

Security Council

Distr. GENERAL

S/1995/588 17 July 1995

ORIGINAL: ENGLISH

REPORT OF THE SECRETARY-GENERAL ON THE UNITED NATIONS ANGOLA VERIFICATION MISSION (UNAVEM III)

I. INTRODUCTION

1. The present report is submitted pursuant to paragraph 7 of Security Council resolution 976 (1995) of 8 February 1995, in which the Council, inter alia, authorized the establishment of the United Nations Angola Verification Mission (UNAVEM III) with an initial mandate until 8 August 1995 and requested me to submit a complete report on the Mission and on the implementation of the Lusaka Protocol (S/1994/1441, annex) by 15 July 1995. In keeping with my view that the activities of the United Nations should be considered as a whole and that the various programmes, funds, offices and agencies of the system can support in important ways the Organization's peacemaking and peace-keeping endeavours, I have included in the present report a section on the economic and social aspects of the United Nations effort in Angola.

II. POLITICAL ASPECTS

- 2. Despite significant delays, the Angolan peace process has made steady progress since the adoption of Security Council resolution 976 (1995). The general atmosphere of mistrust between the Government and the União Nacional para a Independência Total de Angola (UNITA) is diminishing, particularly since the meeting in Lusaka on 6 May 1995 between the President of Angola, Mr. Jose Eduardo dos Santos, and the President of UNITA, Mr. Jonas Savimbi.
- 3. My Special Representative, Mr. Alioune Blondin Beye, has continued his efforts to facilitate implementation of the Lusaka Protocol and to consolidate the cease-fire and the process of national reconciliation. With the active support of the representatives of the three observer States (Portugal, Russian Federation and United States of America), he has had frequent meetings with President dos Santos and Mr. Savimbi, as well as with other senior civilian and military officials from the Government and UNITA. He has had extensive discussions with the Heads of State of Namibia, South Africa, Zaire, Zambia and Zimbabwe.

- 4. The members of the Joint Commission, the principal body that includes the three observer States and is charged with the implementation of the Lusaka Protocol, have met regularly under the chairmanship of my Special Representative. They have also met with President dos Santos and Mr. Savimbi.
- 5. Concerned by the slow pace of implementation of the Protocol, and as I reported to the Council, I sent my Special Adviser, Mr. Ismat Kittani, on a mission in March 1995 to make a comprehensive assessment of the situation in Angola. On the basis of his report, on 26 March I addressed a letter to the President of the Security Council (S/1995/230) in which I observed that, although there were certain risks involved, it would be in the best interest of the peace process to proceed with preparations for the deployment of the infantry units of UNAVEM III.
- 6. Since the meeting between President dos Santos and Mr. Savimbi in Lusaka, high-level contacts between members of the Government and UNITA have intensified. On 25 May, the Government delegation to the Joint Commission travelled to Bailundo, where the UNITA headquarters is currently located, to deliver a message to Mr. Savimbi from President dos Santos. In addition, President dos Santos and Mr. Savimbi have been in regular contact by telephone. My Special Representative came to Headquarters for consultations on 8 June and briefed the Security Council on these and other developments relating to the peace process.
- 7. On 16 June, the Central Committee of the ruling Movimento Popular para a Libertacão de Angola (MPLA) offered Mr. Savimbi one of two positions of Vice-President, with the other to be held by a senior member of MPLA. If such posts were to be created, the Constitution of Angola would have to be amended and the prerogatives of the two posts carefully defined.
- 8. In late June, a high-level UNITA delegation visited Luanda to review with the Government the practical modalities for accelerating the implementation of the Lusaka Protocol. The review culminated in a comprehensive working document signed by the two parties and submitted to the Joint Commission. The document is currently being reviewed by UNAVEM and the three observer States for submission to the Joint Commission for adoption.
- 9. In order to review the progress made so far and to assess the situation on the ground, I visited Angola from 14 to 16 July. During my visit, I discussed with the Government and UNITA ways and means of expediting the implementation of the peace process and consolidating the efforts to bring about lasting peace and reconciliation in Angola. I also reviewed with the parties the reconstruction needs of the country in order to make an appeal to the international community at a round-table meeting scheduled to be held in September.
- 10. During my visit, I met with President dos Santos and Mr. Savimbi, both of whom committed themselves to support the peace process in order to make it irreversible. I shall inform the Security Council of my impressions soon after my return to New York.

III. MILITARY ASPECTS

A. Observance of the cease-fire

- 11. The deployment of United Nations military and police observers throughout the country since the adoption of resolution 976 (1995) and the gradual induction of formed units have contributed to improved respect for the cease-fire.
- 12. The same number of cease-fire violations were recorded in May and June (137 each). These violations were recorded in particular in northern parts of the provinces of Huila, Lunda Norte, Lunda Sul, Malange, Moxico and Zaire. All incidents have been investigated by UNAVEM, but the Mission has not so far reported a major breach of the peace. Some incidents may be attributable to delays in the disengagement of troops, local attempts to regain territory, increased acts of banditry and lack of troop discipline or to the establishment by UNAVEM of more effective verification mechanisms. In many places, the population continues to complain about harassment and extortion at checkpoints. The following are the monthly figures of cease-fire violations, including unauthorized troop movements, reported since the beginning of this year: January, 157; February, 139; March, 235; April, 129; May, 137; June, 137. These numbers indicate that there is still room for improvement.

B. <u>Disengagement and demining</u>

- 13. Progress continues to be slow in troop disengagement, demining and the establishment of quartering areas. Until recently, UNITA insisted that no further disengagement of troops should take place until the Government withdrew from the areas it had reoccupied in the provinces of Huambo and Uige. However, the two parties have now agreed to keep their troops in situ until UNITA troops move to quartering areas and government troops move to barracks. At the same time, substantial improvement has been registered in the establishment of triangular communications between the Angolan parties and UNAVEM III. UNAVEM liaison with the Forças Armadas Angolanas (FAA) and UNITA troops on the ground has remained satisfactory, but it would be helpful if liaison officers of both sides were located at UNAVEM regional headquarters. The Mission is also trying to monitor closely the conscription and training of new military personnel by the parties, as this could have implications for the planned integration of their armed forces.
- 14. As I stressed in previous reports to the Council, the demining and rehabilitation of major routes is a vital task that will affect almost every aspect of the peace process (deployment of United Nations troops, free circulation of people, extension of the central administration, quartering of troops, etc.). After unfortunate delays, the Government and UNITA have begun essential demining activities throughout the country, with the cooperation of UNAVEM, the United Nations Humanitarian Assistance Coordination Unit (UCAH) and non-governmental organizations (NGOs). While some mine-clearing equipment has been procured by the Government, a great deal more is needed. Notwithstanding recent efforts, the pace of mine clearance has remained slow. In the meantime, mines continue to be a major hazard for the Angolan population and UNAVEM and

humanitarian personnel. On 16 June, a United Nations military observer on patrol detonated an anti-personnel mine and sustained a very serious injury, while a second military observer was slightly wounded. In this connection, allegations about renewed laying of mines in some parts of the country are particularly disturbing and UNAVEM has called on the Angolan parties to put an immediate and definitive end to this practice. Equally vital was the initiation by the Government of the reconstruction of bridges; the effects of this are already being felt in some parts of the country.

15. The timely establishment of quartering areas for the demobilization of UNITA troops, the withdrawal of the Angolan rapid reaction police and FAA troops to their barracks and strengthening of the logistic infrastructure for the unified national army will be of crucial importance for the success of the peace process. UNAVEM, together with UCAH and the humanitarian agencies concerned, has conducted a thorough reconnaissance of most of the designated areas. A strenuous effort is under way to establish at least 4 of the planned 14 such sites within the next few weeks in the strategically important Northern and Central regions. While UNAVEM, in cooperation with humanitarian agencies, will supply the materials, UNITA is expected to provide the personnel to construct facilities in the quartering areas. The United Nations is also requesting assistance from certain Member States, including those in the region and the two parties are being urged to finalize the plans for the quartering exercise.

C. Efforts by the parties towards implementation of the Lusaka Protocol

16. In a very promising development, high-level government and UNITA delegations met in Luanda from 19 June to 1 July to discuss several crucial issues concerning implementation of the Lusaka Protocol. The agenda of these intensive talks included the following issues: quartering of UNITA forces; return of FAA to barracks; incorporation of UNITA troops into the national armed forces; reopening of roads and free circulation of people and goods; disarmament of the civilian population; repatriation of mercenaries; clarification of the amnesty law; and preparations for further high-level meetings in Luanda. Decisions were reached on most of these questions and the parties approved a timetable to make up for the delays that have occurred so far. They agreed on almost all quartering locations and the sequence of the quartering process, on basic conditions for assembly areas, on the modalities of the FAA withdrawal to barracks and on the need to eliminate checkpoints and organize additional humanitarian road convoys to formerly inaccessible areas. However, certain aspects, e.g. the incorporation of UNITA troops with FAA, require further consideration, and the two delegations were to meet again in Luanda on 11 July.

D. UNAVEM deployment and strength

17. As of 4 July, in addition to the 6 regional headquarters, 337 military observers of UNAVEM have been deployed to 55 sites throughout Angola; deployment in five new sites will commence soon. The recent arrival of a helicopter unit will accelerate the establishment of new observation sites and has greatly increased the Mission's capability to deliver supplies and carry out medical

evacuations. Deployment of United Nations formed units, whose total strength has reached 1,970 personnel (see annex 1), is generally proceeding in accordance with the adjusted time-frame set out in my previous report. Elements of the Uruguayan battalion and the Indian engineer squadron have reached Huambo overland and established their headquarters there; at least two more United Nations infantry battalions, from India and Zimbabwe, will be deployed to Angola in July and the one from Romania in mid-August. The United Kingdom logistics battalion, in conjunction with the administrative services of UNAVEM, has developed a third-line base infrastructure at Lobito and Viana. After the withdrawal of this unit in August, logistic requirements will be provided through a combination of contractual arrangements and a logistic company from another current troop contributor. In a previous report, the Council was informed of problems encountered when a potential troop contributor withdrew its earlier pledge; fortunately, a replacement has been found and the arrival of its troops has been incorporated into the induction schedule. At the same time, delays on the part of some troop contributors in deploying their troops to Angola continue to have adverse effects on this carefully planned operation.

18. Concern for the security of United Nations personnel was underscored by an incident on 9 June when a UNAVEM patrol was ambushed by unidentified gunmen in uniform and a United Nations military observer sustained serious injury. UNAVEM strongly condemned this incident and demanded that the Government and UNITA respect the safety and security of all United Nations staff in Angola.

IV. POLICE AND HUMAN RIGHTS ASPECTS

- 19. The civilian police component (CIVPOL), which was authorized by Security Council resolution 976 (1995), has proved to be an indispensable element in UNAVEM's efforts to implement the Lusaka Protocol. As of 4 July, 209 civilian police observers from 19 countries had been deployed to 29 teamsites throughout Angola, including most provincial capitals. An additional 51 police observers are expected to be inducted by September, which would bring the strength of the component to the authorized level of 260 personnel. CIVPOL deployment, in particular to remote parts of Angola, has been hindered by very bad road conditions and mines. However, efforts are being made to monitor as many national police units as possible.
- 20. CIVPOL continued to pursue actively its tasks as set out in my report of 1 February (S/1995/97) and in my most recent progress report (S/1995/458). It reports that the situation in most of the country is fairly calm and complaints about the conduct of the national police have been relatively few. However, despite the improving level of cooperation, the United Nations is often denied access to important information regarding the Angolan national police units, the strength and deployment of the rapid reaction police and the military equipment in its possession. Local Angolan national police authorities have also been reluctant to allow frequent visits to Angolan national police and rapid reaction police units. Notwithstanding the progress since February in facilitating the circulation of people, numerous checkpoints remain on the roads in some government and UNITA-controlled areas.

- 21. As provided in the Lusaka Protocol, the disarmament of the civilian population is to be done by the Angolan national police and monitored and verified by the United Nations. With the proliferation of weapons and the increase in banditry, it is imperative that the disarmament programme begin without further delay.
- The Angolan parties have been registering complaints about human rights violations with my Special Representative and with the Joint Commission. response to these complaints, and in accordance with the provisions of resolution 976 (1995), UNAVEM established a small sub-unit to deal with human rights issues and observe implementation of the relevant provisions of the Lusaka Protocol. Pending approval by the General Assembly of the full budget of UNAVEM III and the establishment of the necessary posts, five human rights specialists from Denmark, France and Portugal were temporarily placed at UNAVEM's disposal by the European Union. The work of these experts, who have been deployed to several regions, has proved very useful, and it is my intention to increase the strength of this unit by up to 11 personnel so that a human rights monitor can be stationed in almost all the 18 provinces of Angola. This will contribute to the civil education campaign and help to build confidence in the peace process. Should the Security Council agree, resources for this increase will be included in my next submission to the General Assembly on the financing of UNAVEM III.

V. HUMANITARIAN ASPECTS

- 23. Despite formidable difficulties, the humanitarian situation in Angola has continued to improve since February 1995, as a direct result of the peace process and the expanded presence of the United Nations in the country.
- 24. In addition to their psychological impact, the road convoys led by my Special Representative from Luanda to Lobito and from Uige to Negage have facilitated humanitarian activities by making new areas accessible by road and reducing the need for costly deliveries by air. Thus, for the first time since 1992, the World Food Programme (WFP) was able in June to dispatch road convoys from Lobito to Sumbe and from Lobito to Huambo and Kuito. Varying degrees of progress have also been achieved in opening the Kuito-Menongue, Luanda-Malange and Lobito-Lubango routes. However, incidents on these and other vital roads, some of which have resulted in civilian casualties, call for resolute action by the Government and UNITA to ensure the safe passage of humanitarian supplies throughout the country.
- 25. The Humanitarian Coordination Group, which is co-chaired by the Minister of Social Affairs and the UCAH Director and includes representatives of UNITA, United Nations agencies, the observer and donor countries, the International Committee of the Red Cross (ICRC) and NGOs, meets in Luanda on a weekly basis. Its meeting on 14 June, the first to be held outside Luanda, was convened in Bailundo, with strong UNITA representation. This event marked an important step towards building confidence and facilitating the provision of humanitarian assistance. Another significant development in humanitarian cooperation was the initiation of plans for the resettlement of some 40,000 displaced persons residing in Jamba, whom UNITA had requested the Angolan Government and the

United Nations to help to return to their places of origin and reintegrate themselves into their communities.

- 26. Since the adoption of resolution 976 (1995) in February, the humanitarian programme has continued to expand. Recent assessment missions have found severe deficiencies in health services, clothing and basic food items in some regions. At the same time, progress has been made in launching joint humanitarian initiatives in areas currently under the control of both parties, in which government agencies, UNITA and the United Nations are now working together. At the end of May, staff of the Angolan Ministry of Health and UNICEF conducted vaccination programmes in Cuemba, Bié province, and in Mavinga, Kwando Kubango province. Similar joint activities are planned for other areas. In the meantime, significant spontaneous movement of internally displaced persons to their places of origin have been recorded in the provinces of Bengo, Benguela and Kwanza Norte. A workshop for representatives of the Government, UNITA, United Nations agencies and NGOs was held in Luanda from 22 to 24 June to develop a standard strategy for providing assistance to internally displaced persons. In June, the United Nations High Commissioner for Refugees appealed for US\$ 44 million to fund the repatriation of 300,000 Angolan refugees currently residing in neighbouring countries.
- 27. The demobilization and reintegration section of the United Nations humanitarian appeal for Angola, which was issued in January 1995, has been readjusted in view of recent agreements between the parties. The revised demobilization and reintegration programme will require funding amounting to US\$ 92.9 million, of which US\$ 48.1 million will be needed for the first and crucial phase (i.e., the quartering of UNITA soldiers) and US\$ 44.8 million for subsequent phases.
- 28. Prior experience with demobilization in Angola and elsewhere indicates that a comprehensive strategy and the timely and coordinated provision of donor funding will be indispensable for the success of this exercise. Now that the requisite strategy for Angola has been elaborated, it is critical to secure the necessary funds, in addition to other resources that will be appropriated through UNAVEM III's budget.

VI. ECONOMIC AND SOCIAL ASPECTS

29. The economic and social situation in Angola continues to be extremely precarious, owing mainly to the devastating effects of several decades of civil conflict. The following data reflect the enormous difficulties facing Angola during this period of transition: up to 70 per cent of the basic health system has been destroyed; only 18 per cent of the population has access to sanitation and 34 per cent to safe water; the infant mortality rate is 195 per 1,000; the food deficit in 1995 is expected to be approximately 360,000 tons; approximately 70,000 people have been mutilated by weapons and/or mines; 1.2 million internally displaced persons, 300,000 refugees in neighbouring countries and 3.2 million other people are in need of emergency humanitarian assistance. The debt/export ratio of the country has reached 365 per cent, and the estimated gross domestic product per capita has fallen to US\$ 410, which represents half that of 1990. Military spending in 1994 was estimated to be 39 per cent of the

State budget, while the inflation rate was 1,838 per cent in 1993 and 972 per cent in 1994.

- 30. Faced with many challenges in the long-term social and economic development of Angola, United Nations programmes and agencies, in cooperation with NGOs, continue to play an important role in preparing for the demobilization and reintegration programme under the overall coordination of UCAH. Their activities will include counselling and referral services, establishing a trust fund for quick-impact projects and capacity-building for national institutions (United Nations Development Programme (UNDP)); provision of health services in the quartering areas (World Health Organization (WHO) and United Nations Children's Fund (UNICEF)); strengthening of the national health system and combating diseases such as AIDS, tuberculosis and trypanosomiasis (WHO); foodfor-peace and food-for-work programmes (WFP); and vocational training, employment activities and artisanal kits (International Labour Organization). UNICEF and UNDP are supporting the demining programme through assistance to mine-awareness programmes, while UNDP will also assist in the development of a national mine action capacity. The Office of the United Nations High Commissioner for Refugees (UNHCR) continues to provide relief assistance in areas with large concentrations of returnees and refugees.
- 31. As the peace process advances, the focus of international assistance will gradually shift from emergency relief to rehabilitation and the reintegration of internally displaced persons, refugees and demobilized ex-combatants. It is important to ensure that the existing coordination mechanisms that manage the relief phase are transformed in due course into an effective structure for rehabilitation and development. This approach will require considerable capacity-building in the next few years and, to a certain extent, a "retooling" of the United Nations system on the ground in order to adapt to new circumstances. This process has already begun, and I expect to see tangible progress in this area. At the same time, it should be borne in mind that the effectiveness and scope of United Nations development activities will depend on the progress made in the implementation of the provisions of the Lusaka Protocol. Major adjustments will be required in government budgetary priorities, accompanied by radical economic and social reforms.
- 32. On the strength of some positive developments in economic reform and in the peace process, the World Bank is developing plans to support Angola's reconstruction efforts. This enhanced support will include financing for emergency reconstruction and structural adjustment programmes, as well as a fund to support community-based initiatives for the rehabilitation of social infrastructure and income-generating activities. In addition, with the participation of United Nations agencies, a debt strategy for Angola is being prepared, as are programmes for the divestiture of public companies and streamlining of public services.
- 33. The Government of Angola, with support from UNDP and my Special Representative, has organized a round table for rehabilitation and community development, to be held in September 1995. The round-table programme, which will require up to US\$ 620 million to implement, will also serve as the overall reference point for United Nations agencies. It contains detailed rehabilitation plans for all provinces with a focus on small-scale

infrastructure projects capable of delivering direct and immediate benefits to millions of people. In view of the many problems affecting the Angolan administrative apparatus, United Nations agencies are prepared to assist in strengthening national capacity for coordinating assistance. In this context, the United Nations system intends to accelerate its discussions with the Government concerning joint programming; a detailed time-table for this process is expected to be elaborated in the second half of 1995, depending on progress achieved in the peace process.

VII. FINANCIAL ASPECTS

- 34. As indicated in my report of 6 June 1995 on the financing of UNAVEM III (A/49/433/Add.1) which was submitted to the General Assembly for its consideration, the cost of maintaining the Mission beyond 8 August 1995 is estimated at US\$ 25,032,100 gross per month. Should the Security Council decide to extend the Mission's mandate as recommended in paragraph 40 below, the cost of maintaining UNAVEM III during the extension period will be within the monthly rate indicated above.
- 35. As of 30 June 1995, unpaid assessed contributions to the UNAVEM special account since the inception of the Mission amounted to US\$ 7.2 million. In order to meet the operating cash requirements of UNAVEM II and the start-up costs of UNAVEM III, loans amounting to US\$ 15 million were made to the UNAVEM special account from the Peace-keeping Reserve Fund. These loans remain unpaid. The total unpaid contributions to all peace-keeping operations as of 30 June 1995 totalled US\$ 1,788.9 million.

VIII. OBSERVATIONS

- 36. Since the adoption of resolution 976 (1995) last February, the beneficial effects of United Nations involvement in the settlement of the Angolan conflict have become manifest. The progressive deployment of United Nations military and police observers and troops has helped to consolidate the cease-fire. Despite occasional military tensions and incidents, the Government and UNITA have been adhering to the spirit of the Lusaka Protocol.
- 37. Since the meeting on 6 May between President dos Santos and Mr. Savimbi, the peace process has entered an encouraging new phase. Increased contacts between the Government and UNITA, and in particular their recent bilateral meetings in Luanda on political and military matters, give grounds for hope that the most difficult stage of implementation of the Lusaka Protocol might now be over. I welcome the agreement reached between the two parties on the adjusted and accelerated timetable for the implementation of the Protocol, the practical modalities of which are now being discussed with my Special Representative. I trust that all concerned, including the United Nations, will be able to arrive at workable solutions to the challenges presented by the new schedule. There can be no doubt that the continuing good will and resources of the international community will depend on sustained progress in the peace process.

- 38. Of the most pressing tasks that lie ahead, many have been highlighted in the adjusted implementation plan. At the same time, a comprehensive, fair and workable programme for the formation of the new armed forces should be adopted without further delay. As soon as that is done, it will be important to inform and prepare all Government and UNITA troops accordingly. It is also essential to accelerate the exchange of prisoners and the repatriation of mercenaries, to reinforce the freedom of movement of people throughout the country and to speed up demining activities. Equally, bold decisions in the area of national reconciliation would strengthen prospects for a durable peace.
- 39. Humanitarian assistance plays an important role in consolidating the Angolan peace process, especially in the demobilization and reintegration exercise, which will rely largely on external resources to support the demobilized UNITA troops and their dependants. Although many donors have expressed interest, less than 1 per cent of the voluntary funds sought for this purpose under the 1995 humanitarian appeal has been contributed to date. Now that the promising events of the last two months have improved the prospects for an early start to quartering and demobilization, I very much hope that donors will respond with generous and timely financial contributions to the humanitarian effort. Equally, I appeal to Member States to provide much-needed mine clearance, bridging and road repair equipment and materials and other supplies necessary for setting up the quartering areas.
- 40. In these more encouraging circumstances, I recommend that the mandate of UNAVEM III be extended for a period of six months, that is until 8 February 1996. In order to keep the Security Council fully informed of developments, I intend to submit a comprehensive report every two months. In addition, as stated in paragraph 10 above, I shall convey to the Council my observations and any recommendations I may have subsequent to my visit of 14 to 16 July to Angola.
- 41. In the meantime, I would again like to pay tribute to my Special Representative and to all the military, police and civilian staff of UNAVEM III for the continued dedication and perseverance with which they discharge their duties, as well as to the personnel of the United Nations programmes and agencies and NGOs for their humanitarian efforts in the difficult conditions prevailing in Angola.

 $\frac{\texttt{Annex}}{\texttt{UNAVEM III military and civilian police personnel}}$ (as of 4 July 1995)

	Military	Civilian police	Staff	_	
Country	observers	officers	Officers	Troops	Total
Algeria	10				10
Argentina	2	1			3
Bangladesh	10	11	21		42
Brazil	30 <u>a</u> /	17			47
Bulgaria	10	10			20
Congo	8				8
Egypt	10	10			20
Fiji		10			10
France	8				8
Guinea-Bissau	20	6			26
Hungary	10	13			23
India	19	19	49	214	301
Jordan	21	20			41
Kenya	10				10
Malaysia	20	20			40
Mali	10	10			20
Morocco		2			2
Netherlands	15	9			24
New Zealand	6				6
Nigeria	21	15			36
Pakistan	5				5
Norway	4				4
Poland	7				7
Portugal	8	1	20	101	130
Romania			27	110	137
Russian Federation	10			158	168
Senegal	10				10
Slovakia	5				5
Sweden	18				18
United Kingdom of Great					
Britain and Northern					
Ireland			8	588	596
Uruguay	10	9	37	799	855
Zambia	10	9			19
Zimbabwe	21_	_17	<u>35</u>		<u>73</u>
Total	<u>348</u> <u>a</u> /	<u>209</u>	<u>197</u>	<u>1 970</u>	2 724

 $[\]underline{a}/$ Including 11 medical personnel.
