General Assembly

Distr.: General
27 September 2013

Original: English

Sixty-eighth session
Agenda item 70
**Strengthening of the coordination of humanitarian and
disaster relief assistance of the United Nations, including
special economic assistance**

Safety and security of humanitarian personnel and protection of United Nations personnel

Report of the Secretary-General

Summary

   The General Assembly, in its resolution 67/85, requested the Secretary-General to submit to it, at its sixty-eighth session, a comprehensive and updated report on the safety and security of humanitarian personnel and protection of United Nations personnel and on the implementation of the resolution. The present report provides an update on the safety and security of United Nations personnel over the past year and on the efforts of the Department of Safety and Security to implement the recommendations contained in resolution 67/85 that fall under the Department's purview.

   The report describes the measures taken by the Department of Safety and Security and the United Nations security management system to realize the strategic vision of a modern, professional and effective security management system in ensuring the protection of United Nations personnel, premises and assets for the conduct of United Nations activities. The report provides an assessment of United Nations security management policies, efforts, initiatives and multi-faceted strategies in the evolving global security environment.

13-48884 (E)   141013

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I. Introduction

1.   In its resolution 67/85, the General Assembly requested the Secretary-General to submit to it, at its sixty-eighth session, a report on the safety and security of humanitarian personnel and protection of United Nations personnel and on the implementation of that resolution. The present report provides an update on the safety and security of United Nations personnel over the past year and on the efforts of the Department of Safety and Security to implement the recommendations contained in resolution 67/85 that fall under its purview.

2.   The present report contains an analysis of security incidents that affected United Nations personnel[1] in the calendar year 2012 and compares the data, where applicable, to those of 2011 and previous years. Moreover, the report provides information on security incidents in the first six months of 2013. Such analysis presents a picture of the threats that the United Nations system faces as it delivers its programmes, including humanitarian assistance.

3.   The report describes the measures taken by the Department of Safety and Security and the United Nations security management system to realize the strategic vision of a modern, professional and effective security management system that supports designated officials and security management teams worldwide. That system is aimed at providing the highest level of security for United Nations personnel and premises to enable United Nations programmes and activities to be carried out to the maximum extent possible. Pursuant to resolution 67/85, the report contains an assessment of the policies, strategies and initiatives of the United Nations system in the field of safety and security.

II. Security challenges and threats against United Nations personnel

4.   Diverse security threats against United Nations personnel remain acute. Deliberate attacks and an alarming rise in abductions reflect the dangerous environments in which United Nations personnel serve. In the current global security environment, the United Nations is often an alternative and relatively soft target. The asymmetrical nature of global conflicts has been increasingly prominent. Meanwhile, demands for the United Nations to operate in challenging security environments continue to grow.

5.   United Nations and associated personnel continued to operate in 2012 and the first half of 2013 in increasingly high-risk areas, including amid armed conflicts and in volatile post-conflict environments. Member States and people around the world rightfully expect the United Nations to be present in situations of crisis, natural

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[1] For the purpose of the present report, the term "United Nations personnel" refers to all personnel covered by the United Nations security management system, including United Nations system personnel, United Nations Volunteers, individually deployed military and police personnel in Department of Peacekeeping Operations- or Department of Political Affairs-led missions, consultants, individual contractors, experts on mission and other officials with a direct contractual agreement with an organization of the United Nations system. The term does not refer to military members of national contingents or members of formed police units when deployed with their contingent.

disaster and political upheaval, which often result in dire humanitarian situations that require a United Nations presence to aid the affected population.

6. United Nations premises remained vulnerable to violent deliberate attacks by extremist elements. On 19 June 2013, in a complex extremist attack on the United Nations common compound in Mogadishu, eight United Nations and associated personnel were killed: a staff member of the United Nations Development Programme, three contractors and four Somali security guards. An unconfirmed number of Somali civilians were also killed in that appalling attack. It followed another attack, against the International Organization for Migration (IOM) in Kabul on 24 May 2013. One IOM staff member died as a result of that attack.

7. In view of unabated security challenges and threats, the United Nations security management system[2] continued to refine its policies and operations to meet the evolving demands for a United Nations presence worldwide.

A. Personnel affected by security incidents in 2012

8. Accurate information analysis is essential to make an accurate assessment of the security challenges facing the United Nations. During the reporting period, the Department and the United Nations security management system continued to enhance information gathering and the analysis of security incidents affecting United Nations personnel.

9. Currently, the United Nations security management system is responsible for over 150,000 personnel in more than 187 countries. Some 30,000 United Nations personnel serve at headquarters locations[3] and more than 120,000[4] serve in non-headquarters duty stations, including field offices.

10. The main findings from the analysis of reported significant security incidents in 2012 are as follows:

(a) The total number of United Nations personnel affected by significant security incidents increased to 1,793, compared to 1,759 in 2011;

(b) Thirty-five United Nations personnel lost their lives in significant security incidents, compared to 70 in 2011;

(c) Twenty United Nations personnel lost their lives as a result of violence, while 15 were killed in safety-related incidents, compared to 26 and 44, respectively, in 2011;

(d) A total of 321 personnel were injured in significant security incidents (compared to 311 in 2011), 112 as the result of violence and 209 in safety-related incidents;

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[2] The United Nations security management system comprises all the organizations of the United Nations system, as well as those non-United Nations entities that have a memorandum of understanding with the United Nations on security management.

[3] For the purpose of the present report, "headquarters locations" are defined as headquarters of the organizations of the United Nations system that are members of the United Nations security management system.

[4] The numbers of United Nations personnel are derived from the statistics of the organizations in the United Nations common system.

(e)   Of the 20 personnel who lost their lives as a result of violence, three were killed in military hostilities, one died in an extremist attack and 15 were the victims of crime; one death is still under investigation;

(f)   Of the 15 personnel killed in safety-related incidents, 12 died as a result of road traffic accidents, one died in an aviation accident and two died in occupational safety accidents.

11.   Some of the main conclusions drawn from the analysis of those significant security incidents are as follows:

(a)   In 2012, crime was the primary cause of death or injury, while in 2011, 50 per cent of deaths and 60 per cent of injuries resulted from a single attack on the United Nations premises in Abuja on 26 August 2011;

(b)   In 2012, road traffic accidents were the primary cause of death and injury from safety-related incidents;

(c)   Of the 20 personnel killed by acts of violence, all but one were locally recruited United Nations personnel;

(d)   Female United Nations personnel were more affected by violent crime, including robbery, sexual assault and burglary, than male personnel.

1.   Significant security incidents affecting United Nations personnel

12.   In 2012, of 1,793 United Nations personnel affected by significant security incidents, 97 per cent were in the field and 3 per cent were at headquarters locations.

2.   Critical security incidents caused by violence

13.   Of the 1,793 United Nations personnel affected by significant security incidents in 2012, 22 per cent (387) were affected by critical incidents, that is to say incidents resulting in death, injury or abduction. That number marks an increase in the overall number of United Nations personnel affected by critical security incidents compared to 2010 (268) and 2009 (257), while it represents a decrease compared to the number affected by critical incidents in 2011 (402). The higher number for 2011 was largely attributable to the tragic event in Abuja and an aviation accident.

14.   In 2012, 20 United Nations personnel were killed by violence, compared to 26 in 2011, and 5 in 2010. (See annex V, figure II, for the numbers of United Nations personnel killed by violence from 2005 to 2012.)

3.   Abductions

15.   The marked increase in abductions of United Nations personnel since 2010 is a serious concern. In 2012, 31 United Nations personnel were abducted, compared to 21 in 2011, 12 in 2010 and 22 in 2009. Abduction incidents in 2012 resulted in three critical hostage situations: two in Yemen involving six United Nations personnel and one in Darfur, the Sudan, where a United Nations staff member remained in captivity for 87 days. Most of the abductions and hostage-taking occurred in the Sudan, the Syrian Arab Republic and Yemen. All the hostage incidents were successfully resolved.

16. The number of abductions continues to rise. During the first six months of 2013, as noted in paragraph 27 below, 15 United Nations personnel were abducted. Of those personnel, 12 were abducted in the Syrian Arab Republic.

17. With the promulgation of the United Nations security management system policy and guidelines on hostage incident management on 14 April 2012,[5] the Department continued to strengthen its response capacity to manage hostage incidents. That capacity comprises a network of staff trained in hostage incident management teams who are available for immediate deployment.

4. Other incidents of violence

18. During 2012, 408 United Nations personnel were affected by robberies, 31 were affected by break-ins to their residences and 44 were subjected to aggravated assault, 209 to acts of intimidation and 52 to harassment. Figure III in annex V shows the number of personnel affected in 2011 and in 2012 by such security incidents, which did not result in injury, abduction or death.

5. Safety-related incidents

19. In 2012, 15 personnel lost their lives and 209 were injured in safety-related incidents. Of the total number of deaths caused by safety-related incidents, 12 resulted from road traffic accidents, two from occupational safety accidents and one from an aviation accident, whereas in 2011, aviation accidents were the primary cause of death and injury of United Nations personnel.

20. Figure IV in annex V compares the number of personnel killed and injured by violence and in safety-related incidents during 2011 and 2012.

6. Road traffic accidents

21. In 2012, 12 United Nations personnel were killed and 180 were injured in road traffic accidents, compared to 10 killed and 141 injured in 2011. About 40 per cent of all road traffic incidents and 25 per cent of deaths in traffic accidents were associated with the use of official United Nations vehicles. In addition, 54 non-United Nations persons died in road traffic accidents involving United Nations vehicles in 20 countries in 2012, compared to the deaths of 36 such persons in 15 countries in 2011.

7. Comparisons of significant security incidents by gender

22. Females comprise some 40 per cent of all United Nations personnel and almost 37.5 per cent of personnel affected by significant security incidents. Female personnel were more affected by certain types of incident. For example, about 52 per cent of the personnel affected by robbery and about 100 per cent of those affected by sexual assault were female. (See annex V, fig. VII.)

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[5] The Inter-Agency Security Management Network approved, for inclusion in the *Security Policy Manual*, policy on hostage incident management which subsumed the policy component of the previously approved "Hostage incident management guidelines". In addition, the Network endorsed the inclusion of revised guidelines on hostage incident management in the *Security Management Operations Manual*. The policy emphasizes that the United Nations security management system must manage in close coordination and cooperation with the host Government the risk posed by the taking hostage of United Nations personnel.

8. **Comparisons of significant security incidents among internationally and locally recruited personnel**

23.   Approximately 27 per cent of the total of 150,000 United Nations personnel are internationally recruited. Internationally recruited personnel are affected by 35 per cent of significant security incidents (625 personnel). Locally recruited personnel were affected by 65 per cent of significant security incidents (1,168 personnel). See also annex V, figure V.

24.   Of the 20 United Nations personnel killed by violence in 2012, 19 were locally recruited and one was internationally recruited. In addition, cases of harassment, arrest and detention, and intimidation had a greater impact on locally recruited personnel, owing to their association with the United Nations.

B. United Nations operations in high-risk environments

25.   In 2012, United Nations personnel continued to carry out critical mandates in high-risk areas. There were 22 cases of intrusion into United Nations premises and six armed attacks on United Nations premises, including four cases in which the premises were affected by collateral military hostilities. This represents a marked increase compared to 2011, when there were 12 armed attacks on United Nations premises.

C. Significant security incidents in the first six months of 2013

26.   In the first six months of 2013, there were two deliberate extremist attacks on United Nations premises, including one attack against the United Nations compound in Somalia and the other against IOM in Afghanistan.

27.   In the first six months of 2013, 15 United Nations personnel were abducted. While all but one of those personnel were eventually safely released, the abductions of 13 of them resulted in hostage situations, with one such incident lasting two months.

III. Respect for the human rights, privileges and immunities of United Nations and other personnel

28.   The United Nations security management system is based on the fundamental principle that the host Government has the primary responsibility for the security and protection of United Nations personnel and their eligible family members and property, and the Organization's property.

29.   The General Assembly, in paragraph 16 of its resolution 67/85, requested the Secretary-General to take the necessary measures to promote full respect for the human rights, privileges and immunities of United Nations and other personnel carrying out activities in fulfilment of the mandate of a United Nations operation. The Assembly also requested the Secretary-General to seek the inclusion, in negotiations of headquarters and other mission agreements concerning United Nations and associated personnel, of the applicable conditions contained in the Convention on the Privileges and Immunities of the United Nations, the Convention

on the Privileges and Immunities of the Specialized Agencies and the Convention on the Safety of United Nations and Associated Personnel. Since its entry into force on 19 August 2010, the Optional Protocol to the Convention on the Safety of United Nations and Associated Personnel has been applicable in this regard.

30. In line with paragraph 16 of General Assembly resolution 67/85, the Organization is continuing its efforts to seek the inclusion of key provisions of the Convention on the Safety of United Nations and Associated Personnel, including on the prosecution or extradition of offenders, in relevant agreements, such as status-of-forces and status-of-mission agreements, negotiated between the United Nations and host countries.

31. In addition to references to the Convention on the Privileges and Immunities of the United Nations and the Convention on the Safety of United Nations and Associated Personnel, recently concluded status-of-forces and status-of-mission agreements and those under negotiation by the United Nations include references to the International Covenant on Civil and Political Rights.

32. Moreover, United Nations officials have continued to discuss with Member States issues relating to the human rights, privileges and immunities and safety and security of United Nations personnel, and to seek their support in improving the operational environment for the United Nations.

IV. Arrest and detention

33. In 2012, 165 United Nations personnel were detained or arrested, with locally recruited personnel accounting for 97 per cent of those arrested or detained. While in 75 per cent of cases personnel were detained for alleged civil or criminal offences, in 25 per cent of them personnel were detained in the course of, or in connection with, their official duties. In 15 cases during 2012, the United Nations was denied access to the detainee and given no reasons for the arrest. As of 30 June 2013, 41 United Nations personnel remain in detention.

34. The Department, together with the organizations of the United Nations system and the Office of Legal Affairs of the Secretariat, continues to address the challenges with respect to arrests and detentions. The Department promulgated a United Nations security management system policy on arrest and detention on 14 April 2012.

V. Strengthening the United Nations security management system

A. Enhancing security collaboration between the United Nations and host Governments

35. Relations with host country authorities are fundamental to United Nations security management. During the reporting period, the Under-Secretary-General for Safety and Security and, as of 11 January 2013, the Acting Head of the Department of Safety and Security continued to maintain dialogue with the relevant authorities of Member States in order to strengthen collaboration between host Governments

and the United Nations on security matters. The Organization continued to promote collaboration with Member States, in particular host government authorities, in the areas of security-related information sharing, threat analysis, contingency planning and all aspects of security risk management, including protective measures for United Nations premises. At the strategic level, the security of United Nations personnel has been raised persistently during meetings with Member States.

36. Through regular interaction with Member States, the Department continued to provide information to them on steps taken and resources required for a modern, analysis-based and multidimensional security management system that enables the delivery of United Nations programmes.

37. To hold accountable those responsible for threats and acts of violence against United Nations personnel, the Department continued to work closely with the relevant authorities of Member States to ensure the full investigation of attacks against United Nations personnel. There remains an urgent need for progress on bringing to justice the perpetrators of acts against United Nations personnel.

38. Following the issuance of the United Nations security management system policy on relations with the host country on security[6] in April 2012, the Department led efforts to promote further collaboration with host Governments on security matters. Besides receiving strategic guidance and support from the Department, the designated officials for security and United Nations security professionals underwent mandatory training that highlighted relations with the host country as a critical aspect of their security management functions. This includes maintaining close liaison with host government authorities, building an effective information-sharing mechanism and jointly analysing security threats against the United Nations.

B. Assessment of the development, implementation and outcomes of policies, initiatives and efforts

39. With ongoing efforts in line with the shift from the "when to leave" to the "how to stay" approach to security management, the Organization is continuing to refine its security management system. A main challenge is the need to balance security risk and programme imperatives, particularly for activities in high-risk areas. The Organization has developed guidelines and tools to support a risk management approach for programme activities and to describe how the Organization could accept higher levels of residual risk when there is a need to implement vital programmes (see A/66/680). At the same time, there is a continuing need for improvement not only with regard to policy development but also with regard to awareness, understanding and effective application of United Nations security management system policies and tools at all levels. The Department continued to underline the commitment required of all actors in the United Nations security management system, from the senior leadership to each individual staff member, in order to mainstream security into the consideration of programmes. Meanwhile, the Department continued to collaborate closely with members of the Inter-Agency Security Management Network in addressing any emerging gaps in policies, initiatives and efforts taken since the above-mentioned shift in 2009.

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[6] All United Nations security management system policies are applicable to all United Nations security management system organizations.

40. The Department has initiated efforts to focus discussions within the United Nations security management system on immediate, medium-term and long-term strategic issues. The discussions, facilitated by the Department, are intended not only to identify and build on current strengths, but also to address strategic, operational and administrative gaps.

41. To address security threats against United Nations premises at the policy and operational levels, the Department, in collaboration with organizations of the United Nations system, has devised a global strategy to increase the Organization's capacity in security management. That strategy focuses on (a) strengthening security risk management, (b) implementing compliance with the minimum operating security standards, (c) enhancing surge capacity to response to emergencies and (d) devising effective physical security measures, supported by the United Nations security management system common policy on the security of United Nations premises.

1. Strategic approach and integration of security management with programmes

42. Based on lessons learned from major tragic events affecting the United Nations since 2003, the Organization continued to strive for an improvement in security management consistent with the changing global security environment. One of the main challenges facing the United Nations and its humanitarian partners today is to be able to provide urgently needed humanitarian assistance to populations in the midst of armed conflicts. Continuing demands for the United Nations to deliver life-saving humanitarian programmes in high-threat environments necessitate an integrated approach to both programme delivery and security management. Such an approach integrates security management into the management of United Nations programmes intended to help populations in distress or in complex emergencies with dire humanitarian consequences.

43. Following the development of the "programme criticality" concept[7] in 2011, the United Nations system, in 2013, undertook a review of the programme criticality framework developed under the auspices of the High-level Committee on Management. The framework puts in place guiding principles and a structured approach to ensure that critical programme activities can be balanced against security risks. In January 2013, the heads of the United Nations Development Group, the Office for the Coordination of Humanitarian Affairs and the Departments of Safety and Security, Political Affairs, Peacekeeping Operations and Field Support jointly issued a letter to United Nations offices in 27 countries informing them of the programme criticality concept. In March 2013, the High-level Committee on Management approved the revised programme criticality framework and its roll-out.

44. Since 2009, the United Nations security management system has implemented the recommendations of the Independent Panel on the Safety and Security of United Nations Personnel and Premises Worldwide that are under its remit and, subsequently, the recommendations resulting from the management review of the

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[7] See the report of the Secretary-General on the conclusions of the High-level Working Group on Programme Criticality (A/66/680) and the report of the Advisory Committee on Administrative and Budgetary Questions on the conclusions of the High-level Working Group on Programme Criticality (A/66/720).

Department in August 2009.[8] As part of the efforts to address medium- and long-term strategies the Department, in cooperation with its partners in the United Nations security management system, has implemented measures that go beyond the recommendations of the Independent Panel and is examining additional measures within its purview to strengthen the Organization's security management capacity. Those efforts include ongoing measures to improve physical security and to assess how the Inter-Agency Security Management Network and the Department could function more effectively and efficiently. Moreover, the Organization's strategic approach has focused on the need for further action to address issues relating to locally recruited personnel, the security of United Nations premises and the professionalization of its security personnel.

2. Developing security risk management tools

45. Mitigating security risks remained a cornerstone of United Nations security management in the reporting period. Following the development of the security risk management policy in 2011, the Organization continued to improve its security risk management concept and tools to manage security risks to United Nations personnel, premises and assets. A working group of the Inter-Agency Security Management Network has further refined the security risk management concept and computer-based tools. Following a pilot test of the security risk management tools, the working group is developing a manual and training module. The Department plans to conduct the field testing of the web-based security risk management tools in 2014.

3. Developing a significant security incident reporting system

46. The launch of the computer-based significant security incident reporting system[9] in July 2012 made it possible for incidents around the world to be reported electronically. To date, the significant security incident reporting system has recorded some 4,600 events with an impact on United Nations personnel, premises and property.

47. The Department continued to coordinate efforts through a working group of the Inter-Agency Security Management Network to improve current incident reporting. The Department aims to develop further a system that meets the needs of the United Nations system to improve the situational awareness of security professionals and actors in the United Nations security management system. The working group is developing a new taxonomy[10] of incidents and their impact which it expects to finalize by the end of 2013. Following approval of the taxonomy by the Network, the Department will launch a new reporting system in 2014 and will ensure that security professionals are fully trained in its use.

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[8] The Organization completed the conduct of the management review of the Department of Safety and Security in August 2009 in line with General Assembly resolution 61/263 and the United Nations System Chief Executives Board's recommendation of March 2009, following the issuance of the report of the Independent Panel on the Safety and Security of United Nations Personnel and Premises in 9 June 2008.

[9] The significant security incident reporting system, designed to be integrated with geographic information systems, provides a standardized way to record security events separate from the recording of the impact of the event. It provides an overview of incidents affecting United Nations personnel, premises, property and programmes worldwide.

[10] Definitions of various types of security and safety incidents to be reported.

4. Road safety initiatives

48. During the reporting period, the Department, in cooperation with organizations of the United Nations system, continued to make efforts to promote road safety for United Nations personnel, in line with paragraph 24 of General Assembly resolution 67/85. Following the launch of the Road Safety Awareness Campaign in February 2012, the Department's Training and Development Section continued to increase road safety awareness among United Nations personnel at all levels. The Department has taken steps to promote awareness among the designated officials for security of the United Nations road safety policy and the important impact of United Nations road safety incidents on public perception of the Organization. Road safety awareness remains a key aspect of the safety management responsibility of United Nations personnel at all levels.

49. The Organization is conscious of the importance of road safety in preventing casualties among non-United Nations civilians and United Nations personnel. Following the promulgation of the United Nations common policy on road safety in 2011, the Department continues to collect and analyse information and report on road traffic incidents, including non-United Nations casualties resulting from road accidents involving United Nations personnel. Since the Department started collecting road traffic incident information in 2011, it has collected reliable data which, in the future, are expected to facilitate a more meaningful analysis of road safety incidents involving United Nations personnel.

5. Compliance with policies and guidelines

50. To ensure compliance with existing security management policies, the Department initiated a new approach to the evaluation of security programmes. That approach provides for a broad and comprehensive evaluation of security management measures, including minimum operating security standards worldwide. During the reporting period, the Department evaluated the status of security management measures, including compliance with the minimum operating security standards in 16 duty stations. The Department provided practical recommendations, monitored follow-up action and shared evaluation information with all the actors concerned.

51. The Department also deployed compliance missions to evaluate 683 premises of United Nations security management system organizations. This resulted in the issuance of 174 recommendations by the mission teams to improve various aspects of security programmes worldwide. The Department has made available, through its web portal, the security programme evaluation results and up-to-date information on compliance with safety and security policies.

6. Measures to improve the safety and security of locally recruited personnel

52. The security of locally recruited personnel is a priority for the United Nations system. The Organization continues to devote attention to addressing further its "duty of care" for locally recruited personnel. Additional security measures to protect locally recruited personnel, especially in crisis situations, have included establishing vital communication links with locally recruited personnel, ensuring the provision of salary advances, establishing alternative modalities of work, providing critical incident stress counselling and making available security training. Designated officials, in consultation with security management teams, identified relocation options for locally recruited personnel and their eligible family members

when necessary. The Department continued to mainstream considerations concerning locally recruited personnel into all of its security and safety policies.

7. Measures to improve the safety and security of female personnel

53. The Department continued its efforts to address the security concerns of female personnel. It has ensured the mainstreaming of gender perspectives into all United Nations security management system policies and guidelines. Through a website, operated by the Department, a comprehensive learning package targeting both genders, entitled "Women security awareness programme", has proven effective in increasing awareness of security concerns for female personnel.

VI. Contributions of the Department of Safety and Security to the security of personnel, and main achievements

54. The application of information technology, the dissemination and management of information, the reinforcement of analytical capacity and the refinement of security management tools remained key to promoting an organizational culture of effective security management and awareness among United Nations personnel at all levels.

A. Field support

55. The Department continued to provide operational support to the security management structures, which include security professionals and managers in more than 150 countries. It assisted in the oversight of day-to-day security management and support, from crisis response to the management of critical incidents in the field.

56. The Department's critical incident stress counsellors provided psychosocial services to 23,025 United Nations personnel in 28 countries. In eight of those countries, 8,795 United Nations staff members participated in counselling sessions. The Department has expanded its network of mental health professionals by training and certifying 91 professionals to provide counselling support to personnel in the Middle East, Asia and the Pacific, West Africa and East Africa. This marked an increase in geographical coverage, from 50 countries in 2011 to 93 in the reporting period.

B. Development of policies and guidelines

57. The development of common policies and guidelines remained a key prerequisite for building a strengthened and unified United Nations security management system. In the reporting period, the Department, in tandem with the Inter-Agency Security Management Network, facilitated the development of an additional six policies for the United Nations security management system on: security of United Nations premises; improvised explosive devices; United Nations security management system boards of inquiry; security training and certification; special events organized or sponsored by United Nations security management system organizations (and related guidelines); fire safety and armed private security companies (and related guidelines, model contract and statement of work). Those policies came into effect in 2012 following endorsement by the High-level

Committee on Management and the United Nations System Chief Executives Board for Coordination.

58. In collaboration with organizations of the United Nations system, the Department has developed draft policies on lists of United Nations personnel, collaboration with non-governmental organizations and air safety, for consideration within the inter-agency security management mechanism.

59. To enhance awareness and ensure the uniform application of established and standardized safety and security policies, the Department has made available, through its web portal, up-to-date information on security policies and guidelines.

C. Securing United Nations premises, close protection and security arrangements for special events

60. The Organization undertook a global review of the vulnerability and security of existing United Nations premises to support efforts to develop a United Nations security management system policy on the security of United Nations premises. In December 2012, the Department launched an expanded database of information on more than 6,800 office locations. To date, it contains information on 3,000 premises, that assists in the management of physical security surveys of United Nations premises.

61. From 1 January 2012 to 30 June 2013, the Department coordinated the assessment of, and when required, close protection services for 877 United Nations operations, including security arrangements for the travel of 136 senior United Nations officials to 172 countries. The Department provided security arrangements, in collaboration with host government authorities, for 233 United Nations-sponsored special events and conferences held outside of United Nations system premises in 91 countries. They included 14 major events, such as the United Nations Conference on Sustainable Development, held in Rio de Janeiro, Brazil, and the eighteenth session of the Conference of the Parties to the United Nations Framework Convention on Climate Change, held in Doha.

D. Recruitment

62. Despite financial challenges within the Secretariat and the organizations of the United Nations system, the Department continued to meet the increasing demands to enable United Nations operations by deploying its personnel to the field to carry out security management functions. The Department is continuing its efforts to further promote gender balance and diversity in the appointment and deployment of its personnel.

E. Training

63. The Department continued to place emphasis on the delivery of training aimed at improving security skills and security awareness, in accordance with General Assembly resolution 67/85. The Department focused on three target groups: United Nations security professionals, managers with security responsibilities and United Nations personnel.

64. Since the launch of the updated United Nations security awareness online training course, "Basic security in the field II", 119,000 personnel have successfully completed the course. In early 2013, the Department launched an online course aimed at senior United Nations staff and members of the Security Management Team. To date, 494 personnel have completed that course. During the first six months of 2013, 35,366 personnel completed web-based security training.

65. In 2012 and the first six months of 2013, over 1,600 security professionals attended in-person security training courses. During the same period, over 500 staff members participated in the "Emergency trauma bag — first responder course".

66. The Department, in cooperation with its partners in the United Nations security management system, continued to revise its practical security awareness programme, "Safe and secure approaches in field environments", to make it accessible to field personnel. The Department extended this initiative to eligible family members of United Nations personnel and more than 120 eligible family members have received the training so far. To date, more than 19,000 United Nations personnel have completed this training programme, including more than 4,600 in 2012 and the first half of 2013. In order to ensure consistency in close protection arrangements, the Department has developed a "close protection officers certification course" and all personnel assigned to close protection operations must complete this course by 1 January 2015. To date, 85 close protection officers have successfully completed the course.

67. To promote cost-effective training practices that reach wider geographical areas, the Department has created a training strategy based on competency-based learning that combines traditional learning programmes and web-based distance learning to facilitate greater access to learning materials. To extend the outreach to target audiences across the United Nations system, the Department is developing a training-of-trainers programme. The Department has put in place a strategy to coordinate security training with the organizations of the United Nations system in order to undertake a joint global security training effort.

F. Information gathering and analysis

68. The Department has devised tools to ensure that all actors within the United Nations security management system have at their disposal relevant and timely information.

69. Following the establishment of a policy on security clearances [11] and a user-friendly computer-based system for the travel request information process to facilitate the processing of security clearances for the official travel of United Nations personnel, the Department processes an average of 150,000 security clearances per month, equivalent to 1.8 million clearances annually.

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[11] The United Nations security management system policy on security clearance procedures and travel request information, included in the *Security Policy Manual*, came into effect in January 2011.

VII. Security collaboration between the United Nations and non-governmental organizations

70. While reporting on security incidents affecting non-governmental organizations has yet to be standardized, information received by the Department indicates that personnel of non-governmental humanitarian organizations continue to face significant security challenges. From 1 January 2012 to 30 June 2013, reports received by the Department indicate that at least 27 personnel of non-governmental organizations (NGOs) were killed,[12] 109 were injured as a result of violence and 49 were abducted. The number of abductions increased from 42 cases in the previous reporting period. (See annex V, fig. VI, for the reported numbers of personnel of non-governmental implementing partners affected by significant security incidents.)

71. The Department continued to strengthen cooperation with non-governmental organizations on security management. In consultation with the United Nations humanitarian agencies, the Office for the Coordination of Humanitarian Affairs and NGO partners, the Department has further integrated responsibilities for the implementation of the "Saving lives together" framework into regular functions of its relevant units. This new approach is intended to make coordination and the exchange of security information more systematic and reliable, both at the headquarters and field levels.

72. The Department has made available its communications centre to NGO partners in order to ensure a reliable 24/7 United Nations contact and emergency response when needed. Moreover, the Department has undertaken a comprehensive survey to assess the level and scope of security cooperation with NGOs on security issues. In collaboration with the United Nations agencies, funds and programmes and NGO partners, the Organization has supported an ongoing independent review to identify best practices, as well as areas for the improvement of collaboration between the United Nations and the humanitarian NGOs.

VIII. Observations and recommendations

73. **United Nations personnel serve courageously in the most dangerous places in the world, performing duties essential to the restoration and maintenance of human dignity and development. Their safety and security is the Secretary-General's highest priority.**

74. **United Nations personnel serve in an increasingly dangerous environment and encounter a variety of threats not previously encountered in the history of the Organization. The current asymmetric nature of warfare, seen in suicide bombings, the use of improvised explosive devices and random mass shootings, has a direct impact on the personnel and on the operations of the United Nations. Direct attacks against the United Nations are a distressing phenomenon that has developed over the past decade and those attacks are becoming more intense and more sophisticated. The most recent examples were the extremist attacks against the United Nations in Somalia and against the International**

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[12] This reflects only the figures reported to the United Nations in seven countries. However, a considerable number of NGOs choose not to share such information with the United Nations.

Organization for Migration, which is a member of the United Nations security management system. The almost two-fold increase in the abduction of United Nations and humanitarian personnel in just the past six months is also a new and alarming trend.

75.   **The Secretary-General is profoundly saddened and deeply concerned at the tragic loss of life and serious injuries affecting United Nations and humanitarian personnel during the reporting period. The United Nations has suffered 35 deaths and 321 injuries in the past 18 months. In addition, the deaths of at least 27 other humanitarian personnel have been reported. The Secretary-General is also deeply concerned at the unlawful detention and arrest of United Nations personnel, as well as at the lack of access by the United Nations to those detained and arrested in some cases. The majority of those cases involve locally recruited personnel, who are most vulnerable to arrest and detention by Governments that do not respect the rights and privileges of those working for the United Nations. The Secretary-General strongly urges those Member States holding United Nations personnel to allow access to them and to recognize their rights and privileges.**

76.   **The Secretary-General is especially concerned about the safety and security of locally recruited staff. They make up the great majority of United Nations personnel serving in the field and suffer the most from situations of insecurity and acts of violence. With the help of the General Assembly, much has been done to support them in their work, but the Secretary-General believes that the United Nations needs a stronger approach to provide for their safety and security and he will be looking at ways to achieve it.**

77.   **The Secretary-General underscores the need to bring to justice the perpetrators of heinous crimes and acts of violence against United Nations and humanitarian personnel. There can be no impunity for anyone who carries out such acts and the Secretary-General seeks the sustained and tenacious support of host Governments and Member States in seeking justice for those who have lost their lives or have been injured while serving with the United Nations or humanitarian organizations.**

78.   **The security of United Nations and humanitarian personnel is firstly the responsibility of the host Government. The Secretary-General calls upon all Member States on whose territory United Nations and humanitarian personnel are serving, to redouble their efforts to ensure their security and safety.**

79.   **On behalf of all United Nations personnel, the Secretary-General wishes to express his deepest appreciation to Member States for their continued support to and engagement with the Department of Safety and Security. The Secretary-General is confident that Member States and the United Nations system will continue to take the necessary steps to strengthen security management. The Secretary-General requests all Member States that have not already done so to ratify or accede to the Optional Protocol to the Convention on the Safety of United Nations and Associated Personnel.**

80.   **The Secretary-General is encouraged by the many reforms and improvements made in the United Nations security management system that would not have been possible without the full support of the General Assembly, for which the Secretary-General is most grateful. The United Nations has been**

able to introduce and implement a sophisticated security risk management system, greatly increase its security training for both security professionals and all staff members, introduce mandatory training on safe and secure approaches in field environments for personnel assigned to particularly dangerous countries, develop a world-class hostage incident management capacity, significantly improve and update its security policy portfolio and greatly expand its use and employment of stress counsellors. The Secretary-General is committed to building upon those advances and to strengthening them.

81. The Secretary-General recognizes that there are areas where improvements and reform are urgently needed in order to provide the highest level of security for United Nations personnel and operations. He has tasked the Department of Safety and Security to develop, from within existing resources initially, a physical security capacity in order to assess and take action on the physical security of United Nations premises worldwide in a more organized, coherent and rapid fashion. Much remains to be done to improve the physical security of United Nations premises and the support of Member States for that initiative is most appreciated.

82. The Secretary-General recognizes and salutes the service of the United Nations security professionals who serve in the field worldwide. Those brave and select officers, belonging either to the Department of Safety and Security, to the Department of Field Support or to United Nations agencies, funds and programmes, are essential to ensuring the safety of United Nations personnel and the continuing operations of the United Nations. The Secretary-General regrets that many of those officers, depending on specific contractual and recruitment arrangements, must serve for prolonged and indefinite periods in the field in the most dangerous countries, with little opportunity to be assigned to less hazardous duty stations. Their situation underlines once again the need for a flexible system of human resources management, particularly for security personnel, that promotes career development, mobility and an equitable sharing of security burdens.

83. The Secretary-General supports the shift in the security philosophy of United Nations field operations from a model that focused narrowly on internationally recruited staff, with insufficient regard for the importance of ongoing United Nations operations and programmes, to an approach which is characterized as "stay and deliver". Using security risk management techniques aimed at mitigating outstanding risks and carefully calibrating its operations in consonance with the security environment and threats, the United Nations has been able to continue delivering critical programmes despite severe security challenges. The Secretary-General recognizes that people in need worldwide count on the United Nations for lifesaving humanitarian assistance and remains committed to ensuring the provision of that assistance, while also ensuring the maximum degree of safety and security for United Nations personnel, both internationally and locally recruited.

84. On behalf of the United Nations, the Secretary-General wishes to express his deepest condolences to the families of all United Nations and associated personnel and all humanitarian and security personnel who have lost their lives in the line of duty. The Secretary-General highly commends and pledges

his utmost support for those who continue to work in challenging and dangerous conditions.

85. The Secretary-General wishes to recommend that the General Assembly remain seized of the issue of the safety and security of United Nations and associated personnel and continue to support the United Nations security management system.

Annex I

United Nations civilian personnel affected by security incidents from 1 January to 31 December 2012

Category of security incident	Number of personnel affected	Internationally recruited personnel	Nationally recruited personnel	Male personnel	Female personnel	Number of countries	Circumstances of security incidents
Loss of life as a result of acts of violence	20	1	19	16	4	13	Armed conflict (3), terrorism (1), crime (15), undetermined (1)
Loss of life as a result of safety-related incidents	15	4	11	11	4	12	Aviation accident (1), road traffic accident (12), occupational safety accident (2)
Injury as a result of acts of violence	112	40	72	91	21	29	Armed conflict (11), terrorism (7), crime (90), civil unrest (4)
Injury as a result of safety-related incidents	209	49	160	156	53	69	Road traffic accident (180), fire accident (2), occupational safety accident (27)
Abduction[a] of personnel	31	8	23	27	4	13	
Robbery[b] of personnel	408	179	229	195	213	71	
Residence break-in[c]	31	11	20	16	15	16	
Aggravated assault[d] of personnel	44	8	36	29	15	17	
Sexual assault of personnel	4	3	1	–	4	4	
Burglary[e] of residence	493	223	270	274	219	93	
Intimidation[f] of personnel	209	73	136	131	78	45	
Harassment[g] of personnel	52	21	31	27	25	28	
Arrest[h] and detention of personnel	165	5	160	161	4	27	
Total	**1 793**	**625**	**1 168**	**1 134**	**659**		

[a] Act of restraint through the use or threat of force or through fraudulent persuasion, including hostage-taking involving demands as a condition for liberation, executed by non-State actors.

[b] Act or instance of unlawfully taking property by the use of violence or threat of violence.

[c] Unauthorized and forceful entry with intent to commit a felony or crime, aggravated by use of force and/or physical assault.

[d] Unlawful act which places personnel, without consent, in fear of immediate bodily harm or battery.

[e] Unauthorized and forceful entry with intent to commit a felony or crime.

[f] Act of making a person timid or fearful or of deterring by threats.

[g] Act of systematic and/or continued, unwanted and annoying actions which serve no legitimate purpose and cause substantial emotional distress.

[h] Acts executed by State actors.

Annex II

Number of United Nations civilian personnel affected by security incidents in 2009, 2010, 2011 and 2012

Category of security incident	2009	2010	2011	2012
Loss of life as a result of acts of violence	31	5	26	20
Loss of life as a result of safety-related incidents	14	19	44	15
Injury as a result of acts of violence	110	68	145	112
Injury injured as a result of safety-related incidents	80	164	166	209
Abduction of personnel	22	12	21	31
Robbery of personnel	254	239	417	408
Residence break-in	26	35	20	31
Aggravated assault of personnel	72	64	31	44
Sexual assault of personnel	–	9	5	4
Burglary of residence of personnel	436	385	418	493
Intimidation of personnel	249	210	224	209
Harassment of personnel	29	17	46	52
Arrest and detention of personnel	163	211	195	165
Total	**1 486**	**1 438**	**1 759**	**1 793**

Annex III

Number of United Nations civilian personnel affected by security incidents in the first six months of 2010, 2011, 2012 and 2013

Category of security incident	First six months of 2010	First six months of 2011	First six months of 2012	First six months of 2013
Loss of life as a result of acts of violence	4	9	7	11
Loss of life as a result of safety-related incidents	6	33	10	8
Injury as a result of acts of violence	32	46	42	68
Injury as a result of safety-related incidents	60	73	95	120
Abduction of personnel	7	14	25	15
Robbery of personnel	161	204	257	251
Residence break-in	13	19	12	15
Aggravated assault of personnel	47	17	20	22
Sexual assault of personnel	6	7	2	1
Burglary of residence of personnel	240	234	279	277
Intimidation of personnel	170	135	134	64
Harassment of personnel	7	8	34	18
Arrest and detention of personnel	112	118	116	57
Total	**865**	**917**	**1 033**	**927**

Annex IV

Critical security incidents affecting personnel of non-governmental organization implementing partners of the United Nations in the period from 1 January 2011 to 30 June 2012 (as reported to the Department of Safety and Security)

Category of security incident	Number of personnel affected
Loss of life as a result of acts of violence	11
Abduction of personnel	49
Other critical incidents	101
Total	**161**

Annex V

Figure I
Distribution between headquarters and field locations of personnel deployed and personnel affected by security incidents worldwide (2012 and 2011)

Personnel deployed in 2012 | **80%** | **20%**

Personnel affected by security incidents in 2012 | **97%** | **3%**

Personnel affected by security incidents in 2011 | **98%** | **2%**

0%　20%　40%　60%　80%　100%

■ Field　■ Headquarters locations

Figure II
Personnel killed by violence (2005-2012)

2005	2006	2007	2008	2009	2010	2011	2012
11	12	34	16	31	5	26	20

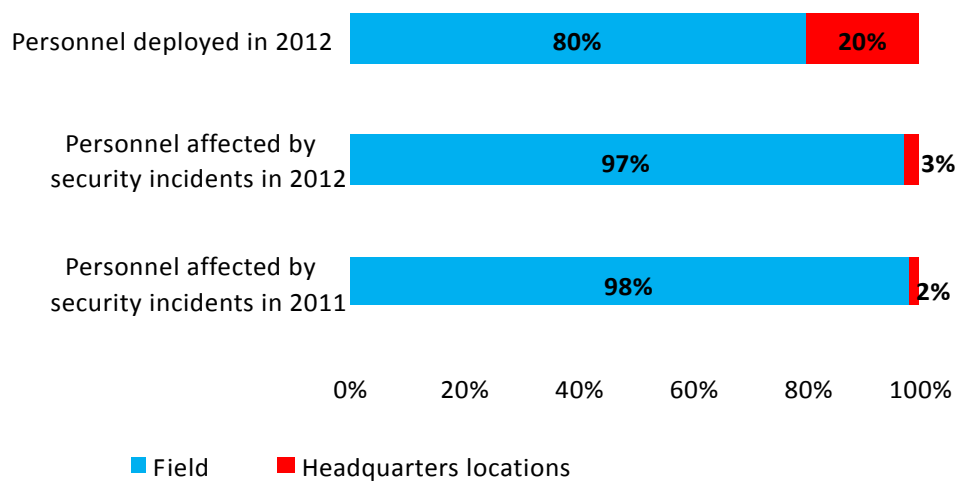■ Number of personnel killed by violence

Figure III
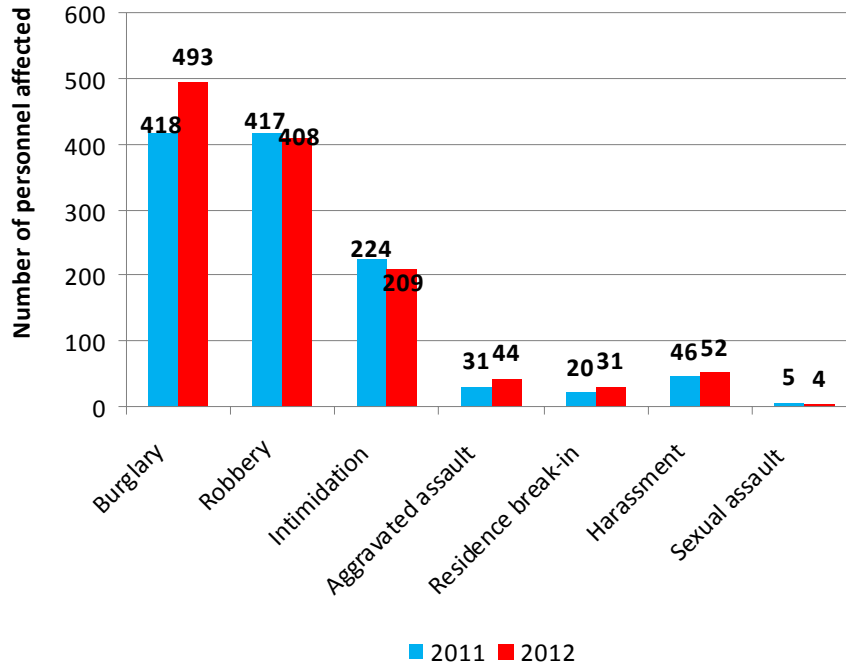**Number of United Nations personnel affected by types of security incident (2011 and 2012)**

Figure IV
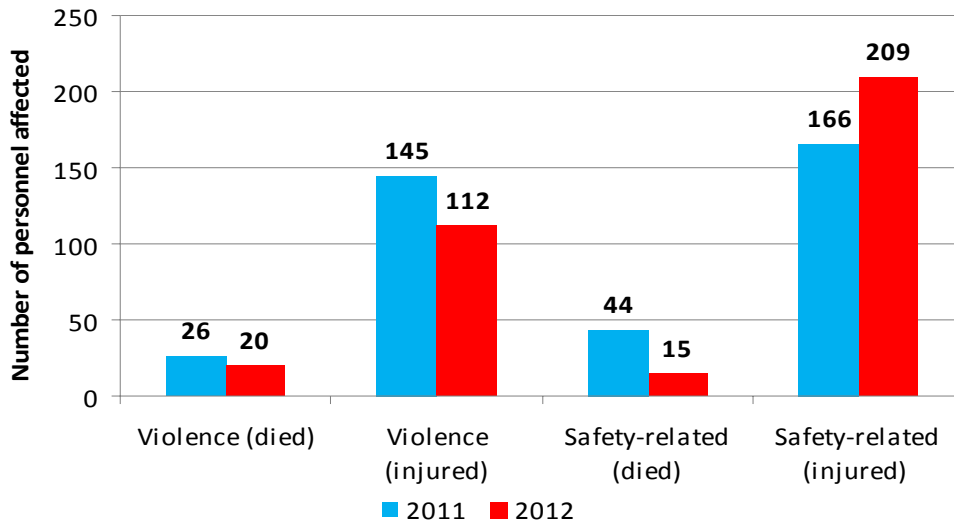**Violence versus safety-related incidents (2011 and 2012)**

Figure V
Internationally and locally recruited personnel involved in security incidents (2012)

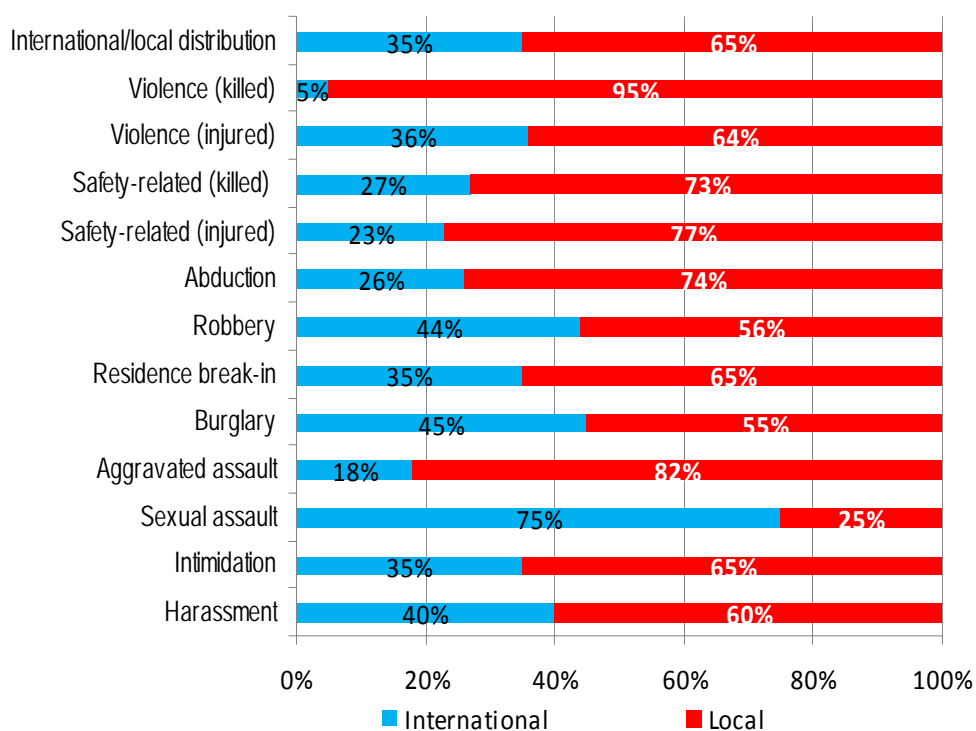| Category	International	Local
International/local distribution	35%	65%
Violence (killed)	5%	95%
Violence (injured)	36%	64%
Safety-related (killed)	27%	73%
Safety-related (injured)	23%	77%
Abduction	26%	74%
Robbery	44%	56%
Residence break-in	35%	65%
Burglary	45%	55%
Aggravated assault	18%	82%
Sexual assault	75%	25%
Intimidation	35%	65%
Harassment	40%	60%

Figure VI
United Nations versus non-governmental organization implementing partner personnel affected by significant security incidents (1 January 2012-30 June 2013)

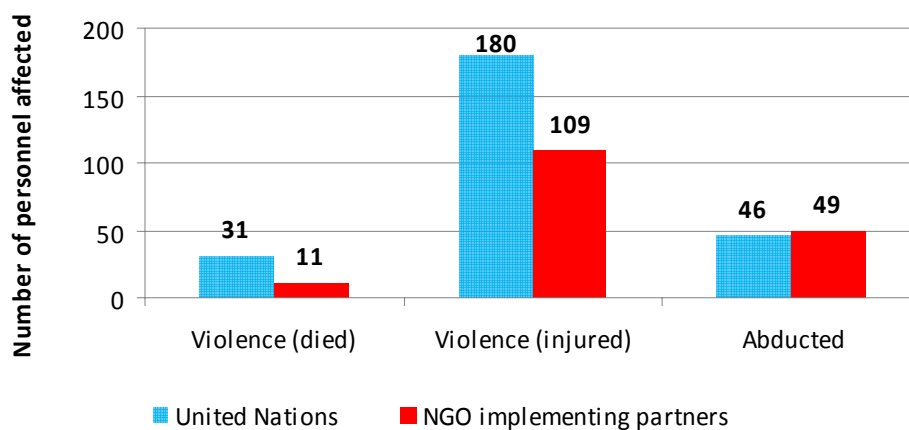| Number of personnel affected	United Nations	NGO implementing partners
Violence (died)	31	11
Violence (injured)	180	109
Abducted	46	49

Figure VII
Female and male personnel affected by security incidents (2012)

Category	Female	Male
Female/male distribution	37	63
Violence (killed)	20	80
Violence (injured)	19	81
Safety-related (killed)	27	73
Safety-related (injured)	25	75
Abduction	13	87
Robbery	52	48
Residence break-in	48	52
Burglary	44	56
Aggravated assault	34	66
Sexual assault	100	
Intimidation	37	63
Harassment	48	52

■ Female ■ Male