STANDARD REQUIREMENTS FOR OPERATING UNHCR'S LAND MOTOR VEHICLES: PARTNER ORGANIZATIONS

Version 2, October 2026

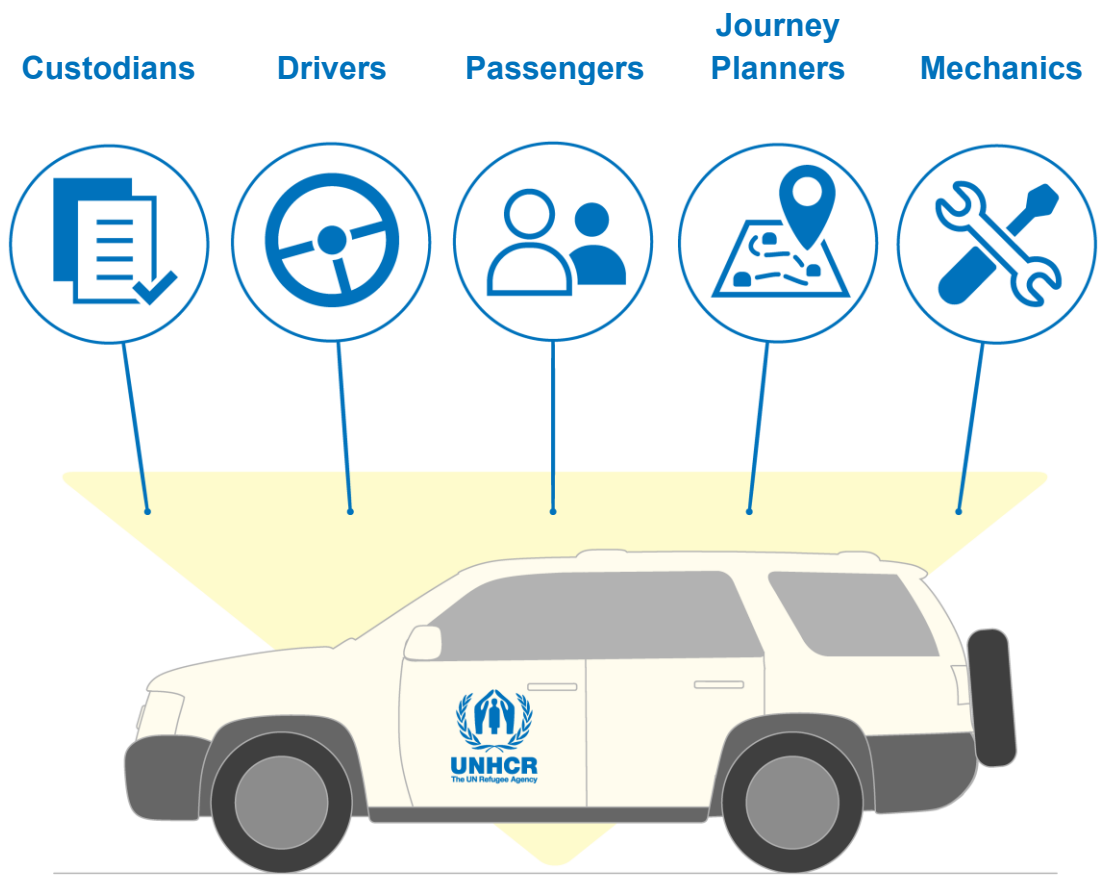




Photo: Interactions of vehicles with pedestrians in Uganda, 2022. ©UNHCR/Carlos Roberto Guemez Shedden

Introduction

This document stipulates the standard requirements that partner staff need to follow when using UNHCR land motor vehicles to ensure safety, responsible behavior, and compliance with regulations. UNHCR provides partners with land motor vehicles through the right of use conditions in the project workplan contract's Areas of Specialization or, for non-standard agreements, through a separate Right of Use Agreement. UNHCR retains the control and ownership of these land motor vehicles under right of use, and the partner agrees, during the right of use period, to adhere to all the standard requirements outlined in this document.

Scope

This set of standard requirements applies to all partner drivers authorized for driving UNHCR land motor vehicles, as well as all passengers, custodians, journey planners, and personnel overseeing vehicle conditions. UNHCR requests that these standards are adhered to by all partners with UNHCR vehicles through right of use conditions.

Rationale

Correct utilization of land motor vehicles is fundamental for preventing traffic crash injuries, fatalities, and damages to UNHCR assets. It is also important for ensuring rational fuel consumption and protection of the environment. Therefore, in order to ensure that UNHCR's land motor vehicles are used safely, efficiently, and professionally by partners, it is necessary to establish clear standards for partners on how to use them.

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Definitions

Custodian: A person/entity to whom/which the asset is assigned to, who takes responsibility for taking care of or protecting it.

Daytime running lights: A lighting system that turns on some front lights specially designed to increase the vehicles' visibility during the day.

Defensive driving: The application of techniques for identifying hazards, interacting properly with the other road users, and reducing the risk of traffic crashes.

Disabling damage: Disabling damage occurs when road vehicle damage prevents the departure of the vehicle from the scene of the crash, in its usual operating manner, by daylight, and after simple repairs

Inclusions:

• Vehicle which could potentially be driven but could incur further damage if driven after the damage sustained during the incident thereby.

Exclusions:

• Damage which can be remedied temporarily at the scene without special tools other than the standard repair kit that come with the vehicle or parts other than tyres.

• Tyre disablement without other damage even if no spare tyre is available.

• Headlamp or taillight damage, which would make night driving hazardous but would not affect daytime driving.

• Damage to turn signals, horn, or windshield wipers which makes them inoperative.

Driver: Any person authorized to drive UNHCR land motor vehicles.

High visibility garments: Clothing made of two types of materials: fluorescent materials to increase visibility during the day and retroreflective materials to increase visibility during the night. .

Irreparable damage:	Damage that cannot be adequately fixed without compromising the safety or performance of the vehicle. This includes pillar deformation, airbag deployment, etc.
Land Motor Vehicle:	A motorized machine utilized for the purpose of carrying people or items over land. The category comprises light/soft skin vehicles (LV/SV), motorcycles, heavy vehicles, minibuses, buses, emergency response vehicles, armored vehicles (AV), and special equipment vehicles such as excavators.
Stop work authority:	The authority granted to any partner driver to refuse to start driving or to stop driving when they identify an unsafe vehicle condition or unsafe behavior by a passenger that could affect the safety of the journey. Likewise, vehicle passengers are granted the authority to prevent a driver from starting a journey or to request the driver to stop driving when they identify a mechanical defect, an unsafe driving condition, or unsafe driving behavior, such as fatigue, impairment, or reckless driving.
Tachograph	An instrument installed in commercial vehicles like trucks and buses that automatically records speed, distance, and driver activities such as driving time, breaks, and rest periods.
Telematic device:	An instrument that tracks the vehicle position, conducts engine diagnosis, and/or monitors driver behaviors. Examples of telematics include the Vehicle Tracking System (VTS) currently installed in most of UNHCR vehicles and Artificial-Intelligence based camera systems.
Traffic crash	A collision involving one or more vehicles and that results in injury, death and/or material damage to the vehicle(s) involved, infrastructure, or other property.
UNHCR vehicle	A vehicle owned or operated by UNHCR.
Vehicle modifications:	The alteration of the original characteristics of the vehicles.

Requirements for custodians

Partner custodians:



Ensure logos appear on land motor vehicles in accordance with the UNHCR's vehicle visibility guide carrying a message saying that the vehicle was provided by UNHCR.

Ensure the Right of Use of UNHCR Assets section of the Areas of Specialization is ticked in the project workplan contract and that its contents are understood by all managers including those responsible for managing vehicles.

Ensure compliance with the relevant paragraphs of the Right of Use of UNHCR Assets section of the Areas of Specialization.

Grant authorization to drive UNHCR vehicles only to individuals holding a formal contract with the Partner organization and a valid driver license for the corresponding vehicle category.

Partner drivers operating heavy vehicles must hold a Category C driver license or an equivalent, as defined below:

- C1 – for goods vehicles weighing between 3,500 kg and 7,500 kg and for up to eight passengers.
- C1E – for a vehicle of category C1 with a combined mass of up to 12,000 kg.
- C – for goods vehicles weighing more than 3,500 kg and seating not more than eight passengers.
- CE – for a vehicle of category C towing a heavy trailer.

Besides, the Partner custodian ensures that vehicles are operated only by individuals who meet minimum requirements as determined by the United Nations Country Team (UNCT), where such requirements have been established.

When overseeing heavy vehicle operations, ensure heavy vehicle drivers are at least 21 years old and have at least three years of driving experience.



Provide, to UNHCR Programme, the list of their authorized Partner drivers by any official means agreed with UNHCR, and update the list of drivers at least once every six months.



Encourage all partner drivers to adhere consistently to the requirements for Drivers and Passengers in this document and to contribute to a safer environment. Give due recognition to drivers that excel in this domain.



Implement road safety improvement plans when requested by UNHCR.



Conduct alcohol tests on drivers when UNHCR enables breathalyzers in accordance with the established standard operating procedure.



Apply corrective actions to Partner drivers when repeatedly failing to comply with the requirements for drivers, passengers, journey planners, and mechanics in this document.



Ensure drivers comply with requirements defined at the local level such as: where the vehicles should be parked or stored during periods of inactivity, refueled, left unattended, etc.



Ensure that Partner drivers are familiar with the vehicle and its functions and apply defensive driving techniques, whenever possible.



Provide defensive driving training (DDT) courses for partner drivers or ensure their participation in the local sessions organized by the UNHCR operation when available.



Organize group discussions between drivers about the standard requirements for using UNHCR vehicles, vehicle pre-trip inspections, the Standard Operating Procedure (SOP) on traffic crash data collection, driver ID card utilization, speed, seatbelt utilization, STOP work authority, driving under the influence of alcohol and drugs, distractors, safe interactions with vulnerable road users, and hazard perception.



Monitor partner drivers' behaviours using the Vehicle Tracking System (VTS) information.



Ensure regular servicing/maintenance of the vehicle as per the manufacturer's recommendation, and report on costs regularly.



Ensure UNHCR vehicles are only serviced and repaired by a garage/mechanic contracted/authorized by UNHCR. The Custodian contacts

the respective UNHCR office to obtain the name/address of the respective garage/mechanic.



Ensure UNHCR vehicles are not subject to any major unauthorized repair or alterations of any kind, unless approved in advance by UNHCR. However, the Custodian is authorized to: change tyres, replace light bulbs, top-up coolant, top-up the windscreen washer and top-up engine oil as specified in user's manual.



To request authorization for conducting major repairs or modifications to vehicles please send a message to UNHCR, AFMS Global Fleet Management Unit, Division of Resource Management at hqrepair@unhcr.org.



When operating heavy vehicles, ensure they are not loaded in a way that exceeds the manufacturer's specified maximum payload and maximum axle weights, maximum permissible total weight and axle weights established by national regulations.



Inform UNHCR immediately of any non-functioning odometers, tachographs, and telematic devices. The Partner custodian makes the vehicle available to UNHCR, so that the device can be repaired or replaced without delay.



Submit the monthly vehicle data (mileage, fuel, servicing/repair) to the respective UNHCR office, either in form of an excel spreadsheet or any other means as agreed with UNHCR for such purpose, to facilitate the upload into FleetWave, UNHCR's fleet management software. Custodians of UNHCR vehicles who are granted access to FleetWave will enter data on monthly mileage, fuel, servicing/repair, and drivers' information directly in the FleetWave application and will not require offline submissions.



Provide the personal protective equipment (PPE) to motorcycle occupants: wear helmets, high visibility garments, and safety boots and gloves.



When conducting ambulance operations, ensure compliance with the emergency response codes established by the local authorities to reduce the risk of misuse of emergency lights and sirens. If the local authorities have not established emergency response codes, the custodian shall implement the codes outlined in Annex 1 of this document.



Notify the respective UNHCR office of any traffic crash or incident involving a UNHCR vehicle as soon as possible. For traffic crashes, also submit a report within 72 hours of the crash, regardless of whether the damage is major or minor or whether there are any injuries or fatalities. The report shall contain

the information required in the SOP on traffic crash data collection (see Annex 2 of this document).

Requirements for partner drivers

Partner drivers:

Obey Traffic Laws: Comply with the local traffic rules to ensure the safety of yourself and others on the road.

Have a valid driving license for the relevant vehicle category.

Complete the pre-use mandatory vehicle inspection to check vehicle conditions and formally record the result on the inspection sheets (available in the UN Partner Portal). The daily vehicle inspection is conducted before the first time the vehicle is used during the day and every time the driver of any vehicle is changed during the same day.

Wear Seatbelts: Always wear seatbelts and ensure that all passengers do the same for the entire duration of the journey. If a passenger refuses to wear a seatbelt, invoking the "stop work authority" means halting the journey until the safety concern is addressed.

Respect the vehicles' maximum passenger carrying capacity.

Comply with the fitness to drive requirements established by the local authorities and undergo fitness-to-drive assessments every two years.

Lights on: Keep the front lights on at all times while driving.

When driving UNHCR motorcycles, wear helmets, high visibility garments, and safety boots and gloves.

Do not drive under the influence of any prescription medication that causes drowsiness and lack of attention or any other symptom impairing driving.

Drive Sober: Do not drive under the influence of alcohol, drugs or any other substance (including betel nut and khat) that can impair judgement and/or coordination.

Undergo the periodic, random, and ad hoc alcohol tests as required by the custodian.

Do not smoke inside the vehicle to maintain a safe and healthy environment.

Do not transport weapons, explosives, other dangerous goods, or any other cargo that is considered illegal by the local regulations in any UNHCR vehicle.

Avoid distracted driving. Drivers cannot use cell phones (including hand-free devices), eat, read documents, or conduct any other action that could distract from the driving task. When using a cell phone is necessary, the driver must find a safe place to pull over and attend or make the call.

Swipe the driver RFID card every time the engine is started, which identifies the person driving the vehicle.



The card reader could detect other types of cards, so keep the driver RFID card separate to prevent wrong information being entered into the system.

UNHCR can activate the vehicle immobilizer function which would prevent starting of the engine until the driver swipes the RFID card in the reader.

SOS BUTTON



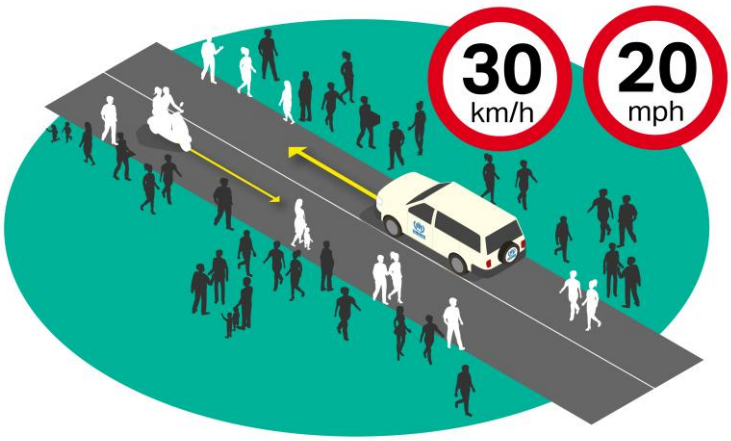
In case of emergencies, drivers could override the immobilization function by pressing the SOS button. The SOS button is to be used for emergency purposes only, otherwise Field Security Services (FSS) would receive fake alarms.

Adjust speed to weather and road conditions and interactions with other road users.

Comply with the following mandatory speed limits when driving on roads that do not have posted speed limits, unless the government establishes lower speed limits for such conditions. The mandatory speeds have been taken from Advancing Sustainable Safety, by SWOV (2006), p.14.

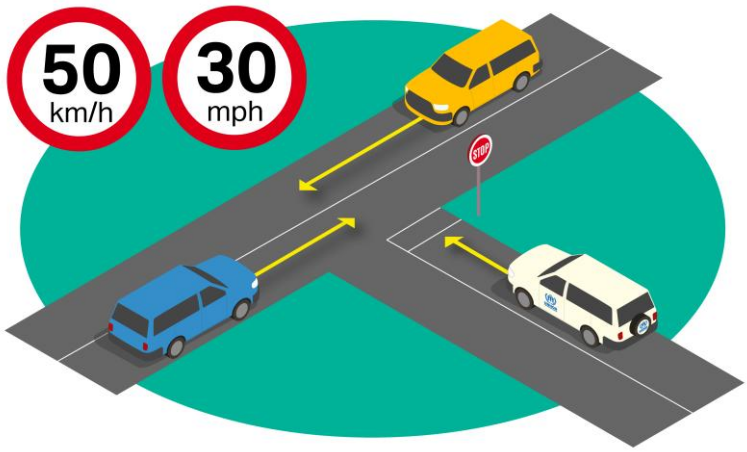
ROADS WITH VEHICLES AND VULNERABLE ROAD USERS

- possible vehicle-to-pedestrian collision.



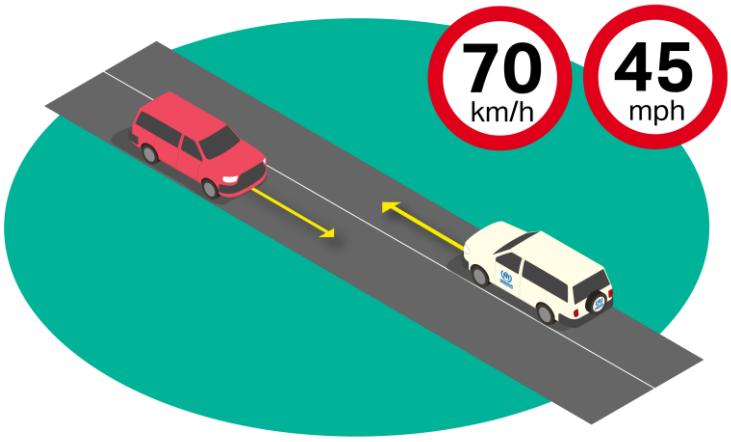
AT GRADE INTERSECTIONS

- possible side on vehicle-to-vehicle collision.



ROADS WITH TWO-WAY TRAFFIC

- possible frontal vehicle-to-vehicle collision.



When driving heavy vehicles, do not exceed 80 km/h or the maximum speed limit established by local authorities if lower.

Obey the driving and resting times, in accordance with the section of requirements for Journey Planners, unless the nature of the job requires a different approach for controlling drivers' working, driving, and resting times.

There are cases in which the working, driving and resting times indicated do not apply. For example, some job positions like ambulance operators need working, driving and resting time regulations based on availability instead. In such cases, the driver obeys the working, driving, and resting times established by the Partner custodian according to the nature of the job.



Drive efficiently in accordance with the traffic conditions and avoid unnecessary acceleration (e.g. do not accelerate heavily/suddenly and brake soon afterwards).



Use the "stop work authority" when a passenger refuses to use a seatbelt, when a traveler or trip planner requests to go over the posted speed limit or engages in other unsafe behavior.



Report to supervisor/partner custodian those instances in which the stop work authority has been applied.



Report to supervisor/Partner custodian when experiencing fatigue or illness.



Promptly report any traffic crash, damages, or mechanical issues to the partner custodian and within 24 hours. Comply with the tasks required in the SOP on traffic crash data collection (see annex 2 of this document).



Timely record mileage for all vehicle movements and fuel intakes in a logbook to be kept in the vehicle or in an e-log App, whatever is used by the partner organization and endorsed by UNHCR.



Use UNHCR vehicles only for official and work-related purposes that align to the purpose of the project outlined in the project workplan (if applicable). Private use of vehicles is authorized only when UNHCR has specified in the partnership agreement circumstances under which vehicles could be used for private purposes. Examples of official business include, but are not limited to, performance of work responsibilities as defined in a project workplan or related to the mandate of UNHCR, official travel, official meetings, attendance at conferences, etc.



Drive UNHCR vehicles only during official working hours in country. Driving after UNDSS or government official curfews, during the night, on weekends, and driving in security missions, or airport pick-and-drops shall be limited to justifiable exceptions which have been duly authorized by the UNHCR or Partner Custodian.

Requirements for passengers

Passengers:

Wear the seatbelts while travelling in UNHCR vehicles.

Wear helmets, high visibility garments, boots, and gloves when traveling on UNHCR motorcycles.

Respect departure times for missions and scheduled pick-up times to avoid disruption of the planned transport services.

Refrain from placing pressure on drivers to break traffic rules (e.g. speed limits) and/or engage risky driving behaviors.

Apply the "stop work authority" when identifying risky or aggressive driving behaviors, or when symptoms of fatigue are detected.

Report to the Partner Custodian those instances in which the "stop work authority" has been applied.

Report traffic crashes to the partner driver's supervisor as soon as possible and within 24 hours in cases when the driver's conditions after the collision prevent them from reporting the traffic crash. This is actioned in accordance with the SOP on traffic crash data collection (see annex 2 of this document).

Do not smoke inside the vehicle to maintain a safe and healthy environment.

Requirements for journey planners or dispatchers

Partner personnel in charge of planning journeys:

Organize convoys only when necessary and as advised by the responsible UNHCR Security officer.

Review tachographs or VTS reports to monitor compliance with maximum driving hours and required break times.

When dispatching ambulances, ensure compliance with the emergency response codes established by the local authorities to reduce the risk of misuse of emergency lights and sirens. If the local authorities have not established emergency response codes, the custodian shall implement the codes outlined in Annex 1 of this document.

Organize road journeys in compliance with the drivers' working, driving, and resting times as indicated below. In case these requirements don't apply because of the specific nature of a job, the journey planner organizes journeys according to regulations on working, driving and resting times established by the Partner. This happens when the nature of the job requires a different approach for controlling drivers' working, driving, and resting times.

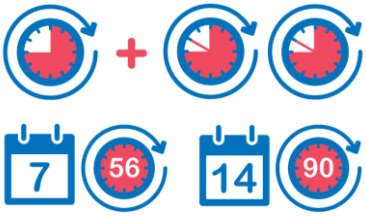
WORKING AND DRIVING HOURS



- Ensure that sufficient time is available for a driver to sleep for at least eight continuous hours in every 24 hours.
- Set working and driving hour limits for personnel required to drive for work, ensuring that drivers do not work more than six consecutive days without taking a weekly rest period, as specified below.

DRIVING HOURS AND RESTING TIMES

- The daily driving period shall not exceed 9 hours, with an exemption of twice a week when it can be extended to a maximum of 10 hours
- Total weekly driving time may not exceed 56 hours and the total fortnightly driving time may not exceed 90 hours.



- Breaks of at least 45 minutes should be taken after 4½ hours at the latest (separable into 15-minute break followed by 30-minute of break).



- The minimum daily rest period is 11 consecutive hours. However, it may be reduced to 9 hours on no more than three occasions per week. Alternatively, the daily rest period may be split into two periods: an initial rest period of at least 3 hours, followed by a second rest period of at least 9 hours, resulting in a total daily rest period of 12 hours.



- A weekly rest period shall start no later than the end of six consecutive 24-hour periods after the previous weekly rest period. The regular weekly rest period is at least 45 consecutive hours. In any two consecutive weeks, it may be reduced once to no less than 24 consecutive hours, provided the reduction is made up by an equivalent rest period taken in one block before the end of the third week that follows.



Requirements for mechanics

Partner personnel overseeing vehicle conditions (e.g. the responsible officer/fleet manager/admin officer):

Keep UNHCR vehicles in their original configuration and in accordance with the manufacturer's specifications. The partner will not replace genuine parts with aftermarket parts, nor modify, add, or upgrade any component of the vehicle including the body, engine, brakes, rims, drivetrain, or chassis, without prior authorization from UNHCR.

When overseeing heavy vehicle conditions, ensure heavy vehicles are submitted to technical inspections biannually to verify that all safety systems are fully operational.

When overseeing heavy vehicle conditions, ensure replacement of any tyre with a tread depth of 2.5 mm or less.

The modifications below are not to be applied by the partner mechanic either:

- Installation of bull bars
- Tampering with telematic devices
- Tinting windows and windshield.
- Replace tyres with ones that do not meet the manufacturer's specifications.
- Installing emergency lights and sirens in patient transporters.

Exemptions

Exceeding speed limits or breaking drivers' resting times is allowed in situations where, for security or safety reasons, it is necessary to drive over the speed limit or to continue driving until finding a safe place to rest, or when there is a life-threatening event that requires urgent and immediate attention. However, this is subject to the applicable local legislation.

Turning on the front lights during the daytime is not mandatory when driving vehicles are equipped with daytime running lights.

Using a cell phone while driving is forbidden except for navigation purposes provided that the driver gets familiar with the route given by the navigation app before starting to drive; the cell phone is not hand-held, but it is securely fixed to the instrument panel or windshield in a position that does not obstruct the driver's visibility; nor is it used in such way that it becomes a visual, auditive, physical, or cognitive distractor.



Annex 1: Codes for attending medical emergencies with ambulances

The utilization of emergency codes when attending medical emergency situations is important to designate the seriousness of the medical emergency and to inform emergency response teams on how to proceed. Unfortunately, not all countries have implemented emergency codes, so ambulance drivers do not necessarily know how to differentiate between a situation in which sirens and emergency lights are required. This has been related to ambulance misutilization, for in some operations drivers use the sirens and emergency lights even in non-life-threatening situations.

Code	Type of situation*	Ambulance operation
Code 1	Immediately life-threatening cases.	The ambulance shall be dispatched immediately with emergency lights and sirens on. Speed limits may be exceeded only where local legislation permits it for emergency response vehicles. Where it does not, speed limits shall not be exceeded.
Code 2	Not immediately life threatening or time critical but urgent/potentially serious incidents.	The ambulance does not use lights and sirens to respond. The ambulance shall not exceed the speed limits.
Code 3	Referrals or non-urgent routine cases.	The ambulance does not use lights and sirens to respond. The ambulance shall not exceed the speed limits.

*Examples of the emergency response code that should be applied in different situations are provided on the following page.

Ambulance dispatchers shall assess the severity of the incident based on the information provided by the person requesting ambulance assistance. Based on this assessment, the dispatcher shall assign the appropriate emergency response code and communicate it to the ambulance driver. The assigned emergency code will determine the priority of the response and guide the driver on how to operate the ambulance.

Examples of classifications of medical situations.

Examples of code 1 situations:

- Examples of immediately life-threatening problems include cardiac arrest, severe shortness of breath, serious traffic crashes, symptomatic myocardial ischemia, shock (from any cause), unconsciousness, severe or uncontrolled external bleeding, suspected internal bleeding, traumatic amputations, or any injury causing significant blood loss.

- Examples of time-critical problems are fractures or dislocations with distal limb ischemia and deep lacerations requiring urgent surgical or specialist treatment.

Examples of code 2 situations:

- Examples of urgent/potentially serious incidents include pneumonia without severe shortness of breath, abdominal pain without shock, meningitis with a normal level of consciousness, deep lacerations requiring sutures with controlled bleeding, moderate blood loss that responds to first-aid measures, and wounds with a risk of significant infection or tissue damage.

Examples of code 3 situations:

- Priority would be given to more serious incidents. However, in the event of the patient experiencing uncontrolled pain or other complications, the response will be upgraded as appropriate.

- If it is informed the situation is not safe for the patient - an earlier dispatch would be prioritized.

- If the dispatcher is informed the patient's condition has changed in any way prior to an ambulance arriving, a re-evaluation of the ambulance response would be conducted.

- Examples of non-urgent incidents include soft tissue infections without signs of septic shock[1], fractures without distal limb ischemia and stroke with symptoms that have been present too long for the patient to be potentially a candidate for thrombolysis, minor cuts and abrasions with minimal bleeding, superficial lacerations that do not require sutures, and minor bleeding that has stopped with basic first-aid measures

[1] *Septic shock: a life-threatening condition that happens when the blood pressure drops to a dangerously low level after an infection.*



Annex 2: Standard Operating Procedure for Traffic crash information collection for Partner Organizations

1. Purpose

The purpose of this Standard Operating Procedure (SOP) is to establish the procedures that drivers must follow to secure traffic crash scenes and collect traffic crash information in a manner that facilitates an effective traffic crash investigation process.

2. Scope

This SOP applies to traffic crash cases involving UNHCR [UN Fleet] vehicles driven by partner drivers in accordance with the Right of Use of UNHCR Assets (RoU) of the Areas of Specialization in the project workplan. Traffic crashes related to private vehicles or to locally rented vehicles are out of scope.

3. Responsibilities

3.1. Partner driver or vehicle occupants

Partner drivers should notify their supervisors as soon as possible and no later than 24 hours after they are involved in traffic crashes.

In case of a Road Traffic Crash (RTC) involving third parties, the partner driver should remain at the crash site until directed otherwise by local authorities unless their personal safety, or the safety of the occupants, is endangered, or where the local UN security protocols dictate another course of action. If there is an imminent threat of violence, or if other risks have been identified locally by the Field Security Adviser (FSA) or Security Focal

Point (SFP)[2] where the safer option for the partner organization personnel would be to go to the nearest police station.

Unless the partner driver's physical and/or mental[3] conditions after the crash prevent them from collecting information and writing reports, when the traffic crash results in disabling damage or irreparable damage of the UNHCR or third-party vehicle, or it produces injuries and/or fatalities, the driver should:

1. Secure the scene according to Appendix 1.
2. Take pictures as indicated in Appendix 2.
3. Write a traffic crash report within 24 hours containing at least the following components:
    a. Date and time
    b. Location
    c. Weather conditions
    d. Road conditions
    e. Description of the vehicle(s) involved in the traffic crash
    f. Travelling direction (for example southbound, northbound, towards x city)
    g. Maneuver done by the driver just before the collision. For example, entering an intersection, following another vehicle, overtaking, attending communication devices, etc.
    h. Maneuver or actions done by the third parties involved in the crash (if any)
    i. Influencing factors such as number of hours driving, tight schedule allocated for conducting the tasks requested by management, medication taken, stress and reasons for being stressed, etc.
    j. Travelling speed at the moment of the collision (this could be based on the driver's or passenger's best assessment).

In case the driver was carrying passengers, but as consequence of the traffic crash the physical and/or mental conditions of the driver prevents them from following the procedure indicted in section 3.1, and in case the physical and mental conditions of any passenger allow it, any passenger should follow the before mentioned procedure. However, if all vehicle occupants (passengers and driver) resulted in injuries, or their mental state was adversely affected, following the above procedure is not required.

[2] *In operations where there is not a FSAs there could be SFPs instead.*

[3] *A physical or mental state preventing a person from reporting a traffic crash may include but are not limited to: injuries requiring hospitalization, unconsciousness, shock, loss of memory, and post-traumatic stress disorders.*

3.2. Partner Drivers' Supervisor

The partner driver's supervisor should be responsible for:

3.2.1. Ensuring the procedure described in 3.1 is followed to the extent possible within 24 hours and provide remote assistance when needed.

3.2.2. Guiding drivers or passengers remotely on the collection of traffic crash information and on taking pictures of the scene.

3.2.3. Ensuring the traffic crash report is fully completed with adequate details.

3.2.4 Notifying the respective UNHCR office of the traffic crash as soon as possible and forwarding the traffic crash report within 72 hours of the crash.

3.3. FSA or Security Focal Point

In case of an RTC or incident involving third parties, an FSA or SFP may respond to the crash site until directed otherwise by local authorities unless their personal safety, or the safety of the occupants, is endangered, or where the local UN security protocols determine another course of action. If there is an imminent threat of violence, or if other risks have been identified locally, the FSA or SFP should direct UNHCR personnel to go to the nearest police station. FSAs or SFPs are recommended to support all affected parties by following the SOP for Traffic crash information collection for UNHCR staff and affiliate workforce.

3.4. UNHCR country office insurance contact focal point

After receiving the information about the traffic crash provided by the partner organization driver's supervisor, the UNHCR country office insurance contact focal point must fill in the Vehicle incident Report Form and follow the SOP for Traffic crash information collection for UNHCR staff and affiliate workforce.

Appendix 1: Securing the scene

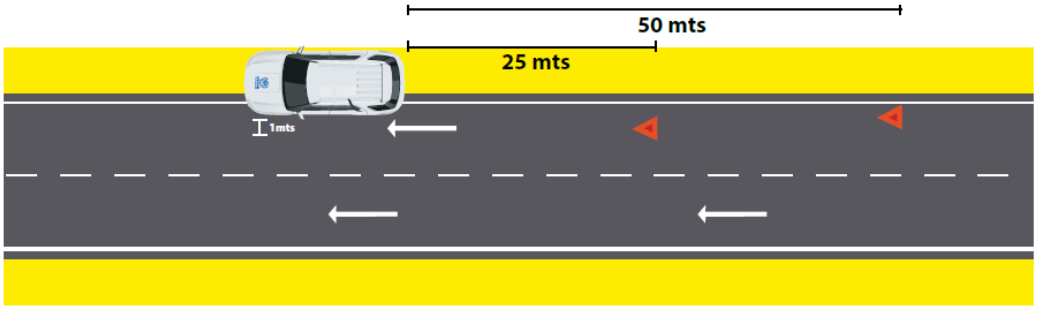
While waiting for the emergency services to arrive take the following actions:

i. Turn on the warning lights,

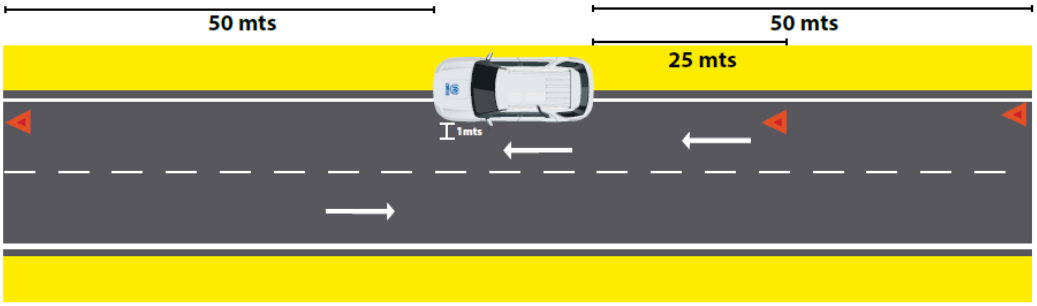
ii. Put on the high-visibility vest, and

iii. Secure the area by positioning the safety triangles as indicated in figures below.

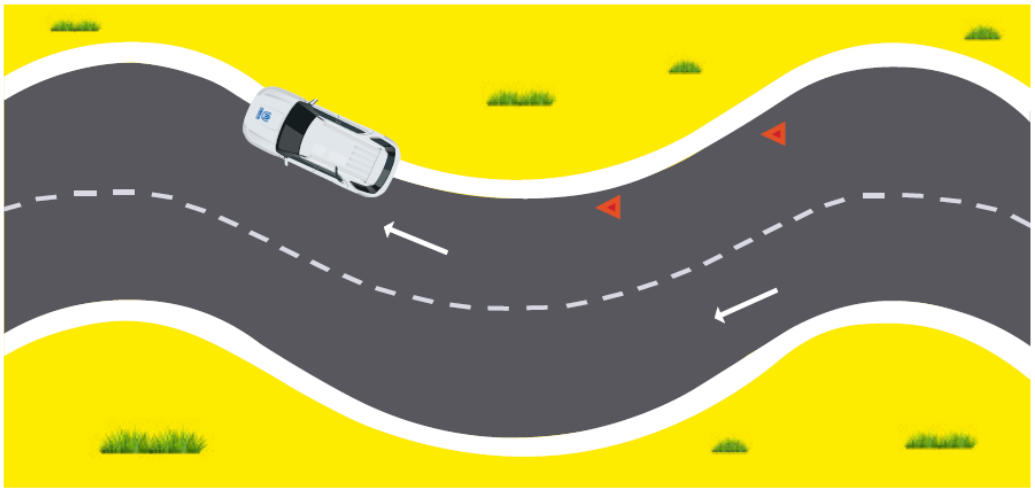
In a one-way road, just put two warning triangles behind the vehicle



In a two-way road, put two warning triangles behind the vehicle, and a third warning triangle in front of the vehicle



If a traffic crash occurs on a curve, place the warning triangles at the start and midpoint of the curve, ensuring oncoming drivers can see the warning in advance of the problem.



Appendix 2: Taking traffic crash photographs

Remember that safety is first, so when taking pictures of traffic crashes look for safe places before taking the pictures. A safe place shall keep you away from the traffic flow. This means that you should be away from the carriageway, so you should walk on a sidewalk, on the inner side of a vehicle barrier, or on the road margins.

Another tip to keep in mind is that you should not walk while being distracted by the mobile phone when taking pictures. Ensure you are paying attention to the oncoming traffic before you walk across or down the road to take pictures from different angles.

The procedure for taking pictures of the traffic crashes is as follows:

1. Photographs of the road where the crash occurred (360 degrees) showing the vehicle(s) involved in the traffic crash.

2. Approaches from at least 100 metres (preferably further) prior to the collision in the directions taken by anybody involved.

3. Photographs of the road environment in the place where the traffic crash occurred (from a little distance away to capture the road environment characteristics, and close up to capture details of the damage).

4. Minimum four photographs of each of the vehicles involved, covering all corners (360 degrees).

Vehicle photograph angles



5. Vehicle component-based pictures. For example, engine cluster, tyres, etc.

6. Photographs inside of the vehicle with the driver's door opened, if possible, showing the seat belts, any damage, and the instrument cluster (see below image) especially if any warning lights are illuminated or the airbags were deployed.



The cluster is the part of the dashboard that houses various displays and indicators that enable the driver to operate a vehicle.

7. Close photographs of any damage to the vehicle(s), property damage, or other objects that were impacted by the vehicle such as trees, light poles, etc.

8. Walk 100 m opposite the vehicle direction and take a photo every 20 m (around every 25 steps) including tyre marks, scratch marks, etc.

9. Any road signs or other street furniture[4] in the area including road signals, and the nearest building if possible.

10. General photograph capturing weather / road conditions.

11. It is also advisable to obtain a video of the area if possible.

[4] *This refers to objects and pieces of equipment installed along streets and roads for various purposes. It includes objects like benches, traffic barriers phone boxes, streetlamps, traffic lights, traffic signs, bus stops, fountains, etc.*

Endorsement

Endorsed by:

Dominic Grace
Head of Global Mobility and Infrastructure Services (GMIS)
Division of Resource Management (DRM)
UNHCR

Signature: DGrace Endorsement date: 26th Oct 2026

STANDARD REQUIREMENTS FOR OPERATING UNHCR'S LAND MOTOR VEHICLES: PARTNER ORGANIZATIONS

September 2026

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