



**Conditions
of Service**

Version 1.2 effective 1 April 2026

We are
**inspiration
in action**

Conditions of Service

for UN Volunteers



Effective 1 April 2026, this document replaces the prior version of the Conditions of Service for UN Volunteers.

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The United Nations Volunteers (UNV) programme

Front: Johanna Carranza, UN Community Volunteer with UNESCO, guides visitors through Pilé, Manabí, home to master weavers of the traditional Ecuadorian toquilla straw hat. Aug 2022

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I. Overall Guidelines

1. SCOPE AND PURPOSE

a. The United Nations Volunteers (UNV) programme contributes to peace and development through volunteerism worldwide. UNV provides qualified, highly motivated UN Volunteers to support the work of the United Nations system, to achieve the 2030 Agenda for Sustainable Development. UNV is administered by the United Nations Development Programme (UNDP) and reports to the UNDP/ UNFPA/UNOPS Executive Board.

b. UN Volunteers promote volunteerism through their actions and conduct. Volunteerism is understood as “activities undertaken of free will, for the general public good, for which monetary reward is not the principal motivating factor”, as per UN General Assembly resolution [\(A/RES/56/38\)](#) of 5 December 2001.

c. The Conditions of Service (COS) form the basis of the policies and rules that regulate the UN Volunteer assignment. The COS is amended periodically by UNV.

d. The COS apply to all individuals recruited as UN Volunteers. Separate terms and policies have been established for other initiatives administered by UNV (e.g., Online Volunteers) that fall outside of the scope of this document.

e. Unless expressly stated otherwise in the Description of Assignment, the Offer, or the Contract, any changes to the COS will apply to new contracts and contract extensions that begin or take effect after this version of the COS enters into force.

2. LEGAL STATUS OF UN VOLUNTEERS

a. UN Volunteers are not UN staff members. They are subject to neither the UN Staff Regulations and Staff Rules nor to the pay, benefits, or other conditions contained therein.

b. They are nevertheless “UN personnel”¹ and are governed by this document, including any amendments that may result from the revision of the COS in the future.

c. The terms of service are defined in the Description of Assignment and UN Volunteer Contract issued in each case.

¹ “Any individual engaged by a United Nations system organization to perform work or services for a limited period of time tied to a specific project, and whose contractual relationship is not governed by a letter of appointment subject to the staff regulations and rules of the respective organization.” For more information: <https://www.undp.org/sites/g/files/zskgke326/files/2025-04/report-on-recomm-of-the-jiu-final.pdf>

3. PRIVILEGES AND IMMUNITIES

a. Under the Convention on the Privileges and Immunities of the United Nations (the General Convention), UN officials are granted certain privileges and immunities in the performance of their functions, including, for example, immunity from legal process, but only in respect to words spoken or acts performed in the context of their official functions. These privileges and immunities belong to the United Nations, not to the individual, and can only be waived by the United Nations Secretary-General.

b. Depending on the UN entities to which they are assigned, international UN Volunteers may be afforded privileges and immunities by the arrangements agreed between these entities and the host governments concerned, which are similar to those granted to officials under the General Convention:

i. In certain limited instances, international UN Volunteers may have the status of Expert on Mission under the General Convention.

ii. International UN Volunteers serving with UNDP are afforded privileges and immunities in accordance with the prevailing UNDP Standard Basic Assistance Agreements (SBAA) with the host governments.

iii. International UN Volunteers serving with other UN Funds and Programmes enjoy privileges and immunities insofar as the UN Host Entity's agreement with the government provides.

iv. International UN Volunteers serving in UN missions are generally afforded privileges and immunities under Status of Mission Agreements (SOMAs) and Status of Forces Agreements (SOFAs).

c. In addition, UN Volunteers may be covered by the applicable United Nations Development Assistance Framework (UNDAF), United Nations Sustainable Development Cooperation Framework (UNSDCF), or relevant exchanges of letters between UNV and the host government.

d. National UN Volunteers generally do not enjoy privileges and immunities but may be afforded privileges and immunities in certain circumstances.

e. The determination of whether privileges and immunities apply in an individual case is made by the United Nations Secretary-General. Whether privileges and immunities are applicable is not a matter for an individual UN Volunteer to assume or assert.

f. UNV seeks to ensure UN Volunteers enjoy such protections as are necessary for the independent performance of their functions on behalf of the United Nations. Privileges and immunities apply in the interest of the United Nations and not for the personal benefit of the individuals themselves.

g. Where the issue of privileges and immunities is disputed in connection with a UN Volunteer, the Host Entity will consult with UNV and the relevant UN Offices on the appropriate resolution with the host government.



Ababuu Abdul Livoga, Education Officer with UNICEF Zanzibar, supports the Global Partnership for Education by advancing access to learning for out-of-school children. 2024.

II. UNV Code of Conduct

- a. UN Volunteers will be guided by the motivation to devote their knowledge and abilities without regard to financial remuneration. Volunteerism is encouraged outside of the formal work setting as part of the voluntary nature of the assignment where allowed by local law.
- b. The following UNV Code of Conduct applies to all persons who serve as UN Volunteers. In addition, UN Volunteers are required to abide by any applicable Host Entity-specific regulations, policies, or administrative issuances governing the conduct of personnel.
- c. Failure of a UN Volunteer to adhere to the principles and values of the Charter of the United Nations, the COS, or other relevant administrative issuances by UNV or the Host Entity may constitute misconduct, wherever it occurs and whether or not the UN Volunteer was on duty.
- d. Where a UN Volunteer has a record of misconduct that resulted or would have resulted in termination of their UNV Assignment and contract, they may be placed on the UN System's Clear Check Database.

1. RESPECT FOR THE PRINCIPLES OF THE UN CHARTER

- a. UN Volunteers must uphold, respect, and be loyal to the principles set out in the Charter of the United Nations, including respect for fundamental human rights, in the dignity and worth of the human person, and in the equal rights of all people.
- b. Consequently, UN Volunteers must show respect for all persons equally and shall not discriminate against individuals or groups of individuals. Specifically, UN Volunteers must show respect for all persons equally, without distinction whatsoever based on race, gender, religion, color, national or ethnic origin, language, sexual orientation, disability, age, socio-economic status, political conviction, or any other distinguishing feature.
- c. Any form of discrimination, workplace or sexual harassment, abuse of authority, assault, or threat is prohibited.

2. INTEGRITY, INDEPENDENCE, AND IMPARTIALITY

- a. UN Volunteers must ensure that they undertake their duties in the interests of the United Nations. UN Volunteers must uphold and promote the highest standards of efficiency, competency, and integrity, ethical and professional conduct, as well as values inherent in volunteerism, such as commitment, engagement, and solidarity. The concept of integrity includes, but is not limited to, probity, impartiality, fairness, honesty, and truthfulness in all matters affecting their work and status.
- b. Although UN Volunteers are not expected to relinquish national sentiments or political and religious convictions, they may not engage in any activity that may be inconsistent with the independence and impartiality required of persons affiliated with the United Nations. UN Volunteers must avoid any action and any public statement which may reflect negatively on the United Nations or the integrity, independence, and impartiality of the United Nations. UN Volunteers may not speak or write publicly on any matter related to UN activities unless specifically authorized to do so by UNV or the Host Entity.
- c. UN Volunteers must neither seek nor accept instructions from any government or any other source external to the UN system, except as authorized by UNV or the Host Entity. Unless specifically authorized by UNV or the Host Entity, UN Volunteers must not communicate to any government, entity, person, or any other source any information known to them by reason of their function for the United Nations, which the UN Volunteer knows or ought to have known has not been made public. These obligations do not end upon separation from the UN Volunteer assignment. UN Volunteers shall not, unless authorized by UNV or the Host Entity, accept any honor, decoration, favor, gift, or remuneration from any government or non-governmental source for activities carried out during their official functions.

3. PRIVATE LEGAL OBLIGATIONS

- a. UN Volunteers must honor their private legal obligations. Failure to do so may amount to misconduct. The privileges and immunities of the United Nations provide no excuse for UN Volunteers to fail to comply with local laws and their private legal obligations.
- b. Unlawful acts (e.g. theft, fraud, smuggling, possession or sale of illegal substances or objects, driving under the influence of drugs or alcohol, etc.) are prohibited.

4. SPECIFIC INSTANCES OF PROHIBITED CONDUCT

- a. Any form of sexual exploitation and abuse is prohibited. Sexual activity with children (persons under the age of 18) is prohibited regardless of the age of majority or the age of consent locally. Mistaken belief in the age of a child is not a defense. The exchange of money, employment, goods, or services for sex, including sexual favors or other forms of

II. UNV Code of Conduct

humiliating, degrading, or exploitative behavior, is prohibited. UN Volunteers are obliged to create and maintain an environment that prevents sexual exploitation and sexual abuse. The UN Secretary-General Bulletin on Special Measures for Protection from Sexual Abuse and Exploitation ST/SGB/2003/13, as updated from time to time, will apply to UN Volunteers. (see Annex 01)

b. UN Volunteers must not engage in any form of harassment, including sexual harassment, whether such conduct is intentional or through the perpetuation of an environment where such conditions are reasonably considered to occur. This prohibition applies equally within the workplace and outside it.

c. UN Volunteers must not engage in any form of abuse of authority. The use of authority or influence, or representation thereof, in relation to functions or status with the UN to improperly coerce others to act or fail to act is forbidden. This prohibition applies equally within the workplace and outside it.

d. UN Volunteers shall not use their function for the United Nations or knowledge obtained therefrom for the private benefit of themselves or others, or to the detriment of others. Misuse of office, misrepresentation, forgery, false certification, breach of confidentiality, and abuse of United Nations privileges and immunities are prohibited.

e. UN Volunteers must report any misconduct to the officials whose responsibility is to take appropriate action. They must cooperate with any duly authorized audits and investigations. They may not take retaliatory action against or interfere with a complainant or an investigation participant or take any other action in violation of the applicable Host Entity's policy or administrative issuance on the protections against retaliation and reporting of misconduct. In addition, making false accusations and disseminating false rumors is prohibited. (see Annex 02 for Whistleblower Protection)

5. OUTSIDE ACTIVITIES

a. UN Volunteers' outside activities must not detract in any way from their formal work assignments, be contrary to the purposes or principles of the UN, or violate local law. UN Volunteers must not engage in any activity that is detrimental to the United Nations or UNV. Any outside activity must also be consistent with the UN Volunteer's visa status.

b. UN Volunteers must obtain authorization from the Host Entity for any outside activity, employment, business, voluntary activity, office, or membership including but not limited to governmental, intergovernmental and non-governmental bodies, whether remunerated or not, including those that commenced prior to their UN Volunteer assignment. This requirement also extends to outside activities with UN bodies. The appropriateness of the outside activity, including in the case of part-time arrangements, will be reviewed and approved by the UN Volunteer's supervisor and decided upon by the Resident Representative or Head of Office of the Host Entity in accordance with guidance from the

II. UNV Code of Conduct

Host Entity's Ethics Office, as needed. More information on outside activities is included in Annex 06.

6. STANDARDS OF CARE AND FIDUCIARY OBLIGATIONS

a. UN Volunteers must act in good faith and exercise due care, diligence, and integrity in performing their duties for the United Nations.

b. UN Volunteers must discharge their functions with due care for their fiduciary obligations and must act in a manner to protect the Host Entity and UNV, as well as their assets, from loss, damage, misuse, theft, and waste. Misuse or mishandling of official property, assets, equipment, or files, including electronic files or data, is prohibited.



B. Joël Nadembega, a community volunteer from Baskouré (Koupéla) and Local Economic Development Coordinator with UNDP, works with beneficiaries on tree-nursery techniques. Nov, 2024

III. Definitions

1. UN Volunteer Contract: The UN Volunteer Contract is the legally-binding agreement between the UN Volunteer and UNV, which defines the rights and responsibilities of both the UN Volunteer and UNV. The COS and the Description of Assignment are integrated with the UN Volunteer Contract.

2. Type: Type refers to the overall group to which a UN Volunteer belongs and, except for remote arrangements, is indicated in the Description of Assignment. There are only two UN Volunteer types: national and international. The types are mutually exclusive, and a UN Volunteer cannot be both a national UN Volunteer and an international UN Volunteer simultaneously.

3. Category: Category refers to the categories within each type. The four categories of UN Volunteers are: Community, Associate, Specialist, and Expert. The categories relate to the level of functions the UN Volunteer is to perform based on individual qualifications and experience, and are mutually exclusive. The category of the UN Volunteer is indicated in the Description of Assignment.

Types and categories determine the eligibility criteria and related benefits and allowances. Neither the type nor the category should be used as functional titles by UN Volunteers. The functional title of the UN Volunteer is indicated in the Description of Assignment.

4. Host Entity: The UN entity that has requested the services of a UN Volunteer. UN Volunteers perform activities on behalf of the Host Entity during their UN Volunteer assignment.

5. International UN Volunteer: Except in the case of remote arrangements, an International UN Volunteer is a UN Volunteer whose duty station, as specified in the Description of Assignment, is not a country of which they hold nationality. An individual who holds the nationality of the country in which their duty station is located cannot serve as an international UN Volunteer in that country.²

6. National UN Volunteer: Except in the case of remote arrangements, a National Volunteer is a UN Volunteer who is a national or legal resident of the country in which the duty station, as specified in the Description of Assignment, is located. Refugees or stateless individuals who have legal status as such in the country of assignment may also serve as a National UN Volunteer in that country. An individual who is a national, resident, refugee, or stateless

² Unless permitted under UNV-specific Special Programme Initiatives, promulgated volunteer policies, other administrative instructions, or in cases of emergency evacuations (section XI).

III. Definitions

individual in the country in which their duty station is located cannot³ serve as an international UN Volunteer in that country.

7. Commencement of Service: The Commencement of Service date is generally the date on which the selected candidate begins official duties, including, where applicable, starting official travel by the route and in the manner authorized by UNV to the UN Volunteer assignment. The Commencement of Service date will usually be set out in the UN Volunteer Contract.

8. Description of Assignment: The Description of Assignment (DOA) identifies the type, category, functional title and tasks the UN Volunteer is to perform, the duty station for their assignment, and the Host Entity to which the UN Volunteer has been assigned. The Description of Assignment is an integral part of the UN Volunteer Contract.

9. Reassignment: For a change to a UN Volunteer assignment to constitute a reassignment, the UN Volunteer must be:

- a. Remaining in the same UN Volunteer type and category;*
- b. Changing their duty station within the same country or mission area for a period of more than three (3) months; and*
- c. Remaining with the same Host Entity.*

Changes to core functions can occur as part of a reassignment and will not constitute a new assignment. Reassignments do not require the issuance of a new UN Volunteer Contract, but the UN Volunteer must consent to the reassignment. Accrued entitlements are not affected by the reassignment. Funds for travel and settling-in will be provided in the event of reassignment (see Annex 05). Evacuations do not constitute a reassignment. Reassignments do not apply to remote arrangements.

10. New UN Volunteer Assignment: The following constitute a new UN Volunteer assignment:

- a. A UN Volunteer changes duty station outside the country or mission area; or*
- b. A UN Volunteer is assigned to a different host entity; or*
- c. A UN Volunteer changes type (national/international) or category (Community/Associate/Specialist/Expert)*
- d. A UN Volunteer changes work arrangement (UN Office premises / Remote; Full-time / Part-time).*

A new UN Volunteer assignment requires the issuance of a new UN Volunteer Contract. The terms of a new assignment shall be fully applicable without regard to any prior service as a UN Volunteer under a previous assignment. As a result, any benefits and allowances accrued during a prior assignment do not carry over to a new assignment. The extension or renewal of a UN Volunteer Contract without any change to the conditions of a UN Volunteer

³ Idem.

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assignment is not a new assignment, even if the extension or renewal required the issuance of a new contract. Use of flexible working arrangements by a UN Volunteer does not constitute a change of assignment. The UN Volunteer must consent to a new assignment. Evacuations do not constitute a new assignment.

11. Other changes to a UN Volunteer Assignment: Other changes to a UN Volunteer assignment that do not meet the criteria of a reassignment or a new assignment do not require the UN Volunteer's consent or the issuance of a new UN Volunteer Contract. Changes that do not meet the criteria of a reassignment or new assignment include, for example, a security evacuation or relocation.

12. Period of Assignment: The period under which a UN Volunteer served for one or a series of UN Volunteer Contracts without undertaking a new volunteer assignment (as defined above). Except in the case of evacuation, the period of assignment will be in the same country of assignment, with the same or similar tasks for one Host Entity. The period of assignment begins at the Commencement of Service date specified in the initial UN Volunteer Contract, or the date of authorized travel, and ends with the separation from service.

13. Minimum serving period: The minimum service period for UN Volunteers is one (1) month, regardless of assignment type, category or arrangement.

14. Short-term assignments: Assignments with a duration between 1 and 3 months are considered short-term assignments. Certain benefits and allowances are subject to a minimum cumulative service period and become applicable only after three (3) months of continuous service in accordance with UNV methodology.

15. Maximum Service Periods: The maximum period in which an individual may serve as a UN Volunteer cumulatively. The cumulative maximum service period in a lifetime is eight (8) years, with a maximum service period of four (4) years for each type. The maximum serving period for remote arrangements is four (4) years, which are counted towards the cumulative maximum service period in a lifetime.

16. Remote arrangements: An arrangement determined prior to the commencement of the assignment in which a UN Volunteer performs their duties remotely for the entire duration of the assignment. The remote arrangement must be specified in the Description of Assignment. For the purpose of remote arrangements, the country of assignment is the country in which the Host Entity's premises are located. The duty station is the location from which the UN Volunteer serves remotely. The UN Volunteer on a remote arrangement can be serving:

- a. From a location other than the UN office premises of their Host Entity located at their country of assignment, or*
- b. From within or outside a reasonable commuting distance of the UN office premises of their Host Entity located at their country of assignment, or*
- c. From within or outside their country of assignment.*

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The UNV Executive Coordinator, or their designate, reserves the right to limit the deployment of UN Volunteers under remote arrangements at specific duty stations.

UN Volunteers in remote assignments will receive the benefits and allowances applicable to national volunteers that correspond to the location from where they are serving remotely and which was determined at the commencement of their assignment, in line with UNV methodology. Remote arrangements are distinct from situations where UN Volunteers are serving outside their duty station, either due to a security relocation or evacuation or flexible working arrangements under their Host Entity's policy and practice. Reassignments do not apply to remote arrangements.

17. Part-time work arrangements: An arrangement in which a UN Volunteer is generally required to perform their assignment for 50% of the official full-time working hours applicable to their duty station. Benefits and allowances for part-time assignments are prorated to 50% of the full-time national UN Volunteer benefits and allowances in accordance with UNV methodology (Annexes 05, 06). Part-time arrangements are only available for national UN Volunteer assignments.

18. Age criteria for UN Volunteers: UN Volunteers must be a minimum of 18 years of age at the time of the commencement of the assignment. The maximum age is 80 years of age. Age limits may be applied on a case-by-case basis at the discretion of UNV, depending on the availability of insurance coverage and age-related safety and security risks.

19. Nationality: The nationality legally held by the UN Volunteer in a UN-recognized Member State. UNV recognizes only one nationality of a UN Volunteer for personal status, benefits and allowances purposes. If a UN Volunteer possesses more than one nationality or is considered stateless, as determined by the UN, the recognized nationality of the individual for the purposes of their UN Volunteer assignment will be based on the nationality with which the individual, in the view of the UNV Executive Coordinator or designate, is most closely associated⁴.

20. Place of Recruitment: The location provided by the UN Volunteer candidate to UNV at the time of selection, from which they are expected to travel to undertake their assignment. If the UN Volunteer is not at the Place of Recruitment at the commencement of the assignment or travel to the assignment, UNV may, at its discretion, change the Place of Recruitment.

21. Domicile: The location provided by the UN Volunteer candidate to UNV at the time of selection, where the UN Volunteer holds their permanent principal home and to which the UN Volunteer will return upon completion of service. The domicile is not necessarily the same location as the Place of Recruitment.

22. Dependent Children: Biological children, adopted children, and stepchildren who are in a legally recognized status, as determined by the Executive Coordinator or designate, to the UN Volunteer under the laws of the country of nationality of the child. For dependent

⁴ Upon the UNV Executive Coordinator's determination of a candidate's nationality for assignment purposes, that individual may serve as an **International Volunteer** in any country where their nationality is not officially recognized by UNV.

III. Definitions

purposes, these children must not be married nor in a recognized partnership or union and are under the age of 21 at the date of the Commencement of Service.

23. Spouse or Partner: UNV will recognize only one spouse or partner, including those who are part of a recognized partnership or union.

24. Recognized primary dependents: Immediate family members meeting one of the following criteria: recognized spouses, recognized partners, or recognized union, or children as defined above. Recognized primary dependents are separated into two sub-categories for UNV purposes: primary family unit (PFU) and additional primary dependents.

25. Primary Family Unit: The primary family unit (PFU) comprises recognized primary dependents and is limited to either one recognized spouse or partner, and up to two children; or, in the absence of a specified spouse or partner, including those in a recognized union, up to three children. It is generally the UN Volunteer's discretion to choose which dependents they wish to nominate for the PFU.

26. Additional primary dependents: Additional children, as defined above, and either the recognized spouse or partner who is not nominated to be part of the PFU, or other individuals in a recognized conjugal relationship with the UN Volunteer, but who are not the recognized spouse or partner. All children who are unmarried, not in a recognized partnership or union, or under the age of 21, who are accompanying the UN Volunteer to the duty station and who are not already nominated as a PFU member, will be additional primary dependents.

27. Refugees: Individuals with a legally recognized refugee or similar protective status in their host country are required to have the following to serve as UN Volunteers:

- A valid legal document that proves their refugee status or similar protective status in the country of assignment; and
- A valid legal residency permit in the country of assignment; and/or
- Evidence of legal right to work or serve as a UN Volunteer in the country of assignment.

Individuals with refugee or similar protective status will be permitted to serve as national UN Volunteers only.

28. UNV Headquarters: The central administration of UNV, located in Bonn, Germany.

29. Administering Office: The Administering Office may refer to either UNV Headquarters, the United Nations Development Programme (UNDP) Country Office, the UNV Regional Office, the UNV Field Unit located in the UNDP Country Office, or the UNV Field Unit located in UN Peace Operations or other UN Mission. The Administering Office is distinct from the UN Host Entity.

30. UNDP Resident Representative (UNDP RR): The accredited senior UNDP official in the programme country. The UNDP RR represents UNV at the country level.

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31. UNDP Country Office (UNDP CO): The UNDP representation in a given country. In many countries, UNV's activities are administered by or through the UNDP CO.

32. UNV Field Unit (UNV FU): The entity of UNV outside of UNV Headquarters that manages various in-country functions on behalf of UNV. It is usually headed by a UNV Country Coordinator located within the UNDP Country Office, Sub-Office, or a Programme Manager within a UN Peace Operation, or other UN Mission.

33. Discrimination: Discrimination is any unfair treatment or arbitrary distinction based on a person's race, sex, gender identity, religion, nationality, ethnic origin, sexual orientation, disability, pregnancy, age, language, social origin or other status. Discrimination may be an isolated event affecting one person or a group of persons similarly situated, or may manifest itself through harassment or abuse of authority.

34. Harassment: Harassment is any improper and unwelcome conduct that has caused, or that might reasonably be expected or be perceived to cause offence or humiliation to another person. Harassment may take the form of words, gestures, electronic communication or other actions which annoy, alarm, abuse, demean, intimidate, belittle, or cause personal humiliation or embarrassment to another or cause an intimidating, hostile or offensive work environment. It includes but is not limited to harassment based on any grounds, such as race, religion, colour, ethnic origin, physical attributes, gender identity, or sexual orientation. Harassment will often consist of a series of incidents, but it may be brought about by a single incident only. The mere expression of disagreement, admonishment, criticism or similar action regarding work performance, conduct or related issues within a supervisory relationship shall not be considered prohibited conduct.

35. Sexual Harassment: Sexual Harassment is a form of harassment and is any unwelcome sexual advance, request for sexual favour, verbal or physical conduct or gesture of a sexual nature, or any other behaviour of a sexual nature that has or that might reasonably be expected or be perceived to cause offense or humiliation. Sexual harassment may result in an intimidating, hostile or offensive environment or is made a condition of employment. Sexual harassment normally implies a series of incidents. However, a one-time incident could fall within the definition of sexual harassment if it has an unambiguously offensive sexual character. Volunteers with any gender identity can be either the injured party or the offender.

36. Abuse of authority: Abuse of authority is the improper use of a position of influence, power or authority. This includes situations when the person in question uses their influence, power or authority to arbitrarily influence the career or employment conditions (including, but not limited to, appointment, assignment, contract renewal, performance evaluation or promotion) of other personnel. Abuse of authority can include a one-time incident or a series of incidents. It may also consist of conduct that creates a hostile or offensive work environment, including but not limited to the use of intimidation, threats, blackmail or coercion.

37. Misconduct: Misconduct is the failure by a UN Volunteer to adhere to the principles and values of the Charter of the United Nations, the UN Volunteer Conditions of Service, or other

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relevant administrative issuances by UNV or the Host Entity. Misconduct can be deliberate (an intentional or willful act) or result from an extreme or aggravated failure to exercise the standard of care that a reasonable person would have exercised with respect to a reasonably foreseeable risk (gross negligence) or from complete disregard of a risk which is likely to cause harm (recklessness). Abetting, concealing, or conspiring in any form of misconduct, including any act or omission, also constitutes misconduct.

38. UNV Methodology: The system of methods and principles used by UNV to determine the applicability of benefits and allowances.



Gita Setyaningsih, Sequencing Laboratory Assistant with UNDP, contributes to the HEART Project through sequencing workflows, lab preparation, and technical support. Oct 2025.

IV. Recognition of Dependents

1. DEPENDENTS

- a. UNV recognizes a UN Volunteer's eligible familial relationships for purposes of determination of benefits and allowances, duty of care protections, and inclusion in the UN Volunteer assignment.
- b. A Volunteer cannot claim as a recognized primary dependent (see Definitions in Section III) for purposes of receiving dependency-based benefits and allowances any person who is already recognized as a dependent by any category of UN system personnel. Where necessary, UNV will review the facts of the case and will decide, in the interest of the Organization, if any benefit or allowance should be reduced or amended.

2. RECOGNITION OF MARRIAGE, PARTNERSHIPS OR UNIONS

- a. UNV Headquarters will determine whether a marriage, partnership, or union may be recognized for the purpose of UNV benefits. The validity of a marriage, partnership, or union will be determined by reference to the competent authority under which the marriage, partnership, or union has been established, and in the manner which, in the opinion of the UNV Executive Coordinator or designate, is most appropriate to pronounce on that status.
- b. The UN Volunteer is required to provide UNV with any requested supporting legal documentation in determining eligible UN dependents.

3. RECOGNITION OF CHILDREN

- a. The UN Volunteer is required to submit relevant documentation as may be required by UNV for any individual travelling with the UN Volunteer for purposes of entry into the duty station. The UN Volunteer is also required to submit relevant documentation to establish the eligibility of a child as a recognized primary dependent for purposes of receipt of benefits. UN Volunteers must demonstrate to the satisfaction of UNV that they have legally

IV. Recognition of Dependents

established primary parental and financial responsibility for any children claimed as recognized primary dependent(s).

b. In the case of biological children, such documentation may include the birth certificates of the children. In the case of adopted children, certificates of adoption issued by the relevant national authority, as determined by UNV, and in the case of stepchildren, a certificate of guardianship or adoption issued by the relevant national authority, as determined by UNV, to the UN Volunteer or the person to whom the UN Volunteer is married or in a recognized partnership or union with. Such documentation is required irrespective of whether the children are accompanying the UN Volunteer to the duty station. Additional documentation may be required to establish custody or guardianship of the biological, adopted, or stepchild.

c. UNV Headquarters review such documentation at the time of recruitment. UNV will not recognize any person as a dependent who, in its view, does not meet the above requirements.

d. Recognized primary dependent children who will reach the age of 21 less than six (6) months after the date of the Commencement of Service, may be considered part of the PFU, but will not be eligible for any recognized primary dependents entitlements, except for family allowance eligibility (see Family Allowance in Section VII.9(c)).

4. CHANGES

a. New additions to the PFU are only permitted where the maximum permissible PFU membership limit has not yet been reached and in cases of:

- i. Birth or adoption of a new child, or addition of a stepchild, following the procedures indicated above; or*
- ii. Recognized marriage, partnership, or union following the procedures indicated above.*

b. Changes to the PFU are only permitted within an assignment in cases where:

- i. A child who is a member of the PFU turns 21, gets married, enters a recognized partnership or union, dies, or is no longer resident at the duty station.*
- ii. The recognized spouse or partner no longer qualifies as such through death, or annulment or dissolution of a marriage, recognized partnership, or union.*

Other requests for substitution of PFU members are not permitted.

c. Notification of Changes to PFU or Additional Primary Dependents: It is the responsibility of the UN Volunteer to update UNV in the event of changes to the PFU or additional primary dependents. These include:

IV. Recognition of Dependents

i. Divorce or annulment of a marriage, or dissolution of a recognized partnership or union.

ii. A child has reached 21 years of age, has married, died, or is no longer resident at the duty station.

UNV reserves the right to determine the validity of changes in the PFU or additional primary dependents and may reject changes where, in the opinion of the UNV Executive Coordinator or designate, the circumstances indicating a change in PFU have not been met.

d. Notification date and documentation: Any changes to PFU or additional primary dependents during the volunteer assignment must be reported within 90 calendar days of the status change. Supporting documentation must be provided if available. Late submission may result in a loss of dependent-related benefits and entitlements. Failure to keep UNV apprised of changes may constitute misrepresentation and misconduct and may result in recovery and/or disciplinary proceedings where applicable.

V. Work Management

1. HOST ENTITY INTEGRATION

- a. UN Volunteers are under the overall exclusive administrative authority of UNV, but they serve under the functional authority, management, and supervision of the Host Entity.
- b. UN Volunteers are subject to the supervisory framework of the Host Entity for, among other things, working hours, working days, reasonable accommodation, telecommuting options, flexible working arrangements, leave management, including breastfeeding, performance management, overtime working hours, participation in internal mechanisms for advocacy of UN personnel rights, duty of care protections, and observance of public holidays.
- c. When provided by the local staff association, UN Volunteers may be included in the relevant Staff Association of the Host Entity.

2. ROLES AND RESPONSIBILITIES OF UN VOLUNTEERS

- a. UN Volunteers will generally not be engaged for, nor perform functions with fiduciary, certifying, approving, supervisory, managerial, or representational duty and responsibilities.
- b. This does not absolutely preclude UN Volunteers from carrying out capacity development of UN staff members or holding roles of increased responsibility. However, in such cases, the Host Entity must deploy proper risk management, and a staff member of the Host Entity must retain general oversight, direction, and supervisory responsibility over the UN Volunteer, even when stationed in another location.

3. COMPENSATORY TIME OFF (CTO)

- a. CTO is managed according to the Host Entity's policies.
- b. Where UN Volunteers work beyond official hours, within reasonable limits, no extra payment is made, but CTO may be granted equal to the number of extra hours worked, in

V. Work Management

accordance with the local practice of the Host Entity for UN staff members. No payment can be made in lieu of CTO.

4. MISSION TRAVEL

a. Travel for a period of less than three (3) months, whether inside or outside the country of assignment, including for mandatory induction/briefing at the beginning or end of the assignment, is mission travel and is not considered a new volunteer assignment or reassignment.

b. Mission travel will be in accordance with Host Entity rules and procedures for Host Entity staff, including but not limited to Daily Subsistence Allowance (DSA), terminal expenses, types of tickets purchased, travel times, stopovers, security clearance, etc. Costs related to mission travel are borne and paid by the Host Entity, will not be covered by UNV, and are not part of the cost of fielding the UN Volunteer.

c. UN Volunteers on mission are not eligible for Danger and Hardship Differential on account of mission travel. Any issues and associated costs arising due to mission travel, including but not limited to visa issuance, both to the receiving country as well as upon return to the country of assignment, are the responsibility of the Host Entity.

5. PROPRIETARY RIGHTS

a. All intellectual property and other proprietary rights, including but not limited to patents, copyrights, and trademarks, with regard to products, processes, inventions, ideas, know-how, or documents and other materials developed in any work performed by a UN Volunteer as part of their official duties shall be vested in the Host Entity.

b. UNV will enjoy a perpetual, royalty-free, non-exclusive, and non-transferable license to use all intellectual property or other proprietary rights arising from the UN Volunteer assignment.

c. Use by the UN Volunteer of work-related products, including after the UN Volunteer assignment, is subject to the pre-approval of the UN Host Entity or UNV.

d. Misappropriating or withholding intellectual property of the United Nations system by UN Volunteers may be grounds for disciplinary action and/or further legal action.



Mom Chan, UN Volunteer and Project Officer in Cambodia, supports Indigenous communities through climate action and sustainable livelihoods. She joined a tree planting activity during a field visit to Oso

VI. Appointment as a UN Volunteer

1. SELECTION

- a. Upon selection by the Host Entity and confirmation by UNV, an applicant will be notified of their selection to serve in a UN Volunteer assignment.
- b. The candidate will not be appointed as a UN Volunteer until the UN Volunteer recruitment process is completed, as outlined in this chapter.

2. OFFER

a. UN Volunteer Offer: Once the preferred candidate has been selected for a UN Volunteer assignment and pre-clearances have been completed, they will be sent a UN Volunteer Letter of Offer (hereinafter the "Offer") identifying the duration of the assignment and details of the applicable benefits and allowances for the UN Volunteer assignment. Appointment as a UN Volunteer remains conditional on the candidate fulfilling the conditions of the offer stated in paragraph 5 below.

b. Signature on the Offer: Upon receipt and in line with the time stipulated in the Offer, the selected candidate is required to complete and sign the Offer, including associated forms, and submit all documents to the recruitment focal point through the appropriate channels indicated in the Offer. By signing the Offer, the selected candidate acknowledges receipt of, understanding of, and agreement to the terms and conditions of the assignment, the list of benefits and allowances specific to the assignment and country, and the application of the COS to their assignment.

Signature on the Offer constitutes a commitment to formalize the appointment as a UN Volunteer.

c. Travel authorization: The selected candidate must not undertake official travel without authorization from UNV Headquarters. Authorization will not be provided until the selected candidate has confirmed their agreement to the Offer, completed all recruitment formalities and signed the UN Volunteer Contract. Travel before UNV authorization may constitute grounds for withdrawing the offer.

VI. Appointment as a UN Volunteer

d. Conditions of the Offer: They are considered complete once the selected candidate has:

- i. Indicated their written acceptance of the assignment terms under the Offer;*
- ii. Obtained medical clearance from the appropriate UN entity stating that the selected candidate is physically fit to take up the UN Volunteer assignment and perform the required functions;*
- iii. Received applicable government clearances, such as moving permissions or visa and entry requirements;*
- iv. Received applicable security clearance and completed all pre-assignment training requirements; and*
- v. Received any other clearances and conditions, which may be applicable, to the UN Volunteer assignment.*

3. CONTRACT

a. Upon meeting all the conditions contained in the Offer, the selected candidate will receive a UN Volunteer Contract (hereinafter the "Contract") for signature. Where official travel to the duty station is involved, the Contract must be signed manually or electronically before the UN Volunteer's departure. In all cases, the Contract should be signed manually or electronically prior to Commencement of Service.

b. By signing or electronically signing the Contract, the selected candidate confirms to have read, understood, and accepted the terms of the UN Volunteer assignment as outlined in the Contract and all annexes thereto, including the COS.

c. The Contract is strictly limited to the dates of the UN Volunteer assignment outlined therein. Where a residency permit is required, the duration of a UN Volunteer's contract is contingent upon the validity period of the residency permit in the country of assignment. The Contract carries no expectancy of extension or renewal beyond those dates, nor of conversion into another UN Volunteer assignment or any other contract type, including UN staff appointments.

4. COMMENCEMENT OF SERVICE

a. The Commencement of Service date is generally the date on which the selected candidate begins official duties, including, where applicable, starting official travel by the route and in the manner authorized by UNV to the UN Volunteer assignment.

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- b. Once the selected candidate commences authorized official travel, medical, and life insurance, and rules pertaining to security apply. The payment of benefits and allowances will also begin from the date of Commencement of Service.
- c. The date for which the selected candidate is required to commence service is agreed upon beforehand with the UN Host Entity, identified in the Contract, and forms a condition of the Contract.

5. WITHDRAWAL OF THE OFFER OR CONTRACT

a. Withdrawal of the Offer by the Host Entity/UNV: If the offer is withdrawn by the Host Entity/UNV after the selected candidate has fulfilled the conditions of the Offer, but has not signed the Contract, only expenditures incurred for obtaining government and medical clearances will be reimbursed to the selected candidate.

b. Withdrawal of the Contract by the Host Entity/UNV: If the contract is withdrawn at the request of the Host Entity/UNV after the selected candidate has fulfilled the conditions of the Offer and has signed the Contract, an amount of compensation equivalent to one month of Volunteer Living Allowance (VLA) will be paid to the selected candidate.

c. Withdrawal by the candidate after signing the Offer or the Contract: Where the selected candidate declines to take up the assignment after signing the Offer or the Contract, they will be required to refund to UNV any amounts that have already been disbursed (such as Entry Lump Sum, cost of travel to the duty station, etc.). Failure to refund sums disbursed will exclude the candidate from future opportunities to be a UN Volunteer, information on outstanding debts may be disclosed to other UN entities, and appropriate legal steps may be taken to recover outstanding debts.



Yuji Takahashi (right), Programme Officer, and Anja Menninger (left), Programme Associate with UN Women in Bangladesh. Assignments funded by the Governments of Japan and Switzerland. 2024.

VII. Travel, benefits, and allowances

Due to their nature, remote, part-time and short-term arrangements may have implications on travel, benefits and allowances described in this chapter. For information on the benefits of these arrangements, refer to Annexes A-06, A-07 and A-08.

1. PURPOSE

- a. The purpose of the benefits and allowances paid to UN Volunteers is to enable UN Volunteers to sustain a secure standard of living at the duty stations in line with United Nations standards without incurring personal costs.
- b. The benefits and allowances are in no way to be understood as compensation, reward, or salary in exchange for the UN Volunteer's service.
- c. Subject to specific eligibility criteria, the location of the volunteer assignment, contractual type and category, and working arrangement, payment of allowances, as applicable, will begin from the date of Commencement of Service (see Annex 05).

2. ENTRY LUMP SUM

- a. As of the Commencement of Service date, the UN Volunteer shall be entitled to receive a set Entry Lump Sum payment, established by UNV, that is in part a contribution towards expenses incurred before and initially upon commencement of service (see Annex 05).
- b. This is a one-time payment made only to the UN Volunteer to help meet the following:
 - i. Pre-departure expenses, including costs related to obtaining passport(s) and visa(s) for those travelling internationally, entry medical examination, vaccination(s), purchasing medicines, and required prophylactic health items.*
 - ii. For UN Volunteers who are authorized to travel to another duty station, the Entry Lump Sum incorporates costs for shipment of personal effects.*
 - iii. For UN Volunteers serving remotely, the entry lump sum provides support toward internet and IT equipment costs.*

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iv. Costs of temporary accommodation, such as staying at a hotel and other living expenses after arrival in the duty station.

v. Buying basic household items and meeting other one-time expenses that are typically incurred when moving and setting up a new residence. (See Section VII.4).

c. The Entry Lump Sum is not intended to cover the cost of authorized travel nor for travel to and from mandatory stopovers outside the country of assignment.

3. MANDATORY INDUCTIONS / BRIEFINGS

a. When a UN Volunteer is required to attend a mandatory induction, security training, debriefing or another obligatory stopover by the UN Host Entity inside or outside of the country of assignment, the UN Volunteer, and any recognized primary dependents authorized by UNV or the Host Entity to accompany the UN Volunteer, will receive payments in accordance with the Host Entity rules on authorized official travel, including the cost of travel itself (see Section VII.5(h)), as well as any applicable DSA, terminal expenses, etc.. These payments will be made at the expense of, and paid to the UN Volunteer, by the requesting UN Host Entity.

b. If a UN Volunteer cannot be deployed to the duty station for reasons outside their control and other than for induction purposes beyond seven (7) calendar days, the UN Volunteer will receive the Volunteer Living Allowance (VLA) applicable to the location in which they must remain. They will also receive the applicable DSA for that location to cover the higher costs associated with the temporary and uncertain nature of their presence outside their ultimate duty station. DSA payment will be made at the expense of, and paid to the UN Volunteer, by the requesting UN Host Entity.

4. SUITABLE ACCOMMODATION IN THE DUTY STATION

a. The UN Volunteer is fully responsible for locating and identifying suitable and safe housing and for adhering to lease formalities, including signing contracts with the landlord and paying for the rent, utilities, etc.

b. For those UN Volunteers authorized to travel by UNV, the Entry Lump Sum is provided in part to support any temporary accommodation needs, while the UN Volunteer searches for more permanent housing. (See Section VII.2(b)).

5. OFFICIAL TRAVEL

a. Travel Allowance: The UN Volunteer and PFU members, whom UNV authorizes to travel, are entitled to travel funds under the following circumstances:

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- i. On initial or new assignment, provided that the UN Volunteer and PFU members are authorized to travel by UNV Headquarters.*
- ii. On change of official duty station, as defined as reassignment in Section III.9.*
- iii. For eligible Home Visit, as authorized per Section VII.12.*
- iv. Repatriation, as authorized per Section IX.*

b. Travel documents: UN Volunteers and recognized primary dependents authorized to travel by UNV must travel using their national passports. UN Volunteers are generally not entitled to a United Nations Laissez-Passer and/or UN Travel Certificate.

c. Visas, residency permits, and clearances for official travel (Assignment, Repatriation, Home Visit, Reassignment):

- i. The UN Volunteer is responsible for obtaining all necessary legal clearances, including transit and entry visas from the respective embassies/ consulates, for all UN Volunteer official travel.*
- ii. For those travelling internationally, if there is no diplomatic or consular representation for the country of assignment in the place of recruitment, the Host Entity will coordinate the issuance of entry visas for the UN Volunteer and authorized dependents in another country, or upon arrival in the country of assignment.*
- iii. Travel required for obtaining necessary visas in coordination with the Host Entity will be treated as Mission Travel. It will be reimbursed to the selected candidate/UN Volunteer, with costs charged to the Host Entity. The UN Volunteer and any eligible dependents must cooperate with the Host Entity to obtain any necessary residency permits. The Host Entity will bear the costs of residency permits.*
- iv. The Host Entity in the country of recruitment will provide technical assistance for all clearances, including necessary visas and residency permits. This is often in the form of a certificate or a letter (Note Verbale) to the appropriate authorities. Please refer to Section XI.1(c) for details on security clearance.*
- v. The UN Volunteer and recognized primary dependents authorized to travel by UNV must not commence official travel until the required authorization to travel, transit, and entry visas are obtained and UNV headquarters have confirmed authorization to proceed.*
- vi. Premature travel may result in the cancellation of the UN Volunteer assignment.*
- vii. If an entry or re-entry visa cannot be obtained beforehand, the UN Volunteer and primary dependents authorized to travel may only travel upon receipt of written confirmation from the Host Entity in the country of assignment that a visa will be issued upon arrival or return to the country of assignment.*

d. Authorization of official travel: Before official travel is undertaken, it must be authorized in writing by UNV Headquarters. A UN Volunteer shall be responsible for ensuring

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they have the proper authorization before purchasing tickets and commencing travel. If the required authorization process is not followed by the UN Volunteer, the travel, whether bought or undertaken, will be considered unauthorized. In such cases, the UN Volunteer is fully responsible for all related costs, risks, and clearances.

e. Standard of official travel: Official travel shall, in all instances, be by a mode, route, and standard of travel approved in advance by UNV Headquarters.

Deviation from Approved Travel Route: UN Volunteers who wish, for reasons of personal preference or convenience, to make travel arrangements that vary from the approved mode, dates, route, or standard of travel must inform UNV Headquarters in advance and assume responsibility for all changes, including payment of any additional costs incurred above the travel authorized by UNV Headquarters. A UN Volunteer who deviates from the approved travel route for their personal convenience is not covered by UNV's life and dismemberment insurance during any stages of the journey that do not correspond to the approved route. A UN Volunteer who deviates from the approved travel route for their personal convenience is nevertheless expected to arrive at the duty station or any mandatory training on the date outlined in the UN Volunteer contract. Failure to do so may result in the UN Volunteer assuming any additional costs associated with the delay, as well as a deduction from their annual leave.

f. Travel allowance amount: International UN Volunteers and recognized primary dependents authorized to travel are each provided with a lump-sum payment, calculated in accordance with UNV's methodology for travel costs, based on a route from the place of recruitment to the designated location. National UN Volunteers are provided with a fixed lump sum amount in accordance with UNV's methodology. See Annex 05.

g. Travel time: Travel days are the days required for official travel and are not deducted from Annual Leave. UN Volunteers will generally be provided with one (1) travel day per journey to and from the designated travel locations for all official travel. In cases where travel time exceeds a total of 24 hours, additional calendar day(s) may be granted, based on the travel route authorized by UNV.

h. Travel costs for mandatory inductions/briefings: For assignment and repatriation travel, the Host Entity may arrange for briefing or debriefing at a designated location inside or outside of the Duty Station before the UN Volunteer reaches their destination. This may take place within or outside the country of assignment. Travel costs associated with such briefings and/or debriefings for UN Volunteers, as well as for any recognized primary dependents authorized by UNV or the Host Entity to accompany the UN Volunteer, will be borne and administered by the Host Entity.

6. DEPENDENT TRAVEL

a. Criteria for PFU members to travel: For recognized primary dependents to travel to join the international UN Volunteer at the duty station, the following conditions must exist:

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- i. The United Nations Department of Safety and Security (UNDSS) classifies the duty station as a "family duty station";*
- ii. The nature of the assignment, living conditions, and other factors, such as availability of housing, schools, and medical facilities, are suitable for dependents to reside at the duty station;*
- iii. The duration of the assignment is a minimum of 12 months;*
- iv. The recognized primary dependents who intend to join the UN Volunteer will spend at least six (6) consecutive months at the duty station during the UN Volunteer's assignment;*
- v. The UN Volunteer has submitted the relevant support documentation establishing dependency status (i.e. marriage, birth, and/or adoption certificates) to UNV Headquarters for verification in a timely manner;*
- vi. The UN Volunteer has provided UNV with confirmation that visas and clearances (as applicable) have been arranged;*
- vii. UNV has issued all necessary authorizations for the recognized primary dependents to join the UN Volunteer at the duty station.*

b. Failure to meet all the above requirements will result in the loss of travel allowance to the duty station for any PFU authorized to travel to the duty station and/or loss of security provisions for any additional primary dependents that have not been authorized to travel to the duty station.

c. Travel of PFU members: PFU members must have authorization from UNV Headquarters prior to travelling to the UN Volunteer's duty station. The specific amounts to be paid by UNV for the travel costs of PFU members who are authorized by UNV to travel will be communicated in the Offer.

d. Travel of PFU members not residing in the place of recruitment: If the eligible PFU members authorized to travel do not reside in the UN Volunteer's place of recruitment, any travel costs for such PFU members that exceed the cost of travelling to the duty station from the UN Volunteer's place of recruitment are borne by the UN Volunteer.

e. Travel of PFU members residing in the duty station less than six months: If any individual PFU member stays in the duty station for a cumulative period of fewer than six months, the cost of their repatriation will be borne by the UN Volunteer.

f. Travel of additional primary dependents: If a UN Volunteer wishes to bring additional primary dependents to the duty station and the criteria set out in Section III.26 are met, they shall inform UNV Headquarters in advance and indicate their relationship (substantiated by a copy of their birth certificate, adoption certificate or documents supporting a marriage, partnership or recognized union, or any other documentation requested by UNV). All travel costs of additional primary dependents, including travel to the duty station and repatriation, will be borne by the UN Volunteer.

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g. Accommodation related to dependents: The UN Volunteer bears responsibility for all accommodation costs incurred on account of all dependents, including temporary or permanent accommodation. UNV assumes no added financial responsibility and provides no DSA for temporary accommodation, except as specified.

7. REST AND RECUPERATION

a. International UN Volunteers may be provided with opportunities equal to international UN staff members for Rest and Recuperation (R&R), as determined by the Host Entity. The UN Host Entity administers R&R, including processing travel authorizations, payment of an advance, and settlement of travel claims. UN Volunteers who receive R&R are bound by the administrative instructions of the Host Entity regarding R&R, including the R&R cycle period.

b. The cost related to R&R is not part of the cost of fielding the UN Volunteer and must not be deducted from any benefits paid to the UN Volunteer.

8. VOLUNTEER LIVING ALLOWANCE

a. Purpose: UN Volunteers are not provided an income nor paid remuneration for services rendered. UN Volunteers are provided a monthly Volunteer Living Allowance (VLA) to support them during their volunteer service and voluntary action. This allowance is considered reimbursement at the level determined to ensure the UN Volunteer's safety, security, and sustenance, in line with United Nations standards. In cases of part-time assignments, the VLA shall be prorated to correspond to the percentage of time served, in accordance with the UNV methodology.

b. VLA composition for international Volunteers: VLA is comprised of a base rate, a Post Adjustment⁵ and a Family Allowance (FA), where applicable. (See Section VII.9).

c. VLA composition for national Volunteers: VLA is comprised only of the base rate specific to the country of assignment. National Volunteers are not eligible to receive family allowance nor post adjustment.

d. VLA entitlement: UN Volunteers are entitled to the VLA set out in their Offer. There is no entitlement to VLA during periods of unauthorized absence from service and during period of sick leave spent away from the duty station or during absence from service due to illness or injury, that are not covered by a balance of sick leave days.

e. VLA Calculation: UNV Headquarters determines the VLA according to set calculation procedures established by UNV's methodology. Such methodology considers, among other things, the prevailing economic conditions at the applicable duty station, costs of living

⁵ The Post adjustment multiplier (PAM) is applied to the VLA base rate to reflect the cost of living and currency movements of countries where International UN Volunteers serve.

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based on an array of goods and services, including housing, transportation expenses, and rates of inflation, and the local labour market based on data provided by the International Civil Service Commission (ICSC) and other competent bodies. VLA rates paid to UN Volunteers in a particular duty station vary depending on the type and category of the assignment.

i. Periodic Adjustments: From time to time, UNV Headquarters may issue a revised VLA base rate or fixed rate, which will apply to affected UN Volunteers as determined by UNV, as of the date indicated by UNV Headquarters. Such revisions to the VLA base rate or VLA fixed rates do not require consent from the UN Volunteer, are not considered a material change in the UN Volunteer Contract and will not apply retroactively.

ii. Reduction of VLA when accommodation is provided or subsidized: UN Volunteers receiving provided or subsidized accommodation may have their VLA reduced in accordance with prevailing Host Entity policies and procedures. In cases where the Host Entity policy does not account for UN Volunteers, as a general principle, UN Volunteers will be treated as analogous to UN staff. Reductions for provided or subsidized accommodation shall not exceed 30 per cent of the monthly VLA.

f. Payment

i. VLA is paid at the end of each month and is prorated based on the number of calendar days in the paid period, if the payment is for a period of less than a full month. The first VLA may be paid in the month following the month of the Commencement of Service.

ii. Currency: VLA and other payments to the UN Volunteer are made in the currency established for each contractual type. Although context-specific deviations may exist, payments for national UN Volunteers are typically paid in the local currency or another currency payable to locally recruited UN staff. Payment for international UN Volunteers is typically in U.S. dollars. Bank fees resulting generally from currency exchange are charged to the funding entity (Host Entity or Full Funding donor).

iii. Changes in beneficiary bank distribution: UN Volunteers are permitted up to two changes in beneficiary bank distribution per year in service. Changes due to reassignment or to circumstances that were, in the opinion of UNV, beyond the UN Volunteer's control, will be considered at UNV's discretion. UNV bears no responsibility for misdirected payment due to incorrect banking information provided by UN Volunteers.

iv. Advances: UN Volunteers are not entitled to advances against the payments they receive from UNV with the exception of security payments when changes in security conditions require expenditure for additional measures.

v. Maximum deductions: As VLA is set to maintain minimum living standards, deductions from VLA will generally not be made. However, where authorized, deductions from the full applicable VLA rate should not cumulatively exceed 30 per

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cent of the full applicable monthly VLA rate, unless the deductions are made from the final month's VLA or Exit Lump Sum, in which case 100 percent may be deducted.

vi. In exceptional circumstances and at UNV's sole discretion, UNV may authorize the Host Entity to disburse specific benefits and allowances to UN Volunteers on UNV's behalf (e.g. security evacuation DSA). Similarly, Host Entities may request UNV to make host entity-specific disbursements, such as residential security costs, based on their instructions. In such circumstances, the amount is not subject to UNV's verification, endorsement or approval, and the Host entity is solely responsible for the justification, amount, and related payment. UNV will not accept any Host entity payment request above the threshold established in the VLA methodology.

9. FAMILY ALLOWANCE

a. Purpose: The Family Allowance (FA) is a flat-rate monthly payment made to international UN Volunteers with PFU members, irrespective of whether the PFU member(s) join the UN Volunteer at the duty station or not (see Annex 05). The purpose of the FA is to assist the UN Volunteer to meet the additional expenses associated with having a family.

b. Rate: The FA is established on a global basis by UNV Headquarters and applies equally regardless of the UN Volunteer's duty station. FA rates are periodically adjusted based on reviews undertaken by UNV Headquarters. The effective dates are communicated to affected UN Volunteers. The FA is paid at two rates as follows:

i. One-dependent rate – when PFU consists of one member other than the UN Volunteer;

ii. Two-dependents rate – when PFU consists of two or more members other than the UN Volunteer;

c. Eligibility: The applicable rate will be paid irrespective of whether the PFU member(s) join the UN Volunteer at the duty station.

Changes to the PFU, such as a dependent child reaching 21 years of age or marrying, entry into a recognized partnership or union by the UN Volunteer, divorce or dissolution of the UN Volunteer's marriage, partnership or union, or the birth or adoption of a child, may result in an increase or decrease of the applicable FA.

d. PFU Changes: The UN Volunteer is responsible for advising UNV Headquarters of changes to the PFU within 90 days of the status change. Late notification after the 90-day grace period of status change may result in the following consequences.

i. In cases where the late notification results in an upward revision of the FA, no retroactive payments will be made, and the revision will take effect from the date of notification.

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ii. In cases where the late notification results in a downward revision of the FA, retroactive recovery of all excess payments will be made from the date of the actual status change (not the date of notification to UNV by the UN Volunteer).

e. In cases where both spouses/partners are serving as UN Volunteers and have (a) recognized dependent child(ren), one UN Volunteer will receive the FA and the other will not, whether or not the recognized dependent child(ren) is/are at the duty station of either UN Volunteer. In these cases, the earliest contract issuance date will determine which UN Volunteer receives the FA. Where UN Volunteers are spouses/partners and do not have recognized dependent children, neither spouse/partner receives the FA..

10. ACCOMMODATION SUPPLEMENT

a. An accommodation supplement (AS) may be granted to International UN Volunteers if the median rent at the duty station exceeds the UN threshold rent. The AS amount to be paid will be 80% of the difference between the median rent and the threshold.

b. A request for AS for UN Volunteers in a given duty station must be submitted to UNV by the UN Resident Coordinator or the UN Designated Official (DO), in consultation with the Security Management Team or the UN Country Team, and accompanied by certification of prevailing rent levels. UNV may request additional information from the UN Resident Coordinator or the UN DO to support the request.

c. When approved by UNV, the AS applies to all International UN Volunteers at the duty station regardless of UN Host Entity. It is reviewed yearly.

11. DANGER AND HARDSHIP DIFFERENTIAL

a. Purpose: National and International UN Volunteers serving in locations where dangerous conditions prevail and/or where living and working conditions in the duty station are particularly difficult are provided a Danger and Hardship Differential (DHD). The DHD is established according to the criteria established by UNV at two hardship levels: A and B, with rates expressed as a percentage of VLA as defined by UNV (see Annex 05). Danger and hardship entitlements provided to UN staff do not apply to any UN Volunteers.

b. Methodology and eligibility: UNV sets the DHD rate based on UNV's methodology for establishing eligibility. Eligibility for DHD is based on the duty station listed in the Description of Assignment. The list of duty stations designated as being eligible for DHD and the applicable level is updated regularly by UNV based on ICSC duty stations classification. Eligibility for DHD for non-Classified Duty Stations will be by reference to the capital city of the Country of Assignment.

c. Period of payment: UN Volunteers serving in duty stations that are eligible for DHD are paid as of the Commencement of Service date to the date of separation, including any

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authorized leave and/or official absence from the duty station. Should the UN Volunteer's arrival or departure in the assigned duty station not coincide with the first or last day of the month, respectively, DHD will be prorated over a 30-day calendar month.

d. Official missions: UN Volunteers on an official mission to duty stations eligible for DHD will not be entitled to receive a pro-rated DHD applicable to that duty station.

e. Flexible working arrangements: UN Volunteers who are on flexible working arrangements outside the duty station or who are not present at the duty station for any other reason not stated in paragraph b. above are not entitled to receive DHD.

12. HOME VISIT

a. Purpose: The purpose of the Home Visit is to enable international UN Volunteers (and members of the PFU authorized by UNV to be at the duty station) to travel back home to rest and to renew personal, cultural, and professional ties in the home country. This benefit is only available to international UN Volunteers.

b. Nature: UN Volunteers and eligible PFU members are entitled to Home Visit travel between the duty station and the place of the Home Visit following applicable UNV travel methodology.

c. Eligibility of International UN Volunteers: International UN Volunteers are eligible for Home Visit provided the following conditions are met:

i. The UN Volunteer has completed the qualifying service time requirements and accrual of Home Visit points, as specified in the paragraphs below; and

ii. The UN Volunteer and the PFU members return to the duty station from the Home Visit with a minimum of six months remaining before the expiration of the UN Volunteer's contract, or three months remaining before the expiry of the UN Volunteer's contract, if serving in a 12-month Home Visit cycle duty station as determined by the ICSC; and

iii. In the case of the first Home Visit, the UN Volunteer must have at least six months of service remaining before the expiration of their contract beyond the date on which the UN Volunteer will have accrued the requisite points for their duty station.

d. Eligibility of PFU Members:

i. PFU members, who have either joined the UN Volunteer in the country of assignment at UNV's expense and stayed for at least six months, and those newly born at the duty station (if part of the PFU), may accompany the UN Volunteer on the Home Visit and are entitled to a travel lump-sum between the duty station and the place of the Home Visit, as per UNV methodology.

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ii. Children who are part of the PFU and who will turn 21 during the time of the Home Visit and who cannot remain at the duty station for at least six months from the return date following the Home Visit will not be entitled to the Home Visit. Instead, repatriation travel will be authorized.

iii. Eligible PFU members do not have a Home Visit entitlement independent of the UN Volunteer. Eligible PFU members should therefore accompany the UN Volunteer on the Home Visit. Failure to do so will result in forfeiture of the entitlement.

iv. Eligible PFU members are not entitled to travel on Home Visit from outside the UN Volunteer's duty station to their duty station and back outside.

e. Point Accrual for International Volunteers: A Home Visit credit point system is used to determine when a Home Visit is due. Home Visit credits accrue based on calendar months of service, from the Commencement of Service date as follows:

i. Duty stations classified by ICSC as H, A, B and C accrue Home Visit points at 1 point per month.

ii. Duty stations classified by ICSC as D or E and within the ICSC R&R Framework accrue Home Visit points at 1 per month.

iii. Duty stations classified by ICSC as D or E but without R&R accrue Home Visit points at 2 per month.

iv. Unclassified duty stations follow the ICSC classification of the capital city in the country of assignment without regard to the ICSC Rest and Recuperation Framework.

Periods of less than one month will follow UNDP POPP for international UN staff.

Home Visit point calculation for unclassified duty stations will follow the ICSC classification of the capital city in the country of assignment without regard to the ICSC Rest and Recuperation Framework. Unused accrued home visit points do not carry over into a new assignment (see Section III.10 definition of New assignment).

f. Qualifying for Home Visit: A UN Volunteer qualifies for Home Visit when they have accrued 24 points. Upon exercising Home Visit, 24 points are deducted from the balance.

g. Frequency: The Home Visit cycle occurs every 24 months, except for UN Volunteers assigned to category D and E duty stations, which do not fall under the rest and recuperation framework. In this case, UN Volunteers are entitled to a home visit once every 12 months.

h. Interval between Home Visits: Where a UN Volunteer is serving at a 24-month duty station, at least 12 months must elapse between the last Home Visit and the next Home Visit. Where a UN Volunteer is serving at a 12-month duty station, at least six months must elapse.

VII. Travel, Benefits and Allowances

i. Interval between Assignment Travels: A minimum of three months is required between assignment-related travels (e.g. Home Visit and Repatriation Travel), counting from the date of return to the duty station from one travel to the date of departure of the next travel.

j. Use of Annual Leave: UN Volunteers are required to use accrued Annual Leave during the Home Visit. (See Section VIII.1(a)) However, the authorized official travel time to/from the Home Visit location (up to a maximum of three days each way) is not counted against Annual Leave during the Home Visit. (See Section VII.5(g)).

k. Designated Home Visit Location: The place of the Home Visit shall be the domicile of the UN Volunteer.

l. Changing Place of Home Visit: Upon presentation of compelling circumstances, as determined by UNV, UNV may authorize a change to the designated Home Visit location, provided the UN Volunteer's domicile is established at another location. Such a change will be permitted only once per UN Volunteer assignment. A UN Volunteer requesting such authorization will be required to satisfy UNV that:

i. the UN Volunteer file does not accurately reflect the permanent domicile of the UN Volunteer, and

ii. the UN Volunteer maintained normal residence in such other location for a minimum of three (3) months period preceding their assignment, and

iii. that the UN Volunteer continues to have close family and/or personal ties in that alternative location.

iv. the UN Volunteer has compelling reasons not to travel to the designated home visit location, that in view of the UNV Executive Coordinator or delegate merit a change of the home visit location.

m. Compliance with Home Visit policy: Home Visit funds must be used for travel to the Home Visit location. Proof of Home Visit travel may be requested at any point during the UN Volunteer assignment. Should UN Volunteers fail to comply with Home Visit requirements or be unable to provide proof of travel, the funds provided for the Home Visit may be recovered from them. Travel funds for Home Visit are not transferable to any other person or for any other purpose, except for purchasing tickets to the designated Home Visit location. Misuse of the funds will result in forfeiture of the benefit, repayment of funds, and possible disciplinary measures.

n. Home Visit Security Clearance: Security Clearance is required for all official travel, including Home Visit.

o. Security or Medical Evacuations: If, during an assignment, the UN Volunteer is evacuated to their home country for security or medical reasons, the next travel allowance for the Home Visit will only be authorized once they have returned to the duty station, after the evacuation for the required period as described in Section XI.4(b).

p. Reference to UNDP Programme and Operations Policy and Procedures (POPP):

For areas of ambiguity related to the COS provisions on Home Visit, the UNDP Programme and Operations Policy and Procedures (POPPs) for Home Leave of internationally-recruited staff will apply.

13. TRAINING AND LEARNING

a. Mandatory courses and induction training: UN Volunteers must complete all mandatory and induction courses within the time limits imposed and may be requested by UNV or the Host Entity to periodically refresh mandatory courses. UN Volunteers are responsible for familiarizing themselves with the Host Entity's policies on standards of conduct and with the various options and internal channels available for addressing such conduct.

b. Access to Learning: UN Volunteers should have access to a variety of learning opportunities to enhance skills relevant to their assignments and professional growth.

i. The Host Entity is responsible for ensuring UN Volunteers can access the training required to perform their duties, which may include Host Entity onboarding, access to mandatory courses, specialized training, and online learning platforms of the Host Entity.

ii. UNV provides access to learning opportunities relevant to all UN Volunteers throughout their UN Volunteer assignment; however, the individual UN Volunteer is responsible for their professional development.

c. Learning Time for UN Volunteers: UN Volunteers can take Learning Leave (see Section VIII.2.(a)). However, Learning Leave is not to be used for events and workshops, which may also include training, organized by UNV and/or the Host Entity. The time dedicated to these learning activities is considered a regular working day.

14. DEDUCTIONS FROM ALLOWANCES AND PAYMENTS

a. Deductions: UNV Headquarters may make deductions from any allowance or payment due to the UN Volunteer to cover:

i. Indebtedness to UNV, the UN system and UNV contracted insurance provider.

ii. Family support debts, if judicially established by a competent court, and when a deduction for this purpose is authorized by the UNV Executive Coordinator in alignment with the process set out in the Secretary General's bulletin ST/SGB/1999/4.

iii. Government-ordered payments.

iv. Unauthorized absence from service.

VII. Travel, Benefits and Allowances

b. Maximum amount:

- i. Deductions for the above four categories may only be up to 30% monthly from the VLA.*
- ii. However, up to 100% of the Exit Lump Sum allowance and the last month of the VLA may be deducted.*
- iii. Notwithstanding the limits set out by paragraph b.i., where a UN Volunteer has been provided with an exceptional advance for rent payments, UNV will deduct the full amount of the advance from the UN Volunteer's VLA.*

c. Outstanding Payment: If a UN Volunteer owes an amount that has not been fully recovered within the time limits established by UNV, generally within 3 months, they will be excluded from future UN Volunteer opportunities and appropriate legal steps may be taken to recover all outstanding funds. If the UN Volunteer separates owing an outstanding debt to UNV, this fact may also be disclosed to other UN entities, and recovery obtained through other UN Entities if the former UN Volunteer is employed there.



Menaka Liyanage, National UN Volunteer Expert and Field Coordinator with UNDP in Sri Lanka, works with farming communities to strengthen climate-resilient water management. 2024

VIII. Leave Benefits

This Chapter does not apply to short-term, remote, or part-time arrangements. For information on the leave benefits of these arrangements, refer to Annex 07.

1. ANNUAL LEAVE

a. Accrual: UN Volunteers accrue 2.5 days of Annual Leave per completed month of the UN Volunteer assignment. Unused accrued Annual Leave up to a maximum of 30 days is carried over in case of a contract extension within the same UN Volunteer assignment. Unused accrued Annual Leave may not be carried over to a new assignment. UN Volunteers can accrue no more than 30 days of Annual Leave during their UNV assignments at any point in time. Annual Leave accrues during periods of certified and uncertified sick leave, learning leave and maternity or paternity leave, as applicable.

b. Prorating for incomplete months of service:

i. If the UN Volunteer assignment begins on the first day of the month, the UN Volunteer will accrue 2.5 working days for that month. If the UN Volunteer assignment begins between the 2nd and the 16th of the month, the UN Volunteer will accrue 2 working days for that month. If the UN Volunteer assignment starts after the 16th of the month, the UN Volunteer will accrue 1 working day for that month.

ii. If the UN Volunteer assignment ends between the 1st and 16th of the month, the UN Volunteer will accrue 1 working day for that month. If the UN Volunteer assignment ends between the 17th and next to last working day the UN Volunteer will accrue 2 working days for that month. If the UN Volunteer assignment ends on the last working day of the month the UN Volunteer will accrue 2.5 working days for that month.

UN Volunteers, who are on unauthorized absence, will not accrue annual leave days for the duration of the unauthorized absence.

c. Approval: The UN Volunteer must submit leave requests to the Host Entity for approval. Approval of Annual Leave is subject to the exigencies of service, and UN Volunteers are required to discuss with their supervisors at the Host Entity to receive approval for taking Annual Leave during the assignment. Should the UN Volunteer continuously encounter difficulties in receiving approval for Annual Leave by the Host Entity, they are encouraged to bring such circumstances to the attention of the Administering Office.

VIII. Leave Benefits

d. Advance Annual Leave: Advance Annual Leave may only be granted by the Host Entity up to a maximum of ten working days and cannot exceed the number of days which will accrue during the current contract.

e. Unused Annual Leave: Unused Annual Leave days are forfeited at the end of a UN Volunteer assignment. Annual Leave cannot be commuted to cash. Assignments will not generally be extended to cover unused leave.

f. Return from Annual Leave: UN Volunteers must report to service on the first working day after Annual Leave. Failure to do so is considered an unauthorized absence from service and may be charged to the Volunteer's Annual Leave balance. Continued absence may result in termination of the Contract.

2. LEARNING LEAVE

a. Subject to supervisor approval and exigencies of service, UN Volunteers serving for more than three months may request up to ten working days of Learning Leave per consecutive 12 months of the UN Volunteer assignment, starting with the Commencement of Service date, provided the Learning Leave is used within the contract period.

b. Learning Leave may be organized in conjunction with other field trips, missions, or travel including R&R, Annual Leave, Home Visits, with prior approval of the Host Entity and can be taken outside of the Volunteer's work location. Funding for learning activities, including any costs related to travel, must be secured by the UN Volunteer (See Section VII.13.b).

c. Learning Leave cannot be accrued or commuted to cash. Unused Learning Leave cannot be retained for use in a subsequent 12-month cycle, and it does not carry over into a new assignment.

d. For contract periods of less than 12 months, Volunteers will accrue one day of Learning Leave per month up to a maximum of 10 days.

e. Any additional days taken for training over and above the Learning Leave benefit should be charged to the UN Volunteer's Annual Leave.

3. SICK LEAVE

a. Purpose: UN Volunteers who are unable to perform their duties due to illness or injury, or whose attendance is prevented by public health requirements, may be granted sick leave.

b. Notification: UN Volunteers shall, as soon as possible, notify the Host Entity and UNV Headquarters in case of absence from service due to injury or illness (Certified or Uncertified Sick Leave), and seek necessary approvals.

VIII. Leave Benefits

c. Uncertified Sick Leave: Uncertified Sick Leave is leave that is not validated by a qualified medical practitioner. Uncertified sick leave may be used when a UN Volunteer is unable to perform their official duties due to minor illness or injury, or for reasons of family-related emergencies.

i. UN Volunteers receive seven days of uncertified sick leave working days based on a 12-month cycle. This amount is reset every 12-month cycle at the established interval period (April 1st). Unused uncertified Sick Leave days cannot be carried over to another 12-month cycle or another assignment. Uncertified sick leave is not prorated for an incomplete month of service.

ii. If after the seven days of Uncertified Sick Leave has been exhausted, the UN Volunteer is still unable to return to work, Certified Sick Leave or Annual Leave must be used.

d. Certified Sick Leave: Certified sick leave requires a medical certificate or report from a medical practitioner licensed to practice where the certificate or report is issued.

i. UN Volunteers are entitled to up to 30 days of certified sick leave based on a 12-month cycle. This amount is reset every 12-month cycle (on April 1st). Unused Certified Sick Leave days cannot be carried over to another 12-month cycle or another new assignment. Certified sick leave is not prorated for an incomplete month of service.

ii. A UN Volunteer's supervisor may approve up to 20 days of sick leave taken cumulatively or consecutively within a calendar year upon presentation by the UN Volunteer of medical certificates, medical reports, 'sent home' slips or confirmation of medical appointment/consultation letters.

iii. For sick leave beyond 20 working days, the UN Volunteer must submit the required medical certificate from a medical practitioner, any required UN medical forms, and medical report directly to the United Nations Office at Geneva (UNOG) Medical Service for validation as soon as possible and not later than the 20th working day following the initial absence from duty.

iv. Where a medical certificate or report is not submitted or if the sick leave is not certified by the UNOG Medical Director, the absence shall be treated for administrative purposes as unauthorized absence and will be charged against Annual Leave or treated as an unauthorized absence and deductions shall be made if no Annual Leave days are available. No annual leave will accrue for absences deemed unauthorized in such cases.

v. If the required medical certificate is submitted late, and UNV determines that the late submission was attributable to exceptional circumstances, the absence may be retroactively charged to Certified Sick Leave upon certification by the UN Medical Director or designated medical officer.

VIII. Leave Benefits

vi. Certified Sick Leave exceeding the maximum balance for the Contract duration will be charged to remaining Uncertified Sick Leave, and once uncertified sick leave days are exhausted, to Annual Leave. Once the maximum amount of Certified Sick Leave is exceeded, and any remaining uncertified Sick Leave and Annual Leave amounts are exhausted, the absence is considered a prolonged incapacity to work because of illness and may lead to a termination of the Contract per Section XIII.5(b)(vii), in consultation with the UN Host Entity.

e. Unused certified or uncertified sick Leave: Unused certified or uncertified sick leave cannot be commuted to cash.

4. MATERNITY LEAVE

a. Pregnant UN Volunteers are entitled to 16 consecutive weeks of Maternity Leave per pregnancy during their service as UN Volunteers.

b. Maternity Leave should generally be taken as early as six weeks before the calculated due date of birth. If the UN Volunteer wants to continue to work during the 6 weeks before the due date of birth, they must present a medical certificate to UNV by a qualified medical practitioner stating that the UN Volunteer is fit to continue working. However, pre-delivery leave must commence no later than two weeks before the anticipated due date of birth.

i. If policies or regulations of the Host Entity applicable to their personnel require an earlier departure for Maternity Leave, the regulations of the Host Entity apply. In no case can the UN Volunteer be compelled to work beyond six weeks before their due date.

ii. The UN Volunteer must notify the UNV Administering Office and the Host Entity of the pregnancy within a reasonable notice period and must submit a medical certificate by a qualified medical physician or midwife to UNV stating the expected due date of birth.

iii. It is the responsibility of the UN Volunteer to ensure that they are medically fit to continue working up until the date they choose to go on Maternity Leave. However, UNV or the Host Entity may request that the UN Volunteer undergo a periodic medical examination (see Section X.3) to establish whether they are fit to continue working up to the date chosen to begin Maternity Leave.

c. Where the contracts of UN Volunteers expire or are curtailed either by UNV or the Host Entity prior to the exercise of maternity leave, or if the UN Volunteer has been unable to exercise the benefit in its entirety, UNV may extend the UN Volunteer's contract for the sole purpose of exercising unused maternity leave at the Host Entity's request.

d. Parental Leave cannot be taken as an alternative to Maternity Leave.

e. Pregnant UN Volunteers serving in non-family duty stations are encouraged to travel by the 32nd week to a family duty station with adequate medical facilities for childbirth.

5. PARENTAL LEAVE

- a. UN Volunteers with a contract length of six months or more are entitled to four weeks of Parental Leave for the birth of their recognized newborn child or for newly adopted minor dependents through the approval process of the Host Entity. In the case of assignments of less than 6 months and/or where the contracts of UN Volunteers expire or are curtailed either by UNV or the Host Entity before the UN Volunteer has been able to exercise the benefit in its entirety, UNV may extend the UN Volunteer's contract for the sole purpose of exercising unused parental leave at the Host Entity's request.
- b. Parental Leave may only be approved for the birth of a child whose birth certificate lists the UN Volunteer as the biological or adoptive parent.
- c. The full parental leave benefit of four weeks should be taken at once and must be taken within the first three months following the birth or adoption, which must also have occurred after the Commencement of Service date.
- d. Other types of leave may be taken in conjunction with Parental Leave. Family Leave (see below) may be taken to supplement the Parental Leave and is chargeable to Uncertified Sick Leave, within the maximum allowable amount. A UN Volunteer is not eligible for Parental Leave if they have already taken Maternity Leave for the same birth event.

6. FAMILY LEAVE

- a. UN Volunteers are permitted to take family leave to address urgent and/or unforeseen family matters that require the UN Volunteer to be absent from their assignment.
- b. Family Leave is charged to Uncertified Sick Leave, up to a maximum of 7 days. If Uncertified Sick Leave has already been exhausted, then the Family Leave will be charged to Annual Leave. If there are no Annual Leave days left, it will be treated as an unauthorized absence and deductions made accordingly.

Dr Israa Haki, Refugee UN Volunteer Medical Doctor with UNHCR in Jordan, provides medical care and supports patient diagnosis and treatment. 2021.



IX. Completion of Assignment

1. END OF ASSIGNMENT

a. There is no expectation of extension, renewal, or conversion of a UN Volunteer assignment to any other type of appointment. However, UNV may authorize an extension of the assignment at its discretion. This is subject to the satisfactory performance of the UN Volunteer, a request from the Host Entity, confirmation of funds from the funding agency, and agreement of all parties concerned, including the UN Volunteer. The terms of an extension (duration, expiry date, nature, and location of assignment) will be communicated to the UN Volunteer.

b. Time in Assignment: Serving UN Volunteers' applications for other UN Volunteer assignments shall not be considered unless they have completed 75% of their current UN Volunteer assignment. This provision applies equally to first and subsequent Contracts.

2. REPATRIATION TRAVEL

a. On successful completion of the assignment and when travelling, a UN Volunteer and their PFU members will receive a lump sum payment calculated for the travel costs to the place of recruitment or domicile. UNV Headquarters should be informed of the departure plans as early as possible, and UNV's authorization sought for the UN Volunteer's repatriation travel. This provision does not apply to Volunteers serving on remote assignments.

b. Official date of repatriation travel: The UN Volunteer's official date of repatriation is normally the day after the contract end date, including situations in which the contract has been curtailed either by UNV or the UN Volunteer.

c. If a UN Volunteer or recognized primary dependent authorized by UNV or the Host Entity to accompany the UN Volunteer is required to stopover in a location within the country of assignment for debriefing and checkout with the Host Entity, such stopover will be managed in accordance with Section VII.5.

IX. Completion of Assignment

d. UNV's and the Host Entities' responsibilities for security, medical evacuation, and other emergency evacuation, residence permits/visas, insurance will cease on the day after the contract end date.

3. HEALTH INSURANCE

a. UN Volunteers remain under the UNV-provided health insurance scheme until the last day of the contract. UN Volunteers and their recognized primary dependents have no status as UN Volunteers or dependents of UN Volunteers after the end of their contracts. Remaining in the country of assignment or travelling via a different date, route or mode of transport or travelling to a third country does not extend their status as a UN Volunteer.

b. If a UN Volunteer does not return to their place of recruitment/domicile at the end of the contract by the date, route or mode of transport authorized by UNV, the UN Volunteer must ensure they have appropriate visas and government clearances for their stay or travel to an alternate location and are responsible for any costs exceeding the lump sum payment provided by UNV. UNV, UNDP and the Host Entity will not be responsible or accept liability for any legal or financial obligations for damages, injuries, or any other adverse occurrences arising during their stay and thereafter, including during their unauthorized travel home.

4. EXIT LUMP SUM

a. Purpose: Eligible separating UN Volunteers (not applicable for UN Volunteers on remote and on short-term arrangements, see Annex A-06) will receive an Exit Lump Sum based on the accrued service, provided their separation is not the result of the exceptions to receipt of the Exit Lump Sum defined under paragraphs e. and f. below. The purpose of the Exit Lump Sum is to assist the UN Volunteer to reintegrate into society upon separation. The Exit Lump Sum also covers the shipment of any personal effects after separation.

b. Accrual: Exit Lump Sum accrues per calendar month of completed service by the UN Volunteer. UNV establishes the rate. (See Annex 05).

c. Payment: The Exit Lump Sum will be paid upon compliance with end-of-assignment requirements by the UN Volunteer, including completion of any required Final Clearance Checklist.

d. Full Loss of Allowance: A UN Volunteer will lose the entire Exit Lump Sum in the following cases:

- i. Summary dismissal;*
- ii. Early separation for misconduct;*
- iii. Termination for facts anterior;*
- iv. Abandonment of post;*

IX. Completion of Assignment

v. *Non-extension of the current Contract for misconduct and exclusion for a period of up to 5 years after*

vi. *Resignation before completion of the initial contract period;*

vii. *Non-compliance with the end-of-assignment requirements.*

e. Partial Loss of Exit Lump Sum: The UN Volunteer will lose that portion of their Exit Lump Sum that accrued during their most recent contract period⁶ when they resign without observing the full notice period.

f. Withholding of Exit Lump Sum: If a UN Volunteer is subject to a disciplinary procedure or may have outstanding financial obligations, as determined by UNV, the payment of the Exit Lump Sum may be withheld by UNV Headquarters pending the resolution of the disciplinary process or appropriate recoveries are made.



Anne Brennan and Bibiana Dzimhiri, UN Volunteers with the UNFPA Midwifery Educators Programme in India, circa 2022.

⁶ As opposed to the full amount of the Exit Lump Sum that accrued during their UN Volunteer assignment, which may have comprised multiple contract periods.

X. Insurance and Duty of Care

1. MEDICAL INSURANCE

a. Coverage: UN Volunteers receive UNV-provided medical insurance coverage. Coverage for UN Volunteers begins from the Commencement of Service and ceases on the last day of the UN Volunteer Contract date. For detailed information on the insurance eligibility for each assignment, see Annex 08.

b. Depending on the contract, eligible PFU dependents of UN Volunteers may receive a UNV-provided medical insurance coverage. (For detailed information on the insurance eligibility for each assignment and arrangement, see Annex 08.) UNV medical insurance will be discontinued in the month following a recognized PFU child reaching 21 years of age or entering a recognized marriage, partnership, or union, in cases when the child is eligible.

c. UN Volunteers are solely responsible for the insurance of non-eligible recognized dependents, even when they have been authorized to reside in the duty station.

d. UNV provided coverage of medical insurance is unaffected when UN Volunteers have spouses or partners who are UN personnel. However, where a UN-provided medical insurance policy also covers UN Volunteers through their spouse or partner, they should treat the UN-provided coverage as primary and UNV-provided medical insurance as secondary. UNV will not be responsible for costs incurred from the UN Volunteer's failure to use their primary UN insurance.

e. The terms of insurance coverage provided by UNV are governed by the agreement between UNV and the insurance provider and are subject to change and periodic adjustment. In the event of an adjustment to the terms of insurance coverage, UNV shall provide UN Volunteers with a minimum of thirty (30) calendar days' written notice identifying the changes to their UN email or their personal email submitted as part of their application. If a UN Volunteer resigns due to the adjustment of the insurance coverage, the provisions of Section XIII.3.b (Consequences of resigning in the initial contract period) shall not apply.

f. Details of the applicable insurance coverage are available from the UNV Administering Office.

X. Insurance and Duty of Care

g. Submitting claims: Claims for compensation under the medical insurance must be submitted by the UN Volunteers according to the requirements of the insurance provider.

2. EXTENSION OF MEDICAL INSURANCE COVERAGE AFTER UN VOLUNTEER ASSIGNMENT FOR INJURY OR ILLNESS DUE TO SERVICE AS A UN VOLUNTEER

a. Insurance coverage may be extended beyond the overall maximum coverage and/or date of completion of the UN Volunteer assignment in cases of injury or illness attributable to their UN Volunteer service, if the Medical Director of the United Nations Medical Services Division or designated UN medical officer determines that it is necessary to treat a continuing illness or injury which arose for the first time during the UN Volunteer assignment and whose proximate cause was the UN Volunteer assignment. The Medical Director will recommend the length of the extension, and the Host Entity will cover the associated costs.

b. Irrespective of the foregoing, if the Contract is terminated due to prolonged incapacity to work because of illness (see Section XIII.5(b)(vii)), medical insurance coverage of the UN Volunteer will continue until the last day of the initially agreed Contract.

3. PERIODIC MEDICAL EXAMINATIONS

a. Notwithstanding other provisions on medical examinations in COS, UN Volunteers may be required by UNV or the Host Entity at any time during the assignment to submit a medical report on their medical condition or to undergo a medical examination by the United Nations medical services or a medical physician designated by the United Nations Medical Director to confirm the fitness of the UN Volunteer to perform their assignment.

b. Where a periodic medical examination is performed under these circumstances, the Host Entity will reimburse the UN Volunteer for the related costs.

4. EXIT MEDICAL EXAMINATION

a. If the Host Entity requests that an exit medical examination is performed, it may be authorized subject to the requirements of the Host Entity or UNV. When authorized, the UN Volunteer shall undergo an exit medical examination by a UN-examining physician or an UN-designated physician within the last six weeks in the country of assignment.

b. If an exit medical examination is requested, the Host Entity will reimburse the UN Volunteer for the related costs. If the exiting UN Volunteer takes up a subsequent assignment, the exit medical examination may be considered for entry medical clearance,

X. Insurance and Duty of Care

provided the start date of the subsequent assignment is within six months of the date of the exit medical examination.

5. MEDICAL EVACUATIONS

a. UN Volunteers and their recognized primary dependents in the duty station are normally expected to avail themselves of locally available medical facilities. However, in an acute, life-threatening medical emergency, the medical evacuation of UN Volunteers and PFU members, who are authorized by UNV Headquarters to accompany the UN Volunteers at the duty station, will be considered, by the UNV Executive Coordinator or his designate, when, in the opinion of the UN-designated physician authorized to approve medical evacuations, the available duty station facilities are inadequate to address the medical condition.

b. Medical evacuation will not be made for recognized primary dependents of international UN Volunteers who were not authorized to reside at the duty station. Recognized primary dependents of national UN Volunteers will only be evacuated to a location within the country of assignment. Dependents of UN Volunteers serving in the Community category, as well as on remote, part-time, and short-term arrangements, are not eligible to be medically evacuated. For detailed information on the eligibility for each assignment and arrangement, see Annex 05.

c. Process: When an evacuation is approved, the authorization of the destination, designation of the escorts, authorized length, and approved travel payments related to the medical evacuation are subject to the UN Medical Evacuation policies and procedures applicable to the medical evacuation of equivalent staff members. Details of the relevant administrative arrangements are available from the UNV Administering Office.

d. UNV reserves the right to authorize medical evacuation in the interest of the health, safety, and security of the UN Volunteer, regardless of whether the UN Volunteer agrees.

6. DISMEMBERMENT INSURANCE

a. Coverage: UN Volunteers are covered by dismemberment insurance for the duration of the UN Volunteer assignment. The terms of insurance coverage are governed by the agreement between UNV and the insurance carrier and are subject to change. Details of the applicable insurance coverage depending on the assignment and arrangement are available from the UNV Administering Office.

b. Submitting claims: Claims for compensation under the dismemberment insurance must be submitted according to the requirements of the insurance provider.

7. LIFE INSURANCE

a. Coverage: UN Volunteers are covered by life insurance for the duration of the UN Volunteer assignment. If a UN Volunteer dies during the UN Volunteer assignment, the eligible designated beneficiaries will be entitled to receive a life insurance lump sum. The terms of insurance coverage are governed by the agreement between UNV and the insurance carrier and are subject to change. Details of the applicable insurance coverage depending on the contract are available from the UNV Administering Office. Life insurance covers only the death of the UN Volunteer and not the death of PFU members.

b. Payment: The life insurance lump sum will only be paid out directly to the eligible beneficiaries over the age of 18 years designated in the duly completed "Designation, change or revocation of beneficiary" form, according to the respective shares designated by the UN Volunteer. It is the responsibility of the UN Volunteer to duly complete and sign or electronically sign the form and to keep it up to date. Payment to beneficiaries under the age of 18 will be made to the person who, in the opinion of UNV, is the legal parent or guardian of the beneficiary.

***i. Incomplete/No Beneficiary Form:** If the UN Volunteer has failed to properly complete the "Designation, change or revocation of beneficiary" forms, or if the form is lost or illegible, UNV will pay the life insurance sum to the estate or legally established heirs of the deceased UN Volunteer in accordance with the laws of the home country of the UN Volunteer when proof to the satisfaction of UNV has been received by UNV Headquarters of the establishment of an administration of the estate or of the applicable national legal process relating to the management of the deceased UN Volunteer's assets.*

***ii. Passing of Beneficiary(ies):** If one or more of the designated beneficiaries has passed away before or after the demise of the UN Volunteer but before payment of the insurance lump sum, payment of the respective share of the life insurance sum to which the deceased beneficiary was entitled will be made to the estate or legally established heirs of the deceased beneficiary in accordance with the laws of the home country of the UN Volunteer when proof to the satisfaction of UNV has been received by UNV Headquarters of the establishment of an administration of the estate or of the applicable national legal process relating to the management of the deceased UN Volunteer's assets.*

iii. In cases where the above provisions do not apply or are deemed inadequate, UNV reserves the right to determine who in their view the deceased UN Volunteer would have wanted to receive the payments and to authorize payment accordingly.

iv. UNV will keep the name and the shares of the designated beneficiary confidential unless it decides there is a need to waive the confidentiality.



Petra Pontier, Policy Officer for Environment and Climate Change with UNDP Cambodia, empowers young people to become agents of change for climate action, bridging policy and practice to strengthen environmental impact. 2024

XI. Security

1. COVERAGE

a. United Nations Security Management System: As UN personnel, UN Volunteers and their recognized dependents who are authorized to reside at the duty station are covered by the United Nations Security Management System ("UNSMS) under the same terms and conditions applicable to equivalent UN staff members.

UN Volunteers, their PFU, and additional primary dependents, who are legally authorized to reside at the duty station, must be fully incorporated into the Host Entity's security planning, management, and implementation arrangements for the area of the country operation/field presence under the responsibility of the Host Entity and under the overall authority of the UN Designated Official (DO). This includes, but is not limited to, the applicability of Security Risk Measures (SRMs), Residential Security Measures (RSMs), and arrangements and decisions related to security relocation and evacuation, under the same terms and conditions applicable to internationally and locally recruited UN staff members of the Host Entity.

Recognized PFU dependents of a UN Volunteer serving in a family duty station who have not been authorized by UNV to reside at that duty station are not eligible to be covered by the UNSMS. In cases of evacuations and relocations, only recognized PFU members are eligible to receive DSA.

b. Non-Family Duty Stations: Family members of a UN Volunteer serving in a non-family duty station are not eligible to be covered by the UNSMS. UNV and the Host Entity bear no responsibility for the security of the PFU or other family members of a UN Volunteer, which may include those of national UN Volunteers living with their family, who are within UN-determined commuting distance from a non-family duty station.

c. Security Clearance: UN Volunteers traveling to an area where a security phase is in effect or security clearance are required to obtain Security clearance from the DO or UN Department of Safety and Security (UNDSS), as applicable. UN Volunteers must not travel until such authorization is obtained.

The UN Volunteer is responsible for ensuring that they have obtained security clearance before embarking on either authorized official or personal travel. Failure to abide by the security requirements may render life insurance coverage invalid and may constitute misconduct.

d. UN Security Policy Manual: The DO for security will be guided by the provisions of the Security Policy Manual (SPM), which are equally applicable to UN Volunteers. A copy of the SPM may be obtained from the DO.

2. INCLUSION OF DEPENDENTS

- a. The recognition of dependents under the UNSMS for UN Volunteers is limited to recognized primary dependents at the duty station.
- b. UN Volunteers are obliged to provide to UNV details of their recognized primary dependents who reside at the duty station and provide the necessary supporting documentation at the request of UNV.

3. SECURITY OBLIGATIONS

- a. UN Volunteers and all their dependents must adhere fully to the security obligations applicable to them according to the UNSMS and to all instructions issued by local UN security officials. They must complete all required security training and attend security briefings at the request of UNV or the Host Entity.
- b. Any failure to comply with this provision may result in the DO and UNV declining responsibility for any injury, loss or damage sustained, and may be considered misconduct. If a UN Volunteer fails to comply with the instructions for evacuation/relocation and remains at the duty station/country of assignment, the life insurance, dismemberment plan, and coverage will cease to apply.

4. EVACUATION AND RELOCATION

a. Temporary safe haven: If UNDSS authorizes relocation/evacuation of UN personnel from a duty station or country of assignment for security reasons, the DO will arrange for the UN Volunteer to travel to the designated safe haven with the other equivalent UN personnel.

In the case of travel to the temporary safe haven, and if authorized by UNDSS, the eligible recognized primary dependents authorized to join the UN Volunteer at the duty station will also be covered.

b. Annual leave and determination of the Home Visit following a security evacuation: Annual leave will accrue normally during the security relocation/ evacuation. However, if the UN Volunteer returns to the duty station after an evacuation to the home country, the period until the next Home Visit will be counted as from the date of return from the evacuation.

c. Payment of allowances: UNV Guidelines on Security Evacuation, which include payment of allowances during security evacuation, are provided in Annexes 04 and 05. The COS supersedes the administration guidelines issued by the United Nations Country Team (UNCT) in cases of emergencies and security evacuations.

5. INSURANCE AND COMPENSATION FOR LOSS OR DAMAGE TO PERSONAL EFFECTS

a. Emergency situation with order of security evacuation or relocation: In cases of security evacuation or relocation, as ordered by the UN Designated Official, eligible UN Volunteers may be entitled to a lump sum, once per UN Volunteer assignment.

The Emergency lump sum provides compensation for personal effects lost or damaged as a direct result of an emergency situation created by war, civil unrest, or natural disaster or in other emergency situations caused by force majeure. Such an emergency must have occurred in a place where the UN Volunteer had been authorized to travel to and was obliged to be to discharge her/his official duties. The Emergency lump sum applies when the DO orders security evacuation or relocation, or in emergency situations as determined by UNV.

b. Emergency situation without order of security evacuation or relocation: In these cases, international type UN Volunteers may be entitled to reasonable compensation if their personal effects are lost or damaged as a direct result of an emergency situation created by war, civil unrest, or natural disaster or in other emergency situations caused by force majeure as determined by UNV, in the areas where they are obliged to be for the discharge of their duties. Such an emergency must have occurred in a place where the UN Volunteer had been authorized to travel to and was obliged to be to discharge their official duties.

i. The compensation will be within the limits and under the terms and conditions set out in the terms, conditions, and procedure for submitting claims for loss or damage to the Advisory Panel and Disciplinary Measures and Claims (APDMC) in Annex 03.

ii. The APDMC will not generally review any request for compensation from a UN Volunteer who fails to submit the inventory list of personal effects before the date of damage to or loss of personal effects. UN Volunteers are advised to submit an inventory of their personal effects to UNV immediately after moving into permanent accommodation and no later than six weeks after Commencement of Service.

iii. UN Volunteers are advised to update and re-submit the inventory every six months or as necessary at any time when the UN Volunteer has bought a new item of value. While considering claims for compensation for loss of or damage to personal effects, the APDMC will disregard items that are not listed in the inventory unless satisfactory evidence of purchase or acquisition after the submission of the last inventory can be produced.

c. Cases unrelated to emergency situations: Damage to or loss of personal effects due to circumstances other than emergencies, as outlined in Sections XI.5(a) and (b) above, are not UNV's responsibility and will not be reviewed by the APDMC. The UN Volunteer is responsible for insuring their personal effects against burglary, theft, and fire and is advised to do so as soon as they arrive at their duty station.

Sumanta Chakma (right), Community Mobilization Facilitator with UNDP in Bangladesh, discusses plans with a colleague en route to a community visit in Rangamati, supporting climate vulnerable communities. Nov, 2024



XII. Volunteer Reporting

1. REGULAR REPORTING

- a. UN Volunteers are required to report regularly to UNV on the implementation of their assignment, their contribution to the Sustainable Development Goals, and various aspects of volunteerism in connection with their assignment.
- b. The specific requirements for the substance of the reporting, the mode of reporting, and the required frequency will be indicated to the UN Volunteer at the beginning of the assignment. The terms of the reporting requirements may be altered during the assignment at the discretion of UNV.

2. END OF ASSIGNMENT REPORT

All UN Volunteers, who have served 3 months or more, are required to complete an end-of-assignment report. UNV will inform the UN Volunteer of the required contents, format, and mode of submission of the end-of-assignment report.

3. HOST ENTITY REPORTING

UN Volunteers are required to comply with any reporting requirements of the Host Entity as may apply to the UN Volunteer assignment.

4. PERFORMANCE APPRAISAL

- a. UN Volunteers will undergo a regular performance appraisal during their assignment and in accordance with their Host Entity performance management policies and processes.
- b. Performance appraisal feedback may be used for future UN Volunteer assignments.
- c. Completion of the Performance Appraisal is mandatory and completed reports must be sent to UNV Headquarters before completion of service.



Amitayush Priyadarshi (left), Digital Communication and Youth Engagement Officer with UNICEF India, and Vaani Bhatnagar (right), National UN Youth Volunteer with UNDSS, based in Mumbai. Vaani supports gender and inclusivity mainstreaming. Mar 2024.

XIII. Separation from the UN Volunteer Assignment

1. GROUNDS

A UN Volunteer is separated from the UN Volunteer assignment on the following grounds:

- Expiry of Contract
- Resignation
- Abandonment of Post
- Termination
- Death

2. EXPIRY OF CONTRACT

The UN Volunteer assignment expires automatically and without prior notice on the end date specified in the Contract. There is no right or expectation to extension or conversion to another type of assignment or to employment with UNV or any other UN entity.

3. RESIGNATION

A UN Volunteer may resign from the UN Volunteer assignment by giving the required notice to the Host Entity and UNV Headquarters. Such resignation must be unequivocal and unconditional.

XIII. Separation from the UN Volunteer Assignment

a. Notice of resignation

- i. UN Volunteers intending to resign from their assignment must provide a minimum notice period of 30 calendar days.*
- ii. The notice period is a minimum. A UN Volunteer can declare their resignation at any time prior to the start of the notice period.*
- iii. UNV may agree to a shorter notice period at the request of the UN Volunteer.*
- iv. Annual leave may be taken during the notice period subject to the available leave balance. The contract end date is not affected by leave taken during the notice period.*

b. Consequences of resigning in the initial contract period: A UN Volunteer resigning with an effective date before completion of the first Contract period forfeits any Exit Lump Sum that may have accrued. (See Section IX.4(e)).

c. Consequences of failure to comply with the stipulated notice period: If the UN Volunteer resigns with insufficient notice, the number of deficient days from the applicable notice period will be charged first against their Annual Leave. Any days deficient in notice beyond the accrued Annual Leave will be treated as an unauthorized absence. The UN Volunteer will lose that portion of their Exit Lump Sum that accrued during their most recent contract period for failure to comply with the stipulated notice period⁷.

4. ABANDONMENT OF POST

a. A UN Volunteer whose absence from service is not authorized and who cannot provide what is, in the opinion of UNV, a satisfactory explanation or excuse for their absence is considered to have abandoned their post.

b. UNV will attempt to contact the UN Volunteer, using the latest physical and personal email address, telephone, and other contact information provided by the UN Volunteer, within 10 working days of the first day of unauthorized absence. Failure to report for duty or provide a satisfactory explanation after the 10 working days may result in a determination that the UN Volunteer has abandoned their post.

c. Irrespective of whether UNV succeeds in contacting the UN Volunteer, the abandonment of post, once established in the opinion of UNV, will become retroactively effective as of the first day of unauthorized absence from service. (See Section IX.4(d)(iv) regarding the loss of Exit Lump Sum allowance for the abandonment of post).

d. Separation as a result of a determination of abandonment of post is not considered termination.

⁷ Assignment which may have comprised of multiple contract periods.

5. TERMINATION BY UNV

a. Termination: Termination is a unilateral foreshortening of a UN Volunteer from their assignment at the initiative of UNV.

b. Termination grounds: UNV may separate a UN Volunteer prior to the expiry of their contract for the following reasons:

- i. For facts anterior to the UN Volunteer assignment, which were unknown at the time of assignment and which are relevant to the eligibility or suitability of the UN Volunteer to the assignment;*
- ii. For misconduct following a disciplinary review process resulting in early separation for misconduct or summary dismissal (see Section XV.4(a) (iii) and (iv));*
- iii. For early termination of the project or operation to which the UN Volunteer is assigned;*
- iv. For documented unsatisfactory work performance of the UN Volunteer;*
- v. For external circumstances not caused by the UN Volunteer, which make separation necessary in the opinion of UNV in the interests of the administration of the organization;*
- vi. If the maximum period of evacuation has been exceeded (see Annex 04);*
- vii. For prolonged incapacity to work because of injury or illness (see Section VIII.3(d.vi));*
- viii. For any other reasons provided the UN Volunteer consents to the termination.*

c. Notice of Termination: Except as otherwise stipulated below, a UN Volunteer whose Contract is to be terminated shall be given not less than 30 calendar days notice period by UNV. No notice of termination will be observed by UNV in the case of summary dismissal or prolonged incapacity to work because of illness.

d. Compensation in lieu: UNV may pay the UN Volunteer compensation in lieu of the notice period. Such compensation will be equal to the VLA and all other benefits and allowances, including insurance, less any applicable deductions, for the applicable notice period.

6. DEATH OF THE UN VOLUNTEER

a. In the event the UN Volunteer dies during the UN Volunteer assignment, the Contract will end with immediate effect.

b. In addition to the applicable life insurance provisions outlined above in Section X.7, the beneficiaries designated by the UN Volunteer will be paid a lump sum equaling 1.5 months of VLA, according to the shares set out in the "Designation, change or revocation of beneficiary" form. The beneficiaries will also receive any outstanding benefits and allowances payable by UNV or the Host Entity that have accrued by the time of death, including outstanding unpaid VLA and Exit Lump Sum.

c. These payments will be made in accordance with the "Designation, change or revocation of beneficiary" form. Where the beneficiary form is unavailable or deficient, or where the named beneficiaries have passed, the provisions of Section X.7.b(i-iv) apply.



Lal Robel Pangkhua, Community Mobilization Facilitator with UNDP in Bangladesh, meets with beneficiaries in Rangamati under the Local Government Initiative on Climate Change, funded by the Special Voluntary Fund (SVF). 2024.

XIV. Final Separation

1. FINAL CLEARANCE CHECKLIST

- a. The Final Clearance Checklist assists UNV to establish whether the departing UN Volunteer has any outstanding obligations (financial or otherwise). Such obligations include, but are not limited to, obligations towards the UN, and private legal obligations, including rent, bills, and court-ordered family support.
- b. The Final Clearance Checklist is the responsibility of the UN Volunteer at the end of an assignment and must be cleared by the Host Entity and UNV Headquarters. The authorization of the Certificate of Service, return travel and payment of the Exit Lump Sum allowance is contingent upon final clearance from both. No Exit Lump Sum will be paid until the Final Clearance Checklist is completed, and any other specific instructions from UNV are complied with.
- c. Any outstanding obligations that arise after the completion of the Final Clearance Checklist will nonetheless be the full responsibility of the former UN Volunteer and any recovery and/or legal action may be pursued accordingly.

2. CERTIFICATE OF SERVICE

- a. After completion of the UN Volunteer assignment, UN Volunteers will receive a Certificate of Service from UNV.
- b. The Certificate of Service will only be issued after the UN Volunteer has completed the Final Clearance Checklist, all required administrative actions, and has settled all debts, as applicable, with UNV, the Host Entity, or UNDP.
- c. The Certificate of Service will only certify the dates of the UN Volunteer's service and will not constitute an endorsement or other indication of the quality of performance, nor substitute a reference letter from a supervisor.

XV. Disciplinary Investigations and Review Process

1. INVESTIGATION OF MISCONDUCT

Allegations of misconduct against a UN Volunteer will be investigated by a duly authorized investigative body or competent national authorities. Unsatisfactory work performance does not constitute misconduct unless it rises to a level of gross negligence or recklessness.

2. NATIONAL AUTHORITIES

Where there are credible allegations that a UN Volunteer violated the national law of their country of nationality or of the country where the events in question took place, referral of the allegations may be made to the national authorities of either country. Such referrals will usually occur following disciplinary proceedings, but may occur at any time that credible allegations are considered to have arisen.

3. DISCIPLINARY REVIEW PROCESS

a. Review by the UNV Advisory Panel on Disciplinary Measures and Claims (APDMC)

i. Investigation reports substantiating allegations of misconduct involving current and former UN Volunteers will be reviewed by the UNV Advisory Panel on Disciplinary Matters (hereinafter APDMC). The APDMC is an advisory board only; the UNV Executive Coordinator maintains independent discretion and authority to make decisions on disciplinary cases without seeking a recommendation from the APDMC.

ii. In the absence of a report from a UN investigative body, the APDMC may exceptionally review allegations of misconduct from the administrative findings of

XV. Disciplinary Investigations and Review Process

anti-fraud departments of UNV-contracted insurance providers, or based on judicial findings from a competent court of law.

iii. Before the review of the disciplinary matter, the APDMC will a) notify the UN Volunteer in writing of the allegations; b) share a copy of the investigation report and all accompanying annexes (or the materials related to the administrative and judicial findings as set out in paragraph XV.3(a)(ii) above with the UN Volunteer (redacted as appropriate where there is a justified need to protect an identity or other information)); c) provide the UN Volunteer the opportunity to respond in writing to the allegations and investigation findings (if applicable) to provide any relevant information and evidence and to indicate any mitigating factors to be considered; d) set a deadline for the UN Volunteer to submit their response to the allegations; and e) inform the UN Volunteer that if they are found to have committed misconduct that resulted or would have resulted in termination of their UNV Assignment and contract, they may be placed on the UN System's Clear Check Database.

iv. If the UN Volunteer comments on the allegations within the permissible timeframe, the APDMC will consider those comments in its disciplinary review of the allegations. However, if the comments are not received by the APDMC within the indicated timeframe, the APDMC may nevertheless proceed to review the disciplinary matter and make its recommendation to the UNV Executive Coordinator based on the information available to it.

v. The APDMC makes a recommendation to the UNV Executive Coordinator as to the imposition of a disciplinary measure, or the exoneration of the UN Volunteer.

vi. Where early separation for misconduct or summary dismissal is a possible disciplinary measure, misconduct must be established by clear and convincing evidence. Clear and convincing proof requires more than a preponderance of the evidence but less than proof beyond a reasonable doubt-it means that the truth of the facts asserted is highly probable.

b. Non-disciplinary action and reprimand

i. The APDMC does not review performance-related, inter-personal issues or administrative actions taken related to UN Volunteers (such as performance evaluations, financial recovery, or administrative leave from service pending the outcome of a misconduct investigation).

ii. The APDMC may, however, recommend the issuance of a reprimand because of the conduct in question, where the evidence obtained by and reviewed by the APDMC regarding the UN Volunteer's actions does not rise to the level of misconduct, but nevertheless warrants issuing some sort of admonition. A reprimand does not constitute a disciplinary sanction, and, in recommending a reprimand, the APDMC is recommending the exoneration of the UN Volunteer for misconduct.

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c. Legal counsel: A UN Volunteer who is the subject of a disciplinary proceeding may choose to be represented by legal counsel during the disciplinary review process at their own expense.

d. Decision on cases of alleged misconduct: Following the review of the allegations by the APDMC as described in Section XV.3(a) above, the UNV Executive Coordinator decides whether to impose a disciplinary measure or to exonerate the UN Volunteer, considering all facts of the case including, as appropriate, the recommendations of the APDMC. The UNV Executive Coordinator may decide that circumstances require a decision without a review of the allegations and a recommendation of the APDMC, or revert the case to the APDMC for further review. Irrespective of whether the UN Volunteer has already separated for any other reason, the UNV Executive Coordinator retains the right to issue a decision letter indicating the measure that would have been imposed, if applicable, had the UN Volunteer not separated.

4. DISCIPLINARY SANCTIONS

a. List of sanctions: Depending on the nature and gravity of the misconduct and having due regard for the principle of proportionality, the UNV Executive Coordinator may impose one or more of the following disciplinary measures on a UN Volunteer:

i. Letter of censure: A letter indicating that the UN Volunteer has committed misconduct and states the nature of the misconduct. The letter of censure is placed in the UN Volunteer's official file at UNV Headquarters and becomes part of their permanent record.

ii. Non-extension of the current contract: A UN Volunteer whose contract is not extended due to a finding of misconduct cannot serve as a UN Volunteer for 5 years following their separation from service.

iii. Early separation for misconduct: A termination of the contract with adherence to the standard procedure for termination of the contract by UNV. A UN Volunteer who has been separated early for misconduct cannot serve as a UN Volunteer for 10 years following their separation from service. It also results in the loss of the Exit Lump Sum.

iv. Summary dismissal: Separation from service with immediate effect. Summary dismissal results in the loss of the Exit Lump Sum. Repatriation travel will be paid. A UN Volunteer who has been summarily dismissed cannot serve as a UN Volunteer again.

b. Recording and information sharing: The disciplinary decision will be put in the UN Volunteer's file and may be shared with other UN entities and national authorities if deemed appropriate.

5. RECOVERY FOR LOSS OF PROPERTY OR ASSETS

- a. When a UN Volunteer is found to be responsible through willful conduct, gross negligence, or recklessness for a financial loss, the UN Volunteer is obliged to refund UNV or the Host Entity either partially or in full for any financial loss suffered by that entity as a result of their actions.
- b. Such recovery action does not constitute a disciplinary measure and is distinct from any disciplinary action being considered or undertaken.

6. REPORTING ALLEGATIONS OF WRONGDOING AND PROTECTION AGAINST RETALIATION

a. Affirmative Obligation to Report: UN Volunteers are obliged to report any breach of UNV's, UNDP's or the Host Entity's regulations and rules and any acts and allegations of misconduct in accordance with their Host Entity policies and procedures.

b. Cooperation: UN Volunteers must fully and truthfully cooperate in any investigation into allegations of misconduct. Failure to cooperate may itself constitute misconduct. In addition, UN Volunteers must not interfere with investigations or witnesses. If the reporting UN Volunteer believes there is a conflict of interest on the part of the person to whom the report is to be made, the UN Volunteer may report the allegations to the next level of authority.

c. How to Report: Under the UNV Whistle-blower Policy and Procedures in Annex 02 UN Volunteers are obliged to report any breach of UN regulations and rules to officials who have the responsibility to take appropriate action.

UN Volunteers are encouraged to report allegations of misconduct per the Host Entity applicable guidelines on protection against retaliation for reporting misconduct or for cooperating with an authorized fact-finding activity.

Where there is no official procedure for UN Volunteers, access is limited, or delays are encountered in the formal channels within the Host Entity's appropriate investigation and audit bodies, UN Volunteers should seek informal advice from the relevant Office of the Ombudsman (See Section XVII.2).

d. Protection from Retaliation or Retribution: If a UN Volunteer fears retribution or retaliation after reporting allegations of wrongdoing, or cooperating with an audit or investigation, the UN Volunteer should contact the ethics focal point of the Host Entity to seek protection against retaliation.

Rosa Pasuy Miticanoy, UNV Volunteer Specialist in Colombia, supports the preparation of an event with Murui and Siona Indigenous women for a side event at the United Nations Permanent Forum on Indigenous Issues. Jul, 2021.



XVI. Administrative Leave from Service

1. ADMINISTRATIVE LEAVE

a. Administrative leave is an interim measure without prejudice to the status or entitlements of the UN Volunteer. Administrative leave occurs when a UN Volunteer is suspended from performing their functions owing to allegations of suspected misconduct pending the completion of the disciplinary process. However, Administrative leave is not a disciplinary measure and does not represent a determination on the final outcome of the allegations.

b. During Administrative Leave, the UN Volunteer is not allowed to report for service. The UN Volunteer may be required to leave the country of assignment during the administrative leave. If this occurs, the Host Entity will cover the costs related to their repatriation. In all cases, the UN Volunteer must remain contactable by the Administering Office. During the administrative leave, the UN Volunteer will continue to accrue leave and other benefits and allowances, remain fully insured, and continue to receive VLA. If the UN Volunteer leaves the duty station without authorization, no VLA may be paid for the period of absence from the duty station, and accrual of leave and other benefits and allowances will be temporarily suspended.

2. ADMINISTRATIVE LEAVE PRECONDITIONS

a. UN Volunteers may be placed on administrative leave by UNV at any time from the moment allegations of misconduct against them are reported to UNV, a UN investigative body, a UNDP Country Office or the Host Entity until a final decision on the outcome of the disciplinary process is made by the UNV Executive Coordinator. Allegations of misconduct for which administrative leave may also be imposed include matters that are the subject of a criminal investigation or criminal proceedings by national authorities.

b. As a general principle, administrative leave is contemplated in cases where:

i. the conduct in question and/or the continued presence of the UN Volunteer on UN premises, in the opinion of UNV, poses or may pose a security or financial risk to UNV/Host Entity or otherwise prejudice UNV/Host Entity's interests or reputation; or

XVI. Administrative Leave from Service

- ii. the continued presence of the UN Volunteer in the office may pose a security or safety risk to themselves or others; or*
- iii. the UN Volunteer is unable to continue to perform their functions effectively, in view of the allegations, ongoing investigation or proceedings, and the nature of their functions; or*
- iv. continued service of the UN Volunteer would create a risk that the UN Volunteer may destroy, conceal, or otherwise tamper with potential evidence or interfere in any way with the investigation or disciplinary process, including retaliation or intimidation of a witness; or*
- v. there is a risk of repetition or continuation of the alleged misconduct.*

3. ADMINISTRATIVE LEAVE PROCEDURE

- a. Administrative leave may only be imposed by the UNV Executive Coordinator or the delegated authority.
- b. In cases of emergency and where the official with delegated authority is not immediately available, administrative leave may exceptionally be imposed by the UNDP Resident Representative, Special Representative of the Secretary-General (SRSG), or if there is no acting Resident Representative in the country, the Officer in Charge of UNDP in the country.
- c. In emergencies where the official with the delegated authority is not immediately available, the administrative leave may only be imposed for up to 72 hours and the UNV Executive Coordinator or the respective delegated authority must be immediately informed of the administrative leave and the reasons thereof. Within 72 hours after the imposition of administrative leave, the UNV Executive Coordinator, or the respective delegate, must either uphold or end the Administrative Leave. The administrative leave will otherwise expire automatically.
- d. The length of the administrative leave must be commensurate with the reasons for its imposition and only up to a maximum duration of three months. After three months, the administrative leave can only be extended on an exceptional basis by a decision of the UNV Executive Coordinator. During the administrative leave, the grounds for administrative leave will be reviewed periodically by UNV Headquarters. The administrative leave will be rescinded by UNV Headquarters immediately when the basis for administrative leave no longer exists.
- e. The UN Volunteer must be notified by UNV in writing of the administrative leave and the reasons thereof.

XVII. Recourse Procedures, Dispute Resolution

1. INFORMAL RESOLUTION

- a. A UN Volunteer who intends to contest a decision of UNV affecting their assignment or other conditions and circumstances of their assignment is encouraged first to raise any such issue directly with UNV or the Host Entity to find a mutually agreeable informal settlement.
- b. If a UN Volunteer is dissatisfied with an outcome of consultations with UNV or the Host Entity, they may avail themselves of the services of their Host Entity's Ombudsman Office (see Section XVII.2 below) for informal dispute resolution and mediation.

2. OFFICE OF THE OMBUDSMAN

UN Volunteers may avail themselves of the services of their Host Entity's Ombudsman Office to resolve grievances by providing appropriate guidance, clarification on procedures, or any information that may be relevant to the issue at hand.

3. SUSPENSION OF TIME LIMITS

Upon written request of the UN Volunteer, the UNV Executive Coordinator or their designate may suspend the time limits for formal recourse procedures for a specified period to allow for attempts at informal settlement. Absent this explicit agreement, the applicable timelines are not suspended. If the matter requires review by the UNDP Administrator, in accordance with Section XVII.5 below, such request must be made to the UNDP Administrator or their designate.

4. STATUTE OF LIMITATION FOR CLAIMS AGAINST UNV

- a. Irrespective of the deadlines set out for recourse against administrative decisions, a UN Volunteer who has not received an allowance or payment to which the UN Volunteer is entitled shall not receive them retroactively unless they have made a written claim within 180 calendar days following the date on which they were entitled to the payment.
- b. In cases of adjustment to previously paid allowances, the 180-calendar day time limit for claims begins on the date the UN Volunteer is notified of the adjustment. Notification will be sent to the last email address provided by the UN Volunteer in their UN Volunteer file at UNV Headquarters.

5. RECOURSE PROCEDURE

- a. UN Volunteers may seek formal recourse against decisions of UNV affecting the terms of their assignment, including, but not limited to, benefits and allowances, separation from service, or disciplinary decisions.

b. Internal administrative recourse: Except as indicated below, a UN Volunteer who wishes to contest an administrative decision made by UNV concerning their terms of appointment shall write to the UNV Executive Coordinator requesting a review of the administrative decision. Such a request must be sent within 30 calendar days from the date the UN Volunteer is notified of the decision to be contested. As a result, the deadline to appeal may occur before the actual implementation of the decision. The written request must:

- i. contain the name of the UN Volunteer;*
- ii. be dated;*
- iii. contain the consolidated statement of the reasons for which a review is requested and accompanying rationale as well as any evidence the UN Volunteer wishes to put forward; and*
- iv. be submitted to the UNV Executive Coordinator within 30 calendar days from the date the UN Volunteer is notified of the decision to be contested.*

- c. The UNV Executive Coordinator's reply will be provided to the UN Volunteer within 60 calendar days of receipt of the request for a review. Should the decision be overturned as a result of the recourse and the impugned decision has already been executed, the UNV Executive Coordinator may decide on appropriate means of restitution.
- d. If the decision for which the review is sought was made by the UNV Executive Coordinator, or if, upon receipt of the UNV Executive Coordinator's response to the request for review, the UN Volunteer wishes to contest the decision further, the UN Volunteer must send a request in writing to the UNDP Administrator within 30 calendar days of receiving the UNV Executive Coordinator's decision. This written request must contain the name of the UN

XVII. Recourse Procedures, Dispute Resolution

Volunteer, a consolidated statement of the reasons for which the review is sought and be sent directly to the UNDP Administrator, with a copy to the UNV Executive Coordinator.

e. Supplemental submissions made by the UN Volunteer in support of either their initial request to the UNV Executive Coordinator or their request to the UNDP Administrator will be considered as resetting the date on which the request was received but do not have the effect of suspending the time limit for an appeal to be made. If the UN Volunteer makes supplemental submissions, the UN Volunteer may be asked to provide a consolidated claim where, in the opinion of either the UNV Executive Coordinator or UNDP, the UN Volunteer has introduced additional claims or asserted contradictory claims or facts.

f. The UNDP Administrator or their designate will review the decision of the UNV Executive Coordinator and provide the UN Volunteer with a reply within 60 calendar days of receipt of the request for an administrative review. Should the decision be overturned as a result of the recourse, and if it has already been executed, the UNDP Administrator or their designate may decide on reinstatement or any other appropriate remedy.

g. Appealing a decision to the UNV Executive Coordinator or the UNDP Administrator does not suspend the contested decision, which is executable immediately.

6. ARBITRATION

a. If, upon receipt of the UNDP Administrator's final decision, the UN Volunteer wishes to contest the decision further, the UN Volunteer must request arbitration. The arbitration will be conducted according to the provisions set out below. UN arbitration procedural costs are generally shared between the parties. Note that matters involving Privileges and Immunities cannot be considered or determined by an arbitrator.

b. The UN Volunteer who wishes to request arbitration must request in writing (clearly indicating the name and with signature), within 30 calendar days of receiving the UNDP Administrator's final decision. Such a written request shall be sent to the UNDP Administrator and the UNV Executive Coordinator, clearly stating the issue to be put to arbitration and quantifying the claim to be arbitrated.

c. The arbitration will be limited to examining the legality, reasonableness and procedural fairness of the decision in question, based on the evidence and arguments presented. It will not be understood to be a de novo reconsideration of the merits of the contested decision.

d. Upon receipt of a request for arbitration as provided in paragraph a. above, a reply will be sent to the claimant to confirm receipt.

e. Arbitration will be conducted by a single, qualified, and independent arbitrator who is not a staff member of a UN organization, designated by agreement of both parties.

f. Any question relating to the qualification or admissibility of an arbitrator will be resolved by recourse to the United Nations Commission on International Trade Law (UNCITRAL) rules.

XVII. Recourse Procedures, Dispute Resolution

g. If in-person proceedings are required, the location for arbitration proceedings shall generally be New York. However, if both parties agree, the arbitration proceedings may be conducted in other locations or virtually. The arbitrator may apportion costs pursuant to UNCITRAL rules.

h. The arbitration proceedings will be conducted in English, French, or Spanish, and will be limited to the written submissions provided by both parties. The arbitrator may exceptionally authorize oral proceedings, if necessary, upon a finding of objective reasons for doing so. Any costs related to the need for translation will be borne by the party requesting the document. Either party may appeal to the arbitrator regarding the need to furnish a requested document.

i. No arbitration proceedings will commence without both parties furnishing a deposit sufficient for the arbitrator to commence proceedings as indicated by the arbitrator. Upon written request by one of the parties setting forth valid reasons to the contrary, the arbitrator may decide otherwise.

j. The proceedings of the arbitration will include consideration of the following written submissions:

i. the claimant's statement will be submitted within 45 calendar days of receiving notification of the establishment of the arbitrator though the arbitrator may extend the time limits;

ii. the answer by the respondent, which will be submitted within 45 calendar days of receiving the claimant's statement though the arbitrator may extend the time limits;

iii. such rebuttal as the claimant may wish to make within 30 calendar days of receipt of the respondent's answer, unless the arbitrator orders otherwise;

iv. such reply as the respondent may wish to make within 30 calendar days of receipt of the claimant's rebuttal, unless the arbitrator orders otherwise; and/or

v. any other statement or information supplied at the request of the arbitrator.

k. The arbitrator will decide on any extension of the time limits for written submissions above upon showing a reasonable basis for providing such an extension. The other party to the arbitration will have an opportunity to present any objections to such an extension, within the time limits set by the arbitrator for doing so.

l. Either party may request in writing that the arbitrator is periodically provided with an advance against future costs and that arbitration will only proceed when the appropriate advance from both parties has been received. The arbitrator will make the final decision on any such request.

m. Subject to the conditions and limitations indicated in the preceding sections concerning arbitration, arbitration proceedings will be conducted according to UNCITRAL rules.

n. The decision of the arbitrator will constitute the final settlement of the dispute and will be binding upon both parties.

XVII. Recourse Procedures, Dispute Resolution

o. If the UN Volunteer does not respond within 90 calendar days after the respondent has proposed an arbitrator for appointment, the arbitration request will be closed. Thereafter, if the UN Volunteer does not respond to written inquiries or initiate required action within 180 calendar days of such an inquiry being sent or such an obligation arising, the arbitration request will be closed. Arbitration requests closed as a consequence of either situation described above may not be reopened.



Wael Sleiman, National UN Volunteer Administrative Assistant with OCHA in Lebanon

XVIII. Special Programme Initiatives

1. UN VOLUNTEERS IN SPECIAL PROGRAMME INITIATIVES

- a. UNV is mandated to promulgate innovative initiatives that are responsive to volunteer-specific needs of the United Nations system as well as donor entities, non-governmental organizations, and private-sector stakeholders. These Special Programme Initiatives are governed by the related policy documents crafted to address the desired programmatic aims and broader SDG outcomes in line with UNV guiding principles.
- b. Special Programme Initiatives policy documents may be embedded with particular terms and conditions that amend the administration, benefits and allowances and the functions of UN Volunteers. If these Special Programme Initiative's administration, benefits and allowances differ from the COS, they must be set out in the DoA, Offer and Contract with specific reference to how they differ from the COS.
- c. Special Programme Initiatives should be viewed as an extension of the applicable Conditions of Service for UN Volunteers. Thus, the Conditions of Service is the primary controlling document, and promulgated policy documents for Special Programme Initiatives of UN Volunteers are secondary. UNV promulgates the programmatic and policy document and specific terms and conditions of the Special Programme Initiative and communicates them publicly and to UN Volunteers through the Offer. In the case of a question over the interpretation or application of specific provisions between the COS and the Special Programme Initiative, the COS will prevail.

2. FULLY FUNDED VOLUNTEERS

- a. The benefits and allowances of fully funded UN Volunteers are generally aligned with the COS. Any variance from the COS will be specifically detailed in the DoA, Offer, and Contract. Thus, the COS is the primary controlling document, and promulgated policy documents or donor agreements for fully funded UN Volunteers are secondary.
- b. It is understood that all assignment-related costs generally borne by the Host Entity are funded by the funding partner.



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Annexes

A-01

SPECIAL MEASURES FOR PROTECTION FROM SEXUAL EXPLOITATION AND SEXUAL ABUSE

The UN Secretary-General Bulletin on Special Measures for Protection from Sexual Abuse and Exploitation⁸, as updated from time to time, will apply to UN Volunteers *mutatis mutandis*. See below:

Special measures for protection from sexual exploitation and sexual abuse

The Secretary-General, for the purpose of preventing and addressing cases of sexual exploitation and sexual abuse, and taking into consideration General Assembly resolution 57/306 of 15 April 2003, "Investigation into sexual exploitation of refugees by aid workers in West Africa", promulgates the following in consultation with Executive Heads of separately administered organs and programmes of the United Nations:

SECTION 1: DEFINITIONS

For the purposes of the present bulletin, the term "sexual exploitation" means any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially, or politically from the sexual exploitation of another. Similarly, the term "sexual abuse" means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.

SECTION 2: SCOPE OF APPLICATION

2.1. The present bulletin shall apply to all staff of the United Nations, including staff of separately administered organs and programmes of the United Nations.

2.2. United Nations forces conducting operations under United Nations command and control are prohibited from committing acts of sexual exploitation and sexual abuse, and have a particular duty of care towards women and children, pursuant to section 7 of Secretary-General's bulletin ST/SGB/1999/13, entitled "Observance by United Nations forces of international humanitarian law".

⁸ ST/SGB/2003/13. Available at: <https://docs.un.org/en/st/SGB/2003/13>

2.3. Secretary-General's bulletin ST/SGB/253, entitled "Promotion of equal treatment of men and women in the Secretariat and prevention of sexual harassment", and the related administrative instruction set forth policies and procedures for handling cases of sexual harassment in the Secretariat of the United Nations. Separately administered organs and programmes of the United Nations have promulgated similar policies and procedures.

SECTION 3: PROHIBITION OF SEXUAL EXPLOITATION AND SEXUAL ABUSE

3.1. Sexual exploitation and sexual abuse violate universally recognized international legal norms and standards and have always been unacceptable behaviour and prohibited conduct for United Nations staff. Such conduct is prohibited by the United Nations Staff Regulations and Rules.

3.2. In order to further protect the most vulnerable populations, especially women and children, the following specific standards which reiterate existing general obligations under the United Nations Staff Regulations and Rules, are promulgated:

(a) Sexual exploitation and sexual abuse constitute acts of serious misconduct and are therefore grounds for disciplinary measures, including summary dismissal;

(b) Sexual activity with children (persons under the age of 18) is prohibited regardless of the age of majority or age of consent locally. Mistaken belief in the age of a child is not a defence;

(c) Exchange of money, employment, goods or services for sex, including sexual favours or other forms of humiliating, degrading or exploitative behaviour, is prohibited. This includes any exchange of assistance that is due to beneficiaries of assistance;

(d) Sexual relationships between United Nations staff and beneficiaries of assistance, since they are based on inherently unequal power dynamics, undermine the credibility and integrity of the work of the United Nations and are strongly discouraged;

(e) Where a United Nations staff member develops concerns or suspicions regarding sexual exploitation or sexual abuse by a fellow worker, whether in the same agency or not and whether or not within the United Nations system, he or she must report such concerns via established reporting mechanisms;

(f) United Nations staff are obliged to create and maintain an environment that prevents sexual exploitation and sexual abuse. Managers at all levels have a particular responsibility to support and develop systems that maintain this environment.

3.3. The standards set out above are not intended to be an exhaustive list. Other types of sexually exploitive or sexually abusive behaviour may be grounds for administrative action or disciplinary measures, including summary dismissal, pursuant to the United Nations Staff Regulations and Rules.

SECTION 4: DUTIES OF HEADS OF DEPARTMENTS, OFFICES AND MISSIONS

4.1. The Head of Department, Office, or Mission, as appropriate, shall be responsible for creating and maintaining an environment that prevents sexual exploitation and sexual abuse, and shall take appropriate measures for this purpose. In particular, the Head of Department, Office or Mission shall inform his or her staff of the contents of the present bulletin and ascertain that each staff member receives a copy thereof.

4.2. The Head of Department, Office or Mission shall be responsible for taking appropriate action in cases where there is reason to believe that any of the standards listed in section 3.2 above have been violated or any behaviour referred to in section 3.3 above has occurred. This action shall be taken in accordance with established rules and procedures for dealing with cases of staff misconduct.

4.3. The Head of Department, Office or Mission shall appoint an official, at a sufficiently high level, to serve as a focal point for receiving reports on cases of sexual exploitation and sexual abuse. With respect to Missions, the staff of the Mission and the local population shall be properly informed of the existence and role of the focal point and of how to contact him or her. All reports of sexual exploitation and sexual abuse shall be handled in a confidential manner in order to protect the rights of all involved. However, such reports may be used, where necessary, for action taken pursuant to section 4.2 above.

4.4. The Head of Department, Office or Mission shall not apply the standard prescribed in section 3.2 (b), where a staff member is legally married to someone under the age of 18 but over the age of majority or consent in their country of citizenship.

4.5. The Head of Department, Office or Mission may use his or her discretion in applying the standard prescribed in section 3.2 (d), where beneficiaries of assistance are over the age of 18 and the circumstances of the case justify an exception.

4.6. The Head of Department, Office or Mission shall promptly inform the Department of Management of its investigations into cases of sexual exploitation and sexual abuse, and the actions it has taken as a result of such investigations.

SECTION 5: REFERRAL TO NATIONAL AUTHORITIES

If, after proper investigation, there is evidence to support allegations of sexual exploitation or sexual abuse, these cases may, upon consultation with the Office of Legal Affairs, be referred to national authorities for criminal prosecution.

SECTION 6: COOPERATIVE ARRANGEMENTS WITH NON-UNITED NATIONS ENTITIES OR INDIVIDUALS

6.1. When entering into cooperative arrangements with non-United Nations entities or individuals, relevant United Nations officials shall inform those entities or individuals of the standards of conduct listed in section 3, and shall receive a written undertaking from those entities or individuals that they accept these standards.

6.2. The failure of those entities or individuals to take preventive measures against sexual exploitation or sexual abuse, to investigate allegations thereof, or to take corrective action when sexual exploitation or sexual abuse has occurred, shall constitute grounds for termination of any cooperative arrangement with the United Nations.

SECTION 7: ENTRY INTO FORCE

The present bulletin shall enter into force on 15 October 2003.

A-02

PROTECTION AGAINST RETALIATION FOR REPORTING MISCONDUCT AND FOR COOPERATING WITH DULY AUTHORIZED AUDITS OR INVESTIGATIONS (UNV WHISTLEBLOWER POLICY AND PROCEDURES BASED ON ST/SGB/2017/2/REV.1)

PURPOSE AND SCOPE

The UN seeks to protect individuals who in good faith report violations of the UNV Code of Conduct or other instances of wrongdoing or potential wrongdoing within UNV or the Host Entity. The UNV Whistleblower Policy and Procedures set forth below are intended to encourage and enable UN Volunteers to raise concerns in good faith within the Host Entity and UNV without fear of retaliation or adverse personnel action.

The terms of this policy apply to UN Volunteers as well as clarify with Host Entities the inclusion of UN Volunteers into Host Entity structures based on ST/SGB/2017/2/Rev.1. These rules become effective on all parties from the applicable Commencement of Service date.

DEFINITIONS

“UN Personnel”: UN Volunteers, any UN staff member (regardless of the type of appointment or its duration), interns, international and local consultants, corporate contractors, and all UN peacekeeping missions’ personnel.

“Host Entity”: the UN entity that has requested the services of and hosts the UN Volunteer.

“Good Faith”: Information concerning wrongdoing or potential wrongdoing is disclosed in “good faith” when the individual making the disclosure reasonably believes such information to be true and reasonably believes that it constitutes wrongdoing or potential wrongdoing.

“Whistleblower”: Any UN Volunteer who in good faith discloses information concerning wrongdoing by UN personnel, or concerning the business of UNV or the Host Entity itself.

“Wrongdoing”: Failure to comply with obligations under the applicable legal framework, including, but not limited to Codes of Conduct and administrative instructions, corruption,

fraud, criminal misconduct, waste, conflict of interest, intentional reporting of false or misleading information, or abuse of authority engaged in by UN personnel.

“Retaliation”: within the meaning of this policy means any direct or indirect detrimental action that adversely affects the contractual relationship or working conditions of an individual, where such action has been recommended, threatened or taken for the purpose of punishing, intimidating or injuring an individual because that individual engaged in an activity protected by the present policy.

“Personnel action”: Any action affecting the UN Volunteer’s contractual rights and entitlements, early termination, or evaluation of performance.

“Authorized fact-finding activity” within the meaning of this policy includes any authorized audit, evaluation, investigation, inspection, or management review.

CLAUSE 1: RIGHTS AND RESPONSIBILITIES OF UN VOLUNTEERS

All UN Volunteers have a duty to report misconduct and to assist in authorized fact-finding activities upon request. UN Volunteers have an accompanying right to be protected from retaliation. Protection from retaliation will apply to any UN Volunteer who:

i. Discovers or has direct knowledge of wrongdoing or potential wrongdoing concerning the failure of one or more UN personnel to comply with his or her obligations under the Charter of the United Nations, the UNV Code of

Conduct (where applicable), Staff Regulations and Staff Rules or other relevant administrative issuances of the Host Entity, the Financial Regulations and Rules or the Standards of Conduct of the International Civil Service, including any request or instruction from any UN Personnel member to violate the above- mentioned regulations, rules or standards. The individual must make the report in good faith and must submit information or evidence to support a reasonable belief that misconduct has occurred; or

ii. Cooperates in good faith with a duly authorized fact-finding activity.

CLAUSE 2: REPORTING WRONGDOING

A UN Volunteer shall report such activity in accordance with the following procedures:

i. The UN Volunteer shall disclose any information concerning wrongdoing either orally or in writing to report to the investigative body of the Host Entity, or in cases where appropriate the supervisor, per the Host Entity applicable guidelines on protection against retaliation for reporting misconduct or for cooperating with an

authorized fact-finding activity. Under the UNV Whistle- blower Policy and Procedures, the UN Volunteer is obliged to report any breach of UN regulations and rules to officials who have the responsibility to take appropriate action.

ii. All UN Volunteers who discover or have knowledge of wrongdoing shall report such wrongdoing in a prompt and timely manner.

iii. The UN Volunteer shall keep the substance of their allegations confidential to the best extent possible, even after the matter has been adjudicated upon.

iv. Should a UN Volunteer believe in good faith that disclosing information to the Host Entity pursuant to Clause 2(i) above would likely subject them to adverse personnel action or be ineffective, or if the ethical breach involves a direct supervisor, then the UN Volunteer may instead disclose the information to the United Nations Ombudsman for the United Nations Funds and Programmes for informal advice on how to best proceed. (See section XVII.2).

v. The dissemination of unsubstantiated rumors or the submission of an allegation or report of suspected misconduct that is intentionally false or misleading is not a protected activity under this policy. Intentionally making a false report, verbally or in writing, constitutes misconduct for which disciplinary measures may be imposed.

vi. No UN Volunteer who in good faith discloses potential violations of the UNV Code of Conduct as well as the applicable Host Entity Code of Conduct or other instances of potential wrongdoing, shall suffer harassment, retaliation, or adverse personnel action by UNV and/or the Host Entity.

CLAUSE 3: PROTECTION FROM RETALIATION OR INTERFERENCE

The legitimate application of regulations, rules or administrative policies, issuances or procedures, or the mere expression of disagreement, admonishment, criticism, or a similar expression regarding work performance, conduct or related issues within a supervisory or similar relationship, do not constitute retaliation from which protection may be sought under this policy. However, in applying such regulations, rules and administrative policies and procedures, UNV and Host Entity management must be able to show by clear and convincing evidence that the same action would have been taken absent the protected activity.

No UNV personnel or Host Entity personnel shall retaliate against any whistleblower for the disclosure of potential wrongdoing, whether through threat, coercion, or abuse of authority; and, no UNV or Host Entity personnel shall interfere with the right of any other UN Volunteer by any improper means aimed at deterring disclosure of potential wrongdoing.

Any attempts at retaliation or interference are strictly prohibited and:

i. In circumstances when a UN Volunteer makes allegations of retaliation against a whistleblower or interference with an individual seeking to disclose potential wrongdoing with the Host Entity, it is the responsibility of the Host Entity to:

(i) provide information on rights to the UN Volunteer concerned and

(ii) liaise with the Host Entity ethics or whistleblowing protection focal persons to ensure that the rights of the UN Volunteer are not infringed upon and that the formal channels of whistleblower protection are afforded to the UN Volunteer in the same manner as staff.

ii. UNV management will ensure that full and effective whistleblower protection to serving and separated UN Volunteers is afforded by the Host Entity. UNV's role will generally be limited to providing assistance, sharing information, and working through the Host Entity as the primary responsible party.

iii. UNV will generally not act on behalf of UN Volunteers in reporting allegations of misconduct of personnel at Host Entity including misconduct of other UN Volunteers as this must be conducted within the official channels of the Host Entity. UNV may follow up with the UN Volunteer and the ethics focal persons of the Host Entity to establish whether effective protection against retaliation has been afforded and/or whether the alleged harassment/retaliation has been investigated.

iv. UNV will implement any measures in terms of the contract and assignment of the UN Volunteer as necessary and agreed on with the UN Volunteer, such as a reassignment to another duty station and or functional area when circumstances are warranted as decided by the UNV Executive Coordinator.

v. UNV will keep all information it receives on individual cases and generally in connection with this policy strictly confidential. It will only share such information as strictly necessary for the implementation of this policy and the effective management of a case.

CLAUSE 4: FINAL PROVISIONS

The procedures contained in this policy are established without prejudice to the right of the relevant officials of the Host Entity to act on their own initiative to prevent, investigate or impose disciplinary measures against individuals engaged in retaliation.

This policy has been aligned with ST/SGB/2017/2/Rev.1 (dated 28 November 2017) entitled "Protection against retaliation for reporting misconduct and for cooperating with duly authorized audits or investigations". This revised policy enters into force on the day it is issued.

A-03

GUIDELINES FOR THE CLAIMS PANEL FOR LOSS OF OR DAMAGE TO PERSONAL PROPERTY DUE TO EMERGENCY SITUATIONS

1. PURPOSE

- a. Within the limits and under the terms of the Conditions of Service for UN Volunteers, eligible UN Volunteers may be entitled to reasonable compensation if their personal effects are lost or damaged as a direct result of an emergency created by war, civil unrest, or natural disaster or in other emergencies caused by force majeure as determined by UNV. Such an emergency must have occurred in a place where the UN Volunteer had been authorized to travel to and was obliged to be to discharge their official duties.
- b. The purpose of this instruction is to define the limits, terms, and conditions governing such compensation and to set forth the procedures for the examination of claims submitted in connection with such loss or damage.

2. PROCEDURE FOR THE FILING OF INVENTORIES AND SUBMISSION OF CLAIMS IN CASES WHERE THERE IS NO EVACUATION OR RELOCATION ORDER

- a. No later than six weeks after Commencement of Service, the UN Volunteer will submit a duly completed inventory of their personal effects to the UNV Administering Office by uploading it to the UNV Unified Volunteer Platform (UVP). The UNV Administering Office will certify and retain a copy in the UN Volunteer's personal file and ask them to keep a copy for their own reference. UN Volunteers are required to update the inventory list to reflect current assets. Items not included in the inventory form may not be compensated.
- b. In the event of loss or damage, only the items listed on the form will be taken into consideration for compensation, unless it can be proved that these were acquired after filing the last inventory.
- c. When loss or damage occurs, the UN Volunteer will submit a claim to the UNV Administering Office, specifying the exact circumstances of the incident that caused the loss or damage, of the items, the value, and other relevant details such as a police report, as appropriate. The claim will be handled by UNV Advisory Panel on Disciplinary Measures and Claims (APDMC) with any comments/ recommendations of the applicable Host Entity.

d. The claim must be submitted within 365 calendar days of the date of loss or damage. Claims submitted after the one-year deadline will not be considered.

3. PROCEDURE FOR THE FILING OF CLAIMS IN CASES WHERE THERE IS AN EVACUATION OR RELOCATION ORDER

a. In cases where the DO has ordered a security evacuation or relocation, eligible UN Volunteers may be entitled to an emergency lump sum, one time per UN Volunteer assignment.

b. The Security Emergency lump sum replaces the individual claim. The UN Volunteer does not have to submit a claim nor the inventory of their personal effects to receive the security emergency lump sum. The APDMC will review the DO order on security evacuation or relocation and advise the Executive Coordinator or designate in accordance to its procedures.

4. COMPENSATION AMOUNTS

a. Irrespective if there is an evacuation or relocation order, maximum compensation is limited to a \$2100 total per claim for International UN Volunteers and \$1050 per claim for National Volunteers.

b. UN Volunteers cannot receive compensation under the different procedures established above for the same event.

c. In cases where there is no evacuation or relocation order, no single article in a claim can exceed a maximum value of \$1000. Reasonable compensation is based strictly on the value of items that are deemed necessary for general living standards during the assignment. No compensation will be paid for any loss or damage caused by the claimant's negligence or misconduct.

d. Compensation will not apply to loss of or damage to personal property resulting from theft, burglary or looting. UN Volunteers are advised to subscribe to an insurance scheme against such losses.

e. The personal effects of a UN Volunteer are deemed to include the personal effects of their recognized PFU members who are authorized by UNV to join, and have joined, them in the country of assignment.

f. These instructions will not apply to loss of or damage to the UN Volunteer's personal effects during their transportation to and from the country of recruitment/home country and the country of assignment. Such loss or damage should be dealt with within the provisions of the insurance coverage as arranged by the UN Volunteer.

g. In line with paragraph a. above, compensation will be paid for loss or damage due to any one claim incident, provided that the maximum allowable compensation does not exceed the limits.

h. As a guide to the amount of compensation for claims, the UNV APDMC will apply the following depreciation rates:

i. Clothing: 10 percent per annum with a maximum of 60 percent

ii. Furniture: 5 percent per annum with a maximum of 80 percent

iii. Equipment, appliances, electronics, machinery: 10 percent per annum with a maximum of 80 percent

iv. Other items: 10 percent per annum with a maximum of 60 percent

5. PAYMENT OF COMPENSATION

a. The UNV APDMC will examine the case against the background of all the relevant information, documentation and comments provided, including if the emergency is considered a UN emergency situation and there is a security order for evacuation and relocation, and will advise if compensation needs to be provided to UN Volunteers. Compensation will be paid by the UN Host Entity.

b. The UN Volunteer will sign a discharge form absolving UNV from any further liability in consideration of the compensation received.

A-04

GUIDELINES ON SECURITY RELOCATION/EVACUATION

The guidelines are valid for onsite UN Volunteer assignments, irrespective of type, category and arrangement. These guidelines may be superseded by special operations and emergencies as determined by the prevailing conditions, by the SRSG/Security Coordinator and/or UN Designated Official. The COS supersedes the administrative guidelines issued by the United Nations Country Team (UNCT) in cases of emergencies and security evacuations.

- a. UN Volunteers will continue to benefit from and shall be covered by the security arrangements in place in their country of assignment as established by the UN Security Coordinator.
- b. UN Volunteers will follow and respect the guidelines, security plans, and other directives issued by the UN Designated Official (UN DO).
- c. Should relocation or evacuation become necessary, UN Volunteers will be evacuated together with other international UN staff to their home countries, relocated/evacuated to a safe-haven, or relocated/evacuated to any other destination approved by the UN Security Coordinator or UN DO. The safe-haven may be designated a) within the country of assignment or b) outside the country of assignment.

1. RELOCATION WITHIN THE COUNTRY OF ASSIGNMENT

If relocation should take place within the country of duty station, UNV will follow the directives issued by the UN Security Coordinator/Designated Official. The normal UN DSA rates for in-country travel as applicable to UN Volunteers are payable.

2. EVACUATION OUTSIDE THE COUNTRY OF ASSIGNMENT

a. While at the place of safe-haven, their home country, or another destination approved by the DO, International UN Volunteers and their eligible accompanying dependents will be paid the following Evacuation Allowance (EA):

- i. In respect of the UN Volunteer: US\$ 200 per day during the first 30 days and US\$ 150 per day from the 31st day until the UN Volunteer returns to the duty station, or*

is reassigned to another location, or until two months have elapsed following an evacuation, whichever is soonest.

ii. In respect of each recognized PFU member residing at the duty station: US\$ 100 for the dependent partner in a marriage, recognized partnership or union and each recognized dependent child during the first 30 days and, US\$ 75 per day from the 31st day until the UN Volunteer returns to the duty station, or is reassigned to another location, or until 60 days have elapsed following an evacuation, whichever is soonest.

iii. If the UN Volunteer is authorized to return to the duty station and some or all eligible accompanying dependents are not authorized to return or unable to return due to specific "Family Restrictions" that may be in force for security purposes, or if the UN Volunteer is sent on mission (and receives relevant DSA), the first eligible accompanying dependent will be entitled to the higher rate of evacuation allowance (US\$ 200 or US\$ 150, as applicable).

b. The period of evacuation to a safe-haven, home country, or another destination approved by the DO should not exceed 60 calendar days. Within this period, a decision should be made as to whether the UN Volunteer will be authorized to return to the duty station or reassigned to another duty station. If, within this period, the Volunteer is not authorized to return or cannot be reassigned to another duty station, UNV, in consultation with the respective UN Entities, will take the necessary administrative measures to terminate the assignments of UN Volunteers.

c. All UN Volunteer benefits and allowances shall continue to be paid and all leave continue to accrue during the period of evacuation based on the official duty station. The official duty station may be changed to the evacuation duty station at the request of the UN Host Entity or the Designated Official.

d. When security evacuation/relocation occurs while the UN Volunteer is on any other leave outside of the duty station then the security evacuation/relocation status starts from the date the UN Volunteer was expected to return to the duty station. Prior to returning to the duty station, the UN Volunteer will be advised by the Host Entity either to join the safe-haven or remain outside the duty station country until further notice.

e. As far as possible, the maximum period of evacuation will not exceed 60 days i.e. from the time the UN Volunteer is relocated/evacuated from the duty station until the date that notice of termination of the assignment is served. Within this period, UNV, in consultation with the respective UN Entities, will take the necessary administrative measures to terminate the assignments of UN Volunteers who cannot be reassigned per Section XIII.5(b)(v) and (vi).

f. In accordance with UNV Conditions of Service, the notice period for termination will depend on the duration of the current assignment. Such notice may be served at any time following relocation/evacuation when UNV, in consultation with the UN Entities, has determined that the evacuated UN Volunteer cannot be reassigned and that the security

situation will not permit, at least in the near future, the return of the UN Volunteer to the duty station.

g. During the notice period, the UN Volunteer will continue to receive their VLA at the duty station rate and relocation or evacuation allowance.

h. Loss and damage to personal effects that remain at the duty station will be compensated in accordance with Annex A-03.

i. If the UN Volunteer decides to return to the duty station after being repatriated the UN Volunteer will bear all costs and associated risks.

SECURITY EVACUATION AND RELOCATION ALLOWANCES

Area	Rate UN Volunteer	Rate Eligible accompanying PFU dependent residing at the duty station
EVACUATION (International UN Volunteers) Outside the country of the duty station (safe haven, home country, third country)	US\$ 200 per day for up to 30 days; Thereafter US\$ 150 per day for up to 30 days	US\$ 100 per day for up to 30 days; Thereafter US\$ 75 per day for up to 30 days per eligible PFU
RELOCATION (All UN Volunteers) Within the country of the duty station	100% of the applicable UN DSA rate of the location	50% of the applicable UN DSA rate of the location per eligible PFU

Note: The UN Volunteer receives VLA applicable to the country of assignment during all "statuses".

A-05

ELIGIBILITY, BENEFITS & ALLOWANCES

TABLE FOR FULL-TIME UN VOLUNTEERS SERVING OVER 4 MONTHS IN UN OFFICE PREMISES		International			National			
		Expert	Specialist	Associate	Expert	Specialist	Associate	Community
Eligibility	Age	18 – 80 years						
	Experience	7+ years	3+ years	1+ months	7+ years	3+ years	1+ months	0
Duration	Minimum	1 month						
	Maximum	48 months			48 months			
Volunteer living allowance		Per UNV Methodology						
Family allowance	1 dependent	\$250 monthly			NA			
	2-3 dependents	\$450 monthly			NA			
Entry lump sum	One time per assignment	\$3,500			\$350			\$50
Exit lump sum	Per accrued month of completed service	\$225			\$120			NA
Travel lump sum	UN Volunteer deployment/repatriation/reassignment one time per travel	120% Direct Least Costly (DLC) quote economy ticket (nearest airport place of recruitment-duty station)*			\$175 if and when place of recruitment different from duty station			NA
	Recognized PFU dependents one time per travel if and when authorized at the duty station	120% DLC quote economy ticket (nearest airport place of recruitment-duty station)*			NA			
Accommodation supplement		Per UNV Methodology			NA			
Home visit	H, A, B, C hardship duty station classification D, E with ICSC R&R framework	24 points accrued 1 point per month of service			NA			
	D, E without ICSC R&R framework	24 points accrued 2 points per month of service			NA			
	Travel	120% DLC quote economy ticket (duty station-place of recruitment)*			NA			
Reassignment lump sum	One time if and when place of recruitment is different from the duty station	\$1,750			\$175			NA
Danger and hardship differential	As per ICSC duty station classification	A = Non-Family duty stations and D-Hardship Classification B = Non-Family duty station and E-Hardship Classification or Danger Pay duty station Non-Classified duty stations reference the country of assignment's capital city						
	A (monthly)	\$500			15% category VLA rate			
	B (monthly)	\$1,000			30% category VLA rate			

Insurance	UN Volunteer Life, dismemberment health insurances	From commencement of service to separation		
	Recognized PFU dependents Health insurance	Yes if and when authorized by UNV to travel to duty station and meeting criteria in Section VII.6	Yes	NA
Learning	In service	Provided by Host Entity		
	Induction and assignment	Provided by UNV		
Leave	Annual leave per accrued month of completed service	2.5 days		
	Certified sick leave	30 days After 20 days, referral to UN Medical Service		
	Uncertified sick leave and Family leave	7 days		
	Parental leave birth parent	16 weeks		
	Parental leave non-birth parent	4 weeks if contract over 6 months		
	Rest and recuperation	As per Host Entity policy	NA	
Security evacuation	Maximum duration	60 calendar days		
	Volunteer	\$200/day up to 30 days & \$150/day as at 2nd month		
	Recognized PFU dependents	\$100/day up to 30 days & \$75/day as at 2nd month		
Security relocation	Maximum duration	60 calendar days		
	Volunteer	100% UN DSA rate of relocation location		
	Recognized PFU dependents	50% UN DSA rate of relocation location		
Security	Volunteer	Covered through UN Security Management system (UNSMS)		
	Recognized primary dependents if and when authorized at the duty station	Covered through UN Security Management system (UNSMS)		
Security emergency lump sum	When DO order security relocation or evacuation	\$2,100	\$1,050	
Medical Evacuation	Travel	DLC (place of volunteer-medical evacuation location decided by UN Medical Service)		
	DSA, if out-patient/not hospitalized	100% UN DSA rate of medical evacuation location if authorized		
	Recognized PFU dependents	Considered in life-threatening medical emergency by EC if and when authorized by UNV to travel to duty station and meeting criteria in Section VII.6	Considered in life-threatening medical emergency by EC	NA

*Airplane tickets include an allowance of 23 kilograms for checked-in luggage.

A-06

ARRANGEMENTS

1. PART-TIME

a. Host entities may deem that the functions and activities in a given UN Volunteer assignment may be performed on a part-time basis, corresponding generally to 50% of UN standard working hours at the duty station. Part-time arrangements are only available for the national type of assignments.

b. The basic principle for establishing benefits and allowances for part-time arrangements is that to pro-rate them from the full-time package to 50%, with exceptions of certain benefits and allowances (e.g., Life and dismemberment insurance; Danger and Hardship Differential) which are not prorated.

Benefits & Allowances	Full-time	Part-time
VLA	100%	50% of full time
Entry lump sum	\$350 serving in UN Office premises or \$200 for remote	\$350 serving in UN Office premises or \$200 for remote
Family allowance	Not available for national type assignments	Not available for national type assignments
Exit lump sum	\$120 per accrued month of completed service if serving in UN Office premises \$0 if remote	\$60 per accrued month of completed service if serving in UN Office premises \$0 if remote
Travel lump sum Volunteer	\$175 if the place of recruitment is different from the duty station and serving in UN Office premises \$0 if remote	\$175 if the place of recruitment is different from the duty station and serving in UN Office premises \$0 if remote
Travel Dependent	Not available for national type assignments	Not available for national type assignments
Repatriation	\$175 if the place of recruitment is different from the duty station and serving in UN Office premises \$0 if remote	\$175 if the place of recruitment is different from the duty station and serving in UN Office premises \$0 if remote
Reassignment lump sum	\$175 serving in UN Office premises \$0 if remote	\$175 serving in UN Office premises \$0 if remote
Danger and hardship differential	If eligible ss per ICSC duty station classification	If eligible ss per ICSC duty station classification

Obligation to disclose outside activities including employment

- a. Since outside activities have the potential to call into question a UN Volunteer's independence and impartiality and/or create a conflict-of-interest situation and/or reflect adversely on the Host entity and/or UNV, they may require prior approval from a duly authorized official of the Host Entity, usually the Ethics Office or Resident Representative.
- b. In particular, employment (whether paid or unpaid) requires prior approval by the Host Entity before undertaking a UN Volunteer assignment with a part-time arrangement. Failure to obtain prior approval could result in withdrawal of the offer/contract or termination of the UN Volunteer assignment.
- c. Any candidate who is a government employee must disclose this relationship prior to engaging as a UN Volunteer. It is generally expected that candidates who are employed by a government or a government entity resign from said employment upon acceptance of a UN Volunteer contract with UNV. Failure to disclose a continuing employment relationship with a government notwithstanding when such relationship began may result in termination and/or disciplinary action.
- d. In cases where candidates continue to be employed or affiliated with a government institution or other authority external to UNV, they must provide evidence that they have been accorded special leave without pay, or a similar status, from their employer prior to being engaged under a UN Volunteer contract. Notwithstanding the disclosure and authorization by the Host Entity, the individual engaged under a UN Volunteer Contract is bound by the principle of impartiality as specified in the COS, contract and annexes.

2. REMOTE

- a. For the purpose of the remote arrangements, the duty station is the location from which the UN Volunteer will serve remotely.
- b. UN Volunteers in remote arrangements will receive the benefits and allowances applicable to national volunteers, in the location from where they are serving. However, some benefits and allowances are reduced as follows:

Work location	UN Office premises	Remote
VLA	100% category VLA if full-time 50% category VLA if part-time	100% category VLA if full-time 50% category VLA if part-time
Entry lump sum	\$350 all categories except community \$50	\$200 all categories except community \$50
Exit lump sum	\$120 per accrued month of completed service all categories except community \$0	NA
Travel lump sum Volunteer	\$175 if place of recruitment different from duty station all categories except community \$0	NA
Repatriation	\$175 if place of recruitment different from duty station all categories except community \$0	NA
Reassignment lump sum	\$175 all categories except community \$0	NA
Danger and hardship differential	If eligible as per ICSC duty station classification	If eligible as per ICSC duty station classification

3. SHORT-TERM

- a. Due to their nature, the duration of the short-term arrangements (between 1 and 3 months) may have implications on benefits and allowances of each type and category.
- b. Short-term arrangements are available for all arrangements (i.e., full-time, part-time, remote and UN Office premises) and both national and international assignments.
- c. UN Volunteers on short-term assignments will receive the VLA corresponding to their category and work-time arrangement, i.e., full-time or part-time; the DHD, if applicable; and the insurance package as established in Annex 08.
- d. If short-term arrangements are extended over 3 months, UN Volunteers will become eligible to receive allowances reserved for the categories and arrangements established for assignments over 3 months, depending on their category and arrangement. The allowances are not retroactive and will begin on the first day of the fourth month. For instance, UN Volunteers will be able to accrue exit allowance after reaching the first day of the fourth month if serving in a UN Office premises.

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LEAVE

ASSIGNMENTS OVER 4 MONTHS

Assignments 4-48 months							
Type	International			National			
Category	All categories			All categories			
Arrangement	UN Office premises full-time	Part-time	Remote	UN Office premises full-time	UN Office premises part-time	Remote full-time	Remote part-time
Annual leave (days per month)	2.5	Part-time not available for International	National benefits and allowances apply to remote	2.5	1.25	2.5	1.25
Sick leave (days per year)	30			30	15	30	15
Maternal leave birth parent (weeks per event)	16			16	8	16	8
Parental leave non- birth parent if contract 6 months+ (weeks per event)	4			4	2	4	2
Uncertified sick leave & family emergency (days per year)	7			7	3.5	7	3.5
Home leave	D & E duty stations: 2 points H, A, B, C duty stations: 1 point			NA			
Training & learning leave (days per year)	10			10	5	10	5

ASSIGNMENTS BELOW 4 MONTHS

Assignments 1-3 months		
Type	International	National
Category	All categories	All categories
Arrangement	All arrangements	All arrangements
Annual leave	Short-term benefits & allowances are not available for international-type assignments In case international assignments are under 4 months, see above table (assignments over 4 months).	NA
Sick leave		
Maternal leave		
Parental leave		
Uncertified sick leave & family emergency		
Home leave		
Training & learning leave		

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INSURANCE

LONG-TERM BENEFITS & ALLOWANCES

Assignments 1-48 months						
Type	International		National			
Category	All Categories		All categories			
Arrangement	UN Office premises full-time	Remote	UN Office premises full-time	UN Office premises part-time	Remote full-time	Remote part-time
Medical insurance	Yes	National benefits and allowances apply to remote	Yes	Yes	Yes	Yes
Life and dismemberment insurance	Yes		Yes	Yes	Yes	Yes
Employee assistance	Yes		Yes	Yes	Yes	Yes
Telehealth	Yes		Yes	Yes	Yes	Yes
Dependent Medical insurance	Yes		Yes Except Community	No	No	No

SHORT-TERM BENEFITS & ALLOWANCES

Assignments 1-3 months		
Type	International	National
Category	All categories	All categories
Arrangement	All arrangements	All arrangements
Medical insurance	NA	Service incurred accidents
Life and dismemberment insurance		Service incurred accidents
Employee assistance		Yes
Telehealth		Yes
Dependents Medical insurance		No

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HOST ENTITY PAYMENT

- a. In exceptional circumstances, UNV may facilitate payment of an amount unrelated to a UN Volunteer's benefit, or allowance captured in the Conditions of Service, on behalf of the Host Entity. In such circumstances, the amount is not subject to UNV's verification, endorsement or approval, and the Host entity is solely responsible for the justification, amount and related payment. UNV will not accept any discretionary payment request above the threshold established in the VLA methodology.
- b. Similarly, UNV may request the Host entity to facilitate the disbursement of a UN Volunteer entitlement on UNV behalf, should the circumstances justify it (e.g. security evacuation DSA).

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