

RECRUITMENT BROCHURE

General Information on Entitlements and Benefits
for International Staff

Notes

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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CONTACT US

Personnel Administration and Payroll Section (PAPS)

UNHCR Budapest, Hungary

You may refer to the PAPS work distribution list on the intranet for the contact details of your Personnel Admin Associate or Officer.

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ABOUT OUR WORK

UNHCR, the UN Refugee Agency

Every year, millions of men, women and children are forced to flee their homes to escape conflict and persecution.

We are the world's leading organisation dedicated to supporting people forced to flee and those deprived of a nationality. We are in the field in over 125 countries, using our expertise to protect and care for nearly 64 million people.



A woman, 75, receives a UNHCR tarpaulin sheet at a refugee camp in Bangladesh, as part of an effort to cut the time arriving Rohingya spend in the open.

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).

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.

Security levels

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

The six levels are

1. Level One - Minimal
2. Level Two - Low
3. Level Three - Moderate
4. Level Four - Substantial
5. Level Five – High
6. 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 dependents 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 traveler must inform the Designated Official or delegate, by the fastest means available, and complete the TRIP clearance process as soon as possible.



In each country, a mechanism is put in place to ensure the safety and security of staff members of the United Nations. In this photo, a UNHCR staff member tugs a vessel carrying Burundian refugees fleeing political violence.

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.

N.B. Staff hired under Temporary Appointment are not entitled to install their family members.

Assignments to Non-Family Duty Stations¹

Staff members recruited to serve in the international category at a non-family duty station may choose to be administered under either the **Place of Duty Approach (POD)** or under **POD-Equivalent Approach (PEA)**. A staff member may not change between being

¹ UNHCR/AI/2016/2 Administrative Instruction on Assignments to Non-Family Duty Stations of 17 June 2016

administered under the POD Approach or PEA for the duration of assignment including any subsequent extension to the same assignment.

The take home salary a staff member receives in respect of a given non-family duty station is the same under POD as under PEA.

Place of Duty Approach (POD)

The POD Approach, introduced on 1 July 2011, provides for international **staff members to be installed directly at a non-family duty station**, with their salary reflecting the hardship and post adjustment applicable at the non-family duty station. In addition, a Non-Family Service Allowance is accorded in recognition of service in non-family duty stations. The POD Approach will continue to be the regular framework applicable to staff members assigned to serve at a non-family duty station.

POD-Equivalent Approach (PEA)

Recognizing personal and family needs, UNHCR established with effect 1 July 2016, the **POD Equivalent Approach** as an option alongside the regular POD Approach that may be chosen, when specific conditions permit, by all international staff members assigned to serve in a non-family duty station.

Under the 'POD Equivalent Approach' (PEA), staff members will be assigned directly to the non-family duty station (as with the POD Approach) and may also be able to establish their residence at a suitably secure location, which is designated by UNHCR as an official 'Residential Location' (RL) for that non-family duty station.

The PEA will, unfortunately, not be an option for staff members assigned to a non-family duty station for which no RL has been established; they will be administered under the POD Approach.

Provided the staff member holds a fixed-term or indefinite appointment, they may install family members at the designated RL if all criteria are met and may receive installation entitlements in respect of family members installed at the RL in accordance with existing rules and policies. When eligible family members are installed at an RL, their residence is required at the RL for a minimum period of six months in order to qualify for the installation-related entitlements. For audit purposes, staff members may be required to submit documentation confirming the establishment of such residency.

Where a single staff member without eligible dependents or temporary appointment holder is assigned to a non-family duty station under PEA, they may also establish a 'home base' at the Residential Location.

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 Allowances²

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, 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 Talent Outreach and Acquisition Section of the Division of Human Resources Management (DHRM).

Within-grade step increments

Within-grade step increments (salary increase) are awarded to staff members, subject to satisfactory service. Staff members serving on grades P-1 to P-5, are awarded within-grade step increments annually from step I to step VII, and thereafter biennially. For grade D-1, step increments will be granted annually from step I to step IV annually, and thereafter biennially. Step increments will be granted biennially for grade D-2.

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.

² In line with the UN General Assembly Resolution 70/244, effective 1 January 2017, changes were introduced to the following: salary scale, step increments, child allowance, spouse allowance, single parent allowance.

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. It is subject to regular review by the ICSC, and can change from one month to another.

Mobility Incentive and Hardship Allowance

The mobility incentive and hardship allowance are designed to compensate for hardship conditions and to encourage 'mobility' (i.e. to encourage staff to accept assignments in different duty stations). The mobility incentive and hardship allowance are included in the monthly take-home pay.

Staff serving on temporary appointment are entitled only to the hardship part of the mobility and hardship allowance.

Mobility Incentive

The mobility incentive may be payable to staff members who have completed five years of continuous active service in the UN Common System while holding a fixed-term/indefinite appointment. It takes into account the number of previous assignments of one year or more at the same location and the category of the duty station. Payment of the mobility incentive will cease during assignments to 'H' category duty stations.

Hardship Allowance

The hardship allowance, irrespective of dependency status, reflects the varying degree of hardship at different duty stations, and it is payable as a flat-rate amount as of the initial assignment to a duty station classified as category B to E.

The hardship classification of duty stations is subject to change. If any adjustments are made retroactively, corresponding action will be taken by UNHCR Payroll, through salary payment.

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 non-

pensionable allowance paid in respect of international and locally recruited staff per complete calendar months 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.

Non-Family Service Allowance (NFSA)

Non-family service allowance is paid to staff members serving in non-family duty stations. Eligible staff with recognized dependants will receive US\$ 19,800 per year (US\$ 1,650 per month), staff with no dependants will receive US\$ 7,500 per year (US\$ 625 per month), payable with their monthly salary. The purpose of this entitlement is to compensate staff for service in a non-family duty station.

Payment of salary and allowances

It is advisable for staff members who do not yet have a bank account in hard currency to open one. Please note that normally most payments are released in USD and are subject to the exchange rates in effect at the bank if the bank account is in a different currency from that of the payment.

Staff members have the option to be paid in maximum two currencies, i.e. that of the duty station and one other currency of their choice. This however does not apply for staff reassigned to HQ duty stations (Washington D.C., Montreal, London, Paris, Madrid, Rome, New York, Geneva, Vienna) or to duty stations linked to HQ duty stations (Lyon, Brindisi, Ottawa, Toronto) where salaries and allowances are paid 100 per cent in the local currency.

Staff members are requested to complete the Salary and Bank Information form and return it to PAPS as soon as possible. Until this form has been received, Payroll is unable to process the payment of salaries.

Requests for payment of salary in more than one convertible currency will not be authorised. Hence, if it is requested that the local portion of the salary is payable in US dollars, the portion payable outside the duty station must also be in US dollars. The distribution of salary may be requested in any proportion desired and may be apportioned in 5% increments (e.g. 75/25% or 70/30%).

Please note that this distribution is based on the monthly take home pay. Following a first assessment of needs at the new duty station, staff members have the possibility to submit a revised form with new salary distribution percentages.

Office of Staff Legal Assistance (OSLA) deduction from salary

Please be informed that your salary will include a 0.05% deduction 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).

Settling-in Grant

The Settling-In Grant is intended to cover costs incurred by the staff member when their appointment implies official travel to the place of assignment.

The Settling-In Grant is composed of the following elements:

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

The lump sum and DSA portions of the Settling-In Grant are payable either into an international bank account or locally at the duty station, except for Geneva, where it is only payable into an international bank account.

Lump sum portion

The lump sum portion of a Settling-In Grant consists of net salary and the post adjustment applicable to the new duty station effective the date of assignment. It takes into account the expected duration of staff member's service at the new duty station as well as the classification of the duty station. It is payable in convertible currency.

This lump sum portion is not applicable to holders of temporary appointment.

A one-month lump sum is payable:

1. upon reassignment to a new duty station when the expected SAL is one year or more;
2. pro-rated upon temporary reassignment of 6 months or more;

In cases where a staff member does not complete the period of service in respect of which the Settling-In Grant has been paid, the grant will be adjusted proportionately and recovery will be made.

DSA portion

Upon arrival, the staff member is paid an amount equal to 30 days of DSA at the rate applicable at the duty station. The DSA portion of Settling-In Grant is payable either in local currency or in USD. If the DSA rate increases/decreases during the period covered by the

DSA portion of the Settling-In Grant (30 days following the date of arrival at the duty station), the amount of the grant will be adjusted on the basis of the revised rate.

Each eligible family member, whose travel to the duty station or Residential Location 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. In order for family members to receive the DSA portion of the Settling-In Grant, the travel must take place at least six months prior to the expiry of 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 duty station or Residential Location.

For staff members administered under POD Equivalent Approach, when eligible family members are installed at a Residential Location, their residence is required at the RL for a minimum period of six months in order to qualify for the DSA portion of the Settling-in-Grant. For audit purposes, staff members may be required to submit documentation confirming the establishment of such residency.

Extended DSA

In the event that a staff member is obliged to make continued use of hotel accommodation at an A-E category duty station or Residential Location for more than 30 days, an extended payment of the DSA portion may be made under the provisions of the Staff Rules up to a maximum of 60 days (i.e. a total period not exceeding 90 days). In such cases, before any payment is made, the UN Designated Official (normally the UNDP Resident Representative) should certify that circumstances justify such payment.

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

In line with the UN General Assembly Resolution 70/244, effective 1 January 2017, a unified single rate salary scale was introduced and applies across the board to all serving and newly recruited staff members. The scale contains only one single salary rate, irrespective of dependency status.

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. The personal status of staff will be determined by the law of the competent authority under which the personal status was established.

If a staff member enters into a same-sex marriage, civil union or domestic partnership in a country where such arrangement is legally recognized for the purposes of granting benefits and entitlements, then the staff member's personal status for purposes of entitlements under the UN Staff Regulations and Rules will also be determined by reference to the law of that country.

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.

Effective 1 January 2017, in respect of a dependent spouse, a spouse allowance was introduced. The spouse allowance is equivalent to 6 per cent of net remuneration (base plus post adjustment), irrespective of staff members' grade and level.

Single Parent Allowance

A staff member in the Professional and higher categories and the Field Service category whose personal status, as recognized by the Organization, is single, legally separated from a spouse, divorced, or widowed, and who is not cohabiting with the other custodial parent shall receive a single parent allowance in respect of a dependent child when the staff member has a dependent child.

Those who meet the eligibility criteria of single parent shall be paid a Single Parent Allowance equivalent to six per cent of net remuneration (base salary and post adjustment) in respect of the first dependent child, in lieu of the dependent child allowance.

Single Parent Allowance will not be paid automatically; the entitlement needs to be claimed by the staff member.

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.

As of 1 January 2017, a child allowance is paid in respect of each dependent child at the applicable rate unless the staff member receives Single Parent Allowance in respect of the first dependent child.

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 if the staff member does not have a dependent spouse and is able to provide evidence that s/he supports the secondary dependent 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 the secondary dependent's 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 a sibling's disability verified by UNHCR Medical Section, there is no age limit.

Education Grant³

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.

³ In line with the General Assembly Resolution 70/244, a revised education grant scheme will be introduced as of the school year in progress on 1 January 2018.

Recruitment Travel and Related Entitlements

As a general rule, UNHCR covers recruitment travel, unless the staff member is already present at the location. Therefore, do not purchase any tickets in connection with your recruitment.

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 or Residential Location 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.

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.

Relocation Grant or Shipment

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 authorised in and out of a non-family duty station, 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 entitlement is as follows:

Temporary Appointment

US\$ 1,500: Staff member with temporary appointment

Fixed-term Appointment

US\$ 13,000: Staff member traveling to the duty station without a spouse or dependent child

US\$ 18,000: Staff member traveling with dependant family members

US\$ 18,000: Representatives / Chiefs of Mission (with or without dependents)

Fixed Term Appointment Holders: Relocation Grant

	SM travelling without a spouse and/or dependent child	SM travelling with a spouse and/or dependent child
All eligible staff (except Representative, Chief or Mission)	USD 13,000	USD 18,000
Representative, Chief or Mission	USD 18,000	USD 18,000
Staff assigned to non-family duty stations (POD)	USD 13,000	N/A
Staff assigned to non-family duty stations (PEA)	USD 13,000	USD 18,000

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. Any change in the staff member's family status after the lump sum has been paid will not give rise to additional payment at the same duty station.

The Relocation Grant is payable only once for the duration of the staff member's assignment.

The payment of Relocation Grant can be made either locally or by PAPS. The organisation will not be responsible for any delays in the arrival of personal effects or for additional expenses that may be incurred, or liabilities that may arise as a result of the exercise of the lump sum option.

Shipment

UNHCR organizes the shipment of personal effects under the standard shipment entitlements to a new duty station or to the Residential Location if the staff member opts for standard shipment instead of the relocation grant. For further information on the standard shipment entitlement, staff members should ask their Personnel Admin. Associates. If staff members decide to request UNHCR to arrange the shipment, an Inventory Form should be requested from the Personnel Admin. Associates, it has to be filled in carefully, and the relevant UNHCR Office should be contacted.

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 and Spouse Allowance or Single Parent Allowance (if applicable) for the entire month, regardless of the date of recruitment, and deducted automatically from his/her salary.

Contributions

Category of coverage	Subscriber	UNHCR
Staff member only	3.4 %	3.4 %
Staff member with one dependent	4.4 %	4.4 %
Staff member with more than one dependant	4.8%	4.8%
<i>Specially protected persons (SPP)</i>		
Non-dependent spouse	CHF 350	Nil
Non-dependent unmarried child under 21 years old	CHF 130	Nil

Dependent unmarried child 21-24 years old	CHF 130	Nil
Dependent unmarried child 25-29 years old	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

1. 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.

2. 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: 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.

In addition to the 16 weeks of Maternity Leave granted under the UN Staff Rule 6.3, an additional eight weeks of **Special Leave With Full Pay** (SLWFP) might be granted, upon request, returning from Maternity Leave. This leave is to be taken immediately following the exhaustion of the 16 weeks of Maternity Leave.

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 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.

Adoption and Surrogacy Leave

A staff member holding a Fixed Term or Indefinite Appointment, including Junior Professional Officers as well as those seconded to UNHCR on the condition that entitlement exists within the secondment agreement, may be granted Adoption or Surrogacy Leave. For further information please consult your Personnel Admin Associate.

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.

Home leave may be taken every 24 months, except in category D and E duty stations that are not designated for rest and recuperation (R&R), where the home leave cycle is 12 months.

Rest and Recuperation Policy (R&R)

Rest and 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.



UNHCR representatives putting up tents they have brought with them to provide shelter for refugees at a collection point site near Asotthalom, close to the Serbian border in Hungary. Work can in field locations where the working and living conditions are isolated, difficult and sometimes dangerous can be stressful, so staff can request Rest and Recuperation time-off.

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.

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 Career Management Section assists staff members meeting their career aspirations. Additional information about CMS services can be found on the UNHCR intranet.

Should you have any questions, you may wish to contact the CMS Help Desk at CMSSSENQ@unhcr.org.

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 and 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. 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. The training covers a range of topics, which you can refer to online on the Intranet [here](#).

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.

MSRP Self-Service

MSRP Self Service on-line application provides staff members access to view their own personal information, which is found on the MSRP HR & Payroll system (e.g. Personal Information, Benefits, Learning and Development, Fact Sheet, Payslips etc.). Staff members are also given the ability to update some of this information.

Personal Information in MSRP Self Service should be updated by the staff members themselves. For example, log in MSRP > go to Self Service > go to Personal Information > go to Home and Mailing address > add/edit/change> save.

Global Service Desk should be contacted at hqussd@unhcr.org in case of any difficulties (e.g. access problem).

UNHCR Intranet

Access to the intranet: <https://intranet.unhcr.org/en.html>. Please use your UNHCR id/password to log in. It is the same you use for your work computer and email. Username without 'unhcr.org' and lowercase.

Further information about the Intranet, its structure, content and online guides are available [here](#).

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.

Useful Acronyms

ABOD Administrative Budget Obligation Document

AETNA Group Life Insurance

AL Annual Leave

ARC Attendance Record Card

BC Budget Committee

Carte de Légitimation (Swiss Residence Permit)

CMEQ Confidential Medical Examination Questionnaire

COB Close of business

COM Chief of Mission

DP Danger Pay

DHC Deputy High Commissioner

DHRM Division of Human Resources Management

DS Duty Station

DSA Daily Subsistence Allowance

DSS Duty Status Summary

e-PAD Electronic Performance Appraisal Document

EG Education Grant

EGT Education Grant Travel

EOD Entry on Duty Date

Fast Track Temporary position for an initial period of 1 year

FS Field Service Staff

FTA Fixed-term Appointment

GPAFI Groupement de Prévoyance et d'Assurance des Fonctionnaires Internationaux

GS or **GL** General Service positions

GSC Global Service Center in Budapest

HC High Commissioner

HL Home Leave

HOME Housing Maintenance Element

HQ Headquarters

ICSC International Civil Service Commission

JPO Junior Professional Officer

JRB Joint Review Board

LOA Letter of Appointment (contract)

MAC Medical Aptitude Certificate

MAIP Malicious Acts Insurance Policy

MIHA Mobility Incentive and Hardship Allowance

MPA Monthly Payment Advice

MS Medical Section (Geneva)

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

MEDEVAC Medical Evacuation

NPO or **NO** National Professional Officer

NFSA Non-Family Service Allowance

OSF Official Status File (PER/IND)

OSLA Office of Staff Legal Assistance

P Professional Staff

P11 Personal History Form

P.35 Personnel/Payroll Clearance Action Form

PA Post Adjustment

PAA Personnel Administration Associate

PAF Personnel Action Form

PAI Personnel Action Instruction

PAO Personnel Administration Officer

PAPS Personnel Administration and Payroll Section

PCU Post Classification Unit

PEA POD Equivalent Approach
POD Place of Duty
PT8 Travel Authorization
R&R Rest and Recuperation
RALP Remuneration at the Level of the Post
RS Rental Subsidy
s/m or **SM** Staff member (employee)
SAL Standard Assignment Length
SG Settling-In Grant
SIBA Staff in Between Assignment
SL Sick Leave

SLWP Special Leave With Pay
SLWOP Special Leave Without Pay
SPA Special Post Allowance
TA Temporary Appointment
TC Travel Claim
TOR Terms of Reference
TT Travel Time
UN United Nations
UNDSS United Nations Department of Safety and Security
UNHCR United Nations High Commissioner for Refugees