

UNITED NATIONS
NATIONS UNIES

**UN PEACEKEEPING
HANDBOOK
FOR JUNIOR RANKS**



UNITED NATIONS
DEPARTMENT OF
PEACEKEEPING
OPERATIONS

**UNITED NATIONS
PEACEKEEPING HANDBOOK**

for Junior Ranks

Third Draft

Name:.....

Unit:.....

United Nations Peacekeeping Handbook for Junior Ranks

The Third Draft of the United Nations Peacekeeping Handbook for Junior Ranks has been prepared by the Department of Peacekeeping Operations (DPKO)/Training Unit. Many of the modifications in this text are based on recommendations made by Member States during four United Nations Regional Peacekeeping Training Workshops conducted in 1995 and 1996.

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PREFACE

United Nations peacekeeping is growing in importance. In recent years, the number of United Nations peacekeeping operations has increased dramatically, accompanied by an increase in the number of peacekeeping personnel in the field and the range of tasks for which they are responsible. Peacekeeping is no longer primarily a military concern, but has become more and more multi-dimensional, employing an increasing number of civilian personnel, such as civilian police, human rights and election monitors, humanitarian assistance personnel, and other components. Moreover, peacekeeping has also become more multinational, with an increasing number of Member States contributing personnel to peace-keeping activities.

The expansion in both the scope and complexity of United Nations peace-keeping has underscored the importance of training and preparation for future peacekeepers *at all ranks*. However, this *Handbook* is intended for use by peacekeepers at the *junior ranks level* who have been selected to participate in a peacekeeping mission, and who will be actively involved at the ground level of peacekeeping. It should be used to supplement national training. This document is not meant to supplant military handbooks, but to provide a training checklist only.

Peacekeepers, both military and civilian, work closely with colleagues from diverse nationalities and cultural backgrounds, as well as with those with various levels of training and experience. Therefore, it is important for all peacekeeping personnel to share the same understanding and knowledge of the rules and guidelines of the United Nations.

The United Nations Junior Ranks Handbook has been developed by the Department of Peacekeeping Operations/Training Unit to provide information about the United Nations and its rules and guidelines. The Handbook also covers topics of which peacekeepers must be aware, e.g., behaviour expected of a peacekeeping soldier; difficulties which may

PREFACE

be experienced in another culture; how to deal with difficult and unusual military situations in general, e.g., hijacking, etc. A-W-A-R-E-N-E-S-S is the keyword in this document.

It will also outline the major responsibilities of a peacekeeping mission, for example, patrolling, observing and reporting. Although the *Handbook* illustrates many situations which may be encountered by peacekeepers and provides a general framework for handling these situations, it does not attempt to dictate the behaviour or reaction(s) of a peacekeeper in every situation.

All the information in this document should be studied carefully. Additional information and guidance may be obtained from national peacekeeping trainers, who can provide other essential information and practical exercises. This *Handbook* does not relieve the home nation of its responsibility to train national personnel to the standard deemed necessary by the United Nations.

Since the initial draft of this document, DPKO has received many comments from ongoing peacekeeping operations, national and regional peacekeeping training institutes and the Member States, which have been implemented in the *Third Draft*. The Department of Peacekeeping Operations (DPKO) hopes this document will be useful to Member States in their national peacekeeping training programmes.

Do not hesitate to address any additional comments or questions to national peacekeeping training supervisors or to the DPKO/Training Unit. Any required alterations will be made in future drafts of this document.

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CHAPTER

1

INTRODUCTION



PURPOSE



The aim of the *United Nations Junior Ranks Handbook* is to set forth and describe the basic information requirements for personnel at the junior ranks level assigned to United Nations peace-keeping operations.

Since the requisite knowledge and experience for peace-keeping is continually changing, this document should be viewed as a flexible and expandable “peacekeeper’s handbook”.

SECTION 1: FOCUS AND INTENT

Briefly, the basic focus and intent of this Handbook are described as follows. These should be kept in mind when studying this document:

FOCUS:

- Target groups are civilian junior ranks, private soldiers and junior NCOs;
- Training topics are on peacekeeping subjects, only; and
- Overall aim is standardization, simplicity, relevance and applicability.

INTENTION:

- To supplement, not substitute, military or other special training manuals;
- To provide readable format to facilitate translation; and
- To provide a document which can be used internationally.

SECTION 2: TRAINING AND INFORMATION STRUCTURES



This document is structured to provide general and specific training which utilises various types of preparation techniques and sources of information:

TYPES OF PREPARATION AND TRAINING:

- General peacekeeping training to provide basic information and background to United Nations peacekeeping activities;
- Specific, or pre-mission, preparation for a particular United Nations peacekeeping operation;
- Personal preparations to familiarise and acclimate each peacekeeper of his/her responsibilities in the mission area.

SOURCES OF INFORMATION AND RECOMMENDED READING AND TEACHING MATERIALS:

- The United Nations Charter;
- Guidelines for United Nations Peacekeeping;
- Extracts of Standing Operating Procedures;
- United Nations Peacekeeping Training Manual (UN HQ DPKO);
- Extracts of the basic rules of the Geneva Conventions, Law of War and Human Rights;
- First aid manuals, military manuals (weapons, equipment, map reading, biological-chemical warfare training, mine awareness training, fire fighting, shelter construction and maintenance, driving, weapons and equipment recognition) and geographic publications of the mission area.

SECTION 3: PHASES OF PREPARATION FOR UNITED NATIONS OPERATIONS



A great deal of preparation is essential to train national personnel and units for participation in a United Nations peacekeeping operation. Experience gained in past peacekeeping training programmes indicates that the following approach to peacekeeping training is effective in developing peacekeeping personnel prepared for deployment to the mission area. The following three *phases* outline the essential aspects of pre-mission training which must be included in the preparation of peacekeeping personnel:

PHASE 1: GENERAL PREPARATION AND TRAINING

- Background of United Nations peacekeeping operations;
- Organisational structure of the United Nations and a United Nations peacekeeping mission
- Selection and concentration of personnel;
- Personnel administration;
- Kitting and medical documentation; and
- Code of conduct.

PHASE 2: GENERAL SKILLS AND SAFETY TRAINING

- Initial physical/weapon skills¹;
- General weapon/equipment training¹;

¹ Although some specific training may be carried out in the mission area, it is the responsibility of Member States contributing personnel to a peacekeeping mission to adequately train national personnel who have been selected to participate in a United Nations peacekeeping operation.



- First aid;
- Hygiene and sanitation;
- Map reading;
- Biological/chemical warfare (BCW) training;
- Physical training;
- Basic mine awareness training;
- Fire-fighting and protection techniques;
- Field routine, daily life;
- Shelters and other fortifications; and
- Driving skills, automotive maintenance.

PHASE 3: UNITED NATIONS OPERATIONAL TECHNIQUES

- Use of force, Rules of Engagement (ROE);
- Observation and establishment of OPs, Posn, CP;
- Patrols;
- Escorts;
- De-escalation/negotiation techniques;
- Reports and returns;
- UN communications and voice procedure;
- Weapons and equipment identification; and
- In-theatre mine awareness training.

CHAPTER

2

***BACKGROUND TO UNITED NATIONS
PEACEKEEPING***



SECTION 1: THE UNITED NATIONS CHARTER



All individuals deployed on peacekeeping operations should have a basic understanding of all aspects of the United Nations Charter, the aims, means and main bodies of the Organization and the definitions of the various aspects of peacekeeping drawn from the "Agenda For Peace".

The purpose for establishing the United Nations is found in the introduction to the Charter:

"We the peoples of the United Nations determined to save succeeding generations from the scourge of war, which twice in our life-time has brought untold sorrow to mankind, and to reaffirm faith in fundamental human rights, in the dignity and worth of the human person, in the equal rights of men and women and of nations large and small, and to establish conditions under which justice and respect for the obligations arising from treaties and other sources of international law can be maintained, and to promote social progress and better standards of life in larger freedom, and for these ends to practice tolerance and live together in peace with one another as good neighbours, and to unite our strength to maintain international peace and security, and to ensure, by the acceptance of principles and the institution of methods, that armed force shall not be used, save in the common interest, and to employ international machinery for the promotion of the economic and social advancement of all peoples, have resolved to combine our efforts to accomplish these aims... and do hereby establish an international organisation to be known as the United Nations."¹

¹ Extract from the Charter of the United Nations, pages 1,2.



THE UNITED NATIONS WAS:

- Founded in San Francisco, 26 June 1945, when the United Nations Charter was drawn up by the representatives of 50 countries and officially came into existence on 24 October 1945, when the Charter had been ratified.
- Established in the wake of the Second World War. Its predecessor organisation was the League of Nations (1920).

SOME OF THE AIMS OF THE UNITED NATIONS CHARTER RELATED TO PEACEKEEPING ARE:

- To unify the Member States for the purpose of maintaining international peace and security;
- To prevent threats to international peace and security; and
- To deter acts of aggression.

THE MEANS OF ACHIEVING THE AIMS OF THE CHARTER ARE:

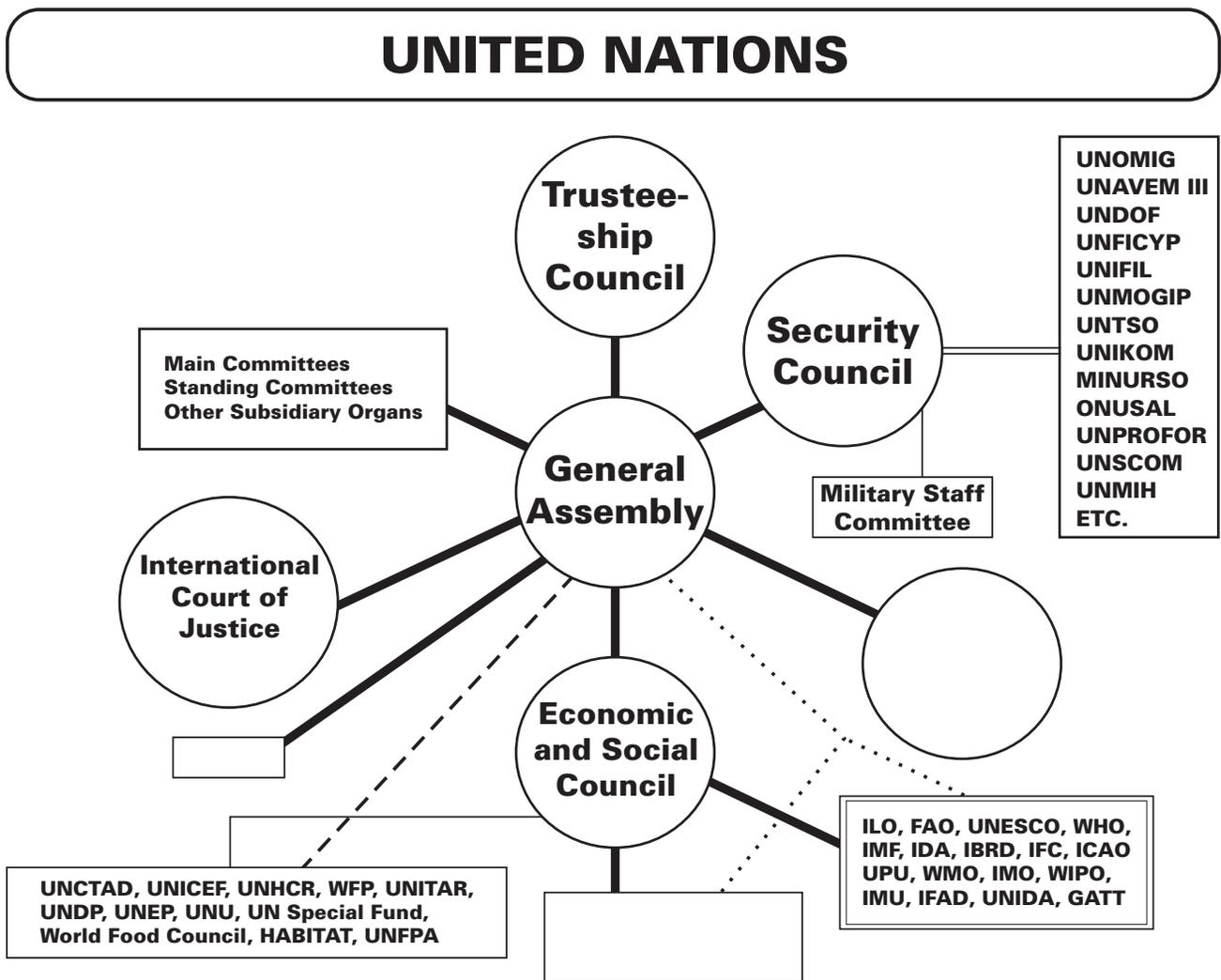
- The Good Offices of the Secretary-General;
- Negotiation, enquiry, mediation and conciliation; and
- Action with respect to threats to peace, breaches of the peace and acts of aggression.

THE MAIN BODIES FOR ACHIEVING THESE AIMS ARE:

- **The General Assembly** (Main deliberative organ) composed of representatives of all the Member States of the United Nations, each of which has one vote. Decisions on important questions, such as recommendations on peace and security, admission of new Members and budgetary matters require a two-thirds majority.



- **The Security Council** composed of five Permanent Members (China, France, Russia, UK and USA), ten non-Permanent Members, elected by the General Assembly for two years. The Security Council has primary responsibility, under the Charter, for the maintenance of international peace and security.
- **The Secretariat** services the other organs of the United Nations and administers its programmes and policies and is headed by the Secretary-General.



Note: Recommended reading : "Basic Facts about the United Nations"

DEFINITIONS:



“Preventive Diplomacy”: is action to prevent disputes from arising between parties, to prevent existing disputes from escalating into conflicts, and to limit the spread of the latter when they occur.

“Peacemaking”: is diplomatic action to bring hostile parties to a negotiated agreement through such peaceful means as those foreseen under Chapter VI of the United Nations Charter.

“Peace-building”: is critical in the aftermath of conflict. It means identifying and supporting measures and structures which will solidify peace and build trust and interaction among former enemies, in order to avoid a relapse into conflict.

“Peace Enforcement”: may be necessary when peaceful means fail. It consists of action described in Chapter VII of the Charter and includes the use of armed force to maintain or restore international peace and security in situations where the Security Council has determined the existence of a threat to peace, breach of the peace or an act of aggression.

“Peacekeeping”: is a United Nations presence in the field (usually involving military and civilian personnel), with the consent of the parties, to implement or monitor the implementation of arrangements relating to the control of conflicts (cease-fires, separation of forces etc.), and their resolution (partial or comprehensive settlements) and/or to protect the delivery of humanitarian relief.

SECTION 2: PEACEKEEPING PRINCIPLES



SCOPE:

- The principles which apply to all peacekeeping operations (PKOs);
- The conditions for establishment for PKOs; and
- The legal basis of PKOs.

PRINCIPLES OF PEACEKEEPING OPERATIONS:

- International legitimacy;
- International political support through continuous support of the Security Council;
- Consent, resulting in co-operation of the parties and freedom of movement in the area of operation;
- Sustained commitment of troop-contributing nations;
- Impartiality and objectivity;
- Transparency;
- Co-ordination;
- Liaison; and
- Use of force to the minimum extent possible (further explanation is given in the *Guidelines for Peacekeeping*, UN HQ DPKO).

PEACEKEEPING - WHAT IS NEEDED?

- Resolution (decision) of the Security Council;
- Consent of the parties to accept troops on their territories; and



- Consent of States not involved in the conflict to contribute troops.

UNPKOs/LEGAL BASIS

MANDATE

Resolution of the Security Council (or General Assembly) stating the mission in general terms. The mandate should normally describe the end-state and govern the activity of all peacekeepers on the ground, not just military personnel.

TERMS OF REFERENCE

Directive to the Special Representative or the Force Commander from the Secretary-General.

STATUS OF FORCE / MISSION AGREEMENT (SOFA/SOMA)*

Treaty between the United Nations and the host countries/parties, which concludes aspects of the United Nations/host country relationships, in particular:

- Co-operation required;
- Freedom of movement; and
- Privileges and immunities of United Nations personnel operating in the host nation territory.

PARTICIPATING STATE AGREEMENT (PSA)*

Treaty between the United Nations and the troop-contributing countries

**(In fact SOFA/SOMA, PSA often do not exist in PKOs !)*

SECTION 3: COMPOSITION OF PKOs



SCOPE:

- The components of PKOs, their functions and tasks; and
- Command in the field.

COMPONENT	FUNCTION	EFFORT
Civilian Administration	UN Administration (beyond national administration)	
Military	Security, De-escalation	Peacekeeping
Police	Public Security (law, etc.)	Peacekeeping
Electoral	Elections, Polling	Peace-building
Humanitarian	Human Rights & Aid	Peace-building
Diplomatic/Political	Conflict Settlement	Peacemaking

DIPLOMATIC/POLITICAL COMPONENT

A Special Representative of the Secretary-General, supported by political and mediation staffs, conducts diplomatic efforts to resolve the conflict:

- Head of Mission (HOM);
- Manages political aspects of the mission;
 - Manages the resolution and mandate;
 - Plans the process - political/end-state/vision/steps in process;
- Provides leadership to the mission;



- Coordinates over-all effort:
 - Provides unity of effort;
 - Coordinates the United Nations response on the ground;
 - Coordinates policy/operational objectives;
 - Roles of components;
 - Harmonizes the effort through personal leadership;
- Conducts aspects of peacemaking;
 - Mediation - negotiation with parties;
 - Encourages parties to negotiate;
 - Facilitates international action to alleviate human suffering;
- Executes the Security Council Resolution based on **delegation of responsibility** from the Secretary-General.

CIVILIAN ADMINISTRATION COMPONENT

The Civilian Administration component is headed by the Chief Administrative Officer (CAO) and consists of United Nations employees; locally recruited staff; managerial; administrative and clerical support. Their functions include:

- Supply support, procurement and re-supply;
- Food services ;
- Transportation;
- Maintenance of vehicles and equipment;
- Field construction engineering and technical services;
- Aviation and air services;
- Signals and communications;
- Personnel administration and services;



- Security services;
- Budgeting and financial services;
- Health services;
- Postal and courier services; and
- Staff assistance.

The Chief Administrative Officer provides field administration to all components of the mission, advises the Head of Mission (HOM) and plans and forecasts requirements in areas of logistics, personnel and finance.

MILITARY COMPONENT

MILITARY FORCES

The military forces assigned to a peacekeeping mission are led by a designated Force Commander and normally:

- Consist of battalion size units (officers, NCOs and soldiers);
- Are lightly armed (though this may vary based on a mission's mandate);
- Organised in military style with a command and central structure;
- Provide a large number of small armed detachments for manning positions, observation posts, and check points or ground patrols and escorts.

The Force Commander provides leadership and exercises command over assigned forces. In particular:

- Advises the SRSG (political component) on military issues;
- Executes the military mission;



- Develops and issues Rules of Engagement (ROE);
- Responsible for discipline and conduct.

The Force Commander may also be designated Head of Mission if an SRSG is not appointed.

MILITARY OBSERVERS

Group of officers normally under command of a Chief Military Observer:

- Unarmed;
- Organised in groups/teams (generally two or three); and
- Conduct fact-finding and supervision of agreements, borders, cease-fire lines, liaison and negotiation.

CIVILIAN POLICE COMPONENT

Organised in groups/teams, under a Police Commissioner:

- Ensure that law and order are maintained effectively and impartially;
- Ensure that human rights and criminal justice standards are fully respected;
- Monitor law enforcement activities of local officials;
- Supervise or control the local civilian police;
- Carry out general police duties, such as investigation of incidents;
- Provide security for UN personnel;
- Supervise the return of refugees and POWs;
- Supervise the demobilisation of local police forces;
- Assist in registration and election procedures; and
- Assist in the (re)training of local police forces.



The Police Commissioner has authority over all CIVPOL deployed, advises the political component (SRSG) and is responsible for police discipline and conduct.

ELECTORAL MONITORING COMPONENT

Small groups of civilians organized under a Chief Electoral Officer who:

- Monitor the process of elections;
- Verify on behalf of the international community that the elections are free and fair.

HUMANITARIAN AID COMPONENT

Groups of civilians normally headed by a Humanitarian Coordinator or a Legal Agency (UNHCR, UNICEF, UNDP and non-Governmental organisations):

- Food distribution;
- Medical and shelter supply;
- Other necessities for living;
- Development projects;
- Reconstruction efforts.

The Humanitarian Coordinator does not command humanitarian elements, rather he/she provides international and field coordination to both agencies and NGOs. He/she provides guidance on policy and allocates tasks. He/she provides advice to the political, military and civilian police components, as required.

HUMAN RIGHTS MONITORING COMPONENT



Groups of civilians under a representative appointed by the Commissioner for Human Rights:

- Investigate and follow-up incidents of violation(s) of human rights.

SECTION 4: PEACEKEEPING ACTIVITIES

Peacekeeping activities have varied greatly since their inception. Traditional tasks have in the last few years given way to a broader range of activities. A brief look at the most typical is merited:

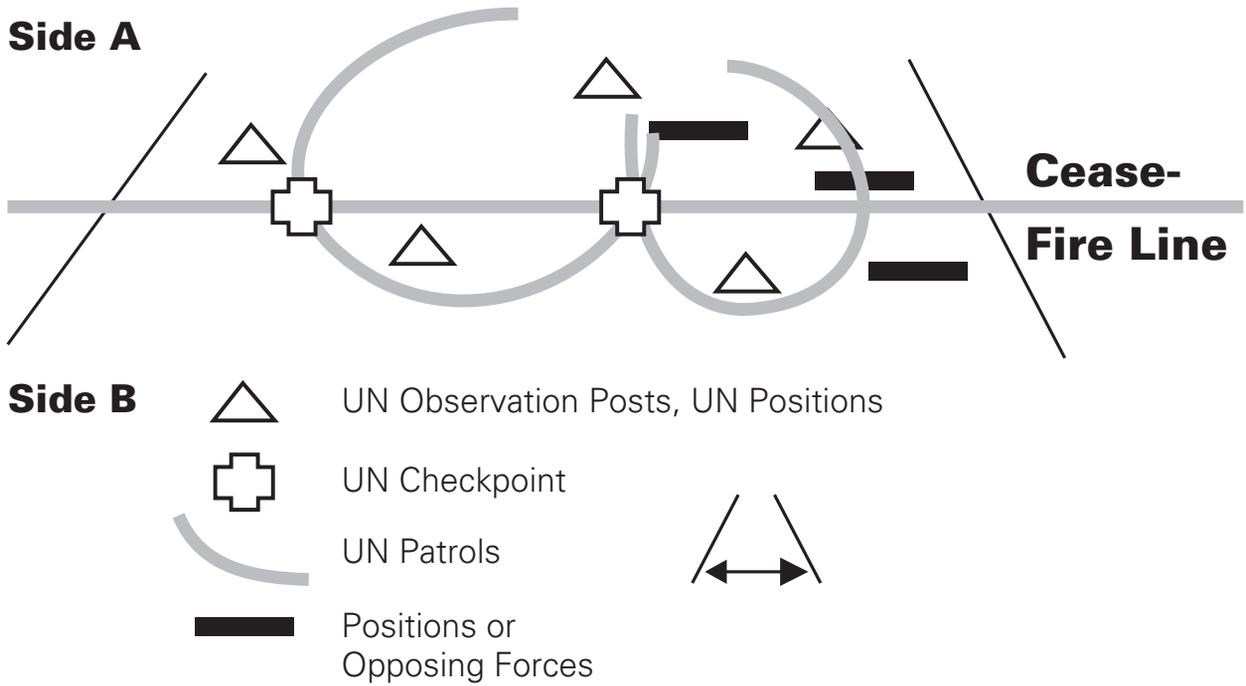
Traditional United Nations Peacekeeping activities have proven effective for many operations including:

- Separation of forces (Interposition with the agreement of the parties);
- Policing of agreements;
- Supervision of withdrawal.

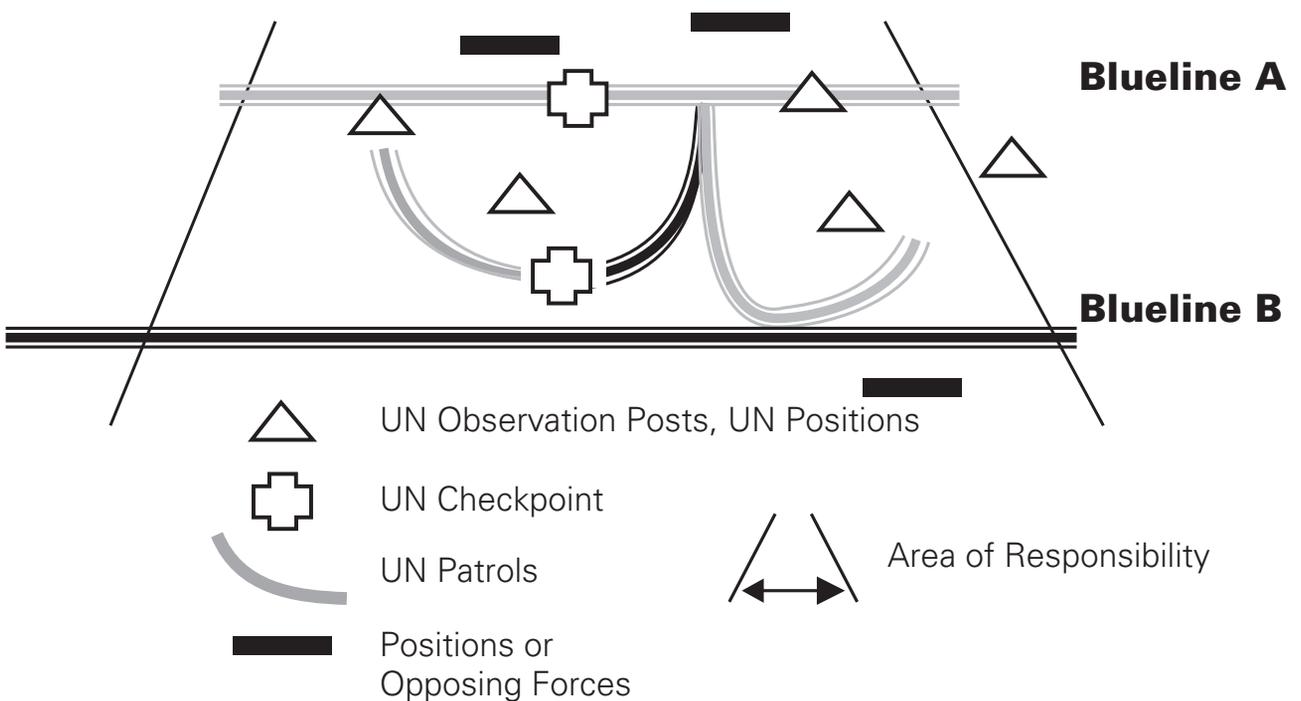
These activities were conducted in order to:

- Check that all parties are conforming to the terms agreed;
- Monitor cease-fire agreements;
- Create buffer zones, areas of separations (AOS), demilitarised zones (DMZ), protected areas (UNPA) or other monitoring zones;
- Monitor the agreement on the parties' forward defence positions or restriction on numbers of troops and restriction on number of armaments, etc.;

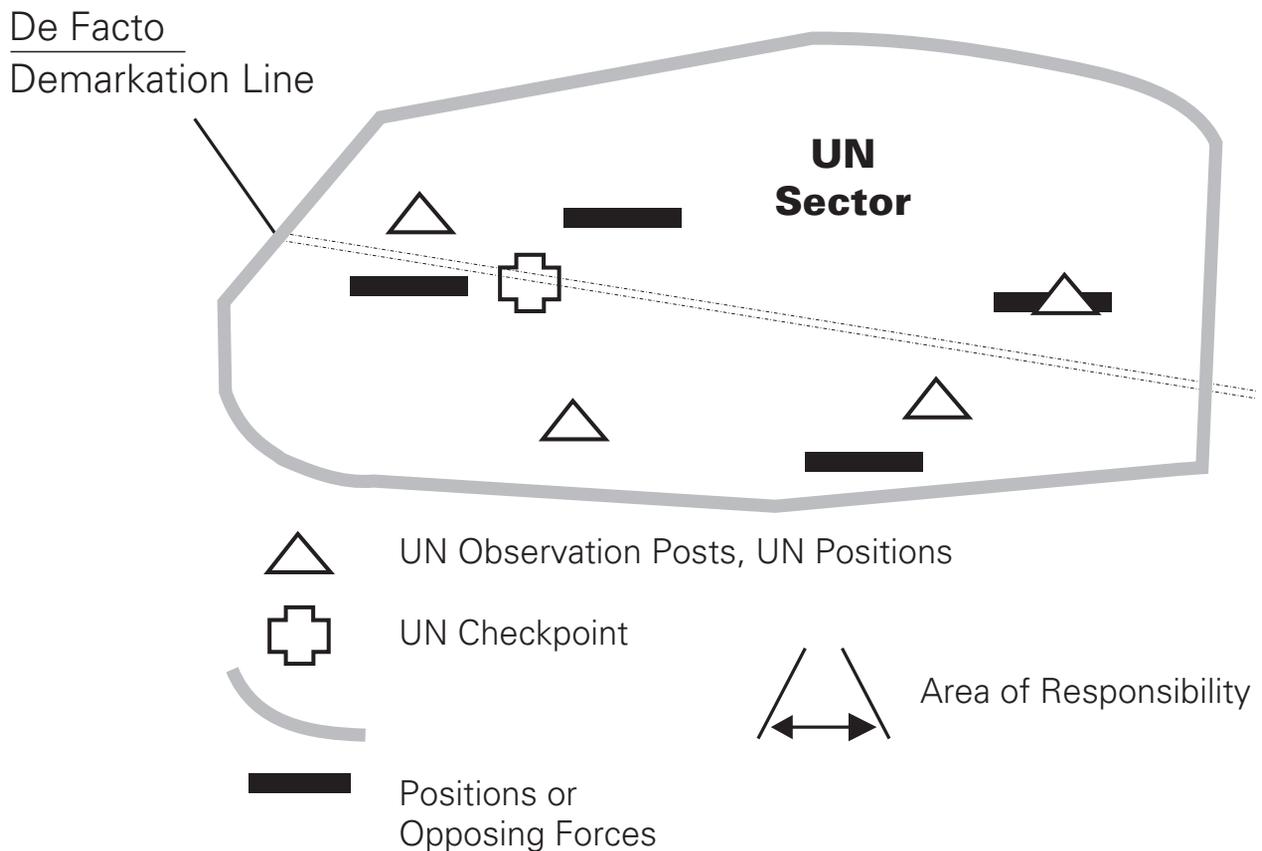
**EXAMPLES (schematic):
Cease-Fire Line Deployment**



Buffer Zone Deployment



Zone Deployment



Normally PKOs will combine two or more activities specified within the Security Council Resolution - subsequently referred to as the "Mandate". Thus a combination of many of the skills learned during training will be required.

More recent peacekeeping activities have involved additional tasks:

- Supporting the delivery of humanitarian aid;
- Providing a secure environment;
- Preventive deployment;
- Disarmament;
- Monitoring of weapons sites;
- Supporting of human rights monitors; and
- Supporting electoral components.



These tasks demand additional skills from peacekeepers, e.g.:

- Escorting humanitarian convoys;
- Negotiation\mediation of passage of confrontation lines;
- Support and protection of aid workers.

SECTION 5: SELECTED PORTIONS FROM THE UNIVERSAL DECLARATION OF HUMAN RIGHTS

Peacekeepers deploying to a mission should be aware of some essential selections from articles of the Universal Declaration of Human Rights, relevant to PKOs. The following excerpts are fragmentary but actual training should include a full review of the Declaration.

*Article 1 All human beings are born **free and equal** in dignity and rights. They are endowed with reason and conscience and should act towards one another in a spirit of brotherhood.*

*Article 2 Everyone is entitled to all the **rights and freedoms...without distinction** of any kind, race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status. Furthermore, no distinction on the basis of the political, jurisdictional or international status of the country or territory to which a person belongs,...*

*Article 3 Everyone has the **right to life, liberty and security** of person.*

*Article 4 No one shall be held in **slavery or servitude**.*



Article 5 No one shall be subjected to **torture or to cruel, inhuman or degrading treatment or punishment.**

Article 6 Everyone has the right to recognition everywhere as a **person before the law.**

Article 7 All are equal before the law and are entitled without any discrimination to **equal protection of the law...**

Article 8 Everyone has the right of an **effective remedy** by the competent national tribunals for acts violating the fundamental rights granted him by the constitution or by law.

Article 9 No one shall be subjected to **arbitrary arrest, detention or exile.**

Article 13 Everyone has the **right to freedom of movement and residence** within the borders of each state... **to leave** any country, including his own, and **to return** to his country.

Article 14 Everyone has the right to seek and to enjoy in other countries **asylum from persecution.**

Article 17 Everyone has the **right to own property...** No one shall be arbitrarily deprived of his property.

Article 18 ..**right to freedom of thought**, conscience and religion...

Article 19 ...**right to freedom of opinion and expression..** to seek, receive and impart information and ideas through any media and regardless of frontiers.



Article 20 ...right to freedom of **peaceful assembly and association**. No one may be compelled to belong to an association.

Article 21 ...right to take part in the government of his country, directly or through freely chosen representatives. ...right of **equal access to public service...**

The will of the people shall be the basis of the authority of government... expressed in **periodic and genuine elections... universal and equal suffrage...secret vote** or equivalent free voting procedures.

Article 22 ...right to **social security...free development** of his personality.

Article 23 ...right to **work, to free choice of employment**, to just and **favourable conditions** of work and to protection against unemployment.

Everyone, without any discrimination, has the right to **equal pay for equal work...**

CHAPTER

3

CODE OF CONDUCT



SECTION 1: INTRODUCTION

The conduct of peacekeepers is a difficult and sensitive issue, which is often emotionally charged, particularly when the behaviour of a few impact on the peacekeeping mission as a whole. Understanding the requirements and expected performance of every individual in a mission is, therefore, crucial to the preparation of a soldier.

While the professional soldier has been trained to fight for objectives and to meet force with force, the attitude and approach required of a peacekeeping soldier deserves special clarification.

UN soldiers are not deployed as occupying forces, but as third-parties to a conflict. United Nations peacekeeping missions are political, rather than military operations, however they are quite often carried out by military personnel.

As a military officer at the junior ranks level the following should always be borne in mind:

- Good behaviour and self-discipline are your security;
- A peacekeeper is on duty 24 hours a day, 7 days a week;
- Your behaviour and speech will be closely observed;
- You are an ambassador of United Nations and your nation; and
- Your behaviour will reflect upon the United Nations Organisation as a whole.

The success of a United Nations soldier lies in a reasoned, understanding approach:

- Flexibility, patience, and sensitivity in your daily dealings will count more than combat training in determining the success or failure of a mission;



- A peacekeeper's strongest weapon is not the rifle, but rather the art of mediation and negotiation;
- Even though peacekeeping activities are usually the concern of diplomats and politicians, situations often arise spontaneously where peacekeepers will need to play the role of diplomats: settling disputes, bringing opposing parties together, calming tempers, observing and reporting - these are the activities a soldier is most likely to participate in, rather than military actions; and
- It is more often at the young platoon officer's level, rather than at the level of top command, that crisis situations are held in check, are resolved and an escalation of conflict avoided.

(This necessary mind-set applies to civilian peacekeepers as well).

SECTION 2: GUIDING PRINCIPLES

The following are some basic principles which will help to ensure the credibility and moral authority of the United Nations. It may be your only defence if caught in the cross-fire of warring factions.

- Impartiality;
- Integrity;
- Loyalty;
- Independence; and
- Subordination of private or national affiliations and interests to the United Nations Organisation.

IMPARTIALITY



The credibility of the United Nations is based upon its assurance of impartiality.

Therefore:

- As the third party, be impartial and fair and do not favour to one party over the other;
- “Act as a bridge planted firmly on both sides over which the parties to the dispute may walk across to talk to each other”;
- Be aware that building a lasting peace is a slow, painstaking process;
- Be patient and diplomatic;
- Subordinate your feelings in order to achieve desired results;
- Project a cool, rational and trustworthy demeanour;
- Never react emotionally or violently to one or another party in a conflict;
- Never miss an opportunity for mediation and dialogue;
- Be aware of the fact that you are in a former war zone, where disputes over political aims, territory, religious and ethnic differences have existed for years; and
- A United Nations soldier’s responsibility is to set an example through the use of language and understanding, not through coercion.

INTEGRITY

Personal integrity will establish both credibility and authority for the United Nations soldier.

In particular, you must:



- Pursue the ideals of the United Nations Organisation and devote yourself fully to the work of the United Nations;
- Expect and accept special constraints in public and private life;
- Avoid activities which by their very nature reflect poorly on the dignity of your position or the Organisation;
- Refrain from accepting any gifts, honours, favours or remuneration from sources outside the United Nations;
- Meet rents, bills and all other obligations before the end of your tour of duty; and
- Always abide by the laws and police regulations of the host State.

LOYALTY

- Be loyal to the goals of the United Nations;
- Try to understand and be tolerant of different points of view, cultural patterns and work habits both within and outside the United Nations;
- Work with all persons without prejudice or bias toward any nationality, religion, culture or political persuasion; and
- Exercise restraint at all times in the expression of personal views.

INDEPENDENCE

- Do not seek or accept instructions from any Government or from any authority other than the United Nations.
- Refrain from all political activity.

SECTION 3: CULTURAL AWARENESS



The greatest enemy of a United Nations peacekeeper is the failure to understand the culture, language, local customs and practices of the people in the mission area. This must be the subject of specialized training prior to deployment, as well as the adoption of an attitude of tolerance and understanding by the individual.

CULTURAL ASPECTS:

- You will experience a certain degree of “culture shock” upon arrival in the mission area;
- You will be confronted with new geographical and cultural circumstances, changes in climate and food and may experience problems of communication with the local population;
- You will require flexibility and adaptability to new situations; your receptivity and tolerance will be challenged;
- Recognise that all cultures are to be viewed from the standpoint of equality;
- Reject stereotypes and consider the meaning or intent behind culturally diverse practices and beliefs;
- Rules of etiquette vary widely from one culture to another, so what may be acceptable or even polite behaviour in one cultural context might appear offensive or deviant in another;
- Social rules governing relations between men and women often have very different norms from one culture to the next, so that what may be interpreted as innocent behaviour in one cultural context may be taken as an offence against the accepted mores in another;



- Learn about the customs, religious beliefs, history and mythology, and practices governing work, family and gender relations in the mission area;
- Try to minimise personal disapproval, disagreement, disappointment, anxiety or irritation so that such feelings do not prevent you from maintaining friendly and co-operative relationships with the people among whom you carry out your daily duties; and
- Acknowledge the fact that you are the “stranger” in a foreign country in which you are considered a “guest”.

LOCAL POPULATION

A number of variables will also affect the response of the host population to your presence in their country:

- Have they been informed of the UN mandate and what the United Nations operation means for their country?
- What has been their experience with foreign intervention in the past?
- What expectations – positive or negative – do they have from the UN presence in their country?

As a result you must:

- Not assume the host population will view your arrival positively or will always exercise tact, courtesy and restraint.
- Work toward winning the trust and respect of all parties to the dispute in question and reinforcing the credibility of the UN presence in their country.

ECONOMIC DISPARITY



One matter of extreme sensitivity is the frequent disparity of wealth between UN personnel and the inhabitants of mission areas, who often live in conditions of dire poverty. Abuse of this economic power quickly sours relationships between the United Nations Mission and the local community.

RELATIONS AMONG NATIONAL CONTINGENTS

Cultural awareness is not limited to the population the mission area; it is equally applicable to the UN forces that you will encounter in the mission. Very often pre-conceived ideas exist in the minds of some military personnel and their superiority to military units from other nations. A professional attitude and appraisal will help overcome this. In particular:

- Do not generalise;
- Do not “label” others;
- Do not display xenophobic attitudes;
- Do not display a sense of superiority in respect to your own status, social system or way of life;
- Do not speak disparagingly of the politics of others; and
- Do not display envy toward others because you think they are in a better situation; and
- Remember - you are there to get the job done, not to enjoy life.

SECTION 4: HABITS



You will be identified as a “UN” soldier, once deployed in a mission. Therefore, your work habits, dress, discipline, deportment and conduct will reflect on and be associated with the “UN” conduct of the mission. Only the highest standards and behaviour should be demonstrated.

TIMELY AND PRECISE CONDUCT

- Be punctual;
- Be mentally prepared to start your daily work; and
- Be aware that you sometimes need to give “120 per cent, and more”, particularly in life-threatening situations;
- Neat appearance;
- Although at times you may be living in the field where accommodations are not up to the same standards to which you are accustomed, this is not an invitation to allow your appearance to become shabby.

GOOD MANNERS

- Good manners can help to accomplish results which otherwise could not have been achieved. This is particularly important when dealing with the representatives of local authorities. Much will depend on how you present yourself.

SENSE OF HUMOUR

- Try to maintain a sense of humour without allowing room for misunderstandings. Never make light of people who are excited or angry. This could cause them to lose face, thereby creating a potentially explosive situation.



USE OF ALCOHOL AND ADDITIVE SUBSTANCES

- Use of alcohol must be restricted to off-duty periods and you are strongly advised to limit your consumption while off-duty. Consideration should be given to cultural attitudes concerning the use of alcohol.
- Stay away from drugs!

PERSONAL ASPECTS

- Peacekeeping tours should not be viewed as a means to escape one's problems at home.
- Discuss problems with your superiors. They are there to counsel.
- Be mindful of the fact that you will be away from your family and friends for an extended period and try to enlist the support of your family and friends during this time.
- You should be advised that during your tour of duty, you are likely to encounter:
 - Personal threats;
 - Monotony;
 - Lack of privacy;
 - The strain of strict discipline; and
 - Unpleasant climate and environment.

GENDER ISSUES

- Be aware of the human rights of women and children and never violate them;
- Behave in a way that you do not exacerbate violence of the human rights of women and children in the host country;
- Be forewarned of facing long periods of sexual abstinence;



- Do not involve yourself in any sexual relationship which may create long-lasting complications for you or others;
- Do not involve yourself in any sexual affair with any member of the local population. This may have the effect of jeopardising your personal integrity as well as the honour of your unit;
- Do not view fellow UN personnel or members of the local population as objects to be trifled with. In both cases this could have serious consequences for your career; and
- Be aware of sexually transmitted diseases (e.g. AIDS).

AIDE MEMOIRE

These issues have been refined into an Aide Memoire that should be issued to each soldier prior to their deployment. The content of the document is repeated below:

WE ARE UNITED NATIONS PEACEKEEPERS

Preamble

The United Nations Organization embodies the aspirations of all the peoples of the world for peace. In this context the United Nations Charter requires that all personnel must maintain the highest standards of integrity and conduct.

We will comply with the Guidelines on International Humanitarian Law for Forces Undertaking United Nations Peacekeeping Operations and the applicable portions of the Universal Declaration of Human Rights as the fundamental basis of our standards.



We as peacekeepers represent the United Nations and are present in the country to help it recover from the trauma of a conflict. As a result we must consciously be prepared to accept special constraints in our public and private lives in order to do the work and pursue the ideals of the United Nations Organisation.

We will be accorded certain privileges and immunities arranged through agreements negotiated between the United Nations and the host country solely for the purpose of discharging our peacekeeping duties. Expectations of the world community and the local population will be high and our actions, behavior and speech will be closely monitored.

We will always:

- Conduct ourselves in a professional manner at all times;
- Dedicate ourselves to achieving the goals of the United Nations;
- Understand the mandate and mission and comply with its provisions;
- Respect the environment of the host country;
- Respect local customs and practices through awareness and respect for the culture, religion, traditions and gender issues;
- Treat the inhabitants of the host country with respect, courtesy and consideration;
- Act with impartiality, integrity and tact;
- Support and aid the infirm, sick and weak ;
- Obey our United Nations superiors and respect the chain of command;



- Respect all other peacekeeping members of the mission regardless of status, rank, ethnic or national origin, race, gender, or creed;
- Support and encourage proper conduct among our fellow peacekeepers;
- Maintain proper dress and personal deportment at all times;
- Properly account for all money and property assigned to us as a members of the mission; and
- Care for all United Nations equipment placed in our charge.

We will never:

- Bring discredit upon the United Nations, or our nations through improper personal conduct, failure to perform our duties or abuse our positions as peacekeepers;
- Take any action that might jeopardize the mission;
- Abuse alcohol, use or traffic in drugs;
- Make unauthorized communications to external agencies, including unauthorized press statements;
- Improperly disclose or use information gained through our employment;
- Use unnecessary violence or threaten anyone in custody;
- Commit an act that could result in physical, sexual or psychological harm or suffering to members of the local population, especially women and children;
- Become involved in sexual liaisons which could affect our impartiality, or the well-being of others;
- Be abusive or uncivil to any member of the public;



- Willfully damage or misuse any United Nations property or equipment;
- Use a vehicle improperly or without authority;
- Collect unauthorized souvenirs;
- Participate in illegal activities, corrupt or improper practices; or
- Attempt to use our positions for personal advantage, to make false claims or accept benefits to which we are not entitled.

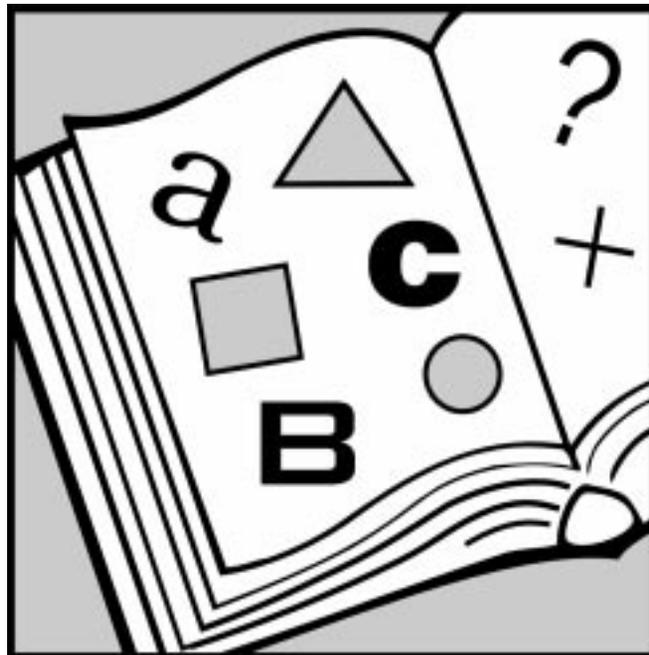
We realize that the consequences of failure to act within these guidelines may:

- Erode the confidence and trust in the United Nations;
- Jeopardize the achievement of the mission; and
- Jeopardize our status and security as peacekeepers.

CHAPTER

4

**GENERAL SKILLS REQUIRED OF ALL
PEACEKEEPERS**



SECTION 1: EQUIPMENT AND WEAPONS



Prior to deployment on a peacekeeping mission, every soldier should be prepared for the area in which he/she will be deployed. As a reminder, the following lists some of the key areas in which preparation should have taken place.

ARE YOU FAMILIAR WITH:

- The equipment with which you will be provided by your contingent? (A checklist that you can fill in is provided);
- The security measures pertaining to your equipment?

DO YOU KNOW:

- How to handle, maintain and secure your weapons and ammunition ?
- How it can be replaced in the event of malfunction?

DO YOU HAVE A PERSONAL SURVIVAL PACK PREPARED?

Survival bag		Food, water	
Sleeping bag		Cooker	
Map		Compass	
Knife		String	
Matches		Candle	
Torch/flashlight		Shovel	
Emergency rations		Bivouac	
Field dressing		First aid kit	

HAVE YOU RECEIVED TRAINING ON THE FOLLOWING:

- Rules of Engagement (ROE)?

SECTION 2: MINE AWARENESS

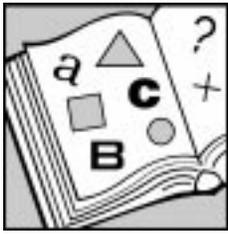


Mines represent a very great threat to peacekeepers deployed to mission areas. You will receive specific mine awareness training to deal with the threat within your area of operations. Below are some helpful reminders that will provide you with general awareness. These reminders will not make you an expert nor prepare you to render safe or neutralize mines and unexploded ordnance (UXO). Common sense and observation skills remain your best defence.

Remember: If it looks suspicious, mark it, record the location, report it but do not touch it.

PRACTICAL STEPS YOU CAN TAKE:

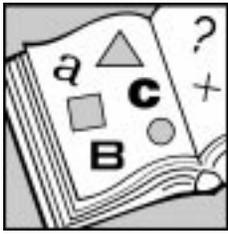
- Patrol in vehicle pairs and keep at least 50m between vehicles. If there is an incident, then the team in the other vehicle can render assistance;
- Do not move about in the dark;
- Observe local movement patterns before using an area;
- Speak to local people and listen to what they tell you. Often, what you are *not told* is important;
- Do not use routes that have not been verified as clear of mines;
- Ensure that all personnel in your patrol can assist a mine victim. This includes first aid, radio procedures and extraction of a victim from a mined incident IAQ SOP;
- Send regular location statements to HQ;
- Do not look for or take souvenirs of ammunition, land mines or UXO;
- Expect changes in the use of mine-laying techniques;



- Be aware of fatigue which affects your judgment. Have regular halts;
- When driving, if possible stay in the centre of a road;
- When stopping, stay on the road. This also applies to call of nature. Do not go wandering off into unknown areas;
- Always carry appropriate first-aid equipment in vehicles and when on foot patrols. Regularly check the items for serviceability and to see if they are complete. Check the expiry dates of the items;
- Do not touch wires or suspicious objects remember **MARK IT, RECORD THE LOCATION, REPORT IT AND DON'T TOUCH IT;**
- On foot, stay on hard surfaces and observe local movement patterns;
- **REMEMBER**, Never run into an incident area;
- Do not follow old vehicle tracks unless you are directly following the vehicle that made them. Old tracks are sometimes mined.

AREAS IN WHICH TO EXPECT MINES:

- Any where there is a restriction on movement, especially where recovery of a damaged vehicle is difficult. Bridges, defiles and narrow roads are examples;
- Likely ambush areas;
- Areas that offer good concealment;
- In rubble, debris or scrap on an otherwise clear route;
- Any obstruction of a route that causes traffic to move onto a different surface;
- Near demolition sites, road blocks and military sites;

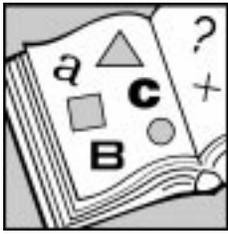


- Buildings that have been or could be likely command posts, observation points, rest areas;
- In doorways and room corners;
- In likely resting spots;
- In low ground where people might hide; and
- Around abandoned equipment. **Do not collect souvenirs.**

REMEMBER: MINES ARE DESIGNED TO BE HIDDEN AND HARD TO SEE.

INDICATIONS OF A MINED AREA:

- Disturbed surface, loose soil scattered about an area;
- Dead animals with blast injuries;
- Damaged or cleared areas in vegetation;
- Round regularly spaced potholes-craters (mine detonation points);
- Containers;
- By passes or tracks around apparently good areas of road\track;
- Mines accessories, fuses, wrapping\package material, clips, pins;
- Changes in local movement patterns;
- Vehicle tracks or foot prints in a pattern out of the ordinary; and
- Local markings; for example, cloth tied to a fence, a can on a post, small piles or circles of stones, rocks across a path or similar markings can be used.



PROBING FOR LANDMINES:

Probing or prodding is a slow and painstaking method but it is effective. The essential points are:

- Identify and work from a safe area if possible;
- Always lay flat when probing;
- Wear your protective equipment;
- Probe gently, do not use force and never use your probe to level items out of the ground;
- Keep the probe at a 35° angle or less to avoid excess pressure on the mine pressure plate;
- Probe at three finger intervals both horizontally and vertically;
- Clear a path approximately 1 metre wide only;
- Carefully remove surface debris by blowing or with your fingers;
- Once you identify a solid object, carefully investigate it;
- Once the object is identified as a mine, mark it and avoid it; and
- Mark the route to your safe area.

MARK - RECORD - REPORT - DON'T TOUCH!

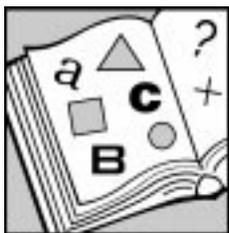
MINE-UXO INCIDENT DRILL



- ◆ STOP !
- ◆ REPORT TO HQ AND REQUEST MEDEVAC
"Blue Light, Blue Light, Medical Emergency"
- ◆ ACCESS THE SITUATION
- ◆ LOOK - FEEL AND PROBE CAREFULLY ON THE WAY TO THE VICTIM
35° probe angle, 3 fingers apart, 1 metre wide
- ◆ MARK YOUR ROUTE IN
- ◆ IF NECESSARY, CLEAR A WORK AREA AROUND THE VICTIM
- ◆ EXTRACT VICTIM TO SAFETY IF POSSIBLE
- ◆ GIVE FIRST AID IF POSSIBLE
- ◆ GET MEDICAL HELP
- ◆ RECORD DETAILS OF INCIDENT
- ◆ MARK AREA

DON'T TOUCH MINES OR UNO

SECTION 3: FIRST AID, HEALTH, HYGIENE, SANITATION



Before deployment you should be briefed about and receive training regarding first aid, health, hygiene and sanitation, particularly in the following areas:

- The principles of first aid;
- Use and application of field dressings on wounds;
- Use of slings, knots and tourniquets;
- Haemorrhage control;
- Treatment for shock, fainting;
- Treatment of fractures;
- Treatment for poison;
- Artificial respiration;
- Personal hygiene and sanitation;
- Food and water hygiene;
- Prevention and treatment of heat stroke;
- Recognition of stress in yourself and others; and
- Sexually transmitted diseases.

Specific requirements such as the prophylaxis for malaria and other diseases should also be addressed during training.

Food preparation in a field mission is probably one of the most critical elements in maintaining the health of a UN peacekeeper. Some basic rules of food preparation follow:

THE GOLDEN RULES FOR SAFE FOOD PREPARATION:

- Choose foods processed for safety;
- Cook food thoroughly;



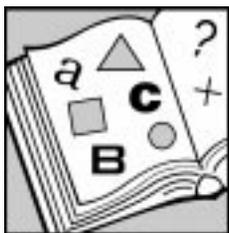
- Eat cooked foods immediately;
- Store cooked foods carefully;
- Reheat cooked food thoroughly;
- Avoid contact between raw and cooked foods;
- Always wash food and hands prior to eating;
- Keep all kitchen surfaces clean;
- Protect food from
 - Insects;
 - Rodents; and
 - Other animals;
- Use purified water.

SECTION 4: MAP READING

Questions you must ask yourself before deployment regarding map reading and navigation:

- Have you been adequately instructed in the use of maps and compass?
- Do you know how to locate terrain features, places and sites by using grid systems?
- Do you know how to log them?
- Are you comfortable using binoculars, range card and other means of estimating distance?
- Do you know how to distinguish terrain features?
- Do you know how to report located features?
- Are you able to give a briefing on the ground?

SECTION 5: BIOLOGICAL AND CHEMICAL WARFARE (BCW) PROTECTION



What you must know before deployment regarding BCW Protection:

- The general characteristics of chemicals and biological agents;
- The symptoms of toxication;
- The precautions you must take; and
- The use of protective clothing and monitoring equipment.

SECTION 6: FIRE PREVENTION / FIGHTING TECHNIQUES

What you must know before deployment regarding fire prevention and fighting techniques:

- How to prevent fires while using stove, heater, burning garbage;
- How to handle the various types of flammable POL, their flash point and danger classification;
- How to use fire fighting equipment and extinguisher; and
- How to issue warnings and reports in case of fire.

SECTION 7: SECURITY AND RELATED SUBJECTS

GENERAL PROTECTION

Security is an important issue for all peacekeepers and you should be aware of all issues regarding both your security and protection as well as that of the unit. The range of security issues is extensive.



Individual security can be enhanced through a number of simple precautions:

- Personal awareness (suspicious activities and out-of-place objects);
- Configuration of your position and bunker;
- Condition of line/radio equipment;
- Condition of your weapon and equipment;
- Being armed in accordance with your appointment;
- Wearing fragmentation jackets and helmets when exposed;
- Restricted movement in location and minimum number;
- Possession of BCW protection or other special equipment in times of assessed risk;
- Definition of places and locations which are out of bounds;
- Limitation and operational precautions, e.g. access to information, escorts, radio movement control; and
- Avoiding a “fall-asleep-routine”.

NEUTRALITY

A display of neutrality contributes to your own protection, as well as to the protection of the force. It further ensures that you do not become a target of needless hostility.

RESTRAINT OF CURIOSITY

Photography may become a point of concern as well as friction. Do not photograph military installations, equipment and personnel or any other sensitive area or object. Once deployed to the mission area you will receive further briefing on this matter.



WEAPONS

Unofficial armed groups are continually on the lookout for carelessly guarded weapons. Be careful with your weapon. Never allow it out of your hands.

SITES AND ACCOMMODATION

A force must always remain alert to the possibility of attack by extremist fringe groups.

PERSONNEL

Exercise extreme caution when discussing contingent matters and, in particular, when handling documents in the presence of local staff and non-UN personnel.

EXPECT THE UNEXPECTED!

Always be aware of situations, personnel and activities.

United Nations Identifications (ID) Cards:

The UN ID card is also a form of security that ensures the accurate identification of individuals as a member of the UN peacekeeping force. You must carry your UN ID card at all times and must show the ID card whenever requested by the following:

- Any local authority acting within the scope of official duties;
- Any member of the PKO performing guard or police duty;
- Any member of the PKO senior in rank to the ID card holder.
- **Do not lose your ID card.**



COMING UNDER FIRE:

Should you as a United Nations soldier, either alone or accompanied, come under fire, your reaction should follow the drills you have been taught. In general:

FIRST REACTION:

- Take immediate cover; employ smoke; protect wounded; identify location of originator;
- REPORT.

IF POSSIBLE:

- Make clear that you are a member of the United Nations;
- Shout clearly in English as well as in the local language **“United Nations — do not shoot at me”**;
- Wave the United Nations flag; and
- Try to negotiate.

LAST MEANS:

- Respond within the Rules of Engagement (ROE).

HIJACKING

GENERAL

Events have demonstrated that UN personnel are potential targets for hijacking. Being constantly observant and following some basic precautions will avoid most situations. It is imperative that immediate action as follows be taken by the peacekeeper should a hijacking take place.

INITIAL ALERT

Reaction can only be efficient if it is initiated by a timely and accurate alert, if possible passed by the potential victim - if the situation allows - or by a witness to the incident. This



message and subsequent traffic pertaining to it will be given absolute priority by operations.

HIJACK MESSAGE

- The following is the hijack message text:

"HIJACK" "HIJACK" "HIJACK"

- Incident location: an approximate map reference (MR) is the most useful indicator but this may not always be possible.
- Other simple indicators may be utilised (e.g.km N/S/W/E of UN Posn ..., road junction, village, etc.).

INFORMATION ON HIJACKERS

- If available, details such as number of hijackers; vehicle colour/make/registration number; description of hijackers, if armed, etc.; direction of flight, etc.
- Example: "All stations, this is, Hijack! Hijack! Hijack!"
- At 1100Z one xxx soldier at xxx taken by 4 armed elements in a brown Mercedes toward xxxx.....".

PRECAUTIONS

- Never carry too much money or any other values with you so that you easily become a target for a hijacker.
- Avoid any political behaviour or speech which could make you a potential target. Never pretend to be any kind of expert who could be useful to extreme political factions.

BEHAVIOUR WHEN HIJACKED

When facing a hijacking situation:

- Stay calm, do not provoke, try to negotiate;
- Do whatever you are forced to do;

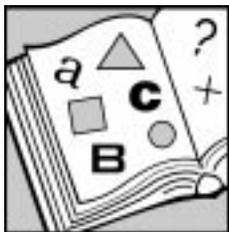


- Watch your body language, move slowly, try to calm down the situation;
- Appear to be innocent, don't try to save anything but your life;
- Never try to hide items, to swindle, to throw away the key of the car or to obliterate any property.

DETAINMENT

There is no reason to conceal anything. Make clear that you are a member of United Nations and your duty is a peaceful one. Explain the mandate of your mission and that it has the support of all Member States of United Nations and the consent of all parties of the conflict in question.

- Do not hide who you are or fear any punishment because you have been forced to say something;
- Under these circumstances your first task is to survive!
- Try to find out the reason for your detainment and act accordingly;
- Be aware that everything possible will be done by the United Nations to save your life;
- Do not provoke your "detainers" or try to find out what their interests in you are. Never do anything what could lead to de-evaluation of the fact that you are a member of the United Nations;
- Avoid any resistance which could be misinterpreted by your "detainers". They know how to break resistance and to find out what they want;
- Trust in the efforts of United Nations and all other nations involved to achieve your release;
- Fight your fear and try to be as confident as possible in your misery;
- Try to stay as healthy as possible.

SECTION 8: GENERAL SURVIVAL SKILLS

Finding yourself isolated without any support by your unit, in a desolate area, or in hostile hands, can be eased or even avoided if you remember the key word is S-U-R-V-I-V-A-L:

S Size up the situation by considering yourself, the country and possible hostilities.

U Undue haste makes waste.

- Don't be too eager to move.
- Don't lose your temper.
- Face the facts – danger exists.

R Remember where you are.

V Vanquish fear and panic.

- To feel fear is normal.
- When you are injured, it is difficult to control fear.
- Panic can be caused by loneliness.

I Improving.

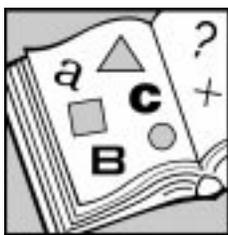
- You can always improve the situation.
- Learn to put up with new and unpleasant conditions.

V Value living.

- Hope concerning your release reduces your fear and increases your chances of survival.
- Conserve your health and strength.
- Hunger, cold and fatigue lower your efficiency and stamina.
- Remember your goal-getting out alive.

A Act like the natives and according to the environment.

L Learn basic skills.



REMEMBER THAT THE HUMAN BODY'S LIMITATIONS ARE:

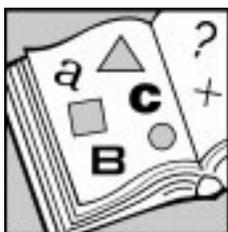
- Four minutes without oxygen.
- Four days without water.
- 40 days without food.

SECTION 9: MEDIA

Peacekeeping operations are, by their nature, newsworthy situations and often involve serious calamities and world players including political leaders and policy makers. Therefore, the media will always be present during peacekeeping operations and a policy will be established by the Force on how to deal with them. Members of the media will often seek commentary from among the junior ranks.

The following are some sound general guidelines:

- Always note and report the presence of news media;
- Speak only on factual matters within your area of responsibility;
- Refer all other questions to information staff;
- Think before you speak. Try to be polite and helpful;
- Be honest and positive, while remaining professional;
- Do not give any formal interviews without any prior clearance from information staff;
- Do not discuss UN operations, plans or procedures;
- Do not give any information about local forces which might be of use to one or more of the factions/opponents;
- Do not speculate, do not provide an opinion as to what might or might not happen;



- Do not mislead or take sides;
- Do not give any information about local forces; and
- Do not allow the media to pressure you into saying things you would rather not say or should not discuss.

SECTION 10: COMMUNICATION AND VOICE PROCEDURE

Preparation before deployment regarding radio communications is a vital aspect of the individual soldier's skills. UN personnel at unit level will normally operate radio communications in their mother tongue, using national voice procedures. At a minimum, personnel should be familiar with:

- Their equipment;
- The UN call sign system;
- Net orders; and
- Basic UN communications.

However, if you are a member of the Signals-Communications Staff, you will be requested to communicate in the mission language and you must also know:

- The phonetic alphabet, spelling procedures, figure codes, punctuation marks;
- Basic radio communication procedures, including appropriate terminology, the single call; the multiple call, the all-stations call; roger, over, out and radio check; report of signal strength and readability; time check; reporting into a net; and closing down procedures;



- The use of procedural words, for example: *wait out, read back - I read back, say again - I say again, correction, speak slower, words twice, unknown station, disregard, acknowledge - wilco, verify - I verify, relay to - message passed to;*
- Plain procedure, *long message, roger so far - roger send over, text begins - end of text.*

Note: The following Annex 4A provides some basic radio procedural aspects.

ANNEX 4A. PROCEDURES FOR RADIO COMMUNICATION

1. PREPARING THE SET FOR OPERATION

- Make sure that there is a power source, that it is sufficient and ensure correct connection to the radio set.
- Check the antenna and all cable assemblies ensuring tight and correct connection to the set.
- Connect the audio accessories and check proper operation of function switches.

2. TRANSMITTING, GENERAL INSTRUCTIONS

- Decide what you are going to say ensuring that it will be clear and brief.
- Make sure no one else is speaking on the net when you start.
- Remember to divide your message into sensible phrases, make pauses and maintain a natural rhythm to your speech.
- Avoid excessive calling and unofficial transmissions.
- Use standard pronunciation. Emphasise vowels sufficiently. Avoid extreme pitch, speak in a moderately strong voice, do not shout.
- Keep a distance of about 5 cm between the microphone and your lips.
- Shield your microphone from background noises.

3. PHONETICS AND NUMBERS

The following international phonetic alphabet shall be used.

Letter Phonetic Equivalent Numeral Spoken as:

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

In general, numbers are transmitted digit by digit except multiples of hundreds and thousands are spoken as such.

0	ZERO
1	WUN
2	TOO
3	THU-RRE
4	FO-WER
5	FI-YIV
6	SIX
7	SEVEN
8	ATE
9	NINER

EXAMPLES	
12	TWELVE
44	FO-WER FO-WER
90	NINER ZERO
136	WUN THUH-REE SIX
500	FI-YIV HUNDRED
7000	SEVEN THOUSAND
16000	WUN SIX THOUSAND
1478	WUN FO-WER SEVEN ATE

4. PROCEDURE WORDS

The following list is of the most common prowords (except precedence prowords) to be used in radio communication and their meanings:

PROWORD	MEANING
ACKNOWLEDGE!	Confirm that you have received my message and will comply. (WILCO)
AFFIRMATIVE NEGATIVE	Yes/Correct No/Incorrect
ALL AFTER ... ALL BEFORE ...	Everything that you (I) transmitted after ... (Keyword) Everything that you (I) transmitted before ... (Keyword)
CORRECT (THAT IS CORRECT)	What you have transmitted is correct, you are correct.
CORRECTION	An error has been made in this transmission. It will continue with the last word (group) correctly transmitted. An error has been made in this transmission. The correct version is... That which follows is a corrected version in answer to your request for verification.
WRONG	Your last transmission was incorrect. The correct version is....

PROWORD	MEANING
DISREGARD THIS TRANSMISSION - OUT	This transmission is an error. Disregard it. (This proword shall not be used to cancel any message that has been already completely transmitted and for which receipt or acknowledgement has been received).
DO NOT ANSWER - OUT	Station(s) called are not to answer this call, acknowledge this message, or otherwise to transmit in connection with this transmission.
SILENCE -SILENCE - SILENCE !	Cease all transmissions on this net immediately. Will be maintained until lifted.
SILENCE LIFTED	Silence is lifted. The net is free for traffic.
END OF MESSAGE - OVER (OUT)	This concludes the message just transmitted (and the message instructions pertaining to a formal message).
END OF TEXT	The textual part of a formal message ends. Stand by for the message instructions immediately following.
FETCH ...!	I wish to speak on the radio to that person (appointment title).
..SPEAKING	Requested person is now using the radio by himself.

PROWORD	MEANING
FIGURES	Numerals or numbers will follow. (This proword is not used with the callsigns, time definitions, grid references, bearings, distances, etc., especially in fixed-form reports).
FROM TO THIS IS ...	The originator of this formal message is indicated by the address designation immediately following. The addressees whose designations will immediately follow are to take action on this formal message. This transmission is from the station whose designation immediately follows.
MESSAGE	I have an informal message for you.
MESSAGE FOLLOWS	A formal message which requires recording is about to follow.
OVER	This is the end of my turn of transmitting. A response is expected. Go ahead, transmit.
OUT TO YOU	This is the end of my transmission to you. No answer or acknowledgement is expected.
I READ BACK	Do not answer, I have nothing more for you, I shall now call some other station on the net.

PROWORD	MEANING
READ BACK!	Repeat the entire following transmission back to me exactly as received.
I SAY AGAIN	The following is my reply to your request to read back.
SAY AGAIN	Repeat all of your last transmission.
ALL AFTER, ALL BEFORE, WORD	Followed by identification data
AFTER, WORD BEFORE	It means: Repeat...(portion indicated).
SEND!	I am repeating my transmission or portion indicated.
SEND YOUR MESSAGE!	Go ahead with your transmission.
SPEAK SLOWER!	Reduce the speed of your transmission.
SPELL	I shall spell the next word, group or equivalent phonetically. (Normally used in connection with request for repetition).
RELAY TO...	Transmit the following message to all addressees or to the address designation immediately following.
RELAY THROUGH	Send this message by way of callsign.
MESSAGE PASSED TO	Your message has been passed to ...

PROWORD	MEANING
ROGER	I have received your message, understand it, and will comply. (to be used only by the addressee) ROGER and WILCO are never used together.
ROGER SO FAR?	Have you received this part of my message satisfactorily?
WILCO	I have received your last transmission satisfactorily.
UNKNOWN STATION	The identity of the station calling or with whom I am attempting to establish communication is unknown.
VERIFY	Verify entire message (or portion indicated) with the originator and send correct version. To be used only at discretion of or by the addressee to which the questioned message was directed.
I VERIFY	That which follows has been verified at your request and is repeated. To be used only as reply to VERIFYWAIT
WAIT - OUT	I must pause for a few seconds.
VERIFY WAIT (WAIT-WAIT)	I am in contact with the station you are calling, I can act as a relay station.

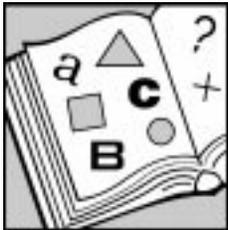
PROWORD	MEANING
(WAIT - WAIT)	I must pause longer than some seconds, and I will call you again when ready.
WORD AFTER...	The word of the message to which I have reference is that which follows...
WORD BEFORE...	The word of the message to which I have reference is that which precedes...
WORDS TWICE	Communication is difficult. Transmit (ting) each phrase (group) twice. This proword can be used as a order, request or as information.

5. EXAMPLE OF CONVERSATION

The proword THIS IS or FROM is used to indicate the calling station.

- ALFA - THIS IS CHARLIE - MESSAGE - OVER
- FROM ALFA - SEND - OVER
- THIS IS CHARLIE - WATCH FOR FALLEN ROCKS ON ROAD BIRKET - I SPELL - BRAVO INDIA ROMEO KILO ECHO TANGO - BIRKET - OVER
- FROM ALFA - WILCO - OUT

6. REPORT OF RECEPTION



The following phrases are to be used when initiating and answering queries concerning signal strength and readability.

- RADIO CHECK What is my signal strength and readability, how do you read me?
- YOU ARE Your signal strength and readability is as (I READ YOU) follows...

REPORTS OF SIGNAL STRENGTH:

- LOUD Your signal is strong;
- GOOD Your signal is good;
- WEAK I can hear you only with difficulty;
- VERY WEAK I can hear you only with great difficulty;
- NOTHING HEARD I cannot hear you at all.

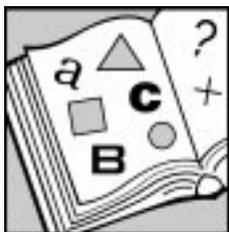
REPORTS OF SIGNAL READABILITY:

- CLEAR Excellent quality;
- READABLE Good quality. No difficulties in reading you;
- DISTORTED I have troubles in reading you;
- WITH I have troubles in reading you due to...;
- INTERFERENCE Interference;
- NOT READABLE I can hear that you transmit but I cannot read you at all.

EXAMPLE:

- 52 THIS IS 11 - RADIO CHECK - OVER
- THIS IS 52 - YOU ARE LOUD AND CLEAR - OVER
- THIS IS 11 - YOU ARE LOUD AND CLEAR AS WELL - OUT.

7. FORMAL MESSAGE



Formal message parts should be transmitted in the following order:

- Preliminary call.
- Proword MESSAGE FOLLOWS (SEND YOUR MESSAGE).
- Abbreviated call with relay and transmission instructions, if any (READ BACK, RELAY TO, etc).
- Message handling order = precedence (normally one of the following: FLASH, OPERATIONAL IMMEDIATE, PRIORITY or ROUTINE).
- Date and time group (14 0630 Z Jan).
- Proword FROM followed by originator's callsign.
- Proword TO followed by action addressee's call.
- Proword INFO followed by info addressee's call.
- Proword TEXT BEGINS.
- Security classification (normally one of the following: UNCLASSIFIED, RESTRICTED, CONFIDENTIAL, or SECRET).
- The originator and the number of the message.
- The actual text.
- Proword END OF TEXT, if final instructions are to follow, otherwise, END OF MESSAGE.

CHAPTER

5

***UNITED NATIONS
OPERATIONAL SUBJECTS***

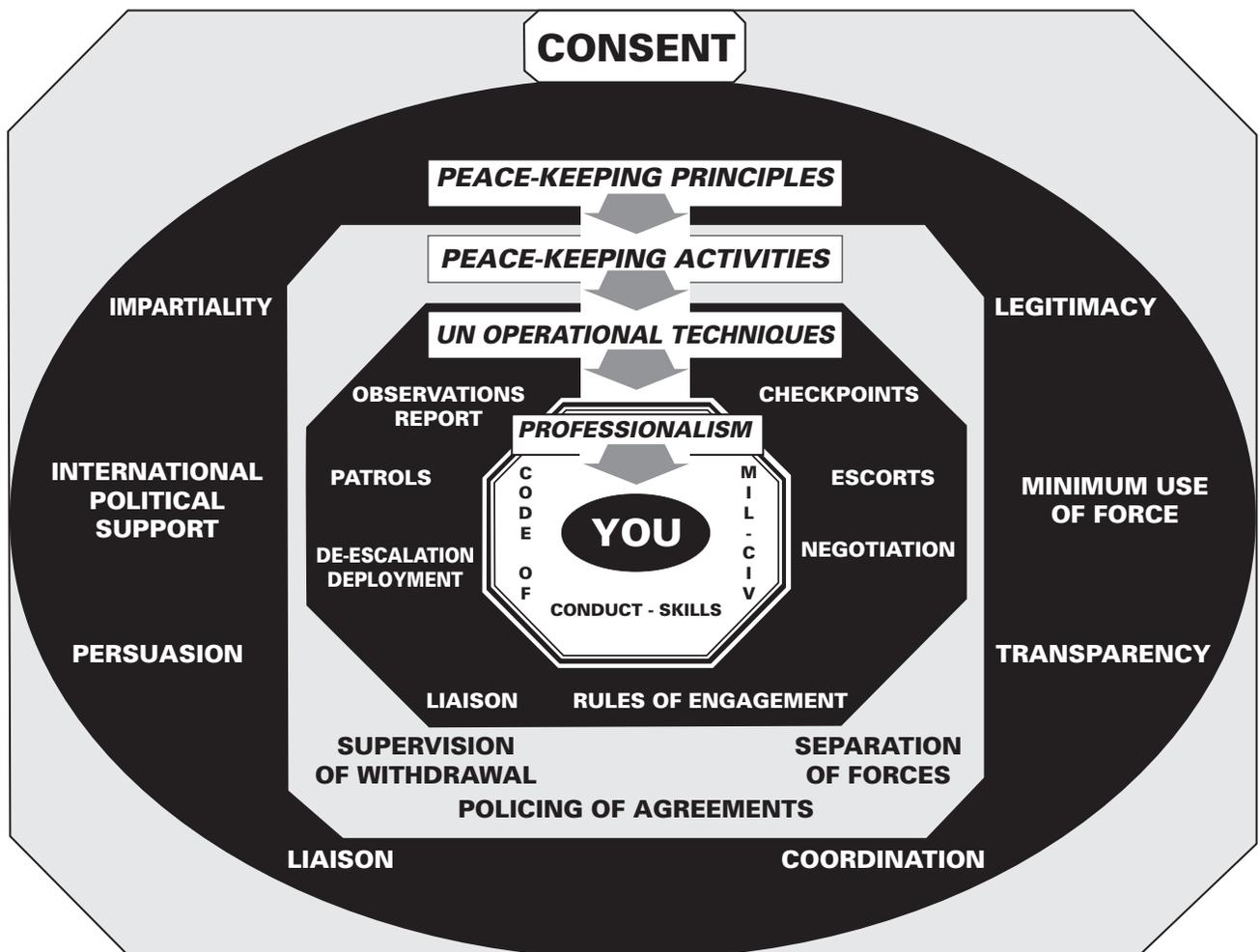


SECTION 1: INTRODUCTION



The relationship between the peacekeeper, the principles of peacekeeping and operational activities and techniques are fundamental to understanding your role in the mission. The section provides a graphic view of such relationships. You, the peacekeeper, are at the heart of this effort. Your skills, behaviour and professionalism are the essential strength of the United Nations effort. You will exercise certain well-known techniques within the broader range of activities that will be assigned to your unit or organization. These activities, in turn, are founded on the broad principles of peacekeeping.

The following sections will present some of the essential elements of the United Nations operational techniques.



SECTION 2: OBSERVATION, POSTS AND POSITIONS



SCOPE:

- Definitions and features of OPs and Posn;
- Daily routine and observing techniques; and
- The content of an OP/Posn Order and the task of the OP/Posn crew.

DEFINITIONS:

- A **Position** (Posn) is a *tactically sited* location, permanently occupied by military members of a peacekeeping operation from where they carry out various operational tasks, such as checkpoints, roadblocks, observation, patrols. A Posn is normally occupied by *armed troops*.
- An **Observation Post** (OP) is a permanently occupied location from where UN peacekeepers carry out “observe and report” missions. In locating OPs, one may often have to sacrifice good tactical siting in favour of *good observation*. An OP can be occupied by *armed troops* or *unarmed observers*.
- **Temporary Posn, OPs** are manned, as required, on a *temporary basis* for a limited period of time for the purpose of carrying out an observation or control task. They are not administratively self-contained, but may be located in former permanent positions or OPs.

MARKING AND PROTECTION

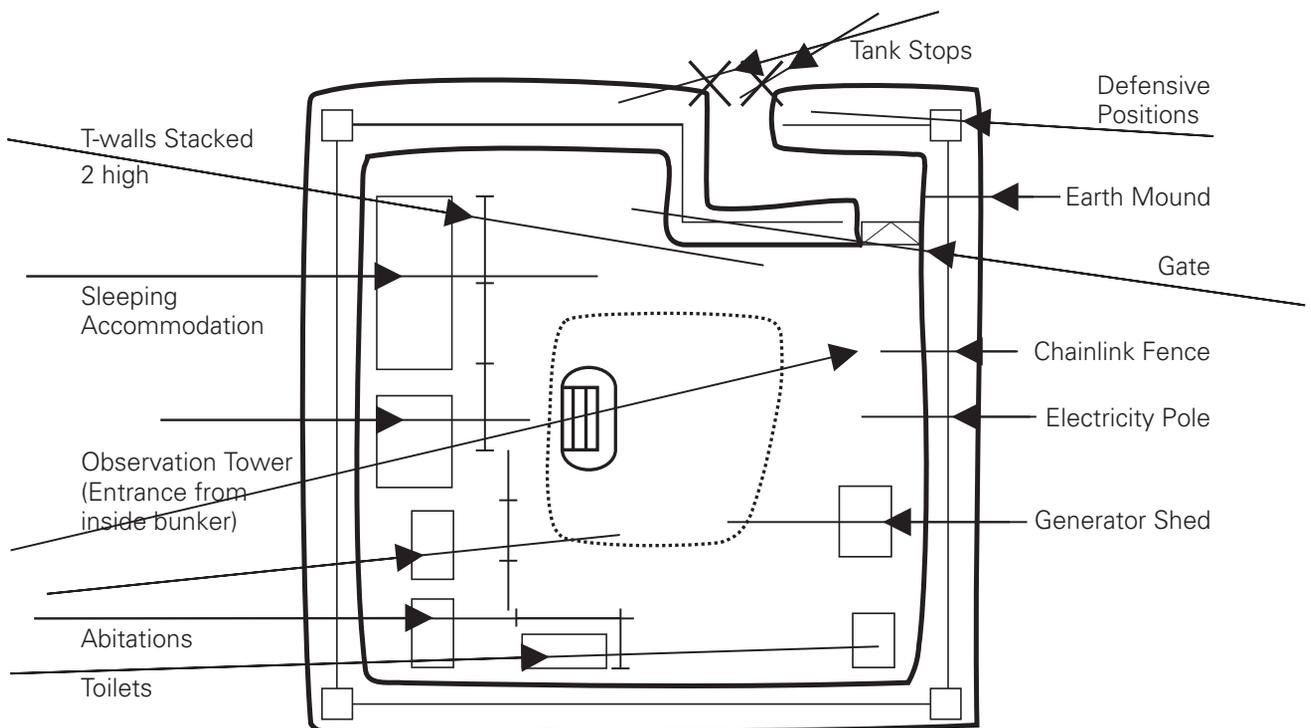
All Posns/OPs must have the following features:

- Well-delineated and illuminated, including surroundings;
- Distinctively marked;



- Protection for the occupants;
- Surrounded by a protective barrier;
- Extensive wire entanglements;
- Zig-zagged entrance gate;
- White background with “UN” markings in black or blue;
- Posn/OP number prominently displayed;
- Markings visible from the air;
- United Nations flag flown at all times from a prominently placed flagpole and well lit at night; and
- Incorporated shelter.

**United Nations Restricted
Internal Layout to a Section-Sized Standard Compound**





The layout of compounds, posts, etc. will always depend on availability of infrastructure (buildings, material) and more important, on the tactical development. Expect the worst!

DAILY ROUTINE AND OBSERVING TECHNIQUES

The duties of a UN OP/Posn crew are to:

- OBSERVE
- VERIFY
- REPORT

CONTENT OF REPORTS (*typical significant incidents*);

- Movements;
- Shooting, hostile acts or threats;
- Any improvement of defence positions;
- Over flight of cease-fire lines or lines of the Area of Operation; and
- Violations of armistice or cease-fire agreement.

DAILY ROUTINE:

- Maintain log;
- Carry out patrols and investigations for further observation, as ordered;
- Maintain line and radio communications to next highest HQ; and
- Maintain specified minimum strength.

*There are specific written orders on OPs/Posn (**read and learn them by heart**).*



OBSERVING TECHNIQUES (*learn and refresh*):

- Search ground both day and night;
- Use of binoculars and night vision equipment;
- Use and drawing sketches, taking area of operation (AO) features and providing briefings; and
- Determination of distance by various means.

STANDARD OP/POSN ORDER:

1. Task, including local situation and current alert status;
2. Length of stay/time and method of relief;
3. Where to load/unload weapons and how supervised;
4. Dress, arms and equipment needed;
5. Areas of observation, including positions of the parties;
6. Action on suspicious activity;
7. Method of alerting commander/operation;
8. Method of challenging;
9. Orders for opening fire/Rules of Engagement (ROE);
10. Action when attacked/proxy bomb/mortar;
11. Friendly patrols - times out and in;
12. Check entry/exit of military and civilian vehicles; and
13. Equipment needed in the OP.

Binoculars/NVD	Alarm Device	Map
Compass	Log/pen	Range Card
Radio Equipment	Torch/filter	Panoramic Photo
Orders	Personality	Fire Extinguisher
	Photos (if available)	



YOU MUST KNOW AND EXERCISE:

- How to observe and report;
- How to reinforce the Posn;
- Action when attacked;
- How to protect yourself against small arms fire and shrapnel; and
- How to maintain equipment and shelter.

SECTION 3: CHECKPOINTS (CP)

SCOPE:

- Definitions, purpose and features of CP; and
- Method of search, principles, general considerations, training content.

DEFINITIONS:

GENERAL DEFINITION:

A checkpoint (CP) is a manned point used as a means of controlling movement by checking vehicles and pedestrians, in order to enforce control measures, orders and regulations. "Closed checkpoints" are called roadblocks. These form the basis of blocking positions.

STATIC CP:

A CP that is permanently placed on a road or major track, crossroads or junction, or at an entrance to a controlled area.



MOBILE CP:

Used when there are difficulties covering all roads and tracks with static CPs. One mobile CP is manned by a minimum of two armoured vehicles, usually employed for short periods.

PURPOSE OF CPS:

- To show presence of United Nations;
- To survey all activities in the terrain, along roads and in inhabited areas;
- To check/inspect and register all traffic of personnel and/or vehicles into and out of the United Nations zone;
- To prevent the smuggling of weapons, ammunition and explosives into or out of the AO by searching;
- To count special traffic, such as military vehicles, tanks, APCs, artillery;
- To act as an OP/Posn;
- To operate in the surveillance net with other OPs and CHPs; and
- On a specific order, to be able to close the CP and block different types of traffic.

YOU MUST KNOW AND EXERCISE:

- Appropriate methods search (vehicle and body search, metal detector, etc.);
- What to do when individuals:
 - Refuse to produce ID card;
 - Refuse access to the object to be searched; or
 - Produce a weapon.
- How to control traffic;



- How to apply safety procedures;
- How to react to threats.

PRINCIPLES FOR CHECKPOINTS:

- Isolate problems quickly;
- Prevent their escalation;
- Resolve them quickly;
- Slow down movement;
- Maintain constant and complete surveillance and security;
- Request reinforcement if necessary.

The main reason for checking is to identify persons and goods in order to prevent illegal items being brought into the Area of Operation through the checkpoint.

SAMPLE LOG FORM:

Time	Name/ Driver	Type/ Car	License Number	Destination	Direction

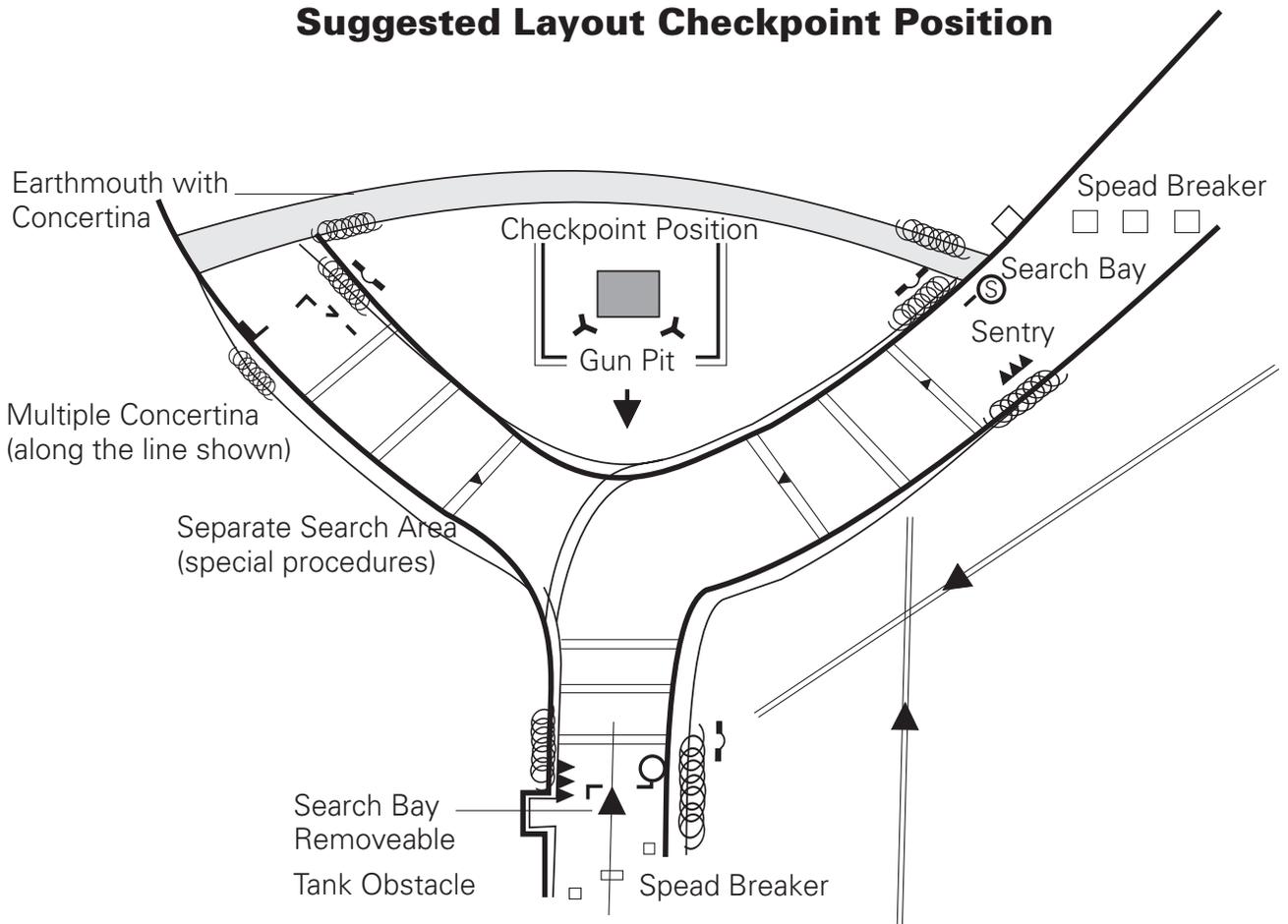
According to orders you must consider who may or may not pass the checkpoint as follows:

No Passage:	Free Passage:
Armed Elements (AE)	United Nations personnel
Civilians without valid ID-card	United Nations observers
Prohibited persons	Red Cross personnel
During curfew - NO ONE	Local police and authorities



- Additional precautions at night:
- All cars must be stopped;
- Monitoring and registration of traffic from one CP (OP, Posn) to another.

Suggested Layout Checkpoint Position



SECTION 4: PATROLS



SCOPE:

- Types, purpose and principles of patrols;
- The contents of a “Patrol Order” and what needs to be done after the patrol.

TYPES OF PATROLS:

- Foot patrols;
- Vehicle patrols;
- Air patrols;
- Sea patrols; and
- Special patrols (river/marsh, ski, etc.)

PURPOSE OF PATROLS:

- To confirm/supervise a cease-fire;
- To gain information;
- To check on areas which cannot be observed from OPs;
- To indicate a United Nations presence to parties;
- To reassure isolated communities;
- To carry out mobile CPs;
- To inspect infiltration lanes;
- To carry out observation from isolated and unoccupied OPs;
- To provide a physical link between adjoining but isolated Posn;
- To provide protection for parties/local population where travelling without United Nations coverage might provoke an incident;



- To establish standing reconnaissance teams between parties during a period of tension; and
- To ensure full control in the AO and to keep infiltrators out.

PRINCIPLES TO BE ADHERED TO BY PATROLS:

- Comply with the patrol plan;
- Maintain a written record of all observations-sketches;
- Halt when challenged, report at once by radio;
- Maintain continuous radio contact and report your location by using Vehicle Report Points (VRP);
- Observe:
 - Condition of roads and tracks;
 - Nature of terrain ;
 - Presence of obstacles and minefields.
- Record any changes in the disposition of armed forces;
- Ensure security of all maps, documents;
- Record any changes in environmental or civilian activity; and
- Refrain from diverging from the original patrol plan.

TYPICAL PATROL ORDER (CONTENTS):

- Objective, task;
- General and local situation, special incidents, alert status;
- Reports from previous patrols;
- Other patrols and United Nations activity in the area;
- Local procedures used by the other parties or by civilian authorities;



- Alternative tasks if the primary mission cannot be carried out;
- Patrol route;
- Link to flanking units, OPs or Posns;
- Time of departure, time of arrival at different objects;
- Latest time of return, code words for communication and emergency;
- MEDEVAC procedure;
- Weather forecast;
- Debrief and patrol report, where and when; and
- Questions.

AFTER THE PATROL:

- Report immediately after debriefing;
- Prepare a detailed written report with sketches;
- Check vehicles and equipment taken on patrol and report damages; and
- Report any patrol member requiring medical attention.

SECTION 5: ESCORTS

SCOPE:

- Definitions, purpose of escorts;
- Action on ambush.

DEFINITIONS

Escort: A UN unit assigned to accompany and protect other UN troops/elements or convoys.



Convoy: A group of vehicles organised for the purpose of control and orderly movement, with or without escort protection.

Convoy Escort : An escort to protect a convoy of vehicles from being scattered, destroyed or captured.

Column: A group of vehicles moving under a single commander over the same route, in the same direction.

Packet: Subdivision of a large column, each having its own commander.

PURPOSE OF ESCORTS

Escorts are required for:

- Humanitarian convoys;
- Personnel protection;
- Transport of supply;
- Refugee escort;
- POW escort;
- Rescue operations; and
- Other convoys.

Organisations that will normally cooperate with convoys:

United Nations Agencies and NGOs, (UNHCR, UNICEF, ICRC etc.).

ACTION ON AMBUSH:

(Read in context with Rules of Engagement, (ROE)!

WHEN AMBUSH IS FIRST DETECTED:

- Halt outside killing area, disperse and take cover;
- Turret crews remain mounted and scan for targets;



- Armoured infantry dismount on order;
- Contact report to HQ, followed by regular SITREPs; and
- Combat appreciation/estimate, plan and orders.
- Options:
 - Ignore and press on;
 - Negotiate safe passage;
 - Take appropriate aggressive action (subject to policy);
 - Stop and wait for resolution at higher level;
 - Detour; and
 - Turn back.

IF AMBUSH FIRES FIRST:

- Single warning shot or burst:
 - Halt immediately and investigate; and
 - If firing has stopped, continue above.
- Intermittent but ineffective firing continues:
 - Extricate soft skin vehicle crews using empty APC(s);
 - Withdraw from killing area. Use smoke, if necessary;
 - Further action as noted above.
- Convoy sustains effective fire:
 - Return aimed fire immediately;
 - Drive out of killing area; then proceed above;
 - If caught in killing area, dismount and take appropriate aggressive action (subject to policy);
 - CASEVAC. Extricate soft skin vehicle crews.

VEHICLES HALTED AWAY FROM THE AMBUSH SITE BASIC DRILL:

- Take cover in APCs/ ditches/ under vehicle (ditches may be mined);
- Prepare to support those in fire fight;



- Mount sentries, allocate arcs and stand to positions;
- Check area for mines, mark clear areas;
- Establish liaison with local forces, if possible; and
- Ensure road clear for passage of prior vehicles.

SECTION 6: DEPLOYMENT TO DE-ESCALATE A SITUATION

SCOPE:

- Possible scenarios in which concentrated deployment is necessary.
- Possible reactions at trouble spots.

These measures should be the subject of extensive exercises in the Area of Operations.

Scenarios:	Measures:
Mass demonstrations	Crowd control activities; Show of force
Continuing violations in an area	Reinforce line procedure; Show of force
Advancing troops	Reinforcement of positions; Establish blocking position; Reinforce area procedure; Show of force
Constant sniping	Inter-positioning; Show of force

While measures are being taken on the ground, liaison and negotiation will continue at all levels to defuse the situation. Orders will regulate how to carry rifles, pistols, batons, bayonets, place entanglements, handle ammuni-



tion and use the protection equipment as well as the orders to be given. Loudspeakers, flares, searchlights, cameras and other surveillance means might be used.

Reserves provide the means to reinforce forward deployments. (Ready Reaction Groups, RRG)

Use of force must be the last resource.

SECTION 7: REPORTS

SCOPE:

- The principles of issuing a report, and
- The conceivable types of reports and their contents.

PRINCIPLES:

- Only accurate and checked statements of fact should be reported;
- Unclear observations should be cross-checked;
- Clear and concise contents, avoiding ambiguity; and
- A count (planes, vehicles and the number of people).

TYPE OF REPORTS:

The type of reports vary; however, they will be based on Mission SOPs.

- Activity forecast, vehicle movement;
- Warning report;
- Situation report;
 - Ground incursion;
 - Shooting;
 - Firing-close-to-OP;
 - Posn report;



- Air activity report; and
- BCW chemical incident report, successive report.

TYPES OF REQUESTS:

- MEDEVAC/CASEVAC requests;
- Supply request.

CONTENTS OF REPORTS:

At a minimum, all reports should include:

- When report was sent, name and logging of report:

Date	Time	Type	Number
------	------	------	--------

- Originator and relation of report:

Name of OP, Posn, CP, Patrol	Reference/Previous Reports
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- Time of incident (when):

Beginning	End	Progress
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- Identification and description of incident (who and what):

Originator of Incident	Numbers	Objects
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- Location and action (where was what observed):

Grid/Map Reference	Observation of Incident
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- Action taken by United Nations:

Investigation	Reinforcement	Information to Others
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- Additional Information:
 - Anything that might be helpful for further assessments.
 - A summary of the reports is included in Annex A to Chapter 5.

SECTION 8: USE OF FORCE AND RULES OF ENGAGEMENT (ROE)

DEFINITION OF FORCE:

The definition of force is *the use of physical means to impose one's will*. This includes all elements from the presence of UN personnel on the ground through the use of weapons. The progression in the use of force (use of unarmed force, employment of armed force including personal and collective weapons, etc.) is defined by the Rules of Engagement (ROE). Implementing the use of force should fit the circumstances required to ensure the success of the mission, as well as the safety of peacekeeping personnel.

You should have thorough instruction and training and be completely acquainted with the conditions under which you may open fire. United Nations troops are first and foremost peace-keepers, thus the use of armed force will always be a last resort.

RIGHT OF SELF-DEFENCE

United Nations personnel have the right to use force, including deadly force, if necessary to defend themselves, other UN personnel and non-UN personnel under their protection - in response to a hostile act or in response to a



demonstrated hostile intent. *No other rules limit this inherent right.*

Self defence also includes resistance against attempts to prevent the United Nations force in discharging their duties under the mandate of the Security Council; however, action in this case will be directed by the Force Commander.

APPLICATION OF FORCE-PRINCIPLES

USE FORCE ONLY WHEN NECESSARY. You must reasonably believe that a hostile act or hostile intent is present.

MINIMUM FORCE. Use no more force than the minimum necessary to accomplish the purpose. Minimum force includes the full range of force up to and including deadly force.

PROPORTIONATE RESPONSE. If it is necessary to use force, then it should be proportionate in nature and time to the threat.

STOP USING FORCE WHEN HOSTILE ACT HAS STOPPED. Stop using force when it is reasonable to believe that the hostile act has stopped or the threat of an imminent attack has ceased.

POSITIVE IDENTIFICATION OF TARGET. You should be able to identify the target. Firing must be controlled - not indiscriminate.

COLLATERAL DAMAGE. Your self-defence should not endanger innocent by-standers or cause unnecessary injuries or destruction unless it is essential for the preservation of life. In such a case, all reasonable steps should be taken to minimize the damage.



RESTRICTIONS BY COMMANDER. Understand that the Force Commander may place restrictions on weapons readiness or apply conditions on types of weapons that may be used. This does not include the inherent right to self-defence.

ON-SITE COMMANDER. Where possible, the on-site commander must always control the fire of his-her personnel within the ROE and principles of the Use of Force.

CHALLENGE AND ESCALATION PROCEDURES.

Escalation of force should, whenever possible, be used in response to a hostile act or intent. However, deadly force may be used immediately if a delay could result in death or grievous bodily harm. Escalation procedures include:

- Try to avoid the use of force. The use of force is a measure of last resort;
- When time permits, the hostile party should be warned and given the opportunity to withdraw (challenge procedure);
- Repeat challenge, if possible or necessary;
- Charge weapons;
- Fire warning shots - aimed in a safe direction;
- Use minimum force necessary for self-defence;
- Deadly force - of single aimed shots on order and control of on-site commander.

RULES OF ENGAGEMENT (ROE)



GENERAL

The conduct of United Nations peacekeeping operations is controlled by the provisions of international and national law. Based on these laws, the United Nations establishes the Rules of Engagement (ROE) which outline the parameters within which United Nations personnel operate.

The ROE describe when and how force may be used, in particular, by United Nations personnel.

The ROE are developed and issued by the Force Commander after consultation with staff and national forces. They are then approved by UNHQ (DPKO). The ROE are the means by which the United Nations Commander can:

- Codify and quantify the “Use of Force” within a mission;
- Provide Guidance for subordinate commanders; and
- Assist the soldier on the ground.

The ROE are not absolute. They apply to all units and forces in a mission. They may be orders not to take specific actions, or they may permit certain actions to be taken, when they are judged necessary.

DEFINITIONS

The important terms used in the ROE are defined as follows:

SELF-DEFENCE: Action to protect oneself, one’s unit, or non-UN personnel who are being protected by United Nations personnel against a hostile act or hostile intent.



DEADLY FORCE: Deadly force is force which may result in grave injury or death to individuals.

HOSTILE ACT: A hostile act is an attack or use of force against UN personnel or non-UN personnel who are under the protection of the UN where there is a reasonable belief that grievous bodily harm or death would likely be the result.

HOSTILE INTENT: The threat of imminent and direct use of force against United Nations personnel or non-UN personnel who are under the protection of the United Nations. A United Nations commander may reasonably perceive that force has a hostile intent in various ways which include:

- The party informs United Nations personnel that the party will fire upon the United Nations personnel; and
- Based on the past actions by this party, the United Nations commander reasonably understands that the party is preparing an attack; and

MINIMUM FORCE: The minimum degree of force which is necessary, reasonable and lawful under the circumstances to achieve the objective.

POSITIVE IDENTIFICATION: Verification that the intended target is, in fact, the objective. Positive identification is best achieved by visual means, e.g., forward observer or aerial observation.

In the mission area, ROE cards will be distributed by your superior.

An example of a typical ROE Order is provided in Annex A to Chapter 5.

SOME EXAMPLES WHERE THE USE OF FORCE MAY BE NECESSARY

SELF-DEFENCE



UNARMED RESPONSE:

- Infiltration or encirclement without firing;
- Unarmed attempts to arrest United Nations personnel; and
- Unarmed attacks.

ARMED RESPONSE:

- Safety of United Nations personnel and property;
- Attempts to abduct or detain United Nations personnel;
- Attempts to disarm United Nations personnel; and
- Violation of rules/regulations pertaining to United Nations premises (forced entry).

MISSION DEFENCE:

- Attempt(s) by force to compel United Nations personnel to withdraw;
- Infiltration or encirclement by means of force; and
- Attempts to prevent United Nations personnel from carrying out their orders.

Be aware that these examples are simplified; further detailed explanation is needed for the specific peacekeeping operations.

ANNEX 5A. RULES OF ENGAGEMENT FOR SERVICE PERSONNEL AUTHORISED TO CARRY ARMS AND AMMUNITION ON DUTY IN A UNITED NATIONS OPERATION



EXAMPLE

(These are typical rules that may be found in the ROE - Check the ROE of the actual mission for complete rules).

GENERAL RULES

1. *In all situations, you are to use the minimum force necessary. **FIREARMS MUST BE USED ONLY AS A LAST RESORT.***
2. *In principle, your weapon must always be unloaded: that is, NO live round is to be carried in the breech and in the case of automatic weapons the working parts are to be forward unless you are ordered to carry a live round in the breech.*

CHALLENGING

3. *A challenge **MUST** be given before opening fire unless:*
 - *To do so would increase the risk of death or grave injury to you or any other person, or;*
 - *You or others in the immediate vicinity are under armed attack.*



4. *You are to challenge by shouting in English and then in the local language:*

**UNITED NATIONS - HALT OR I SHOOT!
AND
(LOCAL LANGUAGE)**

OPENING FIRE

5. *You may open fire against an individual or group of individuals only:*

- If he/she is committing or is about to commit an act likely to endanger life; and
- There is no other way to prevent the danger. (Depending on the circumstances, the following are some examples of such life-threatening acts:)
 - Firing a weapon against United Nations personnel;
 - Planting, detonation or throwing an explosive device; and
 - Deliberately driving a vehicle at a person, where there is no other way of stopping him/her, or;

If you know that:

- He/she has just killed or injured any person by such means; and
- He/she does not surrender when challenged; and

6. *If you must open fire, you should:*

- Fire only single aimed shots; and
- Fire no more rounds than are necessary; and
- Take all reasonable precautions not to injure anyone other than your target.



7. *The extra following rule is effective ONLY when you have been told by your superior that it applies to a specific property or installation which you are guarding. You may open fire against a person even though the conditions of Rule 5 are not met if:*

- He/she attempts to take possession of that property or installation or attempts to damage or destroy it; and
- There is no other way of preventing this.

CHAPTER

6

PERSONAL AFFAIRS



SECTION 1: LEAVE AND OFF-DUTY TIME

**LEAVE**

Leave will not be granted by national authorities while you are serving with the United Nations. However, the United Nations grants military personnel a maximum of two and one-half working days of leave for each calendar month of service.

This leave may only be taken **during the tour of duty** and **prior to repatriation**.

Sundays and UN Force holidays which fall during the period of home leave will not be charged as leave.

Conditions for granting leave are:

- Subject to the exigencies of UN service, which demand that the effective strength of the mission not to fall below 75 per cent of the authorised strength.
- Travel documents, visas, etc., must be in order. These are the responsibility of the individual. If you have questions, ask for assistance.

Do not overstay your leave period.

In case of sickness or any other unforeseen reason which prevents you from returning to the mission area, report to your superiors as soon as possible.

In exceptional circumstances, *special leave requests* may be granted.

OFF-DUTY

When off-duty, personnel normally remain in the mission area. However, they should be reminded that they still represent the United Nations and that their conduct, even while off-duty, will reflect on the mission.

SECTION 2: PAY AND ALLOWANCES



For contingents/units home pay and national overseas allowance for UN service at national levels is a national responsibility and is paid as arranged between the individual and his/her home authorities; and

In addition, the United Nations pays a Daily Subsistence Allowance (DSA) for all troops. Requisitioning, drawing, paying as well as accounting of pay and allowances is a national contingent responsibility.

SECTION 3: POSTAL SYSTEM

The Unit or Base Post Office will normally handle your mail. Limitations and prohibited articles include:

- Coins, bank notes, jewellery, archaeological specimens;
- Articles which, by their content or packaging may expose mail handlers to danger or may soil or damage other mail;
- Explosives, ammunition, inflammable or corrosive materials;
- Animals or insects;
- All narcotic drugs;
- Obscene or immoral reading material (printed material), photographs;
- Earth, sand, grass, seeds or plants; and
- Weapons or military hardware souvenirs.

SECTION 4: RECREATION, WELFARE AND PX FACILITIES



RECREATION

Recreation and sports play very important parts in upholding morale. There are competitive activities as well as non-competitive recreation in which contingents take part.

WELFARE

Welfare schemes provide tours, library facilities, TVs and videos, etc.

PX AMENITIES *For United Nations personnel only*

These privileges are normally provided through a duty-free store or through direct duty-free importation.

Ration cards for spirits and tobacco and registration cards for attractive items will be made available.

Breaches of these privileges, such as resale to the local population, could undermine the whole system and therefore are strictly forbidden.

CHAPTER

7

MANDATE AND TASK



SECTION 1: MANDATE OF YOUR MISSION



Fill in on your assignment:

I am a member of the
..... United Nations contingent.

The name of the peacekeeping mission is.....
.....

This abbreviation stands for
.....

The mandate of this peacekeeping operation is:
.....
.....
.....
.....
.....

The main components and contingents (other nations) are:
.....
.....
.....
.....
.....

The conflict in the Area of Operation was/is between:
.....
.....
.....
.....

SECTION 2: YOUR TASK - YOUR BRIEFING



I am a UN (function).

I am

.....(name, rank, function, unit).

I was trained to be a

My function in the mission will be/is:.....

My basic duties will be/are:.....

As a my task will be/is:

1

2

3

4

My commander's name:.....

His/her duty will be/is:

SECTION 3: YOUR AWARD - OUR PRIDE



UNITED NATIONS MEDAL:

The United Nations medal contributes to morale and pride among all ranks who serve with UN PKOs in the service of peace. The colour/design of the ribbon for each mission is unique.

Qualification for medals and numerals (more than one tour of duty) is based on a combination of:

- Tour of duty (six (6) months for forces, 12 for observers); and
- Qualifying service (after half of tour of duty).

PRESENTATION:

The Secretary-General delegates authority to the FC/CMO to present the United Nations medal. This may be delegated to contingent commanders. Medals will be presented at a formal medal parade.

SECTION 4: YOUR TROUBLES - OUR CONCERN

Many of today's peacekeepers will confront intense, traumatic and life-threatening situations, which will induce a great deal of stress. Recognizing stress in its many forms, training to deal with stress and preparation prior to a mission are essential.

PSYCHOLOGICAL STRESS FACTORS:

The special stresses in United Nations service are mainly associated with:

- The need to retain neutrality;
- The limits of self-defence allowed;



- Witnessing atrocities and injustices without being able to intervene; and
- The unfamiliar environment (absence from family, spouse).

SOCIAL STRESS FACTORS:

- Social and interpersonal problems occur when there is a lack of unit cohesion and spirit, communication, group and buddy support, poor leadership and loss of confidence;
- Isolation.

PERSONAL STRESS FACTORS:

- Personal stress can occur because of **inexperience and lack of education and training, lack of physical fitness**, age, lack of commitment to the mission, witnessing death or severe injury for the first time and perception of no end in sight.

PERSONAL STATE OF STRESS

The following is a brief list of items that should alert you to personal stress in yourself or others:

- Difficulty sleeping;
- Tensions, irritability, nervousness;
- Reaction to sudden noise;
- Concern for dangers that threaten;
- Distance from colleagues (avoidance);
- Lack of interest in work or future;
- Being tired, physically and intellectually;



- Attacks of giddiness, sweating or tight throat when reminded of traumatic incidents;
- Feeling over-excited, acting impulsively, taking risks; and
- Reliving traumatic events in thoughts, dreams or nightmares.

All the above problems require help.

If you recognise stress disorders in yourself or your comrades, do not hesitate to seek assistance from one of the persons below (it is their duty to help):

- Your commander;
- Medical personnel of your unit;
- Your chaplain or other clerical staff; and
- Your friend (at least).

Communicate, it helps a lot!

SECTION 5: SPECIFIC DRIVING REGULATIONS

Driving in a peacekeeping mission is one of the major causes of injury. Having a driving license does not mean you are ready to drive in a mission area. You will need to be aware of the differences that you will encounter, such as:

- Different traffic patterns;
- Right of way;
- Road conditions;
- Side of the road; and
- Accident reporting.



Apart from the regulations of my home country, in the mission area, the following specific driving regulations apply:

1

.....

.....

.....

.....

.....

2

.....

.....

.....

.....

.....

3

.....

.....

.....

.....

.....

The Force Commander will issue specific directions regarding driving, rules for the mission area and accident reporting.

CHAPTER

8

MISCELLANEOUS



SECTION 1: ABBREVIATION

Administrative	admin
Advance	adv
Ambulance	amb
Amendment	amdt
Ammunition	ammo
Annex	anx
Approximate Map Reference	AMR
Approximately	Approx
Area of Operations	AO
Area of Responsibility	AOR
Area of Separation	AOS
Armoured Personnel Carrier	APC
Artillery	arty
As soon as possible	ASAP
Attached	att
Attention	attn
Available	aval
Biological and Chemical Warfare	BCW
Battalion	Batt
Boundary	bdry
Brigade	bde
Brigadier General	BGEN
Captain	Capt
Casualty	cas
Chemical	chem
Chief Administrative Officer	CAO

Chief Communications Officer	CCO
Chief Finance Officer	CFO
Chief General Service Officer	CGSO
Chief Logistics Officer	CLO
Chief Military Personnel Officer	CMPO
Chief of Staff	COS
Chief Operations Officer	COO
Chief Procurement Officer	CPO
Chief Transport Officer	CTO
Circulate, circulation	cirs
Civilian	civ
Class, classification	cl
Colonel	Col
Command Post Exercise	CPX
Commander	Cdr
Commanding Officer	CO
Communications	comms
Company	coy
Compensatory Time Off	CTO
Confirm, confirmation	cfm
Construction Engineering Officer	CEO
Continued	cont
Control	con
Coordinate, coordination	coord
Corporal	Cpl
Demarcation Line	D/L
Demolition	dml

Department	dept
Deputy Chief of Staff	DCOS
Deputy Commanding Officer	DCO
Detached, detachment	det
Direct, direction	dir
Distribute, distribution	distr
Duty Officer	DO
Effective	eff
Engineer	enr
Equipment	eqpt
Established	estb
Estimated time of arrival	ETA
Estimated time of departure	ETC
Evacuate, evacuated, evacuation	ETD
Execute, execution, executive	exec
Explosive	expl
Explosive Ordnance Disposal	EOD
Field Administration and Logistic Division	FALD
Field Service Officer	FSO
Follow, following	fol
Force Commander	FC
Force Construction Engineering Officer	FCEO
Force Dental Officer	FDO
Force Engineer Officer	FEO
Force Legal Officer	FLO
Force Medical Officer	FMO

Force Provost Marshal	FPM
Force Routine Order	FRO
Force Signals Officer	FSO
Forward, forwarded	fwd
Fragment, fragmentation	frag
General Services Officer	GSO
Greenwich Mean Time	GMT
Guard	gd
Headquarters	HQ
Heavy Machine Gun	HMG
Helicopter	hel
Hospital	hosp
Identification	ident
Illuminate, illumination	illum
Immediate Operational Requirement	IOR
Immediate, immediately	immed
In charge of	IC
Infantry	inf
Information	info
Information Officer	IO
Inspection	insp
International Committee of the Red Cross	ICRC
Introduce, introduction	intro
Leader	ldr
Letter of Assist	LOA
Liaison Officer	LO
Lieutenant	Lt

Local Time	LT
Location	loc
Logistics	log
Logistics Directive	Log Dir
Lubricate, lubricant, lubrication	lub
Maintain, maintenance	maint
Major	Maj
Material, material	mat
Maximum	max
Mechanic, mechanized	mech
Medical Assistance	Med A
Member	mbr
Memorandum	memo
Message	msg
Military	mil
Military Police	MP
Military Public Information Officer	MPIO
Miscellaneous	misc
Motor Transport Officer	MTO
Movement	mov
Movement Control	Mov Con
Necessary	nec
No later than	NLT
Non-Commissioned Officer	NCO
Nothing to report	NTR
Number	no
Objective	obj

Observation	obsn
Observation Post	OP
Officer	offr
Officer Commanding	OC
Officer-in-charge	OIC
Operations	ops
Organization	org
Paragraph	para
Passenger	pax
Patrol	ptl
Personnel	pers
Petrol, oil and lubricant	POL
Platoon	pl
Point	pt
Position	posn
Prepare, preparation	prep
Priority	pri
Prisoner(s) of war	POW
Private	pte
Privately-owned vehicle	POV
Project	proj
Purchase Order	PO
Quartermaster	QM
Quality qualification	qual
Quantity	qty
Radio Relay	RR
Rations	rat

Ready Reaction Group	RRG
Reconnaissance	recce
Recovery	rec
Reference	ref
Rendezvous	RV
Representative	rep
Request, requested	req
Require Delivery Date	RDD
Require, requirement	reqr
Restricted	Restd
Round	rd
Secretary-General	SG
Section	sect
Security	secur
Senior Staff Officer	SSO
Sergeant	Sgt
Service	svc
Shooting Report	SHOOTREP
Signals	Sigs
Situation	sit
Situation report	SITREP
Squadron	sqn
Staff Officer	SO
Standard Commercial Pattern Vehicle	SCPV
Standard Military Pattern Vehicle	SMPV
Standard Operating Procedures	SOP
Strength	str

Subject	subj
Summary of Incidents	SOI
Supply	sup
Support	sp
Survey	svy
Team	tm
Technician	tech
Telegraph, telegraphic, telegram, telephone	tele
Telephone conversation	telecon
Teletype	TT
Traffic	tfc
Traffic control	TC
Traffic post/point	TP
Training	trg
Transport	tpt
Troop	tp
Unclassified	UNCLAS
Under-Secretary-General	USG
Unit Public Information Officer	UPIO
United Nations Military Observer	UNMO
United Nations New York	UNNY
Fill in your and other PKOs:	UN..... UN..... UN..... UN..... UN.....

Vehicle	veh
Very high frequency	VHF
Very Important Person	VIP
Violation Report	VIREP
Visibility, visual	vis
Warning	wng
Warning Order	Wng O
Warrant Officer	WO
Weapon	wpn

Add other important or specific abbreviations

SECTION 2: IMPORTANT MILITARY SYMBOLS

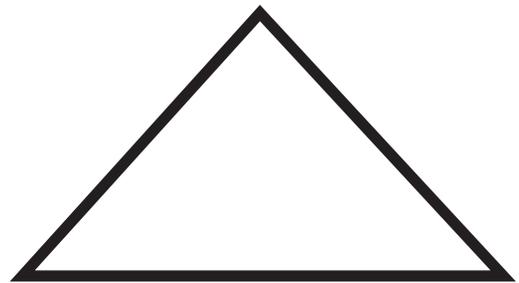
A UNIT



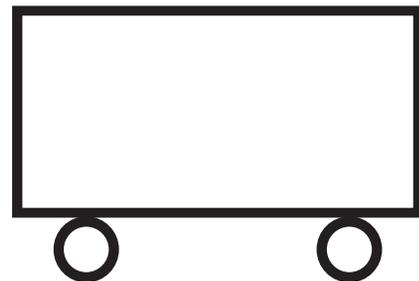
*A FIELD HEADQUARTERS
OR HEADQUARTER
ECHELON*



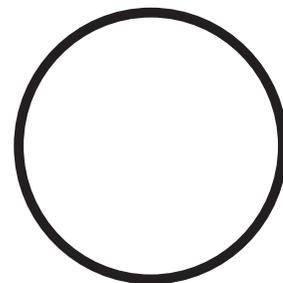
*AN OBSERVATION
OR POSITION*



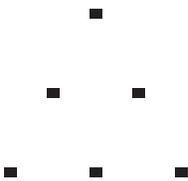
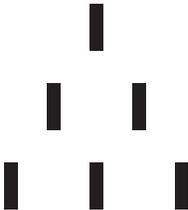
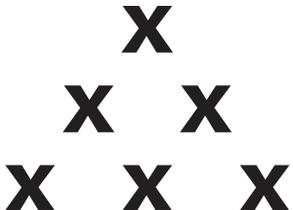
*ADMINISTRATIVE
SUPPORT ELEMENTS*



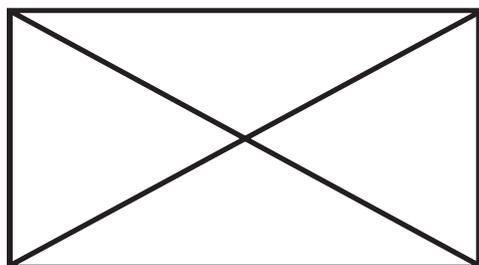
*A LOGISTICAL
INSTALLATION OR
ACTIVITY*



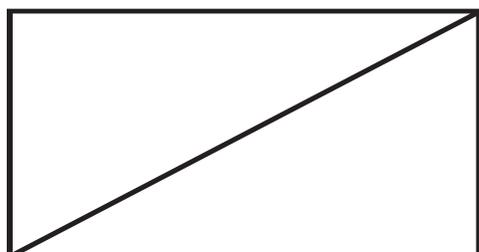
SIZE INDICATION

	<i>TEAM, PARTY SQUAD, SECTION PLATOON OR DETACHMENT</i>
	<i>COMPANY, BATTERY, TROOP BATTALION, SQUADRON, REGIMENT, GROUP</i>
	<i>BRIGADE/EQUIVALENT COMMAND DIVISION CORPS</i>

DESIGNATION BY ARM OR BRANCH OF SERVICE

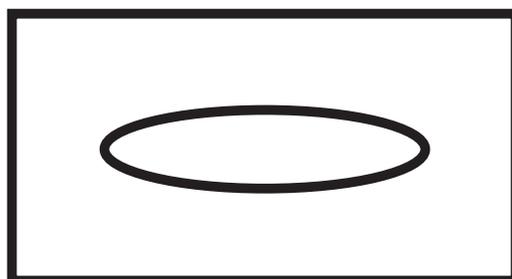


INFANTRY

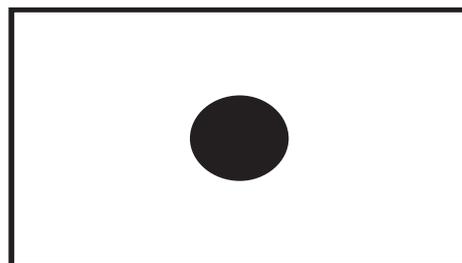


*CAVALRY
(RECONNAISSANCE)*

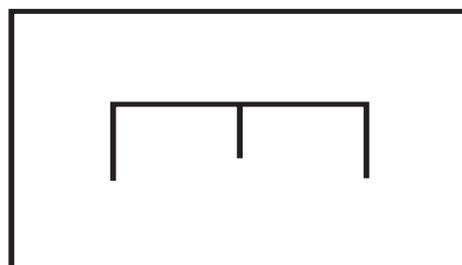
ARMOURED



ARTILLERY



ENGINEER

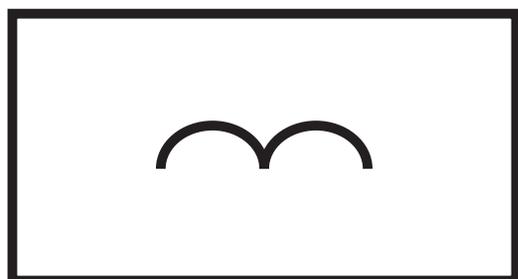


SIGNAL

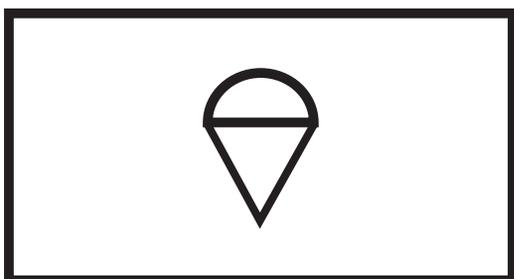


MILITARY POLICE

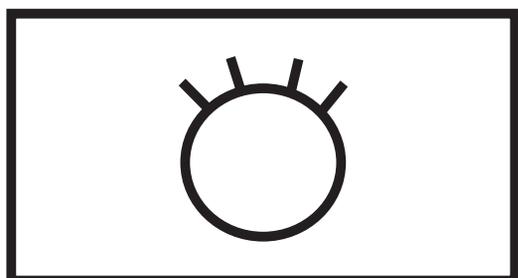




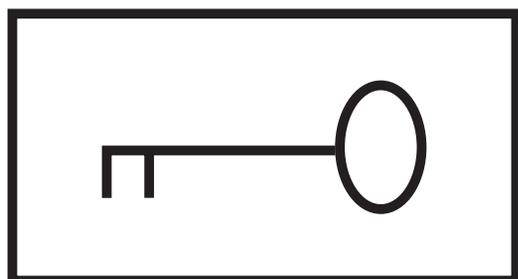
AIRBORNE



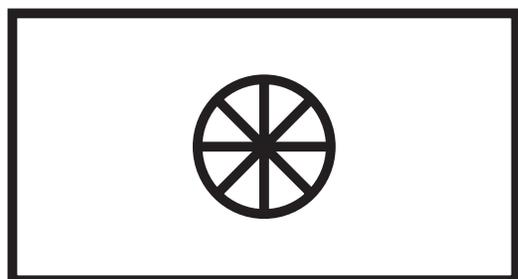
PARACHUTE



ORDNANCE

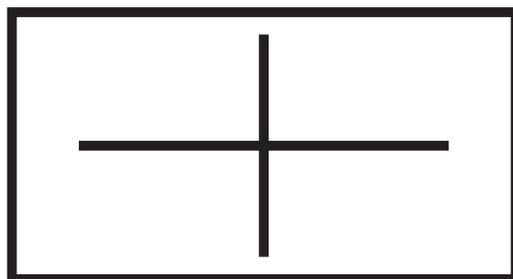


QUARTERMASTER

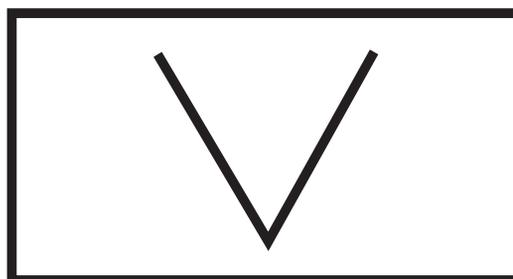


TRANSPORTATION

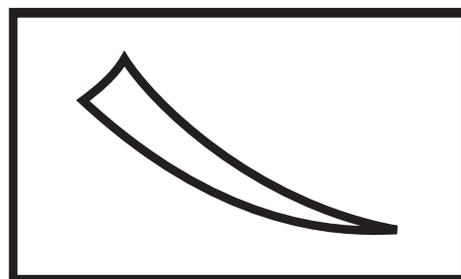
MEDICAL



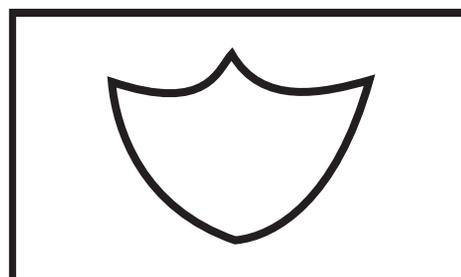
VETERINARY

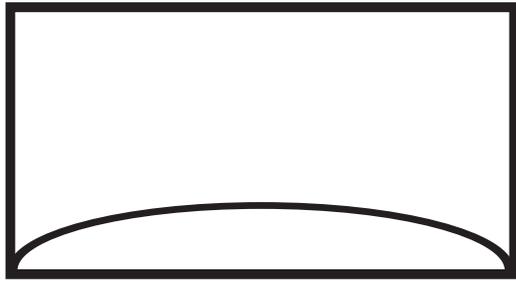


POSTAL



*MILITARY GOVERNMENT
CIVIL AFFAIRS*





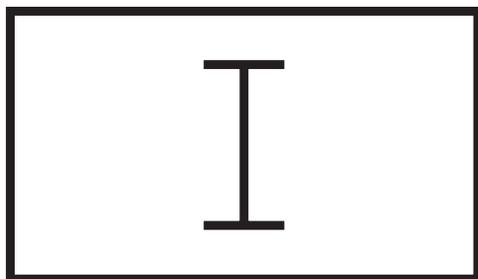
AIR DEFENCE



*REPAIR AND
MAINTENANCE*



SUPPLY



IRREGULAR FORCES

BASIC WEAPON SYMBOLS

*BASIC INFANTRY
WEAPON*



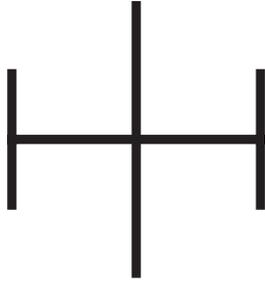
*BASIC ARTILLERY
WEAPON*



One bar for medium and two bars for heavy are added to state approximate size. A ring is used to show a high trajectory.

HEAVY MORTAR

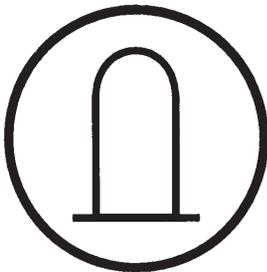




MEDIUM ARTY GUN

Another method of indication of the size of a weapon is to write the caliber to the right of the symbol.

LOGISTICAL INSTALLATIONS

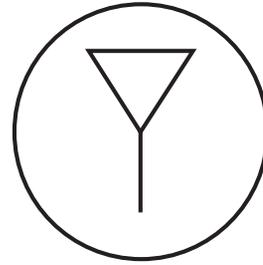


*AMMUNITION, ALL
TYPES*

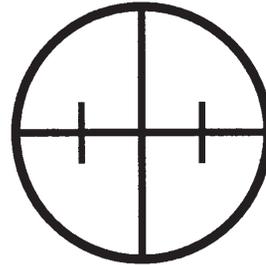


*FOOD SUPPLIES (WITH
OPENING TIME)*

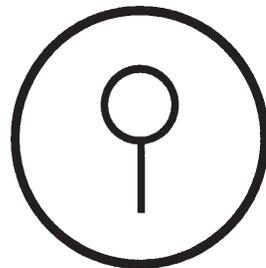
*PETROLEUM, OILS,
LUBRICANTS*



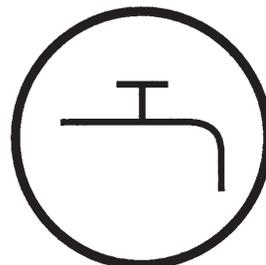
HOSPITAL, AID STATION



TRAFFIC



WATER



*CIVILIAN COLLECTION
POINT*

