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Foreign &
Commonwealth
Office

Iraq

Pre-Deployment Brief

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Deployment Instructions 25 October 2004

1. PREPARING FOR DEPLOYMENT

You should ensure that you have done the following before you deploy to Iraq.

1. Pre-deployment training – All personnel deployed to Iraq must attend the AKE Ltd Surviving Hostile Regions (SHR) training course in South Herefordshire. You must also attend the briefing session organised by the Iraq Operations Unit before you deploy. This will include a political briefing, a brief on the current security situation and a presentation from a recently returned secondee on life and conditions in Iraq. Please contact _____ for course dates and joining instructions for the SHR course and the Iraq Briefing Session.

2. Medical clearance

FCO staff must complete form XW(M)1 (available on the intranet) and obtain medical clearance from FCO Health and Welfare Department prior to deployment and making travel arrangements.

Other Government Department staff must seek and obtain medical clearance through their parent department, or by means acceptable to their parent department, before deploying to Iraq. A letter, or other form of documentation, confirming such clearance should be given to (Head of Personnel/Iraq Operations Section).

Contract officers must submit recent documentation from their GP, certifying that they are medically fit for service in Iraq, and also have confirmation of their fitness for Iraq from an organisation experienced in working with people in hazardous locations, as many GPs would not have the knowledge to give a properly informed opinion about fitness for Iraq. You must also have received the appropriate inoculations (see below).

Inoculations – We advise the following; typhoid, tetanus, polio and hepatitis A and B and diphtheria. FCO Health and Welfare also advise that all staff deploying to Iraq for more than four months get a pre-exposure course of Rabies. The vaccination is a course of three injections, day 0, day 7-14 and day 28 approx. (Please note that timings for this are only approximate and you can get the last injection on return to the UK on leave). Malaria prophylaxis is required in Baghdad from May to October.

3. Obtain a Kuwaiti multiple entry visa. Please contact the Travel Centre on extension 1215.
4. See the kit list for the items we recommend you take with you to Iraq. If in doubt about what to take, contact Post direct. Travel claims for the AKE Ltd course must be sent to HR Direct.

DECLASSIFIED

DECLASSIFIED

Deployment Instructions 25 October 2004

5. Fill in the personal details form and return it to _____ in the Iraq Operations Unit. This will be stored as a confidential document and used only for emergencies.
6. You should arrange for your parent department to notify the Management Officer in the Embassy of your security clearance level prior to departure.
7. Contact _____ to be measured for body armour and helmet. You will have to take the armour and helmet with you to Iraq.

All staff travelling to or transiting through Baghdad should contact _____ in Baghdad (_____) before they leave the UK. There is a checklist for new arrivals to ensure personal administration is completed quickly.

Those travelling to Basra should contact _____ (_____) who would also be happy to provide general advice on conditions in Basra and what to expect.

Iraq Operations Unit key contact details

(_____ Head/Iraq Operations and Bilateral Sections
_____)
Personnel _____ KCS
Security, _____ KCS
_____ KCS
_____ KCS

2. Posting to British Diplomatic Missions in Iraq

1. You have been posted to Iraq to take up an appointment in one of our missions there. I realise that there has been scope for some confusion about the status of these postings and what benefits and entitlements go with the job. The purpose of this letter is to set out clearly the terms and conditions of your posting. This letter supersedes any earlier letters you may have received on this.
2. In light of the dangers and discomforts a posting to Iraq is 6 months with the option of a further 6 months thereafter. You have volunteered to serve in Iraq in pursuit of HMG's objective to help Iraq become a stable, free, democratic, prosperous country presenting no threat to international peace and security. This is of great importance to the interest both of the United Kingdom and of the Iraqi people. As you know, Iraq remains a dangerous place, but the FCO

DECLASSIFIED

DECLASSIFIED

Deployment Instructions 25 October 2004

has taken measures to minimise the risks to its staff, and will keep those measures under constant review. If at any time you decide you wish to discuss the possibility of leaving Post before your scheduled departure date, please contact the HR managers for Iraq : --

or the Boarding Team to discuss options. If you're happy to stay for six months but do not wish to extend, please tell the boarding team or the HR Managers three months after your arrival to give us enough time to select and train your successor.

3. I am also pleased to tell you that your posting to Iraq secures a 'Golden Ticket' from the Boarding Team (paragraph 5 of Circular 140-03 refers). You will be able to 'cash in' your ticket when you next bid to the Selection Boards, with the Board members giving your bids priority alongside other credible candidates bidding to the Board. HR and the wider Office value the contribution you have made, and we hope that this will go some way to recognising that. Also a posting to Iraq does not count in the reckoning of two overseas postings followed by one home.

4. Leave and TOIL

In addition to normal and overseas leave staff under the care of a Close Protection Team authorised by SSU will be entitled to 10 days additional leave per annum. Overseas leave and additional leave is calculated on a pro rata basis

No overtime is paid to UK staff working overseas on DS terms and there is no formal right to TOIL overseas (FCO Guidance Vol 5 Pay and Leave refers). TOIL is at the discretion of Post Management and can be used on decompression breaks but cannot be carried over at the end of a posting. The length of absence on decompression breaks is a matter for Post management.

5. Officers who wish to be accompanied have the opportunity to bring their families to Kuwait, details of how allowances will be calculated are set out in the attached annex. If they do not do so standard married unaccompanied terms apply.
6. I realise this letter will reach a majority of you after you have already arrived in Iraq. Because of the uniqueness of this package it has taken some time to fully consult and ensure that we have covered all angles and make this as comprehensive a document as possible. Please bear with the Postings Team and your own management team as they take any necessary catch up action. If you have any queries on specific subjects the following are the contact points :-

DECLASSIFIED

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Deployment Instructions 25 October 2004

Transfer Grants
Baggage
Overseas Allowances

Travel Package

Leave

-
-
-
-
-
-
-

email: HRD – DS Leave Unit

Specific details on allowances according to family circumstances are set out in the attached annex.

7. In drawing up this package we have been mindful of the difficult and dangerous circumstances you operate in. We have tried wherever possible within the rules to make this as attractive and flexible a package as possible. The package will be subject to review and adjustment on a regular basis in recognition that conditions in Iraq will change.
8. I would like to thank you again on behalf of the Administration for volunteering to serve in Iraq.

ALLOWANCES FOR STAFF ON 6 MONTH SUBSTANTIVE POSTINGS TO IRAQ

Entitlements for Single officers

COLA/DSCA: Single rates of COLA and DSCA Hardship, Mobility and IRS (if applicable) apply.

Travel Package: There are no commercial flights to Iraq at present. Travel there will be via Kuwait. Onwards travel to Iraq from Kuwait will be via the RAF flight or road. Therefore the travel package will have to be based on the approved route to Kuwait. Where there are enforced stopovers in Kuwait staff may claim subsistence under FCO Guidance Vol 4 Chap 4 Paras 66-68, charged to account 10357R. The Travel Package will comprise a transfer journey to Post, one Additional Journey a year pro rata and a transfer journey at the end of the posting. Staff subject to close protection arranged by SSU receive 6 Decompression Breaks pro rata based on the Apex fare back to the UK. These decompression fares can also be added to the Travel package to give officers greater flexibility in their travel arrangements.

Heavy Baggage: As and when possible the normal entitlement to heavy baggage will be considered but the current situation makes this physically impossible. Staff who are already overseas may have heavy baggage put into storage.

DECLASSIFIED

DECLASSIFIED

Deployment Instructions 25 October 2004

UAF: Staff are entitled to 60 kgs via RAF flight. As and when the logistical situation allows we will consider enhancing this to reflect the absence of Heavy Baggage.

Transfer Grant: Staff on postings of less than 12 months would not normally receive transfer grants. But, because of the unique circumstances of Iraq these 6 month jobs have been boarded as substantive. Transfer grants will therefore be payable pro rata. If there is a commitment to extend the initial 6-month posting to 12 or more the balance of the full transfer grant will be paid.

Entitlements for Married Unaccompanied Officers with dependants in the UK

Officers have the opportunity to bring their families to Kuwait. If they do not do so standard married unaccompanied terms apply

COLA/DSCA: Single rates of COLA, DSCA Hardship and IRS (if applicable) and the married rate of DSCA Mobility. Spouse compensation is not payable.

Travel Package: As for Single Officers.

Heavy Baggage: As and when possible the normal entitlement to heavy baggage will be considered but the current situation makes this physically impossible. Staff who are already overseas may have heavy baggage put into storage.

UAF: Staff are entitled to 60 kgs via RAF flight. As and when the logistical situation allows we will consider enhancing this to reflect the absence of Heavy Baggage.

Transfer Grant: As for Single Officers.

Entitlements for Married Officers with dependants at a third post

COLA/DSCA: Allowances payable on married unaccompanied terms in Iraq (i.e. Single rates of COLA, DSCA Hardship and IRS and married rates of Mobility). In respect of dependants at the other Post, the difference between the Iraq Post's Single rate of COLA and the other Post's married accompanied rate (including CAP/CEW for that other post) will be payable. DSCA Hardship would also be payable at the single rate for the other Post. Subject to the usual criteria Spouse Compensation will be payable. Mobility and Representation will not be payable in respect of the spouse.

Local Education Fees: for children attending approved fee-charging schools at the other Post.

Heavy Baggage and UAF: Staff overseas could have their heavy baggage put into storage within entitlement. Or, it could go with the family to the other Post. But, given the 6 month posting, that may not be practical. As an alternative the

DECLASSIFIED

DECLASSIFIED

Deployment Instructions 25 October 2004

spouse and any children going to the third Post could have enhanced UAF of 200 kg for the spouse and 100 kg for each child.

Transfer Grants: Transfer grants payable at the married rate pro rata. If there is a commitment to extend the initial 6-month posting to 12 or more the balance of the full transfer grant will be paid.

Travel Package: inward and outward transfer journeys plus an additional journey pro rata. Staff subject to close protection receive 6 Decompression Breaks a year pro rata. These decompression fares can also be added to the Travel package to give officers greater flexibility in their travel arrangements. For dependants the Travel Package would reflect the travel entitlements for dependants of an officer substantively posted to the third Post, comprising a transfer journey to Post, one Additional Journey a year pro rata (if the Post qualifies) and one transfer journey from Post.

Accommodation: It is for the sending Directorate/Department to agree this with the Directorate responsible for the Post where dependants stay and how the accommodation costs will be covered.

3. EQUIPMENT AND MEDICAL

i. Clothing

Working attire in Baghdad and Basra is smart casual. During the summer months (May-September) Baghdad and southern Iraq are very hot and dusty, sometimes reaching temperatures well in excess of 100 degrees Fahrenheit. The temperature drops in winter and you should bring warm weather clothes, especially for night-time (Baghdad and the north in particular). Some neighbourhoods of Baghdad are conservative, and local Iraqis will be unaccustomed to seeing men in shorts or women with bare shoulders or short skirts. Such attire might attract unwanted attention. Free laundry facilities at the Embassy are basic. Some personnel choose to wash their own. Dry cleaning is also possible.

Most people work in lightweight long trousers worn with either a T-shirt or long/short sleeved shirt. Sleeveless tops are not acceptable, and women should particularly dress in a culturally sensitive manner. Sandals are OK but feet do get dusty! A pair of desert type or comfortable boots should also be brought for traveling. Flip-flops for bath time are useful. You may wish to take a smart business suit depending on your scope of duties. Women should also take a head scarf with them.

DECLASSIFIED

DECLASSIFIED

Deployment Instructions 25 October 2004

ii. Personal Equipment/Items and Kit List

See the suggested kit list below. A sleeping bag, is required, a mosquito net and repellent is suggested. Body armour and a helmet are mandatory and will be issued to you. Arrange this by speaking to Iraq Operations Unit. It is useful to bring things to keep yourself amused – DVDs, games, cards, teach-yourself Arabic or anything else you like doing. There is a PX and shop in the compound in Baghdad to purchase toiletries etc. You should talk to your predecessor to see if they recommend anything else.

Suggested kit for Iraq

Desert boots	Bathing Suit (optional)
Towels (at least x 1)	Prescription medicines for 2 months
Sleeping bag liner sheet	Medication for colds, allergies, headaches
Sleeping bag	Laundry Bag
Roll matt	Alcohol hand wash
Sheets for a single bed (Baghdad only)	Pen knife
Pillowcases (Baghdad only)	Padlock and key
Sun cream	Torch and batteries
Cap	Insect repellent
T-shirts	First aid kit
Mosquito net	European 2-pin electrical adapter - Baghdad
Flip-flops	Soap and toiletries
Sahara shorts/trousers	Lightweight jumper for winter
Passport photographs for use for visa/passport renewals	

iii. Money

There is little that you can buy. However, in order to purchase occasional souvenirs or supplies you are recommended to take a supply of a few hundred US Dollars for every three months you spend in Iraq. Cheques may be cashed with the Chief Clerk at BSU up to the amount shown on your cheque card from 14.30 to 15.30 and 20.00 to 20.30 daily. There is no currency exchange service (GBPs for US\$), so bring your chequebook with you. You should also take your credit card and at least GBP100 for unforeseen taxi fares etc (eg taxis from Brize Norton to Swindon/Oxford).

iv. Recreation

Due to the hours worked there is often little time for recreation. Co-located with the UK sleeping accommodation is a games room and TV room. You are advised to take a couple of good books and on the day you fly, a selection of the day's newspapers for the other secondees in Iraq. Recreation in Basra is limited although there is a small gym, TV and DVD facilities and a bar.

DECLASSIFIED

DECLASSIFIED

Deployment Instructions 25 October 2004

v. Medical

Basic medical support is provided by a dedicated Clinic in Basra and in the Embassy in Baghdad. Staff are advised to bring a basic medical kit plus at least 60 days supply of any personal prescription medicines, including contact lens kit. However, all CRG vehicles have full medical and trauma kits in them, and these are also placed around the Consulates and Embassy. Each medical clinic is staffed by two nurses and a paramedic, supplied by Frontier Medical.

ADDITIONAL HEALTHCARE ADVICE FOR 2004 IN IRAQ

From FCO Medical/Nursing Advisers following discussion with MOD medical colleagues

Malaria

This is present in the north and east of the country, including around Basra. Baghdad is usually low risk.

This year wet, warm weather is continuing which favours mosquito breeding, and this year there has been no killing of adult mosquitoes (or other vector species) because of the war. Refugees are returning from malarious areas of surrounding countries, some of them are infected. Thus this year may be different from usual years, and malaria may be much more of a problem.

Looking back, after the 1991 conflict there was a surge in the number of malaria cases in 1992/3. There may be a similar surge in mid 2004 after this year's conflict, and disruption of control measures.

FCO appointees based in Baghdad and travelling to the north and east of Iraq are also at risk from malaria. We advise that all take chloroquine weekly, as well as practice effective anti-bite measures. Baghdad itself remains low risk, and anyone who does not travel out of the city may not need to take chloroquine. **We are very keen to hear of any cases of malaria - please keep us informed.**

Leishmaniasis

Present throughout Iraq. It is spread by dusk & overnight-biting sandflies, which are currently very numerous in the south, again because of the lack of spraying this year. The sandfly population has been sampled and many are infected with leishmaniasis.

There are two types of leishmaniasis. Cutaneous leishmaniasis causes an unsightly skin sore at the site of the sandfly bite. The sore develops slowly after the bite, and generally takes 6 - 12 months to heal spontaneously. Visceral leishmaniasis, also known as kala-azar, affects the internal organs, and can either cause an acute fever and malaise or can develop after an

DECLASSIFIED

DECLASSIFIED

Deployment Instructions 25 October 2004

incubation period of several months. Treatment is needed in all cases, without it most of those obviously infected will die. Treatment is not without risk, and avoidance of infection is very desirable for both the individuals and any organisation wishing to maintain a workforce in the area.

Bite avoidance measures are the mainstay of protection against both malaria and leishmaniasis, both of which are considered a particular problem in Iraq this year. **PRACTICE THEM!**

vi. Welfare

We care a great deal about the welfare of all our staff and secondees. If there are any local issues you wish to talk about you may take these up with your Management Officer in the first instance.

Those who need something more can contact Health and Welfare in the FCO. The first point of contact should be _____ on _____ or _____, who are trained welfare officers, and can provide sympathetic help and advice about any troubles associated with your posting in Iraq. All conversations will be handled in strict confidence with nothing passed on to line managers unless the individual concerned has been consulted about it first. The idea is to listen, understand and help if possible and appropriate.

Diana can also arrange a Trauma Risk Management interview where appropriate. This is not stress 'counselling'. It is designed for people exposed to specific events rather than just general difficulties and stresses of a posting to a dangerous location. The person will be told about the range of reactions they might have to a particularly difficult event, and ways of managing them. Anyone who needs more specialised help will be referred to someone appropriate.

FCO staff can also speak to one of the FCO Medical Advisers on _____ or to the Employee Assistance Programme 24 hour counselling or advisory service on _____

It is possible to contact a Welfare Officer or FCO Medical Adviser out of hours via the FCO Response Centre.

_____ (FCO) is the Welfare Officer for FCO staff in the Middle East and should be contacted on _____ about other welfare matters as required.

There is also a family and friends support group in the UK for relatives and friends of all UK staff. Further details are available from Emilie

DECLASSIFIED

DECLASSIFIED

Deployment Instructions 25 October 2004

Salvesen in the FCO Diplomatic Service Families Association office in London.

The FCO have established an emergency number for use by all your relatives and friends, regardless of whether they are formal network members. This will be updated with a recorded message after major attacks on us in Iraq, to indicate whether any British citizens were involved. The telephone number is

2. OFFICE AND COMMUNICATIONS

There is no widespread terrestrial telephone service and the most effective way to communicate with home is via email or by mobile phones.

The Embassy and Consulates have been set up with access to Firecrest and if you do not already have an account, one will be set up for you.

Electricity is provided by generators (220-240 v). UK style 3 pin plugs are standard in Iraq, but much equipment is of the US or continental 2-pin type, so it is worth bringing adapters.

Mail Addresses:

Your name
British Embassy Baghdad/Office of the British Embassy Basra or Kirkuk
C/o Foreign and Commonwealth Office
King Charles Street
London
SW1A 2AH

There is an Embassy website on www.fco.gov.uk/iraq or www.britishembassy.gov.uk/iraq

3. ACCOMMODATION

i. Baghdad

All UK staff in Baghdad are accommodated within the dedicated UK facility known as 'Ocean Cliffs'. This is guarded and protected by the US military and Global security. Living conditions are comfortable but basic, with personnel in shared trailers. At present people generally share 2 to a trailer with outside ablution blocks. The furniture is generally a bed, a bedside

DECLASSIFIED
11

DECLASSIFIED

Deployment Instructions 25 October 2004

table, and wardrobe. UK staff will be accommodated and fed free of charge. Staff should be prepared to live very simply.

ii. Basra

Accommodation is in either a single-person cabin, with en-suite facilities, or in a 2 or 4-person unit, with shared shower and toilet facilities. Recreation facilities are currently limited but improvements are being made and there is now a fully equipped gym. There is a laundry facility in Basra which takes 48 hours but there is no self-service facility at present.

Staff deploying to Baghdad and Basra should refer to the separate welcome packs for more detailed information on local conditions.

4. SECURITY FOR UK CIVILIAN STAFF

i. Summary

The following summarises the physical and personnel security measures for UK civilian staff at Baghdad, Basra and Kirkuk. The FCO has a duty of care for all staff (apart from civilian staff from DfID and MoD). The FCO/DfID have adopted a common approach to these issues.

ii. Reviews

Since the deployment of civilians to Iraq in May 2003, there have been many visits to Iraq by FCO/DfID Overseas Security Advisers to review security and make recommendations to improve staff safety. As a result, Ocean Cliffs was created as a dedicated UK accommodation facility with hardened protection against mortar and rocket attack. The design and construction of the Embassy and Consulate facilities has been guided throughout by advice from the FCO Overseas Security Advisors.

iii. Transport

The main focus of our efforts has been the travel arrangements for staff who have an operational requirement to work outside the secure zone in Baghdad and Basra, and in the Governorates where the UK has staff. All staff are subject to security guidelines which have been agreed with DfID. All journeys involving FCO or OGD staff must be by armoured vehicles with armed escorts.

DECLASSIFIED

DECLASSIFIED

Deployment Instructions 25 October 2004

iv. Briefing

Prior to their posting to Iraq, all FCO and OGD secondees must attend the Surviving Hostile Regions Training Course, the Iraq Briefing Session and be equipped with body armour and helmet.

7a. SECURITY MEASURES

The main security measures in place for the different locations occupied by UK civilians in Iraq are as follows:

i. Baghdad

- Static security is mainly the responsibility of the US and is provided by the US military and a private (British) company, Global Security.
- All staff currently live and work in the International Zone.
- Control Risks Group (CRG) provide armed protection teams for UK staff for all travel outside the International Zone.
- FCO/DfID have provided armoured vehicles.
- These assets are managed by a Security Manager () and a Fleet Manager (c/o).

ii. Basra

- Offices and accommodation are situated alongside the British military.
- CRG are contracted to provide armed driver and protection teams for HMG staff. Armoured vehicles are also currently deployed.
- Assets are managed by a Security Manager () and Fleet a Manager ().

iii. Kirkuk and the Governorates

- Vehicle movements in Kirkuk are subject to the same rules that apply in Baghdad. The Governorates in the centre and north are managed by , staff in the Governorates in the south are subject to security rules managed by

DECLASSIFIED

DECLASSIFIED

Deployment Instructions 25 October 2004

5. FLIGHTS TO AND WITHIN IRAQ

i. UK to Iraq

Military flights leave the UK from RAF Brize Norton, Carterton, Oxfordshire. All RAF Tristar flights now stop at Al Udeid, Qatar, where passengers will be transferred to Hercules aircraft for the flight on to Basra.

In Baghdad and Basra, travel outside the safe areas is only possible during daylight hours for security reasons. This means that some people have to spend the night at the airport before they can be picked up. Facilities are basic at both airports and a sleeping bag should be carried as bedding will not be provided.

It is also possible to fly on civilian airlines to Kuwait and then on via the military to Baghdad and Basra.

Flights should be booked through the Travel Centre:

- For Military Flights, both from Brize Norton to Iraq and internal flights between Kuwait and Iraq, please contact in the
Travel Centre at or telephone
(for urgent queries only).
- For Civilian Flights, please contact in the Travel Centre at
or telephone

The RAF baggage allowance is 45kg excluding body armour, and the civil airline baggage allowance is 30kg, but you should be prepared to move your luggage yourself.

It's advisable to take a sandwich and reading material to Brize Norton as there is little to do or buy there.

ii. Within Iraq

RAF flights run daily between Kuwait, Baghdad and Basra. These are by RAF C130 Hercules aircraft and are very basic in their facilities. The flight from Basra to Baghdad takes approximately 90 minutes. You should expect a bumpy ride.

DECLASSIFIED

DECLASSIFIED

Deployment Instructions 25 October 2004

6. AIRPORT ARRIVAL

i. Procedures for UK civilian staff transiting Kuwait

All FCO and DfID staff should use the following procedure for transiting Kuwait.

1. **The BE Kuwait is not open Thursday or Friday. Opening hours are 07.30 – 14.30 Saturday – Wednesday (04.30 – 11.30 GMT). All bookings need to be made and confirmed to Kuwait by 10.30 GMT on a Wednesday for Travel on a Thursday or Friday.**
2. It is imperative that your passport and visa are in order before you travel. The Travel Centre (ext) will help obtain a Kuwaiti multi-entry visa.
3. Staff arriving on the British Airways overnight flight (the approved route), eta 06.05, would normally travel onto Iraq the same day. For security reasons, the times of RAF flights are not known until 24 hours in advance. The BE Kuwait will transfer those flying with the RAF to the military airport, but we cannot confirm what time the pick up will be before you depart from the UK. The LIKELY pick up times are between 8 –10. You can call the embassy on after 8AM for a more precise time if you are travelling Saturday – Wednesday. The pick up point is Starbucks in the arrivals lobby. For staff travelling to Basra by road the pick up time is normally around 7.30, again from Starbucks arrivals. This is to liaise with the CRG pick up at the border. Timings for transfer to both Baghdad and Basra are liable to change, often at very short notice. This is for both security and operational reasons. Please note that the office will not/not meet the cost of any hotel accommodation for the period between the arrival of the morning flight and departure to Iraq the same day.
4. You are normally allowed to stay for a maximum of one night each way, subject to flight times. This must be in the hotel booked by the embassy, to facilitate pick up/drop off of other officers. The drivers will not/not pick up at any other hotel or point in Kuwait, unless arranged by the embassy.
5. For those arriving in Kuwait by civil airline, where an overnight stay in Kuwait is required, you will be met by the Hotel Airport Representative in the arrivals hall and taken to the Hotel. If your departure time is known for the following day the BE Kuwait will leave a message at the hotel reception. Due to the security situation, it may not be known until the morning of travel whether the transfer can go ahead. You should be prepared, and be advised that you may get very little notification of your pick up time.
6. For those arriving in Kuwait on RAF aircraft from Basra or Baghdad, the BE Kuwait will collect you from the military airport and take you to your hotel or civil airport. The driver will also take your body armour and helmet

DECLASSIFIED

DECLASSIFIED

Deployment Instructions 25 October 2004

for storage at the embassy, provided it is bagged and labelled with your full name and return date. The driver will not take any other bags or items for storage as there is not space at the embassy. You will need to arrange a time, on arrival at the hotel, for the hotel shuttle bus to take you to the commercial side of the airport for your flight home.

7. Please advise, at the time of booking your flights, if you have a particularly large amount of luggage.

What Kuwait can and cannot do

8. Kuwait does not supply body armour. This needs to be supplied by London. If you do not have armour and a helmet, and the security managers consider it necessary, you will not be allowed to travel to Iraq.
9. Regrettably, Kuwait cannot at present pay subsistence for officers in transit. Please arrange to collect this in London or your home Post.
10. Whenever possible Kuwait will pay hotel invoices direct when we have charging instructions. If there are no charging instructions or the booking has had to be made at the last minute then the officer maybe required to pay the invoice themselves and reclaim the cost.
11. All transfers/requests for travel must come via the BE Kuwait. Please do not try to arrange this directly with the drivers.
12. The BE Kuwait Duty Officer is only to be called for genuine consular emergencies. It is not a 24/7 service for arranging transits to Iraq. All requests for transfers/hotel booking should be made during office hours. In unforeseen circumstances, eg, lockdown due to security, can be contact on

To make bookings for flights, arrange visas and all other travel details:

- For Military Flights, both from Brize Norton to Iraq and internal flights between Kuwait and Iraq, please contact _____ in the Travel Centre at _____ or telephone _____ (for urgent queries only).
- For Civilian Flights, please contact _____ in the Travel Centre at _____ or telephone _____

ii. Basra

1. Prepare yourself for possible delays in Basra and travel equipped with a sleeping bag. Facilities at Basra airport are basic and you should prepare yourself for sleeping on a bare mattress if travelling on to Baghdad the next day.

DECLASSIFIED

DECLASSIFIED

Deployment Instructions 25 October 2004

2. All Basra arrivals will receive a mandatory 'first arrivals in theatre' brief from the military.
3. It may not always be possible to book people transit accommodation in advance in Basra. If so, you will be offered camp beds in the Arrivals/Departure lounge. However, you should seek out the MND (South East) desk on arrival at the airport who may be able to provide you with a bed on the 1st floor in transit accommodation. This consists of a mattress on a bunk bed in a shared 12-man room. Toilets consist of portable chemical toilets outside the airport terminal building.
4. Staff arriving at Basra late at night will have to remain at the airport until a CRG team can pick you up the following morning. Staff requiring pick-up by CRG should wait outside of the Arrivals/Departure Terminal.

iii. Baghdad

1. **Travel from Baghdad International Airport (BIAP) to the International Zone is from the CRG pick-up point outside the Arrivals/Departure hut. There is a sign marked 'UK Transport Pick Up Point (CRG)'. Do NOT under any circumstances take the un-armoured US-run blue buses to the compound.** If you have to remain at the airport overnight you will have to make the best of the facilities in the arrivals/departures tent. There are chairs, water and TV provided.
2. On arrival at the International Zone, you should be taken to the British Embassy compound. Ask for ().

iv. Regions

Those of you travelling to Kirkuk will likely stay in Baghdad for a short time before your onward travel can be arranged.

10. IRAQ FAMILY AND FRIENDS SUPPORT NETWORK

The Foreign Office has set up a support network for family and friends of UK civilian staff working in Iraq for the coalition. The network is run by the Iraq Operations Unit with help from the Diplomatic Service Families Association. The aim of the network is to give family and friends of UK staff serving in Iraq a better idea of what their loved ones are doing in Iraq, their living conditions, achievements, recreations, impressions, and so on. This is done by regular e-mail bulletins and we have also set up a restricted page on the FCO web site which hosts pictures and stories as well as general information on what is happening in Iraq. You can find this at www.fco.gov.uk/iraqfamilies. The username is _____ and the password is _____. The username is case sensitive.

The network also provides a point of contact/information at the FCO for times when your family and friends need to check urgently on the safety of people in

DECLASSIFIED

DECLASSIFIED

Deployment Instructions 25 October 2004

Iraq, eg after a major security incident. We have set up a phone number for this purpose which is (the number can also be accessed from overseas). The number is updated following a security incident and can be accessed anytime of day or night.

We also hope the network will help facilitate exchanges among friends and families. We have held a number of events at the FCO for family and friends, including a reception in July 2004 hosted by the Foreign Secretary.

There is a letter at the back of this pack to pass on to your family and friends informing them of the network (you can request an email version of the letter from). To join the network you should send an email to or including your family/friends contact details and email address.

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