

RECRUITMENT BROCHURE

General Information on Entitlements & Benefits for International Staff



This booklet was developed by UNHCR for the convenience of staff, managers and personnel administrators. It serves as a guidance tool to the UN Staff Regulations and Rules and internal UNHCR policies, and is not a legally binding document.

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RECRUITMENT AND TYPES OF APPOINTMENT

Recruitments of external candidates are made

- Either on a temporary basis through a simplified selection process
- Or on a selected position which cannot be filled by any internal staff member, and which is vacant for at least one year. Recruitment is made through a selection process which is reviewed by a Joint Review Board (JRB).



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The above process results in one of the following two types of appointment and related entitlements, upon recruitment:

- Fixed-term Appointment
- Temporary Appointment

Fixed-term Appointment

Newly recruited staff, appointed following a competitive process that has been reviewed by the Joint Review Board and appointed by the High Commissioner, will be granted a Fixed-term Appointment for one year (staff members on expert positions will normally be granted a one year contract, or, if so recommended by the manager, a contract of a longer duration but up to a maximum length of two years) in accordance with UNHCR's current procedures on contracts subject to medical clearance.

A Fixed-term Appointment does not carry any expectancy, legal or otherwise, of renewal or conversion to any other category.

Temporary Appointment

In order to meet seasonal or peak workloads and specific short-term requirements, UNHCR may recruit staff under temporary basis and grant Temporary Appointments for less than one year (i.e. up to a maximum of 364 days). Extension of Temporary Appointments beyond 364 days may only be granted under specific requirements. The total period may not exceed 729 days.

A Temporary Appointment does not carry any expectancy, legal or otherwise, of renewal and cannot be converted to any other type of appointment.

The authority for granting a Temporary Appointment is not subject to review by a joint review management board and holders of the TA are not considered as internal candidates for regular positions.

A Temporary Appointment carries reduced allowances and entitlements compared to a Fixed-term Appointment.

Category of staff

UNHCR recruits the below categories of staff:

International staff

International Professional Officers, commonly called "P" staff, generally recruited to serve abroad for functions which require a high level of functional and managerial skills and involve a supervisory responsibility. P staff are subject to "rotation" i.e. they are assigned to serve in different countries every few years.

Field Service staff, commonly called "FS" staff, referring to the assignment of General Service staff outside their duty station for a limited period of up to two years. Recruitment may take place in the FS category for specialized functions.

Junior Professional Officers, commonly called "JPO" staff, are young professionals appointed to posts funded by donor governments. JPOs are recruited on a Fixed-term Appointment for a period of one year which may be renewed up to a maximum period determined by the donor government (normally two or three years).

National staff

National Professional Officers, commonly called "NPO" staff, recruited at the national level to perform managerial and/or professional functions requiring national knowledge and experience.

General Service Staff, commonly called "G" staff, who make up the majority of UNHCR staff, are designated as support staff and are recruited locally.

While International Professional staff (P) as well as General Service staff serving at Headquarters in Geneva, are administered by the HR Staff Services/Division of Human Resources Management, the administration of national staff falls under the delegated authority of UNHCR Representatives in the Field.

Joint Review Board and Assignment Committee

The Joint Review Board (JRB) is established at Headquarters. The Board is mainly charged with reviewing recommendations for the filling of vacant established positions in the International Professional (P) category. The JRB is composed of eight full and eight alternate members evenly nominated by Management and the Staff Council.

Assignments Committee (AC) is established at Headquarters and in UNHCR Offices in the field. They are mainly charged with reviewing recommendations for the filling of vacant established positions in the General Service (G) and National Professional Officer (NPO) category. The Committee is composed of members equally represented by staff through the Staff Association and by the Management.

General recruitment criteria

The minimum age for recruitment of external candidates under a temporary or fixed-term appointment is 18 years (at the time of application) whereas the maximum age is 61. Retired and former UNHCR and UN Common System Staff Member above age 60 or 62 may be recruited on Temporary Appointment only.

If a family member already holds a UNHCR contract, no appointment shall be granted to the mother, father, sister, brother, son or daughter of that staff member

Employment of a staff member's spouse is permitted provided that neither the staff member nor the spouse serves in a post which is superior or subordinate in the line of authority of the other, or within the same department.

CLASSIFICATION OF DUTY STATIONS

Category of duty station

The **International Civil Service Commission (ICSC)** is responsible for classifying duty stations according to conditions of life and work. It designates duty stations for which special entitlements are applicable to internationally recruited staff. The classification of duty stations is determined based on a number of factors, i.e. health, security, climate, housing, isolation, local conditions and educational facilities as reported via a questionnaire for this purpose, and completed by staff of the UN organizations at each duty station. All duty stations are categorized according to the level of hardship, i.e. H (Headquarters and similarly designated locations where the UN has no developmental or humanitarian assistance program) followed by A to E in increasing order of difficulty.



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Security levels

The United Nations utilizes a world-wide six-level Security Level System.

The six levels are

- a) Level One - Minimal
- b) Level Two - Low
- c) Level Three - Moderate
- d) Level Four - Substantial
- e) Level Five – High
- f) Level Six – Extreme

Staff will receive a full security briefing on the security situation and concerns at their country of assignment upon arrival. Staff members are then expected to fully comply with security instructions and restrictions.

In each country, a mechanism is put in place to ensure the safety and security of staff members of the United Nations, their spouses and eligible dependants and property, as well as the property of the Organization. It is mandatory for United Nations system personnel and eligible family members to obtain security clearance for all official travel, regardless of location, and they cannot commence official travel without obtaining it.

Exceptions: immediate medical evacuation or other life-threatening situation. In these cases the traveller must inform the Designated Official or delegate, by the fastest means available, and complete the TRIP clearance process as soon as possible.

Security Clearance

It is the staff member's responsibility to make sure of compliance with Security Clearance which is required for all official travels, regardless of Security Level. Appendix D of the Staff Rules and the Malicious Acts Insurance will not apply without obtaining security clearance.

Staff members must submit their request via UNDSS TRIP (Travel Request Information Process) system, <https://trip.dss.un.org>. Security clearance must be obtained prior to all official travels.

The request should indicate full name, nationality, date of birth, UNLP number with dates of issue and expiry, date of arrival in the country of destination, the expected duration of the assignment and flight details, i.e. flight number and estimated time of arrival (ETA). The request should also include bio-data of all family members authorized to join staff member at the duty station, if applicable. It is to be ensured by the staff member that security clearance is received prior to traveling to the new duty station.

Personnel is also strongly encouraged to register personal travels for himself/herself and eligible family members in TRIP.

Family and non-family duty stations

Duty stations are classified as family and non-family duty stations by the International Civil Service Commission. **Non-family duty stations** are those which are family restrictive due to security reasons. In view of this family members are not authorized to travel to such duty stations.

Please note that a ‘**Family duty station**’ does NOT necessarily mean that the duty station has facilities that make it suitable for families. Even though duty stations may be classified as family duty stations, medical, educational, housing and recreational facilities may not always be adequate or available for families. Before arranging any travel in respect of family members, staff members are invited to consult their Personnel Administration Officer/Associate who will provide information about the living conditions at the new duty station.

Special Operations Area (SOA) - Entry into the UN Common System before 01/07/2011

This approach applies to UN/HCR staff members hired before 01/07/2011, and for a transitional period of 5 years (ending 30/06/2016) at which point it will cease to apply.

Special Operations Areas (SOAs) are locations declared by the International Civil Service Commission as “non-family” duty stations for security reasons. The determination of a SOA is linked to the prevailing security level. Staff assigned for service in an SOA will be on “mission status” to the SOA. Staff members are cautioned that dependants will not be permitted to accompany staff members to the SOA. The Organization holds no liability for unauthorized travel of family members to the SOA, nor can it be held responsible for their safety or well-being or for their evacuation in cases of emergencies.

Staff assigned to a SOA will be entitled to a SOLA(Special Operations Living Allowance), an additional payment to the salary and related allowances where applicable, which constitutes UNHCR’s sole contribution towards meeting the living expenses within the SOA.

Administrative Place of Assignment (APA)

Please note that this should be read in conjunction with the above section on SOA.

For each SOA, UNHCR designates an **Administrative Place of Assignment (APA)** which is the official duty station of staff assigned to a SOA.

The APA may be the capital city or the nearest location outside the country of the SOA that has adequate medical and educational facilities as well as reliable transport connections between the SOA and the APA.

UNHCR will provide all possible assistance in obtaining the necessary visas or residence permits for staff and their eligible family members who travel and are installed at the APA at UNHCR’s expense.

While staff will receive SOLA to meet expenses at the SOA, the following emoluments will be based on the rates/conditions applicable to the APA:

- a) Post Adjustment
- b) Hardship Allowance (where applicable)
- c) Mobility Allowance (where applicable)

Place of Duty - Entry into the UN Common System on or after 01/07/2011

Following the General Assembly's decision (Resolution 65/248.) on harmonization of conditions of service for International staff members in non-family duty stations, candidates recruited into the UN system as of 01/07/2011 will be administered on the basis of the new approach which entails direct appointment of the staff member to the non-family duty station (Place of Duty) and payment of non-family hardship allowance in addition to the normal benefits applicable in that duty station. Under this new approach, **family members would only be entitled to travel and installation upon staff member's recruitment / reassignment to a family duty station.**

Non-family hardship allowance (NFHA)

Staff members recruited on or after 01/07/2011 and directly assigned to non-family duty stations (Place of Duty) are entitled to receive a monthly allowance payable with their monthly salary. The purpose of this entitlement is to compensate for the additional hardship associated with service in a non-family duty station.

N.B. Staff hired under Temporary Appointment are not entitled to the travel of their family members.

Standard Assignment Length (SAL)

Standard Assignment Length (SAL) is the period a staff member is normally expected to serve in a particular duty station. The SAL is based on the classified level of hardship of the duty station established by the ICSC, according to prevailing living conditions. Shown below are the SALs for the different categories of duty stations.

H and A duty stations:	5 years
B duty stations:	4 years
C duty stations:	3 years
D, E and non-family duty stations:	2 years

Fast Track assignments

In order to ensure that critical needs in emergency operations are met promptly and efficiently, a fast track model has been put in place to facilitate the immediate creation of positions under special budget, and the deployment of staff within two weeks of announcement. Appointed candidates are expected to serve for at least a period of one full year on a Fast-Track position. During his/her first year of assignment, the staff member may otherwise apply for regular compendium posts.

Compensation for injury, illness or death attributable to service

Staff will **not** be covered under the Appendix D (Service incurred compensation) to the Staff Rules without security clearance and if travel upon initial appointment is undertaken on a date earlier than the officially authorized date of travel, which date corresponds to the official date of recruitment and to the effective date of contract. The newly-recruited staff member **will only be covered** by the Appendix D from this date onwards.

SALARY AND ALLOWANCES

Staff in the Professional and higher categories and normally in the Field Service are recruited internationally and are paid on the basis of salary scales, expressed as gross and net base salaries, applied uniformly, world-wide, by all UN organizations. The gross base salary is subject to a 'staff assessment', a 'tax factor' that is used to calculate pension benefit. For further details and salary related aspects please refer to www.icsc.un.org. By deducting staff assessment at either the single rate (for staff members without dependants) or at the dependency rate (for staff members with a dependent spouse or a dependent child), a net salary is obtained, before deduction of UN Pension Fund and UN Medical Insurance contributions. Salaries are normally paid on the 23rd of the month.

All levels of employment from P-1 to the Under Secretary-General are contained on one and the same salary scale which is established and maintained by the ICSC. Within grade salary increments (steps) are also represented on the scale.

The recruitment grade (level and step) is established by combining the level of a candidate's university degree with the number of years of relevant professional experience, which is determined by the Recruitment and Postings Section of the Division of Human Resources Management (DHRM).

Fixed-term Appointment

Staff members serving on Fixed-term Appointment are awarded within-grade step increments (salary increase) annually, according to established salary scales, on the basis of satisfactory service. Accelerated step increments, as a language incentive for staff members in the Professional and higher categories, may be granted to holders of a UN Language Proficiency Exam (UNLPE) in a second official UN language apart from their mother tongue or the language in which they are required to be proficient by the terms of their appointments. The official UN languages are: Arabic, Chinese (i.e. Mandarin), English, French, Russian and Spanish.

Temporary Appointment

Staff serving on Temporary Appointment are entitled to yearly within-grade step increments, on the basis of satisfactory service. However, the entitlement to accelerated step increment as language incentive is not applicable to staff on Temporary Appointment.

Allowances related to the salary

In addition to the base salary, staff members may receive other allowances. The entitlement to different allowances in place at UNHCR varies according to the length of assignment offered at the time of recruitment, the family composition, the category of duty station, contractual

status etc. A general overview of the different allowances is provided below. With regard to eligibility to individual benefits and entitlements please refer to the Entitlement Matrix on Annex I.

Post Adjustment (PA)

Post Adjustment is a multiplier added to the net base salary in order to preserve equivalent standards of living at different locations. Net Salary is paid at the single or dependency rate, and it is subject to regular review by the ICSC, and can change from one month to another.

Mobility and Hardship Allowance (MHA)

The mobility and hardship allowance is designed to compensate for hardship conditions and to encourage ‘mobility’ (i.e. to encourage staff to accept assignments in different duty stations). It is comprised of three elements:

Mobility

The mobility part of the allowance is payable to staff members after having completed five years of continuous **active** service in the UN Common System while holding a Fixed-term Appointment and takes into account the number and category of previous assignments of one year or more at the same location. In duty stations classified as categories A - E, the mobility element is payable from the second assignment whereas at duty stations classified as category H, the mobility element is payable only from the fourth assignment and only to staff members who have previously had two or more assignments at duty stations in categories A - E.

Hardship

The hardship part of the allowance, which reflects the varying degree of hardship at different duty stations, is payable as from the initial assignment to a duty station classified as category B to E.

Non-removal element

The non-removal of household goods part serves to compensate for the non-payment for the removal of a staff member’s household goods with an additional monthly amount payable upon appointment on Fixed-term Appointment, provided the staff member is expected to serve at the duty station for a period of one year or longer.

Staff serving on Temporary Appointment are only entitled to the hardship part of the Mobility and Hardship Allowance.

Danger Pay

In locations where staff are required to work under dangerous conditions, Danger Pay may be approved by the International Civil Service Commission. Danger Pay is a temporary allowance paid in respect of international staff amounting to USD 1,600 per complete calendar month spent in the hazardous area, including official holidays and weekends. For periods of less than one calendar month spent at the dangerous area, the allowance is prorated on the basis of 365 days. The allowance is periodically reviewed by the ICSC and is subject to change and/or discontinuation.

The allowance will be paid locally at the duty station, normally in US dollars. The allowance is not payable during periods of annual or sick leave, medical evacuation, official travel or during missions outside the hazardous area.

Office of Staff Legal Assistance (OSLA) deduction from salary

Please be informed that your salary will include a 0.05% deduction until December 2015 to supplement the Organization's funding of the Office of Staff Legal Assistance (OSLA). The contribution is voluntary; you may decide to opt-out at any stage of your appointment using the Self-Service option in MSRP (Self Service -> Payroll -> OSLA Voluntary Deduction). Further information on the mechanism is available on e-safe in the UNHCR Broadcast message - *Voluntary contributions to the Office of Staff Legal Assistance (OSLA) through monthly payroll deductions*, dated 1-Apr-2014. This can be found on e-safe under the folder **All Staff E-Mail from 1995 - > 2014 -> 04/2014 – April**.

ASSIGNMENT GRANT

The **Assignment Grant** is intended to cover costs incurred by the staff member as a result of the appointment. It may also apply to his/her family members provided the staff member holds an appointment other than a Temporary Appointment. For staff assigned to an APA (on mission status to an SOA), calculations are made at rates applicable at the respective APA. For staff recruited on or after 01/07/2011 and assigned directly to non-family duty stations, calculations are made at rates applicable at the respective Place of Duty.



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It is composed of the following elements

- Daily Subsistence Allowance (DSA) portion which is meant to cover the initial expenses upon arrival at the duty station or APA, including hotel bills, meals, taxis, etc.
- Lump-sum portion which is meant to cover installation costs such as rent and related expenses.

DSA Portion

Upon arrival at the duty station or APA, the staff member is paid an amount equal to 30 days of DSA at the rate applicable at the location and at the time of arrival. Each eligible family member, whose travel to the duty station or APA is paid for by UNHCR, will receive an amount equal to 30 days DSA at half of the rate applicable at the location and at the time of their arrival. The DSA portion of Assignment Grant is payable either in local currency or in US Dollars. In order for family members of staff holding an appointment other than a Temporary Appointment to receive the DSA portion of the Assignment Grant, the travel must take place at least six months prior to the expiry of the staff member's assignment at that duty

station. In the event that family members are installed at the place of home leave or elsewhere, the DSA rate for the family members shall be calculated on the basis of the DSA rate at the respective location, but shall not exceed the DSA portion payable at the APA.

In the event that a staff member is obliged to make continued use of hotel accommodation at the duty station for more than 30 days, an extended payment of the DSA portion may be authorized under certain provisions.

Staff recruited on or after 01/07/2011 and assigned directly to non-family duty stations shall not receive the DSA portion of the Assignment Grant for their family members as they cannot be installed at the Place of Duty.

Lump sum Portion

The lump sum portion of an Assignment Grant which consists of the net base salary plus Post Adjustment applicable on the effective date of appointment is payable in convertible currency (except in Geneva and Vienna where all emoluments are paid in the local currency). A one-month lump sum is payable upon a one year Fixed-term Appointment. This lump sum portion is not applicable to holders of Temporary Appointment.

RENTAL SUBSIDY

Rental subsidy is payable for a staff member whose rented accommodation is of a reasonable standard (UN criteria) but which costs significantly more than the average at the duty station. If the amount spent on the rent is more than 40% of the staff member's net salary including Post Adjustment (without allowances), an amount of up to a maximum of 80% of the portion exceeding the designated threshold for the duty station may be reimbursed.

If the duty station is not a capital city and educational/health facilities are inadequate, the staff member may install his/her family in the capital city. If the staff member installs his/her family in another city within the same country, the staff member may be entitled to a "combined" rental subsidy, which means that the calculation of the subsidy is based on the amount given when adding the two rents.

By contrast, a rental deduction is made from the remuneration of staff members who are provided housing free of charge by an organization of the UN System, the host government or a related institution.

Rental subsidy is not payable during the first 30 days after arrival at a duty station when the DSA portion of assignment grant is paid.

HOUSING MAINTENANCE ELEMENT (HOME)

Fixed-term Appointment

A staff member serving on Fixed-term Appointment may be entitled to HOME in the interest of his/her family's welfare (primarily where educational and medical facilities are not adequate).

Provided the eligibility criteria are met and the staff member opts not to install his/her family in the country of assignment, staff member may be entitled to HOME, to assist him/her in meeting the costs of maintaining two separate households in different countries. Staff members serving in a non-family duty station are not entitled to HOME. Should HOME be authorized, the Organization would not pay travel expenses for any of the family members to be installed at the duty station, nor will the staff member receive the DSA portion of the Assignment Grant in their respect. However, other 'non-installation' travels such as: Home Leave, Family Visit and/or Education Grant Travel may be exercised. (These travels do not carry any entitlement to Assignment Grant DSA upon arrival.) If the family is installed at the duty station at a later date, payment of HOME would be automatically discontinued effective the date of their travel.

Temporary Appointment

Staff members serving on Temporary Appointment are not entitled to the Housing Maintenance Element.

DEPENDENCY ALLOWANCE

The monthly salary may be paid at the 'dependency rate' (a higher rate) if the staff member has a dependent spouse and/or a dependent children.

Spouse

A 'spouse' for UN purposes may be a wife/husband; a domestic partner; or a common law spouse, provided that relationship is legally valid and recognized in the country of the staff member's nationality.

A spouse may be regarded as a 'dependent' for UN purposes if the spouse's earnings do not exceed either the gross earnings of a General Service staff member serving in New York at Grade 2, Step 1 or do not exceed the lowest entry level gross earnings of the closest UN duty station where the spouse is employed – whichever is higher.

Children

Children under 18 years of age are considered as dependents, while children between 18 and 21 may be regarded as dependents provided they are in full-time education. In both cases, the staff member must be providing main and continuous support to the child. Special provisions apply to children recognized as disabled including an allowance that is twice the standard amount. Such eligibility is subject to the approval of UNHCR Medical Section.

In the case of a staff member who has a dependent spouse (and therefore receives salary at the dependency rate) each dependent child entitles the staff member to additionally receive a 'dependency allowance' – annual sum paid on a monthly basis.

If the staff member has no dependent spouse, the first child will allow the staff member to receive a salary at the 'dependency rate.' In this case, any other dependent children will be covered under the dependency allowance.

General provisions applying to both a dependent spouse and dependent children

If the staff member or spouse receives similar benefits under national laws, the dependency allowance for children is reduced proportionally in order to avoid duplication of benefits.

Secondary Dependents: Mother, Father, Brother or Sister

A dependent mother, father, brother or sister may entitle a staff member to receive a Secondary Dependency Allowance, which is an annual sum payable for one dependent only. It is payable in case the staff member is not in receipt of a Spouse Allowance and is able to provide evidence that s/he supports them financially. Financial support from the staff member should be at least double the Secondary Dependency Allowance and staff member should provide one half or more of their total financial support. For a brother or sister, in addition to these requirements, s/he must be either less than 18 years old or between 18 and 21 attending an educational institution on a full-time basis. In case of their disability verified by UNHCR Medical Section, there is no age limit.

EDUCATION GRANT

Fixed-term Appointment

Education Grant is available to internationally recruited staff members holding a Fixed-term Appointment and who reside and serve outside their home country or country of permanent residence. The Grant is provided for each child in full-time attendance at an educational institution. It is payable for children from the primary level (i.e. for children aged five at the start of school year or reaching five within three months of the start of the school year), until the end of the scholastic year in which the child completes his/her fourth year of post-secondary studies, but in no case beyond the age of 25. Staff members in receipt of Education Grant, may be eligible for Education Grant Travel as well.

Special Education Grant in respect of a disabled child is available to staff of all categories holding an appointment other than a Temporary Appointment regardless of whether or not they are serving in their home country. Special Education Grant, subject to certification from Medical Section, is payable from the date on which special teaching or training is required up to the year when the child is awarded the first recognized post-secondary degree or up to the end of calendar year in which the child reaches the age of 28.

Temporary Appointment

Staff members serving on Temporary Appointment are not entitled to the Education Grant.

RECRUITMENT TRAVEL AND RELATED ENTITLEMENTS

Place of recruitment

As a general rule, UNHCR covers recruitment travel, unless the staff member is already present at the location.

Travel

Fixed-term Appointment

A staff member and the eligible family members (i.e. spouse and dependent children up to the age of 21) of a staff member holding a Fixed-term Appointment, are entitled to travel from the place of recruitment to the new (family) duty station by air, most economical route available, provided the total additional time for the whole journey does not exceed most direct route by 4 hours or more. Staff may be entitled to business class (except for JPOs) if single leg journey is nine hours or longer, for multi-leg journeys if combined travel time of the travel is 11 hours or more, including maximum of 2 hours of connection time.

In addition to the basic accompanied baggage allowance which is granted by the air carrier, staff are also entitled to 25 kgs excess baggage (or one extra piece of luggage). The cost of this extra luggage will be reimbursed upon submission of Travel Claim.

Junior Professional Officers (JPO) are normally required to attend an induction briefing before proceeding to their duty station. Their dependents are only entitled to travel directly from the place of recruitment to the duty station.

Travels are arranged by UNHCR, once all recruitment formalities are completed subject to medical and security clearance and visa acquisition.

For staff assigned to a non-family duty station under the "Place of Duty" scheme, no travel entitlement is available for dependents.

Temporary Appointment

A staff member holding a Temporary Appointment upon initial recruitment, is entitled to travel from the place of recruitment to the duty station by air, most economical route available, provided the total additional time for the whole journey does not exceed most direct route by 4 hours or more. Staff may be entitled to business class if single leg journey is nine hours or longer, for multi-leg journeys if combined travel time of the travel is 11 hours or more, including maximum of 2 hours of connection time.

In addition to the basic accompanied baggage allowance which is granted by the air carrier, staff are also entitled to 25 kgs excess baggage (or one extra piece of luggage). The cost of this extra luggage will be reimbursed upon submission of Travel Claim.

Travels are arranged by UNHCR, once all recruitment formalities are completed subject to medical and security clearance and visa acquisition. Family members are not entitled to any travel paid for by the Organization.

SHIPMENT OF PERSONAL EFFECTS OR RELOCATION GRANT

Shipment

UNHCR organizes the shipment of personal effects under the standard shipment entitlements to a new duty station or to the APA as summarized in the table below.

	FIXED-TERM APPOINTMENT HOLDERS				
	Standard entitlement to UNACCOMPANIED SHIPMENT*			RELOCATION GRANT	
	SM	1 st eligible family member	Each additional eligible family member	SM without a spouse or dependent child	SM with a spouse and/or dependent child
All eligible staff (except Representative, Chief of Mission, JPO)	1,000 kgs (6.23 m3)	500 kgs (3.11 m3)	300 kgs (1.87 m3)	US\$ 10,000	US\$ 15,000
Insurance (except Representative, Chief of Mission, JPO)	US\$ 16,000	US\$ 8,000	US\$ 4,800	N/A	N/A
Representative, Chief of Mission	2,000 kgs (12.46 m3)	1,000 kgs (6.23 m3)	600 kgs (3.74 m3)	US\$ 15,000	US\$ 15,000
Insurance for Representative, Chief of Mission	US\$ 32,000	US\$ 16,000	US\$ 9,600	N/A	N/A
JPO	600 kgs (4.05 m3)	250 kgs (1.55 m3)	150 kgs (0.93 m3)	N/A	N/A
Insurance for JPO	US\$9,600	US\$ 4,000	US\$ 2,400	N/A	N/A
Staff assigned to SOA (upto cost APA/SOA)	100 kgs	N/A	N/A	N/A	N/A

TEMPORARY APPOINTMENT HOLDERS

Shipment organized by UNHCR **	Lump sum option	Insurance for 100 kgs shipment entitlement
100 kgs	US\$ 1,200	US\$ 1,600 per person

* Entitlements are calculated for surface shipment but half can be used for airfreight shipment.

** Family members of staff members serving on a Temporary Appointment are not entitled to payments in respect of shipments.

Relocation Grant

In most cases a staff member has the option to choose if s/he wishes to utilize the standard shipment or opt for a lump sum payment known as "Relocation Grant". This lump sum option is only applicable to Junior Professional Officers (JPOs) in the event agreement is obtained from the sponsoring government. The Relocation Grant covers all shipping and related costs including the 100 kilos authorized in and out of SOA insurance for loss or damage to personal effects, and customs charges or fees. It is also intended to meet all costs associated with arrangements, such as advance shipment, air shipment, split shipment, storage of personal effects etc.

The Relocation Grant is payable only once for the duration of the staff member's assignment. Should the eligible family member travel separately, the additional relocation grant entitlement will only be paid upon their actual travel, on the condition that the travel is undertaken at least six months prior to the end of the staff member's assignment.



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SOCIAL SECURITY

United Nations Joint Staff Pension Fund (UNJSPF)

The United Nations Joint Staff Pension Fund (UNJSPF) was established by the General Assembly to provide retirement, death, disability and related benefits for the staff of the UN and other organizations admitted to membership in the Fund.

UNHCR staff members become participants in the Fund:

- upon commencing employment under an appointment for six months or longer,
- upon completing six months of service (in a UNJSPF member organization) without an interruption of more than 30 days, whichever is earlier of these two provided that participation is not excluded by the terms of the staff member's appointment.

Contributions by the participant and by UNHCR will be payable to the Fund at the percentage rates of 7.9 % of the pensionable remuneration for the staff member and 15.8% for the Organization. For further information on pension, please visit www.unjspf.org.

A participant may validate, within one year of the commencement of participation, his/her prior service during which he/she was not eligible under the Pension Fund Regulations for participation.

UNSMIS (UN Staff Mutual Insurance Society against Sickness and Accident)

In order to ensure adequate medical insurance coverage worldwide during the assignment, staff members are enrolled in the United Nations Staff Mutual Insurance Society against Sickness and Accident (UNSMIS). Its objective is to reimburse, within the limits laid down in the Society's Internal Rules, the expenses incurred by staff members arising from sickness, accident or maternity. Participation in UNSMIS is obligatory, unless evidence of a comparable worldwide medical insurance coverage, as acceptable to UNHCR, is provided.

Fixed-term Appointment

A participating staff member serving on Fixed-term Appointment may obtain coverage for his/her spouse and/or children.

The Society guarantees coverage at all times and in all countries and generally reimburses 80% of all outpatient, and 100% of all in-patient treatment costs. However, if an insured person decides to obtain medical care away from the duty station or place of residence, the maximum sum reimbursable is the lowest cost of equivalent treatment provided in the canton of Geneva. For hospitalization in the United States, the Society should be notified before admission to hospital so that an intermediary agency in the United States can take action to facilitate the financial arrangements.

The insurance premium will be paid on a monthly basis jointly by the staff member and UNHCR according to the schedule shown below. The staff member's contributions will be calculated on the basis of net salary for the entire month, regardless of the date of recruitment, and deducted automatically from his/her salary.

Category of coverage	Contributions	
	Subscriber	UNHCR
Staff member only	3.4 %	3.4 %
Staff member with one dependent	4.4 %	4.4 %
Staff member with more than one	4.8%	4.8%
Specially protected persons (SPP)		
Non-dependent spouse	CHF 350	Nil
Non-dependent unmarried child	CHF 130	Nil
Category of coverage	Contributions	
	Subscriber	UNHCR
Dependent unmarried child 21-24	CHF 130	Nil
Dependent unmarried child 25-29	CHF 200	Nil
Secondary dependent	CHF 500	Nil

Temporary Appointment

Appointment for a period of three months or more:

Enrollment in the Main Plan will be effective from the first day of the appointment and staff member may opt to enroll his/her eligible family members.

Appointment for a period of less than three months:

Staff member is required to enroll himself/herself in the UNSMIS insurance scheme, unless evidence can be provided that he/she has secured coverage generally equivalent to UN coverage.

The staff member will be covered under the UNSMIS Temporary Plan which comprises of basic benefits and has reduced reimbursement ceiling.

The insurance under Temporary Plan cannot be extended to family members or be retained beyond the date of expiration of a contract. Starting from the first day of the extension of the Temporary Appointment beyond three months, the staff member becomes eligible to join the UNSMIS Main Plan and may opt to enroll his/her eligible family members.

Compensation

A) Compensation for death, injury or illness attributable to service

Compensation will be awarded in the event of death, injury or illness of a staff member which is attributable to the performance of official duties when:

- the death, injury or illness resulted as a natural incident of performing official duties;
- the death, injury or illness was directly due to the presence of the staff member, in accordance with an assignment by UNHCR, in an area involving special hazards to the staff member's health or security, and occurred as a result of such hazards; or
- the death, injury or illness occurred as a direct result of traveling by means of transportation furnished by or at the expense or direction of UNHCR in connection with the performance of official duties.

B) Compensation for loss or damage to personal effects

The loss of or damage to the personal effects of a staff member will be considered to be directly attributable to the performance of official duties when such loss or damage:

- was caused by an incident which occurred while the staff member was performing official duties on behalf of UNHCR;
- was directly due to the presence of the staff member, in accordance with an assignment by UNHCR, in an area designated by UNDSS as hazardous, and occurred as a result of the hazards in that area; or
- was caused by an incident which occurred during travel, by means of transportation furnished by or at the expense or direction of UNHCR, undertaken in connection with the performance of official duties.

GPAFI (Groupement de Prévoyance et d'Assurance des Fonctionnaires Internationaux)

This is an optional and complementary insurance which covers that portion of the medical costs not reimbursed by the UN Sickness Insurance Society. No subsidy is paid by the Organization. For more details, please visit: <http://www.gpafi.org/>

AETNA Group Life Insurance

Participation is voluntary and available for staff members holding an appointment of six months or more. The plan is financed solely by the contributions of participating staff members and no subsidy is paid by the Organization.

Malicious Acts Insurance Policy (MAIP)

The Malicious Acts Insurance Policy provides worldwide coverage against incidents resulting in death or disability of an insured staff member. Coverage under MAIP is without cost to staff members. UNHCR will bear the full premium for each insured staff member. Strict adherence to security measures declared in such countries is imperative as failure to do so could result in tragic incidents and denial of related insurance claims.

LEAVE ENTITLEMENTS

Annual Leave

Annual leave may be taken only when authorized by the appropriate supervisor.

Fixed-term Appointment

Annual Leave will accrue at the rate of **2.5** working days for each full calendar month of service. Annual Leave may be accumulated in excess of **60** working days. However, no more than **60** working days of such leave may be carried forward beyond **31 March** of any year, which would be the maximum number of annual leave days paid upon separation from service.

Temporary Appointment

Annual Leave will accrue at the rate of **1.5** working days, for each full calendar month of service. Annual Leave may be accumulated in excess of **18** working days. However, no more than **18** working days of such leave may be carried forward beyond **31 March** of any year, which would be the maximum number of annual leave days paid upon separation from service.

Sick Leave

If the staff member is unable to work due to illness or injury s/he may be granted sick leave. This may be used either as certified or uncertified sick leave/family leave.

Fixed-Term Appointment

Staff members who hold a Fixed-term Appointment and who have completed less than three years of continuous service will be granted Sick Leave up to three months on full salary and three months on half salary in any period of twelve consecutive months. Staff who have completed three years or more of continuous service will be granted Sick Leave up to nine months on full salary and nine months on half salary in any period of four consecutive years.

Temporary Appointment

Staff members who hold a Temporary Appointment shall accrue sick leave at the rate of two working days per month. A staff member may be granted the full entitlement of the sick leave for the duration of the appointment at any point in time during his/her appointment.

Certified Sick Leave

In case of certified sick leave a certificate from a qualified medical practitioner is required for any absence of more than seven consecutive days. Up to ten working days, cumulative or consecutive in an annual cycle (from 01 April to 31 March), should be reported for recording purposes to the local administration only. All further certified sick leave in an annual cycle must be reported to the Medical Section of UNHCR in Geneva.

Uncertified Sick Leave and Family Leave Option

Up to a maximum of seven working days of uncertified sick leave may be taken within 'a year' - running from 1 April to 31 March.

It is an option that exists under the uncertified sick leave entitlement and is designed to allow staff to officially absent themselves to attend to family-related emergencies and/or obligations, without using existing annual and/or special leave without pay provisions. No exhaustive listing of 'family-related situations' has been established but typically it would include absences for illness, child-care, scholastic requirements of a staff member's child or any serious family events.

Maternity Leave

Staff members are entitled to Maternity Leave with full pay, normally commencing from six up to two weeks prior to the anticipated date of delivery and extending for a total period of 16 weeks.

Annual leave days accrue during Maternity Leave. Commencement of Maternity Leave within six weeks of expected date of delivery is subject to the approval of Medical Service. No sick leave will be granted during Maternity Leave. If a staff member is unable to return to duty at the end of her Maternity Leave due to ill health, such absence will be charged to Sick Leave upon presentation of a medical certificate. Requests for Special Leave Without Pay following Maternity Leave will be given favourable consideration.

Subject to exigencies of service, a staff member returning from Maternity Leave may be authorized to work on 75% basis whilst receiving full salary during that period so as to provide adequate child support during his or her first year of life. The same applies to newly recruited staff whose child is less than a year old at the time of recruitment.

In the event that a staff member's maternity leave begins prior to the expiration of their Temporary or Fixed-term Appointment and that appointment expires during the maternity leave period, their appointment will be extended until the end of the maternity leave period. Any further extension beyond maternity will be subject to normal contract extension procedure.

Paternity Leave

Fixed-term Appointment

Staff members are entitled to one paternity leave per year following the child's birth and for a maximum duration of four weeks for staff members assigned to Headquarters and family duty stations, and up to a maximum duration of eight weeks for those staff assigned to non-family duty stations. Staff members are expected to remain in service for at least 3 months following the return from Paternity Leave. Paternity leave is to be taken either continuously or in blocks of weeks during the year following the birth of the child.

Temporary Appointment

In the case of a staff member serving on a Temporary Appointment, Paternity Leave is only applicable upon commencing employment under an appointment for more than 6 months or upon completing 6 months of continuous service, when the staff member is expected to continue for at least 3 months following the return from Paternity Leave. The duration of the paternity leave is of four weeks for staff members assigned to Headquarters and family duty stations, and up to a maximum duration of eight weeks for those staff assigned to non-family duty stations. Paternity leave is to be taken either continuously or in blocks of weeks during the year following the birth of the child.

Home Leave/Family Visit

Fixed-term Appointment

Internationally recruited staff members who are residing and serving outside their home country are entitled together with their eligible family members, to visit their home country at UNHCR's expense (economy class) for the purpose of maintaining their personal and professional ties.

In the event that the staff member's family does not join him/her at the new duty station, the staff member may be entitled to Family Visit Travel.

Temporary Appointment

Staff members serving on a Temporary Appointment for more than one year may be entitled to a home leave or family visit travel. Family members are however not eligible for any official travel.

Depending on the classification of the duty station, the entitlement falls due every year (C, D & E) or every second year (H, A & B).

Rest & Recuperation Policy (R&R)

Rest & Recuperation provides eligible staff with time-off and travel away from the duty station. It is intended for staff members serving in field locations where the working and living conditions are isolated, difficult and sometimes dangerous. It consists of five consecutive calendar days of leave not charged to annual leave, plus actual travel time in each direction to and from the R&R destination. The frequency of R&R travel, reflecting the challenging nature of the conditions at a duty station, normally varies from four to twelve weeks.

CAREER AND PROMOTION PROSPECTS

Newly recruited staff members receive either a Temporary Appointment of up to 364 days or a Fixed-term Appointment of one year.

The contract does not carry any expectancy, legal or otherwise, of renewal or conversion, irrespective of the length of service. Temporary Appointment may not be converted to any other type of appointment.

The assessment of a staff member's work performance is made through a detailed appraisal system (based on UNHCR's Policy on Performance Management) in which assessments from several colleagues are collated and an overall rating provided by the immediate supervisor. The process requires ongoing dialogue between the staff member and the immediate supervisor and they are both required to agree on work objectives, competencies and development plans at the beginning of the cycle (i.e. upon taking up new functions). The assessed performance will also impact on promotion prospects. Promotion prospects are influenced by different factors, with the added requirement of "seniority". Seniority is the number of years the staff member is required to serve at one grade before being eligible to be promoted to the higher grade. Special rules apply to female staff members under policies aimed at achieving gender balance across the various grades.



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There are opportunities to temporarily work for other UN Agencies under 'loan' or 'secondment' arrangements. These are designed to allow a staff member to gain wider experience and skills while serving at the other agency which will benefit UNHCR upon the staff member's return.

Priority consideration for job openings within UNHCR is given to candidates who hold ‘internal status.’ Internal status may be acquired by staff who hold a Fixed-term Appointment with UNHCR or who already hold an Indefinite Appointment.

UNHCR has Career Management Support Services to assist staff members meeting their career aspirations. Upon taking their duties either on Temporary Appointment or on Fix-term Appointment the staff members will be allocated a Career Management Officer who will be available for guidance in career related matters as well as focal point for training.

UNHCR staff members are subject to assignment by the High Commissioner to any of the activities or offices of UNHCR. Acceptance of an appointment at the Professional level and above commits a staff member to serve with UNHCR in any duty station in conformity with its rotation policy.

Learning and Staff Development

The Global Learning Center launched at the beginning of 2010 UNHCR’s new learning platform, titled “Learn & Connect” (<https://unhcr.csod.com/client/unhcr/default.aspx>). This is a system-wide interactive software that assists staff in all areas of learning.

Learn & Connect will help to streamline the learning process and its administration, and make learning easier to access and/or facilitate. Staff members using the platform will be able to:

- Access UNHCR e-learning training content
- Search for learning activities that are available to staff in UNHCR
- See the timing of learning events through a learning calendar
- Plan their personal learning
- Participate in learning-focused online communities
- Automatically build a transcript of completed learning activities
- Find resources that they can use as local facilitators with staff or partners.

The system also allows managers to assign learning activities and follow-up on the achievements of staff in the offices.

Code of Conduct

A code of conduct has been designed to assist staff and other people working for, or otherwise associated with UNHCR to better understand the obligations placed upon their conduct by the terms of their association with UNHCR. Guidelines and Principles are attached to this brochure.

Induction & Orientation

Mandatory Induction and Orientation Training

All newly hired UNHCR staff are required to undergo an orientation process (the Induction and Orientation training) during the first 3 months of their assignment. This training covers a range of topics, including key operational concepts such as the Accountability Framework for Age, Gender and Diversity Mainstreaming (AGDM) and Results Based Management (RBM). The I&O training includes the online mandatory courses and a number of resources to help

new staff members quickly get acquainted with UNHCR and to contribute to the organizations operational effectiveness as well as an Induction and Orientation Webinar by PAPS which can be reached at the following Intranet site: https://unhcr.csod.com/LMS/LoDetails/DetailsLo.aspx?loId=ba23dfde-8745-4adc-ad48-16e48576688b&back=%2fLMS%2fBrowseTraining%2fBrowseTraining.aspx%3ftab_page_id%3d-1700000#t=1

We encourage you to visit the following intranet site which includes an electronic copy of the UNHCR Induction and Orientation Guide as well as additional information on learning opportunities. To access the document, please visit the following Intranet site: https://intranet.unhcr.org/intranet/unhcr/en/home/staff_resources/global_learning_centre/management_and_leadership/new_staff_orientation.html

UN system induction course

All staff members are invited to take advantage of the “Welcome to the UN - A UN system induction course”. This e-learning course is meant to complement UN Agencies’ specific induction activities and assist new staff members of the United Nations in becoming familiar with the objectives, values and work of the UN system.

The course covers the following topics of interest, among others: segments on UN core competencies, career development, security, the UN organizational structure and core working programs as well as the UN reform. The course also incorporates links to other e-learning courses, access to the UN directory and acronyms of UN Agencies and main bodies. At the end of each module, learners can test their knowledge and apply for a certificate of completion.

To access the course, staff can freely create an account that will generate a password to login. The course is available through the URL address: <http://www.unssc.org/W2UN>.

MISCELLANEOUS

Entry, periodic and exit medical examinations

Medical clearance is a prerequisite for recruitment with UNHCR, irrespective of the duration of the appointment. Its purpose is to ensure that candidates meet UN standards of physical and mental fitness for employment. Throughout the career, regular medical check-ups are required.

Based on the results of a medical check-up in Field Office locations, only Medical Section in Geneva is authorized to provide medical clearance for staff. The Medical Section in Geneva also provides instructions/advice on appropriate vaccinations. Medical reports and advice are treated with strict confidence by the Medical Section. Personnel Administration is only informed of medical clearance or non-clearance, therefore please refrain from sharing medical examination results or related information with anyone except with the Medical Section.

UN Index Number and UNHCR Employee ID

All newly recruited staff members will be assigned a UN Index Number. Staff members will normally maintain their UN Index Number throughout their career with the UN, irrespective of the length of service and the number of organization(s) worked for. However, in case of separation and rehire after 6-month duration, new UN index number might be assigned. Staff members who have worked for another UN organization shall communicate their UN Index Number to UNHCR upon recruitment.

UNHCR Employee ID is an internal reference number assigned to all staff regardless of type and duration of the contract.

e-UNLP

All newly recruited staff members will be issued a biometric UN Laissez-Passer (e-UNLP) which is an official travel document issued to staff members of the UN common system for use in connection with their official travels. In no circumstances may it be used for private travel.

UNHCR Staff Council

The Staff Council can assist staff members with referrals to the relevant department, in case of doubt on whom to consult. They can provide a listening ear to concerned staff members and if the staff member's concern is of global interest to other staff members, it may be brought to the policy level. They can also facilitate linking-up with the local Staff Associations in the different field locations, and when necessary, provide coaching and guidance. (e-mail: HQSR00@unhcr.org).

UNHCR Ethics Office

The key objectives of the Ethics Office are to ensure that all staff members understand, observe and perform their functions consistent with the highest standards of integrity required by the Charter of the United Nations, UN Staff Regulations and Rules, related UN(HCR) administrative issuances and the UNHCR Code of Conduct, and (b) foster a culture of ethics, respect, transparency and accountability throughout UNHCR. These functions form a critical component of ensuring the highest standards of integrity and accountability within the Organization and throughout our operations (e-mail: HQETHICS@unhcr.org).

UNHCR Ombudsperson

The Ombudsman is a neutral, independent contact who can provide advice and help you explore options for resolving work place related problems and conflicts. Communication is strictly confidential and informal assistance is provided to all UNHCR staff members. It provides an alternative to formal complaint handling systems and is independent of, and separate from, other administrative structures (e-mail: ombuds@unhcr.org).

Staff Health and Welfare Service

Staff Health and Welfare Service (Medical Section and Staff Welfare Section) is a support service of DHRM and is available to staff members and their families.

Medical Section: All newly recruited staff members are required to contact the Medical Section (email ID: HQMS00@unhcr.org) in order to obtain their travel advisory, including immunization, prior to travel to their assigned duty station.

Staff Welfare Section: The section offers a range of services to staff members and their family members aiming to help them handle psychological, social and interpersonal challenges that may have an impact on both work and personal life. Staff members assigned to D and E category duty stations will be invited by the SWS for a session of Psychological Preparation prior to taking up their assignments. The preparation process consists of a one-to-one phone contact with either a Staff Welfare Officer or an external provider, during which staff can discuss issues related to their psychological preparedness for this assignment as well as their expectations, unforeseen challenges and how to best prepare for them. Staff members who are completing an assignment in a D and E category duty station will receive an invitation for an End of Assignment Debriefing. Neither of these two services is mandatory; however, staff is strongly encouraged to take part in them.

For more specific information related to your country and assignment, please refer to the country-specific living conditions document and your Recruitment Memorandum.

ACRONYMS

ABOD Administrative Budget Obligation Document	MSRP (Managing Systems, Resources & People) – an administrative application based on PeopleSoft Enterprise Suite. Covers Finance & Budgeting, Income Recording, Supply Chain Management, Human Resources management and Global Payroll
AETNA Group Life Insurance	MEDEVAC Medical Evacuation
AG Assignment Grant	NPO or NO National Professional Officer
AL Annual Leave	NRE Non-Removal Element
APA Administrative Place of Assignment	NFHA Non-Family Hardship Allowance
ARC Attendance Record Card	OSF Official Status File (PER/IND)
BC Budget Committee	OSLA Office of Staff Legal Assistance
Carte de Légitimation (Swiss Residence Permit)	P Professional Staff
CMEQ Confidential Medical Examination Questionnaire	P11 Personal History Form
COB Close of business	P.35 Personnel/Payroll Clearance Action Form
COM Chief of Mission	PA Post Adjustment
DP Danger Pay	PAA Personnel Administration Associate
DHC Deputy High Commissioner	PAF Personnel Action Form
DHRM Division of Human Resources Management	PAI Personnel Action Instruction
DS Duty Station	PAO Personnel Administration Officer
DSA Daily Subsistence Allowance	PAPS Personnel Administration and Payroll Section
DSS Duty Status Summary	PCU Post Classification Unit
e-PAD Electronic Performance Appraisal Document	POD Place of Duty
EG Education Grant	PT8 Travel Authorization
EGT Education Grant Travel	R&R Rest and Recuperation
EOD Entry on Duty Date	RALP Remuneration at the Level of the Post
Fast Track Temporary position for an initial period of 1 year	RS Rental Subsidy
FS Field Service Staff	s/m or SM Staff member (employee)
FTA Fixed-term Appointment	SAL Standard Assignment Length
GPAFI Groupement de Prévoyance et d'Assurance des Fonctionnaires Internationaux	SIBA Staff in Between Assignment
G General Service positions	SL Sick Leave
GSC Global Service Center in Budapest	SLWP Special Leave With Pay
HC High Commissioner	SLWOP Special Leave Without Pay
HL Home Leave	SOA Special Operations Area
HOME Housing Maintenance Element	SOLAR Special Operational Living Allowance Rate
HQ Headquarters	SPA Special Post Allowance
ICSC International Civil Service Commission	TA Temporary Appointment
JPO Junior Professional Officer	TC Travel Claim
JRB Joint Review Board	TOR Terms of Reference
LOA Letter of Appointment (contract)	TT Travel Time
MAC Medical Aptitude Certificate	UN United Nations
MAIP Malicious Acts Insurance Policy	UNDSS United Nations Department of Safety and Security
MHA or M&H Mobility and Hardship	UNHCR United Nations High Commissioner for Refugees
MPA Monthly Payment Advice	
MS Medical Section (Geneva)	

