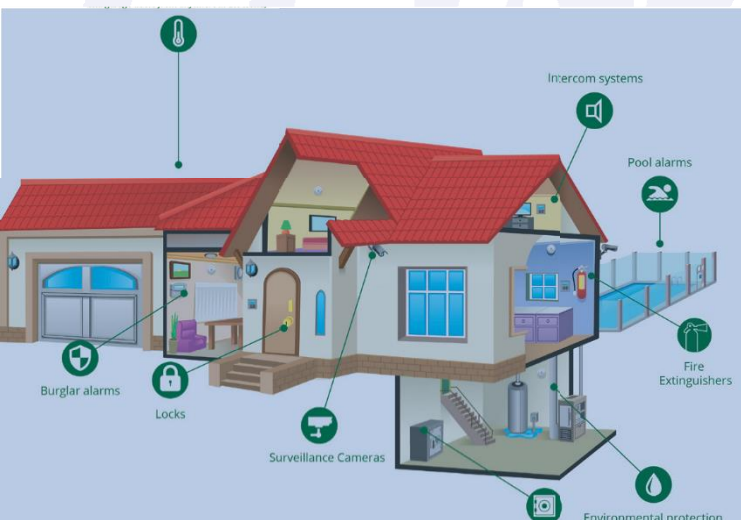


CHAPTER IV

Security Management



Section M

RESIDENTIAL SECURITY MEASURES

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Revision: June 2022

In June 2022, the Inter-Agency Security Management Network (IASMN) approved a revision of the Residential Security Measures Policy. The change was made to harmonize this document with the Armed Private Security Companies (Chapter 4, Section I of the Security Policy Manual) as well as bring both policies in line with recent system-wide guidance changes.

A. Introduction

1. The primary responsibility for the safety and security of United Nations Security Management System (UNSMS) organizations rests with the host Government. At times, however, governments may be unable to provide the necessary protection to UNSMS personnel when there is a partial or total breakdown of law and order resulting in increased criminal activity.
2. Under such exceptional circumstances, Residential Security Measures (RSMs) may be approved to enhance residential security. RSMs may include residential security advice and training, procedures and restrictions, and the installation of security enhancements in or around residences (“cost-based elements”).
3. UNSMS personnel have a shared responsibility for ensuring their safety and security, in conjunction with the Organization, regardless of whether RSMs are approved. Therefore, it is incumbent upon all such personnel to ensure that they understand their threat environment and basic residential security principles and, in response, implement all practical and appropriate measures to enhance their residential security, commensurate with their threat environment, at all times.
4. RSMs are distinct from Security Risk Management Measures (SRMM). RSMs do not constitute a set of baseline measures to be applied uniformly across all duty stations. They may vary across duty stations depending upon the residential security risk environment. Once approved for a duty station, the implementation of RSMs shall be mandatory.

B. Applicability

5. This policy is applicable to all internationally recruited or internationally deployed individuals covered under the *UNSMS Security Policy Manual*, Chapter III (“Applicability of the United Nations Security Management System”). These individuals shall herein be referred to as “personnel.”¹
6. This policy is also applicable to eligible family members of personnel residing with such personnel at the duty station.

C. Purpose

7. RSMs are intended to protect personnel from physical harm or injury at their residence as a result of increased criminal activity at the duty station. RSMs are not intended to safeguard property.
8. RSMs do not constitute an entitlement or allowance and shall not include cost-based elements that specific entitlements or allowances are intended to cover.²

¹ This policy shall not apply to personnel required to live in a specific residence provided by their respective parent organization (e.g., guesthouse or compound at a high-risk duty station).

² For details on specific allowances and entitlements applicable in the UN Common System, please refer to the website of the International Civil Service Commission (www.icsc.un.org).

D. Basis for RSMs

9. The Security Risk Management (SRM) constitutes the basis upon which RSMs are recommended and approved. The SRM process must be conducted in accordance with the *UNSMS Security Policy Manual* (SPM), Chapter IV, Section A (“Policy on Security Risk Management (SRM)”). The SRM process must reasonably justify the existence of a “partial or total breakdown of law and order resulting in increased criminal activity,” and, therefore, the need for RSMs at the duty station. Whenever possible, the SRM process shall include information on the following:
 - (a) Nature, location and frequency of crimes or attacks, or the threat of crimes or attacks, targeting the residences of members of the international community at the duty station; and
 - (b) Effectiveness of RSMs implemented by local authorities.
10. The SRM process may be supplemented by information relating to residential security at the duty station, including the following:
 - (a) RSMs commonly implemented by other members of the international community for similarly situated personnel or eligible family members;³ and
 - (b) Underlying cause(s) of a partial or total breakdown of law and order resulting in increased criminal activity at the duty station, including intolerance or hostility towards identifiable individuals or groups at the duty station.
11. If a SRM process warrants the use of armed protection as an RSM, provisions of *UNSMS Security Policy Manual* (SPM), Chapter IV, Section I, “Armed Private Security Companies (PSCS),” also apply.

E. Roles and Responsibilities for Determining RSMs

12. The Designated Official (DO), in consultation with the Security Management Team (SMT), shall determine what RSMs, if any, will be recommended for the duty station based upon the SRM process and any supplementary information. As noted in Section A (“Introduction”), RSMs may include residential security advice and training, procedures and restrictions, and cost-based elements. The following shall apply when recommending cost-based elements:
 - (a) The DO, in consultation with the SMT shall reasonably justify any recommended cost-based elements based upon the SRM process and any supplementary information.
 - (b) The DO/SMT shall not recommend any cost-based elements commonly installed by owners or lessors of residential properties at the duty station.⁴
 - (c) The DO, in consultation with the SMT, shall determine a financial cap (i.e., maximum amount) for each cost-based element. When determining such a cap, the DO/SMT shall first consider a common services approach, seeking economies of scale, common standards of performance and quality of service.

³ Commonly implemented RSMs may change over time. Therefore, the Designated Official (DO)/Security Management Team (SMT) should take into account the local context when identifying such RSMs.

⁴ Commonly implemented RSMs may change over time. Therefore, the DO/SMT should take into account the local context when identifying such RSMs.

One-time installation costs and recurrent costs (i.e., for operation or maintenance, as applicable) shall be identified separately.

13. The following procedures shall be followed by the DO when proposing RSMs and financial caps to the United Nations Department of Safety and Security (UNDSS) and by UNDSS when subsequently evaluating the DO's proposal:
 - (a) The DO's proposal, consisting of the SRM measures as part of the SRM process, and any supplementary information as well as recommendations for RSMs and financial caps, shall be submitted to UNDSS's Division of Regional Operations (DRO).
 - (b) Within fifteen (15) calendar days of the receipt of the DO's proposal, UNDSS/DRO shall:
 - (i) Evaluate the DO's proposal, in consultation with the relevant Chief Security Adviser (CSA)/Security Adviser (SA) or Country Security Focal Point (CSFP) in the field; and
 - (ii) Share the evaluation and the DO's proposal, including the outcome of the SRM process and any supplementary information, with the Headquarter Security Focal Points (SFPs) of respective parent organizations.
 - (c) Within fifteen (15) calendar days of the receipt of UNDSS/DRO's evaluation, the Headquarter SFPs of respective parent organizations shall provide input to UNDSS/DRO. If no input is provided, consensus shall be implied.
 - (d) Within five (5) calendar days of the receipt of input, UNDSS/DRO shall seek to establish consensus on the DO's proposal, in consultation with the Headquarter SFPs of respective parent organizations.
 - (i) If consensus is established, UNDSS/DRO shall notify the DO of any approved RSMs and financial caps.
 - (ii) If consensus is not established, a Residential Security Measures Review Group (RSMRG) shall be convened in accordance with the RSMRG's Terms of Reference.⁵
- (b) Once approved, RSMs and financial caps for the duty station can only be modified through the submission of a new proposal by the DO, together with the most recent SRM process documents and any supplementary information.

F. Roles and Responsibilities for Implementing RSMs

14. Parent organizations at the duty station shall ensure that their respective personnel attend a security briefing upon their initial arrival at the duty station.⁶ The most senior security professional directly supporting the DO shall ensure that the content of the security briefing includes sufficient residential security advice to inform personnel of the residential security environment and any approved RSMs.⁷

⁵ The RSM Review Group's Terms of Reference are found in Annex A to this policy.

⁶ The *Framework of Accountability*, Annex, Section G, paragraph 16 mandates representatives of United Nations Security Management System (UNSMS) organizations to require their respective personnel to "attend appropriate security awareness briefings and learning."

⁷ The *Framework of Accountability*, Annex, Section K, paragraph 16 mandates Principal Security Advisers/Chief Security Advisers/Security Advisers to "establish a system for briefing all UNSMS personnel and their eligible family members upon initial

15. Parent organizations shall inform their respective personnel of their individual responsibility to implement RSMs, in accordance with this and other UNSMS policies guidelines and procedures as determined for the Security Area, including the contracting of any service from a private security company.
16. Parent organizations shall hold their respective personnel accountable for any default, fraud or deceit with regard to RSMs.
17. With regard to cost-based elements, parent organizations shall notify personnel of the financial and implementation modalities under which such elements may be obtained.
 - (a) In cases where parent organizations determine that the length of deployment does not justify obtaining a residence at the duty station, parent organizations shall ensure, whenever feasible, that personnel are provided with or directed to temporary accommodation where adequate security measures are fully implemented, as applicable to the duty station.
18. Personnel are required to abide by the security policies and guidelines of the UNSMS and their respective parent organization, including with regard to RSMs.⁸
19. Personnel shall notify their respective parent organization of any delay or difficulty in implementing RSMs at their residence.
20. Personnel who change their residence within the duty station may be eligible for RSMs at their new residence, depending on the circumstances for the change. Such circumstances shall be reviewed by their respective parent organization on a case-by-case basis.
21. Personnel may supplement RSMs at their own expense to fit their particular circumstances.

G. Roles and Responsibilities for Compliance and Oversight

22. In addition to their roles and responsibilities noted in Section E (“Roles and Responsibilities in Determining RSMs”), the DO/SMT shall establish compliance mechanisms for the duty station to verify that RSMs are properly implemented.⁹ The DO/SMT shall designate the relevant P/C/C (SA)¹⁰ to implement such mechanisms, which shall, whenever feasible, include an on-site visit to the residence.¹¹

arrival, providing local security training as necessitated by SRM measures and ensuring they are kept informed of matters affecting their security.”

⁸ The Framework of Accountability, paragraph 37 states: “Personnel employed by UNSMS organizations are accountable to their respective organizations. All personnel, regardless of their rank or level, have the responsibility to abide by security policies, guidelines, directives, plans and procedures of the UNSMS and its organizations.”

⁹ The Framework of Accountability, Annex, Section G, para. 5 states that representatives of UNSMS organizations/ SMT members are to “assist the DO on all security matters in particular for the development, implementation and maintenance of security plans, SRM, residential security measures and any other security requirements established in accordance with UNSMS policies.”

¹⁰ In duty stations where no Chief Security Adviser (CSA)/Security Advisers (SA) is present, the Designated Official (DO)/Security Management Team (SMT) shall designate a representative from UNSMS organizations present at the duty station to implement such mechanisms.

¹¹ The *Framework of Accountability*, Annex, Section K, paragraph 15 requires Principal Security Advisers (PSAs)/Chief Security Advisers (CSAs)/Security Advisers (SAs) to “conduct security surveys of residential areas and premises” while paragraph 10 requires them to “Report to the DO and concerned representatives of UNSMS organizations instances of non-compliance with security

23. UNDSS shall submit an annual report to the IASMN identifying duty stations where RSMS have been proposed, approved or implemented over the past year and any related observations and trends.

H. Final Provisions

24. This policy shall be made available to all UNSMS organizations and to all individuals covered under the UNSMS *Security Policy Manual* (SPM), Chapter III (“Applicability of the United Nations Security Management System”).
25. This policy shall be supplemented by Residential Security Measures (RSM) Guidelines in the UNSMS *Security Management Operations Manual* (SMOM). These guidelines are intended to complement this policy and, therefore, shall not be interpreted as limiting or prejudicing this policy in any way. These guidelines shall be made available to all UNSMS organizations and to all individuals covered under the UNSMS Security Policy Manual (SPM), Chapter III (“Applicability of the United Nations Security Management System”).

policies, practices and procedures”. Furthermore, the Framework of Accountability, Annex, Section N, paragraph 10, requires Security Personnel of UNSMS Organizations to “Report to the UNSMS Organization representative and UNDSS instances of non-compliance with security policies, practices and procedures”. Finally, the Framework of Accountability, Annex, Section G, paragraph 10 mandates representatives of UNSMS organizations to “ensure compliance within their organization with all approved SRM measures” while paragraph 12 requires them to “take corrective action on instances of non-compliance with approved SRM measures, UNSMS policies, practices and procedures” and “inform the DO on actions taken or challenges encountered.”

Annex A

Terms of Reference for the Residential Security Measures Review Group (RSMRG)

1. The Residential Security Measures Review Group (RSMRG) is intended to resolve an impasse between the United Nations Department of Safety and Security's Division of Regional Operations (UNDSS/DRO) and Headquarter Security Focal Points (SFPs) of respective parent organizations with regard to what RSMs, if any, shall be approved for a duty station based upon the proposal submitted by the Designated Official (DO).
2. The RSMRG shall convene whenever consensus cannot be established between UNDSS/DRO and Headquarter SFPs of respective parent organizations with regard to the DO's proposal. The RSMRG shall meet no later than forty-five (45) calendar days after UNDSS/DRO's initial receipt of the DO's proposal.
3. The RSMRG shall include the following members:
 - (a) The Director or Deputy Director of UNDSS/DRO, as Chair of the RSMRG, with the relevant UNDSS/DRO Desk Officers present;
 - (b) A maximum of three Headquarter SFPs of United Nations Security Management System (UNSMS) organizations with a presence at the duty station, including the UNSMS organization with the greatest number of personnel at the duty station; and
 - (c) Three Headquarter SFPs nominated by the Inter-Agency Security Management Network (IASMN) to serve on the RSMRG on an annual basis.
4. The RSMRG shall require a quorum of five (5) members, with at least one (1) member identified under paragraph c(i), c(ii), and c(iii) of this Annex, respectively, in attendance.
5. The RSMRG shall evaluate the DO's proposal in an effort to establish consensus.
 - (a) If consensus is established, the Director or Deputy Director of UNDSS/DRO, as Chair of the RSMRG, shall notify the DO and Headquarter SFPs of respective parent organizations of any approved RSMs and financial caps.
 - (b) If consensus cannot be established within forty-five (45) calendar days after UNDSS/DRO's initial receipt of the DO's proposal, the Under-Secretary-General for Safety and Security shall take the final decision, either upholding the DO's proposal or incorporating any amendments.
6. The Director or Deputy Director of UNDSS/DRO, as Chair of the RSMRG, shall ensure that a written summary of the RSMRG's deliberations and related outcome is provided to the DO and Headquarter SFPs of respective parent organizations.