

CONSULAR CONTINGENCY PLAN TEMPLATE

MICIC Capacity-Building Tool

The opinions expressed in the publication are those of the authors and do not necessarily reflect the views of the International Organization for Migration (IOM). The designations employed and the presentation of material throughout the publication do not imply the expression of any opinion whatsoever on the part of IOM concerning the legal status of any country, territory, city or area, or of its authorities, or concerning its frontiers or boundaries.

IOM is committed to the principle that humane and orderly migration benefits migrants and society. As an intergovernmental organization, IOM acts with its partners in the international community to: assist in meeting the operational challenges of migration; advance understanding of migration issues; encourage social and economic development through migration; and uphold the human dignity and well-being of migrants.

© 2017 International Organization for Migration (IOM)

Table of contents

Introduction	4
Consular contingency plan template	5
1. Contact information of the Foreign Post	5
2. Introduction and objectives of the plan	6
3. Area/country risk profile	7
4. Profile of the local community of nationals	8
5. Crisis scenarios	9
6. Roles and responsibilities	10
7. Evacuation plan	12
8. Phases of the crisis and responses	13
9. Logistics	14
Annexes	15

INTRODUCTION

This template aims to provide Foreign Posts with a structure and some basic guidance on drafting a consular contingency plan to prepare for emergencies that could affect nationals in their area or country of jurisdiction. This template was distilled from publicly available Contingency Plans drafted by Consular Posts of Scandinavian Countries, the United States and the Philippines, as integrated through practices and experiences shared by government representatives as part of the evidence gathering work carried out in the framework of the Migrants In Countries In Crisis (MICIC) Initiative.

It is designed to provide comprehensive indications on a variety of elements. Not all of these elements will be relevant to every geographical context or potential crisis situations. The template should be interpreted as a blueprint and adapted depending on the area's exposure to crises and the post's capacities and priorities.

While it is often useful to disseminate and make public contingency plans as a way to increase nationals' awareness on potential crises and recommended response measures, many of the sections included in this contingency plan template include information that may be sensitive, depending on the crisis situation (e.g. information on the community of nationals, planned evacuation routes or sites, budget) and should therefore be kept confidential. A decision to publish all or parts of the plan should be taken on a case-by-case basis.

It is also important to note that contingency plans should be regularly updated, in order to reflect changing profiles of the community of nationals in the country or area, potential crisis scenarios and other contextual factors.

CONSULAR CONTINGENCY PLAN TEMPLATE

1. Contact information of the Foreign Post

This section should include basic contact information about the Foreign Post for which the plan is being compiled and for other relevant institutions (the Embassy in the country, other Foreign Posts in the country or region, and the capital's Foreign Service). This information is useful for nationals to access information disseminated through relevant official channels or to actively reach out to consular representatives in the country.

It can be useful to have all this information displayed on a single page, for ease of consultation by nationals. A single page with all contact information can also be transported more easily by people during an evacuation.

It is desirable to have at least this section translated in all languages spoken by nationals.

- Visiting address.
- Mailing address.
 - Can include a map and directions.
- Opening hours.
- Telephone during office hours.
- Telephone outside working hours.
- Fax.
- Contact e-mail.
- Websites (including links to the registration systems) and social media pages.
 - The post's website and social media pages.
 - The Embassy's website and social media pages.
 - The Foreign Service's website and social media pages.
- Contacts of area coordinators/wardens.
 - Areas to which different coordinators are assigned.
 - Name, address, phone number and e-mail contact of each coordinator.
- Specific options for emergency communications.
 - Details to register for receiving emergency communications, including travel advisory/early warning websites and apps.
 - Satellite phone number of the post.
 - Radio broadcasting frequencies.
 - Emergency hotline of the post (if number is known).
 - Emergency hotline of the Foreign Service (if number is known).
 - Contacts of the home country's crisis cell.

2. Introduction and objectives of the plan

This section should include basic information on what the plan covers, and what its objectives are. It should identify:

- The main objective of the plan (e.g. providing assistance to all the citizens in the area) and its secondary objectives (e.g. protection of facilities, continuity of services in emergencies).
- Who does the plan refer to (e.g. citizens, citizens of third countries for which emergency assistance agreements exist, other selected non-citizens) and in what area (e.g. the area of jurisdiction of the post) – specifying if particular individuals are excluded.
- What is the mandate and authority of the institution drafting the plan (e.g. legal basis for drafting the plan, relations).
- Links and coordination mechanisms to other preparedness and response mechanisms and institutions (e.g. planning framework of the home country, interventions of crisis cells and deployment teams).

2.1 Testing and socializing the plan

This section may highlight the need for individual nationals to be prepared (e.g. by including a list of minimum preparedness measures, by suggesting that nationals set up a family preparedness plan, or participate in preparedness arrangements and exercises in their neighbourhood, workplace, school, etc. In alternative, this information can be included as a stand-alone page in annex, so that people can more easily extract/transport it.

This section could also provide information on planned/regular drills or information sessions that are rolled out for the benefit of nationals.

3. Area/country risk profile

This section should include basic information on the area or country covered by the plan that is relevant to emergency preparedness. It is often useful to include a map (also to clarify the coverage of the plan). In addition, this section should identify:

- What are the main crises that could hit the area or the country (both natural and man-made), and create a “ranking”, based on their relevance (e.g. frequency/recurrence, imminence, intensity).
- Relevant trends in the main factors of risk in the area or country (e.g. evolution of the security situation, seasonal cycles of natural hazards).
- Main environmental, political and economic development to watch out for.
- Main geographical features and points of interest in the area (e.g. cities, transportation infrastructure).

This section should include risk maps for the various hazards that can affect the area (if they are available), which provide data on the possibility and expected intensity of future events and their impacts.

3.1 Definition of zones within the plan's area

The plan can identify smaller zones within the area of jurisdiction to help identify:

- Area coordinators.
- Options for service provision.
- Evacuation procedures.
- Number of nationals in the area.

3.2 National crisis preparedness/management context

The plan should indicate what structures the host country has in place to manage crises, mandated institutions and their contacts.

It can also be important to specify whether these institutions have a contingency plan in place, and whether and how the post's contingency plan coordinates with the host institutions' arrangement.

4. Profile of the local community of nationals

This section should include basic information on the size, composition and characteristics of the local community of nationals. It should help identify:

- How many nationals reside in the area, and how many typically transit or visit it (including, if relevant, dynamics over day and night, times of the year, season, etc.).
- Where they concentrate (i.e. hotspot of their presence: residential districts, employment areas, touristic destinations).
- Their demographics (sex, age group).
- Their family status (i.e. how many live alone, how many have families in the area).
- Percentage of nationals with different immigration statuses, and implications for planning (e.g. different access to emergency assistance or basic service in host countries).
- Language spoken within the group of nationals.
- Identification of particularly vulnerable groups (e.g. unaccompanied children, unassisted elderly or disabled nationals, isolated workers, unregistered migrants, migrants in transit, detained migrants, nationals who may not want to seek assistance or who may face legal, administrative or practical barriers to evacuating).

5. Crisis scenarios

This section should identify possible crisis scenarios that could unfold in the area. Each crisis scenario should highlight:

- Type, intensity, location and timing of a hazard that may be hitting the area or country.
- What impacts it would have on affected persons, including on affected nationals (how many nationals would be affected, where, what kind of impacts they would likely suffer).
- What impacts it would have on local communication and transportation networks, capacity of response actors.
- What forms of assistance would be needed by affected nationals, and priority responses that would be rolled out (from the post, Embassy, regional or global crisis response centre).

These assumptions help establish appropriate response mechanism, and evaluate available capacities and resources.

As developing crisis scenarios for all potential hazards may be unpractical, it is possible to either develop scenarios only for the top ranked ones, or to identify groups of hazards that may have similar impacts (e.g. floods and landslides, earthquakes and tsunamis).

Summaries can be included in the plan, while extended version of the scenarios can be included in annex.

6. Roles and responsibilities

This section should identify the organization of the response structure in the case of a crisis. This means identifying the key responsibilities that need to be covered as part of the response. These may include:

- Overall decision-making and coordination (chain of command).
- Hazard monitoring (may be the responsibility of an external actor, often an institution of the host country or an international organization).
- Situation assessments and field visits.
- Coordination of personnel and volunteers.
- Coordination with the community of nationals.
- Emergency communications (please note that it might be useful to also develop a full emergency communications plan, including roles and responsibilities, channels to be used, messages to be conveyed, and languages).
- Budget.
- Registration of nationals.
- Assistance to affected nationals.
- Specific provisions for identified particularly vulnerable groups/individuals.
- Evacuations.

For each of the relevant functions, the plan should identify a responsible person, and one or more alternates. It can be useful to include their contact details in the plan.

For each position, the plan should identify main functions and responsibilities at each stage of the crisis.

In case the plan identify different zones, it may be necessary to set up coordination structures for each of them, including identify individuals who will take on a coordination role for each area, and their responsibilities and contact details.

Drawing an organigram can help present the coordination structure and highlight hierarchy and coordination and communication channels.

6.1 Coordination structures

The plan can identify external actors whose work is important to the different areas of the plan, and list focal points (and their contact details) for each of them. These might include:

- Host country governmental actors.
- Employers or recruiters.
- Transportation companies.
- Local NGOs and service providers.

The plan can also highlight existing communication channels and coordination mechanisms (e.g. referral systems, coordination agreements).

7. Evacuation plan¹

This section should identify:

- safe locations to which people can move to escape the immediate impacts of hazards.
- exit points through which people can leave the country.
- routes they can use to reach them.
- possible meeting/gathering points.
- transit points, in case of international evacuations.
- local and long-distance transportation options that may be available in the event of a crisis.

The plan should identify safe sites, exit points and evacuation routes and provide basic information on their location and characteristics (including services evacuees should be able to receive at different locations).

In the case of roads, the plan can identify recommended roads and alternates to reach evacuation sites and exit points from the main locations in which nationals concentrate. Depending on the situation, this may require providing information to move within a country or to find a specific building within a city (or often both). Different routes may be recommended depending on the crisis faced.

If the plan covers multiple zones, it may be necessary to identify sites and routes for each one of them.

Providing maps at different scales with this information, as well as detailed directions (in particular for local navigation), and pictures to identify specific sites/buildings can be very useful for evacuees. Such maps can also be included in annex for use as stand-alone documents.

¹ For more detailed guidance on this, please refer to the MICIC tool on “Planning for, and supporting evacuations”.

8. Phases of the crisis and responses

Contingency plans should identify triggers (events that mark the activation of different levels of response) and phases (periods in which different kind of responses are expected by the different actors of the plan). Number of phases and kind of triggers can be different depending on the crisis.

A typical example is articulated around 4 phases:

- Heads down (potential for risky situation: monitoring and checking preparedness arrangements).
- Leave unless you must remain (crisis is imminent: nationals advised to leave the country).
- Get out without delay (safety is not guaranteed anymore: evacuate non-essential staff and nationals).
- Closure of the mission (acute crisis: evacuate all staff, close the mission).

For each of these phases, the plan should identify what is expected by individual nationals, by each member of the response coordination structure, or by the Embassy or other region/capital-based coordination centre.

9. Logistics

This section should identify the requirements of items and materials that the post will need in order to implement the plan. This allows to create stockpiles of essential items that can be accessed in case of need. Such stockpiles should include:

- Communication equipment (and in particular satellite phones and radio broadcasting equipment).
- Basic relief items (first aid supplies, non-perishable food, water, clothes).
- Materials for registering affected nationals (forms, stationary).
- Materials for issuing documentation (blank passports and modules for laissez-passers, stamps and stamp pads).
- Vehicles.
- Other items (flags, t-shirts or other identification signs for staff).

For all these items, it is important to remember to plan for unforeseen events and challenges: it is always good to over-prepare, stockpiling more items than what it would seem strictly necessary.

9.1 Budget

This section should identify the budget needed to execute the different components of the plan.

As part of planning exercises, it is useful to also identify resources available at the post, Embassy or capital level that can be used to implement the plan.

ANNEXES

Registration form

To be used by the consular staff to record request for assistance and gather individual information on affected nationals (including their emergency contacts).

Financial responsibility form

To be used by the consular staff to confirm the national's understanding and consent that s/he will be held responsible to cover part of, or all, expenses related to the crisis response and the evacuation.

Do's and don'ts in emergencies

List of recommendations to be followed by nationals in emergencies, including how to prepare an emergency "grab bag". Can be targeted depending on the crisis faced. Can be used as a stand-alone document.

Contacts of the consular post

Information as listed in section 1. Can be used as a stand-alone document.

Evacuation maps

Maps with evacuation shelters, safe sites, and recommended evacuation routes (and alternate routes) can be included in annex. Maps can also include detailed indications to reach specific sites as well as pictures to identify buildings and locations. Maps should be designed as a stand-alone document for people to carry with them in case of need.

Contact list of service providers

A list of service providers can also be included (also designed as a stand-alone document for people to carry with them in case of need). The list should include names, contact details, and physical address of the below institutions. It can be useful to also include this information on a custom map.

- Hospitals and clinics, including ambulances.
- Fire brigades.
- Police.
- Translators and interpreters.
- Legal assistance.
- Location of emergency shelters.
- Local transportation providers (taxi and minibus companies, public transportation companies).
- Community kitchens.
- Relevant NGOs.

Extended crisis scenarios

Full versions of the crisis scenarios can be included in annex, in order to keep the plan more condensed.



International Organization for Migration (IOM)

The UN Migration Agency

MICIC Secretariat

International Organization for Migration

17, Route des Morillons

CH-1211, Geneva 19

Switzerland

Tel.: +41.22.717.9111

micicinitiative.iom.int

MICICSecretariat@iom.int