|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Step | Responsibility | Status | |
| 1 | Security incident occurs or is likely |  |  | |
| 2 | Notify OCHA Field Coordination and Access Units of request (or possible request) for relocation | NGO Forum Security Focal Point (SFP) |  | |
| Note | **NGO Forum is the sole focal point for NGOs** and **UNDSS is the sole focal point for UN AFPs** concerned with relocations.  If OCHA or UNHAS is contacted by NGOs, OCHA/UNHAS must **re-direct NGOs to NGO Forum SFP**. | | |
| 3 | Nominate a single OCHA focal point to lead the process and all communications | OCHA Head of FCU |  | |
| 4 | Alert UNHAS to relocation request, copying UNDSS, NGO Forum, and OCHA Team | OCHA Focal Point (FP) |  | |
| Contacts | **OCHA**:mugari@un.org; albaridi@un.org; nyakurerwa@un.org; mukhwana@un.org; isha.wright@un.org;  **UNHAS**: geoffrey.mwangi@wfp.org; mirwais.motakef@wfp.org; jose.castro@wfp.org; sorin.gifei@wfp.org; onesiphore.mushera@wfp.org; unhas.southsudan@wfp.org; gabriela.acosta@wfp.org; nikolay.riekhtin@wfp.org;  **UNDSS**: kovalev@un.org; [fernando.garcialopez@un.org](mailto:fernando.garcialopez@un.org); [idime@un.org](mailto:idime@un.org); [oyelayo@un.org](mailto:oyelayo@un.org); [hossain22@un.org](mailto:Hossain22@un.org); soc.southsudan@un.org;  **NGO Forum**: security@southsudanngoforum.org; dep-security@southsudanngoforum.org. | | |
| 5 | Use Skype group or create a WhatsApp group to keep all informed (OCHA, NGO SFP, UNDSS FP) | OCHA FP |  | |
| 6 | Coordinate with partners on the ground for details (e.g. security situation, focal point contact details, GPS coordinates) | OCHA FP and NGO Forum SFP |  | |
| 7 | Confirm individual relocation requests with NGO Juba HQs | NGOs on ground |  | |
| 8 | Endorse relocation of NGO staff to NGO Forum SFP in Juba | NGO Juba HQs |  | |
| 9 | Collect NGO staff details, cross-check and confirm “relocatable staff list” with concerned NGO Country Directors, and share final “relocatable staff list” with OCHA focal point (in standard template) | NGO Forum SFP |  | |
| 10 | Collect UN staff details, cross-check with UN AFPs, and share final “relocatable staff list” with OCHA | UNDSS |  | |
| 11 | Consolidate and share final “relocatable staff list” and GPS coordinates with UNHAS and UNDSS | OCHA FP |  | |
| 12 | UNHAS to process the manifest and flight based on the available information | UNHAS Operations |  | |
| 13 | Contact concerned parties to obtain safety assurances, and UNDSS security clearance | UNHAS Security |  | |
| 14 | Provide immediate security clearance to UNHAS | UNDSS |  | |
| 15 | Once FSAs and UNDSS security clearance are obtained, immediately launch a flight | UNHAS Operations |  | |
| 16 | Notify OCHA/NGO Forum/UNDSS of the Estimated Time of Departure (ETD) and Estimated Time of Arrival (ETA) at the relocation and arrival point | UNHAS Operations |  | |
| 17 | Notify partners on the ground of ETD and ETA | NGO Forum/OCHA |  | |
| Note | **UNHAS Radio Room to be contacted by passengers for any issues while boarding: +211 920 403 219, +211 922 465 692, +88 216 444 28476** | | |
| 18 | Once the relocation is complete, UNHAS to communicate to OCHA, UNDSS, and NGO Forum SFP exact number and final list of relocated staff | UNHAS Ops |  | |
| 19 | Report relocation to Access and Communications Units (indicating location, how many staff relocated from how many INGOs/NGOs/Agencies, at which date). | OCHA FP |  | |
| 20 | Hold an After-Action Review, if needed, to discuss lessons learned and required improvements in the future. | OCHA FP, UNHAS, UNDSS, NGO SFP |  | |
| Note | **All relocations must be handled at the Juba level** through a dedicated OCHA FP. Any road relocation with the use of UNMISS Force assets must only be considered as a last resort and follow the MCDA process; in an approved move, OCHA Access will notify JOC-OPS. | | |

Key Contacts – Juba

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Organization | Name | Title/Role | Phone | Email |
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| Booking Office | Booking Office | +211 922 465 575  +211 912 380 184 | unhas.southsudan@wfp.org; |
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| Radio Room | Radio Room  HF Call sign: SJF2, VHF Call sign: JF BASE 2 | +211922292828/ +211912804154  +211 920 403 219 / +211 922 465 692  +211 912 380 160/+88 216 211 11138  VSAT: 1369-4400, 1369 4429 | unhasjuba.radioroom@wfp.org  (same as Skype) |
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