
Translated from Spanish

Permanent Mission of Cuba to the United Nations

NV-552

The Permanent Mission of the Republic of Cuba to the United Nations presents its compliments to the Office of the Secretary-General of the United Nations and, in connection with the request for information relating to General Assembly resolution 65/30 entitled "Consideration of effective measures to enhance the protection, security and safety of diplomatic and consular missions and representatives", has the honour to transmit the following observations for inclusion as a whole in the report to be submitted by the Secretary-General.

Office of the Secretary-General of the United Nations

New York

Cuba has a Multiple Response System for the Security and Protection of the Diplomatic Corps; its primary objective is to ensure a safe environment for diplomatic personnel. The System is managed by the Department for the Security and Protection of the Diplomatic Corps, which is part of the Ministry of the Interior. The Department works closely and coordinates with other areas of the Ministry and entities that make up the System.

The Multiple Response System for the Security and Protection of the Diplomatic Corps ensures the full protection of diplomatic branches, offices and residences as well as of diplomatic personnel as a whole, including when outside the province of La Habana, which is where such personnel generally works and resides.

1. The key strengths of the System include:
 - Operates 24 hours a day
 - English and French translation service 24 hours a day
 - A three-digit telephone number available to accredited diplomatic personnel in the country which they may use from anywhere to request help
 - Police response within five minutes to calls from diplomatic personnel in the municipalities of Playa, Plaza and La Habana Vieja

- Patrol system operating 24 hours a day and specialized forces prepared to handle acts and events affecting the diplomatic corps
- Video surveillance system in areas where most diplomatic buildings are located, in the municipalities of Playa, Plaza and La Habana Vieja
- Specialized training for forces involved in the System
- A special protection agency for diplomatic offices, which ensures the physical protection of diplomatic buildings on the basis of reciprocal agreements or direct contracts.

2. Key results achieved by the Multiple Response System for the Security and

Protection of the Diplomatic Corps:

- Zero occurrences of violent intrusions into diplomatic offices. Break-ins have been isolated events committed by individuals rather than by organized groups.
- Decrease in the number of criminal acts
- Decrease in the number of complaints in notes verbales issued by diplomatic offices

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- Zero occurrences of violent acts
 - Zero occurrences of violent personal assaults
 - Documented acts were of minor impact or a low-level threat and occurred in public thoroughfares, recreational areas, parking lots and streets where the usual protection is not provided; their causes and circumstances were mostly attributable to the diplomatic personnel themselves.
 - Increase in follow-up and monitoring of the investigations of offences committed against the diplomatic corps.

Cuba will continue to give special attention to the protection and security of diplomatic missions and accredited representatives in the national territory, as evidence of its commitment to existing international norms on the issue, in particular the Vienna Convention on Diplomatic Relations.

The Permanent Mission of Cuba to the United Nations takes this opportunity to convey to the Secretary-General the renewed assurances of its highest consideration.

New York, 13 July 2012