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**Organization for Security and Co-operation in Europe**  
**Mission to Bosnia and Herzegovina**  
**Election Supervision Branch**



**Polling Supervisor**  
**Instruction**  
**(Orientation Brief)**

Sarajevo, August 28th, 1998

Dear Polling Supervisor,

Welcome to the OSCE Mission to Bosnia and Herzegovina. The 1998 General Elections in Bosnia and Herzegovina, in which you will play a crucial role, will take place in about a week's time. Ahead of you lies a very compressed time schedule and a series of intellectual and physical challenges. We are very pleased that you have accepted this assignment and hope you will find it rewarding. Your efforts will contribute to the building of democratic institutions and civil society in Bosnia and Herzegovina. In working towards these goals you will be joined by 2,624 other supervisors from over 25 different countries. This is probably the biggest civilian operation to date and in itself a significant project of international co-operation.

Election Supervision has contracted over 8.000 national and international personnel this year in order to realise these elections! Each of our 30 field locations has a Core Supervisor and an International Trainer. They have been in the field since April preparing the ground for you and the 465 Voter Registration Supervisors who were here in June. Since then they have devoted their energy into making arrangements for you - as well as assisting the Election Officer with the overall technical preparations for the Elections. Now, together with you and all national election authorities, they are responsible for ensuring the integrity and the successful operation of these Elections.

We have done our utmost to improve our operations this year, but some factors beyond our control may cause you great stress. Let me apologise to those of you arriving and departing from Split Airport on charter flights with extremely bad schedules. Travel arrangements are, in general, made by the seconding nations or by OSCE Vienna. We have a common interest in you being as rested as possible. No one is pleased with the fact that some of you arrived after midnight. However, I have been assured that the early flights are due to the lack of available charter flights this season, and it was not a matter of money. On a positive note, those of you coming via Split are enjoying a hotel on the Dalmatian seaside both on the way in and out. If you are arriving via Zagreb, you will enjoy the hospitality of the Hotel Inter-Continental at a very good rate. For your repatriation we were not able to use this hotel because Zagreb is hosting a yearly trade fair which attracts many guests. Consequently, upon departure from Zagreb, you will all stay at a student centre, which we have used before without complaint.

You should have already received our "pre-arrival package", which hopefully gave you a preview of your upcoming activities and environment. In your hand now, you have the Polling Supervisor Instruction. This is meant as an orientation on matters not directly regarding election technicalities. This subject is covered in the "Polling Supervisor Manual", which you have also just received. Finally, upon arrival in the field, you will receive a "Local Annex" detailing the specific conditions of your area.

I would like to ask you for your patience and understanding with regard to your field assignments. Unfortunately, we are unable to meet individual wishes for deployment to a particular area. We have made a point of stating this in all our correspondence. Assignments have been assigned in order to ease the administrative processing you will go through in Split or Zagreb. Please remember that 150 of you will be deployed either to Croatia or the Federal Republic of Yugoslavia to supervise Out-of-Country Voting. If you are among this group, you will receive a separate set of instructions.

We pay particular attention to security issues. This means being aware of international, national, and local political tensions, but also of issues such as road conditions and driving safety. Most injuries are due to traffic accidents; please be careful and aware of your driver's driving. We want as many Polling Supervisors leaving Bosnia and Herzegovina as came in! To date, we have had no serious incidents. To this aim, we ask for your attention and co-operation in following our security policies and plans. For example, this means that you must stay in the OSCE-arranged accommodations during your assignment as a Polling Supervisor.

Thank you again for accepting the position of Polling Supervisor. We look forward to working with you.

Yours sincerely,

Thomas Boserup  
Director of Election Supervision

# POLLING SUPERVISOR INSTRUCTION (ORIENTATION BRIEF)

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The Local Annex, which is distributed upon arrival at the RC/FO/EOs, provides supplementary information specific to the area of deployment. The type of documentation in this Local Annex includes:

1. Local RC/FO/EO Information – Maps of RC/FO/EO Locations
2. Organisational Chart – RC/FO/EO
3. History, Issues and “Do’s and Don’ts” of the Region
4. Contact Information – Emergency Telephone List
5. Regional Security – Specific Threats, Conflicts or Issues in the Region; Evacuation Plan

## **ABBREVIATIONS**

<b>AoR</b>	Area of Responsibility
<b>ACSPV</b>	Assistant Core Supervisor
<b>AITRN</b>	Assistant International Trainer
<b>BiH</b>	Bosnia and Herzegovina
<b>CSPV</b>	Core Supervisor
<b>ECMM</b>	European Community Monitor Mission
<b>EO</b>	Election Office
<b>ESB</b>	Election Supervision Branch
<b>HO</b>	Head Office
<b>IEBL</b>	Inter Entity Boundary Line
<b>IO</b>	International Organization
<b>IPTF</b>	International Police Task Force
<b>ITRN</b>	International Trainer
<b>LEC</b>	Local Election Commission
<b>LEO</b>	Local Election Officer
<b>OHR</b>	Office of the High Representative
<b>OSCE</b>	Organisation for Security and Co-operation in Europe
<b>PS</b>	Polling Station
<b>PSPV</b>	Polling Station Supervisor
<b>RC</b>	Regional Centre
<b>RCD</b>	Regional Centre Director
<b>RSPV</b>	Registration Supervisors
<b>SCSPV</b>	Senior Core Supervisor
<b>SEO</b>	Senior Election Officer
<b>SFOR</b>	Stabilisation Force
<b>SITRN</b>	Senior International Trainer
<b>SLT</b>	Senior Local Trainer or Core Trainer
<b>UNV</b>	United Nations Volunteer
<b>VRC</b>	Voter Registration Centre

## **CONTACT LIST FOR ELECTION SUPERVISION BRANCH**

**Address:** OSCE Mission to Bosnia and Herzegovina  
Election Supervision Branch  
Obala Kulina Bana 18  
71 000 Sarajevo  
Bosnia and Herzegovina

### **Sarajevo**

**area code:**                   **from Federation:** 071  
   **from RS:**                   0710 or 0038771

**Telephone:**                   **Reception:**               Sarajevo area code + 292-100  
   **Director, ESB:**           Sarajevo area code + 292-120

**Fax :**                           **ESB:**                       Sarajevo area code + 651-544/666-002  
   **Head Office:**           Sarajevo area code + 442 479

### **24-Hour Emergency Contacts During the Elections Period, If your Core Supervisor or Field Officers cannot be reached:**

090/114 300	Duty Officer, ESB
090/133 237	Thomas Boserup, Director, ESB
Sarajevo area code + 292-256	Joint Operations Centre
090/135 020	Lance Johnston, Chief of Mission Security
090/135 017	Larry Sampler, Director Joint Operations Centre

# **I. BACKGROUND**

## **1. THE OSCE MISSION TO BOSNIA AND HERZEGOVINA (BiH)**

The General Framework Agreement for Peace (GFAP), known as the "Dayton Agreement", was signed in December 1995 by the Republic of Bosnia and Herzegovina, the Republic of Croatia and the Federal Republic of Yugoslavia, thus putting an end to the conflict in Bosnia and Herzegovina that had started in 1992. The Peace Agreement recognized two political and geographical entities with equal status. The Federation (Bosniak-Croat) and Republika Srpska (RS) exist within a loose central state structure presided over by a Joint Presidency with a Bosniak, Serb and Croat member.

The signatories to the Peace Agreement sought to ensure that conditions existed for the organisation of free and fair elections, to protect and enforce the right to vote in secret without fear or intimidation and to ensure freedom of expression, association and movement. The responsibility for the creation of an election system and the organisation of elections were given to a Provisional Election Commission chaired by the Head of Mission of OSCE.

OSCE was tasked to supervise the electoral process in Bosnia and Herzegovina, monitor the respect of human rights and assist in facilitating arms control and military confidence building measures. The OSCE Mission also undertakes initiatives with a view to creating and strengthening democratic structures and the understanding of peace and democracy by the population at large. After the 1996 Presidential and Parliamentary Elections, the OSCE supervised the organisation and holding of Municipal Elections throughout BiH in September 1997, as well as the implementation of the results. Extraordinary Parliamentary Elections in Republika Srpska were also supervised by OSCE in November 1997. As the body responsible for overseeing the implementation of the entire peace process in BiH, the Peace Implementation Council asked the OSCE to provide assistance for the Presidential, Parliamentary and partial Municipal Elections that will take place on 12 and 13 September 1998. A Permanent Election Commission will conduct all future elections under a Permanent Election Law. The role of the OSCE Mission to BiH regarding future elections is presently being defined but will most likely include election monitoring, rather than organisational responsibilities.

## **2. DEVELOPMENTS**

Mutual distrust between the former belligerents overshadowed the preparations for the first OSCE supervised elections in September 1996. In particular, the wartime Bosnian Serb president Radovan Karadzic, an indicted war criminal, remained in power in RS. That entity was dominated by the Srpska Demokratska Stranka (SDS) of which Karadzic was president. SDS notably opposed elections conducted under the Rules and Regulations of the Provisional Election Commission. Although Karadzic was obliged to withdraw from public life in July 1996, SDS established dominant positions at all levels in the September elections. The nationalist parties in the Federation, the Party for Democratic Action (SDA) and Croat National Union (HDZ) also won overwhelmingly, again under their wartime leaderships.

Municipal Elections – originally planned to take place at the same time as Presidential and Parliamentary Elections – were postponed until September 1997. Municipal Elections constituted a significant step forward in the peace process. According to the Rules and Regulations established by the Provisional Election Commission, people were eligible to vote as a general rule for the



authorities in the municipality in which they had lived before the war. As a result, political parties representing the interests of refugees and displaced persons the war were re-elected to many municipal assemblies, which had fallen under the control of one ethnic group during the war. In addition to supervising the holding of Municipal Elections, the OSCE was asked to supervise the implementation of the election results. This represented the additional challenge of mediating between political parties at war with each other only two years earlier. The implementation process was a long and time-consuming process, stretching out, in many cases, over 7 – 8 months and requiring extensive mediation between local political parties, and in the worst cases, imposition of solutions by the OSCE and OHR through a system of Arbitration Awards. Despite that challenge, with the exception of Srebrenica, election results in the country's 136 municipalities have been successfully implemented.

While preparations for the Municipal Elections were under way, a deep political crisis developed in Republika Srpska in July 1997. The President of Republika Srpska Biljana Plavsic dissolved the RS Assembly and asked OSCE to supervise early Assembly elections. They took place in November 1997. The elections were another important step towards the successful implementation of the Peace Agreement. The new government which took office in January 1998 embarked on a series of policies, which favour quick economic reconstruction of Republika Srpska, improved relations between RS and the Federation, and increased co-operation with the international community.

The situation in the Federation has grown more complicated, but in a less dramatic way. The two main nationalist parties have shown signs of internal stress, most notably HDZ. The election of current HDZ President Ante Jelavic led to a split within the party. The former Party President Kresimir Zubak left and formed a party known as the New Croat Initiative (NHI). Both men will now compete directly for Zubak's current post, that of Croat member of Joint Presidency, while their parties challenge each other in all other races. The importance of this split may become most apparent in the Municipal Elections scheduled for 1999.

The SDA is now part of a somewhat troubled coalition with three smaller parties. The opposition forces are ranged around two large social democratic parties, the former Communist party (SDP) and the former 'reformers' Social Democrats of BiH (SDBiH). It remains to be seen whether these two parties can achieve an electoral breakthrough at the level of Cantonal government. If so, it would take place in the urban areas where they have their largest concentrations of support (Tuzla, Sarajevo and Zenica).

The new Presidential, Parliamentary and Municipal Elections (in 12 municipalities) which will take place on 12 and 13 September 1998 will show whether the current political make-up in Republika Srpska will continue. Similarly, these elections will also reveal if the support for the ruling parties elected in the Federation in 1996 (SDA and HDZ), has altered. 67 parties, 10 Independent candidates and 8 Coalitions from the two Entities of BiH registered themselves with the Provisional Election Commission.

Please refer to page 15 and 16 in the Polling and Counting Manual for more information on the 1998 elections.

## **II. POLLING SUPERVISORS**

### **1. JOB DESCRIPTION**

#### **Title: POLLING SUPERVISOR (PSPV)**

International Staff Position

#### **Brief Description**

The Polling Supervisor is responsible for permanent supervision of the Regular and Absentee Polling Stations.

#### **Tasks and Responsibilities**

An OSCE International Supervisor at a Polling Station shall:

- ◆ confer with and advise the Chairman of the Polling Station Committee on adherence to the *Rules and Regulations* of the Provisional Election Commission and OSCE Administrative Procedures;
- ◆ ensure that the *Rules and Regulations* of the Provisional Election Commission and OSCE Administrative Procedures are followed in all respects;
- ◆ make a record in the Polling Station poll book of any significant events;
- ◆ verify that forms and materials are properly handled and stored in a secure manner; and
- ◆ ensure that accounting forms are distributed to the proper authorities as prescribed in the *Manual for Polling Station Committees and Local Election Commission* and other procedural instructions issued by the Deputy Head of Mission/Director General for Elections of the OSCE Mission to Bosnia and Herzegovina are adhered to.

#### **Reporting**

The Polling Supervisor reports to the International Trainer on all elections technical matters and to the Core Supervisor on all administrative and logistical matters, i.e. local staff, accommodations as well as transport matters.

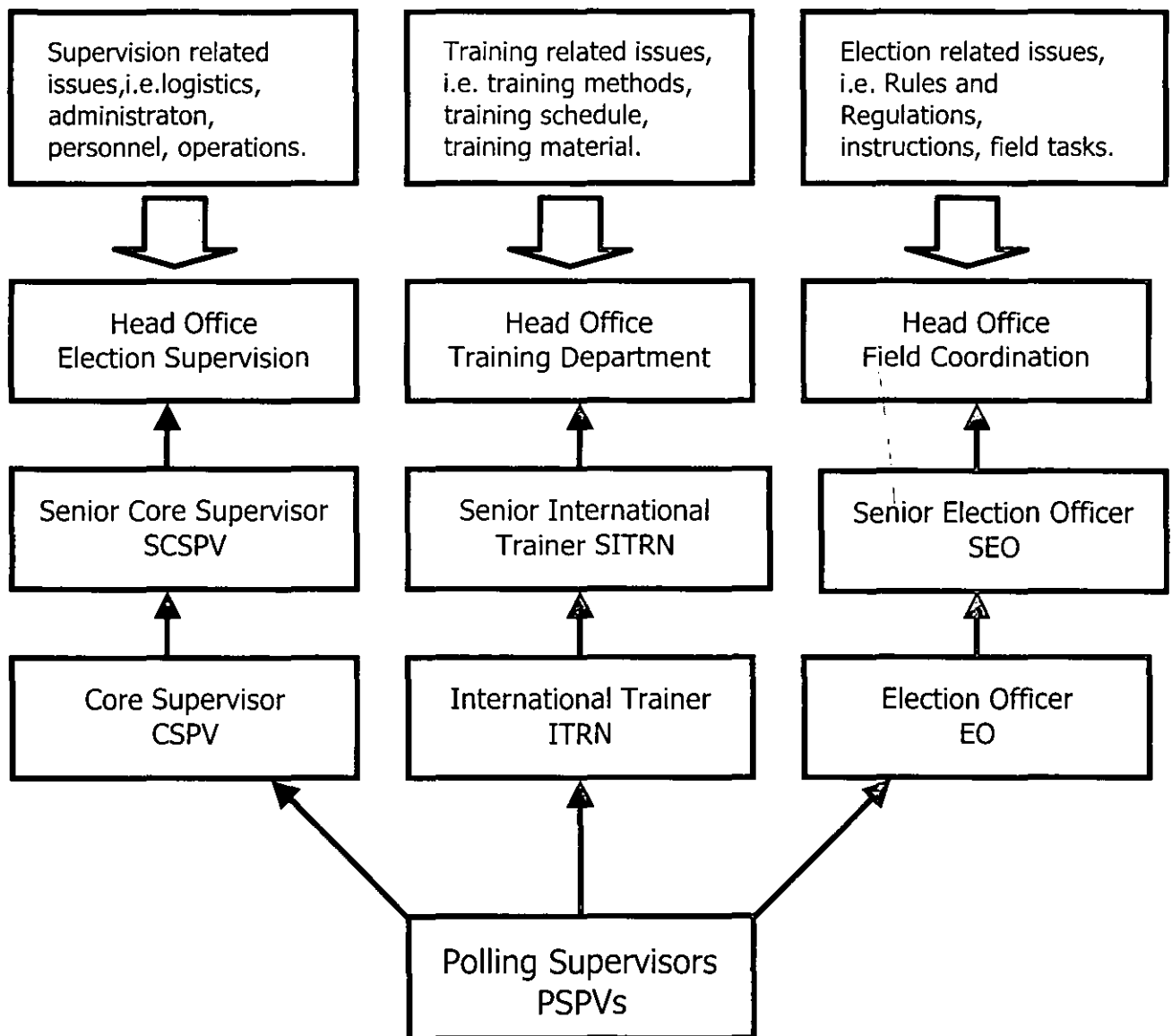
#### **Qualifications**

Minimum Requirements:

- ◆ Experience with a field-based organisation with emphasis in electoral processes and procedures, staff training or public administration.
- ◆ Two years of professional experience.
- ◆ Demonstrated ability to exercise sound independent judgement in a politically sensitive environment and have cultural understanding and sensitivity.
- ◆ Fluent oral and written communication skills in English. Candidates arriving who do not have this ability will be returned immediately to their home countries.
- ◆ Excellent physical and mental health and able to endure harsh living conditions, which may be worsened by the current lack of amenities in-country.
- ◆ Must agree to work in a stressful environment under field conditions, including long hours of operation (day and night), a seven-day working week, sparse living conditions lacking electricity and water supply, long and arduous drives on difficult roads, the lifting of heavy objects, etc.

- ◆ Must be able and willing to work in any region or entity of Bosnia-Herzegovina/ Croatia/FRY.
- ◆ Must be willing to accept re-assignments at any time during the deployment. It will not be possible to accept requests to stay together with any individual person (i.e. spouse, friend) or a national group.
- ◆ May not pursue or accept other projects or assignments outside the scope of work as a Polling Supervisor except as specifically authorised in advance in writing by the Director of Election Supervision.
- ◆ Must accept OSCE travel arrangements both for deployment and repatriation.
- ◆ Must comply with the OSCE Code of Conduct for OSCE Mission Members.

## 2. CHAIN OF COMMAND



## **III. ELECTION SUPERVISION BRANCH**

### **1. OPERATIONS OVERVIEW**

One of the objectives of the OSCE Mission to BiH is to ensure the integrity of the 1998 elections. The Election Supervision Branch (ESB) of the Mission has the task of implementing the supervision of the entire electoral process.

This operation consists of five phases, spanning the arrival, deployment and repatriation of international supervisors and trainers, before, during and after voter registration and the Polling process of the 1998 elections. Much of ESB's work is geared toward providing adequate security, communication, staffing and transport for Polling Supervisors.

#### **PHASE I**

##### **Establishment of ESB office**

The staff at ESB includes Operations, Administration, Transport, Personnel and Information Officers, as well as a Director and Deputy Director. Together, the team – numbering seventeen in total – serves the needs of more than 8,000 Supervisors, CSPVs, ITRNs, assistants, drivers, interpreters and support staff. Although communication in BiH can be difficult, ESB is in constant contact with the field by phone, fax and e-mail. Each day, the Election Department issues the Election Department Daily Update (EDDU), which is the primary means of issuing instructions and advice. Each CSPV completes a Weekly Report, which is submitted through the SCSPV to ESB every Friday.

#### **PHASE II**

##### **Reception, deployment and training of CSPVs and ITRNs**

In April 1998, 43 CSPVs and 36 ITRNs arrived in Sarajevo. All administrative matters, such as contracts, per diem, advance payments, and ID cards, were dealt with in Sarajevo. After they were briefed, CSPVs were deployed to their respective RC/FO/EO. Five CSPVs and one ITRN were assigned to Zagreb and Belgrade for Out-of-Country Voter Registration and Polling.

One SCSPV was assigned to each RC in order to co-ordinate the work of CSPVs in the region. The SCSPV works closely with the RC staff and the Senior Election Officer. In addition there are 35 Assistant Core Supervisors, all of whom are citizens of BiH.

#### **PHASE III**

##### **Reception, deployment and training of RSPVs**

On 25 May 1998, a total of 460 RSPVs arrived in Zagreb. 70 RSPVs were deployed to OCV in Croatia and FRY. At the RC/FO/EO office to which they were deployed, each RSPV was received by the CSPV, the ITRN and their assigned driver and vehicle. During the following days, RSPV were trained and briefed about political issues, mine awareness, and technical matters. For four weeks, each RSPV supervised one Voter Registration Centre.

## **PHASE IV**

### **Advance Polling and Preparation for September Elections**

After the registration period, all CSPVs, ITRNs and their assistants began to prepare for the reception of 2,625 PSPVs who will supervise the elections scheduled for September 12 and 13.

On 30 August, 56 Advance Polling Supervisors (APSPVs) arrived in Sarajevo. APSPVs will supervise the Polling for disabled, hospitalised and incarcerated voters between 5 - 10 September. The APSPVs will then convert to normal Polling Supervisors and take part in the September elections.

## **PHASE V**

### **Arrival and Deployment of 2,625 Polling Supervisors**

Over a three-day period beginning September 4, 1998, 2,625 PSPVs will arrive in either Zagreb or Split. All administrative details will be handled in deployment centres. From there, they will travel by bus to their FO/EO, where the Head of FO/EO, the SCSPV, CSPV and ITRN will meet them. Over the next 2-3 days PSPVs will be trained by the CSPV and ITRN. Hereafter, they will be assigned their shared vehicles and drivers and brought to their accommodation. The PSPVs will have the opportunity to familiarise themselves with their area and PS Committees. On September 12 and 13, the PSPVs will supervise the Polling and Counting. After the election period is over, PSPVs will be repatriated in the order of their arrival.

**Any PSPV who wishes to be exempt from the Repatriation Plan must fill in the Non-Compliance with ES Return Travel Policy Form (page 28) in the in-processing centre.**

## 2. POLLING SUPERVISOR TIME LINE

SEPTEMBER	4	5	6	7	8	9	10	11	12	13	14	15	16	17
Arrival of PSPVs at Zagreb and Split Airport														
Deployment by bus to theatre														
Training of PSPVs (2-3 days)														
PSPVs familiarise themselves with area and Polling Station														
Polling and Counting														
Re-count, logistics, debriefings														
Repatriation by bus														
Repatriation by international flights														

## **IV. PERSONNEL**

### **1. GENERAL INFORMATION**

**Important:** No promises or special consideration can be given either with regard to the pre-assigned area of deployment of individuals or national groups, or to the deployment or repatriation date of individuals or national groups. It will not be possible to leave your Area of Responsibility (AoR) during your deployment to visit family, friends, or the places that you may have visited previously.

Polling Supervisors should note that, due to security, logistic and transport reasons, these plans are obligatory and cannot be changed. **It is crucial that supervisors understand their obligation to stay in the accommodation provided by the OSCE, including accommodation provided during arrival and departure, in Split and Zagreb.** It is very important to receive essential information from every supervisor, so please be patient during in-processing and out-processing. Polling Supervisors must also be aware that they must notify ESB before their deployment to the Field Office if they are making alterations to their arranged travel plans. They are hereby advised that diplomatic status, OSCE medical and war risk insurance coverage, as well as the OSCE's responsibility for the physical security of the Polling Supervisors will be terminated upon the expiration of the current contract.

### **2. PERSONAL FINANCES AND ACCOMODATION**

Polling Supervisors will be responsible for paying for their accommodation from their per diem allowance. Lodging will be arranged for you and will range from private rooms to dormitory rooms to hotels. You may be required to share a room/flat with a fellow supervisor. The CSPVs were tasked with finding the most acceptable accommodation at the most modest cost in each area. There will, however, be some differences in facilities and cost, depending on local conditions and availability.

Presently, the universally accepted currency in Bosnia and Herzegovina is still the German Mark (DEM). However, in June 1998, the Central Bank of Bosnia and Herzegovina, issued the new Konvertible Mark (KM) with a value equalling that of DEM. For the duration of your contract, you will receive a per diem equivalent to 90 USD per day (calculated by nights spent in Mission Area) in German DEM based on the current OSCE exchange rate. Please be aware that the FO/RC will not be able to provide storage for your money during your stay in the Mission. Except for Sarajevo city, where commission rates are very high, no facilities are likely to be available for cashing Travellers Cheques in any currency. Credit or debit card use is severely limited.

### **3. POSTAL SERVICE/TELEPHONE USE**

Unfortunately, we cannot provide office facilities, or equipment, such as OSCE telephones and e-mail. You may use public telephones where available. **No telephone calls can be made from the Field Office.** Sending faxes and e-mails home is discouraged, because there is no time to receive and relay communications. You may use the local mailing system to send

mail. We also recommend that you do not use phones in your accommodation. Landlords have experienced substantial problems with unpaid bills in the past. International telephone facilities are available from most local PTT offices. You will be given a detailed annex specific to your AoR, which will answer telephone, and postal service related questions.

#### **4. MISSION LANGUAGE**

The official language throughout the Mission is English. This includes all official internal and external correspondence. It is expected that all international staff have sufficient written and oral English in accordance with the job description. In case these requirements are not met, the contract with OSCE will be terminated and repatriation will be initiated.

#### **5. TRANSPORTATION**

As a general rule, each two-person team of supervisors will share a rented vehicle. **The vehicles rented for Polling Supervisors are for official use only. No exceptions can be granted.** The vehicle must be directly available 24 hours, 7 days a week, near the assigned location. The driver is on call at all times. It is the responsibility of the core staff to enforce that the driver is on call and that the vehicle is only used for official purposes. If the policy is disregarded, HO will not be obliged to give neither verbal nor written warning before replacement and repatriation.

#### **6. ALCOHOL**

If the performance of any Supervisor is adversely affected by the consumption of alcohol, it must be brought to the attention of the Director of Election Supervision Branch immediately. The Director will take necessary action depending on the circumstances, which may include, but is not limited to, counselling with the Swiss doctor or a warning. Should any Polling Supervisor be intoxicated at a time when they are working, the OSCE Election Supervision Branch reserves the right to repatriate the person immediately.

#### **7. MEDICAL**

There will be a Swiss medical team in the field, available for consultation and treatment in the Regional Centre. In addition, SFOR medical facilities are available in each area. In addition, SFOR medical facilities are available in each area. In an emergency situation, OSCE will arrange evacuation.



## **V. CODE OF CONDUCT**

### **1. CODE OF CONDUCT FOR POLLING SUPERVISORS**

During their stay in BiH and while in transit, all Supervisors must always remember that they are representing the OSCE, as well as their seconding nations (or in some cases, UNV). Therefore, it is incumbent on each Supervisor to abide by the Code of Conduct of the OSCE and to act in a manner consistent with their status.

To assist them in the performance of their duties during their stay in the Mission area, the reverse side of the ID card of each Supervisor (to be carried at all times) states in both English and local language:

“The bearer of this card is a staff of the OSCE Mission to Bosnia and Herzegovina. You are kindly requested to afford him/her all possible assistance in fulfilment of his/her duties.”

**This card is to be displayed whenever on official duty.**

#### **PRINCIPLE:**

Members of OSCE Missions shall display the highest personal and professional conduct at all times, while on duty or off duty.

Mission Members shall respect the authority of the Head of Mission or his/her designate, and be responsible to him/her for the proper performance of their duties and, the observance of this Code of Conduct.

#### **COMPLIANCE WITH OSCE STANDARDS:**

Mission Members shall comply at all times with the principles, norms and commitments of the OSCE as well as with the relevant provisions of International Law.

#### **IMPARTIALITY:**

Mission Members shall adhere to the mandate of the Mission in performing their duties. They shall refrain from any action that might cast doubt on their ability to act impartially.

Mission Members shall not use or attempt to use their position for private advantage, and shall not accept any gratuity or gift which goes beyond simple courtesy.

#### **LOYALTY:**

The work and conduct of Mission Members shall be in conformity with the interests of the OSCE. The responsibilities of serving an international community require discretion and tact. Mission Members are expected to avoid all actions, statements or public activities that might be detrimental to the fulfilment of their functions. In particular, a Mission Member shall not act in a manner that is likely to discredit the Mission, its members and/or to the OSCE in general.

#### **SECURITY:**

Mission Members shall take every effort to ensure the security of the Mission as a whole and of its individual members, and shall follow closely all instructions regarding safety matters.

## **PRIVILEGES AND IMMUNITIES:**

During their assignment, Mission Members shall enjoy the privileges and immunities set forth in the Vienna Convention on Diplomatic Relations, and in the Provisions concerning the Legal Capacity of the OSCE Institutions and Privileges and Immunities, adopted by the OSCE Ministerial Council of 1 December 1993, as well as other provisions, agreements or understandings between the OSCE and the host country, and its authorities.

It is emphasised that the privileges and immunities are granted to Mission Members in the interest of the OSCE and not for personal benefit. Whenever questions concerning privileges and immunities arise, the Mission Member concerned shall immediately report the matter through his/her supervisor to the Head of Mission.

## **RELATIONS WITH NATIONAL AUTHORITIES:**

The duties of Mission Members are international in character. Mission Members shall neither seek nor accept instructions in the performance of their duties from their national authorities or any authority external to the OSCE. Mission Members must not allow national interests to interfere in any way with their ability to carry out their OSCE tasks effectively.

## **CONFIDENTIALITY AND DISCRETION:**

Mission Members shall not disclose non-public information acquired in the course of their assignment. After the termination of their assignment, former Mission Members shall abstain from using for private purposes any internal information they may have obtained by reason of their position with the OSCE, unless explicit, written permission is granted by OSCE.

Mission reports are for the internal use of the OSCE and, through established channels, for the use by national authorities of participating States.

Mission Members shall exercise maximum discretion with regard to all matters relating to the activities of the Mission. After completion of their assignment, former Mission Members wishing to go public (such as through interviews or research work) may describe the work of the Mission in general terms. They shall, however, refrain from disclosing any information that might have a bearing on sensitive issues or may adversely affect the activities and/or standing of the OSCE. In case of doubt, the OSCE Secretary General shall be consulted.

## **DAMAGE TO PROPERTY:**

Mission members are entrusted to protect, manage and use OSCE resources and OSCE property efficiently and with necessary care, and will not wilfully, or through negligence, cause any waste, loss and/or damage to OSCE equipment (including automobiles), documents and resources.

Mission members may be required to reimburse the OSCE, either partially or in full, for any financial loss suffered by the OSCE as a result of their gross negligence.

## 2. CONTACT WITH THE MEDIA

The following is an extract from the Press Office policy document on the subject of contacts with the media. Supervisors must take note of its contents and should channel all requests through the Core Supervisor, who will pass the information to Regional Centre Directors:

1. **No media interviews should be given to any organisation without permission from the HO Sarajevo Press Office.** The Press Office will co-ordinate all requests for interviews. Our intention is not to prevent interviews or contacts with the press, merely to be aware of them, prioritise them, and be ready to respond proactively.
2. **During their assignment (including duty or private travel outside the Mission area) Mission Members shall not make public statements, grant interviews, or write articles, without prior authorisation of/or consultation with the Head of Mission or his/her designate. This designate will in most cases be the Senior Spokesperson. Mission Members shall refrain from actions, statements or publications which are incompatible with their duties or obligations towards the OSCE.**
3. The OSCE must speak with one voice. In the past we were unfairly hurt by untimely and inaccurate dissemination of information. **No Mission personnel should speak to the press about Mission activities off-the-record or on background.** The Mission will continue to implement a carefully considered media strategy. If you have suggestions or criticism of the strategy, please pass such suggestions to the Press Office. They will appreciate your input.
4. Press Office personnel will be seeking detailed information from all departments, especially the Elections Department, in the months ahead. Press Office personnel will be responsible for explaining and defending our decisions to the outside world. They will ask you difficult and detailed questions, and they will ask each of you to justify your decisions and data so that they will be prepared to use those arguments to answer the same questions from the press. Please give all members of the Press Office your fullest co-operation at all times with requests for information, which on occasion will require immediate responses.
5. No department of the Mission should issue any information of any kind, anywhere, under any circumstances, without first notifying the Press Office, and as appropriate, getting Press Office approval.

### 3. LEGAL STATUS

The following is the text of the relevant Ministry of Foreign Affairs document, which remains valid during the extended mandate:

Sarajevo, 19.04.1996.

To: H.E. Ambassador Robert Frowick  
Head of OSCE Mission to  
Bosnia and Herzegovina

Excellency,

Based on the General Framework Agreement for Peace in Bosnia and Herzegovina, in particular its Annex 3 (Elections), Annex 6 (Human Rights) and Annex 10 (Civilian Implementation), the following understanding concerning the status of the OSCE Mission to Bosnia and Herzegovina has been reached:

1. The OSCE Mission (Head Office, OSCE Regional Centres, OSCE Delegations and the Swiss Army Logistic Support Unit) and its premises, archives and other property enjoy the same privileges and immunities as are enjoyed by a diplomatic mission under the Vienna Convention on Diplomatic Relations of 18 April 1961. In addition, the Provisions concerning the Legal Capacity of the CSCE Institutions and Privileges and Immunities, as adopted by the CSCE Ministerial Council on 1 December 1993, apply to the OSCE Mission.
2. OSCE personnel enjoy privileges and immunities as are enjoyed by diplomatic agents under the Vienna Convention, as well as the privileges and immunities set forth in the decision of the OSCE Ministerial Council of 1993. The Head of the OSCE Mission enjoys the privileges and immunities, exemptions and facilities as are accorded to ambassadors who are heads of missions.
3. OSCE personnel respect the local laws insofar as they are compatible with the mandate and tasks of the OSCE Mission, and OSCE personnel shall refrain from activities not compatible with the mandate and tasks of the Mission.
4. Bosnia and Herzegovina shall take the necessary measures to ensure the full protection, safety and security of OSCE personnel, as well as of the OSCE Mission, its premises and facilities.
5. In recognition of the need for expeditious entry and departure procedures, OSCE personnel are exempt from passport and visa regulations and registration requirements applicable to aliens. OSCE personnel carry an identification card to be issued by the OSCE which provides proof that the holder is assigned to the OSCE Mission. In view of their status as diplomatic agents, OSCE personnel are immune from personal arrest or detention. If OSCE personnel are mistakenly arrested or detained, the Mission shall be informed without delay and the Mission member concerned shall be released and turned over to the Mission immediately.
6. Driver's licenses issued to OSCE personnel by their respective national authorities are recognised and accepted as valid without any local administrative procedures or the payment of any fee or tax. Motor vehicles operated by the Mission are not subject to local licensing or registration requirements and the use of OSCE or foreign license plates on Mission vehicles shall be accepted without any further requirements. Vehicles operated by the Mission shall carry adequate third-party liability insurance.
7. The OSCE Mission and OSCE personnel are permitted to display the OSCE flag and OSCE emblem on premises used by the Mission, means of transport or individual clothing. OSCE personnel may wear uniforms; the Swiss Army Logistic Support Unit will wear yellow berets. OSCE personnel are not allowed to carry arms.

8. OSCE personnel enjoy, together with the Mission's vehicles, aircraft and other equipment, unimpeded freedom of movement, unimpeded access, as may be required to carry out the Mission's mandate, throughout Bosnia and Herzegovina. .

9. Procedures to implement the right of the OSCE to import goods in support of the Mission free of customs duties, taxes and restrictions shall be agreed between the Mission and the Ministry of Foreign Affairs of Bosnia and Herzegovina on an urgent basis. These procedures shall ensure that the Ministry of Foreign Affairs will approve the necessary documentation for exemption without delay and that any procedures for customs clearance, especially at border crossings, will be carried out urgently and with priority.

10. The OSCE and OSCE personnel may use airports, roads and ports without payment of duties, dues, tolls or charges. However, the OSCE shall not claim exemption from reasonable charges for services requested and received by it, but movement and access shall not be allowed to be impeded upon, pending payment for such services.

11. In exercising its right of unrestricted communication the OSCE Mission may use its own radio and other means, utilise communication channels, means and services as required to ensure full ability to communicate. The OSCE Mission may, pursuant to the laws and regulations of the Bosnia and Herzegovina, use the electromagnetic spectrum for operations of the Mission, and commits itself, in co-operation with relevant authorities of the Bosnia and Herzegovina, to ensure the licenses. The OSCE Mission has no right to utilise broadcasting frequencies. OSCE Mission will continue to use the VHF/HF radio networks of other International Organisations operating in Bosnia and Herzegovina on the frequencies included in the attached list. While doing so it will proceed to comply with Regulatory Requirements for getting the licenses for all existing equipment from the proper authorities of Bosnia and Herzegovina. The OSCE Mission may transport the private mail addressed to or emanating from members of the OSCE Mission.

12. The OSCE Mission shall be provided, free of charge, with such premises and facilities as may be required to carry out the mandate of the Mission. Upon request of the Mission, OSCE personnel shall be assisted in finding accommodation at reasonable cost. The Mission shall be assisted in obtaining, at the lowest applicable rates, the necessary utilities and public services, such as water, electricity and telephone as well as other resources necessary for the purposes of the Mission.

13. Procurements by the OSCE of local supplies, goods and services shall be made without payment of taxes or duties of any kind. The Ministry of Foreign Affairs of Bosnia and Herzegovina will approve any required documentation without delay. Procedures to implement this right shall be agreed between the Mission and the Ministry of Foreign Affairs on an urgent basis.

14. The OSCE Mission may hire local personnel who shall remain subject to local laws and regulations. However, local personnel hired by the Mission shall:

- a) be immune from legal process in respect of all acts performed by them in their official capacity as employees of the Mission;
- b) be exempt from national services and/or military services obligations;
- c) be exempt from taxation on the salaries and emoluments paid to them by the OSCE Mission.

15. Disputes with regard to the interpretation or application of this understanding shall be settled between the Head of the OSCE Mission and an authorised representative of the addressee by diplomatic means.

This reply to your letter of April 18, 1996 means that the understanding will become effective on the date of this letter and shall remain in force for the duration of the OSCE Mission.

Accept, Excellency, the assurances of my highest consideration.

Minister  
Dr. Jadranko Prlic

## VI. COMMUNICATION

### 1. VHF COMMUNICATION

Communications are essential to coordinate and control the activities of the OSCE. This also provides an element of security for OSCE personnel. Communications resources, like any other, are finite and should be used sensibly. This will ensure that important administrative and security messages are given priority.

**VHF Radio should only be used if telephones are not available.**

The local communications infrastructure within the mission area was greatly damaged during the war and is only now starting to recover. The number of circuits available to the OSCE is limited. All mission members must be aware that if they are using communications resources for the passage of personal or trivial messages, then more urgent traffic may not be able to get through.

The OSCE uses Motorola VHF Base, Mobile and Hand-held radios. There are 16 channels available on these radios. There is a system of ECMM owned repeaters in the mission area that the OSCE may use. This is the primary means of VHF communications used by the OSCE. Channels 1-5 inclusive are for use with these repeaters (Duplex).

There is also a network of UN repeaters in the mission area. The OSCE may use these repeaters on occasions when it is necessary to contact UN personnel (i.e. IPTF) or where emergency demands so and coverage is not available through the ECMM network. Channels 6-8 inclusive are the most frequently used UN channels (Duplex).

All other channels (9-16) are for short distance traffic (simplex). These channels are again shared between the OSCE and ECMM.

Upon arrival into the field all Polling Supervisors will be instructed which channel to use in their PS. During the Polling days the FO/EO will have a base-station radio manned 24 hours a day.

Staffing the base-station, the Core Staff member will enforce net discipline ensuring that emergency traffic only is being communicated across the net. Over 2 600 Polling Supervisors will be using the radio net. Therefore, it cannot be emphasised enough that the **RADIOS ARE FOR EMERGENCY USE ONLY!** Priority must always be given to using the telephone. VHF communication must be limited to only medical, security and operational emergencies only.

Examples include:

- |                      |  |
|----------------------|--|
| Medical Emergencies  | -Requiring immediate medical attention   |
| Security Emergencies | -Personal security seriously at risk     |
| Election Emergencies | -Running short of vital polling material |

## **2. MONITORING OF RADIO CHANNELS:**

SFOR Multi-National Divisions (MNDs) will monitor channels 1-5 and 9-16 during Polling and Counting days. This enables the “Mayday” distress procedure to be as efficient as possible. You may experience SFOR interventions in case of “traffic jam” on a channel. In addition to this, the MNDs may assist in the passing of OSCE reports from the Polling Station.

## **3. CALL-SIGNS:**

The primary reason for the use of call signs is to ensure that the users are easily identified. ALL users are requested to abide by the published and agreed call-sign system. It should be remembered that we are sharing this network with the ECMM and we should not be in breach of agreed procedures. In other words, no unauthorized or bandit call signs and no unnecessary conversation.

**Polling Supervisors will simply use their designated Polling Station numbers as their call signs.** The Polling Station number automatically identifies the location of the supervisor.

**During the initial training at your FO, you will be told which radio channels are used in your area, and the call signs of your superiors with which you may have to communicate.**

## **4. BASIC VOICE PROCEDURE:**

All calls are to be made in the English language.

Prior to sending a message, listen to the working channel to ensure that no other message traffic is being sent. Preferably write your message down first.

The key to every successful radio correspondence is:

- THINK - PRESS THE “SEND BUTTON” - TALK in that sequence.
- All calls are to be initiated as follows: “###(Call sign of Called station)### THIS IS ###(POLLING STATION)### OVER”
- The response should be: “###(Their call sign)### - SEND OVER.”
- The message can then be passed on.
- All messages should be short, sharp and to the point! Remember long or excessive conversations could prevent a colleague from establishing an EMERGENCY CALL.
- The call should be ended with the word “OUT”, which indicates that you are completely finished using the radio net and that others are free to use it at that time. Common courtesy requires that you do not start a communication until the using party has ended with the word “OUT”.

## 5. PHONETIC ALPHABET:

The following table should be used when **spelling signals**:

LETTER	SPOKEN AS...	LETTER	SPOKEN AS...
A	ALPHA	N	NOVEMBER
B	BRAVO	O	OSCAR
C	CHARLIE	P	PAPA
D	DELTA	Q	QUEBEC
E	ECHO	R	ROMEO
F	FOXTROT	S	SIERRA
G	GOLF	T	TANGO
H	HOTEL	U	UNIFORM
I	INDIA	V	VICTOR
J	JULIET	W	WHISKEY
K	KILO	X	X-RAY
L	LIMA	Y	YANKEE
M	MIKE	Z	ZULU

## 6. EMERGENCY CALL-OUT PROCEDURE:

- If an emergency call is to be made, the following procedure is to be followed:
- Leave radio on its present channel
- Broadcast the following message, taking care to be clear and concise: "MAYDAY, MAYDAY, MAYDAY. ANY STATION THIS IS ###(Polling Station)### OVER."
- Wait for a response. The response may be something like: "###(Polling Station)###. THIS IS ###(their call-sign)### SEND OVER" (during the election period the reply will be from the net controller SFOR/ECMM if the call is made on one of the repeater channels)
- Proceed to give as much information as possible about the incident. You should be prepared to give details of the following:
  - What (has happened)?
  - Where (is the incident)?
  - When (did the incident occur)?
  - What (is being done about it)?
  - What (type of assistance is required)?
- It may be useful to prepare an emergency call table, which can be completed prior to the call, in order to record the incident.
- All calls are to be made in the ENGLISH language.
- Always give priority to using a telephone first.



## **VII. SECURITY**

### **1. MISSION SECURITY**

You will have a verbal and written security briefing to your specific AoR.

- A large number of ITRNs and CSPVs will patrol their AoR on election days and will be ready to assist whenever needed. All OSCE Officers will monitor the landline telephones and have radio contact with patrolling vehicles.
- The maintenance of law and order is the primary responsibility of the civilian police with the assistance of the International Police Task Force (IPTF). The IPTF plays an important role at the Polling Stations, where they will be responsible for supervising the Local Police. Each Polling Station will be patrolled by the Local Police who will be the first to respond in the event of an emergency or incident. In the event of a security incident, OSCE personnel are to seek assistance from civilian police (through IPTF) before seeking assistance from SFOR. The primary responsibility of SFOR during the election period is to provide a safe and secure environment and freedom of movement for OSCE personnel and voters. SFOR has a mandate to protect all Polling Supervisors
- The Joint Operations Center (JOC) in co-ordination with Mission Security is responsible for overall Elections security planning and co-ordination.

All security-related incidents, whether they involve personal threat, injury, loss or damage to OSCE property or any other activity which might compromise the persons or property of the OSCE must be reported to your CSPV immediately. Should the local police be involved, a copy of all reports must be forwarded as well.

### **2. PERSONAL SECURITY**

#### **RULE NO. 1: ALWAYS USE COMMON SENSE.**

Few international civilians have personally experienced excessively dangerous situations in BiH.

#### **RULE NO. 2: AT ALL TIMES, CARRY THE FOLLOWING ITEMS ON YOU (NOT IN A SEPARATE BAG):**

OSCE ID card  
National passport  
Local Emergency Action Plan Form (which you will receive at your local security briefing)  
Money, coins or phone card for a telephone call  
Personal documents, credit cards  
Important medication and prescription glasses if you wear contact lenses.

## **AUTHORITIES:**

If you are stopped or questioned by local authorities, be firm but polite at all times. Never lose your temper. If you are detained, insist on your diplomatic status and try to call CSPV/FO/RC/ESB. Never sign documents or statements without the advice of Mission legal counsel. Do not try to obtain your release by signing documents, prior to obtaining legal aid from OSCE. For further guidelines for conduct with local authorities, refer to the Code of Conduct.

## **DISTURBANCE AND CONFRONTATIONS:**

Should you experience any direct confrontation or disturbance or be in the vicinity of any kind of public disturbance, leave the area immediately. Never get involved! Inform CSPV/FO/RC/ESB of the disturbance or confrontation.

## **CAMERAS:**

Never take pictures of any official institutions such as borders, frontlines, crossing points, government buildings, military installations/personnel or police. **Always ask for permission.** If you are in doubt, keep the camera in your pocket. When on official mission consider leaving camera at home. One of the most common reasons for internationals getting into trouble with local authorities, despite diplomatic immunity, is photography.

## **WEAPONS:**

Never handle any weapons, ammunition, shells, cartridge cases, etc. Remember that a picture of an OSCE representative handling a weapon could be very damaging for the image of the Mission. Do not attempt to take any of the listed items home as souvenirs!

## **BATTLEFIELD AREAS:**

Please read chapter 7 on Mine Awareness (page 24).

### 3. TRAVEL SECURITY

#### REPORTING MOVEMENTS:

Always inform your CSPV of your travel plans, including route (and alternative route if possible), time of departure, estimated time of arrival and names of people travelling. Operators of a hired OSCE vehicle must always use safest and shortest route. **Travel out of AoR and use of hired vehicles/drivers for recreational use are not allowed.**

#### VEHICLE AND TRAVEL SECURITY:

- All local traffic laws and speed limits, as well as the OSCE speed limits below, must be observed:

Type of vehicle	Open road	Towns	City Centre
Car	80 kph	60 kph	40 kph
Minibuses, Vans	80 kph	60 kph	40 kph

- All drivers and passengers must wear seat belts, if available. Any Mission member or local employee, who refuses to fasten his/her seat belt, must leave the vehicle.
- Maintain at least one vehicle length between your vehicle and the vehicle in front of you in town and at least three on the open road.
- If a vehicle is left unattended, even for brief periods, all available anti-theft security/locking devices must be employed.

#### THE FOLLOWING SECURITY MEASURES ARE STRONGLY RECOMMENDED:

- Plan your route on a map and take it along.
- Be realistic about travelling time, consider that all speed limits must be observed.
- Always drive defensively and anticipate the unexpected. Slalom driving is absolutely prohibited.
- Always park your vehicle tail-end first when possible (for quick departure).
- It is advised that a person who speaks the local language be in the car at all times.
- Try to keep the vehicle manned whenever possible.
- For security purposes, keep the vehicle more than 50% fuelled and bring spare fuel, if possible. Top up the fuel tank at every available opportunity.
- Radio communication to an OSCE location should be maintained at all times.
- Drive carefully – especially when there are children playing close to the road or there is a bus stopped in front of you!

#### ACCIDENTS AND VEHICLE DAMAGE:

There are a lot of traffic accidents in BiH due to the enormous increase in privately owned vehicles and new drivers who are sharing the very constrained road network of BiH. All accidents and incidents involving OSCE vehicles, whether damage has occurred or not, **must be reported immediately** to your CSPV. For vehicle service, contact the CSPV.

#### PASSENGER RESPONSIBILITIES:

Driving is the responsibility of the passengers as well as the driver. If a driver does not respect the above rules, passengers must enforce them. If a driver does not respond to a request, followed by a warning, the Mission member has the right to refuse to travel in the vehicle and must immediately report the driver to the CSPV. Reckless driving by an OSCE vehicle must be reported to the CSPV.

## 4. EMERGENCY ACTION PLAN (EAP)

### PURPOSE AND PROCEDURES FOR EMERGENCY ACTION PLAN

The OSCE Emergency Action Plan parallels and dovetails into the SFOR Evacuation Plan (Medusa). However, additional options are included to provide greater flexibility for decision making in the field. Should the OSCE working environment deteriorate locally or nationally this EAP indicates the measures that should be taken. Accordingly, the procedures in this chapter apply to all Mission locations and can be applied, depending upon the situation, to any level: Head Office, Regional Centre or Field Office. A move to a higher or lower alert status will be co-ordinated, through the chain of command, with the Chief of Staff and Operations. In emergency circumstances, where communication is not possible or too slow, or when absolute necessity warrants, any Mission personnel may take measures to ensure their security including changes in Alert Status, provided that the Chief of Staff and Operations is informed as soon as possible. Any changes of Alert Status will be announced to all Mission personnel.

Measures from a lower Alert Status apply until they are overridden by new measures.

It is possible to go directly to any of the threat-levels. On occasion, locations will need to improvise in order to adjust to the situation on the ground.

### EAP ALERT STATUS

States of Readiness or “Alert Statuses” are assigned to the present type of working environment in any given area:

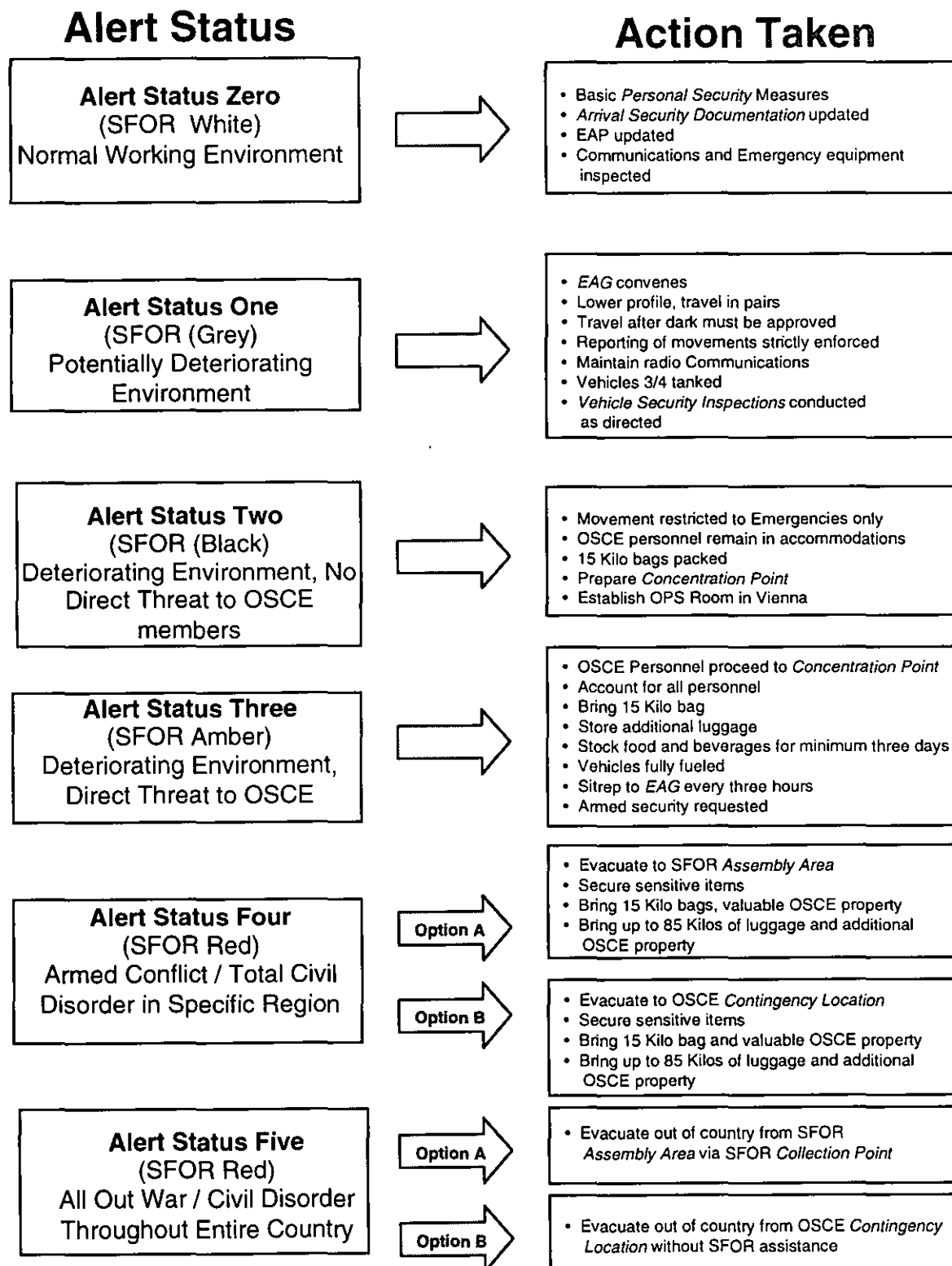
- Alert Status 0: Normal Working Environment
- Alert Status 1: Potentially Deteriorating Environment
- Alert Status 2: Deteriorating Environment, No Direct Threat to OSCE
- Alert Status 3: Deteriorating Environment, Direct Threat to OSCE Members
- Alert Status 4: Armed Conflict / Total Civil Disorder in Specific Region
- Alert Status 5: All out War / Civil Disorder throughout Entire Country

Each Alert Status requires varying degrees of precautionary actions to be taken. For these actions, please see the Alert Status Diagram on page 24.

### FIELD TRAINING FOR POLLING SUPERVISORS

All Polling Supervisors receive local security briefings upon their arrival in the field. Topics include Mine Awareness, VHF Radio Communications and Local Emergency Action Plan. A Local Emergency Action Plan (Form G-4) sheet will be handed out. You will find all the information needed in case of emergency listed on Form G-4. **Keep it with you at all times.**

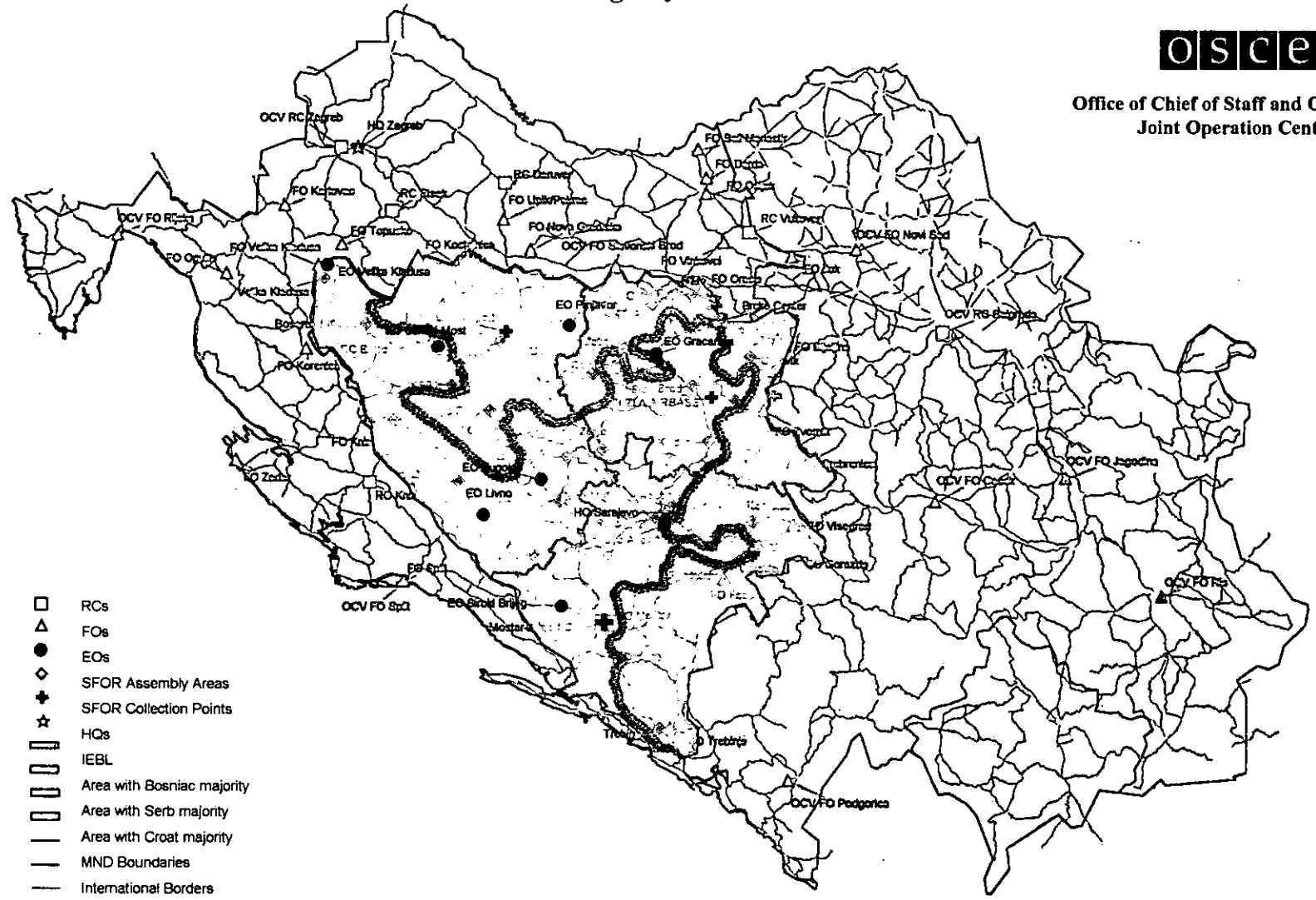
## 5. ALERT STATUS DIAGRAM



Master Emergency Action Plan Elections '98



Office of Chief of Staff and Operations  
Joint Operation Centre



- RCs
- △ FOs
- EOs
- ◇ SFOR Assembly Areas
- ◆ SFOR Collection Points
- ☆ HQs
- ▬ IEBL
- ▨ Area with Bosniac majority
- ▩ Area with Serb majority
- ▧ Area with Croat majority
- MND Boundaries
- International Borders
- Major Roads

Prepared by Tarik Dreca, August 17, 1998

## 7. MINE AWARENESS

Land mines continue to be a hazard throughout BiH with around 2 million remaining buried in areas on both sides of the IEBL. They are designed to explode when you touch or step on them. The explosion is strong enough to kill you, or destroy a leg or an arm.

Generally speaking, every hard surfaced road has been cleared of mine contamination in BiH. However, the threat remains high when going off the road in rural areas, particularly near former front-lines and along the IEBL. Since mines are usually hidden and very difficult to see, your only defense is to avoid the areas where landmines are liable to be present.

### Where can one find mines?

Mines can be found in the following areas:

<ul style="list-style-type: none"><li>◦ Close to bridges</li><li>◦ Confrontation lines</li><li>◦ Along the roads</li><li>◦ In military buildings</li><li>◦ Near former battlefields and front lines</li></ul>	<ul style="list-style-type: none"><li>◦ In farmers' fields</li><li>◦ Along electric power lines and towers</li><li>◦ Along the river banks</li><li>◦ In/around abandoned houses or destroyed buildings</li></ul>
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### What do mines look like?

Mines come in different sizes and shapes. They can sometimes look like harmless objects, but they are always very dangerous. You should also watch out for unexploded shells and ammunition. A comprehensive collection of pictures, drawings and illustrations will be presented during the Mine Awareness Courses that all members will attend.

### How can I avoid mines?

Stay away from former battlefields/front-lines. Always stick to "the beaten track" where you can see that people move regularly. Do not move away from hard surface, even if ensured that mines have been cleared. Do not pick anything up, do not open up doors to empty houses, etc. Ask for advice from the local authorities, or from people living in the neighborhood. Use your common sense!

**NEVER TOUCH A MINE OR ANY OTHER UNKNOWN OBJECT - MINES CAN KILL YOU!! IF YOU DID NOT DROP IT – DO NOT PICK IT UP!!**

### Remember These Warning Signs:

Red Triangle, skull and crossed bones, yellow stripe (tape), a simple string, painted stone on a track or road, empty cans hanging from trees or stuck onto small branches, a piece of plastic tied to a stick or fence, two or more stones piled on each other in the road or track, a tree branch laid across the road, a look of disuse i.e., grass growing in the road or tire ruts, blown up/burnt up vehicles or other debris littering the area perhaps partially on the road, fencing trailed across the track, local people taking a long route around an obstacle rather than what appears to be a direct route.

Suspicious looking 'natural obstructions', which may cause you to detour off the paved road, such as a fallen tree or large rock should be treated with suspicion. Check to see if and how other people are moving past the obstacle.

**Remember: most mined areas are not marked.**

Mined areas that have been cleared are marked with blue triangles. This area has been checked and cleared of mines. Cleared areas are never considered completely safe and you should still avoid these areas when possible.

**If you see a mine or any other suspicious object:**

<ul style="list-style-type: none"><li>• Stop</li><li>• Do not panic</li><li>• Alert all others who are with you</li><li>• Be aware that there may be other mines around you</li></ul>	<ul style="list-style-type: none"><li>• If in group and your footprints back to safe ground are visible, one person should retrace the route and get further assistance</li><li>• If you can not retrace your footsteps stand still and try to attract help. Be prepared to wait as long as this takes</li><li>• Remember the mined area</li><li>• <b>IMMEDIATELY inform SFOR</b></li></ul>
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**In case of casualty:**

Do not approach the wounded if you have to go into the mined area to do so. Seek medical and security help immediately.

**8. DEMONSTRATIONS, BLOCKADES AND RIOTS POLICY**

Stay clear of any blockade, demonstration or riot if possible. Never risk your personal safety to protect Mission property. If you do get involved, always use your common sense and do not antagonise protesters. Awareness of the protesters' position will help. Indicate understanding but avoid agreement. Try to convince others that you will try to reach a solution acceptable to all parties.

**If outside a building under blockade or demonstration:**

Do not attempt to enter the building.  
The most senior Mission Member will take charge and co-ordinate the transport to a temporary location.  
Identify an alternative location where there is appropriate communication equipment to contact HO and other authorities. The alternative HO could be at ECMM, OHR, IPTF premises or similar. Keep a low profile in this location.  
From there, contact RC/FO/ESB Operations for instructions. Keep these authorities informed about the situation. Contact local authorities to arrange proper and orderly control of the situation, reminding them in particular of the host nation's responsibility to ensure security of the Mission. Contact IPTF and ask for guidance. SFOR should be contacted if the situation warrants. The OSCE Member in charge must agree to any use of force by SFOR to relieve the situation if life or property are threatened. Disperse OSCE personnel from the building under siege but maintain a distant watch if possible. Consider sending local personnel home.

**If inside a building under blockade or demonstration:**

Leave the building immediately.  
Lock all entrances.  
If it is not possible to leave the building, try to establish contact with any OSCE office or IO.



## EVENT/EMERGENCY REPORT CHECK LIST

STAY CALM, TRY TO NOTE DOWN THE MOST IMPORTANT PART OF YOUR MESSAGE BEFORE YOU SEND.  
USE THIS CHECK LIST ALSO WHEN YOU RECEIVE A MESSAGE.

No		Report guidance	Your own Message/notes
1	From	Make it clear who you are; -RC/FO/EO/PS -Your name -Your location as exactly as possible -Your phone number/fax/call sign/radio frequency/channel	
2	When	When did the event happen? and/or When did you get to know?	
3	Who	Who is involved in the event? -International Staff and how many -Local Staff and how many -Others and how many	
4	What	Describe as exactly and as briefly as possible. -What has happened If injuries: -How many -How serious -Need of emergency transport (ambulance, helicopter)	
5	Where	Describe as exactly as possible where the event happened. -Nearest town, village, distance and direction from well-known building, road junction etc. -meeting point (if applicable) -Recommended landing zone for helicopter	
6	How/ Why	If you have more information on how/why the event happened, Describe briefly	
7	Assessment	Your assessment if any. -Need of safety/security support -Need of evacuation -Need of support for evacuation	

IF YOU ARE IN DANGER, TRY TO BRING YOUR SELF AND YOUR PARTNERS TO A PLACE WHERE YOU ARE TEMPORARILY PROTECTED.

**IF INJURIES, MAKE SURE THAT FIRST AID IS GIVEN TO THE INJURED.**

## **IMPLICATIONS OF NON-COMPLIANCE WITH THE ES RETURN TRAVEL POLICY FOR INTERNATIONAL SUPERVISORS**

**ANY CHANGES TO TRAVEL ARRANGEMENTS MADE FOR SUPERVISORS BY OSCE  
OR BY SECONDING NATIONS ARE CONSIDERED TO BE NON-COMPLIANCE.**

**Polling Supervisors must notify OSCE of their non-compliance plans upon arrival in Zagreb/Split, before their departure to the Field Offices.** If you choose to provide Election Supervision with notice that you will not be participating in the official repatriation plan, you are hereby advised of the implications of your decision.

1. Failure to notify OSCE of any changes in your repatriation plan will result in written notice of your action to your sponsoring country and/or organisation.
2. The diplomatic status provided to you in conjunction with your work with OSCE terminates upon the expiration of your current contract.
3. OSCE insurance coverage, both medical and war risk, will expire on the final date of your OSCE contract. After your contract expires you will no longer be eligible for insurance coverage.
4. OSCE will not be responsible for the physical security of you or your possessions while in Bosnia, after the expiration of your contract.
5. OSCE will not provide any transportation or communication assistance to you. Individuals who do not follow the repatriation plan do not have access to OSCE, SFOR or UN flights/vehicles.
6. OSCE is not responsible for any assistance in making your travel arrangements out of theatre. This includes any assistance you may require regarding either country or IEBL border crossings.
7. You are expected to fulfil terms of your contract. For example, you can not make new travel plans for the 13<sup>th</sup> September if your contract ends on the 16<sup>th</sup> September.



**Organization for Security and Co-operation in Europe**  
**Mission to Bosnia and Herzegovina**  
**Election Supervision**

LAST NAME \_\_\_\_\_ ASSIGNED FO/EO OFFICE \_\_\_\_\_

FIRST NAME \_\_\_\_\_ MIDDLE NAME \_\_\_\_\_

OSCE CONTRACT No. \_\_\_\_\_ CONTRACT START \_\_\_\_\_ CONTRACT END \_\_\_\_\_

**ORIGINAL TRAVEL PLANS:** Date/Time of Departure: \_\_\_\_\_ Point of Departure: \_\_\_\_\_

Mode of Travel: \_\_\_\_\_ First Destination \_\_\_\_\_

**UPON THE ENDING OF MY OSCE CONTRACT:** (please circle)  
▪ I WISH TO STAY IN BiH YES / NO  
(I.E. WILL NOT TAKE THE BUS BACK TO SPLIT/ZAGREB)

▪ I WISH TO TAKE THE BUS BACK TO ZAGREB/SPLIT,  
BUT WILL MAKE MY OWN TRAVEL PLANS FROM THERE YES / NO

**NEW TRAVEL PLANS:** Date/Time of Departure: \_\_\_\_\_ Point of Departure \_\_\_\_\_  
Mode of Travel: \_\_\_\_\_ First Destination \_\_\_\_\_

I HEREBY ACKNOWLEDGE THAT I AM CHANGING MY ORIGINAL TRAVEL DEPARTURE PLANS. I AM NOT PARTICIPATING IN THE OSCE REPATRIATION PLAN AS INDICATED ABOVE. I HAVE READ THE IMPLICATIONS OF NON-COMPLIANCE WITH THE ES RETURN POLICY MEMORANDUM AND UNDERSTAND ITS CONTENTS.

SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_