Administrative Guidelines in Response to the Gaza Emergency

CEB Human Resources Network

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I. Introduction

- 1. The administrative guidelines in response to the Gaza emergency contain a summary of the measures for UN common system personnel (both internationally and locally recruited staff¹ members and non-staff personnel).² The safety and security of all UN common system personnel is the top priority for the UN common system organizations.
- 2. These guidelines do not replace the applicable Staff Regulations and Rules and the relevant administrative issuances of the organizations which, in case of conflict with the provisions in these guidelines, shall prevail. They also do not replace the provisions of the United Nations Security Management System (UNSMS) Security Policy Manual which, in case of conflict with the provisions in these guidelines, shall also prevail.
- 3. These guidelines are intended for Executive Heads³, Heads of Entity⁴ and administrative staff, including human resources, and have been prepared to facilitate a harmonized approach to the most important aspects of supporting and administering personnel in the UN Common System organizations. They may be complemented by internal guidance issued by each Organization.
- 4. These guidelines will remain under continuous review by the Chief Executive Board (CEB) Human Resources Network (HRN) and be revised as necessary.

The UN common system locally recruited staff refers to General Service (and related categories) and National Professional Officer categories of staff.

Non-staff personnel refer to those who have contracts other than staff letters of appointment and only include individuals with a direct contractual relationship with the organization (e.g., consultants, individual contractors, holders of service contracts, interns, UN Volunteers, etc.)

Executives Heads are Heads of Organizations of the UN common system.

Head of entity refers to the head of a UN Secretariat department or office, including an office away from Headquarters; the head of a special political or peacekeeping mission; the head of a regional commission; a resident coordinator; or the head of any other unit tasked with programmed activities.

II. Measures in place by the International Civil Service Commission

- 5. Danger Pay may be promulgated by the Chair of the International Civil Service Commission based on a recommendation of the Under-Secretary-General of the UN Department of Safety and Security (UNDSS).⁵
- 6. The current R&R cycle for Gaza is 6 weeks and the established R&R destination is Amman.
- 7. Gaza is a non-family duty station.

Danger Pay locations are promulgated every quarter.

III. Evacuation and Relocation

Suspension of mission travel to Gaza

8. All travel to Gaza is suspended. Any requests for travel to Gaza must be cleared by UNDSS before it is initiated.⁶

Evacuation from Gaza and relocation

Evacuation

9. Due to the prevailing security environment and based on the outcome of the Security Risk Management process, the Designated Official, in consultation with the Security Management Team, has recommended evacuation of internationally recruited personnel from Gaza as a risk avoidance measure in accordance with paragraph 12, Chapter IV, Section D, Security Policy Manual, with an absolute minimum of international personnel remaining to ensure that life-saving Programme Criticality 1 activities continue. UNDSS approved the above recommendation and authorized personnel restrictions in Gaza on 12 October 2023.

Relocation

- 10. UNSMS organizations may support, to the extent feasible, locally recruited personnel to travel to a third country. A copy of the UNDSS communique is attached as an Annex to this document.
- 11. Starting from 12 October 2023, the entire population of Gaza north of Wadi Gaza was ordered to relocate to southern Gaza, which also applied to all UNSMS personnel. <u>Relocation of all UNSMS personnel is authorized</u> through this Guidance by USG UNDSS.

Daily subsistence allowance (DSA) for authorized official business travel to or within Gaza will be paid in accordance with the respective organizations' staff regulations, rules and internal policies, including situations where meals and accommodation are provided by the organization. When on official business travel, the personnel concerned shall be paid the travel-related entitlements provided for in the organization's staff regulations, rules, and internal policies.

Organizations may need to identify locally recruited personnel who have travel documentation for a third country and develop a list. On this basis, liaison with Israeli/Egyptian authorities should be undertaken to provide the names of staff members who intend to travel out. Coordination between agencies on the Egyptian side would be required to facilitate the movement of locally-recruited staff members to cross Rafah to Egypt. Each organization should ensure the awareness of the whereabouts of their personnel.

Expenses related to the evacuation of internationally recruited personnel

- 12. In accordance with paragraphs 6 and 7, Section A, Chapter VI, of the UNSMS Security Policy Manual, on evacuation of internationally recruited staff members, the organizations will arrange for the appropriate official travel and related payments for eligible staff members, i.e. staff members who are officially assigned to Gaza, as well as for payment of the security evacuation allowance (SEA), from the date of departure on security evacuation travel from the duty station up to a maximum period of six months or reassignment to another location or return to the duty station or discontinuation of evacuation status, whichever is earlier (\$200 per day for the first 30 days and \$150 per day thereafter) and payment of \$500 lumpsum for unaccompanied shipment, incidentals and terminal expenses per a staff member.⁸
- 13. The organizations may provide logistical support for internationally recruited staff members and their eligible dependent family members whose official duty stations are outside Gaza but who were present in Gaza, to relocate within the area or leave the area, as applicable. They would not be entitled to SEA payment.
- 14. In accordance with paragraph 11, Section A, Chapter VI of the Security Policy Manual, "if the staff member is outside the duty station at the time of evacuation, they will normally be entitled to the security evacuation allowance only as of the expected date of return to the duty station (i.e., upon expiration of any period of authorized home leave, annual leave, sick leave, or official mission)". Accordingly, internationally recruited personnel who are outside of the area and/or telecommuting or on any type of approved leave (including home leave, annual leave, sick leave, R and R) would normally be eligible for payment of the SEA only from the expected date of return to the duty station (i.e., expiration of telecommuting agreement under Flexible Work Arrangements (FWA) or expiration of any approved leave or official business travel).
- 15. Further, evacuation to the country of home leave or country of the staff member's choice will be handled in accordance with the provisions of paragraphs 13 and 14, Section A, Chapter VI of the Security Policy Manual. Travel to the country of home leave or country of the staff member's choice may be reimbursed not to exceed the cost of travel to the evacuation destination or may be processed under the home leave entitlement of the staff member. During the period of evacuation in the home country or the country of the staff member's choice, the SEA will be paid with respect to the staff member as per the

Internationally recruited staff holding continuing, fixed term and temporary appointments are eligible for SEA.

rates indicated in paragraph 12 above.

16. For internationally recruited non-staff personnel, evacuation travel and SEA or DSA may be payable as per paragraphs 22-26 below (as per paragraphs 25 and 26 of Section A, Chapter VI of the Security Policy Manual or in accordance with organizations' regulations, rules and policies).

Expenses related to security relocation of staff members and eligible family members

- 17. Pursuant to the Security Policy Manual ⁹ in the case of authorized security relocation, a lump-sum amount is payable to the staff member and the accompanying spouse and dependent children, if any. As per organizations' regulations, rules, and policies, the lump-sum amount should be calculated based on the DSA rate (in this case the Gaza Strip DSA) for up to 30 days and is payable in respect of the staff member and half of that amount for accompanying spouse and children. The purpose of the payment is to assist with the relocation and establishment of a temporary residence for up to six months of security relocation status. If the organization provides accommodation, the lump sum may be reduced based on their own policies and applicable frameworks as determined by the organization involved (normally a 50 per cent reduction or reduction by the amount of the accommodation portion of DSA). No DSA payment shall be made if relocation does not take place.
- 18. When relocating to a destination outside of Gaza, the Gaza Strip DSA rate continues to apply, regardless of the actual destination. Locally recruited personnel on relocation status who choose to travel outside Gaza will have to obtain authorization from their organizations for flexible or alternative working arrangements from outside the duty station in accordance with the organizations' policies.
- 19. In accordance with paragraph 5, Section A, Chapter VI, of the Security Policy Manual, the Designated Official (DO) may recommend to the Security Management Team (SMT) that a decision be taken by representatives of organizations participating in the United Nations SMT to provide transportation costs for staff members and their eligible family members, if necessary and if transportation is not provided by the Organization. In this respect, a lump sum amount of up to \$500 per person to cover transportation costs would be payable to the staff member, the staff member's spouse, and dependent children in accordance with the organization's rules and regulations when transportation

https://policy.un.org/sites/policy.un.org/files/files/documents/2021/Sep/spm-chapter_visection a corrected.pdf.

is not provided.

- 20. If the authorized security relocation continues or is extended by the Designated Official for Security beyond six months and it is assessed that the relocation status will continue for a prolonged period, a second lump-sum payment is payable. The purpose of the second payment is to assist with the establishment of a regular residence when the relocation status is prolonged beyond six months and shall be the final payment regardless of the duration of the security relocation.
- 21. Organizations may request personnel to support the operations outside of Gaza (for instance from a remote support office, a regional office, other location, etc.). In such a situation, the personnel concerned shall be paid the travel-related entitlements provided for in the organizations' regulations, rules, and internal policies. Organizations are responsible for accounting for their personnel and maintaining continuous communication with them.

Expenses related to evacuation/relocation of non-staff personnel

- 22. Policies regarding non-staff vary across the UN common system. For additional information consult your organization's rules and policies. In accordance with paragraph 25, Section A, Chapter VI, of the Security Policy Manual,¹⁰ provisions for evacuation for internationally recruited consultants/contractors will be incorporated into the initial contractual arrangements. Options for local or international consultants/contractors while 'Personnel Restrictions' for security purposes are in force are listed below.
- 23. Should there be 'Personnel Restrictions' for security purposes in an area where a consultant/contractor is operating, the consultancy contract will not be terminated if it is determined that the services to be provided by the consultant/contractor can be accomplished outside of the duty station. The consultant/contractor's travel costs will be covered up to the location from where the recruitment took place, or any other location mutually agreed from where the services can be provided as per the original terms (Option a).
- 24. Should there be 'Personnel Restrictions' for security purposes in an area where a consultant/contractor is operating, the consultancy contract will be terminated in accordance with the contractual termination clause if it is determined that the services to be provided by the consultant/contractor cannot be accomplished outside of the duty

¹⁰ undss-unsms_policy_ebook.pdf

station. If a consultancy contract is terminated, travel relocation costs and possible remuneration will be regulated according to individual organizations' policies (Option b).

- 25. If circumstances permit, the consultant/contractor agrees and sound operational reasons exist, the consultancy contract may be suspended. The consultant's/contractor's travel costs will then be covered up to the location from where recruitment took place. Once the 'Personnel Restrictions' for security purposes are lifted, the return of the consultant/contractor will be authorized, and the related travel costs will be covered. The contract will be reactivated under the original terms and arrangements (Option c).
- 26. In situations where it is expected that 'Personnel Restrictions' for security purposes will be of a maximum duration of seven days, the consultant/contractor may be evacuated/relocated to the destination authorized by the USG/UNDSS. The applicable DSA in case of relocation or travel costs and security evacuation allowance in case of evacuation will be covered up to seven days (at the rate applicable to staff members) by the relevant organization. If the lifting of the 'Personnel Restrictions' for security purposes does not take place within the seven-day period, options a, b or c above apply.

UN Volunteers

27. Regarding UNVs, in accordance with paragraph 24, Section A, Chapter VI, of the Security Policy Manual, in the event of 'Personnel Restrictions' for security purposes, arrangements for UNVs are administered by UNDP or the United Nations. Furthermore, Chapter XI and Annex 4 of the Unified Conditions of Services for UN Volunteers provides detailed information on security-related issues affecting UNVs including in instances of evacuation and relocation and applicable entitlements. Below is an overview regarding possible arrangements and payments in the current context:

28. International UN Volunteers:

- All international UN Volunteers serving in Gaza should be part of the security evacuation and receive Security Evacuation Allowance (SEA) payments, which are described in the chart detail below.
- International UN Volunteers who are outside of the area and/or telecommuting or on any type of approved leave (including Home Visit, Annual Leave, R&R) would normally be eligible for payment of the SEA only from the expected date of return to the duty station.
- International UN Volunteers whose place of Home Visit or Repatriation location is Gaza, may be allowed to travel to another country, subject to not to exceed the cost of travel between their duty station and Gaza.

29. National UN Volunteers:

- UN Host Entities are to support, to the extent feasible, locally recruited
 personnel to travel to a third country. The UN will work to the extent possible
 to support personnel who do not have travel documents.
- In the case of authorized security relocation of locally recruited personnel national UN Volunteers would receive DSA of their location, when confirmed that they have relocated.
- Designated Official (DO) may recommend to SMT for locally recruited personnel to receive a lump sum amount of up to \$500 to cover transportation costs when transportation is not provided by the Organization. In this respect, UNV should monitor the situation and await further DO instructions.

Home leave and repatriation

- 30. Staff members whose place of home leave is Gaza, may be allowed to avail of their home leave entitlement in another country, subject to their organizations' staff regulations, rules, and internal policies including any cost limitation if applicable (for instance, not to exceed the cost of travel between the duty station and the normal place of home leave).
- 31. Similarly, staff members who are due for repatriation to Gaza, may be repatriated to an alternate country in accordance with their organizations' staff regulations, rules, and internal policies including any cost limitation if applicable (for instance not to exceed the cost of travel between the duty station and the normal place of repatriation).

IV. Medical and psychosocial support

- 32. Cigna, in collaboration with the Health and Life Insurance Section, UN Secretariat, continues to maintain a crisis support line that operates 24/7 to provide free counselling support to staff and their family members who may be experiencing trauma, anxiety, or distress. The support line is available in both English and Arabic, and support can also be requested through email. On 13 October 2023, an email communication was sent out to staff in Israel and Palestine informing them of the support line's availability and other support available through health insurance. The same information is also published on the HLIS website at Crisis Emotional Support Helpline for staff in Israel and Palestine I Health & Life Insurance Section (un.org).
- 33. In addition, Global Telehealth is available for staff members enrolled in either MIP or WWP in Israel and Palestine. This service provides non-emergency medical consultation by phone or video 24/7. Doctors are typically available within 24 hours (depending on language preference). To expedite access to medical care, the emergency Guarantee of Payment (GOP) procedure for prioritization has been established, and GOP requests should be submitted via telephone whenever possible. These GOP procedures can be found in the WWP and MIP benefits booklets on the HLIS website at Policy Documents | Health & Life Insurance Section (un.org). Nurse case management for cases arising from Israel and Palestine is given priority, with Cigna's case management team having English and Arabic language capabilities.
- 34. Cigna's network team remains in regular contact with their in-network providers in the region and continues to monitor the facilities that are still operating.
- 35. A preliminary list of stress counselling resources made through CISMS, UNDSS for UN personnel and families impacted by the Gaza emergency as of 11 October 2023 is in Annex B of this document.

V. Salary payments and advances

Salary payments

- 36. Payments to local bank accounts, for salary and other entitlements, are being monitored to ensure staff members can access funds. Upon a staff member's request, the organization may withhold salary payment until the staff member can access their bank account. Staff members who need to have their salary withheld should contact their payroll office with their request at the earliest opportunity.
- 37. Salary payments will be processed in locations where the organizations have the ability to transfer payments to staff members' bank accounts. In locations where the organizations cannot transfer payments to bank accounts or where staff members do not have access to banking, the UN will facilitate cash disbursements where possible and the security situation permits.

Salary advances

38. The organizations may authorize, upon request, up to a three-month salary advance for staff members, and non-staff personnel, where possible. These advances may be given to both locally and internationally recruited individuals. Repayment will be made in accordance with the Organization's internal policies or procedures applicable for responding to critical incidents.

VI. Special leave with full pay, telecommuting, and other leave

Special leave with full pay

39. Organizations may consider granting special leave with pay to the affected staff members who were present in Gaza for up to 10 working days. ¹¹ Such paid leave should be taken at any time within six months, in or outside the duty station/temporary location, from 7 October 2023. Organizations may consider granting authorized time off to their non-staff personnel in accordance with the organizations' regulations, rules and internal policies.

Telecommuting

40. Flexibility should be exercised to allow all personnel to telecommute within and outside the duty station, country, or location of the remote support office or regional office, for all international and local personnel unless their physical presence is necessary at a particular office/location to carry out their work, in accordance with each organization's internal policy.

Other Leave

41. When personnel are not on special leave with full pay and/or when telecommuting is not an option, personnel should request appropriate leave (e.g., annual leave, SLWOP, etc.) in accordance with the organizations' regulations, rules and internal policies.

¹¹ This is done at the discretion of the organizations and may vary across different organizations.

VII. Alternate working modalities¹²

Alternate Work Modalities

- 42. In accordance with paragraph 1, Section A, Chapter VI of the Security Policy Manual, "administrative measures related to Alternate Work Modalities (AWM) that involve temporarily closing offices or the work status of a staff member will be implemented by each organization in line with its rules and regulations. The measures include, but are not limited to, working from home or an alternate workplace within the duty station and Special Leave with Pay. If staff members and their eligible family members are instructed to move into a hotel within the duty station for security reasons, Daily Subsistence Allowance (DSA) at the rate applicable at the duty station (or an ad hoc DSA rate recommended by the Security Management Team and approved by the headquarters of the lead agency) will be payable in respect to the staff member and half of that amount for each eligible family member for up to 30 days".
- 43. The Designated Official (DO), in consultation with the Security Management Team (SMT) and based on the advice of the most senior security professional directly supporting the DO, may institute planned or ad hoc Alternate Work Modalities for all or some United Nations personnel and eligible family members to address specific security problems in their area of responsibility in accordance with Section F of the Security Policy Manual. Contingencies for Alternate Work Modalities should be included in the Security Plan and any ongoing Alternate Work Modality (such as "no-go" areas in a city) should be included in the country-specific approved Security Risk Management.
- 44. Representatives of organizations participating in the United Nations Security Management System can also institute Alternate Work Modalities solely for their personnel in response to organization-specific risks. This derives from their responsibility and authority in the United Nations Framework of Accountability for Security. Representatives wishing to implement such measures should examine any possible negative impact these measures would have on security and/or business continuity plans. They should also consult with other members of the SMT to examine whether these decisions would have any negative impact on the security of other United Nations personnel in the area. It is recommended that such measures are discussed at the UN Country Team level for a harmonized approach.

¹² This section is not applicable to staff members on evacuation or relocation status.

VIII. Compensation

Compensation for death, injury, or illness attributable to the performance of official duties on behalf of the United Nations

45. Compensation for death, injury, or illness attributable to the performance of official duties on behalf of the United Nations shall be provided to staff members and their dependents as well as other eligible personnel in accordance with the terms and conditions in the organizations' regulations, rules, and internal policies (for instance, Appendix D of the UN Staff Regulations and Rules for the UN Secretariat and the separately administered UN funds and programmes). Organizations shall ensure that all staff members and other eligible personnel have a completed and/or updated beneficiary form (including UNJSPF beneficiary form) on file.

Compensation for loss of or damage to personal effects attributable to service

46. Within the UN, staff members¹³ entitled to compensation for loss of or damage to personal effects attributable to service under the compensation policies of the organizations (e.g., ST/AI/149/Rev.4 for the UN Secretariat staff), may choose to opt for lumpsum amounts, if offered by the organizations, based on the severity levels of the damage. These lumpsum amounts are disbursed upon validation in accordance with procedures or disbursement processes established by each organization. The amounts will be capped up to the maximum levels indicated below:

The applicability of this policy may vary across the common system organizations.

	Basis for lump	sum amounts ¹⁴
	Maximum allow	able percentage
Damage severity level	Without dependant	With dependant
Low to medium damage	10	10
Medium to high damage	25	25
Severe to total damage	50	50

47. Organizations within the UN Country Teams *may* consider establishing joint local claims boards to expedite the processing of lump sum claims, without prejudicing existing policies. Staff members who decide not to opt for a lump sum retain their entitlement to claim compensation through the regular claims process established in their organization.

Ex-gratia payments

- 48. Ex-gratia payments may be provided where damage is not otherwise covered by the Organizations' existing compensation schemes at the discretion of each UN organization, in accordance with their respective regulations, rules and internal policies.¹⁵
- 49. The ex-gratia payment amounts for local personnel are to be established at the level of 1/2 of a one-month net salary at G-2, step I level of the currently applicable GS salary scale, one month and two and a half months, respectively, depending on the severity of damage as follows:

The lump sum amounts are established based on the maximum amounts (\$12,000 for staff without dependants; \$20,000 for staff with recognized dependants) that can be claimed by staff members under the UN Claims Board process (paragraph 11 ST/AI/149/Rev.4).

For the UN Secretariat, ex-gratia payments are governed by Financial Regulation 5.11 that provides that "[t]he Secretary-General may make such ex-gratia payments as are deemed to be necessary in the interest of the Organization, provided that a statement of such payments shall be submitted to the Board of Auditors with the financial statements." Financial Rule 105.12 further stipulates that "[e]x-gratia payments may be made in cases where, although in the opinion of the United Nations Legal Counsel there is no clear legal liability on the part of the United Nations, payment is in the interest of the Organization." Accordingly, under the UN Financial Regulations and Rules, an ex-gratia payment requires that there be no clear legal liability on the part of the Organization based on a legal opinion of the United Nations Legal Counsel.

Ex-gratia Paymen	ts (local personnel)
Damage severity	The amount is established by reference to one-month net salary at G-2, Step I level of the currently applicable GS salary scale)
Residence safe to re-occupy/low to medium damage to personal effects	½ month
Residence safe to re-occupy after repairs/medium damage to personal effects	1 month
Residence unsafe to re-occupy/severe damage to personal effects	2.5 months

IX. Administrative support for business continuity, administration of appointments, recruitment, and UNLP

Administration of appointments

- 50. Subject to needs and priorities for mandate/programme implementation, organizations should view the need for renewal/extension of appointments of staff members with finite appointments or approaching the mandatory age of separation prior to 31 December 2023 and initiate early repatriation or separation as applicable.
- 51. Staff members should be informed of their renewal or non-extension as much in advance as possible in accordance with the organizations' regulations, rules and internal policies. When in the interest of the good administration of the Organization (including operational and financial considerations), each Organization may wish to consider agreed termination in accordance with its regulations, rules, and internal policies. The payment of SEA, if applicable, shall cease as of the effective date of separation.

Recruitment

52. The decision as to whether to initiate recruitment to operations in Gaza should be made in accordance with each Organization's priorities for mandate/programme implementation and the evolving security situation and personnel ceilings, if any, imposed by the security situation. Functions requiring an on-site presence in Gaza (PC-1 activities only) or in other neighbouring offices will be given priority and determined based on the organization's priorities.

United Nations Laissez-Passer

53. In accordance with the advisory from USG/DOS if UN personnel are no longer in possession of their United Nations Laissez-Passer (UNLP) in Gaza, they must report this situation through the respective entities as soon as possible. All UNLPs that are reported lost, missing or stolen will be declared invalid for travel, deactivated in the UNLP database, and reported to INTERPOL to prevent unauthorized use. It is the responsibility of each entity to inform the affected staff that their documents are being reported as lost to INTERPOL and that holders should never attempt to use a UNLP that was found after it was reported as lost, missing, or stolen. Individuals travelling on a UNLP that was previously reported lost or stolen risk delays and possible detention at border crossings. Any further questions on this matter can be addressed to the United Nations Travel Documents programme at email: untraveldocsprogrammeadmin@un.org.

X. Death of a staff member¹⁶

- 54. All staff involved in making the various arrangements must use their utmost discretion, tact, and sensitivity, particularly when dealing with the family of the deceased. In case of queries from the family or insurance companies, full documentation should be maintained as per internal policies and procedures. Guidance should be provided to the surviving family member on how to file such claims. Cases of death of non-staff personnel are governed by each organization's applicable policies.
- 55. When a staff member or the spouse or dependent child dies, the responsible organization (normally the human resources office or any relevant office in accordance with standard organizational protocols for such situations) will assume responsibility for coordinating the actions required and serves as the link between the organization and the family of the deceased, providing the family assistance throughout the period following the death.
- 56. Compensation will be provided to eligible staff members in the event of death, injury or illness considered to be attributable to the performance of official duties in accordance with the Staff Regulations and Rules and internal policies of the organizations, and to other personnel based on their terms of their contracts and the organizations' internal policies.

Transportation of remains and funeral costs

57. Before making any arrangements, it is necessary that the family is consulted whether they wish: local burial; cremation and repatriation; or embalming and repatriation. In all instances, the local regulations and laws and international health regulations shall apply while the specific instructions of the family of the deceased should be observed as closely as possible.

58. **For internationally recruited staff** the following applies:

- 59. Organizations shall absorb the costs of international transportation including preparation of remains of deceased staff members who pass away at the duty station or designated alternate location; or
- 60. Organizations may, at their discretion, offer a lumpsum amount of \$10,000 in lieu of the Organization's assistance in managing the transportation and other activities and

¹⁶ Cases of death of non-staff personnel are governed by the organization's applicable policies.

expenses pertaining to the handling of the remains of the staff member. The lumpsum is to cover any and all transportation costs of the remains of the staff member to the place to which he or she was entitled to return travel, any and all expenses including, but not limited to, preparation and transportation of the body, travel of a family member and any and all other reasonable and admissible expenses, in line with the Organization's legal frameworks.

61. **For locally recruited staff**, organizations may, at their discretion, offer a \$500 lumpsum towards the funeral expenses in case of the death of the local staff member and/or death of a spouse or an eligible dependent child to be paid to the staff member or surviving family, if permitted under the Organization's legal framework.

Death benefits

62. In the case of death of a staff member, a death benefit shall be paid to surviving dependents in accordance with the Organizations' Staff Regulations and Rules.

Payments of salary, benefits and allowances

63. Priority will be given to arranging for the survivors/designated beneficiaries to receive any payment (or an advance) against any salary, allowances and benefits standing to the credit of the staff member as of the date of death.

Pension Fund benefits

64. The UNJSPF has offices in New York and Geneva and provides services to participants and beneficiaries from both offices. In an extreme situation, the UNJSPF would be able to implement its disaster recovery policy for payroll payments to beneficiaries.

After-service health insurance

65. Surviving family members who are eligible for ASHI, must normally make an application for ASHI within three months of the staff member's death.

Education grant

66. When a staff member dies while in service after the beginning of the school year, no prorating or disqualification will take place in respect of any element of the education grant (EG) to which the staff member would have been entitled had he/she lived to the end of the school year, including boarding expenses or a flat sum for board and EGT.

67. The EG-related forms must be completed by the surviving spouse, the legal representative of the child for whom the EG or EGT is paid, or by the child for whom the claim is requested, if 18 years of age or older. If the school year ends when the final payment has already been processed, the settlement will be made as a direct payment to the survivor.

ANNEX A: Summary of possible arrangements and payment for internationally recruited and locally recruited UN personnel (staff and non-staff)

Table 1: Internationally recruited staff members*

Allowances & Benefits	Official business travel to the official duty station, or another duty station/country	Temporary assignment or re-assignment to another duty station/country	Remain on evacuation status
Security Evacuation Allowance (SEA) ¹⁷	When S/M is on evacuation status and is requested to proceed on official business travel status to a different location, SEA to S/M will be suspended. The payment of SEA will resume when s/m returns to d/s of evacuation.	n/a SEA payments stop from the effective date of the temporary assignment or re-assignment	\$200 of SEA per day first 30 days; \$150 of SEA per day from the 31st day until s/m returns to the duty station, or until s/m is reassigned to another location, or until six months have elapsed following the evacuation, whichever is soonest.
Additional payments in relation to evacuation	n/a	n/a	\$500 for shipping entitlement and terminal expenses;
Loss and damage to personal effects	As applicable	As applicable	As applicable
Salaries and allowances	Payment of salaries, allowances and benefits applicable to official d/s	Payment of salaries, allowances and benefits applicable to d/s of assignment/re- assignment	Payment of salaries, allowances and benefits applicable to official d/s
Hardship	as applicable to official d/s	as applicable to d/s of assignment/re- assignment	as applicable to official d/s
Non-family service allowance	as applicable to official d/s	as applicable to d/s of assignment/re- assignment	as applicable to official d/s

¹⁷ In the case of internationally recruited staff members on relocation status, relocation entitlements will apply as per Chapter XI, Section A of the Security Policy Manual.

Allowances & Benefits	Official business travel to the official duty station, or another duty station/country	Temporary assignment or re-assignment to another duty station/country	Remain on evacuation status
R&R	as applicable to d/s of official business travel	as applicable to d/s of assignment/re- assignment	n/a
Danger pay	as applicable to d/s of official business travel	as applicable to d/s of assignment/re- assignment	n/a
Mobility incentive	as applicable	as applicable	as applicable
Travel	As per organization's travel policy	As per organization's travel policy	As per organization's travel policy
Daily Subsistence Allowance (DSA)	as applicable to d/s of official business travel	n/a	n/a
Settling in grant	n/a	DSA payment and lumpsum as per organization's policy	n/a

^{*} The listed allowances and benefits are applicable to internationally recruited staff members holding continuing, fixed-term, and temporary appointments subject to meeting the applicable requirements

Table 2: Locally recruited staff members*

Allowances & benefits	On official business travel status outside the official duty station	Relocated within the duty station/country/territory	Relocated <u>outside</u> the duty station/country/territory
Lump-sum for relocation	n/a	Applicable DSA rate for 30 days to s/m and ½ DSA to recognized dependent spouse and dependent children.	Applicable DSA rate for 30 days to s/m and ½ DSA to recognized dependent spouse and dependent children.
Transporta tion allowance	n/a	Lump sum transport of USD 500 per person, payable to the s/m and each of the eligible family members	Lump sum transport of USD 500 per person, payable to the s/m and each of the eligible family members
Loss and damage to personal	n/a	As applicable	As applicable

effects			
Salaries and allowances	Payment of salaries, allowances and benefits applicable to the official d/s	Payment of salaries, allowances and benefits applicable to official d/s	Payment of salaries, allowances and benefits as applicable to official d/s
Danger pay	As applicable to d/s of official business travel	As applicable to official d/s	n/a
Daily DSA	DSA rate applicable to d/s of official business travel	n/a	n/a
Travel	As per organization's travel policy	n/a	n/a

^{*}The listed allowances and benefits are applicable to local staff members holding continuing, fixed-term, and temporary appointments, as well as their eligible family members

Table 3: Non-staff personnel (international and local non-staff)*

International non-staff	Local non-staff
Security relocation entitlements are governed by the Security Policy Manual and applicable organization's internal policies. Payment of security relocation lumpsum will be dealt with on a case-by-case basis in accordance with the organization's internal policies, including alternate work modalities such as flexible working arrangements. The lump-sum amount shall be disbursed based on the assessment of each organization	Security relocation lump-sum calculated based on the Gaza strip DSA rate for the purpose of relocation. The lump-sum amount shall be disbursed based on the assessment of each organization and in accordance with the organization's internal policies

^{*}This table displays the UN policies concerning non-staff, other organizations may have different approaches. The payment of the security relocation lump sum is at the discretion of individual organizations. No DSA is payable if relocation does not take place.

ANNEX B: Preliminary list of stress counselling resources for UN personnel and families impacted by the Gaza emergency as of 11 October 2023



Critical Incident Stress Management Section (CISMS) Preliminary list of stress counselling resources for UN personnel and families impacted by the Gaza emergency

October 11th, 2023

Name	UN office or agency	Location	Contact details	Languages
		nation of psychoso	ocial support services	
Muhammad Sohail Ali	Chief of CISMS/UNDSS Global coordinator	New York	Ali173@un.org Phone: +17186631520	English. Hindi Urdu
Louiza Khourta	CISMS (Regional Stress Counsellor) Regional coordinator and focal point for UNRWA.	New York	Khourta@un.org Phone: +1 3322716097 WhatsApp +33668604143	English, French, Arabic
	Coun	sellors currently p	resent in Palestine	
Hala AL SARRAJ ZEYADA	UNDSS	Gaza	hala.saraj@undp.org Phone and WhatsApp: 972 59 952 8426	Arabic and English
Laila Attshan	UNICEF	Jerusalem	latshan@unicef.org	Arabic and English
		Counsellors in	Lebanon	
Ljiljana IVETIC	DPO/UNIFIL	Beirut	ivetic@un.org Phone and WhatsApp +9613769760	English, French, Russian, Chinese
Philip GEORGIOU	WFP	Beirut	philip.georgiou@wfp.org Phone and WhatsApp +96181312133	English Italian
		Counsellors base	ed in Jordan	
Khaleel Issa	UNICEF	Amman	kisa@unicef.org WhatsApp: 962 797170182 / 917 2261916	Arabic English
Khattab Saeed	UNDP	Amman	khattab.saeed@undp.org	Arabic English
Fadi Hamdi	UNHCR	Amman	hamdi@unhcr.org Phone/WhatsApp + 16479360667 Mobile: +962 7 9182 3150	Arabic English



Mojgan	OCHA	Amman	mojgan.shadbash@un.org	English
SHADBASH			Phone, WhatsApp	Germen
			.,	
Josette Sfeir	(Médical Dr)	Amman	sfeir@un.org	Arabic
	CMO ESCWA		WhatsApp	English
			972 599 528 426	
	Counsellors (an	d external provide	ers) currently present in Syria	
Wafika Tafran	UNHCR	Damascus/Syria	tafran@unhcr.org	Arabic,
			Phone: +963 993319722	English
Dr lyes	CISMS	Aleppo /Syria	iyas.tameem@gmail.com	Arabic,
TAMEEM	External		Phone/WhatsApp	English
	Mental		+963 955 630 480	
	Health			
	Professional			
	(EMHP,			
	providing			
	services on			
	payment)			
Dr Eyad Yanes	CISMS	Damascus/Syria	eyadyanes@hotmail.com	Arabic,
	External		Phone/WhatsApp:	English
	Mental		+963 944 388 102	
	Health			
	Professional			
	(EMHP,			
	providing			
	services on			
	payment)			
Shereen KHALIL	CISMS	Damascus/Syria	shereenkhalil85@yahoo.com	Arabic,
	External			English
	Mental			
	Health			
	Professional			
	(EMHP,			
	providing services on			
Counse	payment)	he MENA region (available for online support servic	os)
Rofaida Saoud	IOM	Cairo	rsaoud@iom.int	Arabic
noralda Javud	10111	Cano	WhatsApp	English
			+20 1030807915	Liigiisii
Grace Menassa	WFP	Cairo	Grace.menassa@wfp.org	Arabic,
Grace Michassa		Cano	WhatsApp :+201022478441	English
			**************************************	French
Ayedh Nasser	DSS	Sanaa/Yemen	ayedh.nasser@undp.org	Arabic,
,		January Territori	WhatsApp +967 770 208 796	English
				283
Gamila Ahmed	DSS	Aden/Yemen	gamila.ahmed@undp.org	Arabic,



Frishta KEWE IOM Erbil/Iraq fkewe@iom.int Phone/WhatsApp: Kurdish +9647502008280 English CHIRVATIDIS, Athanasios WHO Cairo/Egypt. Chirvatidisa@who.int Phone: +201284081324 English WhatsApp: +306970809721 Sifa WFP Ankara Sifa.sonmez@wfp.org English WhatsApp Turkish +90 5395513707 Counsellors present outside the MENA region and available for online support services
Phone/WhatsApp: Kurdish +9647502008280 English CHIRVATIDIS, Athanasios WHO Cairo/Egypt. Chirvatidisa@who.int Phone: +201284081324 English WhatsApp: +306970809721 Sifa WFP Ankara Sifa.sonmez@wfp.org English WhatsApp Turkish +90 5395513707 Counsellors present outside the MENA region and available for online support services
+9647502008280 English CHIRVATIDIS, Athanasios WHO Cairo/Egypt. Chirvatidisa@who.int Phone:+201284081324 WhatsApp:+306970809721 Sifa WFP Ankara Sifa.sonmez@wfp.org WhatsApp WhatsApp Turkish +90 5395513707 Counsellors present outside the MENA region and available for online support services
CHIRVATIDIS, Athanasios WHO Cairo/Egypt. Chirvatidisa@who.int Phone:+201284081324 WhatsApp:+306970809721 Sifa WFP Ankara Sifa.sonmez@wfp.org WhatsApp WhatsApp Turkish +90 5395513707 Counsellors present outside the MENA region and available for online support services
Athanasios Phone: +201284081324 WhatsApp: +306970809721 Sifa WFP Ankara Sifa.sonmez@wfp.org WhatsApp WhatsApp +90 5395513707 Counsellors present outside the MENA region and available for online support services
Sifa WFP Ankara Sifa.sonmez@wfp.org English WhatsApp +90 5395513707 Counsellors present outside the MENA region and available for online support services
Sifa WFP Ankara sifa.sonmez@wfp.org WhatsApp H90 5395513707 Counsellors present outside the MENA region and available for online support services
WhatsApp Turkish +90 5395513707 Counsellors present outside the MENA region and available for online support services
+90 5395513707 Counsellors present outside the MENA region and available for online support services
Counsellors present outside the MENA region and available for online support services
Madhubhashini CISMS New York <u>hewagem@un.org</u> English,
Kalhari Hewage Régional +19172099047 Russian
stress
Counsellor Spanish
Anne-Marie CISMS New York <u>anne-</u> English
Serrano Régional marie serranobanquet@un.org French
Serrano stress marie.serranobanquet@un.org Spanish
Banquet Counsellor +19172094615
Patricia CISMS New York patricia.duartemartins@un.org English
Martin Régional Portuga
stress
Counsellor
Janvier Rugira CISMS New York janvier.rugira@un.org Français
Régional Anglais
stress Swahili
Counsellor
Guylaine Dion World Bank Washington DC +1(202) 522-1616 English.
☐ gdion@worldbankgroup.org
Kaukab Al - UNFPA Ottawa/Canada al-wadeai@unfpa.org> Arabic
Wadeai English

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ANNEX C: UNDSS Communique of 12 October 2023

United Nations **Nations Unies**

POSTAL ADDRESS-ADRESSE POSTALE: UNITED NATIONS, NY. 10017 CABLE ADDRESS-ADRESSE TELEGRAPHIQUE: UNATIONS NEWYORK

DEPARTMENT OF SAFETY AND SECURITY OFFICE OF THE UNDER-SECRETARY-GENERAL

INTEROFFICE MEMORANDUM MEMORANDUM INTERIEUR

UNDSS COMMUNIQUÉ

DATE: 12 October 2023

To: All Security Focal Points and Alternates of Organizations of the United Nations Security Management System (UNSMS) Executive Heads of UNSMS Organizations UNDSS P/C/SAs HR Network ICSC Secretariat

CC: Ms. Lynn Hastings Designated Official, Israel and the Occupied Palestinian Territory Jerusalem

> Mr. Andrey Kandybko Chief Security Adviser a.i.

Jerusalem

FROM: Gilles Michaud DE: Under-Secretary-General

Department of Safety and Security

SUBJECT: Personnel Restrictions in Gaza ORIET:

- Due to the prevailing security environment and based on the outcome of the Security Risk Management process, the Designated Official, in consultation with the Security Management Team, has recommended a drawdown of internationally recruited personnel from Gaza, with an absolute minimum of international personnel remaining to ensure that life-saving Programme Criticality 1 activities continue.
- On behalf of the Secretary-General, I approve the above recommendation and authorize personnel restrictions identified in paragraph 12 of the Security Policy Manual, Chapter IV, Section D, "measures to avoid risk".

3. Considering that the implementation of these measures will impact United Nations programmes and activities, and risks for locally-recruited personnel (although their security is not endangered as a direct consequence of their employment with the United Nations), UNSMS organizations will support, to the extent feasible, locally recruited personnel, who hold relevant documentation, to travel to a third country. The UN system will work to support, to the extent possible, personnel who do not hold travel documents.