5.8 A detained or imprisoned person is entitled to communicate privately and in person with his or her legal representative. Footnote 67.
- 5.9 Persons detained in an armed conflict situation are entitled to communicate with the delegate of the International Committee of the Red Cross. Footnote 68.
- 5.10 The place where the prisoner is kept, especially the place where the prisoner sleeps, should be designed to preserve the prisoner's health. The prisoner shall be provided with adequate food, shelter, and clothing, as well as equal and easy access to medical services, exercise, and items of personal hygiene. Footnote 69.
- 5.11 Restriction and supervision of the prisoner are allowed only if they are necessary for the administration of justice and for the security and good order of the place where the prisoner is held. Footnote 70.
- 5.12 Disciplinary measures administered in prison must be consistent with principles of human rights. Footnote 71. In particular, prisoners shall:
1. Be punished only in accordance with the terms of law or regulations of the Competent administrative authority; Footnote 72.
 2. Be punished only when they have been informed of the offence committed previously and given a proper opportunity of presenting a defence. The competent authority shall conduct a thorough examination of the case; Footnote 73.
 3. Never be punished twice for the same offence; Footnote 74.

4. Never be subjected to corporate punishment, to placement in a dark cell or to other cruel, inhumane or degrading punishment. Footnote 74.

5.13 Tools of restraint such as handcuffs and straight-jackets must not be used for any longer time than is necessary, and shall never be used for punishment. Footnote 76. Situations where such tools of restraint might be permitted are: Footnote 77.

1. As a precaution against escape during a transfer, provided that they shall be removed when the prisoner appears before a judicial or administrative authority;
2. On medical grounds by direction of the medical officer; and
3. By order of the director of the prison, if other methods of control fail, in order to prevent prisoners from injuring themselves or others or from damaging property. In such instances, the director shall immediately consult the medical officer and report to the higher authority.

5.14 The patterns and manner of use of instruments of restraint shall be decided by the central prison administration or a higher authority. Footnote 78.

6. TORTURE AND OTHER CRUEL TREATMENT

- 6.1 All persons, including prisoners or detained persons, have the right to be free from torture and cruel, inhuman or degrading treatment or punishment. Footnote 79.
- 6.2 Every kind of cruel, inhuman or degrading treatment or punishment is forbidden, whether physical or mental. Torture is a deliberate and more serious form of cruel, inhuman, or degrading treatment or punishment. Footnote 80.

- 6.3 Torture is any act by which severe pain or suffering is intentionally inflicted by or urged by an administrative official or law enforcement officer on a person for such purposes as:
1. Obtaining information or a confession from that person or from someone else; Footnote 81.
 2. To punish that person for a suspected crime; Footnote 82 and
 3. To intimidate that person or other persons. Footnote 83.
- 6.4 Any statement obtained from a person by torture or by any other cruel, inhuman or degrading treatment or punishment shall not be allowed as evidence against that person or any other person in any proceeding. Footnote 84.
- 6.5 Public officials have the duty to prevent torture or other cruel, inhuman or degrading treatment or punishment. Footnote 85.
- 6.6 No exceptional circumstances may be used as a justification for torture or other cruel, inhuman, or degrading treatments or punishments. These exceptional circumstances include but are not restricted to war, political instability, a public emergency, or orders from a superior officer or official. Footnote 86.
- 6.7 Responsible officials must supervise arrangements for the custody and treatment of detained persons to prevent torture, as well as illegal treatment or punishment. Footnote 87.

7. ILLEGAL EXECUTIONS

- 7.1 Everyone has the right to life, and no one shall be arbitrarily deprived of his or her life. Footnote 88.
- 7.2 All extra-legal, arbitrary and summary executions are prohibited. Footnote 89. Any execution that has not been ordered by the court is prohibited, and such executions shall never be carried out. No special circumstances may be used as an excuse for such illegal executions, including war, threat of war, political instability, situations arising from armed conflict between groups, or a public emergency. Footnote 90.
- 7.3 An order from a superior officer or from a senior administrative official cannot be used as an excuse for participation in an illegal execution. Footnote 91.
- 7.4 Administrative authorities shall prohibit orders from superior officers or senior officials that authorize or cause illegal executions. Footnote 92.
- 7.5 Thorough, prompt and impartial investigations of all suspected cases of illegal execution shall be conducted. Footnote 93.
- 7.6 Families of the deceased and their legal representatives shall have access to all information relevant to the investigation. Footnote 94.
- 7.7 When there is an investigation of a suspected illegal execution, a written report shall be prepared and made public within a reasonable period of time. Footnote 95.
- 7.8 If an investigation identified a person as someone who participated in an illegal execution, government officials must ensure that the accused person is surrendered to the lawful authorities. These authorities shall bring that person to justice. Footnote 96.

8. GENOCIDE

- 8.1 Genocide is prohibited. Genocide means, among others, the following acts with intent to destroy, in whole or in part, a national, ethnical, racial or religious group. Footnote 97.
1. Killing members of the group;
 2. Causing severe bodily or mental harm to members of the group;
 3. Deliberately inflicting on the group conditions of life calculated to bring about its physical destruction in whole or in part;
 4. Imposing measures intended to prevent births within the group;
 5. Forcibly transferring children of the group to another group.
- 8.2 Persons committing or attempting genocide, including conspiracy, complicity and incitement to commit genocide, should be punished after trial by a competent court. Footnote 98.

9. HUMANITARIAN RULES

- 9.1 Persons taking no active part in the hostilities, including members of armed forces who have laid down their arms and those placed hors de combat by sickness, wounds, detention, or any other causes, shall in all circumstances be treated humanely, without any adverse distinction founded on race, colour, religion or faith, sex, birth or wealth, or any other similar criteria. Footnote 99.
- 9.2 The following acts are prohibited at any time and in any place whatsoever, including during armed conflict, whether committed by civilian or by military agents:
1. Violence to the life, health, or physical or mental well-being of noncombatants, in particular:

- (a) Murder;
 - (b) Torture of all kinds, whether physical or mental;
 - (c) Corporal punishment; and
 - (d) Mutilation;
- 2. Outrages upon personal dignity, in particular humiliating and degrading treatment, rape, enforced prostitution and any form of indecent assault;
 - 3. The taking of hostages;
 - 4. Collective punishments;
 - 5. Pillage; and
 - 6. Threats to commit any of the foregoing acts. Footnote 100.
- 9.3 All necessary steps shall be taken to spare women and children from the ravages of war, in particular persecution, torture, punitive measures, degrading treatment and violence. Footnote 101.

10. REFUGEE PROTECTION

A refugee is a person who is outside his or her country of origin (or place of last habitual residence, if the individual is Stateless) who has a well-founded fear of persecution on account of race, religion, nationality, membership in a social group, or political opinion. Footnote 102.

Internally displaced persons are individuals who have fled or been displaced from their homes, often for the same reasons as refugees, but have not crossed a national border. Internally displaced persons nonetheless enjoy basic rights and protection under human rights and humanitarian law.

- 10.1 Refugees or internally displaced persons should be allowed to contact the Office of the United Nations High Commissioner for Refugees (UNHCR), which is the principal international body responsible to protect and assist refugees.
- 10.2 Refugees should not be returned expelled to a territory where their lives or freedom would be threatened on account of their race, religion, nationality, membership of a particular social group or because of their political opinion. Footnote 103.
- 10.3 Refugees should be permitted to apply formally for asylum or refugee status. They should be permitted to seek review in the national legal system of any decision to be expelled from a country of refuge. Footnote 104.
- 10.4 Refugees who enter or are present illegally in a State should not be punished, or unnecessarily detained as a result of their illegal entry or presence, if they arrive directly from the country where they fear persecution and if they make themselves known to the authorities of the country or refuge. Footnote 105.
- 10.5 Refugees enjoy fundamental civil rights, including the right to:
- (a) Life and the security of person;
 - (b) Freedom from arbitrary arrest or detention;
 - (c) Not to be subjected to cruel, inhuman or degrading treatment;
 - (d) Protection against arbitrary or unlawful interference with privacy, family, home or correspondence;
 - (e) Equality before the courts and other authorities administering justice;
 - (f) Freedom of thought, opinion, conscience and religion; and
 - (g) Retain their own language, culture and tradition. Footnote 106.

- 10.6 A refugee shall have free access to courts of law. Footnote 107.
- 10.7 Refugees shall enjoy the same fundamental civil rights as all other citizens, particularly basic economic and social rights. For example, where a rationing system exists, which applies to the population at large and regulates the general distribution of products in short supply, refugees, particularly women, children and the elderly, are to be accorded the same treatment as nationals. Footnote 108.

SOURCES

1. International Covenant on Civil and Political Rights (adopted by the General Assembly of the United Nations on 16 December 1966; treaty in force since 23 March 1976).
2. Convention of the Prevention and Punishment of the Crime of Genocide (Adopted by the General Assembly on 9 December 1949; treaty in force since 1951).
3. Convention Against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment (adopted by the General Assembly on 10 December 1984; treaty in force since 26 June 1987).
4. Convention relating to the Status of Refugees (adopted on 28 July 1951; treaty in force since 22 April 1954).
5. Declaration on the Human Rights of Individuals Who are not Nationals of the Country in which they Live (General Assembly resolution 40/144 of 13 December 1985).
6. Principles on the Effective Prevention and Investigation of Extra-Legal, Arbitrary and Summary Executions (Economic and Social Council resolution 1989/65 of 24 May 1989).
7. Standard Minimum Rules for the Treatment of Prisoners (Economic and Social Council resolution 663 (XXIV) of 31 July 1957).

8. Body of Principles for the Protection of All Persons Under Any Form of Detention or Imprisonment (General Assembly resolution 43/173 of 9 December 1988).
9. Code of Conduct for Law Enforcement Officials (General Assembly resolution 34/169 of 17 December 1979).
10. Basic Principles on the Use of Force and Firearms by Law Enforcement Officials (Eighth United Nations Congress on the Prevention of Crime and the Treatment of Offenders, welcomed by General Assembly resolution 45/121 of 18 December 1990).
11. Declaration of Basic Principles of Justice for Victims of Crime and Abuse of Power (General Assembly resolution 40/34 of 29 November 1985).
12. Basic Principles on the Independence of the Judiciary (Seventh United Nations Congress on the Prevention of Crimes and the Treatment of Offenders, endorsed by General Assembly resolution 40/32 of 29 November 1985 and welcomed by General Assembly resolution 40/146 of 13 December 1985).
13. Guidelines on the Role of Prosecutors (Eighth United Nations Congress on the Prevention of Crime and Treatment of Offenders, welcomed by General Assembly resolution 45/121 of 18 December 1990).
14. Basic Principles on the Role of Lawyers (Eighth United Nations Congress on the Prevention of Crime and the Treatment of Offenders, welcomed by General Assembly resolution 45/121 of 18 December 1990).
15. Geneva Convention for the Amelioration of the Condition of the Wounded and Sick in Armed Forces in the Field (adopted by the General Assembly on 12 August 1949; treaty in force since 21 October 1950).

16. Geneva Convention for the Amelioration of the Condition of the Wounded Sick or Shipwrecked Members of Armed Forces at Sea (adopted by the General Assembly on 12 August 1949; treaty in force since 21 October 1950).
17. Geneva Convention Relative to the Treatment of Prisoners of War (adopted by the General Assembly on the United Nations on 12 August 1949; treaty in force since 21 October 1950).
18. Protocol Additional to the Geneva Conventions of 12 August 1949, and Relating to the Protection of Victims of International Armed Conflicts (Protocol 1) adopted by the Diplomatic Conference on the Reaffirmation and Development of International Humanitarian Law Applicable in Armed Conflicts on 8 June 1977 at its Fourth Session in Geneva, 17 March - 10 June 1977).
19. Protocol Additional to the Geneva Conventions of 12 August 1949, and Relating to the Protection of Victims of Non-International Armed Conflicts (Protocol II) (adopted by the Diplomatic Conference on the Reaffirmation and Development of International Humanitarian Law Applicable in Armed Conflicts on 8 June 1977 (at its Fourth Session in Geneva, 17 March - 10 June 1977).
20. Declaration on the Protection of Women and Children in Emergency and Armed Conflict (General Assembly resolution 3318 (XXIX) of 14 December 1974).

NOTES

1. Code of Conduct for Law Enforcement Officials (Code of Conduct), Article 1.
2. Code of Conduct, Article 2.
3. Code of Conduct, Article 7.
4. Code of Conduct, para (a) of commentary to Article 1.
5. Code of Conduct, para (b) of commentary to Article 1.
6. International Covenant on Civil and Political Rights (Covenant), Article 9, para 1.
7. Covenant, Article 12, para 1.
8. Covenant, Article 17.
9. Body of Principles for the Protection of All Persons under Any Form of Detention or Imprisonment (Protection Principles), Use of Terms, a.
10. Covenant, Article 9, para 1.
11. Covenant, Article 9, para 2, Protection Principles, Principle 10.
12. Covenant, Article 9, para 2; Protection Principles, Principle 10.
13. Covenant Article 9, para 3.
14. Covenant Article 9, para 4.
15. Covenant Article 9, para 3.
16. Covenant Article 9, para 4.
17. Covenant, Article 9, para 3, Protection Principles, Principle 11, para 3.
18. Basic Principles on the Role of Lawyers (Role of Lawyers), Principle(s) 1, 7, 8; Protection Principles, Principles 17, 18.

19. Role of Lawyers, Principle 16.
20. Protection Principles, Principle 12, para 1.
21. Protection Principles, Principle 12, para 2.
22. Protection Principles, Principle 16, para 1.
23. Protection Principles, Principle 16, para 1.
24. Covenant, Article 14, para 3g.
25. Protection Principles, Principle 21, para 2.
26. Protection Principles, Principle 23, para 1.
27. Protection Principles, Principle 23, para 1.
28. Protection Principles, Principle 23, para 1.
30. Covenant, Article 14, para. 3.
31. Convention on the Rights of the Child (Child's Rights Convention), Article 40, para 3, a.
32. Covenant, Article 9.
33. Covenant, Articles 21 and 22.
34. Code of Conduct, Article 3, Basic Principles on the Use of Force and Firearms (Principles on Force and Fire-arms), Principle 4.
35. Principles on Force and Firearms, Principle 9.
36. Principles on Force and Firearms, Principle 9.
37. Principles on Force and Firearms, Principle 10.
38. Principles on Force and Firearms, Principle 5.
39. Principles on Force and Firearms, Principle 5 b, Principle 11 b.
40. Principles on Force and Firearms, Principle 5 b.

41. Principles on Force and Firearms, Principle 5 c.
42. Principles on Force and Firearms, Principle 5 d.
43. Code of Conduct, para (c) of Commentary to Article 3; Principles on Force and Firearms, Principles 6, 22.
44. Principles on Force and Firearms, Principle 23.
45. Principles on Force and Firearms, Principle 24.
46. Principles on Force and Firearms, Principle 26. See also **Judgement of the Nürnberg International Military Tribunal**, 1946, 41 A.J.I.L. 172 (1947).
47. Covenant, Article 14, para 1; Basic Principles on the Independence of the Judiciary (Judiciary Principles), Principle 1.
48. Judiciary Principles, Principle 2.
49. Guidelines on the Role of Prosecutors (Role of Prosecutors), Guideline 16.
50. Declaration of Basic Principles of Justice for Victims of Crime and Abuse of Power (Victims Declaration), Principle 1 (Victims of crime), Principle 18 (Victims of abuse of power).
51. Victims Declaration, Principles 4 and 8.
52. Victims Declaration, Principle 5.
53. Victims Declaration, Principle 6 a.
54. Victims Declaration, Principle 6d.
55. Victims Declaration, Principle 15.
56. Victims Declaration, Principles 3, 17.
57. Protection Principles, Use of Terms, b.
58. Protection Principles, Use of Terms, c.

- 59. Covenant, Article 7.
- 60. Protection Principles, Principle 16.
- 61. Protection Principles, Principle 4.
- 62. Covenant, Article 26; Standard Minimum Rules for the Treatment of Prisoners (Minimum Rules), Rule 6, para 1.
- 63. Minimum Rules, Rule 6, para 2.
- 64. Minimum Rules, Rule 8.
- 65. Judiciary Principles, Principle 11.
- 66. Minimum Rules, Rules 92, 37; Protection Principles, Principle 19.
- 67. Role of Lawyers, Principles 7, 8; Protection Principles, Principles 17, 18.
- 68. Geneva Convention for the Amelioration of the Condition of the Wounded, Sick or Sick in Armed Forces in the Field, Geneva Convention for the Amelioration of the Condition of Wounded, Sick and Shipwrecked Members of Armed Forces at Sea, Geneva Convention relative to the Treatment of Prisoners of War, Article 9.
- 69. Minimum Rules, Rules 10 - 20.
- 70. Minimum Rules, Rules 27.
- 71. Code of Conduct, Article 2.
- 72. Minimum Rules, Rule 30, para 1; Rules 28, 29 c.
- 73. Minimum Rules, Rule 30, para 2.
- 74. Minimum Rules, Rule 30, para 1.
- 75. Minimum Rules, Rule 31.
- 76. Minimum Rules, Rules 33, 34.

- 77. Minimum Rules, Rule 33 a - c.
- 78. Minimum Rules, Rule 34.
- 79. Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment (Convention against Torture), Article 1; Declaration on the Protection of All Persons from Being Subjected to Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment (Declaration against Torture), Article 2.
- 80. Convention against Torture, Article 1; Code of Conduct, Article 5.
- 81. Convention against Torture, Article 1; Protection Principles, Principle 21, para 2.
- 82. Convention against Torture, Article 1.
- 83. Convention against Torture, Article 1; Protection Principles, Principle 21, para 2.
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- 85. Code of Conduct, Article 5.
- 86. Convention against Torture, Article 2; Code of Conduct, Article 5, Principles, on Force and Firearms, Principle 8.
- 87. Convention against Torture, Article 11; Protection Principles, Principle 4.
- 88. Covenant, Article 6, para 1.
- 89. Principles on the Effective Prevention and Investigation of Extra-legal, Arbitrary and Summary Executions (Investigation Principles), Principle 1.
- 90. Investigation Principles, Principle 1.
- 91. Investigation Principles, Principle 19.

92. Investigation Principles, Principle 3.
93. Investigation Principles, Principle 9.
94. Investigation Principles, Principle 16.
95. Investigation Principles, Principle 17.
96. Investigation Principles, Principle 18.
97. Convention on the Prevention and Punishment of the Crime of Genocide (Convention against Genocide), Article I and II.
98. Convention against Genocide, Article IV, III and IV.
99. Geneva Convention for the Amelioration of the Condition of the Wounded and Sick in Armed Forces in the Field, Geneva Convention for the Amelioration of the Condition of the Wounded, Sick or Shipwrecked Members of Armed Forces at Sea, Geneva Convention Relative to Treatment of Prisoners of War, and Geneva Convention relative to the Protection of Civilian Persons in Time of War, Article 3.
100. Protocol Additional to the Geneva Conventions of 12 August 1949, and relating to the Protection of Victims of International Armed Conflicts (Protocol I); Protocol Additional to the Geneva Convention of 12 August 1949, and Relating to the Protection of Victims of Non-International Armed Conflicts (Protocol II), Article 4;
101. Declaration on the Protection of Women and Children in Emergency and Armed Conflict, Article 4.
102. Convention Relating to the Status of Refugees (1951 Convention), Article 1 A(2).
103. 1951 Convention, Article 33, para. 1.
104. 1951 Convention, Article 32, para. 2.
105. 1951 Convention relating to the Status of Refugees, Article 31.

- 106. Declaration on the Human Rights of Individuals Who are not Nationals of the Country in Which they Live, Articles 5 and 6.
- 107. 1951 Convention, Article 16.
- 108. 1951 Convention, Article 20.