Country welcome pack

Introduction

When completing this country welcome pack, please **refer to the country risk management procedure**, which details:

* **When** country security plans and country welcome packs are required.
* **Who** writes country security plans and country welcome packs.
* **Who** reviews and approves country security plans and country welcome packs.
* **When** country security plans and country welcome packs should be updated.
* **What** sources of information can support your analysis.

Note: It will be helpful to **complete the country security plan before** completing this country welcome pack.

What is the country welcome pack?

The country welcome pack seeks to provide useful security information alongside **practical guidance for visitors**. Countries are encouraged to include other relevant information in addition to the following.

* Key facts about the country operations.
* Details of the country’s top threats and mitigation measures for diverse and all travellers.
* Information on what travellers need to do before, on arrival and during travel to the country.
* Useful information (including local laws and customs, entry requirements, airport transfer information, currency, places to stay and eat, communications, climate, common illnesses/diseases, crime, religion
and celebrations).
* An identification of any entry and departure requirements.
* A list of important contacts.
* Translated key words and phrases.

Overview

Country operations facts

|  |  |
| --- | --- |
| Country name |  |
| Security Focal Point contact details |  |
| Office address(es) |  |
| Team member details | e.g., number of team members resident in the country. |
| Activity summary | e.g., observatory, research, partner, grantee and fellow activities. |
| Other relevant information |  |

Risk level

The table below shows the **country risk level** provided by the GI-TOC’s insurer (https://www.garda.com/crisis24).

|  |  |
| --- | --- |
| Country risk level | MINIMAL / LOW / MEDIUM / HIGH / CRITICAL \* Delete as appropriate.  |

Inclusive security

Lone travellers and travellers with diverse profiles

The table below identifies and describes the key threats and mitigations for **lone travellers and travellers with elevated exposure to risk** (e.g., female, LGBTIQ+ travellers). Use the inclusive security and increased exposure table in the safety and security policy for guidance:

|  |  |  |
| --- | --- | --- |
| Threat and description | Those most vulnerable to the threat | Recommended mitigations |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

All travellers

The table below identifies and describes the key threats and mitigations for **all travellers**.

|  |  |  |
| --- | --- | --- |
| Threat | Threat description | Recommended mitigations |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

Travel guidance

Before travel

|  |
| --- |
| Key travel information |
| Time zone |  |
| Working days / hours |  |
| Electrical plug type |  |
| International dialling code |  |

|  |
| --- |
| Laws and customs |
| What are the local laws and customs that travellers need to be aware of (e.g., LGBTQ+ laws, taking photographs, importation restrictions)? |

|  |
| --- |
| Entry requirements |
| What are the essential travel items that travellers need to bring with them (e.g., specific clothing, door jammers, emergency money, medicines / prophylaxis)? |

|  |
| --- |
| Other important information |
| Is there any other important information that travellers need to be aware of (e.g., registration status, activity sensitivity, digital and information security, ‘no-go zones’)? |

|  |
| --- |
| Packing checklist |
| What are the important items that travellers should bring with them? (e.g., cash, passport, valid visa, yellow fever vaccination certificate, COVID-19 vaccination certificate, invitation / visa letter, spare clothes for one day (in case of luggage delay), cell phone (with contacts saved, for emergency calls upon arrival). |

On arrival

|  |
| --- |
| Airport transfer information |
| How will travellers get from the airport to the office / their accommodation (e.g., airport pick-up, public transport, taxi services)? |

|  |
| --- |
| On arrival security briefing |
| Who will provide travellers with an on arrival security briefing? Where and when will this take place? |

During travel

|  |
| --- |
| Money and banking |
| Main currency |  |
| Credit card use / safety |  |
| ATM use / safety |  |
| Other information |  |

|  |
| --- |
| Recommended accommodation |
| **Information** | **Option 1** | **Option 2** | **Option 3** |
| Name |  |  |  |
| Address |  |  |  |
| Tel. |  |  |  |
| Website |  |  |  |
| Travel time from airport |  |  |  |
| Travel time from office |  |  |  |
| Payment information |  |  |  |

|  |
| --- |
| Recommended restaurants |
| **Information** | **Option 1** | **Option 2** | **Option 3** |
| Name |  |  |  |
| Address |  |  |  |
| Tel. |  |  |  |
| Website |  |  |  |
| Type of food |  |  |  |
| Budget |  |  |  |

|  |
| --- |
| Communications |
| What do travellers need to know about local communications (e.g., international roaming, local SIM cards, preferred apps)? |

|  |
| --- |
| Climate |
| What do travellers need to know about the climate (e.g., general climate, wet and dry / summer and winter seasons, natural disaster landscape, clothing and protection)? |

|  |
| --- |
| Religion, celebrations and events |
| What do travellers need to know about religion, celebrations and events (e.g., key religions and beliefs, national holidays, large celebrations, upcoming elections)? |

On departure

|  |
| --- |
| Departure process |
| What do travellers need to know about the departure process (e.g., departure taxes, exportation restrictions)? |

Important contacts

GI-TOC contacts

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Tel. | Email | Notes |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

Emergency services

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Tel. | Email | Notes |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

Medical facilities

|  |  |  |  |
| --- | --- | --- | --- |
| Name and location | Tel. | Email | Notes |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

Recommended transportation providers

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Tel. | Email | Notes |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

Other important contacts

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Tel. | Email | Notes |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

Local language translation

|  |  |
| --- | --- |
| Hello |  |
| How are you? |  |
| I am well |  |
| Nice to meet you |  |
| My name is… |  |
| What is your name? |  |
| Please |  |
| Thank you |  |
| Yes |  |
| No |  |
| Where is…? |  |
| How much does this cost? |  |
| I don’t understand |  |
| Do you understand me? |  |
| I am lost |  |
| I need your help |  |
| Is this normal? |  |
| Could I use your phone to call someone? |  |