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In the course of their service with the United Nations, staff and their families are exposed to risks incurred while living and working in volatile environments including as targets of malicious acts, first responders to humanitarian crises or affected by events such as natural disasters. Based on lessons learned, the United Nations Secretariat has developed tools to build the capacity of their staff to be better prepared to face critical situations and strengthen the care and services available to those who suffer from injuries or illnesses as a result of serious incidents, or lose their life while in service to the Organization.

This Guide is a practical tool for UN staff and their families with recommendations and information on their benefits and entitlements in the case of injury or death. Getting familiar with the information contained in this Guide is the first step to ensure one's own preparedness in case of an (s) 9. 93324 (t)-5 . . 1500714 . 52 Tdd [(i2158 (e4242 (8925141428 (25152b) 15025 (1a) 582325 (t) 5150040))



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AppendiC D 0 Descri<es coApensation a>ard under t@e UN Staff Re: ulations and Rules AS * I

G After Service * ealt@ Insurance

CIS#U G Critical Incident Stress #ana: eAent Unit ,in DSS-

CPSU G Crisis Preparedness and Support Unit ,in DSA;DOS-

CS(G Crisis Support (olunteers

D* #OS* G Division of * ealt@0Care #ana: eAent and Occupational Safet= and * ealt@ ,in DOS-

D#SPC G DepartAent of #ana: eAent Strate: =B Polic= and CoAppliance

DOS G DepartAent of Operational Support

DSA G Division for Special Activities ,in DOS-

DSS G United Nations DepartAent of Safet= and Securit=

!!P 0 !aAil= !ocal Point

GLI 0 Group Life Insurance

IDS 0 Insurance and Dis<urseAent Service





#ALICIOUS ACT

Includes hostilities, revolution, rebellion, insurrection, riots or civil disobedience, sabotage, explosion of arms, weapons, terrorism, murder, assault or a threat.

NEAREST OF KIN

For the United Nations, the nearest of kin is defined as that person's closest living blood relative or relatives.

SURVIVOR

A survivor is defined as:

- a staff member who was present at a location when there was an alicious act, incident or natural disaster and who remained alive after others have died;
- a dependent spouse, a dependent child or a secondary dependent who remained alive after the staff member has died.

The definitions of a survivor for the purposes of <



The following United Nations resources will be dedicated to helping you in the event of an emergency



Divisions of Administration at duty stations are usually headed by a Director who reports directly to the head of the Mission. Divisions of Administration are responsible for ensuring that all regulations, rules and instructions of the Organization pertaining to administrative matters are followed. These usually include Audit and Finance Administration, Information and Communications Technology, Procurement, Central Support and Human Resources Services.



The office in your duty station that provides human resources, HR-administrative services is the Desk resource on all HR related issues. This office usually provides a comprehensive range of services and acts as the custodian of the UN human resources policies, regulations and rules. This office determines your benefits and entitlements and initiates the pr





! or furt@er inforAation@ please contact t@e staff or stress counsellor's office in =our dut= station.



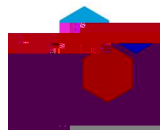
There are many processes and players involved in assisting a staff member when he or she suffers a service-incurred injury. The following is a brief outline of the services, benefits and entitlements that staff members are eligible for. Please bear in mind that events and circumstances vary and that our experience may differ from that is presented below. We recommend that you seek the guidance of an HR practitioner to discuss details on the available services, benefits and entitlements for you. hr@un.org is eligible for.

Please bear in mind that the services, benefits and entitlements mentioned herein are not applicable to everyone or to all situations. Staff members should consult with their respective Human Resources offices.



Immediately following an incident that results in a single or mass casualty, the local Department of Safety and Security, DSS, office and local UN Medical services are dispatched to the location. Their role would be to secure the scene, locate and identify United Nations staff who are injured and ensure they receive the medical care and attention needed. They will follow up on the care provided by physicians in treatment facilities and, if required, approve and arrange medical evacuation to the nearest full-service hospital. A team from D* #OS* A08 (I) 4 . 19158 (O) 0 . 52 . 6 8538 (*) 3 . 23309 (8 (e) 0 . 590251 (s) 9 . 93191 () -114

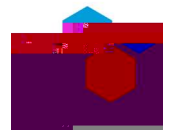






* Annual cycle starts 1 April to 31 March

- Q Inform your supervisor immediately when you are unable to report to duty due to sickness.
- Q Maintain careful record of all sick leave taken.
- Q Retain record of all sick leave received from your treating physician and corresponding certification received from the D* # OS*.
- Q In circumstances where your certified sick leave is extended beyond your accrued sick leave entitlement, your HR office and the Medical Services will advise you on possible options for your consideration regarding your status and leave. This may include a recommendation for separation from service on pension disability for health reasons.



Participation

All United Nations staff members are eligible for automatic #AIP insurance coverage. No enrolment forms need to be completed and participation is at no cost to eligible individuals. Coverage is not extended to spouses or dependent children of the staff members.

Claims

Our HR office will liaise with the Risk Management and Compensation Section regarding your claim and advise you of any decision made regarding the claim.

Our HR office will submit the claim alone: with the



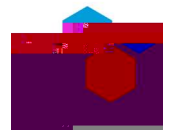
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Participation and coverage

Appendix D to the United Nations Staff Regulations and Rules provides orders of compensation coverage for injury, illness or death which is directly attributable to the performance of official duties on behalf of the United Nations.



to the A4CC for recommendation on a claim. The recommendations of the A4CC for compensation under Appendix D are subject to the Secretary-General's approval.

For further information please refer to the Appendix D of ST/SG/4(2) & 'B Staff Regulations and rules of the United Nations dated 3 January 2012 &.



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If due to your illness or injury your physician determines that you are incapacitated for or for a long period or permanently and you have exhausted your accrued sick leave entitlement the Division of Health Care Services and Occupational Safety and Health (DHOS) will determine whether you are eligible to be considered for a disability benefit in accordance with ST/AI/1/11; 1% Termination of appointment for reasons of health dated 1 December 1997.

Termination of appointment for reasons of health entitles the former United Nations participant to receive a one-time disability payment from the United Nations Joint Staff Pension Fund (UNJSPF) for as long as the staff member remains incapacitated.

Requests for termination of appointment for reasons of health can only be approved by the Secretary-General following review and award of a disability benefit by the United Nations Staff Pension Committee based on a recommendation by the Medical Advisor to the UNJSPF and a joint recommendation of the UNJSPF Committee.

The amount of the one-time disability payment is determined by the UNJSPF. Staff members are encouraged to consult with a UNJSPF representative to learn more about the payment they will receive and other options that may be available to them if they are over the applicable early retirement age.



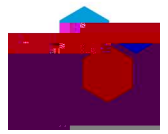
01 Repatriation travel, international= recruited staff only-

If a staff member is separated from the Organization due to disability following an injury or illness, the Organization will provide transport to his/her place of recruitment or place of departure via the most economical route. Spouses and recognized dependants will be transported to the duty station of the Organization will also be eligible for repatriation travel.

0i1 Repatriation Grant

International= recruited staff members who have completed at least five years of qualifying service and who at the time of separation from service are eligible to receive a repatriation grant upon submission of evi







Specific benefits and entitlements will be paid to the surviving: families and beneficiaries on behalf of the staff member who dies in service. These benefits and entitlements are described below along with guidance on how to access them.

Please bear in mind that the benefits and entitlements mentioned herein are not applicable to everyone or to all situations. Staff members should consult their respective Human Resources offices.

Benefits are paid to a recognized spouse, dependent children, other family member, acquaintance or entitled official recorded as a beneficiary of the staff member prior to his/her death.

Persons recognized as primary dependants can include:

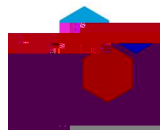
Officially recognized spouse

Natural or legally adopted children up to age 18 years or 21 years if enrolled full time at an education institution

Stepchildren up to age 18 years or 21 years if enrolled full time at an education institution and if residing with the staff member at the time of death.



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a reasonable amount for reimbursement of funeral expenses including: preparation of the remains
 reimbursement of costs directly related to hospitalization and medical treatment
 transportation of remains and transportation of eligible dependants to their place of residence
 official duty station or suitable accommodations to another place specified by the staff member's family.

Claims

When a staff member's death takes place during the performance of official duties the incident should be reported to the security or medical office in the duty station as soon as possible. The deadline for filing a claim for compensation is 90 days from the date of the incident.

The HR office will advise if a claim can be made under Appendix D. "Each claim is considered on a case-by-case basis. Claims should be processed through the HR office. The following documents are generally required for the claim and will be obtained from the HR office: you will submit the claim on behalf of the relevant dependants of the staff member to the Advisory Board on Compensation Claims, A4CC- secretariat for review and processing. A claimant may be required to submit medical reports, proofs of payment and other documentation. Claims should not be sent directly to the A4CC secretariat.

Normally the claim will comprise the following documents:

- Form IC (Claim for Compensation under Appendix D of the Staff Rules, P.1) / 2- duly completed.

- Description of the circumstances of the incident or illness.

- Official incident, security, investigation report or report of the Board of Inquiry as applicable.

- Witness statements if available.

- Administrative statement confirming that at the time of the incident occurred.

- Medical reports.

- Staff Action for Award; or contract that was in effect at the time of the incident.

- A letter claimant: compensation for the surviving spouse and/or dependent children.

- Copies of the death certificate.

- Copies of the marriage and/or birth certificates for dependent children.

The claim will be reviewed by the A4CC secretariat and the Director of the United Nations Division of Emergency Management and Occupational Safety and Health, D/OS - before submission to the A4CC for consideration. All recommendations for





Claims

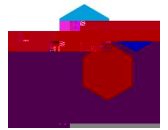
The claimant's HR office will liaise with the Insurance and Discourse Agent Service (IDS) regarding the claim and in turn will advise whether or not the claimant is eligible for compensation under the #AIP.

The claimant's HR office will submit the claimant's attached the required documentation and obtain the necessary recommendations; approvals from the IDS.

The #AIP benefits are paid upon submission of a release form.

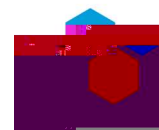
Please do not send any request for compensation directly. Such requests should always be sent on our behalf to the Human Resources Services at our duty station.

For further information on the #AIP please refer to



For more information please see Staff Rule 1.1, vii- of ST/SG4/2009/12 & 'B Staff Regulations and rules of the United Nations dated 13 January 2012 & for more information.





Repatriation of staff members' remains

The Organization will cover the cost for the transportation of the remains from the duty station or place of the incident to the place of recruitment or place of choice leave. In the event that a decision is made to facilitate to transport the remains to a different location, the Organization will pay the cost up to the authorized entitlement.

The Organization offers two options for the repatriation of remains:

5. Transportation and arrangements by the Organization or

6. Local option.

The corresponding HR office and/or the HR local point will advise on options available for repatriation and initiate travel arrangements.



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If the staff member was serving outside his/her home country or country of nationality and had accrued at least \$=ears of Qualification in service at the United Nations until payment to the surviving spouse and/or dependent children upon submission of evidence of relocation to a place outside the country of the duty station.



A portion of funeral costs that are associated with the preparation of the body and the reinterment up to the amount equivalent to three times the amount of the step 1 pensionable remuneration applicable at the time of death for the country where the funeral takes place or where there is no pensionable remuneration scale for the country where the funeral takes place the pensionable remuneration scale for Headquarters in New York or D.

Before confirmation: funeral arrangements families members are advised to confirm with the HR office about funeral costs will be covered. All original receipts for related expenses should be submitted for support to the reinsurance claimant.



The final settlement is a lump sum payment that includes all salary advances and outstanding amounts owed to the Organization to a staff member at the time of death. The settlement will include salary and applicable advances, such as post adjustment, mobility incentive, hardship allowance, overtime, annual leave accrued, spouse, child or single parent allowance, language allowance, rental subsidy etc.- as well as a settlement of travel claims, education grants claims and tax reimbursement.

Amounts due to the Organization to the staff member will be subtracted from the lump sum, i.e. overpayments on salary and advances, salary advances, advances related to education grants, travel, annual leave, telephone and communications costs, payments in lieu of lost property etc.-.

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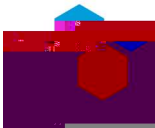


- Q ST/SG4/2012/1; Staff Regulations and Rules of the United Nations dated 3 January 2012 &
- Q ST/SG4/2012/1; Appendix D; Appendix D to Staff Rules dated 3 January 2012 &
- Q ST/AI/4/Rev.4; Compensation for Loss of or Damage to Personal Effects attributable to Service dated 4 April 1994
- Q ST/AI/1999/1; Termination of Appointment for Reasons of *ealt* dated 19 December 1999
- Q ST/AI/2002/2; Medical "vacation" dated 19 September 2002
- Q ST/SG4/2004/1; Payment of Insurance Proceeds under the Multilateral Acts Insurance Policy dated 1 August 2004
- Q ST/AI/2004/4; Access to the Social Security and Insurance dated 13 July 2004
- Q Regulations; Rules and Pension Adjustment System of



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- 2\$ CoAprehensive Nuclear Test Ban Treaty Organization ,CT4TO-
- 4\$ Food and Agriculture Organization ,FAO-
- 5\$ International Atomic Energy Agency ,IAEA-
- 6\$ International Civil Aviation Organization ,ICAO-
- 7\$ International Court of Justice ,ICJ-
- 8\$ International Fund for Agricultural Development ,IFAD-
- 9\$ International Maritime Organization ,IMO-
- : \$ International Organization for Migration ,IOM-
- ; \$ International Seabed Authority ,ISA-
- 2<\$ International Trade Centre ,ITC-
- 22\$ United Nations ,UN-
- 24\$ UNAIDS
- 25\$ United Nations Convention to Combat Desertification ,UNCCD-
- 26\$ United Nations High Commissioner for Refugees ,UNHCR-
- 27\$ United Nations Development Programme ,UNDP-
- 28\$ United Nations Educational Scientific and Cultural Organization ,UNESCO-
- 29\$ United Nations Framework Convention on Climate Change ,UNFCCC-
- 2: \$ United Nations Population Fund ,UNFPA-
- 2; \$ United Nations Children's Fund ,UNICEF-
- 4<\$ United Nations Mechanism for International Criminal Tribunals ,UNICTR-
- 42\$ United Nations International Court of Justice for the Former Yugoslavia ,UNICTY-
- 44\$ United Nations Industrial Development Organization ,UNIDO-
- 45\$ United Nations Office for Project Services ,UNOPS-
- 46\$ United Nations Relief and Works Agency ,UNRWA-
- 47\$ United Nations System Staff College ,UNSSC-
- 48\$ United Nations University ,UNU-
- 49\$ United Nations Women (formerly UN Women) ,UN Women-
- 4: \$ Special Tribunal for Lebanon ,STL-
- 4; \$ World Meteorological Organization ,WMO (formerly World Meteorological Organization) ,WMO-



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Staff Status

All international and local= recruited)\$! 1



Permanent Loss of Function	LuAp suA accordin: to Appendix D esta<lis@ed reference scale	Accordin: to #AIP esta<lis@ed reference scale
Partial Disabilit=4enefits ,after permanent diagnosis-	LuAp SuA pa=Aent P Aont@l= pa=Aents for life of disa<led staff AeA<er up to t@e a:e of retirement ,%2 or %)-.	LuAp SuA pa=Aent accordin: to t@e esta<lis@ed reference scale.
(%"#")\$'!\$, ' &))		
Claims Board; Department	Adjudicated <= Advisor= Board on Compensation Claims ,ACC-	Administered <= Insurance and DisburseAent Service ,IDS- in t@e Accounts Division Office of Procurement Planning: Budget and Accounts ,OPPA-
Claims Request ,Notification-	Deadline for submission 45 4177 4	6 99050 . 590251 (5 . 3308 . 15007 (s)-0 . 9571 6 4 . A-0 . I